

# Introduction Document

## Cafitesse Excellence Touch Experience

### Fresh look. More to Experience



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## 1 Introduction Cafitesse Excellence Touch Experience, Excellence Compact Touch Experience & Excellence Compact Black Experience.

This document is written to support the launch of the refreshed Cafitesse Excellence Touch Experience, the Excellence Compact Touch Experience and the Excellence Compact Black Experience. This introduction document is only listing differences within concept, design, logistics, kits & options. Technical specifications and performances will not be changed and are therefore not listed in this document.

**IMPORTANT! The Excellence Touch is produced at Evoca. The Excellence Compact Touch and Excellence Compact Black are produced at Crem. We are not able to launch the family at one time. The projection is that the Crem machines will be launched in 2023. Therefore, the remaining of the document focusses only on the Excellence Touch Experience.**

### **General:**

The Cafitesse Excellence Touch is a two bag-in-box dispenser. It is focused on high quality with respect to in-cup quality, dispenser design and sustainability. It will enable customers to serve excellent coffee and milk-based drinks (such as cappuccino and latte macchiato), with maximized convenience, hygiene, and capacity and better experience.

### **Refresh:**

The Experience introduction entitles changes on the design and functionalities to create MORE experience and focusses on trends in design. The main changes are:

- New coloured finish of side panels & splash panel for updated look
- New GUI material (dispensing movie, screensaver movie, background update, cup icon update) for a better user experience
- New branding label which emphasises premium cues
- JDE designed and owned GUI (Graphical User Interface) with more drink options for better experience

The new GUI of Excellence Touch Experience is built on the Cafitesse Omni platform GUI. The Excellence Touch will have the distinctive JDE-owned GUI design. The refreshed touchscreen brings more experience and interaction to consumers, it is ownable and allows us to leverage our brands.

The introduction document explains the specific JDE refreshed SKU'S incl. design, logistics, kits & options. The Excellence Touch Experience will replace the current Excellence Touch.

## 2 Concept information

### 2.1 Variants

Technical specifications of the new Cafitesse Excellence Touch Experience are exactly the same as the former Cafitesse Excellence Touch.

	<i>Cafitesse Excellence Touch Experience</i>
<b>Type of ingredients</b>	1x Cafitesse (1,25L / 2L) 1x Café Milc (0,75L / 2L) Tea (2L) Choco (2L)
<b>Hour capacity</b>	~300 cups (230 V / 125 ml) ~700 cups (400 V / 125 ml)
<b>Dispense time black coffee</b>	~6 sec.*
<b>Dispense time cappuccino</b>	~12sec*
<b>Dispense time pot</b>	~30 sec - 1L

\* Based on the recipes, brewing time depends on dosing / volume of cup size.

### 2.2 USP's

With the Cafitesse Excellence Touch Experience, we introduce a key renovation for our Cafitesse dispenser portfolio. The Cafitesse Excellence Touch Experience offers a design and experience upgrade for our liquid dispenser proposition. It will replace the current Excellence Touch version. The machine offers a more modern design, updated GUI for more experience and updated colouring for the sidepanels and splashpanel.

An update of the Cafitesse-specific GUI (touchscreen) design and functionality has been created, allowing for more drink variety and great consumer experience.

For maximum experience, we advise to keep the default User Interface UI settings with the Make-Your-Own version in a carousel mode. Consumers will be able to personalize the drinks to their individual preferences. The interaction with the GUI will allow consumers to discover the personalization options over time.

For placements at locations where consumers queue in front of the machine and the selection is typically done quickly, we advise to set the screen to the fixed drink menu to allow for fast selection.

The target segments of this machine are Medium to Large Business, Health & Care, Hotels and Education.

#### Great taste

- Three additional recipes included: Flat white, double shot cappuccino and cortado
- Great cappuccino foam and café crème
- Drink your cup of coffee or cappuccino the way you like it, via Make-Your-Own-Menu personalization; using puck from left to right to increase / decrease the intensity of the coffee and moving it up or down to adapt the milk quantity; use S/M/L for volume size.
- For machines with 2 coffee blends: use the Make your own screen to choose the preferred blend

- The golden ratio on the recipes is set as default from production. Cafitesse has created a recipe for the perfect cup through expert research and coffee tastings. Our machine ratio settings are: Designed for consistency; Designed to meet consumer preference; Designed with an adjustable strength slider for lighter and darker intensity. Please find the right configuration files with ratio settings [here](#).

**Great experience with a smart design**

- Attractive design with coffee cues, enhancing coffee quality perception via high end Graphical User Interface
- Versatile GUI with Make-Your-Own, drinks menu and pot screens to meet the individual customer needs
- Stylish branding; door logo and chrome buckle – brand logos also integrated in GUI
- Compact design

**Great efficiency**

- Refilling & cleaning as easy as ever with the front access of the machine.
- You only need to flush the machine once a week in coffee-coffee configuration. In the coffee-milk configuration you need to flush the machine 1x per week and also 1x per week cleaning.

**Sustainability**

- The machine is provided with an optional Eco mode; the dispenser will automatically go to a lower energy state when eco mode is selected. As default factory setting, the eco mode is switched ON from 19h00 to 07h00.

**2.3 Available drinks**

Due to the brewing type, the Cafitesse Excellence Touch has the availability of 2x Cafitesse bag-in-boxes.

Below the possible combinations:

DRINKS POSSIBILITIES	
<b>Coffee/Coffee</b>  <i>Coffee: 1.25/2L</i>	Coffee black
	Café crème
	Espresso
	Doppio
	Hot water
	Cold water (kit)
<b>Coffee-Decaf</b>  <i>Coffee: 1.25/2L</i>	Coffee black
	Coffee black (decaf)
	Cafe crème
	Cafe crème (decaf)
	Espresso
	Espresso (decaf)
	Doppio
	Doppio (decaf)
	Hot water
	Cold water (kit)

DRINKS POSSIBILITIES	
<b>Coffee/Milk</b>  <i>Coffee: 1.25/2L</i> <i>Milk: 0.75/2L</i>	Coffee black
	Cafe crème
	Espresso
	Doppio
	Cappuccino
	Double shot cappuccino
	Flat white
	Cortado
	Espresso macchiato
	Latte macchiato
	Café latte
	Coffee with milk
	Hot milk
	Hot water
Cold water (kit)	
<b>Coffee/Choco</b>  <i>Coffee: 1.25/2L</i> <i>Choco: 2L</i>	Coffee black
	Cafe crème
	Espresso
	Doppio
	Hot chocolate
	Coffee choc
	Hot water
	Cold water
<b>Coffee/Tea</b>  <i>Coffee: 1.25/2L</i> <i>Tea: 2L</i>	Coffee black
	Cafe crème
	Espresso
	Doppio
	Tea
	Hot water
	Cold water (kit)

The full recipe overview incl. dosage will be shared on:

<https://www.jacobsdouweegbertsprofessional.support/cafitesse/excellence-touch>

## 2.4 Differences

The Cafitesse Excellence Touch Experience is designed as the successor of the Excellence Touch version currently in our portfolio. Some of the main differences are described below:

- Updated colouring on sheetmetal, sidepanels, front panels and splashpanel for contemporary look
- Updated & Improved GUI to meet market developments – main items:
  - Updated graphics of cups & drinks
  - Added background beans animation to dispense screen
  - Added coffee movie (from crop to cup journey) to screensaver plus center stage brand logo.
  - 3 new drink recipes have been developed and added to the drinks menu: flat white, double shot cappuccino, cortado.

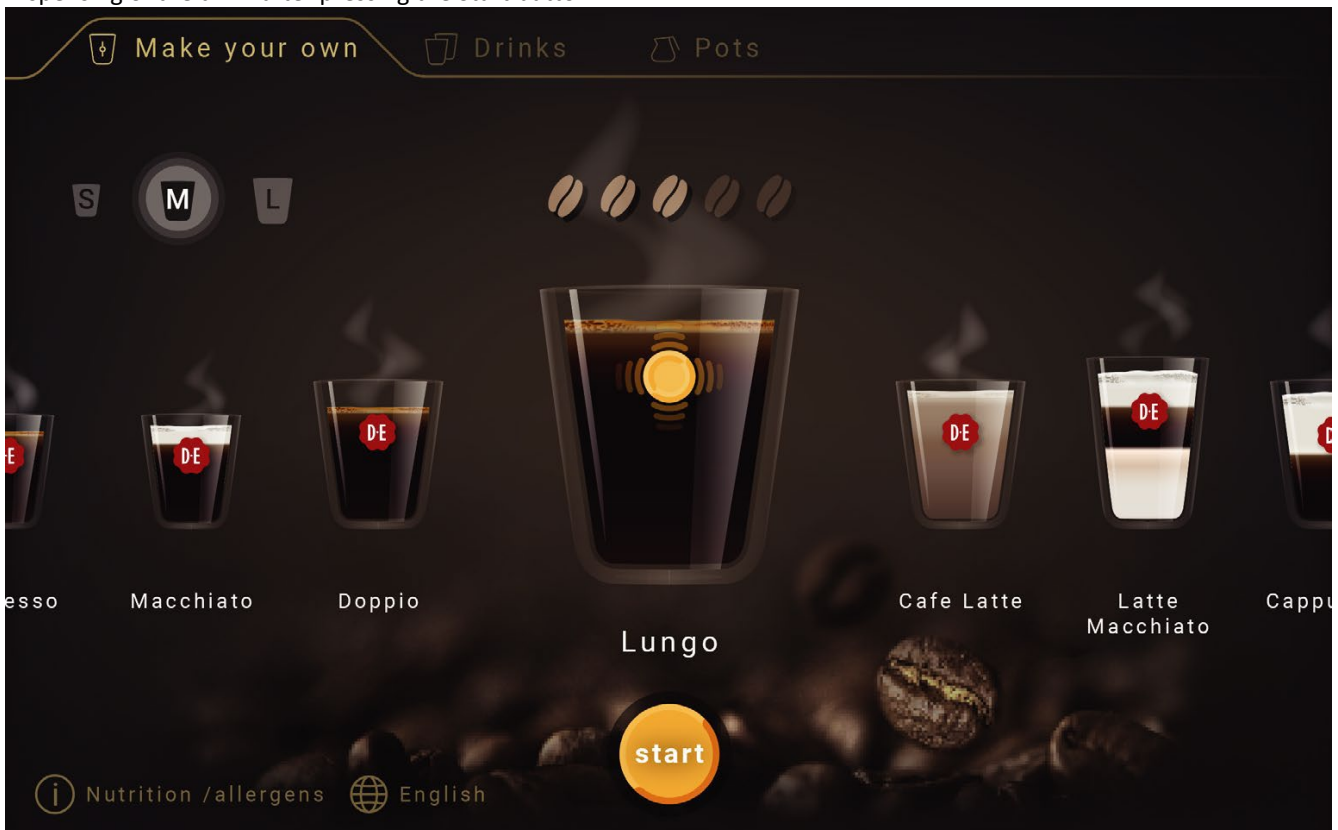
## 2.5 Impressions of the Touchscreen

Below screen shots are an impression of the GUI setup. The technician can change the following settings at installation:

- Background colour & branding
- Switch off one or 2 of the screens
- Adjusting recipes
- Screensaver after xx minutes

### Menu | Make your own

- Swiping menu; swipe left and right and choose your preferred drink
- Dispensing of the drink after pressing the Start button



**Strength selection:** move yellow puck on drink from left to right to increase / decrease the intensity ratio (coffee beans appear above drink to indicate the intensity).

**S/M/L:** choose small / medium / large for cup size volume

**For milk-based drinks:** move yellow puck on drink up/down to decrease/increase the amount of milk per drink

*\* all these customizations are by default ON and can be switched OFF by the technician*

### Menu | Drinks

- Fixed drinks menu chosen
- Activation of the drink by pressing; first the drink and then the Start button
- Not possible to choose Strength or S/M/L (make your own menu is used for this)



### Menu | Pot

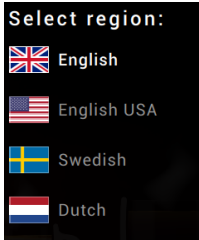
- Pot selection for coffee & hot water (or tea/ hot chocolate)
- Move yellow puck on pot up and down to select the required volume
- No strength selection is possible
- Optional; pots can be set to free-flow dispensing (hold button and delivery stops when released)



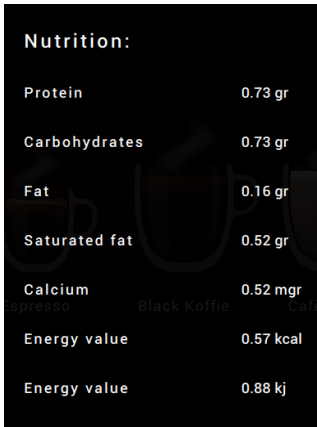


**Menu | Language & Nutrition info**

- Language setting possible by choosing country flag



- Nutrition / allergens info available



**3 Versions, Kits & Options**

The kits and payment options of the new Excellence Touch Experience are exactly **the same** as the former Excellence Touch.

**3.1 Machines**

Below the overview of new article codes for machines versions, branding, kits, options

Current JDE art #	New # Evoca	New # JDE	New Description
64102355	970827	64102425	EXCLLNC TOUCH EXPRNCE
64102316	970829	64102401	EXCLLNC TOUCH MARINE EXPRNCE
64102318	970830	64102403	EXCLLNC TOUCH JAPAN EXPRNCE

**3.2 Additional features & Kits**

All current options which are available for Excellence Touch version will also apply on the Excellence Touch Experience.

Type	Evoca #	JDE SAP #	SKU description
Pot Extension Kit Excellence GUI	261621	55119270	Extension kit for the machine for pot coffee/water filling (Not backwards compatible with Excellence <u>button</u> version)

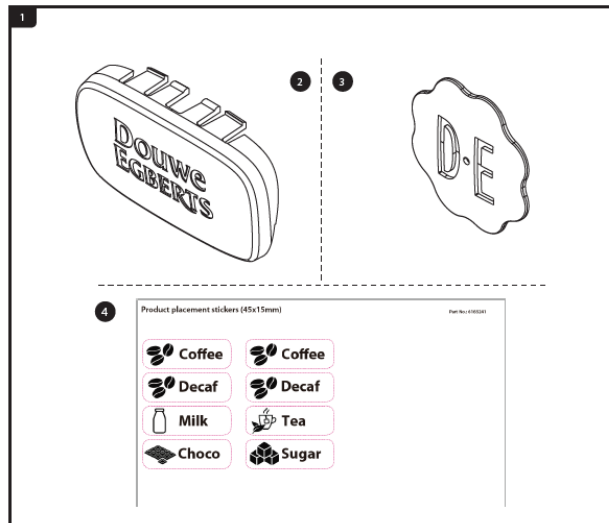
### 3.3 Branding elements

The final design update of the Excellence Touch Experience is an update of the logo pin that displays the coffee brand on the top left of the machine. The current logo pins will be replaced by new pins with a more premium look with metal finish and with texture (embossing of letters). The logo pins are part of the branding kits that need to be ordered additionally when ordering the machine. The new logo pins will enter the markets through a soft transition, so article numbers remain **the same**.

**Example branding kit:**

**#1 - Branding Kit contains;**

- Chrome buckle
- Logo pin
- Ingredient sticker



# Supplier - Crem	# JDE	Description
6167038	55117141	DE Branding kit - EC
6167047	55119500	Jacques Vabre Branding Kit
6167041	55117212	Friele Branding Kit - EC
6167044	55118380	Branding Kit Jacobs EC T (large logo)
6167042	55117213	Gevalia Branding Kit
6167046	order directly from Crem	UCC Branding Kit - EC
6167034	55115707	UCC Branding Kit 200V – EC (incl. power cord)
6167018	55115138	Saudi Arabia Branding Kit (incl. power cord/USB)
6167048	55119503	Marcilla Branding Kit

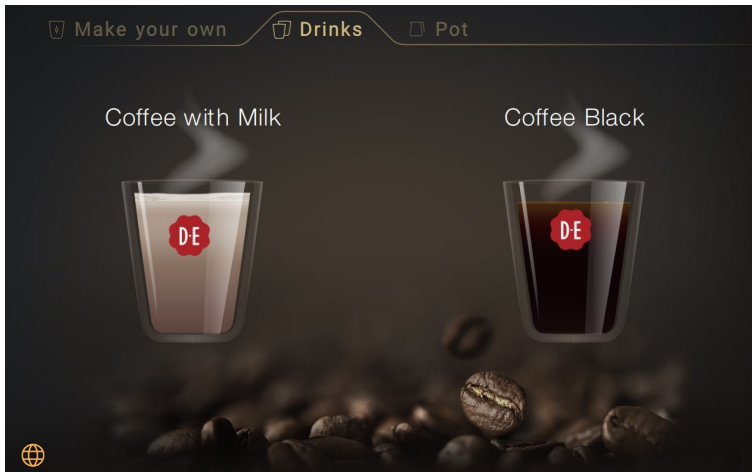
## 4 Graphical User Interface / Connectivity

### 4.1 Touch screen

The Graphic User Interface enables customisation to customer's wishes. Please be aware that deviating from default settings can only be done by service technicians and is quite time consuming.

Options:

- Reduce the choice of drinks available and display a limited number of drinks for easy readable and simple selection:



- RSS feed can be shown during the preparation of a drink. 2 URL codes are pre-programmed, and the machine can be personalized by adding a URL from choice or fixed text line. In order to use this functionality, the machines needs to be connected to the internet. At the customer location, an Ethernet cable with DHCP and a free internet connection is required.
- Also, there is the option to integrate a message/customer logo in the “post-it” box in the Make-Your-Own-screen

### 4.2 Connectivity

#### Hardware

The machine is equipped with EVA-DTS information which can be reached by telemetry devices, for example the Vianet PICO-unit. An example of EVA-DTS parameters can be found on <http://www.jacobsdouweegbertsprofessional.support>. In the standard clone file, the 81-numbers for consumptions used in SAP are added to quickly find the correct drink in the EVA-DTS file. These numbers can be changed when required.

If countries want to use the connectivity with different drink setup, they need to request dedicated planograms in order to get the right data from the machine.

#### EMC

The dispenser is at the moment compatible with the EMC (electromagnetic compatibility) certification for standard household appliance (EN-55014-1).

### 4.3 Payment

The machine is prepared for payment. The payment module is applicable for both the Coin Changer and Cashless Systems. Please order additionally payment module when you would like to connect to the Excellence Touch version.

#### Payment – Card Reader *(see also details in Technical Service Information NO. EXCLLNC-CNG / 013)*

# Evoca	# JDE	Description
978165 (CPAYNG/07-1)	55119479	PAYMENT MODULE - CARD READER
260508	55116812	User instruction sticker card reader (NL/GER/DK/FR/CZ/BE)
260509	55116813	Kit ,Fixing brackets Excellence'
260513	55116817	Price Label 8.8.8.8 Excellence
260508		User instruction sticker card reader
260513		Price Label 8.8.8.8 Excellence
260509		Kit ,Fixing brackets Excellence

#### Payment – change giver (coin) *(see also details in Technical Service Information NO. EXCLLNC-CNG / 013)*

# Evoca	# JDE	Description
978164 (CPAYNG/06-1)	55119478	PAYMENT MODULE - CHANGE GIVER (coin)
260506	55116810	User instruction sticker coin acceptor (NL/GER/DK/FR/CZ/BE)
260507	55116811	User instruction sticker coin changer (NL/GER/DK/FR/CZ/BE)
260513	55116817	Price Label 8.8.8.8 Excellence
260506		User instruction sticker coin acceptor
260507		User instruction sticker coin changer
260509		Kit ,Fixing brackets Excellence

If the Excellence Touch is equipped with a pot extension kit the following need to be ordered  
*(see Technical Service Information NO. EXCLLNC & CFT-NG / 015)*

# Evoca	# JDE	Description
261260	55117645	Kit "Extension 50mm for Payment System <i>(when the disp. is equipped with the "Drain Foot" or "Pot Extension)</i>
55117646	261261	Kit "Extension 100mm for Payment System" <i>(when the disp. is equipped with both, "Drain Foot and "Pot Extension)</i>

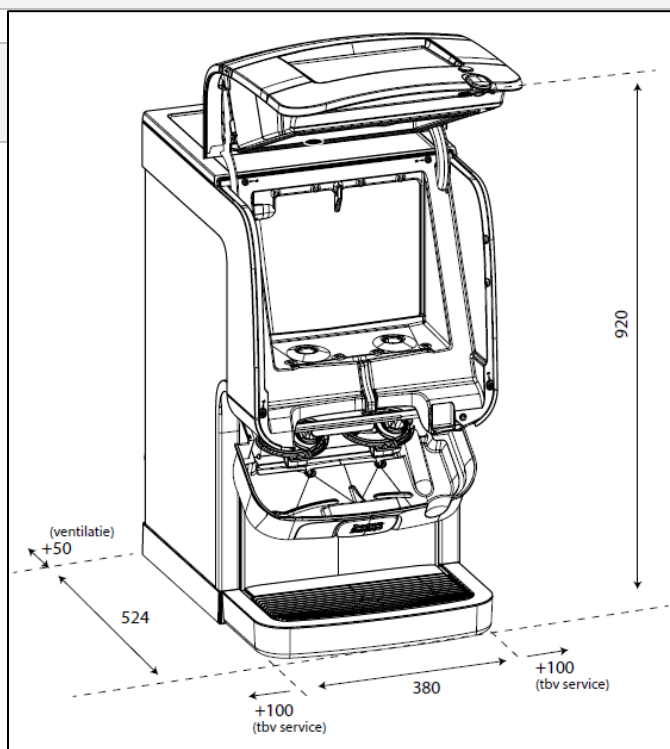
## 5 Phase in – Phase out

The Cafitesse Excellence Touch Experience will be available at the central warehouse L052 in the Netherlands as of week 39, the week commencing the 26<sup>th</sup> of September, 2022.

Upon introduction, the former Cafitesse Excellence Touch will no longer be available

## 6 Technical Data Sheet

Technical data	
Users	20 to 80
Boiler capacity	6 l
Drip tray capacity	1.7 L
Dimensions (HxWxD)	690 x 380 x 524 mm
Required dimensions (HxWxD)	920 x 580 x 574 mm
Table top	Yes
Weight empty	~38,5 kg
Power voltage	230 V / 3,3 kW 400 V / 8,9 kW
Power plug	EU
Connection cable	1.8-3.5m
Cup dispenser	No
Water supply	Fixed
Water connection	¾
Ingredients	1x Cafitesse Coffee (1,25L / 2L) , 1x Café Milc (0,75L / 2L) , 1x Choco (2L), 1x Tea (2L)
Drink adjustments possible	Strength, volume
Drink speed	Black coffee; 125 ml /~6 sec. Coffee pot; 1000 ml /~30 sec. Cappuccino; 125 ml /~12 sec.
Ambient temperature	Between 5°C / 41°F and 32°C / 90°F
Noise level	<70 dB
Payment system	Prepared for coin and cashless via external payment module



## 7 Service Aspects

### 7.1 Training

Training can be provided by the International Trainers, but will only be scheduled based on request. If you need additional support, please contact your Customer Support Specialist.

### 7.2 Documentation

All service related (updated) documentation, will be added to the <http://www.jacobsdouweegbertsprofessional.support> site, e.g.

- Spare part list
- QRG (quick reference guide)
- Operator manual
- Service information's
- Kit instructions
- EVA-DTS file
- (Advised) dosing cards

Countries are responsible to translate default English text into local language. This is done via 1 language file and located onto the following link. Specific contacts will get a notification for this action.

<https://coffeeandtea.sharepoint.com/sites/pse1/comguitext/default.aspx?RootFolder=%2Fsites%2Fpse1%2Fcomguitext%2FShared%20Documents%2FLanguage%20files&FolderCTID=0x0120004D6CD9687344AA4D82AC79D67089E59D&View=%7BA425B327%2D6172%2D4B98%2DA05D%2D683D1E523219%7D>

There are many countries who can/will lift on the default English language setting in the machine. The software engineer will use this file to embed this into the machine. Hence it will require a new software release.

### 7.3 Expected service numbers

Below the projection figures for Excellence Touch Experience.

Based on average of 5 years, depending on service approach and water treatment policy.

Service Targets	YR 1	YR 2	YR 3	After Learning curve
CM-rate	2,4	1,9	1,5	1,4
Annual Spare Part Cost	76	74	74	72

### 7.4 Cleaning

Advised cleaning, depending on the usage:

Daily: Check Cafitesse BiB packs, emptying drip tray

Weekly: Flush machine once a week in Coffee-Coffee configuration.

Coffee-Milk configuration: flush the machine 1x per week and 1x per week cleaning

More info can be found in the Usermanual

## 7.5 Spare parts and compatability

Due to the colour change of the fixed side panels, it is not possible to fully convert an original Excellence Touch to the Experience design. In order not to dilute the proposition it has therefore been decided that rebuilding an original Excellence touch to an Experience version is not allowed. Spare parts for the original version will remain available and stock has been built to ensure availability for refurbishment purposes for the coming years. There has not been any change to any of the wear and tear parts in the machine.

More information on technical details (spare part numbers, software versions and compatibility) can be found in the technical bulletin (Excellence Touch SI 0xx).

## 8 Packaging and specifications

<i>Material Data</i>		
<i>Component</i>	<i>Material</i>	<i>Weight (g)</i>
Closing Cord	PP	50
Protection Film	PE	2.150
Protections	Rubber / EPDM	780
Guide	Plastified paper	30
Manuals + Box	Paper / Carton	4.200
Pallet	Wood	5.300

<i>Logistic Data</i>	
Height (in mm)	890
Width (in mm)	520
Depth (in mm)	590
Gross weight (Kgs)	45
Netto weight (Kgs)	38,5
Qty per Pallet	8
Qty per layer	4
LxBxH Pallet	1330x1130x1950