

ECLIPSE

USER MANUAL

TABLE OF CONTENTS

1. SAFETY PRECAUTIONS 3
2. MACHINE OVERVIEW 5
3. BEVERAGE EXAMPLES 7
4. RECOMMENDATIONS FOR SAFE USE 8
5. FIRST USE 9
6. PREPARING A BEVERAGE 10
   - 6.1 ONE CAPSULE (E. G. LUNGO) 10
   - 6.2 TWO CAPSULES (E. G. CAPPUCCINO) 11
7. CLEANING 13
8. DESCALING AT LEAST EVERY 3-4 MONTHS 14
9. TROUBLESHOOTING 16
   - 9.1 NO LIQUID COMES OUT – NO WATER? 16
   - 9.2 NO LIQUID COMES OUT – CAPSULE / INJECTOR BLOCKED? 16
   - 9.3 VARIOUS 18

1. SAFETY PRECAUTIONS

1. Read all instructions and keep these safety instructions. Any type of misuse of the appliance may result in a potential injury.
2. Connect the appliance to a mains power socket with an earth connection only. Mains voltage must be the same as the details on the rating plate. The use of incorrect connection will negate the guarantee and may be hazardous.
3. This appliance is intended to be used in household only. It is not intended to be used in following applications, and the guarantee will not apply for:
   – staff kitchen areas in shops, offices and other working environments;
   – farm houses;
   – by clients in hotels, motels and other residential type environments;
   – bed and breakfast type environments;
4. Your appliance is intended for domestic use inside the home only at an altitude below 3400 m.
5. In case of any inappropriate use or failure to comply with the instructions, the manufacturer accepts no responsibility and the guarantee may not apply.
6. We recommend using the NESCAFÉ® Dolce Gusto® capsules designed and tested for the NESCAFÉ® Dolce Gusto® machine. They were designed to interact together - the interaction provides the in-cup quality that NESCAFÉ® Dolce Gusto® is known for. Each capsule is designed to prepare a perfect cup, and cannot be reused.
7. Do not remove hot capsules by hand. Always use capsule holder handle to dispose of used capsules.
8. Always use the appliance on a flat, stable, heat resistant surface away from sources of heat or water splashes.
9. To protect against fire, electric shock and injury to persons do not immerse the power cord, plugs or the appliance in water or other liquid. Avoid spillage on the plug. Never touch the power cord with wet hands. Do not overfill the water tank.
10. In case of an emergency remove the plug from the mains power socket immediately.
11. Close supervision is necessary when the appliance is used near children. Keep the appliance / power cord / capsule holder out of reach of children. Children should be supervised to ensure that they do not play with the appliance. Never leave the appliance without surveillance while making a beverage.
12. This appliance is not intended for use by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Persons who have a limited or no understanding of the operation and use of this appliance must first read and fully understand the contents of the user manual, and where appropriate seek additional guidance on its operation and use from the person responsible for their safety.
13. Do not use the appliance without the drip tray and drip grid, except when a very tall mug is used. Do not use the appliance for hot water preparation.
14. For health reasons, always fill the water tank with fresh drinking water.
15. After use of the appliance always remove the capsule and clean the capsule holder. Empty and clean the drip tray and capsule bin daily. Users allergic to dairy products: Rinse the appliance according to the cleaning procedure.
16. The heating element surface is subject to residual heat after use and plastic housings may feel warm to touch several minutes upon use.
17. Unplug from the mains power socket when not in use.
18. Unplug from the mains power socket before cleaning. Allow to cool before putting on or taking off parts, before cleaning the appliance. Never clean wet or immerse appliance in any fluid. Never clean the appliance with running water. Never use detergents to clean the appliance. Clean the appliance only using soft sponges/brushes. The water tank should be cleaned with a clean food-safe brush.
19. Never turn the machine upside down.
20. If away for prolonged periods, on holiday, etc. the appliance must be emptied, cleaned and unplugged. Rinse before reuse. Operate the rinse cycle before re-using your appliance.
21. Do not turn off the appliance during the descaling process. Rinse the water tank and clean the appliance to avoid any residual descaling agent.
22. Any operation, cleaning and care other than normal use must be undertaken by after-sales service centres designated by NESCAFÉ® Dolce Gusto® hotline. Do not dismantle appliance and do not put anything into openings.
23. In case of intensive use without allowing sufficient cooling time, the appliance will stop functioning temporarily with the red indicator light blinking. This is to protect your appliance from overheating. Switch the appliance off for 20 minutes to let it cool down.
24. Do not operate any appliance with a damaged cord or plug. If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Do not operate any appliance that malfunctions or has been damaged in any manner. Unplug cord immediately. Return the damaged appliance to the nearest authorised service facility designated by NESCAFÉ® Dolce Gusto® hotline.
25. The use of accessory attachments not recommended by the appliance manufacturer may result in fire, electric shock or injury to persons.
26. Do not let the cord hang over the edge of a table or counter, or touch hot surfaces or sharp edges. Do not allow the cord to dangle (risk of tripping up). Never touch the cord with wet hands.
27. Do not place on or near a hot gas or electric burner, or in a heated oven.
28. To disconnect, turn the machine off, then remove the plug from the mains power socket. Do not unplug by pulling the cord.

29. Always insert the capsule holder in the machine to prepare a beverage. Do not pull out the capsule holder before the indicator stops blinking. The appliance will not work if the capsule holder is not inserted.
30. Machines equipped with a locking handle: Scalding may occur if the locking handle is opened during the brewing cycles. Do not pull up the locking handle before the lights on the machine stop flashing.
31. Do not put fingers under the outlet during beverage preparation.
32. Do not touch the injector of the machine head.
33. Never carry the appliance by the machine head.
34. The capsule holder is equipped with a permanent magnet. Avoid placing the capsule holder near appliances and objects that can be damaged by magnetism, e.g. credit cards, USB drives and other data devices, video tapes, television and computer monitors with picture tubes, mechanical clocks, hearing aids and loud speakers.
35. Patients with pacemakers or defibrillators: Do not hold the capsule holder directly over the pacemaker or defibrillator.
36. If the mains power socket does not match the plug on the appliance, have the plug replaced with a suitable type by aftersales service centres designated by NESCAFÉ® Dolce Gusto® hotline.
37. Packaging is made of recyclable materials. Contact your local council / authority for further information on recycling programs. Your appliance contains valuable materials which can be recovered or recycled.
38. For additional guidance on how to use the appliance, refer to the user manual on www.dolce-gusto.com or call NESCAFÉ® Dolce Gusto® hotline number.
39. Please be aware that the appliance is still using electricity whilst in eco-mode (0.31 W/hour).
40. Keep the appliance and its cord out of reach of children aged less than 8 years. Children shall not play with the appliance.
41. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and if they understand the hazards involved.
42. Cleaning and user maintenance shall not be made by children unless they are older than 8 and supervised by an adult.



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

EUROPEAN MARKETS ONLY:

Think of the environment!



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

Leave it at a local civic waste collection point or at an approved service centre, where it will be disposed of properly. European Directive 2012/19/EU on Waste Electrical and Electronic equipment (WEEE), stipulates that used household appliances must not be disposed of in normal unsorted municipal waste. Old appliances must be collected separately to optimise the sorting and recycling of their parts and to reduce the impact on human health and the environment.

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

2. MACHINE OVERVIEW



1. Cold water icon
2. XL volume function
3. ON/OFF icon / Descaling signal / Error signal
4. Used capsule icon
5. Hot water icon
6. Touch volume selector / Bar display
7. Capsule holder
8. Rinsing tool
9. Water tank
10. Injector
11. Drip grid
12. Drip tray
13. Cleaning needle
14. Injector tool
15. Capsule bin

ECONOMY MODE:

After 5 minutes of non-usage.

TECHNICAL DATA

IE/GB
220-240 V, 50/60 Hz, 1340-1600 W

max. 15 bar

1 L

~3.5 kg

5–45 °C
41–113 °F

A = 27.4 cm
B = 34.6 cm
C = 33.2 cm

2. MACHINE OVERVIEW

OPENING / CLOSING



AUTOMATIC OPENING
Press ON / OFF icon. Machine moves automatically to beverage preparation position.



MANUAL CLOSING
Close machine manually. Make sure that capsule holder is empty.

3. BEVERAGE EXAMPLES

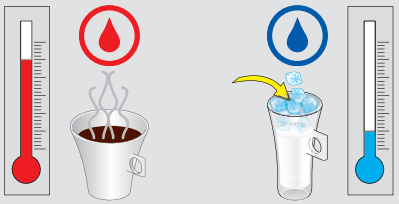
Adjust drip tray



Select volume

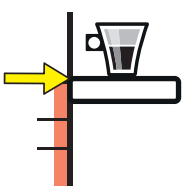


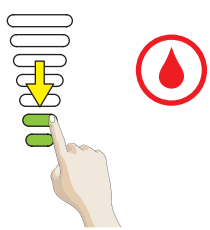
Choose hot or cold



ESPRESSO







35 ml
Ristretto

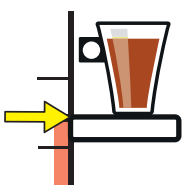
50 ml
Espresso
Espresso Intenso

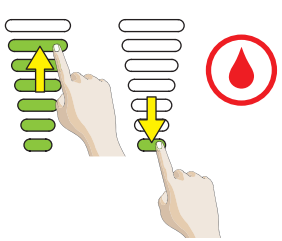
CAPPUCCINO



① + ②







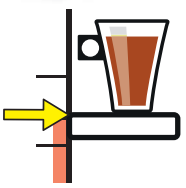


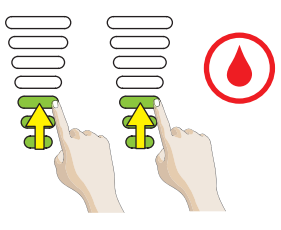
CHOCOCINO



① + ②







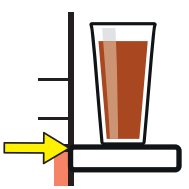


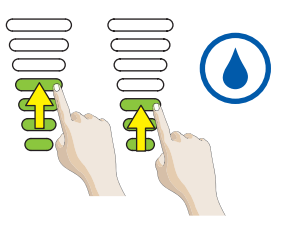
CAPPUCCINO ICE



① + ②

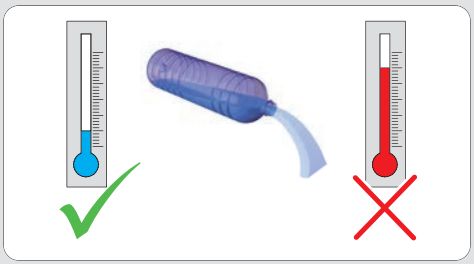






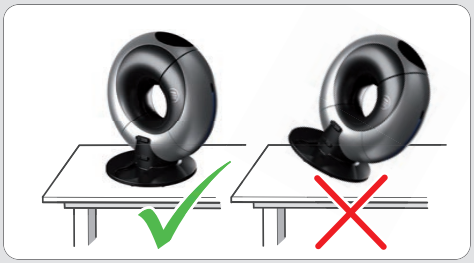


4. RECOMMENDATIONS FOR SAFE USE



Never add hot water to the water tank!

For rinsing and beverage preparation only use drinking water.



Always keep the machine upright!



After finishing preparation, bar display flashes and ON / OFF icon blinks red for about 5 seconds. **During that time do not try to pull out the capsule holder!**



Do not touch plug with wet hands. Do not touch machine with wet hands!



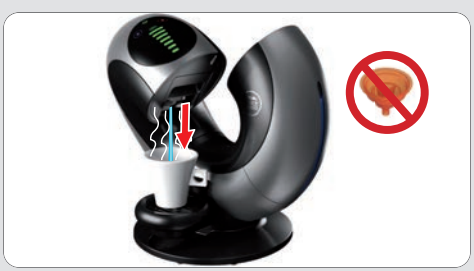
Never use a wet sponge. Only use a soft damp cloth to clean the top of the machine.



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



Never touch injector with surface of finger! Do not use machine without injector!



Do not use the rinsing tool for tea or hot water preparation.



If away for more than 2 days (on holidays etc.) the machine must be emptied, cleaned and unplugged. Before reuse rinse machine according to instructions in 7. “Cleaning” on page 13, beginning with step 4 to step 8.

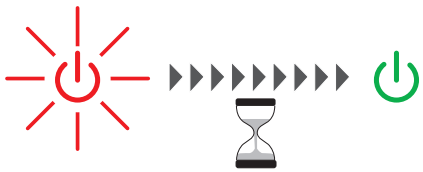
5. FIRST USE

1



Ensure to use the correct mains voltage as given in 2. “MACHINE OVERVIEW” on page 5. Connect power plug to mains power socket. Press ON / OFF icon. Machine moves automatically to preparing a beverage position.

2



While machine is heating up, ON / OFF icon starts blinking red. After approx. 30 seconds, ON / OFF icon lights up steady green. Machine is ready to use.

3



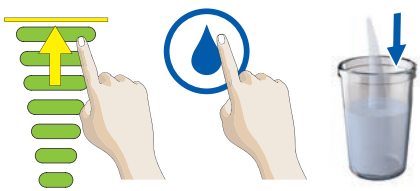
Rinse water tank manually with fresh drinking water. Fill water tank with fresh drinking water. Insert water tank into machine.

4



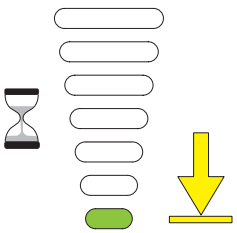
Make sure that rinsing tool is in capsule holder and capsule holder is in machine. Place an empty large container underneath the coffee outlet.

5



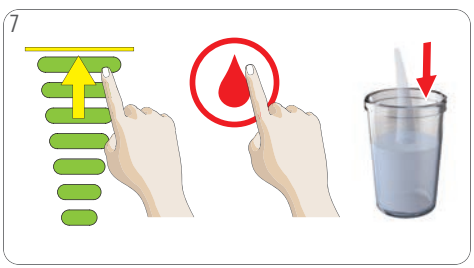
Start rinsing with cold water: Set bar display to maximum level with touch volume selector. Touch cold water icon. Machine starts rinsing. Lights on bar display vanish progressively.

6



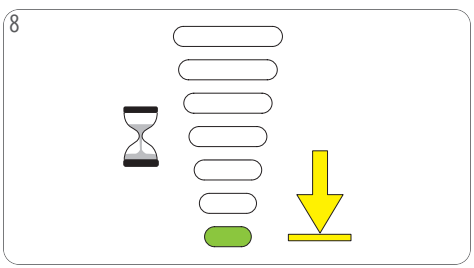
Wait until countdown is finished and machine stops.

7



Continue rinsing with hot water. Set bar display to maximum level with touch volume selector. Touch hot water icon. Machine starts rinsing. Lights on bar display vanish progressively.

8



Wait until countdown is finished and machine stops.

9

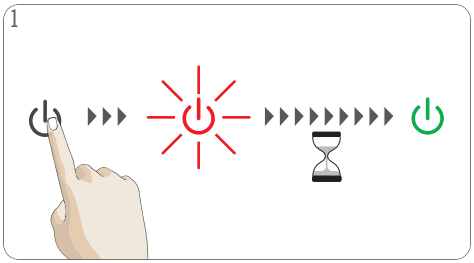


Remove rinsing tool. **Warning: Hot water! Handle with care!** Empty container. Fill water tank with fresh drinking water. Insert water tank into machine. Place drip grid on drip tray. Reinsert drip tray.

6. PREPARING A BEVERAGE

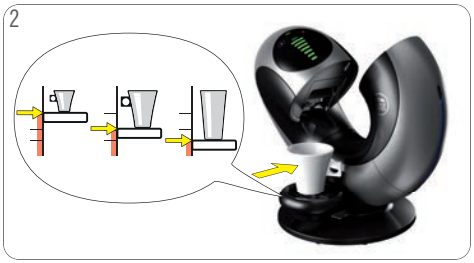
6.1 ONE CAPSULE (E. G. LUNGO)

1



Check if the water tank contains enough fresh drinking water. Switch on machine. While machine is heating up, ON / OFF icon starts blinking red. After approx. 30 seconds, ON / OFF icon lights up steady green. Machine is ready to use.

2



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

3



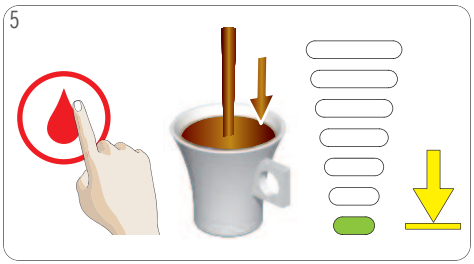
Pull out capsule holder. Make sure rinsing tool is not inside. Insert capsule in capsule holder. Insert capsule holder into machine.

4



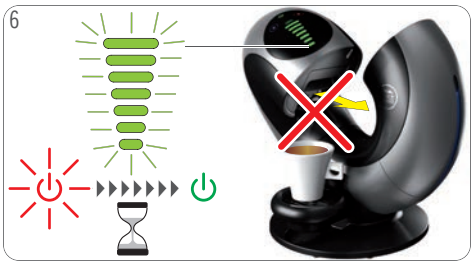
Use touch volume selector to illuminate amount of bars in accordance with the number of bars shown on capsule, or select amount of bars to your own taste. Choose XL beverage for an extra big cup. Wait around 1.5 min if you want to prepare a second extra big cup.

5



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

6



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

7



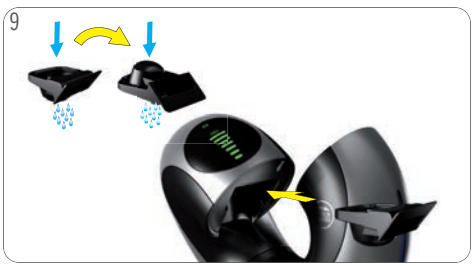
After extraction is finished remove cup from drip tray.

8



Used capsule icon blinks orange until capsule is removed. Pull out capsule holder. Remove used capsule. Put used capsule in capsule bin.

9

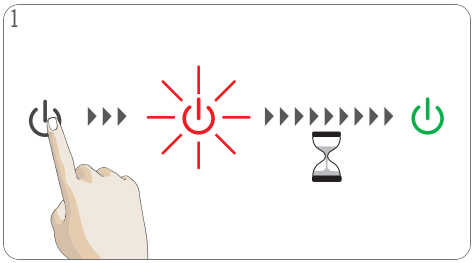


Rinse capsule holder with fresh drinking water from both sides. Dry capsule holder. Insert it back into machine. Enjoy your beverage!

6. PREPARING A BEVERAGE

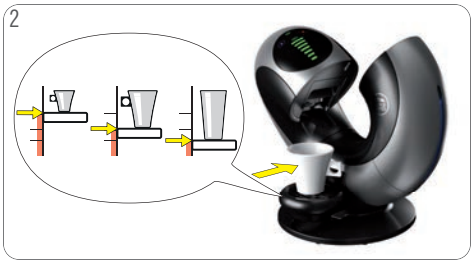
6.2 TWO CAPSULES (E. G. CAPPUCCINO)

1



Check if the water tank contains enough fresh drinking water. Switch on machine. While machine is heating up, ON / OFF icon starts blinking red. After approx. 30 seconds, ON / OFF icon lights up steady green. Machine is ready to use.

2



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

3



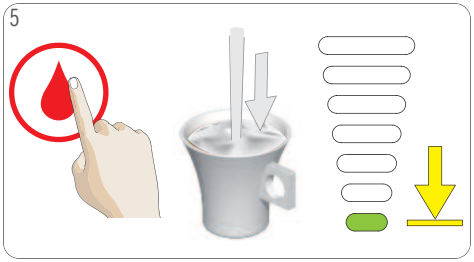
Pull out capsule holder. Make sure rinsing tool is not inside. Insert first capsule in capsule holder. Insert capsule holder into machine.

4



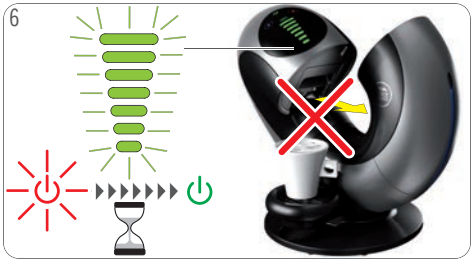
Use touch volume selector to illuminate amount of bars in accordance with the number of bars shown on capsule, or select amount of bars to your own taste. Choose XL beverage for an extra big cup. Wait around 1.5 min if you want to prepare a second extra big cup.

5



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

6



After finishing preparation, bar display flashes and ON / OFF icon blinks red for about 5 seconds. **During that time do not open locking handle!**

7



Used capsule icon blinks orange until capsule is removed. Pull out capsule holder. Remove used capsule. Put used capsule in capsule bin.

8



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

9

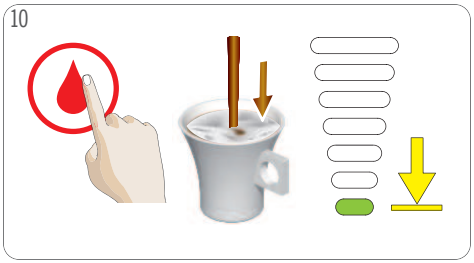


Use touch volume selector to illuminate amount of bars in accordance with the number of bars shown on capsule, or select amount of bars to your own taste.

6. PREPARING A BEVERAGE

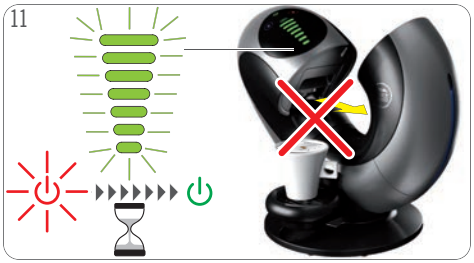
6.2 TWO CAPSULES (E. G. CAPPUCCINO)

10



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

11



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

12



After extraction is finished remove cup from drip tray.

13



Used capsule icon blinks orange until capsule is removed. Pull out capsule holder. Remove used capsule. Put used capsule in capsule bin.

14



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

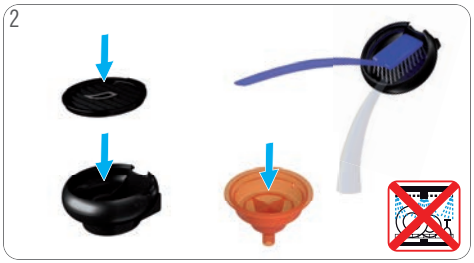
7. CLEANING

1



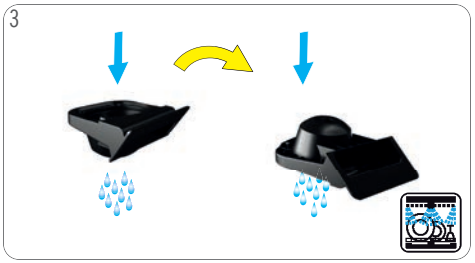
Rinse and clean water tank. Use a clean food-safe brush and washing-up liquid as needed. Afterwards refill with fresh drinking water and insert it into machine. The water tank is not dishwasher proof!

2



Clean drip grid and rinsing tool with fresh drinking water and clean drip tray with a clean brush and washing up liquid. These parts are not dishwasher proof!

3



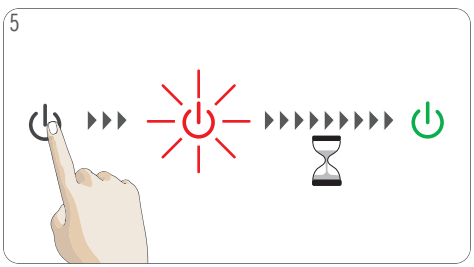
Clean with washing-up liquid and fresh drinking water both sides of capsule holder. Alternatively wash in dishwasher. Dry it afterwards.

4



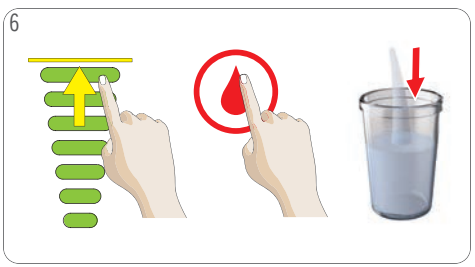
Put rinsing tool into capsule holder. Insert capsule holder into machine. Place an empty large container underneath the coffee outlet.

5



Switch on machine. While machine is heating up, ON / OFF icon starts blinking red. After approx. 30 seconds, ON / OFF icon lights up steady green. Machine is ready to use.

6



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

7



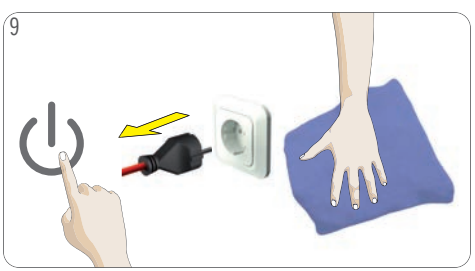
Remove and empty container. **Warning: Hot water! Handle with care!**

8



Pull out capsule holder. Remove rinsing tool. Reinsert capsule holder. Place drip grid on drip tray. Then insert drip tray at desired position. If any, remove water from water tank.

9



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

8. DESCALING AT LEAST EVERY 3-4 MONTHS



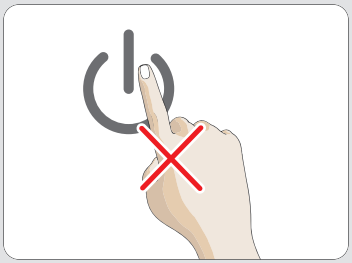
Use NESCAFÉ® Dolce Gusto® liquid descaler. To order, call the NESCAFÉ® Dolce Gusto® hotline or go on the NESCAFÉ® Dolce Gusto® website. For hotline numbers see last page.



Do not use vinegar for descaling!



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



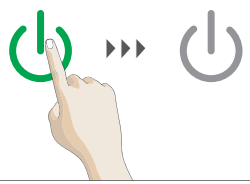
Do not push ON / OFF icon during descaling cycle.

1



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

2



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

3



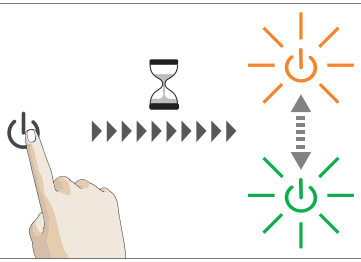
Mix 0.5 liter fresh drinking water with descaler in a measuring cup. Pour descaling solution into water tank and insert water tank into machine.

4



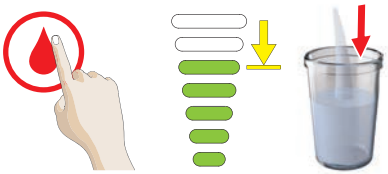
Remove drip grid and drip tray. Put rinsing tool into capsule holder. Insert capsule holder into machine. Place an empty large container underneath the coffee outlet.

5



Press and hold ON / OFF icon for at least 5 seconds. ON / OFF starts blinking alternately green / orange and machine enters descaling mode.

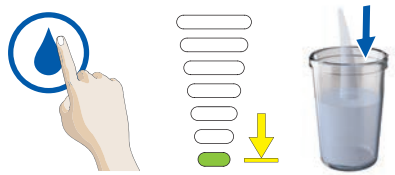
6



Touch hot water icon. Bar display lights vanish progressively. Machine descales in start-stop operation for approximately 2 minutes. Wait until extraction stops.

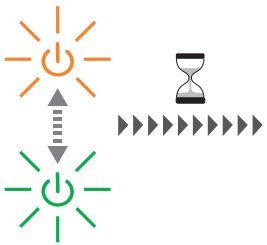
8. DESCALING AT LEAST EVERY 3-4 MONTHS

7



Touch cold water icon. Bar display lights vanish progressively. Machine descales in start-stop operation for approximately 2 minutes until the water tank is empty. Wait until extraction stops.

8



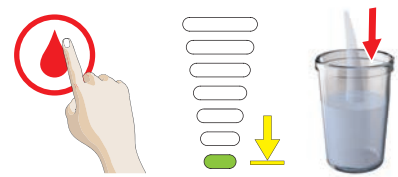
For a better effect of the descaler, the machine enters a waiting time of 2 minutes. The ON / OFF icon blinks alternately green / orange during the waiting time.

9



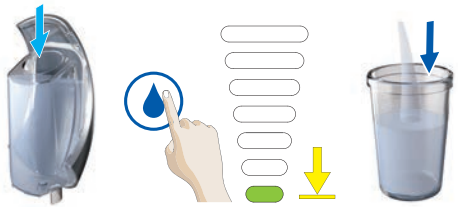
Empty and clean container. Rinse and clean water tank. Use a clean food-safe brush and washing-up liquid as needed. Afterwards refill with fresh drinking water and insert it into machine.

10



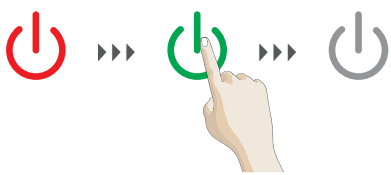
Touch hot water icon. Bar display lights vanish progressively. Wait until extraction stops.

11



Fill water tank with fresh drinking water. Touch cold water icon. Bar display lights vanish progressively. Wait until extraction stops.

12



At the end of the rinsing cycle, ON / OFF icon lights up red. Wait until power button light turns green. Remove container. Switch off machine.

13



Pull out capsule holder. Remove rinsing tool. Rinse capsule holder with fresh drinking water from both sides. Reinsert capsule holder. Empty and clean container. Rinse and clean water tank. Afterwards refill with fresh drinking water and insert it into machine.

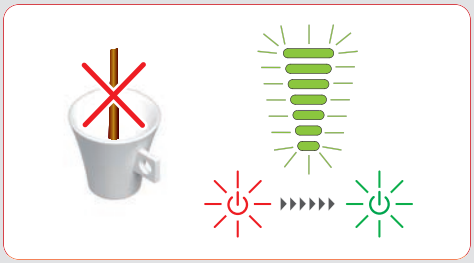
14



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

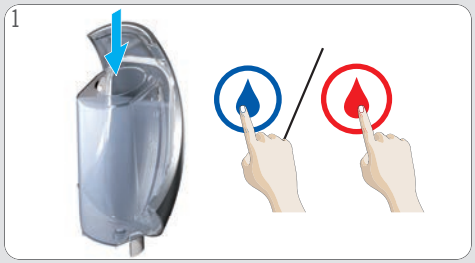
9. TROUBLESHOOTING

9.1 NO LIQUID COMES OUT – NO WATER?



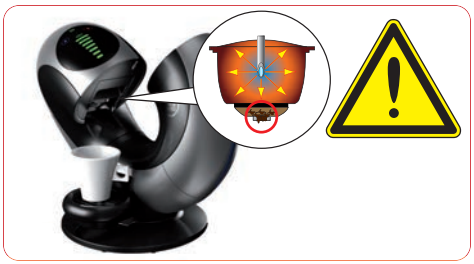
No liquid comes out: Beverage preparation stops part way during delivery or does not start at all. Bar display flashes and ON / OFF icon blinks red and green rapidly.

1



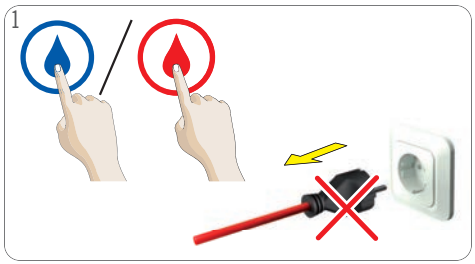
Check if the water tank contains enough fresh drinking water. If not, refill with fresh drinking water and touch hot/-cold water icon again to continue preparation. If the water tank is full proceed as follows.

9.2 NO LIQUID COMES OUT – CAPSULE / INJECTOR BLOCKED?



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

1



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

2



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

3



Do not drink the coffee! If capsule holder can be pulled out: Throw away the capsule. If capsule holder cannot be pulled out, wait for 20 minutes, try again. If capsule holder is still blocked, unplug machine. Call the NESCAFÉ® Dolce Gusto® hotline. For hotline numbers see last page.

4



Rinse the machine: Follow instructions in 5. “FIRST USE” on page 9. Clean with washing-up liquid and fresh drinking water both sides of capsule holder. Rinse drip tray with fresh drinking water and clean it with a clean food-safe brush.

5



Unplug power plug! Remove water tank. Take out the injector tool. Pull cleaning needle out of injector tool. **Keep needle out of reach of children!**

9. TROUBLESHOOTING

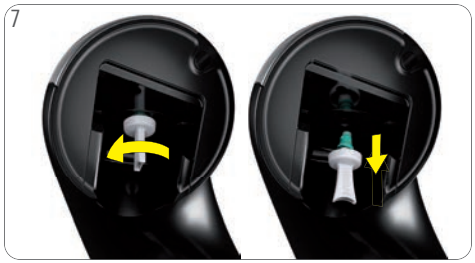
9.2 NO LIQUID COMES OUT – CAPSULE / INJECTOR BLOCKED?

6



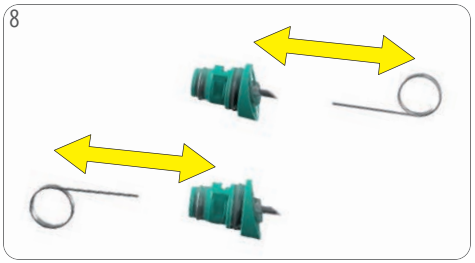
Remove capsule holder. Push injector tool over injector.

7



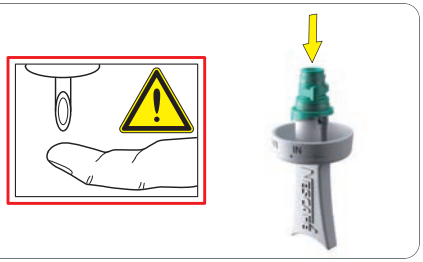
Remove injector only on cold machine! Turn injector tool anti-clockwise. Remove injector. **Do not leave injector unattended! Keep injector out of reach of children!**

8



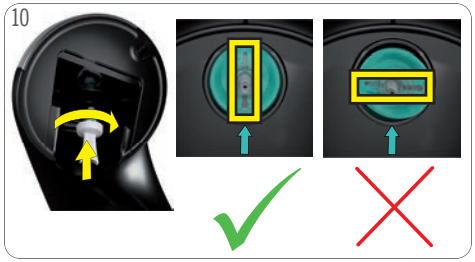
Insert cleaning needle into injector to unclog it. If not possible, prepare a descaling solution with one descaler and 0.5 liter drinking water. Put injector in descaling solution.

9



Put injector onto injector tool.

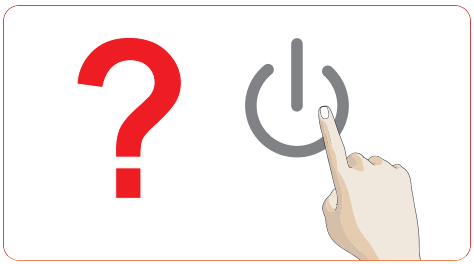
10



Insert injector from below into opening of machine. Support injector with hand. Rotate injector clockwise until it fits. Follow instructions in 8. “Descaling at least every 3-4 months” on page 14.

9. TROUBLESHOOTING

9.3 VARIOUS



Machine cannot be switched on. No opening / closing of the machine.

1



Make sure that the opening / closing is not blocked by cable or surrounding objects.

2



Check if the power plug is correctly plugged into a mains power socket. If yes, check your electricity supply. If machine still cannot be switched on, call the NESCAFÉ® Dolce Gusto® hotline. For hotline numbers see last page.



Machine does not stay closed. Used capsule icon blinks orange until capsule is removed.

1



Pull out capsule holder. Throw away the capsule.

2



Insert empty capsule holder. Close machine manually.



Beverage is splashing out of coffee outlet.

1



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

2



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

9. TROUBLESHOOTING

9.3 VARIOUS

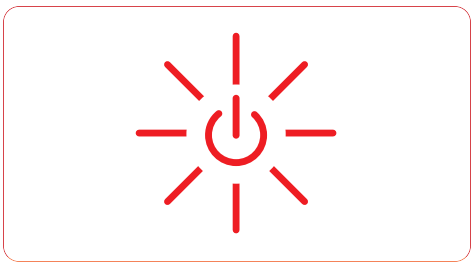


If the beverage comes out slower than usual (even in droplets), or if it is cooler than usual or if the power button is steady orange (descaling signal), the machine has to be descaled.

1

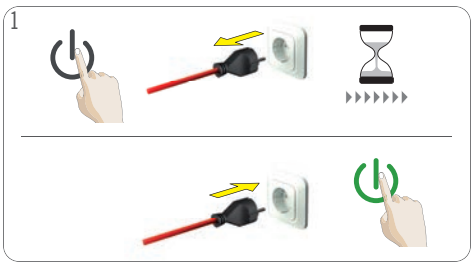


Use NESCAFÉ® Dolce Gusto® liquid descaler. To order, call the NESCAFÉ® Dolce Gusto® hotline or go on the NESCAFÉ® Dolce Gusto® website. For hotline numbers see last page. See 8. “Descaling at least every 3-4 months” on page 14.



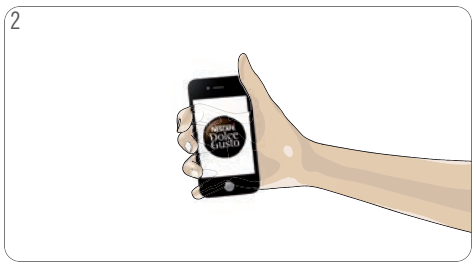
ON / OFF icon flashes red fast.

1



Switch off machine. Check if capsule is blocked, see 9.2 “NO LIQUID COMES OUT – CAPSULE / INJECTOR BLOCKED? ” on page 16. Unplug power plug and wait 20 minutes. Afterwards plug power plug into mains power socket and switch machine on.

2

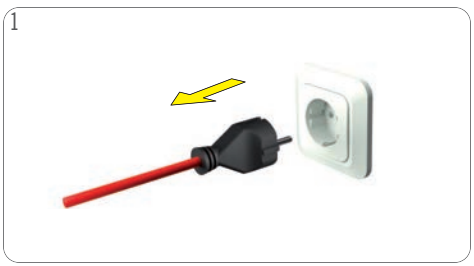


If ON / OFF icon still flashes red call the NESCAFÉ® Dolce Gusto® hotline. For hotline numbers see "HOTLINES" on last page.



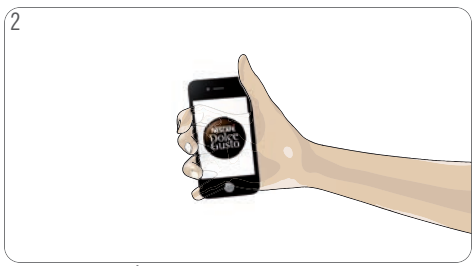
Water accumulates underneath or around machine. Clear water leaks around capsule holder during beverage preparation.

1



Unplug power plug!

2



Call the NESCAFÉ® Dolce Gusto® hotline. For hotline numbers see "HOTLINES" on last page.







HOTLINES

AE 800348786
AL 0842 640 10
AR 0800 999 81 00
AT 0800 365 23 48
AU 1800 466 975
BA 0800 202 42
BE 0800 93217
BG 0 800 1 6666
BR 0800 7762233
CA 1 888 809 9267
CH 0800 86 00 85
CL 800 800 711
CO 01800-05-15566
CN 400 630 4868
CR 0800-507-4000
CZ 800 135 135
DE 0800 365 23 48
DK 80 300 100
DO (809) 508-5100
EC 1800 637-853 (1800 NESTLE)
EE 6 177 441
ES 900 10 21 21
FI 0800 0 6161
FR 0 800 97 07 80
GB 0800 707 6066
GR 800 11 68068
GT 1-800-299-0019
HK (852) 21798999
HN 800-2220-6666
HR 0800 600 604
HU 06 40 214 200
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IE 00800 6378 5385
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IT 800365234
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NZ 0800 365 234
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