Introduction Document
OMNI line
Freshbrew OMNI

To:	JDE MSU's
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Content

1 Introduction FreshBrew Omni

This document is written to support the launch of the Omni line, more specifically the FreshBrew version within the line. The Omni line is developed by one of our suppliers and minor changes have been made to the design and functionalities to create a better fit with the JDE organization. The introduction document explains the specific JDE SKU's incl. design, pricing, logistics, kits & options. The goal of the Omni line is to eventually replace the current 7100 and 7100+ dispensers.

As the FreshBrew version is introduced later than its family members, it is decided to create a separate document. Please refer to the introduction document of the Bean 2 Cup, Combi Omni or Instant Omni if questions regarding these machines arrive. Or contact your Customer Support Specialist.

2   Concept information

2.1   Variants

The FreshBrew Omni is in line with the rest of the Omni line.

	Fresh Brew Omni	Instant Omni	B2C Omni single	B2C Omni double	Fresh Brew and B2C Omni
Brewing system	Z4000 brewer	Not applicable	Z4000 brewer (ES + FB)*	Z4000 brewer (ES + FB)*	Z4000 brewer (ES + FB)*
Type of ingredients	FreshBrew	Instant	Espresso	Espresso, 2 blends	Espresso, FreshBrew
Hour capacity	90 cups	180 cups	90 cups	90 cups	90 cups
Dispense time coffee	30 sec	12.5 sec**	34 sec**	34 sec**	Beans: 34 sec** R&G: 34 sec
Dispense time cappuccino	24 sec	14.5 sec**	24 sec	24 sec	24 sec
Dispense time pot	370 sec (R&G)	120 sec	400 sec (espresso) 120 sec (instant)	400 sec (espresso) 120 sec (instant)	400 sec (espresso)

** Based on the recipes in the standard clone file (125 ml). Brewing time is dependent of dosing and grind size.

2.2   USP's

The Omni is a new premium machine and worthy successor to the 7100 / 220 - platform. The machine distinguishes itself by its more premium design, 10-inch touch screen, LED lighting of the bean container and side panels and the infinite possibilities of hot drink choices. And do not forget that the machine can be connected to the Internet to show, for example, the latest news.

The Freshbrew OMNI a capacity of 25,000 - 30,000 units per year. This means that it is suitable for about 25 to 30 employees. The target is primarily in Small to Medium Enterprises, Health & Care locations and Large Accounts where the machines can placed in larger volume.

The Freshbrew OMNI can serve up to max 50 employees.

All-in-one	The 9100 can have up to 3 brewing methods in one machine: Espresso, Fresh Brew and Instant. Furthermore all other ingredients can be placed inside the machine – out of sight of the customer.
Smart design	The Omni-line is included with a user-friendly 10" touch screen. The design and lay-out of the screen can be fully customized to suit any environment.

High resolution pictures for the Omni line are created by the Dutch marketing team. These include the pictures for the Freshbrew OMNI. These can be downloaded from the brand portal (https://brandportal.jdecoffee.com/login/) to create local marketing material.

2.3   Canisters and drinks

FreshBrew configuration

Due to the brewing type, the FresBrew OMNI has the availability of standard 3 canisters. This can be extended via a 4th canister, similar to the B2C variants of the OMNI, but due to expected low numbers, these recipe files will only be created for a large request.

Set-up		
Coffee	7,3-11,6	L
Milk product	2,7	L
Sugar	2,7	L
Chocolate	2,7	L

2 different standard clone files will be made available for the FreshBrew OMNI. The full recipe overview incl. dosage can be found on http://www.jacobsdouweegbertsprofessional.support

- Standard setup 150 ml for high percentage Arabica beans (such as Friele and Douwe Egberts Gold)
- Standard setup 125 ml for traditional blends (such as Douwe Egberts traditional) *Available Q1 2018*

2.4   Differences

With the 7100 / 220 series

The Omni is designed as the successor of the 7100 platform currently in our portfolio. Some of the main differences are described below:

Technical specifications:

- The 9100 brewer can produce both Fresh Brew black coffee as well as Fresh Brew crema coffee;
- The cup sensor of the Omni detects also cups made of glass;
- The capacity of the drip tray has increased from 0.4 L to approximately 0.9 L;

User Experience:

- Compared to the previous machines, the Omni has a fully separate outlet for coffee and hot water. This means no risk of contamination hot/cold water with coffee drops;
- The Omni machine has a touch screen, including the accompanying opportunities as described in chapter 4;
- Nutritional and allergen information can be displaced on the screen when selecting a drink;

- The language of machine can be switched to any of the languages available. At the moment of introduction, only English and Norwegian are supported;
- Future scenario of connecting the machine via Wifi will provide new opportunities, although still to be developed.

With the standard configuration of N&W

Open ceiling
Black anodized aluminum stripes

Holes to fix the branding seal
Lateral LED light strips
JDE branding poster
Matt transparent panel

Silver painted nozzle cover
Cup room lighting

And:
- VanWest cooling unit preparation
- Preparation for waste in base cabinet

Above pictures shows the aesthetical and USP-related differences between the JDE variants of the Omni and the standard variant of the supplier.

On http://www.jacobsdouweegbertsprofessional.support a list with all the specific JDE spare parts numbers can be found.

3 Versions, Kits & Options

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

3.1 Machines

New JDE Portfolio (new codes)			
Type	**Supplier #**	**JDE SAP #**	**SKU description**
Fresh Brew Omni	971706	64101420	OMNI_9100-R&G Z 4 NL OC FV Q JDE
Instant Omni	971275	64101261	OMNI_9100-IN 6 NL FV Q JDE
B2C Omni single	971690	64101210	OMNI_9100-ES Z 5 NL FV Q JDE
B2C Omni double	971692	64101211	OMNI_9100-2ES Z 5 NL FV Q JDE
Fresh Brew + B2C Omni	971695	64101260	OMNI_9100-ES/FB Z 5 NL FV Q JDE

3.2 Additional features

The Fresh Brew version of the OMNI can be modified with the same accessories as the rest of the OMNI line. Detailed information about the available kits can be found on http://www.jacobsdouweegbertsprofessional.support, currently displayed in the folder 'omni espresso – service documentation – kits'

3.3 Branding elements

Door branding is ordered via Crem supplier and <u>not</u> available in the country kit. This needs to be ordered separately. Other branding elements are available, although further preparation in the GUI is needed to fully launch the machine in another brand.

Door Branding Logo				
Supplier #	**JDE SAP #**	**Description**	**Logo type**	**Note**
6161195	55115773	Branding logo – Friele	FRIELE	Norway only
6161207	55115770	Branding logo - Cafe Noir	Café Noir	Denmark only
6161227	55116803	Branding logo_ Gevalia	GEVALIA	Nordics only

4 Graphical User Interface / Connectivity

4.1 Touch screen

A touch screen opens up many possibilities regarding displaying content. However we advise to make minimum changes to the standard set-up as it is at the moment time consuming and only open for service technicians.
Options:

- Videos or pictures can be shown during the preparation of a drink.
- 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.*
- A video can be added which will be shown when the machine is in stand-by modus
- Future development, timing unknown yet: The supplier is working on the possibility to add a survey to the machine and to be able to reach webpages via the machine.

*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. A Wifi-module is available as well.
A Windows based programming tool will be made available to simulate the display of the machine. Settings can be changed in this tool, copied to an USB and uploaded in machine.
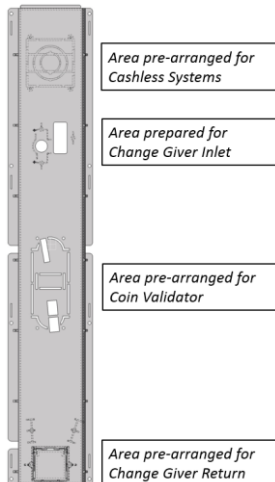
4.2 Connectivity

Hardware
The machine is equipped with EVA-DTS information which can be reached by telemetry devices, for example a Vianet 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.

EMC
The dispenser is at the moment compatible with the EMC (electromagnetic compatibility) certification for standard household appliance (EN-55014-1). The tests has also been executed including a telemetry device.

4.3 Payment

The machine is prepared for payment. The payment kit is applicable for both the Coin Changer and Coin Validator system and has an area pre-arranged for Cashless Systems. Please order additionally the black poster which is available when using the Coin Changer, to avoid using the standardized poster of the supplier. A black poster for the Coin Validator has been requested as well.
When using a build-on Cashless System, the Coin Kit is not required and the MDB cable will be sufficient.

5 Phase in – Phase out

5.1 Replacing machines

After full introduction of the Omni-line, JDE aims to delist the 7100 and 7100+ machines.

Machine replacements				
Family	*SAP # / Supplier #*		*Family*	*SAP #*
7100 / Gallery 220 (EU)	64100595	⟶	9100 / FB	64101420
7100 / FB 220 Plus (DK)	64101122			
7100 / Gallery 220 (DK)	64100876			
7100 / FB 220 Plus coin (NO)	971172M			
7100 / FB 220 Plus coin (NO)	971172P			
7100 / FB 220 Plus (NO)	971172			
7100 / FB 220 (NO)	972108			

5.2 Phase-in process

MSU's not listed below can request a listing via the standardized process. Explanation of this process and the actual listing request can be found on https://ept.jacobsdouweegbertsprofessional.com/downloads/

Introduction dates	
	Q4 2017
Freshbrew Omni	**NO**

5.3 Phase-out process

The Global Supply chain has requested to all local demand planners to provide a frozen forecast for all FB 7100 versions as N&W will stop with the production starting from 2018. MSU's will be requested to sell this frozen forecast before the introduction of the FreshBrew Omni.

6   Technical Data Sheet

Technical data	
	FreshBrew Omni
Users	Max 50
Capacity coffee container	7,3-11,6 L
Capacity canisters	2.7 l
Boiler capacity	3.2 l
Solid waste container	12.5 L
Drip tray capacity	0.9 L
Dimensions (HxWxD)	875 x 450 x 525
Required dimensions (HxWxD)	1060 x 550 x 580
Table top	Yes
Weight empty	75 kg
Power voltage	230 V – 3,4 kW
Power plug	EU
Energy label	A+
Connection cable	1.8-3.5m
Cup dispenser	No
Water supply	Fixed
Water connection	¾
Drink adjustments possible	Strength, volume, sugar, milk
Milk supply	Instant milk product
Ambient temperature	Min 4oC, max 32 oC at 80% RH
Noise level	<70 dB
Payment system	Prepared for coin and cashless

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

7.3   Expected service numbers

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

Expected service numbers	
	FB Omni
Visit Rate	2,2
CM-rate	1.8
Annual Spare Part Costs	€ 74
Mean time to visit	57 min

7.4   Cleaning

Advised cleaning, depending on the usage:
Daily: Refilling the container, standard flushing, emptying drip tray
Weekly: All parts in contact with the instant products (blue parts of the machine)
Monthly: Cleaning the brewer

The brewer cannot be placed in the dishwasher or with a cleaning agent. Please use plain water.

8   Packaging and specifications

Logistic Data	
	Omni
Length (in mm)	600
Width (in mm)	740
Height (in mm)	1070
Gross weight (Kgs)	85
Netto weight (Kgs)	75
Qty per Pallet	1
Qty per layer	1
LxBXH Pallet	1200x800x1270

Material Data		
Component	**Material**	**Weight (g)**
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

9   Dosing and Buttons

The pictures below show the standard setup 150 ml for high percentage Arabica beans (such as Friele and Douwe Egberts Gold) The dosing card will be made available on JDE support.

Coffee + Milk + Sugar + Chocolate

10   Contact persons

Persons	Responsibilities	Email
Brenda van der Linden	Project Delivery Specialist Professional	Brenda.vanderLinden@JDEcoffee.com
Theodor Filos	Global Cat Specialist Pro Beans & R&G	Theodor.Filos@JDEcoffee.com
John Verdam	Equipment Performance Specialist Professional	John.Verdam@JDEcoffee.com
Renata Postal	Project Specialist Supply Chain (SC-Improvement))	Renata.Postal@JDEcoffee.com
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