Introduction Document

Quantum Touch 100 / 200 / 300

Internal use only

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Content

1 Introduction Cafitesse Quantum Touch

This document is written to support the launch of the Quantum Touch, the successor of the current Quantum range. This document contains information on the concept, technical features and logistic data, for internal purposes. External communication tools can be found in the Marketing toolkit on SharePoint. [Quantum Touch](#)

Concept information

New features of the Quantum Touch
- A **4,3 inch touchscreen** (10,9 cm) is added for drink personalisation and service information. The buttons are maintained for ease of use back-of-house.
- The whole range will be equipped for **2 bag-in-boxes**
- As a result the Quantum 100 will have **no 'sudden death'** or option for high flow; and the Quantum 200 and 300 offer **variety** of blends / ingredients.
- The Quantum Touch 200 has a mixing bowl that is able to create café crème, espresso and hot chocolate. It is even possible to dispense **pots of milk** with this machine! The minimum amount of milk that is dispensed is 600ml. This minimum is set to meet the minimum required milk temperature. Please note that the milk is dispensed by one outlet, and the coffee by the other. As a result, the machine can<u>not</u> dispense milk-based coffees such as cappuccino.
- The design of the whole range will be upgraded towards the Excellence range, including an **upward facing door**, which makes the range somewhat wider and lower. W 285 x H 690 x D 540.
- The boiler will be upgraded to a more durable and reliable **stainless steel boiler**. Also the drip tray is more robust thanks to the die cast grid. And a level sensor is added to keep it in place.
- The machine's efficiency is rewarded with energy label A++. In the specially designed one-cup-eco-mode the machine saves even more energy.

Type of ingredients

	Q100	Q200	Q300
Coffee	●	●	●
Tea	●	●	●
Cacao		●	
Café Milc		● New!	

Pack configuration

	Q100		Q200		Q300	
	Left bib	Right bib	Left bib	Right bib	Left bib	Right bib
Option 1	Coffee A	Coffee A	Coffee A	Coffee A	Coffee A	Coffee A
Option 2	Tea	Tea	Coffee A	Coffee B	Coffee A	Coffee B
Option 3			Coffee A	Tea	Coffee A	Tea
Option 4			Milc	Coffee A		
Option 5			Cocoa	Coffee A		

Drink types

	Q100	Q200	Q300
Black coffee	●	●	●
Café crème (only cups, no pots)		●	
Espresso (only cups, no pots)		●	
Tea	●	● New!	●
Hot water	●	●	●
Hot Choco (>100ml)		●	
Hot Milk (>600 ml)		● New!	

	Cafitesse Quantum Touch
Hour capacity	41 L
Dispense time black coffee (125ml)	3 seconds
Dispense time pot(1.5 L)	23 seconds

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

The full recipe overview incl. dosage card will be shared on the Quantum Touch support site by Q3 '23
Cafitesse Quantum Touch series - Jacobs Douwe Egberts Professional

2   Energy consumption

The machine's efficiency is rewarded with energy label A++.

The standby energy consumption is reduced by more than **40%** in comparison to the old Quantum due to improved boiler insulation.

To further reduce the energy consumption the following energy saving functionality is standard available in the software:

- o **Eco Mode**: During a programmed timeslot the boiler switches off. Rest of the machine (including cooling) keeps on working. After activating the machine again (end of Eco Mode timeslot or in case there is a need for coffee during Eco Mode) the boiler needs to be heated up first before coffee can be dispensed

- o **One Cup Mode**: During a programmed timeslot (this can be even 24 hours per day) only the top part of the boiler is heated. For this unique functionality, an additional heating element has been added at the top of the boiler. The main advantage of this energy-saving mode is that coffee is always available (but less than in normal mode) while still saving energy.
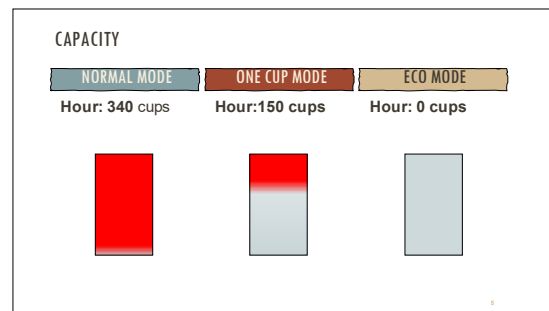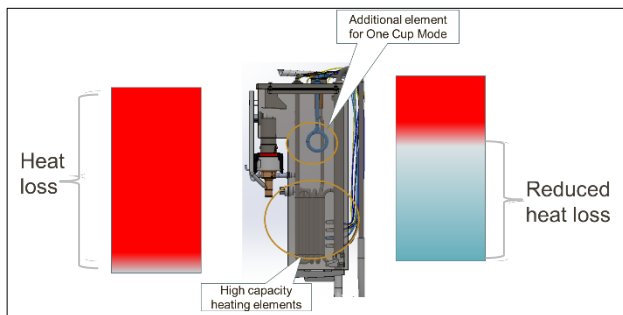
Parameter	Unit	Value
Normal mode hour capacity	Cups / hour	340
Standby energy *(normal mode)*	W/h	78 [1]
One cup mode hour capacity	Cups / hour	150
Standby energy *(One Cup Mode)*	W/h	51
Eco mode hour capacity	Cups /hour	0
Standby energy *(Eco Mode)* [*]	W/h	19[2]

[1] Versus 137 W/h current Quantum

[2] Heating up from Eco to Normal mode takes approx. 9,5 min and 0,5 kWh

3   Versions, kits, options, and branding

For a complete installation the following items must be ordered:
-    Machine
-    Branding kit
-    Drink label stickers
-    Options if applicable

3.1   Machine versions

MACHINE VERSIONS			
Vendor Mat. nr	SAP Mat. nr	Material Description English	Remark
10040100	64102540	CAFITESSE QUANTUM 100 TOUCH	
10040110	64102560	CAFITESSE QUANTUM 100 TOUCH - USA	Only for USA market, not available for JDE markets. Noted here only as reference since visible in SAP.
10040200	64102541	CAFITESSE QUANTUM 200 TOUCH	
10040300	64102531	CAFITESSE QUANTUM 300 TOUCH	
tbd	tbd	CAFITESSE QUANTUM JAPAN	Expected launch date: tbd

3.2   Product hierarchy in SAP

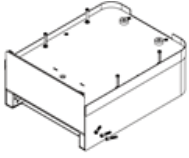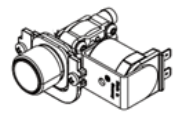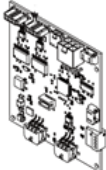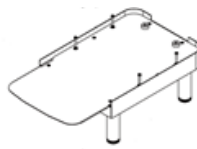For system set up the following Product Hierarchy **must** be used:
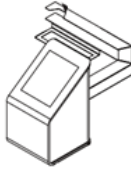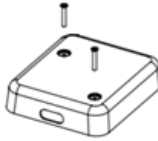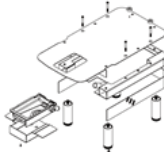
64102540 - CAFITESSE QUANTUM 100 TOUCH → 01050105020024
64102541 - CAFITESSE QUANTUM 200 TOUCH → 01050105020025
64102531 - CAFITESSE QUANTUM 300 TOUCH → 01050105020026
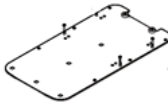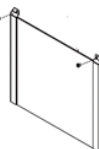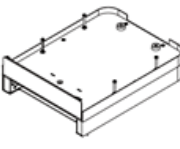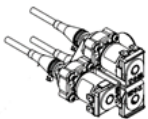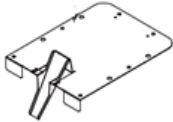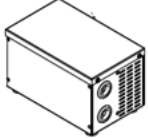
3.3 Options and kits

The following kits and options will be available:

OPTIONS & KITS				
Vendor Mat. nr	SAP Mat. nr	Material Description English	Picture	Remark
10039113	55125441	Door Lock Kit		Solution to lock the fridge door
10043687	55125455	Extension_Kit_120mm		Solution to increase the machine height with 120mm to fit large pots
10043205	55125487	Power_Cord_Three_Phases		Required to convert a machine from single phase to 3-phase
10043735	55125359	Power_Cord_Single_Phase		Required to convert a machine from 3-phase to single phase
10041537	55125447	Pre_Heater_Kit		Required for connection to hot water inlet
10041082	55125358	Expansion_Module_Quantum_kit		Required to connect external options like payment and/or connectivity
10039116	55125443	Leg_Kit (ST)		Solution to allow for cleaning under the machine

10039110	55125444	Payment_Housing_Quantum		Solution to house a card reader (reader **not** included)
10041526	55125445	Level_Sensor_Set_Marine		Solution if water quality prevents the standard water detection to function properly (e.g. offshore locations)
20044219	55126203	Televend_unit_kit		Side mounting housing for the Televend connectivity unit (excluding Televend unit)
10039119	55125438	Drain_kit		Solution to connect the machine to a fixed drain
10042111	55125442	Fixation_Kit		Solution to weld / bolt the machine to a countertop (e.g. on board of ships)
10043767	55125315	Splash_panel_Quantum_Q100		Splash panel without holes for cup tray, to be used when only pots are used and cup tray holders interfere with pot placement
10039114	55125435	Airport Kit_Extension 60mm		Solution to increase the machine height with 60mm to fit medium pots
10041558	55125426	Cold Coffee Kit		Solution to dispense cold coffee and water. No active cooling (use external chiller if required).
10039117	55125448	Hose Kit		Solution to connect a hose to fill floor standing canisters

10039140	55125422	Spain Kit		Dedicated solution for Spain, not to be used by other markets
10043221	55125437	Power_Cable_Single_Phase_30A		Solution to connect the machine to a single phase 30A connection for dedicated markets
10043390	55125439	Condensate_Guider_Kit		Specific solution for when machine is mounted on a counter with integrated drain (e.g. on ships)
10042834	55125446	Repowering_kit		Dedicated solution to repower the machine for use on ships

3.4   Branding elements and drink labels

Branding elements

The branding of the Quantum Touch can easily be tailored to your market:
- Add logo pin to front door with two small holes
- Use chrome buckle
- Select right brand in Graphic User Interface

For the Quantum Touch 100 the branding kit of the Excellence Compact Touch can be used. As the Quantum Touch 200 and 300 contain two buckles, new branding kits have been created to suit these machines. These kits contain two branded buckles (for use in coffee / coffee situations) and one blank (for use in case one ingredient is not coffee).

Examples branding kit content:

Q100 (= Excellence Compact Touch):   Q200 / Q300:
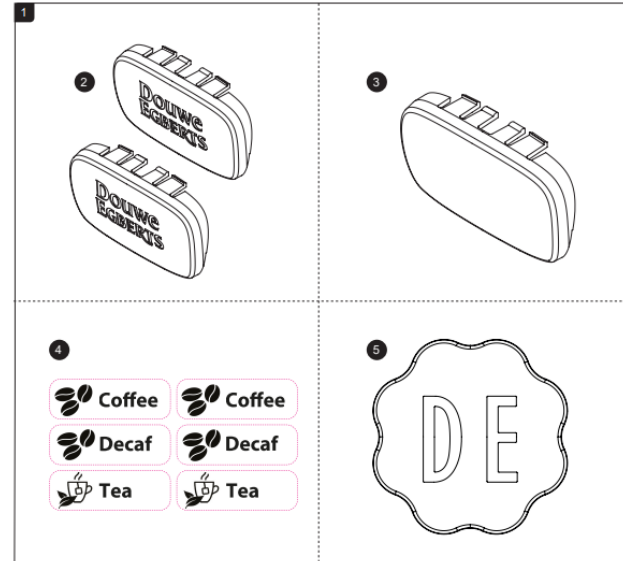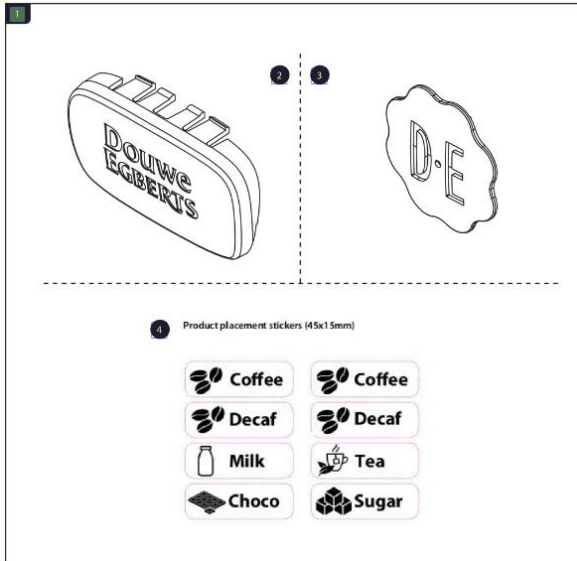
Overview of branding kits:

Branding Q100 (= ECT)	
55117141	DE Branding Kit EC
55117211	CAFÉ NOIR Branding Kit EC
55117212	FRIELE Branding Kit EC
55117213	Gevalia Branding Kit EC
55115841	UCC Branding kit
55119500	JAQUES VABRE Branding Kit
55119503	MARCILLA Branding Kit
55115134	NEUTRAL Branding Kit
55118380	BRANDING KIT - JACOBS EC V2

Branding Q200/Q300	
55125536	DE Branding kit - QT200/300
55125537	Friele Branding Kit - QT200/300
55125538	Branding Kit - Jacobs QT200/300
55125539	Gevalia Branding Kit - QT200/300
55125540	UCC Branding Kit - QT200/300
55125542	Jacques Vabre Branding Kit - QT200/300
55125543	Marcilla Branding Kit - QT200/300

55125544	NEUTRAL Branding Kit - QT200/300
55125545	MAISON du CAFÉ Branding Kit QT200/300
55125484	Cafe Noir Branding Kit – QT200/300

Drink label stickers

Drink label stickers are available in multiple languages and include blanks for buttons which are not in use.

Example English:
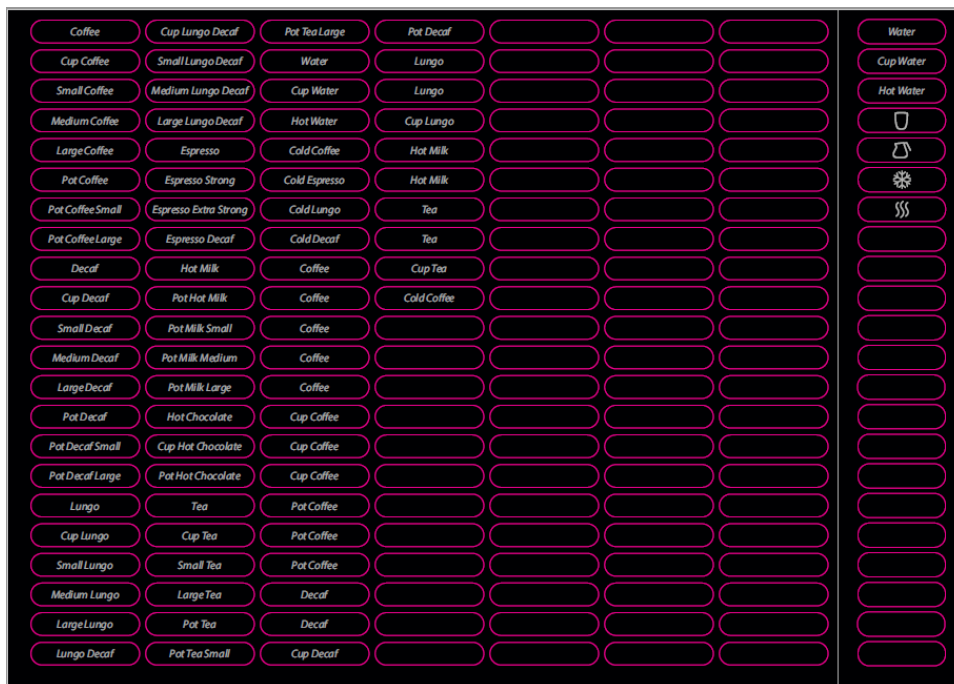
Drink label stickers	
55125421	Drink_Sticker (English version)
55125488	Drink_Sticker (Germany version)
55125502	Drink_Sticker (Dutch version)
55125503	Drink_Sticker (Danisch version)
55125504	Drink_Sticker (Swedish version)
55125505	Drink_Sticker (Norwegian version)
55125506	Drink_Sticker (Finnish version)
55125507	Drink_Sticker (French version)
55125508	Drink_Sticker (Spanish - Portugese version)
55125509	Drink_Sticker (Greek version)
55125496	Drink_Sticker (Australia + UK version)
55125497	Drink_Sticker (Russian version)

55125498	Drink_Sticker (Czech version)
55125499	Drink_Sticker (Chinese version)
55125560	Drink_Sticker (Italian version)
55125561	Drink_Sticker (Hungarian version)
55125562	Drink_Sticker (Japanese version)
55125563	Drink_Sticker (Korean version)
55125564	Drink_Sticker (Hebrew version)
55125565	Drink_Sticker (Arabic version)

3.5 Drink settings

The whole Quantum range is by default set at the golden ratio: coffee is served at ratio 1:20 (strong: 1:14 / mild: 1: 26). Research has shown that this is the ideal ratio to match consumer taste preferences.
The customer settings can be chosen upon installation and they can be customised at every drink. Customising the drinks is done via the familiar S-M-L cup size and number of beans for strength. See the graphic user interface below.
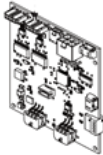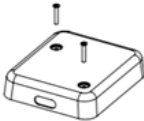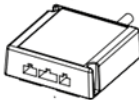
Drink name	Volume (ml)						Strength ratio (1:xx)		
	Q100	Q200	Q300	S	M	L	Mild	Medium	Strong
Black coffee	√	√	√	100	125	180	26	20	14
Black coffee pot	√	√	√	750	1000	1250	26	20	14
Black coffee cold*	√	√	√	100	125	180	26	20	14
Black coffee pot cold*	√	√	√	750	1000	1250	26	20	14
Café crème		√		100	125	180	26	20	14
Café crème cold*		√		100	125	180	26	20	14
Espresso		√		40	50	60	12	9	7
Espresso cold*		√		40	50	60	12	9	7
Hot milk pot		√		750	1000	1250	2,6	2,6	2,6
Choco		√		100	125	180	5	5	5
Choco pot		√		750	1000	1250	5	5	5
Tea	√	√	√	100	125	180	35	30	18
Tea pot	√	√	√	750	1000	1250	35	30	18
Hot water	√	√	√	100	125	180	NA	NA	NA
Hot water pot	√	√	√	750	1000	1250	NA	NA	NA
Cold water*	√	√	√	100	125	180	NA	NA	NA
Cold water pot*	√	√	√	750	1000	1250	NA	NA	NA

*Cold drinks with cold coffee kit only

4 Generic add-ons
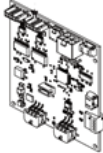
4.1 Connectivity

The Quantum Touch is prepared for telemetry and can be connected to the Televend unit T36. The Televend cloud can be used to view data, alternative back-office integration with SAP needs to be arranged locally depending on the integration possibilities with local SAP systems.

ORDERING INFO CONNECTIVITY				
Vendor Mat. nr	SAP Material nr	Material Description English	Picture	Remark
10041082	55125358	Expansion_Module_Quantum_kit		Required to connect external options like payment or connectivity
20044219	55126203	Televend_unit_kit		Side mounting housing for the Televend connectivity unit (excluding Televend unit)
TE36.01-0110	55126235	TELEVEND 3.6 0110 AN02		Televend T36 unit
CA04	55126244	MDB/MDB CABLE, 70CM		MDB cable needed for QT

4.2 Payment

The Quantum Touch can be used with Nayax cashless payment. The hardware to connect to the machine and house the card reader is available from the supplier, the card reader itself is excluded and requires a local solution.

ORDERING INFO PAYMENT				
Vendor Mat. nr	SAP Material nr	Material Description English	Picture	Remark
10041082	55125358	Expansion_Module_Quantum _kit		Required to connect external options like payment or connectivity
10039110	55125444	Payment_Housing_Quantum		Solution to house a card reader (not included)

4.3 Cabinets

A set of cabinets have been developed to enhance the experience at our customers. Small (67 cm) and Medium (90 cm), both meeting the wheelchair requirements of France and have space for a water filter, a cross sell drawer, chiller / water-tank, 3x paper cups. The Small and Medium cabinet are equipped with a grounds chute, but this can be closed with a lid.

For more information regarding the Cabinets, please look at the introduction document of the new Cabinet line-up 2020, explaining additional spare parts, how to convert the cup dispensers and which options will fit on the inside of the cabinets.

New JDE Portfolio (new codes)			
Type	Supplier #	JDE SAP #	SKU description
Cabinet 67 – Basic – Black	2020100040	55123447	CABINET_BASIC_67_BLACK
Cabinet 67 – Basic – Wood	2020100041	55123448	CABINET_BASIC_67_WOOD
Cabinet 67 – Standard – Black	2020100022	55123457	CABINET_STRD_67_BLACK_3DISP_1DRWR
Cabinet 67 – Standard – Wood	2020100026	55123458	CABINET_STRD_67_WOOD_3DISP_1DRWR
Cabinet 67 – 6Disp – Concrete	20206701	55122012	CABINET_STRD_67_CON_6DISP
Backdrop 67 – Black	2020670005	55122387	BACKDROP_67_BLACK
Backdrop 67 – Concrete	2020100042	55123449	BACKDROP_67_CON
Backdrop 67 - Linen	2020100043	55123450	BACKDROP_67_LIN
Backdrop 67 – Green Select	TBD	TBD	
Cabinet 90 – Basic – Black	2020100044	55123451	CABINET_BASIC_90_BLACK
Cabinet 90 – Basic – Wood	2020100045	55123452	CABINET_BASIC_90_WOOD
Cabinet 90 – Standard – Black	2020100046	55123453	CABINET_STRD_90_BLACK_3DISP_1DRWR
Cabinet 90 – Standard – Wood	2020100047	55123454	CABINET_STRD_90_WOOD_3DISP_1DRWR
Cabinet 90 – 6Disp – Concrete	20209001	55122016	CABINET_STRD_90_CON_6DISP
Backdrop 90 – Black	2020900006	55122388	BACKDROP_90_BLACK
Backdrop 90 – Concrete	2020900006	55123455	BACKDROP_90_CON
Backdrop 90 - Linen	2020100049	55123456	BACKDROP_90_LIN
Backdrop 90 – Green Select	TBD	TBD	

5   Phase in Phase out

5.1   Introduction conditions: Depleting fair share of current model

Countries can start selling the new Quantum Touch in parallel to selling out the current Quantum range on a few conditions:

- Each country has to deplete their fair share of the stock of the current Quantum range before 31 December 2024.
- 60% of the fair share volume has to be depleted in order to launch the new Quantum series
- Once live, each country has to continue selling the current model, with a volume split of at least 75% current + 25% new. The current range can be used to *acquire* new customers in price sensitive segments such as Health & Care, while the new range can be used to *retain* customers by offering them the latest model.
- The stock of the Quantum 120 is not sufficient to cover the demand in 2023. Hence the fair share is the *maximum* allowed quantity per market.

5.2   Phase-in timings

The following countries are in scope to launch in Q3 2023 and beyond:

Wave	Market	Launch date
1	United States of America	January 2024
2	Germany	January 2024
3	Netherlands B&I	November 2023
	Belgium	November 2023 (tbc)
	France	January 2024
	Nordics	December 2023
	Greece	Tbc – review HY2 2024
	United Kingdom & Ireland	January 2024
	Spain & Portugal	November 2023
4	Netherlands SME	April 2024
5	GBD (maintain existing scope)	Q2-Q4 2024
	Australia & New Zealand	Q1-Q3 2024
	ROW (CZ SK TH CN)	Q2-Q4 2024

For other countries, it is mandatory to receive A4EQ approval prior to launch.

6   Technical Data Sheet

Technical data	
Boiler capacity	9.6 L
Drip tray capacity	1.4 L
Dimensions	See drawing
Required dimensions	See drawing
Table top	Yes
Weight empty	40 - 43kg
Weight packed	
Power requirements	Depending on chosen configuration; default 3,15kW @ 230V 50/60Hz
Power plug	Schuko type F
Connection cable	1.5 M
Cup dispenser	No
Water supply	Fixed connection
Water connection	1/2" or 3/8" supply line with 3/4" BSP connection, potable water supply line with stop valve.
Ingredients	2 x BIB
Drink adjustments possible	Yes
Drink speed	Coffee 3 sec. Hot water 3 sec. Cacao 8 sec. Tea 3 sec.
Operating temperature	5 – 32 degrees C
Operating humidity	10% - 90% humidity
Sound production	34.6(min) dB (A)
Payment system	Cashless

Dimensions Q100
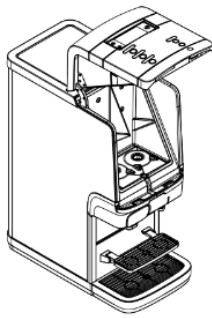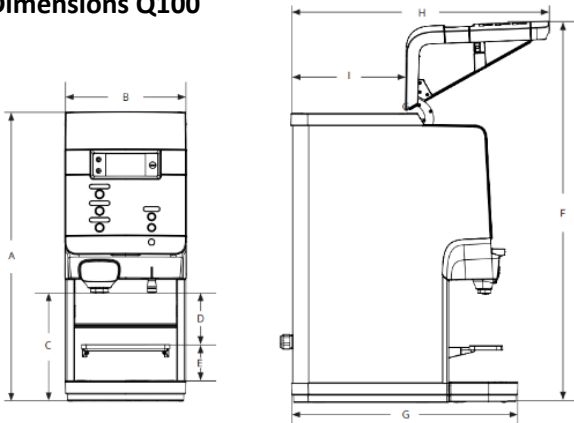
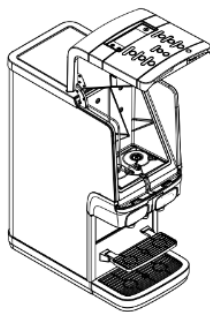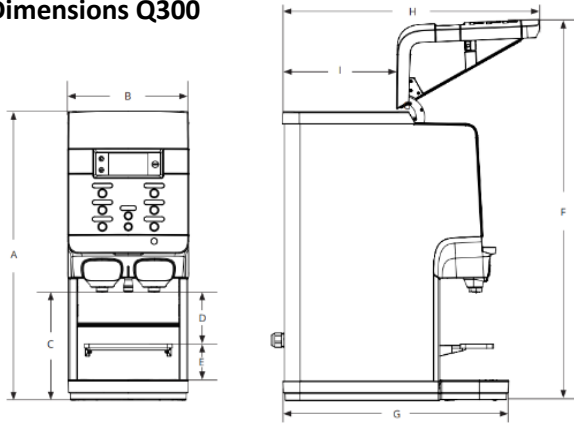
- A = 69 cm
- B = 29 cm
- C = 26 cm
- D = 12 cm
- E = 8.6 cm
- F = 91 cm
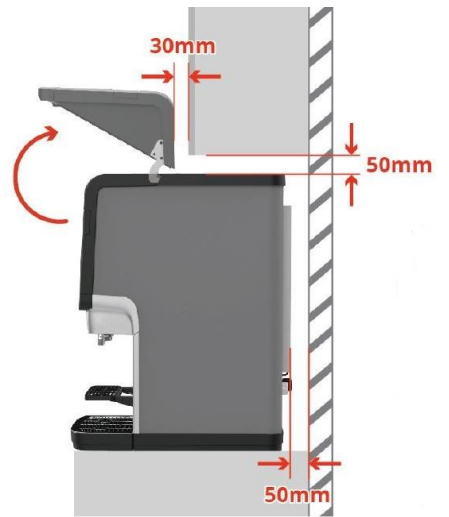- G = 54 cm
- H = 62 cm
- I = 28 cm

Dimensions Q200
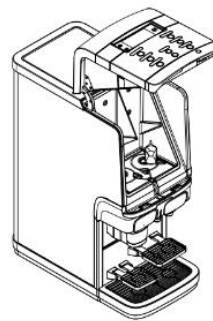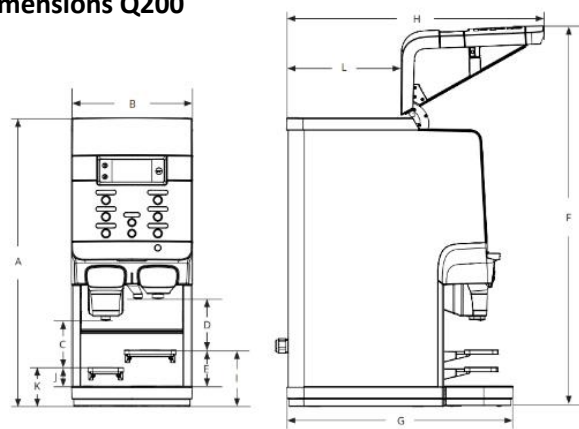
- A = 69 cm
- B = 29 cm
- C = 11 cm
- D = 12 cm
- E = 8.6 cm
- F = 92 cm
- G = 54 cm
- H = 62 cm
- I = 13.5 cm
- J = 4.5 cm
- K = 9 cm
- L = 28 cm

Dimensions Q300

- A = 69 cm
- B = 29 cm
- C = 26 cm
- D = 12 cm
- E = 8.6 cm
- F = 91 cm
- G = 54 cm
- H = 62 cm
- I = 28 cm

Required space envelope

30mm

50mm

50mm

7 Service and operator Aspects

7.1 Training

Training will be provided by the International Trainers. All MSU's can request training in Utrecht.
If you are not able to attend these training courses, or need additional support, please contact your Customer Support Specialist.

7.2 Documentation

All service related (updated) documentation, has been updated added to the
http://www.jacobsdouweegbertsprofessional.support site, e.g.
- Spare part list
- Service manual
- User manual
- Service information
- Kit instructions
- SW packages
- EVA-DTS file
- QRC (quick reference cards)

7.3 Expected service data

EXPECTED SERVICE FIGURES			
KPI*	QT100	QT200	QT300
Visit rate**	1,26	1,38	1,26
CM rate	0,93	1,02	0,93
ASPC (EUR)	19	25	19

* After learning curve - Y3

**Visit rate depending on local situations e.g. water filter exchanges, benchmark: 1,35 X CM rate

7.4 Cleaning & descaling

The customer / operator is guided through the cleaning cycle through the graphic user interface.

- Quantum 100 / 300: flush <1 mins per week, clean with cloth <2 mins per week
- Quantum 200 if used with Milc / Cocoa : include cleaning cycle with cleaning tablets <5 mins per week

8 Logistical data

LOGISTIC DATA			
	Q100	**Q200**	**Q300**
Height (in mm)	850	850	850
Width (in mm)	450	450	450
Depth (in mm)	68	68	68
Gross weight (Kgs)	47,5	49	47,5
Netto weight (Kgs)	39,5	43	39,5
Qty per Pallet	Shipped without pallet	Shipped without pallet	Shipped without pallet
Qty per layer	max. 2	max. 2	max. 2
LxBxH Pallet	Euro pallet LxB: 800 x 1200 mm	Euro pallet LxB: 800 x 1200 mm	Euro pallet LxB: 800 x 1200 mm