

Introduction Document

Cafitesse Quantum 110/120/300



To: JDE MSU's

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1 Introduction Cafitesse Quantum

This document is written to support the launch of the Cafitesse Quantum range. The introduction document is only listing differences within concept, design, pricing, logistics, kits & options. The Cafitesse Quantum machines will replace the current Cafitesse NG110/120 and 300. Technical specifications and performances will not be changed.

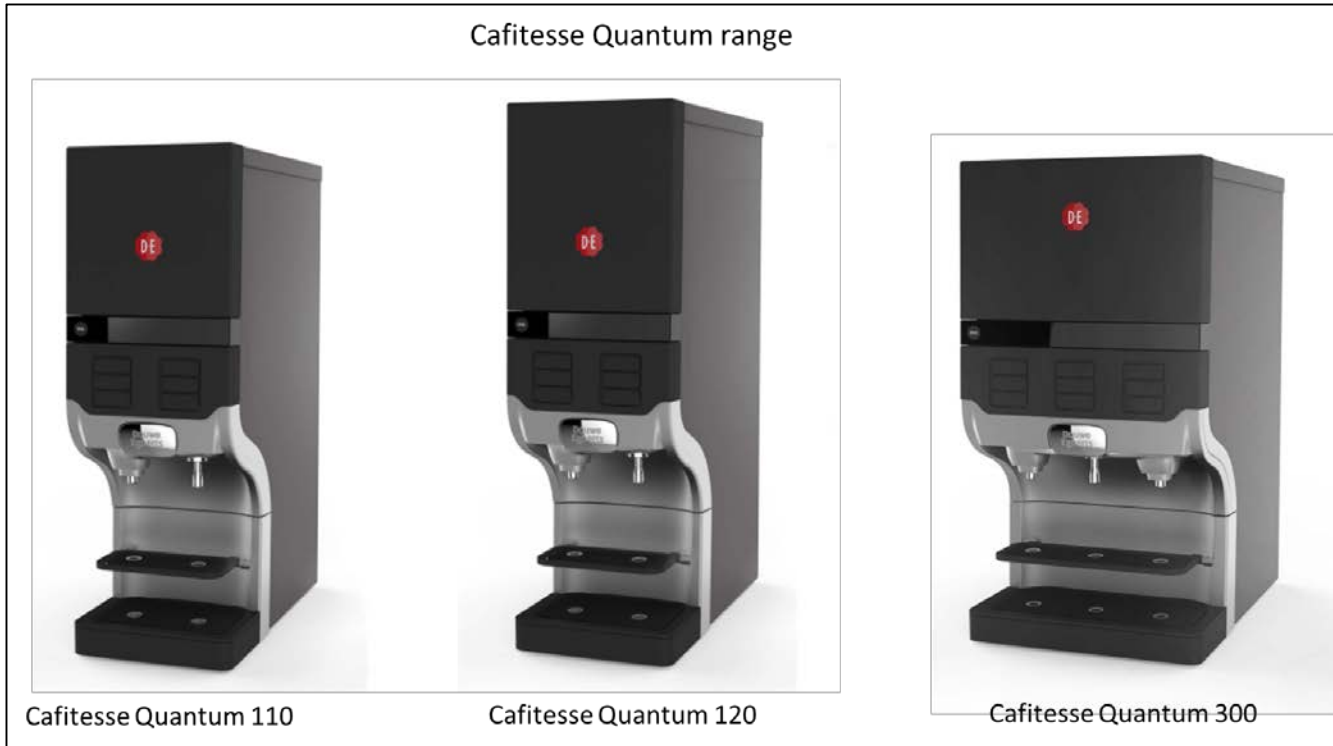
2 Concept information

The current NG machines are the ‘work horses’ within the Cafitesse portfolio: the most efficient machines to brew black coffee with high speed and large quantities in a short period of time. The quantum range is the ideal ‘back of house solution’ due to the quick filling of pots. The machines for fill an import role in the Cafitesse portfolio, they cover over 50% of our Global Cafitesse volume.

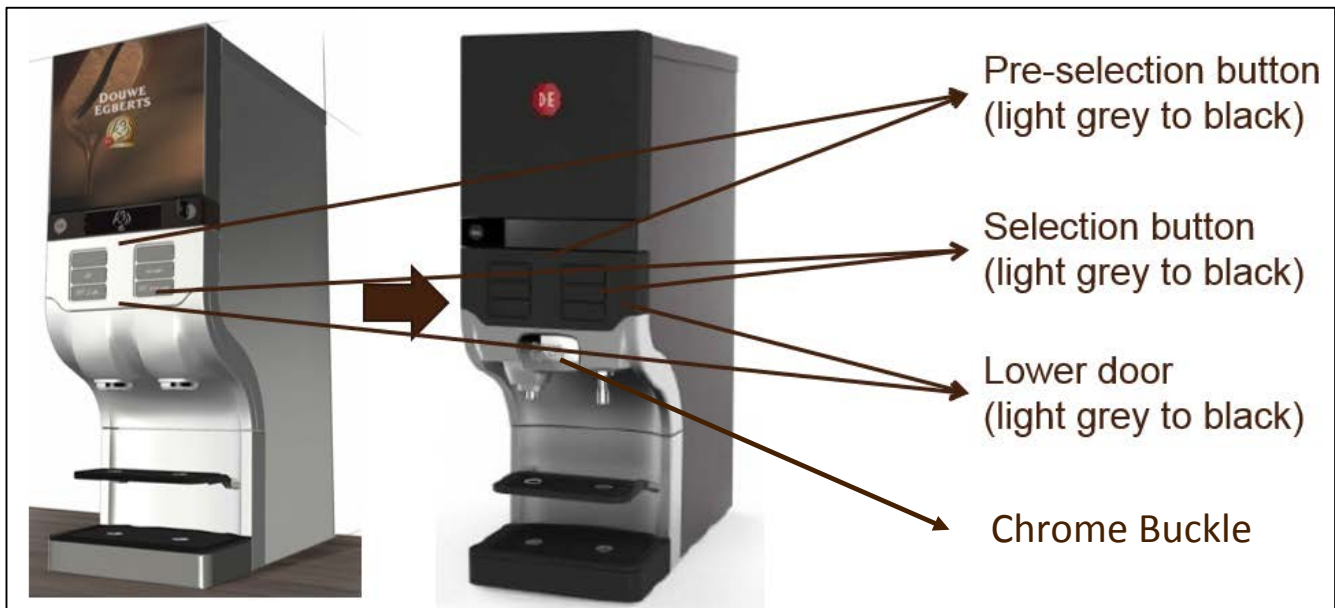
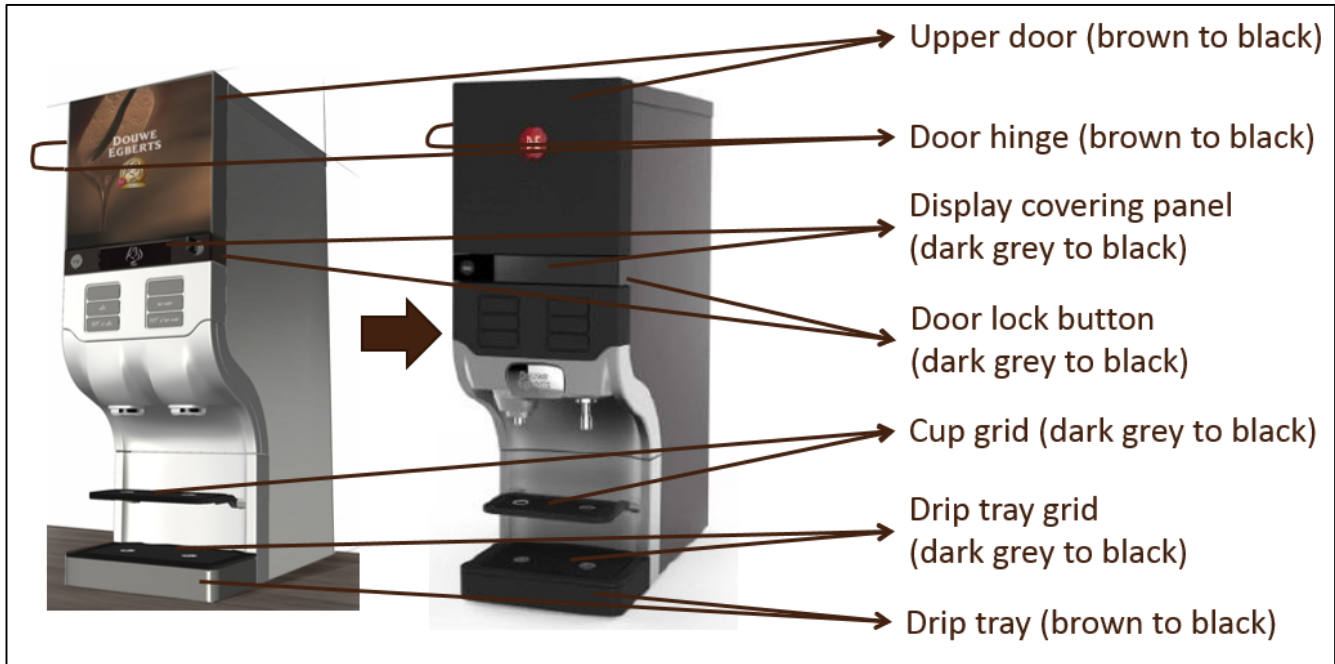
This renovation will be an aesthetical update so that they are better aligned with other Cafitesse dispensers in the portfolio, like Excellence and Excellence Compact. A fresh new look will improve our overall quality perception. The name of the NG range will be changed to **‘Cafitesse Quantum’** which gives a better understanding of the machines characteristics. The model types will be 110/120/300

2.1 Styling & Differences

The current NG machine range have a totally different look as the Excellence family design. To create better alignment with the Excellence range, the front door, push button panel and the button labels are changed to Black. Beside this, the chrome buckle is added to create the Excellence family look.



Differences between NG and Quantum range:



2.2 USP's

High capacity and speed	The Cafitesse Quantum range are fast and easy dispensing machines regarding cups / pots and serving black coffee in only 3,5 sec.
Great in cup quality	No matter the quantity, the Cafitesse Quantum machines always serve fresh and constant quality coffee, cup after cup.
Variety	The Quantum 120 can also serve crème varieties such as espresso and café crème. Beside this, the Quantum 120 can also be used as hot chocolate machine. (but not in combination with coffee)
Coffee strength	The coffee strength can be adjusted to everybody's own personal taste; mild - medium - strong, via coffee strength pre-selection button
Smart design	Modern design with coffee cues, enhancing the coffee quality perception
Great efficiency	<ul style="list-style-type: none"> - High reliability - Clean in place and easy re-filling - Easy maintenance

Cafitesse Quantum will be available in 3 versions, specifications remain the same

	Quantum 110	Quantum 120	Quantum 300
Options	1 x 2L BIB or 1 x 1,25L BIB	1 x 2L BIB 1 x 1,25L BIB	2 x 2L BIB 2 x 1,25L BIB
Selections	Black coffee Hot water Hot tea (cups and pots)	Black coffee Coffee crème Espresso Hot water Hot chocolate Tea (cups and pots excl. espresso/coffee crème)	Black coffee Hot water Hot tea (cups and pots)
Hour capacity (230V/380v)*	300 / 650 cups	300 / 650 cups	300 / 535 cups
Dispensing time cup/pot	3.5 sec / 23 sec	8 sec. / 40 sec.	4 sec / 23 sec

Relevant occasions and segments for Cafitesse Quantum are:

- Health & Care
- Medium & large business (blue color)
- Hotels
- Banqueting / conference

3 Versions, Kits & Options

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

3.1 New Quantum Versions

<i>New JDE Portfolio (new codes)</i>					
Type	Supplier #	JDE SAP #	SKU description	Price	Note
Quantum 110	C110NG/SBOP201	64101202	NGC110 BLACK-EU 3PH CONF. 50/60Hz	€ 1.082,88	EU/INT.
Quantum 120	C120NG/SBOP201	64101205	NGC120 BLACK-EU 3PH CONF. 50/60Hz	€ 1.167,56	EU/INT.
Quantum 300	C300NG/SBOP201	64101206	NGC300 BLACK-EU STD 7,9 kW	€ 1.304,73	EU/INT.
Quantum 110	C110NG/S7OP207	64101201	NGC110 BLACK-JAP 3PH CONF	€ 1.119,67	Japan only
Quantum 120	C120NG/S7OP207	64101204	NGC120 BLACK-JAP 3PH CONF.	€ 1.203,94	Japan only
Quantum 110	C110NG/S9OP208	64101200	NGC110 BLACK-BR 1PH 3,5KW PILAO	€ 1.035,93	Brazil only
Quantum 120	C120NG/S9OP208	64101203	NGC120 BLACK-BR 1PH 3,5KW PILAO	€ 1.120,72	Brazil only

* Prices are supplier sales prices. Up-charges via Supply Chain not included, which means that final price can be higher!

3.2 Door Branding

Door branding is ordered via Crem supplier and not available in the country kit. This need to be ordered separately.

<i>Door Branding Logo</i>					
<i>Crem #</i>	<i>JDE SAP #</i>	<i>Description</i>	<i>Logo type</i>	<i>Price</i>	<i>Note</i>
6161039	55114872	Branding Logo DE		€1,68	For all MSU's
6161193	55115776	Branding logo - DE square		€ 1,80	
6161195	55115773	Branding logo – Friele		€ 1,60	Norway only
6161197	55116199	Branding Logo - Marcilla		€ 3,20	Spain only
6161200	55115777	Branding logo – UCC		€ 1,60	Japan only
6161207	55115770	Branding logo - Cafe Noir		€ 1,80	
6161196	55115771	Branding logo - Maison du Café		€ 1,60	France only

** Prices are supplier sales prices. Up-charges via Supply Chain not included. Final price can be higher!*

3.2 Chrome Buckle

The chrome buckle, which is positioned in the middle of the machine is available in 6 brands ;

1. Douwe Egberts
2. Marcilla
3. Maison du café
4. Pilao
5. Friele*
6. UCC*

- Chrome buckle 1-4 are delivered into the country kit!

** Friele / UCC buckle to be ordered seperately, not available in countrykit, since this is developed at Crem !*

3.4 Country kits

New Country Kits – NG Black				
N&W #	JDE SAP #	Description	Price	Note
978143	55116142	COUNTRY KIT NG NETHERLAND BLACK	€ 39,12	
978144	55116143	COUNTRY KIT NG NORWAY BLACK	€ 22,12	Friele buckle not in country kit, to be ordered separately
978145	55116144	COUNTRY KIT NG GERMAN-INT BLACK	€ 39,12	
978146	55116145	COUNTRY KIT NG GERMANY BLACK	€ 39,12	
978147	55116146	COUNTRY KIT NG BELGIUM BLACK	€ 39,12	
978148	55116147	COUNTRY KIT NG NORDIC EAST BLACK	€ 39,12	
978149	55116148	COUNTRY KIT NG NORDIC WEST BLACK	€ 39,12	
978150	55116149	COUNTRY KIT NG ENGLISH INT BLACK	€ 39,12	
978151	55116150	COUNTRY KIT NG GREEK BLACK	€ 39,12	
978152	55116151	COUNTRY KIT NG CZECH BLACK	€ 39,12	
978153	55116152	COUNTRY KIT NG HUNGARY BLACK	€ 39,12	
978154	55116153	COUNTRY KIT NG SPAIN BLACK	€ 39,88	
978155	55116154	COUNTRY KIT NG FRANCE BLACK	€ 39,88	
978156	55116155	COUNTRY KIT NG PORTUGAL BLACK	€ 39,12	
978157	55116156	COUNTRY KIT NG BRASIL BLACK	€ 38,32	
978158	55116157	COUNTRY KIT NG RUSSIA BLACK	€ 39,12	
978159	55116158	COUNTRY KIT NG UK+AUSTRALIA BLACK	€ 39,12	
978160	55116159	COUNTRY KIT NG ITALY BLACK	€ 39,12	
978161	55116160	COUNTRY KIT NG SLOVAKIA BLACK	€ 39,12	
978163	55116161	COUNTRY KIT NG KOREA BLACK	€ 39,12	

- **Country kit content:**
 - Push button sticker sheet - Black
 - Chrome Buckle

Door branding not in country kit and to be ordered separately!!

3.5 Options

Options - Cafitesse Quantum				
N&W #	JDE SAP #	Description	Price	Note
260136	55116091	KIT DOOR LOCK NGC300 BLACK	€ 14,77	To lock the dispenser front door with a key.
260137	55116092	KIT DOOR LOCK NGC100 BLACK	€ 12,09	
260138	55116093	KIT AIRPOT NGC100 BLACK	€ 75,55	When big pots are used for dispensing coffee
260139	55116094	KIT AIRPOT NGC300 BLACK	€ 29,36	
260140	55116095	KIT REAR DISTANCE PANEL NGC110 BLACK	€ 26,12	When dispenser is installed in open area, a back panel can be mounted so you will not see the compressor cooling
260141	55116096	KIT REAR DISTANCE PANEL NGC120 BLACK	€ 26,28	
260142	55116097	KIT REAR DISTANCE PANEL NGC300 BLACK	€ 29,36	
260143	55116098	KIT DRAINAGE NGC300 BLACK	€ 70,29	This can be mounted onto the drain so that you do not have to empty the drip tray
260257	55116107	KIT CHOCO NGC120 BLACK	€ 31,50	For choco only
36387400	55103210	KIT MEEVA NG100-NG300-EXCELLENCE	€ 23,72	See Introduction Document Connectivity & Cashless Payment

3.6 What to be ordered

MSU order to Supply Chain:

- Machine version type (Quantum 110/120/300 version) -> [see article codes chapter 3.1](#)
- Door branding logo -> [see chapter 3.2](#)
- Country kit -> [see chapter 3.4](#)

Total 3 items to be ordered!

Exceptions order Norway – Friele:

- Machine version type (Quantum 110/120/300 version) -> [see article codes chapter 3.1](#)
- Door branding -> [see chapter 3.2](#)
- Country kit (push button sticker sheet only) -> [see chapter 3.4](#)
- Friele Chrome Buckle -> JDE SAP #: 55115774

Total 4 items to be ordered!

Exceptions order Japan:

- Machine version type (Quantum 110/120) -> [see article codes chapter 3.1](#)
- Country Kit Excellence – Japan -> JDE SAP #: 55115841
- Sticker sheet Black; local produced

Total 2 items to be ordered!

4. Dispenser Service Performance

The KPI's for the Service performance like CM-rate, Visit-rate, ASPC of Cafitesse Quantum 110/120/300 will be the same as current NG machine portfolio. There are no changes to the technical components of the dispenser.

5. Delisting

The new Quantum 110/120/300 will replace the current NG110/120/300. Per end Feb. 2016, the current NG range will not be produced anymore at N&W. Old stock need to be used up first in warehouse Venlo.

Spare parts:

Several parts have changed in form/fit and are therefore not backwards compatible. Of these parts the old AND new version will be available as spare.

Other parts have only changed in color (e.g. brown to black). Parts with no significant esthetical impact (such as hinges) will only remain available in the new, black color. Parts with significant esthetical impact (such as the lower door) will remain available in both the old (silver) and new (black) color.

All details about spares can be found in the updated Spare Parts manual.

6. Roll Out Planning – MSU’s

Versions & Kits	March 2016	April 2016	May 2016	June 2016	July 2016
Quantum 110	Netherlands, Germany, USA	Norway, Belgium, Denmark, Sweden, Czech, Spain, France, Portugal, UK, Australia, Slovakia, Australia / New Zealand	Export: Finland, Malta, Cyprus, Italy, South Africa Korea, Russia, Brazil	Export New Scope: Estonia, Latvia, Lithuania, Turkey, Taiwan, Indonesia, Singapore, Malaysia, Philippines, Thailand, China, Qatar, UAE,	Japan
Quantum 120	Netherlands, Germany	Norway, Belgium, Denmark, Sweden, Czech, Hungary, Spain, France, Portugal, UK, Slovakia Australia / New Zealand	Hungary, Austria, Swiss, Bulgaria, Malta, Cyprus, South Africa Belarus, Russia, KSA, Brazil	Export New Scope Croatia, Estonia, Latvia, Lithuania Korea, Indonesia, Singapore, alaysia Thailand, China,	Japan
Quantum 300	Netherlands, Germany	Norway, Belgium, Denmark, Sweden, Czech, Spain, France, Portugal, UK, Australia, Slovakia, US(standard)	US (classic), Finland		
Country Kits	Netherlands, Germany, USA	Norway, Germany Int., Belgium, Nordic East, Nordic West, English Int., Czech, Hungary, Spain, France, Portugal, UK+Australia, Slovakia	Export: Greece, Russia, Italy, Korea Brazil		Japan
Remaining Kits	- Kit door-lock NG100/300 Black - Kit airpot NG100/300 Black - Kit rear distance panel NG110/120/300 Black - Kit drainage NG300 Black - Kit choco NGC120 Black				

- **Blue marked countries: confirmed for launch**
- **Red marked countries: conformation needed from approval agency; currently best estimate timing**

Local approvals to be provided by MSU/Distributors:

- Australia: approval to be done by MSU locally (via CB report)
- Korea: approval to be done by distributor locally (via CB report)
- Japan: PSE completed, only food law approval to be done
- Taiwan: under discussion with supplier

7. Supply Chain

Goal of Phase in / Phase Out (PiPo)

- Ensure 100% delivery compliance of current NG versions to MSU’s up to launch
- Reduce stock of current NG versions to prevent scrapping costs
- Implement smooth introduction and delivery of new Cafitesse Quantum versions conform forecast

Process:

- Supply Chain created a ‘Frozen Forecast’ period of 13 weeks.
- Forecasting Phase out current NG series started November with a 5 month forecast of the MSU’s and frozen at beginning of December.
- Supply Chain created and committed to a frozen demand forecast to N&W. Commitment to this forecast ensure the success of the first two goals of the PiPo process and the reduction of scrapping for both N&W and JDE.
- MSU’s monitored on their compliance to their frozen forecast; MSU’s wishing to defer from their forecast, both increase/decrease, need to contact SC.
- MSU’s who do not follow and/or correct their demand to follow their frozen forecast, face a delayed Roll Out of the Cafitesse Quantum.

Timing:

- To ensure a smooth introduction, with a limited supply in the first few months, not every MSU is launched at the same time (see Roll Out Planning)
- MSU’s will receive updated forecast sheet in January to forecast their demand of the new Cafitesse Quantum dispensers. Adjustments to the Roll Out Planning may be made in case demand is expected to be higher.

8. Packaging and specifications

Packaging:

- Quantum 110/120/300 will not be updated with new packaging and remains the same as current NG110/120/300 packaging.
- Based on the dispenser article code, which is positioned on the box label, you can distinguish the difference between NG current and new Quantum version (*see article codes in chapter 3.1*).

Specifications and dimensions:

- not changed for Quantum110/120/300 and are the same as NG110/120/300

Dimensions dispensers	Quantum 110	Quantum 120	Quantum 300
Height	770mm	850mm	771mm
Width	260mm	260mm	351mm
Depth	521mm	521mm	550mm

9. Service Aspects

Training:

- No extra training is required of the new Quantum dispensers. All functionality and cleaning aspects are the same as current NG family.

Documentation

All service related (updated) documentation, will be added to the www.cafitessesupport.com site, e.g.

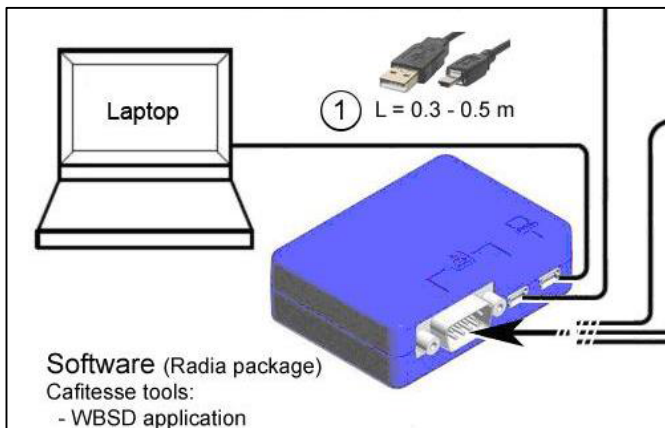
- Spare part list
- User/Operator manual
- Service information's

Operator / Service Access:

User/operator mode access is not changed and remains the same procedure as current NG family

Service:

The Service-technician needs to have a special Cafitesse Service Adapter to connect his laptop to the dispenser. This can be done with the blue box, so called WBSD as currently done on NG dispenser (no change).



10. Technical Data Sheet

Technical Data Sheet	Quantum 110	Quantum 120	Quantum 300
Liquid packs	Coffee Decaf Tea	Coffee Decaf Tea Choco	Coffee Decaf Tea 2 Coffee Blends
Power voltage	220-240V 400V	220-240V 400V	220-240V 400V
Water supply	Fixed	Fixed	Fixed
Dimensions (mm)	260 x 770 x 521	260 x 850 x 521	351 x 771 x 550
Brewing time cup of coffee (sec)	3.5	8	4
Brewing time cup of hot water (sec)	3.5	8	4
Brewing time pot (sec)	23	40	23
Max power 230V (kw)	3.5	3.5	3.5
Max power 400V (kw)	8.4	9.6	9.6
Maximum capacity	500	400	1000
Hour capacity cups 230V	300	300	300
Hour capacity cups 400V	650	650	535

Programmed Drink Buttons from Factory (can be adjusted by service technician for customer):

Quantum 110/120:



QUANTUM 110	
Button 1 = Coffee - 125ml	Button 4 = Hot water - 125m
Button 2 = Pot coffee - 900ml	Button 5 = Pot hot water 900ml
Button 3 = not enabled	Button 6 = not enabled
QUANTUM 120	
Button 1 = Coffee crème - 125ml	Button 4 = Hot water - 125m
Button 2 = Espresso - 50ml	Button 5 = Pot hot water - 900ml
Button 3 = Pot coffee - 900ml	Button 6 = not enabled

Quantum 300:



QUANTUM 300		
Button 1 = not enabled	No button	Button 6 = not enabled
Button 2 = Decaf coffee 125ml	Button 4 = Hot water - 125ml	Button 7 = Coffee - 125ml
Button 3 = Pot decaf coffee 900 ml	Button 5 = Pot hot water - 900ml	Button 8 = Pot coffee 900ml

11. Contact persons

Persons	Responsibilities	Email
Patrick Meussen	R&D Project Specialist Professional	Patrick.Meussen@JDEcoffee.com
Norma Keur	Global Category Manager Liquid Professional	Norma.Keur@JDEcoffee.com
Rob Pijnappel	Equipment Performance Specialist	Rob.Pijnappel@JDEcoffee.com
Sjoerd Klem	Project Specialist Supply Chain	Sjoerd.Klem@JDEcoffee.com

APPENDIX A : Q&A Introduction Cafitesse Quantum (for Sales)

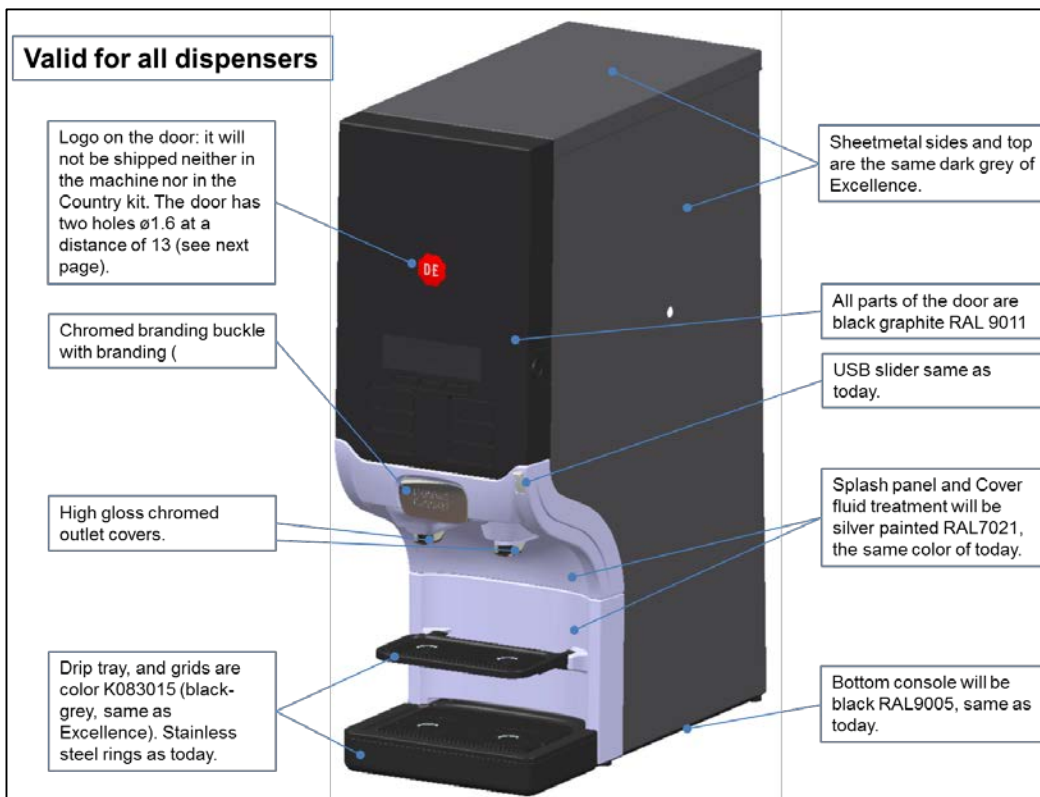
Q1. Why are we launching these new machines?

The Cafitesse Quantum is launched to update the current Cafitesse NG dispensers because they already are more than 5 years in the market. The machines will get an esthetical update, a new fresh look & feel to improve the quality perception and to get a better alignment with the other Cafitesse dispensers (black line) in the portfolio.

Q2. What are the USP's of the Cafitesse Quantum?

The Cafitesse Quantum machines are the 'work horses' within the Cafitesse portfolio: the most efficient machines to brew high quality black coffee with large quantities in a short period of dispensing time. The quantum range is the ideal 'back of house solution' due to the quick filling of pots.

Q3. What will be the esthetical changes?



Q4. What other changes will be implemented?

The new machine range got a new name which emphasizes the main benefit of the machine in a better way. (Cafitesse = fast coffee / Quantum = large quantities). We kept the current machine numbers to make a clear link with the current machines (Quantum 110, 120 & 300) (the previous NG110/120/300 naming is still on the outer carton and documentation and will not be updated).

Q5. Where can we find all information about the Cafitesse Quantum?

Introduction tools of the Cafitesse Quantum will be provided by your local Cafitesse manager. He/she can provide you the introduction document with all the details and the marketing communication tool box.

Q6. What is the content of the communication toolbox?

The communication toolbox consists of; Machine brochure/leaflet, trade presentation, adds, photography, fair materials, film and online banners.

Q7. What are the technical characteristics of the dispensers, are they still the same?

All technical characteristics are the same as current NG110/120/300 family. They can be found in the technical manuals of the dispensers and main topics in the introduction document.

Q9. What are the main differences between the three Quantum machines?

	Quantum 110	Quantum 120	Quantum 300
Options	1 x 2L BIB or 1 x 1,25L BIB	1 x 2L BIB 1 x 1,25L BIB	2 x 2L BIB 2 x 1,25L BIB
Selections	Black coffee Hot water Hot tea (cups and pots)	Black coffee Coffee crème Espresso Hot water Hot chocolate Tea (cups and pots excl. espresso/coffee crème)	Black coffee Hot water Hot tea (cups and pots)
Hour capacity (230V/380v)*	300 / 650 cups	300 / 650 cups	300 / 535 cups
Dispensing time cup/pot	3.5 sec / 23 sec	8 sec. / 40 sec.	4sec / 23 sec

Q10. Can 1,25L packs be used in the Cafitesse Quantum?

Yes. No adaptor is needed.

Q11. Will there be a connectivity Kit available?

Yes; form, fit function of the Kit is clarified in the Connectivity Introduction Document.

(Note: local activities are required to make this kit fully operational).