

**NESPRESSO**  
PROFESSIONAL



# **Nespresso** Momento 120

## User Manual

Welcome to  
**Nespresso** Professional

To help your company make the most of your **Nespresso** machine,  
let us guide you through everything this machine has to offer.  
It has many features that you will discover and enjoy. Nothing is more  
important than ensuring you enjoy the same high quality cup after cup,  
which is why we guarantee the performance of your machine as a  
natural part of our after-sales service.

How will you create your ideal coffee experience?

# Nespresso Momento 120

## Nespresso Professional coffee machine

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# SAFETY PRECAUTIONS AND GENERAL INFORMATION

## SAFETY PRECAUTIONS

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

### General safety notes

- In the event of emergency, switch off the machine with the main switch located under the water tank, behind the drip tray. Unplug the machine. If your machine is plumbed in, turn off the water mains supply to the machine.
- 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 the use of the appliance in a safe way and they understand the hazards involved. Children must not play with the appliance.
- Ensure that any accessory (e.g. tank, pipes, etc.) is not presenting any damage (e.g. tear, crack,

etc.) which could adulterate machine functionalities or performances.

- Only store milk in the machine fridge using the milk tank provided with the machine.
- At least one copy of this user manual should be kept in a location available at all times to maintenance and management staff. Safety instructions must be available for all users.
- This machine contains magnets.

### WARNING:

#### Risk of fire

- Do not store explosive or flammable substances such as spray cans containing flammable propellants inside the refrigerator.
- Keep clear of obstruction all ventilation openings in the appliance enclosure or in the structure for building-in.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

- Do not damage the refrigerating circuit.
- Do not use electrical appliances inside the milk storage compartment unless they are of the type recommended by the manufacturer.

### Risk of electric shock

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

- The machine must only be installed, relocated, removed, repaired or maintained by authorised, trained service staff.
- Ensure that your machine voltage is the same as your mains voltage.
- Extension cables can be used if needed during the installation.  
**Note:** the extension cable(s) must be rated for the machine!
- Do not open the casing under any circumstances.

**NOTE:** This appliance contains a class-1 laser product.

- Keep the machine away from moisture.
- Never immerse the machine, cable or plug in water or any other liquid.
- Protect the cable from sharp edges.
- Machine cables must be positioned out of the reach of children.
- Immediately stop using the machine if cable or plug are damaged.
- Changes to the electrical plug are prohibited because they could lead to serious dangers by electrical shock or fire.
- Do not position the cable near or on hot parts of the machine. Using the machine near open flames is strictly prohibited.

#### **How to dry the machine in case it gets wet or if there is a water leak (risk of electricution):**

- Check that the mains cable is not wet (especially at the mains plug). Do not touch the mains cable if it is wet! If wet, wait until it is dry before proceeding. If/once the mains cable is dry, unplug the machine. **Note:** the machine must be unplugged,

- not simply turned off.
- Dry the machine with a soft dry cloth. Check for water under the machine and dry off if needed.
- Wait one hour, then plug in the machine for use.

#### **Risk of food safety**

Ingestion of contaminated food could result in death or serious injury.

- Clean the machine periodically and in accordance with this user manual.
- During cleaning or descaling process, please make sure to identify that the machine cannot be used, in order to avoid consumer ingestion of cleaning/descaling agent. Never leave the machine unattended during operation, including the processes of cleaning, descaling and emptying of the machine.
- Fill the water tank with fresh drinking water daily.
- Only use UHT or pasteurised cow milk.
- Only pour milk which has been stored under its defined conditions into the milk tank (refer to milk packaging).

- Use milk within 24 hours since it has been filled into the milk tank.
- Do not leave the milk tank in the fridge with low quantity of milk overnight, to avoid risk of milk freezing.
- If the temperature in the fridge, with the door securely closed, is above 8 °C for more than 4 hours, remove the milk and contact the service provider.
- Never use any other container than the provided milk tank to store milk into the machine fridge.
- Only use food with a sell-by date that has not yet expired.

#### **CAUTION:**

##### **Risk of scalding**

Contact with hot fluids could result in minor or moderate injury.

- Do not perform work underneath the product outlets.
- Avoid direct contact with hot fluids.
- Do not touch any part of the outlets before or after a beverage has been dispensed.
- Empty the drip tray with caution when cleaning the machine.

Do never clean the drip tray steam outlet without gloves.

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

### **Risk of bruising**

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

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

### **Intended use**

This machine is meant to be used in a professional environment by the personnel listed below:

- Self-serve users: Self-serve users are guided by the screen instructions to operate the machine in a safe mode.  
Self-serve users must not conduct any maintenance operations.
- Trained operator staff: Trained operator staff are staff able to operate the machine and execute the cleaning and maintenance activities described in this manual.

### **Operation**

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

- This machine is designed for **Nespresso** Professional capsules, available exclusively through **Nespresso** and its authorised distributors.
- Ensure all necessary maintenance work is done following the instructions and intervals recommended in this user manual.
- Ensure to clean, empty and unplug the machine if you do not plan to use it for a long period of time (weeks). Perform first the automated cleaning process. Disconnect machine from the mains. Remove, empty, clean and store milk tank separately with lid open. Leave fridge door open. Refer to the chapter “Settings” and section “Maintenance menu” for more information.
- The milk tank must only be used to store cold milk. Do not fill the tank with other enriched substances, such as sugar liquids, alcohol, etc.

- When pouring the milk into the milk tank, it must have a temperature between 3 °C and 5 °C as the machine fridge has been designed to keep the milk cool but not to lower its temperature. This is to obtain optimal milk foam quality, which can vary depending on the type of milk used.

### **Do not transport the machine upside down:**

- Always ensure the machine is in a vertical upright position.
- All operations other than those mentioned in this user manual, must only be performed by authorised and trained service providers of **Nespresso** after-sales centres.

### **Cleaning the machine**

- The machine has to be cleaned at the end of each day to ensure hygiene and food safety, preserve your machine lifetime and contribute to an excellent **Nespresso** experience.
- Machine cleaning and maintenance shall not be made by children without supervision.
- This machine needs to be descaled and cleaned.

Always read the safety precautions on the descaling package and/or the cleaning process before proceeding. Avoid contact with eyes, skin and surfaces.

- Use only the adapted milk cleaning tablets as indicated by **Nespresso**. Do not use any other cleaning detergent or disinfection agent. Using other cleaning detergents or tablets might lead to chemical residue buildup and/or poor cleaning efficiency. For ordering cleaning tablets please visit your **Nespresso** online shop or contact **Nespresso**.
- Never use any other container than the provided cleaning tank to perform the automated cleaning process.
- Always perform a cleaning according to the machine prompt or before switching off the machine (as milk must not remain in a switched off machine).
- Always perform a descaling according to the machine prompt.
- Dedicated, single-use and non-abrasive paper towels or tissues only must be used to clean the milk tank, the fridge, the milk aspiration pipe and all the outlets (coffee, milk, water)

to prevent micro-biological contamination.

Dedicated and single-use paper towels or tissues must be wrung out thoroughly to ensure they are only moist, but not wet, which could imply a higher risk of electric shock.

- If cleaning performed before switching off the machine for a long period of time (as milk must not remain in a switched off machine), disconnect machine from the mains after cleaning completion. Remove, empty, clean and store milk tank separately with lid open. Leave refrigerator door open.
- Machine cleaning required in case, for any reason, milk remained in the milk tank into the fridge which was not cooled down for some time.
- Dedicated and single-use paper towels or tissues used to clean external parts of the machine shall be properly treated to prevent possible bacterial contamination.
- Refer to the chapter “Daily cleaning and maintenance” for a complete guide to successfully clean your machine.

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

- Microbiological contamination: Clean and sanitise your hands and all tools or materials used when conducting machine maintenance. Clean the milk tank, fridge and milk aspiration pipe with dedicated, single-use and non-abrasive paper towels.
- Chemical contamination: use adequate chemical agents for the sanitation (e.g. odourless chemicals, mild detergents, food safe and non-abrasive).
- Physical contamination: do not introduce foreign materials that can fall into the consumer cup.
- Allergenic contamination: use specific tools for cleaning the coffee and milk outlets. Never use tools that have been in contact with other food products (e.g. milk).
- Observe hygiene standards while pouring milk into the milk tank.
- Do not put in the microwave plastic parts or any components of the machine.
- Do not clean machine components in the dishwasher, except stated otherwise in this manual.



- Do not clean plastic parts with alcohol, ethanol, methanol, methylated spirits, disinfectants. Detergents with strong acid agents such as acetic acid must not be used either.
- Do not clean the machine with high pressure such as water jets.
- Clean the coffee and milk outlets with dedicated, single-use and non-abrasive paper towels.

### Machine hygiene

- Frequent automated rinsing (internally and externally) takes place to sustain hygiene standards throughout the machine lifetime.

### Maintenance work

- The machine must be serviced by authorised and trained service providers at least once every year or at least every 9,000 beverages.
- A notification will appear on the coffee machine display if the machine needs to be serviced.

### Disposal

- We recommend that you contact **Nespresso** to dispose of the

machine, components and packaging; follow all local regulations.

### Limitations of liability

- The manufacturer accepts no liability for any injuries or accidents if the safety instructions covered in this manual are not adhered to.
- The manufacturer cannot be held liable for any damage caused by misuse or inappropriate handling of the machine.
- The manufacturer does not accept any liability for consequences arising from both internal and external modifications of the machine.

### Warranty regulations

- The warranty provisions apply as agreed with **Nespresso**.
- Malfunctions due to misuse or connecting unsuitable connections are not covered by warranty.
- Wear and tear parts are not covered by warranty.
- All **Nespresso** machines must pass stringent controls.

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

### Risk of material damage

- This equipment is to be installed to comply with the applicable federal, state or local plumbing codes.
- Wrong handling of the machine can lead to property damage.
- This machine is designed for indoor use. Keep it in such a controlled environment (protected from dust, vibrations, water splashes, direct sunlight, pests, etc.).
- Please make sure that a Pest Control and Monitoring system is in place and that the machine is located in an area with Pest Control Monitoring.
- Position the machine on a flat, horizontal, stable, heat-resistant and fluid-resistant surface.
- Do not position the machine where a water jet might be used for cleaning.
- Only fill the tanks with the dedicated liquids (i.e. water or milk). Never fill the water tank with milk.

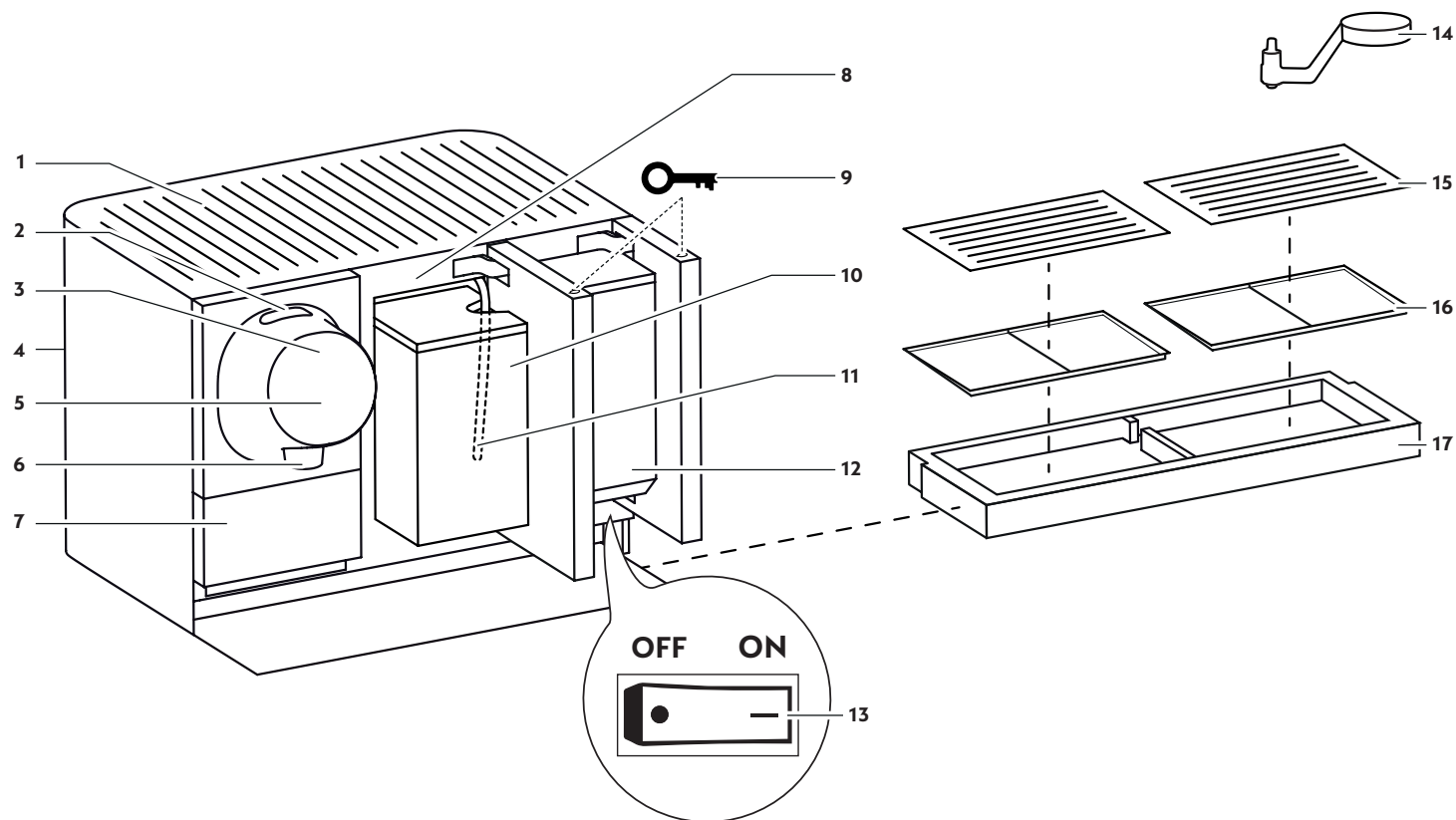


- Store the machine in a dust-free and dry environment, always at a temperature above 0 °C.
- As an option, machine and base cabinets are available in a configuration in compliance with the regulation on accessibility by people with a disability. Please check your local regulation for further information.
- Never use the machine without drip grid.
- For optimal performance, the ambient temperature must be between 5 °C and 32 °C.


### **Reminder**

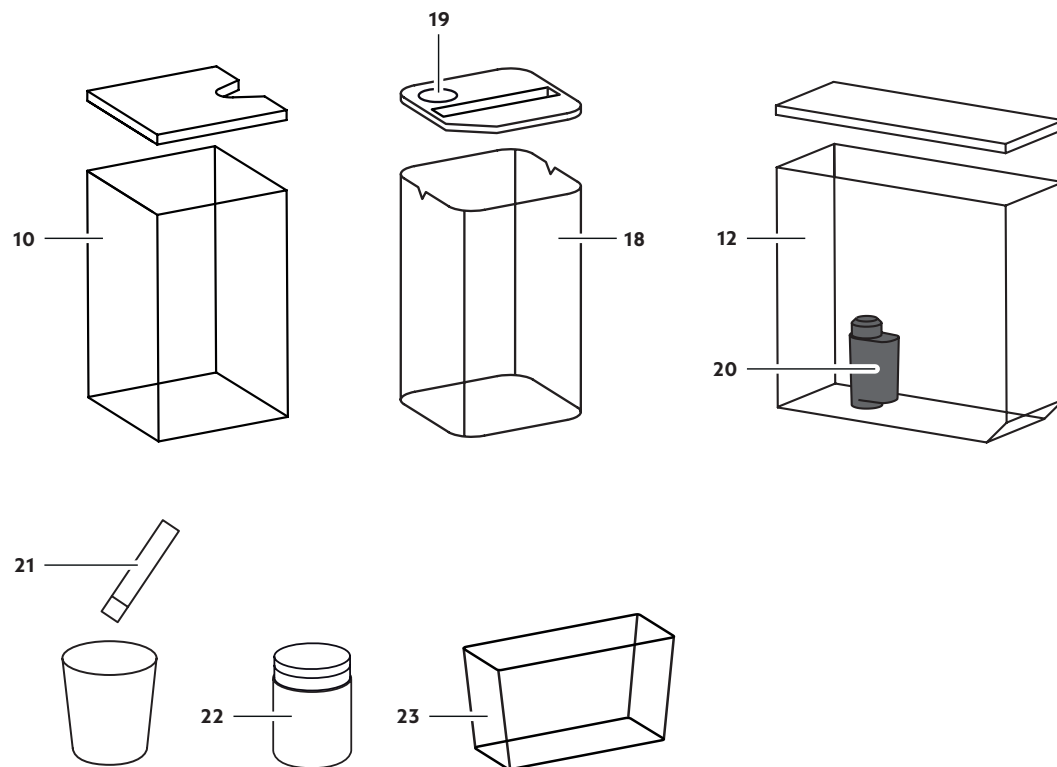
At least one copy of this user manual should be kept in a location available at all times to maintenance and management staff. Safety instructions must be available for all users.

# MACHINE OVERVIEW




## Overview of the parts

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



## Recurring screen symbols

-  Use the screen symbols to navigate.



Go to previous screen



Go to next screen



Confirm symbol

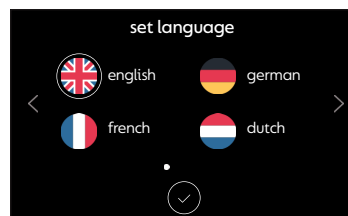


Cancel (back to main screen)

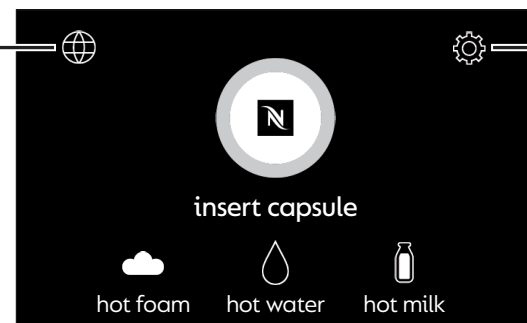
\* Function not available in all countries. Please contact your **Nespresso** representative for more details.

# INTERACTION WITH THE MACHINE

**Home screen:** non coffee recipes such as hot foam / hot water / hot milk can be selected from the home screen. Refer to the Recipe list on page 14. Refer to the Non coffee recipes on page 14 to set them.



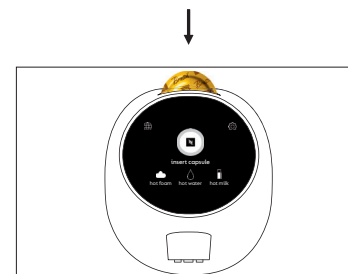
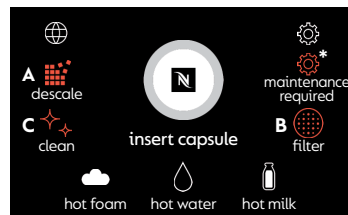
**Language screen:** Select the desired language and tap on the “confirm” symbol.



## Red symbols on the home screen

- A** Red “descale” symbol: The machine needs to be descaled (see page 26)
- B** Red “filter” symbol: Change water filter (see page 26)
- C** Red “clean” symbol: The machine needs to be cleaned (see page 22).

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



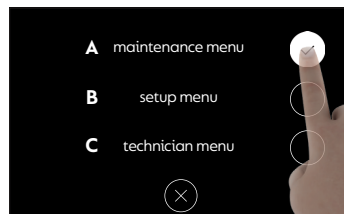
**Nespresso Professional capsule position in the capsule insertion slot**

- i** The capsule does not fully enter the machine head until the beverage is selected.



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

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



#### Settings menu:

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



**Recipe screen:** The recipe screen appears within 2 seconds after a capsule has been inserted in the capsule insertion slot.












Recipes can be chosen from a menu list (refer to the Recipe list on page 14).







Refer to Set recipes on page 20.




Depending on the selected capsule, the recommended recipes are highlighted.

## Recipe list

Recipes are prepared with different ingredients according to the table below. After finishing the preparation, the recipe can be topped-up with the last ingredient. If you do not want to offer the top-up function, go to setup menu > "Set top-up" and unselect the option.

Recipe		Nespresso branded cups				Top-up Max. top-up 50 ml	Cup length programming range min – max (approx.)
		S = 80 ml M = 180 ml L = 350 ml	1 <sup>st</sup> ingredient	2 <sup>nd</sup> ingredient	3 <sup>rd</sup> ingredient		
<b>Ristretto</b> (25 ml)		S	Coffee (25 ml)			Coffee	15 – 35 ml
<b>Espresso</b> (40 ml)		S	Coffee (40 ml)			Coffee	35 – 70 ml
<b>Lungo</b> (110 ml)		M	Coffee (110 ml)			Coffee	70 – 150 ml
<b>Americano</b> (150 ml)		M	Coffee (25 ml)	Hot water (125 ml)		Hot water	130 – 190 ml
<b>Large Americano</b> (210 ml)		L	Coffee (50 ml)	Hot water (160 ml)		Hot water	190 – 260 ml
<b>Espresso Macchiato</b> (75 ml)		S	Hot foam (35 ml)	Coffee (40 ml)		Coffee	65 – 85 ml
<b>Large Cortado</b> (120 ml)		M	Coffee (40 ml)	Hot foam (80 ml)		Hot foam	105 – 145 ml
<b>Piccolo Latte</b> (85 ml)		M	Hot foam (40 ml)	Hot milk (20 ml)	Coffee (25 ml)	Coffee	75 – 105 ml
<b>Cappuccino</b> (170 ml)		M	Hot foam (130 ml)	Coffee (40 ml)		Coffee	150 – 210 ml
<b>Cappuccino Scuro</b> (115 ml)		M	Coffee (25 ml)	Hot foam (90 ml)		Hot foam	100 – 140 ml
<b>Cappuccino Chiaro</b> (170 ml)		M	Hot foam (40 ml)	Hot milk (90 ml)	Coffee (40 ml)	Coffee	150 – 210 ml

Recipe		Nespresso branded cups				Top-up Max. top-up 50 ml	Cup length programming range min – max (approx.)
		S = 80 ml M = 180 ml L = 350 ml	1 <sup>st</sup> ingredient	2 <sup>nd</sup> ingredient	3 <sup>rd</sup> ingredient		
<b>Latte Macchiato</b> (260 ml)		L	Hot foam (120 ml)	Hot milk (100 ml)	Coffee (40 ml)	Coffee	230 – 330 ml
<b>Large Latte Macchiato</b> (330 ml)		L	Hot foam (120 ml)	Hot milk (100 ml)	Coffee (110 ml)	Coffee	300 – 340 ml
<b>Cortado</b> (55 ml)		S	Coffee (40 ml)	Hot milk (15 ml)		Hot milk	50 – 60 ml
<b>Flat white</b> (150 ml)		M	Coffee (40 ml)	Hot milk (90 ml)	Hot foam (20 ml)	Hot foam	135 – 180 ml
<b>Latte</b> (180 ml)		L	Coffee (40 ml)	Hot milk (140 ml)		Hot milk	160 – 220 ml
<b>Latte Grande</b> (300 ml)		L	Coffee (110 ml)	Hot milk (190 ml)		Hot milk	270 – 340 ml

Non coffee recipes		1 <sup>st</sup> ingredient				
<b>Hot foam</b> (150 ml)		L	Hot foam (225 ml)			125 – 325 ml
<b>Hot milk</b> (150 ml)		L	Hot milk (225 ml)			125 – 325 ml
<b>Hot water</b> (300 ml)		L	Hot water (225 ml)			125 – 325 ml

Cup sizes in the table are based on the **Nespresso** standard recipe sizes. The final cup volume can vary depending on milk type used. The recipe names displayed on the machine's screen might be slightly different than the ones in this table.

To select the recipes you wish to offer on the recipe screen, see page 20.

To set the cup volume of a recipe, see page 21.

To select the non coffee recipes you wish to offer on the recipe screen, see page 20.

To set the cup volume of a non coffee recipe, see page 21.



## Proximity sensors\*

Interaction with the Momento machine starts even before touching the touch control panel, thus offering an intuitive new way to welcome you to the world of **Nespresso** Momento.

The machine is equipped with **2 proximity sensors** that perceive movement in front of the machine. Thus, the machine recognises when a person enters its frontal vicinity. The first sensor can recognise movement at a distance of approximately 4 m and the other at a distance of approximately 1 meter from the machine.

Both proximity sensors offer different interaction with the machine. **They can be deactivated** (technician menu) when the machine placement requires it, without compromising the intuitive machine interaction.

Refer to "Energy saving modes" with proximity sensors enabled / disabled on page 17.

## Power saving modes

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

The machine enters **Standby mode** if unused or if its sensors do not detect any movement over a certain period of time. The time delay for Standby mode can be set between 10 and

120 minutes of inactivity.  
(Factory settings: 90 min).

The machine enters **Deep sleep mode** after having been in standby for a specified amount of time. The time delay for Deep sleep mode can be set between 10 and 480 minutes.  
(Factory settings: 120 min).  
The machine always enters Standby mode before switching to Deep sleep mode.

## Automatic machine rinsing

Rinsing the machine is not only important for **hygienic reasons** but also to maintain optimal **machine performance**. There are 4 different automatic rinsing cycles:

### Daily rinsing on start up

- Once per day, at machine start up, the machine automatically performs a rinsing cycle (200 ml) through the coffee and hot water outlets.

### Rinsing after exiting a power saving mode:

- Every time the machine exits a power saving mode, a rinsing cycle (40 ml) is automatically performed to clean the coffee and hot water fluid lines and reach optimal temperature for the next beverage preparation.

### Periodic rinsing

- If the machine does not enter a power saving mode for 130 minutes (i.e. the machine is maintained in ready mode by people passing by),

a rinsing cycle (70 ml) is automatically performed to keep the coffee fluidic line at the optimal temperature. This rinsing cycle can be deactivated (setup menu > periodic rinsing).

## Milk system automatic rinsing

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

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

## Note about milk system rinsing:

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

## Touchless functions

The machine is equipped with various touchless functions that can be set in the setup menu (Set touchless option).  
Factory setting: disabled

- The **lock screen function** allows users to safely interact with the machine. The main advantage of this feature is that it allows the user to wipe the touch control panel before usage. A message on the lock screen welcomes the user and guides them on how to prepare a recipe.
- The **remote control function\*** allows users to interact with the machine through an app without the need to touch the touch control panel, thus providing the most hygienic and personalised coffee user experience. This option is not offered in all countries.

## Telemetry\*

The machine can be connected to **Nespresso** via internet. To get the following benefits, the machine must remain switched ON:

- Visualise machine data and health status
- Update configuration settings and software with the latest functionalities\*\*
- Receive additional **Nespresso** services

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

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

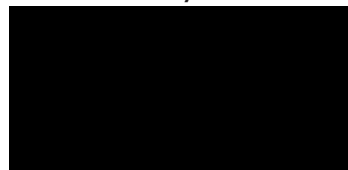
## Energy saving modes with proximity sensors enabled

No presence

Far field proximity sensor

Near field proximity sensors

### Machine in standby mode



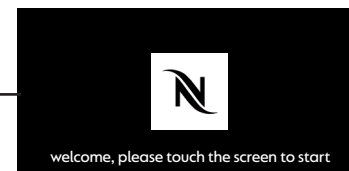
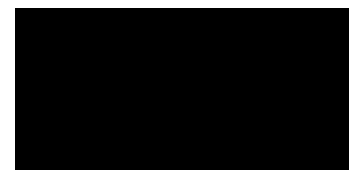
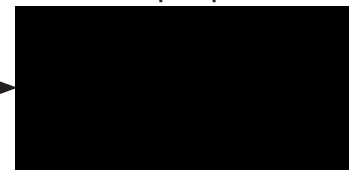
(Fading effect)



The machine is heating up.

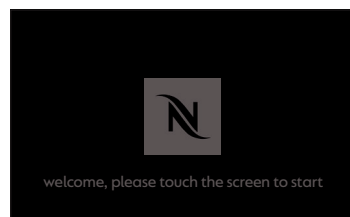
After 30 seconds of inactivity and no movement detection

### Machine in deep sleep mode



Touch the screen to start.

## Energy saving modes with proximity sensors disabled or unavailable



### Machine in standby mode:

Luminosity dims to 30 % to secure screen longevity.



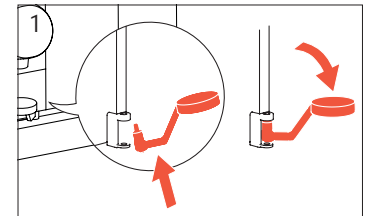
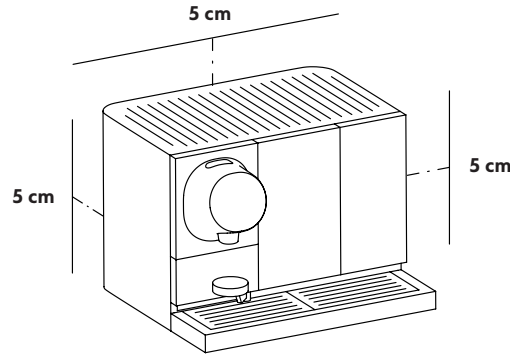
### Machine in deep sleep mode:

Once the user touches the screen, the machine heats up.

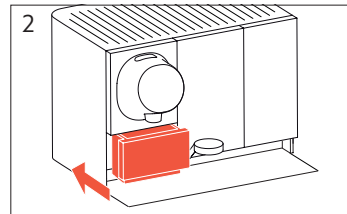
# MACHINE INSTALLATION AND BEVERAGE PREPARATION

## Machine installation

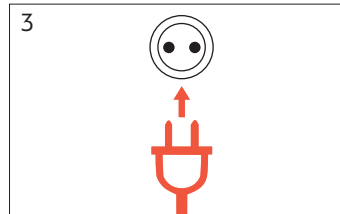
- i Please ensure the coffee machine is placed in a location with sufficient ventilation (at least 5 cm space on the back, on the sides and top of the machine).



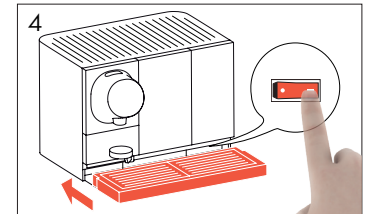
Insert the cup support by tilting it into position.



Insert the capsule container.



Connect the power plug to mains power socket. Ensure to use the correct mains voltage as given in "Specifications" on page 30.



Switch on the machine. Insert the drip tray with the drip grid.

## Machine set-up

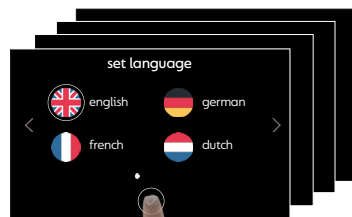
### WARNING

Use UHT or pasteurised cow milk only. The ideal milk temperature is 4 °C and must not be higher than 10 °C. Milk recipes become available once the temperature inside the fridge is below 10 °C.

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

## Recipe preparation

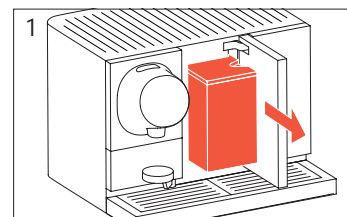
- i Hot foam, hot water and hot milk functions are directly accessible from the home screen.
- i To adjust milk foam quality, refer to milk foam quality adjustment on page 21.



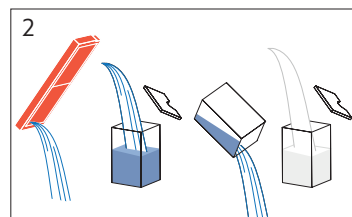
Follow the instructions on the screen to set the parameters of your machine.

### Parameters:

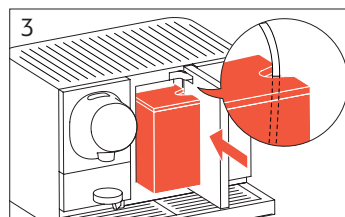
- set language
- set time zone
- set time
- set date
- set energy saving modes
- set temperature
- set recipes
- set functions
- set recipes cup length
- set functions cup length
- set top-up
- set access code
- water filter installation (follow the water filter instructions from step 2)



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

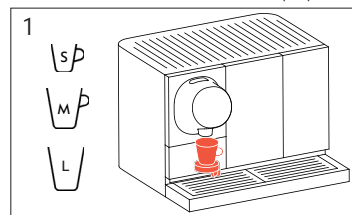


Remove the milk tank, the lid and the drip tray and clean them with odourless detergent. Rinse with warm / hot water and dry all parts with a fresh and clean towel, cloth or paper

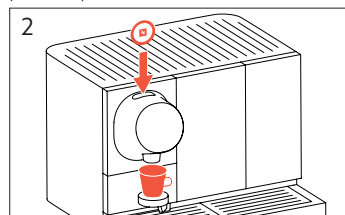


towels before reassembling all parts. Wipe the milk aspiration pipe with a single-use, non-abrasive paper towel or tissue, then insert it in the milk tank prior to place the milk tank back into

the machine's fridge. Make sure the milk aspiration pipe is not pinched. Close the fridge door to ensure that the fridge temperature is maintained. Enjoy!



Select the right cup (size) for your recipe. (refer to page 14). Use the cup support for small and medium cups. Move the cup support to the side if a large cup is used.



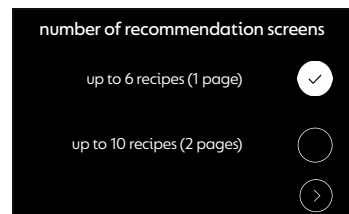
Place the cup under the outlets. Insert the capsule into the capsule slot.



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

## Set recipes

- i To set the recipes for your machine, first decide how many recipes you wish to offer. If you wish to offer up to 6 recipes they will be shown on a single recommendations screen. For 7 up to 10 recipes, your recipe selection will be shown on two recommendations screens.



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

- i "Pure coffee" is either ristretto, espresso or lungo.



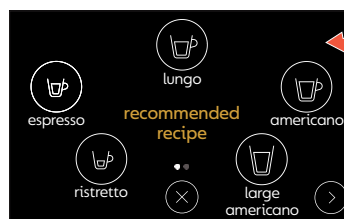
**Setting 3 to 6 recipes:** You must set a minimum of 3 recipes. One of the recipes must be a "pure coffee" recipe.

- i Use the right / left arrow to scroll through the menu list. Use the "i" to get help. The confirmation symbol will appear when the necessary criteria's are met.

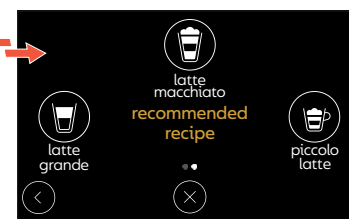


To choose your recipes, simply touch the recipe to select / deselect them. Recipes selected are highlighted (golden ring) for easy identification.

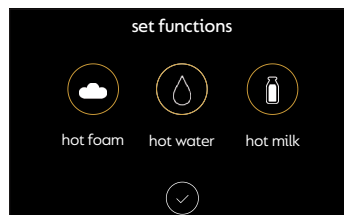
Number of recipes to offer	How many recipes will fit on page 1	How many recipes will fit on page 2
3	3	–
4	4	–
5	5	–
6	6	–
7	5	2
8	5	3
9	5	4
10	5	5



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



Up to 5 more recipes of your choice can be set on the second recommendations screen.



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

touch to select / deselect them. When confirmed, they will appear on the home screen.

## Set recipes cup length Set functions cup length

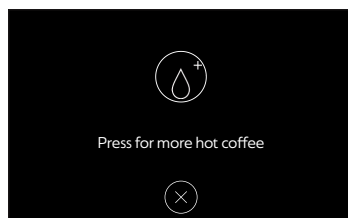


To program the recipes cup length, go to setup menu > set recipes cup length.

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

Use +/- to increase/decrease the overall recipe cup length. The recipe ingredients are adapted automatically. Consult the Recipe list table on page 14 to see the min and max volumes per recipe.

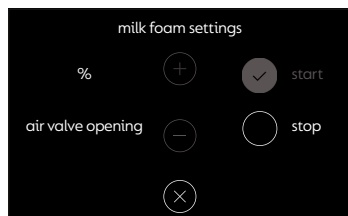
## Personalise the recipes with the top-up function



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

Top-up function can be deactivated in the setup menu > set top-up.

## Milk foam quality adjustment



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

Go to the maintenance menu > adjust milk foam quality.

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

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

# DAILY CLEANING AND MAINTENANCE

## Introduction

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

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



**i** The clean alert follows the rule of one cleaning every 24 hours. The countdown starts only after the first milk recipe has been prepared after the previous cleaning. The status of the countdown (when the next cleaning is due) is shown by touching the setup symbol.

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

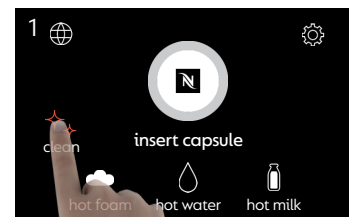
#### The cleaning procedure can be performed in 2 ways:

- Standard process: To get used to each cleaning preparation step in a detailed way, simply start the cleaning procedure.
- Fast process: Prepare the cleaning tank and the cleaning tablet (as shown in step 7), introduce it into the machine fridge (as shown in step 8). Only then start the cleaning procedure. Follow the instruction on screen.

You will be asked to confirm that the water tank is full and that drip tray has been emptied prior to launch the automatic cleaning process.

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

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



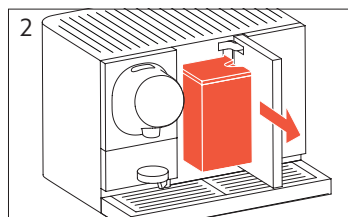
When the “clean” symbol appears in red, the machine must be cleaned. All milk recipes become unavailable.

#### Material needed:

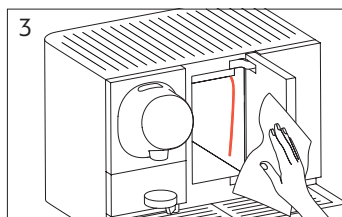
- cleaning tank
- waste water container
- 1 cleaning tablet – only use original Thermoplan cleaning tablets (see “contact **Nespresso**” in appendix)
- duration: ~20 minutes



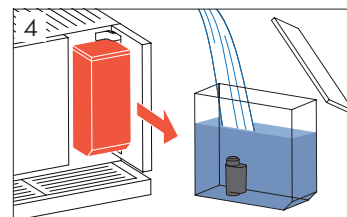
- i Please remember to use mild odourless detergents and non-abrasive tools.



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

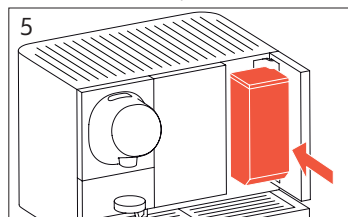


clean towel, cloth or paper towel. Clean the milk aspiration pipe and the milk tank bay with a fresh and clean wet towel.

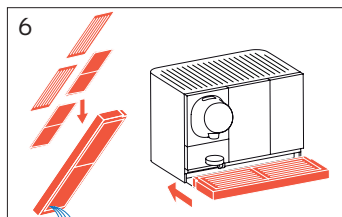


Remove the water tank from the machine. Fill the water tank completely with fresh drinking water.

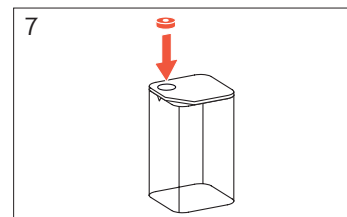
- i If a cleaning tablet is not present or inserted correctly, the cleaning procedure cannot be started.



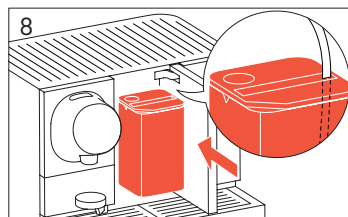
Insert the water tank back to the machine.



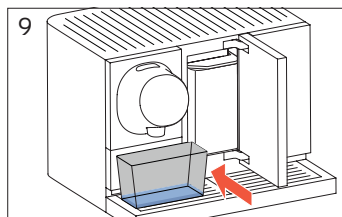
Remove the drip tray with the drip grid from the machine. Empty the drip tray. Insert the drip tray with the drip grid back to the machine.



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



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

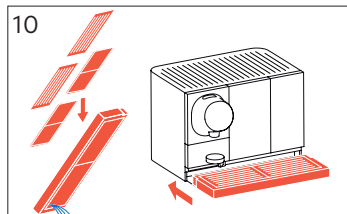


Place the waste water container below the outlets. **Let the fridge door open** (to avoid condensation in the milk tank bay during the cleaning process).

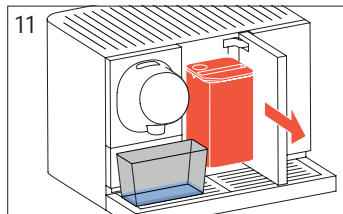
➤ Select "proceed" to launch the cleaning procedure and follow the instructions on the screen.

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

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

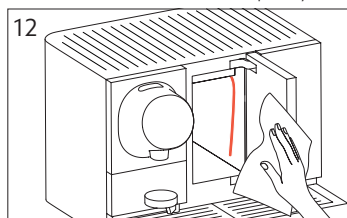


After the cleaning process has finished, remove the drip tray with the drip grid from the machine. Empty the drip tray. Wash with soapy water, rinse and dry both elements. Insert the drip tray with



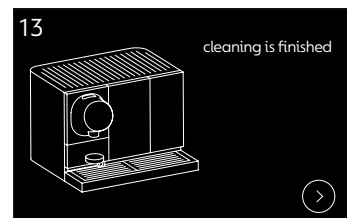
the drip grid back to the machine. Remove, empty and clean the waste water container. Remove the cleaning tank, remove the lid, empty the tank and clean both lid and cleaning tank.

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

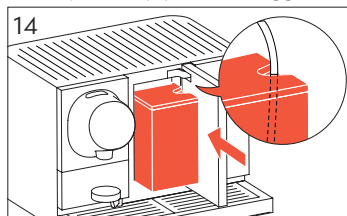


Clean and thoroughly dry the milk aspiration pipe and the milk tank bay with a single-use paper towel or tissue. Check visually that the filter on the milk aspiration pipe is not clogged.

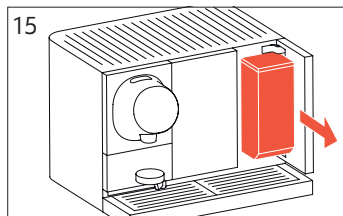
If it is, remove the pipe and clean it with fresh drinking water.



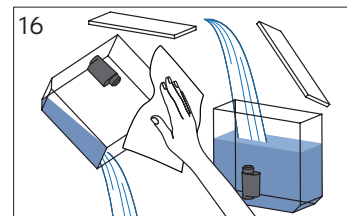
The cleaning procedure is finished.



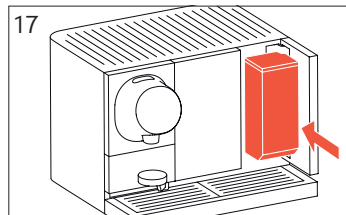
Refill the milk tank with refrigerated milk. Insert the milk tank back into the machine fridge.



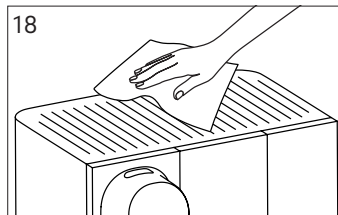
Remove the water tank from the machine.



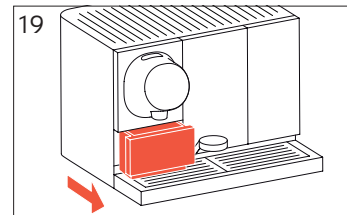
Remove the water tank lid. Empty, clean with a single-use paper towel or tissue and rinse with fresh drinking water. Fill the water tank with fresh drinking water and attach the lid again.



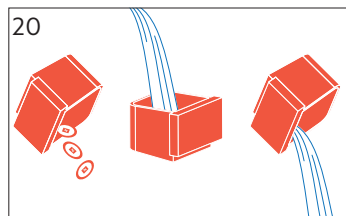
17  
Insert the water tank back to the machine.



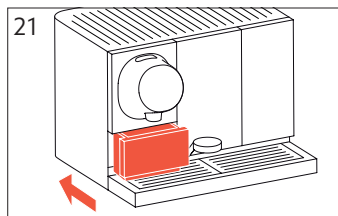
18  
Clean top of the machine with a disposable tissue or paper towel. Be careful, it might be warm.



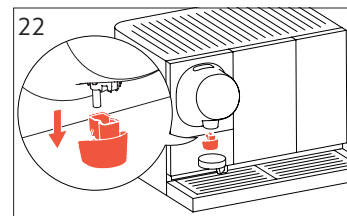
19  
Swing the cup support to the side and remove the capsule container.



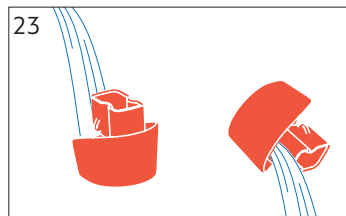
20  
Empty the capsule container, wash with soapy water and dry it.



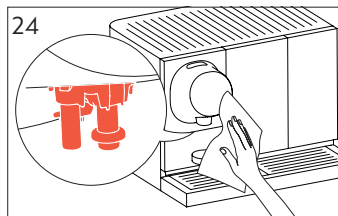
21  
Insert the capsule container back into the machine.



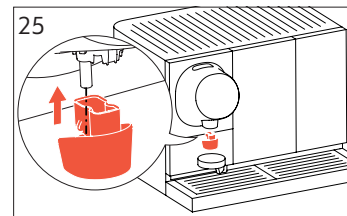
22  
Remove the outlets cover. Be careful, hot water might drip.



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



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



25  
Insert the outlets cover back into the machine.

## Change the water filter



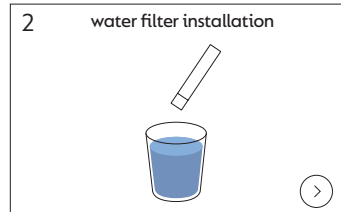
filter

- i The water tank should be cleaned every time the filter is changed (or at least weekly in the direct water connection mode).
- i There are 3 possible options to set the water hardness: A, B, C. Refer to "descaling interval and water filter exchange" on page 27.
- i To complete the new water filter installation, the machine will automatically perform a rinsing cycle of approximately 0.5 litres through the outlets, to secure optimal performance. Therefore, place a container with enough capacity under the outlets.

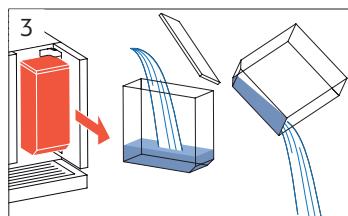


When the "filter" symbol appears in red the internal filter should be changed. Tap on the red filter symbol and follow the instructions.

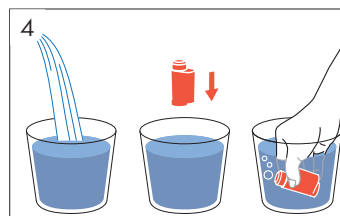
- i Alternatively, when the "filter" symbol appears in red, you can start the water filter change procedure by entering the maintenance menu. Select "change the internal filter" and follow the instructions.



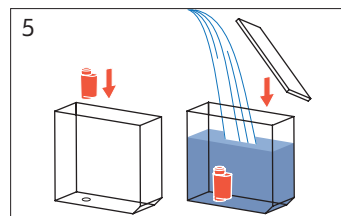
Follow the instructions on the screen to set the water hardness on both the machine and the new water filter.



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



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



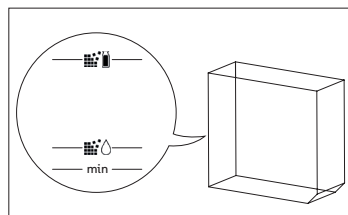
Insert the new water filter. Fill the water tank with fresh drinking water and attach the lid again. Insert the water tank back to the machine.

## Descaling

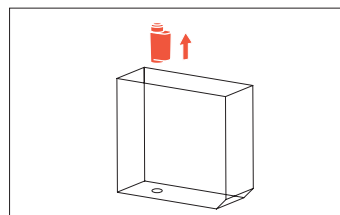


descal

- i In case the "clean" and "descal" symbols appear in red at the same time, proceed first to the cleaning procedure and then to the descaling procedure.



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



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

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

## Descaling: coffee



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

Follow the instructions on the screen.

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

### Material needed:

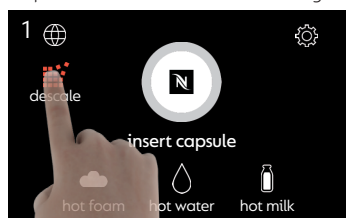
Prepare the following items to complete the descaling process:

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

The procedure will last about 15 minutes.

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

## Descaling: milk



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

The machine will inform that it requests a milk module descaling. Follow the instructions on the screen.

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

### Material needed:

Prepare the following items to complete the descaling process:

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

The procedure will last about 60 minutes.

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

## Descaling intervals and water filter exchange

Water hardness	Water filter setting	25 recipes per day		50 recipes per day		80 recipes per day		water tank filter exchange
		coffee system	milk system	coffee system	milk system	coffee system	milk system	coffee and milk system
<b>High</b>	<b>C</b>	~8 months	~4 months	~4 months	~3 months	~2 months	~3 months	80 L or 183 days
<b>Medium</b>	<b>B</b>	~10 months	~8 months	~5 months	~6 months	~3 months	~5 months	150 L or 183 days
<b>Low</b>	<b>A</b>	~16 months	~13 months	~8 months	~10 months	~5 months	~8 months	220 L or 183 days

If the machine is installed with an external water filtration system, a descaling alarm will be triggered after 1000 litres.

# TROUBLESHOOTING

Problem	Potential solution
The language displayed is not appropriate.	Modify the language settings in your machine's setup menu. If the problem persists, contact your machine operator.
The machine enters in sleep/standby mode too quickly.	Modify the energy-saving settings in your machine's setup menu. If the problem persists, contact your machine operator.
The temperature of <b>Nespresso</b> Momento 120 beverages is too hot/too cold.	Modify the temperature settings in your machine's setup menu. If the problem persists, contact your machine operator.
The length of <b>Nespresso</b> Momento 120 beverages is too long/too short.	Modify the recipe length settings in your machine's setup menu. If the problem persists, contact your machine operator.
<b>Nespresso</b> Momento 120 seems to function, yet no water/coffee comes out of the coffee head.	Ensure there is water in the machine's water tank(s). Ensure there is no air stuck in the water filter. To do that, fill a recipient with fresh drinking water. Immerse the water filter completely and squeeze it several times until all air bubbles have been removed. Place your filter on the water tank and try the machine again.
The display is not illuminated.	If the proximity sensors function has been disabled (or if not available in your country), the machine might be in deep sleep mode. Touch the screen to wake up the machine. If not the case, check if the machine is switched on and if the power plug is connected to the mains power socket.

Problem	Potential solution
The machine performs too many automatic rinsing cycles.	Refer to the section “periodic rinsing” on page 16.
The milk container contains milk but the milk recipes are not available.	Milk recipes become available once the temperature in the fridge is below 10 °C. Refer to the section “interaction with the machine” on page 12 to check the temperature in the fridge. Always use pre-cooled milk (i.e. 5 °C) when refilling the milk tank.
The milk froth texture is not to the desired quality.	<ul style="list-style-type: none"> <li>– Depending on the milk type you use, the setting must be adjusted. This might happen as well if you use the same milk type and brand but at a different period of the year. Refer to the section “milk foam quality adjustment” on page 21 to set the desired milk foam density.</li> <li>– Make sure the milk aspiration pipe is correctly inserted in the milk tank and not pinched by the milk tank lid.</li> </ul>



# APPENDIX

## Direct water connection

The machine can be connected to the water network directly. Thus, water filter needs to be changed less often. No water refill is required.

## Specifications

A trained **Nespresso** technician or a certified plumber is required (plumber installation) and pressure needs to be checked between 2 – 4 bar.

### Power supply:

220 – 240 V / 50 – 60 Hz (IEC certification)

200 V / 50/60 Hz (IEC certification)

**Weight:** 39 kg

**Operation temperature range:** +5 °C – +32 °C

**Storage temperature range:** –25 °C – +60 °C  
(please empty your machine before storage)

**Water tank capacity:** 5 L

**Milk tank capacity:** 3 L

**Dimensions (W x D x H):** 560 x 500 x 420 mm

**Noise emission:** < 55 dBA

**Fluid refrigerant:** R600a

**Power of fridge compressor:** 50 W

## Telemetry Specifications\*

### Modem frequency bands:

- 2G bands (GSM/EDGE): 850, 900, 1800 and 1900 MHz
- 3G bands (UMTS): 800, 850, 900, 1900 and 2100 MHz

### Maximum radio-frequency power:

- 2G bands: 33 dBm
- 3G bands: 25 dBm

## Proximity Sensor Specifications\*

**Frequency:** 5.8+/-0.075 GHz

### Maximum power:

- ETSI countries: ca 2 mW / ca 3 dBm
- FCC countries: < 50 mV/m, < 94 dBuV/m

## Type plate

The type plate contains the following details:

**Machine type:** Nespresso Professional Coffee Milk Machine

**Model:** Nespresso Momento 120

**Type:** 232/NP120

**Voltage:** according to type plate

**Power:** according to type plate

**Serial number:** according to type plate

**Production date:** according to type plate

## Steam boiler pressure system

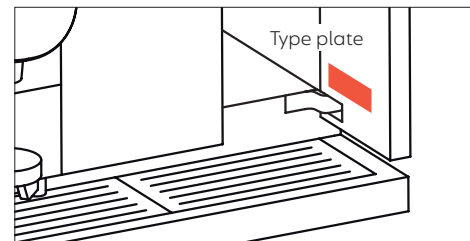
**Rated operation pressure:** 2.8 bar

**Rated operation temperature:** 142 °C

**Max. boiler pressure:** 5 bar

**Min. boiler pressure:** –0.2 bar

**Tested boiler pressure:** 7.5 bar



## Recycling capsules and machines end of life

This appliance complies with the EU Directive 2012/19/EC. Packaging materials and appliance contain recyclable materials.

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

Separation of the remaining waste materials into different types facilitates the recycling of valuable raw materials.

Leave the appliance at a collection point.

You can obtain information on disposal from your local authorities.

To know more about **Nespresso** sustainability strategy, go to [www.nespresso.com/positive](http://www.nespresso.com/positive)

## Publishing details

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Original user manual

## Contact Nespresso

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

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