

ABOUT is NESCAFÉ® Dolce Gusto®

What is NESCAFÉ® Dolce Gusto®?

NESCAFÉ® Dolce Gusto® is a coffee machine with a proprietary one portion capsule that produces high quality coffee house style drinks including Espresso, Cappuccino, Latte Macchiato and Lungo (traditional cup of coffee).

NESCAFÉ® Dolce Gusto® is a joint venture between Nestlé® and De'Longhi and is aimed exclusively toward the at-home consumer.

How does the machine work?

The NESCAFÉ® Dolce Gusto® machine heats water, which is passed at high pressure through a capsule of high quality NESCAFÉ® roast and ground coffee into the cup. This 15 bar system uses pressure similar to coffee house machines. The coffee that is used in the capsules is made of premium 100% Arabica pure coffee beans.

The high pressure and the capsules are designed to deliver an even distribution of water and pressure over the coffee to ensure that flavor is maximized. While traditional drip coffee machines operate at one bar of pressure (normal atmospheric pressure) and a number of other one-cup coffee machines operate at no more than two bars, the NESCAFÉ® Dolce Gusto® system can operate at 15 bars. Each capsule makes one beverage serving in under a minute.

Can you use other coffee capsules or only NESCAFÉ® Dolce Gusto® capsules?

Only NESCAFÉ® Dolce Gusto® coffee capsules are suitable for use with this machine. They are the only capsules that were developed to fit and that correspond to the high quality requirements for this system.

How do I start using my machine?

We believe in no mess, no fuss coffee so your beverages are made in a few simple steps:

First, decide on your beverage:

One (1) capsule beverages include: Caffè Americano/House Blend, Caffè Grande Intenso/Dark Roast, Caffè Lungo, Caffè Lungo Decaffeinato, Espresso, Morning Blend and Peach Iced Tea

Two (2) capsule beverages include: Cappuccino, Cappuccino Ice, Skinny Cappuccino, Chai Tea Latte, Chococino, Latte Macchiato, Caramel Latte Macchiato, Vanilla Latte Macchiato, and Mocha.

Refer to the dosing instructions on your carton or capsule for specifics.

Now you're ready for action:

- Turn machine on, wait until light glows green
- Pop in your favorite capsule into the capsule holder
- Lock the handle down
- For manual machines, move the custom control lever to the red setting for hot beverages and the blue setting for cold beverages
- For automatic machines, simply use the scroll wheel to follow the suggested dosage on your capsule or customize your delicious coffee house beverage exactly the way you want it.

When you're ready to stop the flow (each beverage comes with recommended dosing on its capsule carton):

- For manual machines, move the custom control lever back to the center. For automatic machines, your beverage will stop brewing automatically.
- Lift up the handle
- Dispose of your capsule

Why do I have to use the control lever on the manual machines?

That's why NESCAFÉ® Dolce Gusto® machines allow you to customize your beverage strength with a custom control lever. We put the power in your hands! For the Creativa™ and Genio™, the automation is combined with customization so you can always add more or less to your beverage to suit you.

What does 15 bars of pressure mean?

15 bars of pressure refers to the barometric pressure that builds up inside every smart capsule. 15 bars is like being 500 ft underwater! This pressure is comparable to professional coffee house machines and much greater than most single serve coffee machines on the market.

What does it mean to you? Fifteen bars of pressure means a frothy, coffee house experience on demand, in your home kitchen. It maximizes the flavor and aroma from the coffee. It's how you create the highest-quality coffee drinks for you and all your guests, in less than a minute.

How do the capsules work?

The capsules are created with patented smart capsule technology to give you coffee house quality beverages every time.

Here's how it works:

- When a capsule is inserted, a needle punches through the capsule seal. Water enters the capsule and pressure begins to build, pushing the water evenly through the coffee.
- As the pressure builds to its optimum level to maximize your flavor, the seal at the bottom of the capsule is broken and the coffee begins to flow into your cup.

What capsule flavors are available?

Black Coffees

- Caffé Americano/House Blend
- Caffé Grande Intenso/Dark Roast
- Caffé Lungo
- Caffé Lungo Decaffeinato
- Espresso
- Morning Blend

Specialty Drinks

- Cappuccino
- Skinny Cappuccino
- Chococino
- Latte Macchiato

- Caramel Latte Macchiato
- Vanilla Latte Macchiato
- Mocha

Chilled Drinks

- Iced Cappuccino
- Peach Iced Tea

Exotic Drinks

- Chai Tea Latte

What about the milk component of Cappuccino or Latte Macchiato?

Consumers preferring these types of coffee beverages simply insert an additional milk capsule (which contains sweetened, whole milk). Heated water flowing through the capsule under pressure will produce the milky foam expected in Cappuccino or Latte Macchiato. Many consumers find that making cappuccino with fresh milk at home from a steam pipe is too complicated and messy. They see this system as the easiest way to get an excellent Cappuccino or Latte.

How much coffee will consumers need for one cup, where will they be able to buy the coffee capsules and how much will they cost?

One capsule makes one cup of Espresso or Caffè Lungo (traditional cup of coffee). To make Cappuccino, Iced Cappuccino, Chococino and Latte Macchiato, one additional capsule, containing milk, is needed. Consumers will be able to buy boxes of 16 capsules in retail outlets or online at www.dolce-gusto.us

For preparing Cappuccino or Latte Macchiato you recommend using the milk capsule first. Why?

By using the milk capsule first and then the coffee capsule, the foam of the final beverage remains a frothy white. This is the authentic way of preparing these beverages. If the opposite is done, the foam becomes brown. However, there is no problem with the taste or enjoyment of the cup.

Why do the milk capsules contain sugar?

Some of the milk in the capsule is slightly sweetened (see nutritional values on the box) in order to deliver perfectly balanced taste and to add convenience for the consumer. Additional sugar may be added to achieve desired sweetness.

Why is the top of my coffee covered with a foam layer?

The foam layer covering the espresso and lungo beverages is called "créma" and is the result of thorough extraction of the coffee contained in the capsule by hot water delivered at elevated pressure. Créma is a widely recognized sign of high quality coffee. Consumers can easily test the cream strength by smoothly depositing granular sugar on the créma layer. If créma is good, sugar will take several seconds before sinking under the créma layer.

Should I stir before consuming my Cappuccino or Latte Macchiato beverage?

The successive addition of milk first and coffee second results in the authentic layered beverage (white milk in the bottom of the cup, brown coffee in the middle, white milk foam on the top). Some people prefer to consume without stirring (which will lead to changing experience during drinking). Some others prefer to stir

in order to have a homogenous taste from start to end. It is up to each consumer to experiment and find the most enjoyable way.

For how long can I keep the products?

The expiration date for the product is written on the box. The freshness of the product is assured for up to 12 months from the production date. This is achieved by hermetically sealing the product in the capsule and by excluding oxygen. The only precaution is to keep the capsules in a dry, clean place away from heat or direct sunlight.

What cups should I use?

NESCAFÉ® Dolce Gusto® provides a range of cups in order to facilitate beverage preparation. The machine has an adjustable cup support to fit almost any cup or glass.

Could I reuse a capsule?

Always remove and discard the capsule once beverage preparation is completed and the light stopped blinking. Never use the same capsule twice.

Could I leave the used capsule in the machine or should I immediately discard it?

Once beverage preparation is complete and the light stops blinking, remove and discard the capsule.

How long does it take to prepare a beverage?

Depending on the beverage: Espresso (50 ml) in less than half a minute, Caffè Lungo (110 ml) and Caffè Americano in less than one minute, Cappuccino, Latte Macchiato and Mocha which require the use of two successive capsules will take about a minute to prepare.

May I use the cold water function to make my coffee and/or milk beverage.

We currently offer an Iced Cappuccino variety if a cold or "iced" beverage is preferred

Can I put 2 milk capsules and only 1 coffee capsule to make it milkier? Or 2 coffee capsules and 1 milk capsule?

Nestlé® product specialists have developed each recipe to deliver the perfect product when used as recommended. Of course, individual's taste and expectation vary.

Can I open the capsule? Do I need to open the capsule first?

No, you must not open the capsule. Please follow the instructions in the user manual.

Information provided by Nestlé.