

Introduction Document

SKYE



To: JDE MSU's

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1. Introduction Schaerer Coffee Skye

This document is written to support the launch of the Skye. The Schearer Coffee Skye is developed by our supplier Schaerer. It is an ‘off the shelf machine’ which means that no changes have been made to the design and functionalities. However, the configurations we are introducing are picked and developed for the JDE organization.

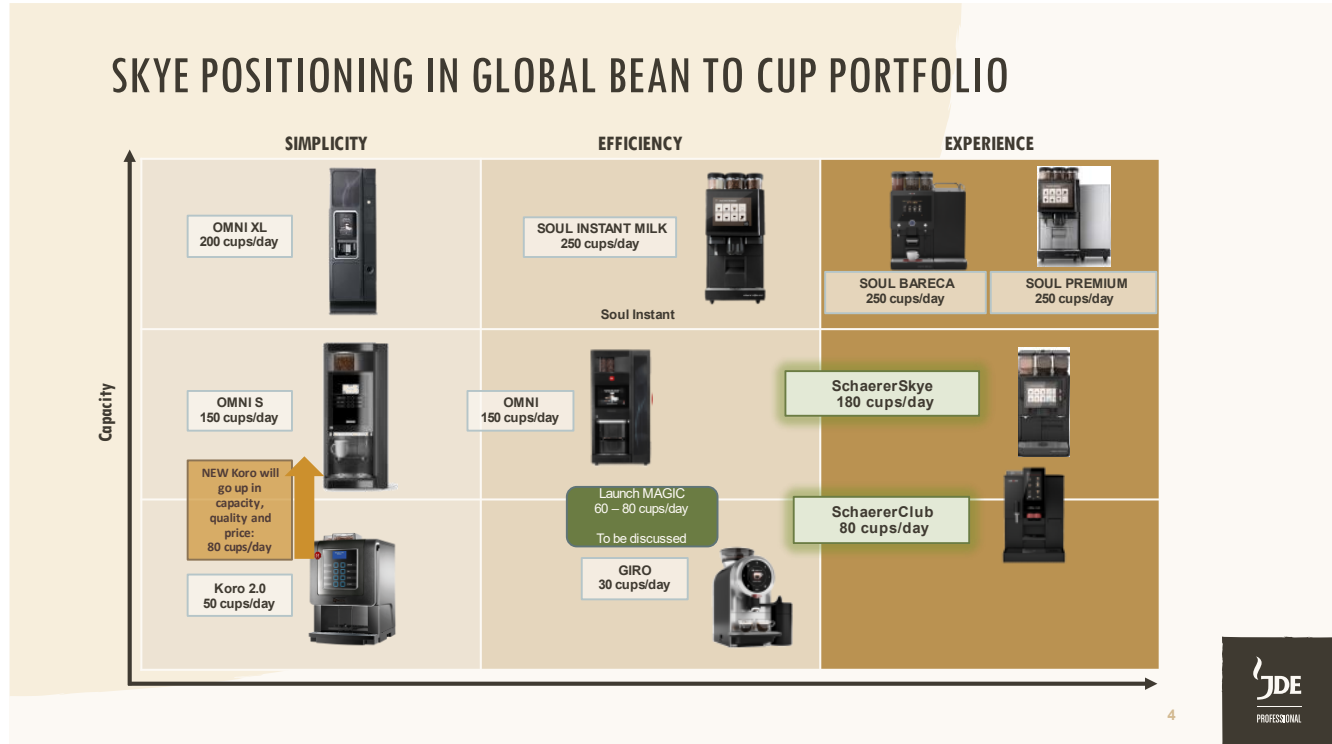
The Skye is in the same premium family line as the Schaerer Soul and Schaerer Club. It is designed for mid-level demand with a daily output of up to 180 cups, which is why it’s a perfect solution between the Club and the Soul.

The Skye is replacing the Barista One. The Barista One was an OTS+ machine from Schaerer with an JDE exclusive design. As the Barista One machine had a capacity of 100 cups/day, Skye covers top part of similar customers’ need.

This introduction document explains the specific JDE SKU’s incl. design, options, & logistics. The goal of the Skye is to replace the Barista One and complete the experience pillar of our global bean to cup portfolio with a mid-level capacity, fully automated coffee machine. The machine is very suitable for medium (to large) offices or other medium businesses, as well as medium sized hotels and restaurants where you’ll find all kinds of users; from first time users to experienced staff. It works well in self-service occasions like a coffee break in the office or a breakfast buffet in a hotel. Providing a premium, high quality coffee experience to the employees or guests.

Skye: Uncompromising quality with excellent milk foam from stylish and compact machine.

See positioning in our current Bean to Cup portfolio:



2. Concept information

2.1 Variants

The Skye will be launched in 2 configurations:

DESCRIPTION (2 CONFIGURATIONS)		1. COFFEE SKYE FIXED WATER INSTANT	2. COFFEE SKYE FIXED WATER FRESH MILK
			
ARTICLE NUMBERS			
Vendor material numbers		040070-00000197	040070-000198
SKU JDE		64102602	64102630
DESIGN VARIANTS			
Color variant black	Colored elements in black (outlet and panel) - <u>without</u> Schaerer text on the right side of the touch screen	Yes	Yes
POWER			
1 Phase	1L, N, PE 220 – 240V (L-N) 10 - 13A	Yes	Yes
COFFEE SYSTEM			
2nd grinder (right)		No	Yes
MILK SYSTEM			
Steam boiler	Needed for Pure Foam or steam dispensing option	No	Yes

DESCRIPTION (2 CONFIGURATIONS)		1. COFFEE SKYE FIXED WATER INSTANT	2. COFFEE SKYE FIXED WATER FRESH MILK
Pure foam	Steam boiler needed (Pos. 500)	No	Yes
Power steam	Manual milk frothing and heating Steam boiler needed (Pos. 500)	No	No
HOT WATER			
Hot water outlet left with additional water for Americano	Cannot be combined with brewing accelerator	Yes	Yes
POWDER SYSTEM			
One powder	2000g	No	Yes
Twin Topping (two powder)	Two powder in one container (2x 1000g)	Yes	No
MISCELLANEOUS OPTIONS			
Kit „Lockable lids“	For bean hopper and powder container	Separate option	Separate option
Feet extension 40 mm	per machine	Separate option	Separate option
Under-counter grounds disposal	Under-counter grounds disposal	Separate option	Separate option
INTERFACES			
MDB		Separate kit	Separate kit
Schaerer Coffee Link connected	Telemetry	Separate kit	Separate kit

2.2 Drink specifications

The recipes can be downloaded from JDE-support. These are setting to start with and can be adjusted where needed by local organizations.

Please note that we have created the perfect machine settings combined with our coffee blends. The settings will make sure we serve the right quality coffee to our consumers, and we bring out the taste notes in our blends we want to bring out. Furthermore, the machine will also perform best on the different drink recipes.

We have created these settings based on our premium blends of L'OR Beans (Elegant and Intense).

2.3 USP's

The main message around the Skye:

Uncompromising quality with excellent milk foam from a stylish and compact machine.

Key product attributes:

- Stylish and compact machine with flexibility on placement of fridge, serving an uncompromising in-cup quality.
- Wide 8" video enabled touch screen display for ultimate experience and convenience.
- Variety of coffee, hot choco, and instant milk or fresh milk-based specialties. Even possible to serve two beans blends for perfect lungo's and espresso's. Hot and cold milk coffees. Separate hot water outlet
- Pure Foam™ technology for high quality milk coffees with fresh milk.
- Easy to use and efficient in daily operations. Adaptability to all kinds of users, from first-timers self-serving guests to experienced staff thanks to 3 operating modes
- Connectivity (as option) with CoffeeLink account to analyse your consumption data and real time notifications when machine is empty.
- Sustainability: Switch on/off Timer and >90% recycling ratio. Energy efficiency because of insulated heating system.

2.4 Segments and Occasions

The Skye is very suitable for medium (to large) offices or other medium businesses, as well as medium sized hotels and restaurants where you'll find all kinds of users; from first time users to experienced staff. The machine is very intuitive to use, which makes it ideal for high staff turnaround.

It works well in self-service occasions like a coffee break in the office or a breakfast buffet in a hotel. Or dinner occasion where premium coffee and fresh milk foam quality is desired, using the staff mode on the GUI.

When there is limited space available but still providing a high quality coffee experience to the employees or guests is required.

2.5 Line up Premium machines (“Experience pillar”)

LINE UP: increase in capacity, milk foam quality and **possibilities**

	CLUB Compact, quiet and straightforward machine with great consistent quality	SKYE Uncompromising quality with excellent milk foam from stylish and compact machine	SOUL Powerhouse with optimal user experience and excellent coffee quality
Capacity	80 cups/day	180 cups/day	250 cups/day
Milk quality	Milk Smart milk system for great milk coffees with fresh milk	Pure Foam™ technology for high quality milk coffees with fresh milk	Best Foam™ technology for BaReCa standards milk foam
Variety	Instant- or fresh milk option, hot chocolate, separate hot water outlet for tea	Variety of coffee, hot choco, and instant milk or fresh milk-based specialties. Even possible to serve two beans blends for perfect lungo’s and espresso’s. Hot and cold milk coffees. Separate hot water outlet	Endless possibilities: Ultimate variety in drinks menu with instant or fresh milk, hot & cold (ambient) drinks, extra shot option. Flavours and even plant-based milk to create specialty coffees.
Screen	Intuitive vertical touchscreen Branded screensaver	8” video-enabled touch screen Branded Mediapackages (customization possible)	12” video-enabled touchscreen Branded Mediapackages (customization possible)
Segment	<ul style="list-style-type: none"> - Small/Medium business (offices) - Small-sized hotels Premium positioning	<ul style="list-style-type: none"> - Medium/Large business (offices) - Medium-sized hotels and BaReCa Premium positioning	<ul style="list-style-type: none"> - Large business (offices) - Large hotels and BaReCa Premium positioning
Connectivity	As Option Schaerer Coffee Link	As Option Schaerer Coffee Link	Standard Schaerer Coffee Link Touchless brewing order via QR code
Selling Price estimation (for FM version, without fridge)	Approx € 3300	Approx € 7000	Approx € 9500

2.6 Marketing materials

Marketing documents and images can be found on the global marketing Sharepoint:

[MST Global Marketing Professional Community - 03. Equipment - All Documents \(sharepoint.com\)](#)

Or our media database MINE from Havas: [Login to proceed \(havaspulse.com\)](#)

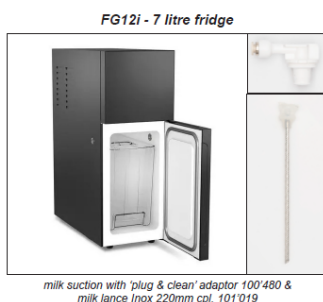
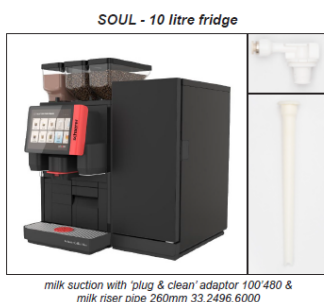
3. Versions, Kits & Options

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

3.1 Machines and fridges

The machine and its accompanying products are built in a modular set-up in the system. Therefore, the aim is to have the possibility to be flexible and keep the amount of SKU's and stock manageable. Start by choosing which of the machine variants your customer request and whether a fridge for fresh milk solutions is required.

Machines				
Type		Supplier #	JDE SAP #	SKU description
SKYE INSTANT		040070-00000197	64102602	SKYE INSTANT 1 GR/ 2IN
SKYE FRESH MILK		040070-000198	64102630	SKYE FRESH MILK 2 GR/1 IN
Fridges				
Fridges		Supplier #	JDE SAP #	Remarks
Skye Fridge	SIDE COOLING UNIT 7L SKYE BLACK	040446-00000128	55125800	
Soul fridge for self service and Centre milk / UC Milk / Centre UC Milk	SOUL SINGLE FRIDGE BLACK	040446-00000009	55124241	
	SOUL UNDER COUNTER 1 MILK FRIDGE	040446-00000019	55124244	
	SOUL CENTER MILK FRIDGE BLACK	040446-00000065	55124243	
	SOUL UNDERCOUNTER CENTERMILK FRIDGE	040446-00000062	55124245	



✓	Level control with capacitive sensor (milk low detection)
✓	Suitable for self service (once started a beverage with milk additive it will be finished)
✓	Cooling cell temperature actively communicated with and displayed on the coffee machine
✓	Electronic temperature control of the cooling cell
✗	Milk empty detected by the NTC of the machine's milk system (hot milk / hot milk foam only; empty detection is not working for cold milk) Milk dispensing will stop immediately upon empty detection (dispensing is interrupted).
✓	Suitable in combination with payment systems
✓	Centre milk / UC Milk / Centre UC Milk
✓	Compressor driven / R600 refrigerant

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3.2 Branding elements & GUI set-up

We will apply our own branding via the GUI of the Skye.

Branded media packages for GUI branding are available [on JDE support website](#).

The current media packages of Soul will be suitable to use on Skye as well. Brands in scope:

- L'OR
- PDO
- D.E
- Jacobs
- Unbranded

At installation, the technician will upload the media package of the correct brand.

The machines are delivered without a recipe file loaded into the machine. The latest file to start with can be downloaded from JDE support.

3.3 Options

There are various options which can be ordered simultaneously or after installation of the Skye

Options			
KIT Options	Supplier #	JDE SAP #	Remarks
CUP & COOL and CUP WARMER			
CUP AND COOL NARROW SOUL 10-12	040446-00000052	55124176	
CUP AND COOL WIDE 2S SOUL 10-12	040446-00000053	55124177	
CUP WARMER NARROW SOUL 10-12	040446-00000054	55124178	
CUP WARMER WIDE SOUL 10-12	040446-00000055	55124179	

Payment related options:

Type*	Supplier #	JDE SAP #	Required for: Coin changer	Required for Coin acceptor	Required for Card reader	SKU description	Comment
Front pull-out add-on housing right	073690	55124424	Yes	Yes	Yes	Front pull-out add-on housing right	To be ordered together
ADAPTER PLATE ADD-ON HOUSING R SKYE	101227	55125715	Yes	Yes		ADAPTER PLATE ADD-ON HOUSING R SKYE	
Front pull-out add-on housing left	073691	55123990	Yes	Yes	Yes	Front pull-out add-on housing left	To be ordered together
ADAPTER PLATE ADD-ON HOUSING L SKYE	101228	55125718	Yes	Yes		ADAPTER PLATE ADD-ON HOUSING L SKYE	
ADAPT PLATE HOUSING CARDREADER SKYE	101226	55125717			Yes	ADAPT PLATE HOUSING CARDREADER SKYE	To be ordered together
Cover plate front "blind", front-loader	073695	55120650			Yes	COVER PLATE FRONT BLIND PAYMENT BOX	
Cover plate front, Coin changer, front-loader	073692	55120659	Yes	N/a	N/a	COVER PLATE FRONT COIN CHANGER PAYM	
Coin Changer	263000146	55122844	Yes	N/a	N/a	GRYPHON MDB G2B3MN00NN EUR AAA	
Cover plate front, Coin acceptor + money-box, front-loader	073693	55120660	N/a	Yes	N/a	COVER PLATE FRONT COIN ACCEPTOR+MON	
Coin Acceptor	42299	55116340	N/a	Yes	N/a	NRI G13 ACCEPTOR 12-27V	
Front plate coin acceptor	5508	55116342	N/a	Yes	N/a	NRI G13 MidI FRONT PLATE	

Retrofittable options:

Type	Supplier #	JDE SAP #
INTER BULKHEAD GROUNDS CONT. GR.DIS	100281	55125877
GROUNDS CONT. GROUNDS DISP.+MAGNET	100689	55125920
SCS EXTENTION FEET 4CM	079754	55118146
Drink water tank Schaerer version + standard flojet next items to order:		
- BOTTLENECK FLANGE	33.9477.1000	55123800
- CANISTER 16L WH+SCREW-ON LID + HOLE	064998	55122356
- CANISTER SCREW-ON LID WITH HOLE LARGE	065447	55120709
- FLOJET	7.270.103.101	55060361
RETROFIT KIT MDB SKYE	100333	55126042
RETROFITTING SET BRACKET MODEM SKYE	100323	55126041
TELEMETRY MODULE CM GATEWAY EU	33.4220.9000	55123794
POWDER/BEAN LOCKABLE LID CPL SKYE (1 needed with instant, with fresh milk 2 needed)	100606	55126085
LID BEAN HOPPER CENTR LOCKABLE CPL (always 1 needed when lockable lids)	100605	55126112
LID MANUAL INLET LOCKABLE CPL. (always 1 needed when lockable lids)	100607	55126111

3.4 Cleaning & descaling

Schaerer uses a specific way of descaling the Skye, referred to as Uptime! The idea behind is that a customer can execute this activity by himself, surpassing an additional visit of a service technician. It is nicely visualized in the movie on the Schaerer website [One-of-a-kind: Uptime! descaling system - Schaerer - Fully automated coffee machines.](#)

New variants		
Type	Supplier #	JDE SAP #
Cleaning tabs (coffee)	065221	4061930/55115084
Cleaning sachets (milk)	075351	4061744/55121745
Descaling cartridges	079293	4061101/55118117

3.5 Example of ordering

Please find below some examples of how to order.

Request: SKYE Fresh Milk for a self-service situation:

- Machine: 64102630 SKYE Fresh Milk
- Fridge: 55124241 SOUL SINGLE FRIDGE BLACK (empty detection in fridge)

Request: SKYE Instant

- Machine: 64102603 SKYE Instant

Request: SKY Fresh Milk with high feet

- Machine: 64102630 SKYE Fresh Milk
- Fridge: 55125800 SKYE Fridge (no empty detection in fridge)
- 8 x 55118146 SCS EXTENTION FEET 4CM

Request: SKYE Instant without fixed water:

- Machine: 64102603 SKYE Instant
- Drink water tank Schaerer version + standard flojet
 - 55123800 BOTTLENECK FLANGE
 - 55122356 CANISTER 16L WH+SCREW-ON LID + HOLE
 - 55120709 CANISTER SCREW-ON LID WITH HOLE LARGE
 - 55060361 FLOJET

3.6 Connectivity

The Schaerer Coffee Skye is not standard equipped with a telemetry modem. This telemetry modem is required to enable connectivity on the machine and use the connectivity platform provided by Schaerer (i.e. Schaerer Coffee link). The modem can be ordered as installation kit and can be retrofitted during or after installation.

Schaerer Coffee Link is a digital service platform provides a range of functions, data, statistics for comprehensive monitoring, quality assurance and optimisation of individual business processes. Standard reports are available in the Schaerer Coffee link platform. Schaerer Coffee link is as of January 2023 integrated with JDE back office systems (to enable Counter Based Billing and Management Information via JDE back office systems); only available for Kauri countries. For further questions the global connectivity team can be contacted (Rob.Molenaar@JDEcoffee.com).

Setting up Connectivity for your customer:

1. Order Connectivity kit separately with machine **55126041 + 55123794**
2. At installation, the kit will be added to the machine by installation technician
3. At installation, connectivity will be turned on in machine software by installation technician
4. Connection with CoffeeLink will be established, machine will be visible in CoffeeLink
5. Create a CoffeeLink account for your customer via the global connectivity team (contact: rob.molenaar@jdecoffee.com)

Note: for sizable customers, it is possible to upload a customized screensaver to the GUI of the Skye. This customized screensaver needs to be added to the media package and uploaded to the machine. This is both done by the MUS's Technical Specialist.

3.7 Product hierarchy information

ZCMA/ZOPT/ZMCN Machine: 01050102020068 SKYE

4. Phase in – Phase out

4.1 Replacing machines

The Schaerer Coffee Skye is the successor of all the current Barista One variants, with high throughput.

4.2 Phase-in process

The Schaerer Coffee Skye configurations are considered a direct replacement of the variants of the current Barista One. See below table with MSUs in scope of Skye launch. Other MSU's should submit a listing request to the A4EQ.

Skye	Country scope	
	Instant	Fresh Milk
Netherlands	Y	Y
Belgium	Y	Y
Germany	Y	Y
UK	N	Y
Greece	N	Y
GBD: Iceland	N	Y
Czech Republic	N	Y
Switzerland	N	Y

Other MSU's can request any of the New Skye configurations via a listing request, which can be downloaded from: <https://ept.jacobsdouweegbertsprofessional.com/>

Introduction dates			
2023	May	June	July
Schaerer Coffee Skye		1-6-2023	
Delisting			
Barista One		1-6-2023	

4.3 Phase-out current Barista One

Per the 1st of June 2023 the current Barista One will be delisted. The Schaerer Coffee Skye is the successor of all the current Barista One variants.

Final forecast and last buy of the Barista One has been done in September in 2022 since Schaerer will stop production of Barista One. MSU's to deplete stock of current Barista one based on their final forecast before they can order the Skye.

Spare parts for the current Barista One variants will be available until 31-12-2029. Which will also be the End of Service date. Improvement (current product support) related to the current Barista One variants will stop per 1-6-2023 (only production quality issues can be addressed). In summary the below service policy is valid:

Description	Date	Remarks
Delisting current Barista One	01-06-2023	
Forecast final order for MSU's at	31-08-2022	
Final order	30-09-2022	
Spare parts available till	31-12-2029	
Improvement (CPS) related to will stop at	01-06-2023	
End of Service Date	31-12-2029	

5. Technical Data Sheet

Technical data Schaerer Coffee Skye	
Max drinks p/y	36000
Capacity Bean container	750 gr each
Capacity canisters	Choco: 2,75 Liter split:2 x 1,35 liter
Boiler capacity	Coffee/Hot water 0.8ltr Steam 0.8ltr
Solid waste container	60-70 coffee ground cakes
Drip tray capacity	750ml, fixed drain required
Dimensions (HxWxD)	Height incl. bean hopper + key: 697 mm Width without accessories: 330 mm Width with cooling unit: 525 mm Depth: 576 mm
Required dimensions (HxWxD)	897 x 530 x 700 mm
Table top	yes
Weight empty	41 kg
Power voltage	220-240 V, 50/60 Hz
Power consumption	2-2,4 Kw 10A
Power plug	Schuko;
Water supply	Fixed
Water connection	3/4
Drink adjustments possible	yes
Milk supply	Fresh (powder for Instant version)
Noise level	<70 db (A)

6. Service Aspects

6.1 Training

Training will be provided by the International Trainers. All MSU's can request a training in Utrecht. For countries with placements < 25 per year, a combined training can be attended in Utrecht.

If you are not able to attend to these trainings, or need additional support, please contact your Customer Support Specialist.

6.2 Documentation

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

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

6.3 Expected service numbers

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

Expected service numbers SKYE	
Visit Rate	3,21 first year +0,75 because of learning curve
CM-rate	1,6
Annual Spare Part Costs	169
Mean time to visit	64

*incl. 1 preventive maintenance per year

6.4 Cleaning

Cleaning intervals	
Display-guided cleaning programme*	
Depending on the cleaning schedule set	Cleaning the milk system
	Cleaning coffee system
	Cleaning powder system
Manual cleaning tasks	
Daily	Empty grounds container and clean
	Cleaning brewing chamber
	Cleaning drip tray and drip grid
	Cleaning milk container
	Cleaning optional accessories
	Cleaning of touch screen
	Cleaning external drinking water tank
	Cleaning internal drinking water tank
Weekly	Cleaning external waste water tank
	Cleaning bean hoppers
As needed	Rinsing powder container
	Cleaning the outer surfaces of the coffee machine
	Triggering manual rinsing

Legend of cleaning intervals	
Daily	At least once a day, or more often if necessary.
Weekly	At least once a week, or more often if necessary.
As needed	If there is any contamination.

* Display-guided cleaning programmes are run according to the set cleaning schedule. In addition, they can be carried out manually at any time using the "Additional cleaning" function.

For descaling materials, please look back at section 3.4.

7. Packaging and specifications

Logistic Data	
Length (in mm)	710
Width (in mm)	450
Height (in mm)	750
Gross weight (Kgs)	48
Netto weight (Kgs)	41
Qty per Pallet	1
Qty per layer	1
LxBXH Pallet	710x450x880

8. Contact persons

Persons	Responsibilities	Email
Debbie van der Lans	Global Category Specialist Beans, R&G	Debbie.vanDerLans@JDEcoffee.com
Bart Bakker	Equipment Performance Specialist Professional	Bart.Bakker@JDEcoffee.com
Tom Janssen	Supply Chain Planning Specialist Professional	Tom.Janssen@JDEcoffee.com
Leon Vermeulen	Supply Chain Planning Specialist Professional	Leon.Vermeulen@JDEcoffee.com
Rob Molenaar	Connectivity / IoT Product Specialist	Rob.Molenaar@jdecoffee.com
Bart Bankers	Project Specialist	Bart.Bankers@JDEcoffee.com