



# L'OR PROMESSO

## COFFEE SOLUTION

# Introduction Document

Version 6 – December 2020



*For internal use only*

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 From: Petra Dielwart & Jaap van Gelderen (basics Olaf Galesloot)  
 Date: June 29th, 2018

### Version History:

Date / Version	What is added	Note
10-23-2014	First draft	-
1-12-2014	First revision issued	As used during field test
11-06-2015	Minor revision	Official version upon launch NL
31-01-2016	Minor revision	Recipes updated
29-06-2018	Rebranding into L'OR Promesso	
01-12-2020	Payment System Promesso	Incl updated machine SKUs/EANS, updated contacts

## Introduction L'OR Promesso concept

This document is written to support the launch of L'OR Promesso. It contains information on the concept, pricing, logistics etc. More marketing information about USP's etc. can be found in the Marketing Presentation at the Liquid Team Site. Visuals and packshots available on JDE MINE.

L'OR Promesso Coffee Solution will attract new and existing customers that are looking for ULTIMATE HOSPITALITY, a premium quality espresso and delicious milk based specialties, with the option to personalize their coffee drink with ultimate convenience.

## Concept information

L'OR Promesso is a high quality two bag-in-box dispenser. It is focused on great in-cup quality, wide varieties and has a breakthrough high quality dispenser design. It allows customers to create their own coffee variety by playing with the amount of coffee, milk/froth and cup size.

It will enable customers to serve great coffee and milk based drinks (like cappuccino, latte macchiato, etc.), with maximized convenience, hygiene, and variety.

**L'OR Promesso will be available in 3 versions \*) ;**

	L'OR Promesso Fixed	L'OR Promesso water tank	L'OR Promesso Luxe Fixed *)
<b>Possible liquid ingr</b>	L'OR Promesso Classique 1,4L L'OR Promesso Milc 0,75L L'OR Promesso Milc 1,4 L	L'OR Promesso Classique 1,4L L'OR Promesso Milc 0,75L L'OR Promesso Milc 1,4L	L'OR Promesso Classique 1,4L L'OR Promesso Milc 0,75L L'OR Promesso Milc 1,4 L
<b>Water supply</b>	Fixed to mains or external water tank	Integrated water tank, capacity 2 liters	Fixed to mains or external water tank

\*) In the Netherlands the "Luxe" version is not introduced

All versions are equipped with a water-jet foaming system. The machines can offer frothed milk & coffee based drinks.

Relevant occasions and segments for L'OR Promesso are:

- Premium Businesses, medium to large
- Hotel Business: 4/5\* hotels
- Health & Care, premium coffee occasions
- Other premium locations, including paid coffee occasions

## USP's

### Ultimate Taste

- Golden standard in taste; from blend selection, roasting and grinding to brewing and packaging
- Premium quality espresso coffee, confirmed by consumer research
- Supreme range of coffee varieties, including delicious milk-based coffee specialties

### Ultimate Experience

- Beautiful, intuitive machine design awarded with prestigious Red Dot design award
- Numerous personalization options to match everyone's individual coffee taste
- Memory function to store the preference of your 25 most valued colleagues and customers

### Ultimate Convenience

- Ultimate hospitality concept for valued colleagues and customers
- Graphical user interface on the touch screen guides customer step-by-step through all required activities and assists as help source in case of errors
- Refilling and cleaning is easy and hygienic
- Cleaning is required just once a week, which takes ~ 7 minutes.

### Ultimate Business Sense

- Sustainable solutions: UTZ certified coffee, CO2 efficiency
- Maximum uptime: easy handling, refill and cleaning
- Cost-efficient coffee solutions driven by the 20/80 cost model

Available drinks: the following drinks are possible for L'OR Promesso:

Ristretto
Espresso
Doppio espresso
Lungo
Macchiato
Cappuccino
Café au lait
Latte macchiato
Latte
Hot water
Hot milk

## Consumables

L'OR Promesso Classique has been developed with a full, rich and aromatic espresso profile that suits all types of drinks. From a strong espresso, a full lungo to a rich cappuccino. The blend is made of 100% Arabica beans and is UTZ certified.



L'OR Promesso Classique

L'OR Promesso Milc 1.4L

L'OR Promesso Milc 0,75L

See Appendix for detailed logistical information of these ingredients.

In order to make full use of this improved ingredient the dosing accuracy has been improved by means of a new disposable dozer. This dozer is no longer a magnetic reciprocating pump but a gear pump.

By means of this new type of pump (not interchangeable with the so called B2 system as in use for Cafitesse) the dosing consistency fits the new ingredient & dispenser.



Empty doser



Full doser

When a new ingredient (1,4 liter coffee, 1,4 liter Milc or 0,75 liter Milc) is required, at first a protective cap needs to be removed from the packs. Upon placing the pack in the dispenser it will **automatically** start an initialization procedure to prepare the packs for first use. This sequence takes app. 1 minute and is combined with a mandatory flush cycle. Once this sequence has completed the dispenser is ready for use.

At the end of usage the dispenser will acknowledge to the end user that a pack has become empty, it will block any drink that must make use of this particular ingredient.

## Ingredient storage & usage conditions:

- Milc:
  - Storage under ambient conditions, shelf life 9 months;
  - Once activated to keep chilled (~6 C.) with a shelf life of 7 days after activation;
- Coffee:
  - Storage under frozen conditions (~ -18 C.), shelf life 9 months;
  - Once activated to keep chilled (~6 C.) with a shelf life of 21 days after thawing.

## Graphical User Interface (Touchscreen)

The new L'OR Promesso dispenser is provided with a state of the art graphical user interface (GUI). It consists of a 7" touchscreen for all functions. The GUI consists basically of the following functions:

- Drink selection (separated in three basic menu's that may- or may not be displayed at customer 's choice) by means of three tabs on the right hand side of the screen
- Drink information (background information on an option for a specific topic)
- Instructions (assistance on operation to be performed)
- Trouble shooting assistance (when errors are active, tips to resolve for end users)
- Service & operator information (Settings & data, hidden for end users, only accessible with proper USB key)
- Price information and payment instructions when payment unit is connected. See section on Payment system Promesso



For the end user three basic selection menus are available:

### 1: Matrix interface

This selection menu allows the customer to quickly and easily select his drink from a wide range of barista style varieties. The first 10 available drinks will be displayed. A selection can be made by pressing the pictogram of the desired drink, followed by a confirmation button ("Start") that will be displayed below the selected drink.

### 2: Make your own interface

This selection menu is a menu in which the end user is able to prepare a personalized drink. Selections in cup size, amount of cups to be dispensed and selections in coffee strength and milk/coffee volume are possible. The available drinks may be selected by moving a slider at the bottom of the screen. Corrections to the coffee/milk volume and coffee strength can be made by adjusting the 'pointer' that is displayed in the center of the drink. A selection can be made final by pressing the confirmation button ("Start") that will be displayed below the selected drink.

### 3: User interface

This not only has all choices from the “Make your own” interface, but by means of this menu these personalized drinks may be stored under a person’s own account. This account does not only allow you to reproduce a personal preference, but it also has the possibility to link three drinks to a certain time slot. That means that once a personal selection has been made, this dispenser proposes this person’s personal favorite *at that time of the day*. These personal selections may be ‘dressed up’ by adding a small picture that can be fed into the dispenser’s USB slot on the right hand side (Pictures automatically scaled back to 10 x 15mm size, acceptable file formats .bmp , .png & .jpg).

## **Branding**

The L’OR Promesso Coffee Solution will be delivered with premium L’OR branding. This brand seal is mechanically attached to the front of the machine.



## Kits / Options / Parts

The following kits / options / parts can be ordered separately and are available on the forecast sheet:

**NOTE:** The L'OR Promesso Coffee Solution will be delivered with factory settings asking for a mandatory descaling cycle every 1.000 liters of drinks throughput. Under average conditions this may occur after every 6-9 months of service.

Name of item	SAP part #	Function
<b>Cold water kit</b>	55114217	Kit required for dispensing cold water drinks. Order a separate chiller with this kit to make a full functional system
<b>Door lock kit</b>	55114216	Lock for locking the cool box of the dispenser
<b>Drain kit</b>	55114215	Kit with 2 meter drain hose for permanent discharge of drip tray fluids
<b>Conversion tank to fixed water kit</b>	55114218	Kit to convert a water tank version into a fixed water version
<b>Installation kit</b>	55116201	Kit with installation accessories (Flush bin, cleaning brush, Rinza tablets, funnel, Renegite, cool box labels for coffee & milk)
<b>Cleaning brush for outlets</b>	55116209	Cleaning brush for outlets which is normally included in installation accessories kit (# 55116201)
<b>Payment System Promesso</b>	55122799	Module to connect payment
<b>Connectivity kit</b>	55118361	Cables to install (Vianet) one-way connectivity.

Due to the fact that a descaling cycle may take up to one hour of work, the usage of a separate water softener/filter needs to be taken into consideration. The dispenser can be adjusted accordingly:

Situation	Water hardness	Mandatory de-scale after:
<b>Filter installed</b>	n.a.	Never
<b>Low hardness</b>	0-8 dH	2.000 liters
<b>Medium hardness</b>	8-12 dH	1.000 liters
<b>High hardness</b>	12-18 dH	500 liters
<b>Extreme hardness</b>	18-30 dH	250 liters



## Versions & article numbers

*Article numbers, descriptions and purchase prices for dispensers:*

Versions	Bravilor Bonamat Article no.	JDEP SAP (new)	EAN Code	Configuration	Countries
L'OR PROMESSO FIXED 230V (EU)	8.080.080.32021	64271705	8713441066352	approx. 2.1 kW 10 A, 230 VAC, 50/60 Hz	All countries
L'OR PROMESSO TANK 230V (EU)	8.080.090.32021	64271706	8713441066048		
L'OR PROMESSO FIXED LUXE 230V (EU)	8.080.200.32021	64271847	8713441066055		
PROMESSO FIXED LUXE (J) L'or 100V	8.080.203.12021	64271890	8713441064679	100V	Japan



## Payment System Promesso

Beginning 2021 the payment module will be available to order as a spare part. The module serves as the integrating unit between a Promesso machine and an external supplier's payment system. This module can be fitted to EU Promesso machines, however depending on which model and production year, different spare parts will need to be ordered to properly set up the unit. Please find an overview below to order the proper combination of materials to set up your payment system properly:

	L'OR PROMESSO FIXED 230V (EU): SAP 64271705	L'OR PROMESSO TANK 230V (EU): SAP 64271706	L'OR PROMESSO FIXED LUXE 230V (EU): SAP 64271847 (Production Before 03 Sep 2020)	L'OR PROMESSO FIXED LUXE 230V: SAP 64271847 (Production After 03 Sep 2020 /serial number from 020002174014)
<b>Payment:</b>				
<b>Payment Unit</b> SAP: 55122799	✓	Not compatible	✓	✓
<b>Door Lock Kit</b> SAP: 55114216	✓		✓	✓
Nayax Payment Terminal (sourced locally)	✓		✓	✓
<b>General Option Board</b> (produced after 3 Sep 2020) SAP: 55115550	✓		✓	
<b>Busdraad 4-polig I=180</b> SAP: 55118410	✓		✓	
<b>Connectivity kit (recommended to install with Payment)</b> SAP: 55118361				
<b>Audit cable RS232 EVA/DTS</b>	Is Included with Payment Unit			
Vianet ATTO (sourced locally)	✓		✓	✓

Nayax is the recommended payment supplier and the module has been tested with their payment systems. Should you wish to use a different payment supplier, you will need to test the module locally for viability. Also, please check whether the different payment system fits the unit holder. All payment system contracts will be arranged locally.

Launching Countries: France, Germany (Q1 2021)

Available for all other European MSUs (Q2 2021). To order as spare part after A4EQ approval

See: <https://coffeeandtea.sharepoint.com/sites/tsi1/A4EQ/pages/home.aspx> Consult with your ICSM.

The following language files are available in the software: UK, NL, GE, FR, DK, SE, NO, GR, ES. (Excluded: JP, CZ.)

Introduction of the Promesso Payment unit will now enable us to offer our premium liquid concept L'OR Promesso to customers / segments where paid coffee is required. It will open up new opportunities for L'OR Promesso in paid coffee occasions.

Lead Time: 6 weeks when forecasted

## Cleaning Requirements

Below the recommended flushing and cleaning procedures and frequency per dispenser version are indicated including duration:

L'OR Promesso version	Flushing moment	Flushing activities	Cleaning frequency
<b>All versions have same cleaning regime</b>	The dispenser can be cleaned any time of the day / during the week.	<ol style="list-style-type: none"> <li>removing the ingredients from the cool box,</li> <li>cleaning the cool box with a cloth,</li> <li>adding a cleaning tablet in each ingredient opening,</li> <li>replace the ingredients</li> <li>let the dispenser perform it's cleaning cycle ( app. 5 min's).</li> </ol>	<b>Once a week with 48 hrs. pre-notification. Fixed cleaning day may be freely selected. If no day has been selected the dispenser will prompt for a mandatory cleaning one week after the last cleaning has been performed.</b>
The cleaning handling that needs to be performed by the customer is shown on the Graphical User Interface (GUI) by starting an animation (Press i button).			

## Dispenser Service Performance

The following estimates are based on operational performance data of the Netherlands and approved by Service Excellence and Operations NL.

	YR1 Q1	YR1 Q2	YR1 Q3	YR1 Q4	YR2 Q1	YR2 Q2	YR2 Q3	YR2 Q4	YR3 Q1	YR3 Q2	YR3 Q3	YR3 Q4	AFTER 3YRS
VR	6,5	5,6	4,6	4,3	3,6	3,5	3,4	3,3	3,1	3,0	2,9	2,8	2,42
CM	4,3	3,6	3,4	3,2	2,7	2,6	2,5	2,4	2,3	2,2	2,1	2,1	1,79
ASPC	51	58	70	96	96	96	96	90	83	77	70	64	64

**Note:** These numbers are valid if the descaling procedure is done at the prescribed moments or if a softening filter (fixed water version) is used.

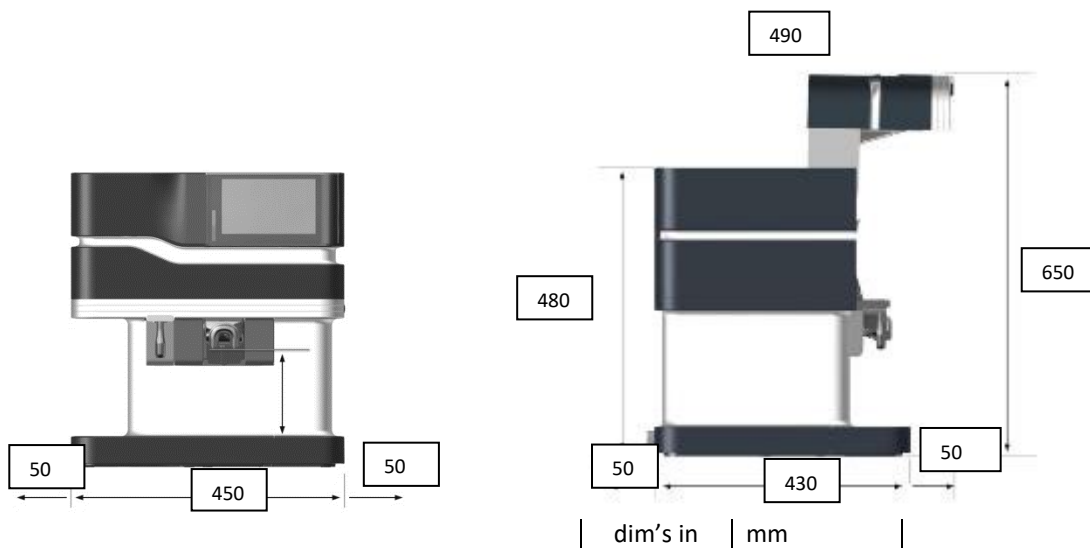
## Supply Chain Rules & Guidelines

The below rules and guidelines need to be taken into consideration;

- JDE / Bravilor-Bonamat are working according to / with a 13 week rolling forecast, which is communicated to Bravilor-Bonamat on weekly basis.
- Minimum order quantity for a MSU is 12 dispensers (one pallet) per order.
- JDE lead time is 10 weeks after having placed the PO to Bravilor-Bonamat.
- JDE is forecasting machines / kits to Bravilor-Bonamat. Spare parts are ordered on basis of historical usage by MSU's.
- If an MSU has a special request on spare parts (above standard, high numbers), they need to notify this in advance to JDE, in order to receive parts on-time.
- Standardized procedures will be applicable for out of stock situations; details at Supply Chain
- All machines will be shipped from Venlo. From here, distribution onwards to MSU's.

## Packaging and Dimensions

### Dimensions:



### Dimensions with payment unit:

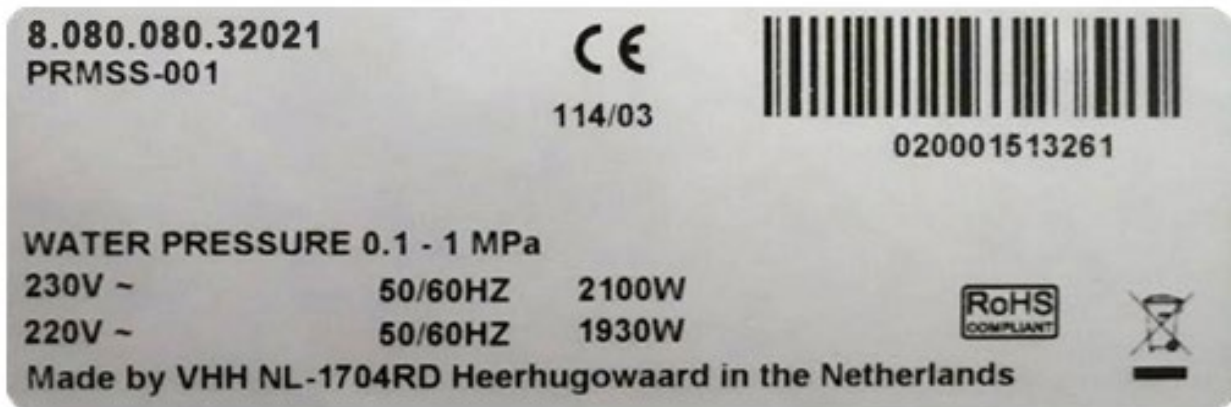


Height: +15 mm = 495 mm


Width: +145 mm = 595 mm

## Labels:

- Dispenser type plate example:




## Type plate key :

- **8.080.080.32021:** **BB internal article code (base version fixed)**
- PRMSS-001: Model name (base version fixed)
- 114/03: Manufacturing date (Century 21<sup>st</sup>, Year 2014 / Month 03)  
Unique serial number human readable & - barcoded (Code 128)
- 230V ~ 50/60Hz–2100W: Power descriptions
- RoHS compliant: Restriction of Hazardous Substances(EU 2002/95/EG)
-  Dispenser to be separately returned at end of life
- Made by VHH NL ...: Official manufacturer name (Verheijen Heerhugowaard Holland)



## Shipper carton label key:

- 8.080.090.31021: BB internal article code (tank version)
- PRMSS-001: Model name (base version tank)
- 115/05: Manufacturing date (Century 21<sup>st</sup>, Year 2015 / Month 05)  
Unique serial number human readable & - barcoded (Code 128)
- 230V ~ 50/60Hz–2100W: Power descriptions
- RoHS compliant: Restriction of Hazardous Substances(EU 2002/95/EG)
-  Dispenser to be separately returned at end of life
- VHH: Official name of manufacturer Bravilor Bonamat (Verhoeven Handels Huis)
- 223135 Bravilor Bonamat internal order number



Unique serial number human readable & - barcoded (EAN-13)

## Shipper carton

Each dispenser is packed in a cardboard (FSC certified) box, which is especially designed for easy re-use and built for maximum dispenser protection against shock, dirt and humidity.

The dispenser itself is packed in a plastic bag and placed on a Styrofoam bottom plate to shield against shocks.

Corrugated parts on the sides, top and bottom are meant to protect the dispenser against shocks & vibration and will create good stability during transport and storage.



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## What is in the box?

Item	Remarks
1: Dispenser	Ready to be installed, 100% tested in factory
2: Flush bin with several parts	Is stored in cool box during transportation
<i>Contents of flush bin:</i>	
A. USB operator key	USB stick for customer to access operator menu
B. Safety sheet	Description of safety rules of dispenser (mandatory info)
C. Funnel with sieve	Required for descaling procedure
D. Bags with 50 gr. Renegite	Required for descaling procedure
E. Cleaning brush	Required for regular cleaning procedure (outlets)
F. Can with 100 pcs Rinza tablets (1 gr e.a.)	Required for regular cleaning procedure
G. Information sheet	Information sheet with link to on-line manual
H. Sticker sheet	Language specific coffee & milk labels for fridge



## **Training & Documentation**

### **Training:**

Technical training on the dispenser shall be provided by the Equipment operations team (International Trainer). The Trainer will contact the MSU Technical Support Manager to schedule training in Utrecht. The MSU Technical Support Manager will train the service engineers in their local country. Export countries (e.g. distributors), will be contacted by the Customer Support Managers of Equipment operations team and will schedule in training.

### **Documentation:**

All service related documentation that is developed for L'OR Promesso Coffee Solution, will be added to the documentation web site [www.promessosupport.com](http://www.promessosupport.com) :

- User/Operator Manual
- Service manual
- Recommend spare part list
- Spare part manual
- Installation requirements
- Electrical diagrams
- Water schematics
- Installation instruction kits
- Software
- Service information

# Operator and Service Access

## User/Operator

The Operator can access several special functions when he uses the USB Operator key.

This immediately starts the operator mode. The first menu item (COUNTERS) is displayed. The following menus are available:



- COUNTERS - read counters
- VOLUME - change cup volume
- STRENGTH - change drink strength
- DATE / TIME - set date and time
- CLEANING DAYS - set weekdays for cleaning and flushing
- ECO SETTINGS - energy saving mode settings
- TELEPHONE # - enable/disable and set telephone numbers for service and operator.

**Note:** Volume & strength are adjustable with USB **operator key** which is delivered with the machine (programmable within boundaries set by DEP. e.g. Lungo strength from -10% to +20%)  
**More details can be found in the manuals on [www.promessosupport.com](http://www.promessosupport.com)**

The dispenser leaves the factory in the English language. This can be modified with the **operator key**. Available languages: See Appendix A at the end of this document.

## **Software Updates:**

To install new software on the dispenser, the latest version can be downloaded from [www.promessosupport.com](http://www.promessosupport.com) . Simply download the software to the root directory of the USB **service** stick and insert stick into USB slot of the machine to upgrade dispenser to latest version. Separate service & nurse USB sticks are available via the regular DC channel (Janssen in Venlo).

JDE SAP	# BRAVILOR BONAMAT	Name
55115212	6.700.470.003	PROMESSO Operator key (USB)
55115213	7.310.206.101	PROMESSO Service key (USB)
55115574	7.310.207.101	PROMESSO Nurse key (USB)

## Rebranding DE equipment to L'OR

Machines in the marketplace that were delivered with the DE brand can be changed to the L'OR brand by performing the following steps:

1. Change the DE brand plate to the new L'OR Brand plate (machine cover). This requires L'OR PROMESSO REBRANDING KIT (55119326).



Gently remove the current logo with a flat screwdriver or flat tool.

Note: Be careful not to scratch the surface of the cover



Attach the L'OR logo brand plate to the cover. (55119326 L'OR PROMESSO REBRANDING KIT)

2. Update the software: the GUI will become L'OR branded.
  - Download [Software version 0.00.00]. [Language file 1.14] and [lightstrip\_gold.signed.csv] from the support website. Copy the files onto the service USB.
  - Select the [Install software package] function and upload the .upd file from the USB.  
Note: Instructions are shown in the display.
  - Select the [install language pack] function and upload the language file from the USB.
3. Upload the LED light strip parameter file to change the color.
  - Select [General settings > Parameters and import/export user/operator settings>Detailed parameter list> > import from USB stick]. Upload the .csv file from the USB. The LED strip colour will change.

## JDE Professional contacts

Persons	Responsibilities	Email
<b>Bartek Malarecki</b>	Category Lead Convenient Coffee (Global Marketing)	Bartek.Malarecki@jdecoffee.com
<b>Bram Klabbers</b>	R&D	Bram.Klabbers@jdecoffee.com
<b>Bart Bakker</b>	Technical and operational support	Bart.Bakker@jdecoffee.com

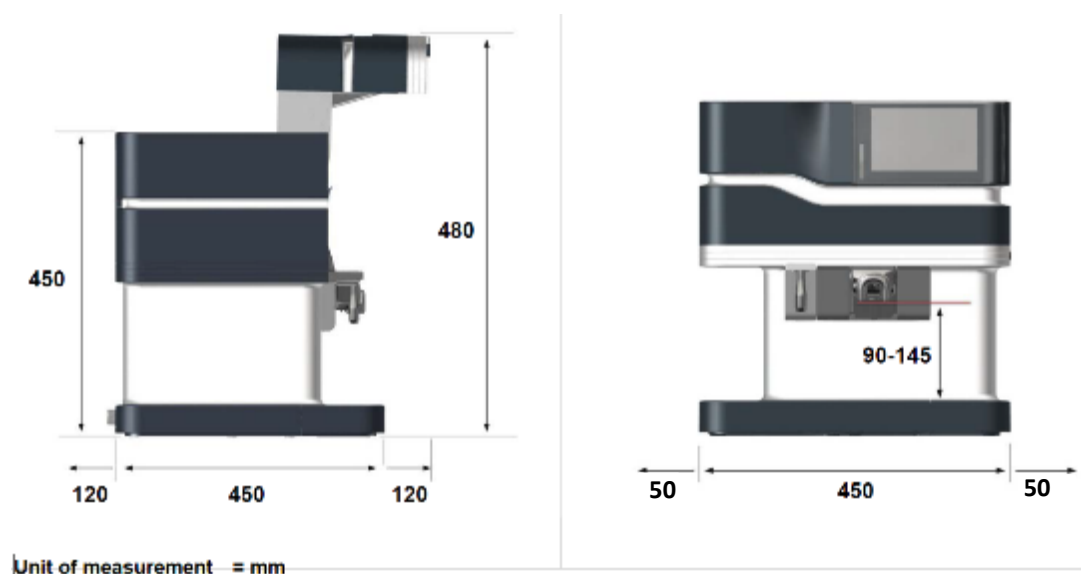
## Appendix A available languages

Below is an overview of the end user languages that have been prepared:

1. Czech
2. Danish
3. Dutch
4. English
5. French
6. German
7. Greek
8. Japanese
9. Norwegian
10. Spanish
11. Swedish

## Appendix B installation requirements

For cooling / ventilation purposes an additional space at the back (distance between rear cover and wall) of 120 mm and 50 mm left and right is required at installation.



## Appendix C technical information

Promesso basic data	Value	Unit
Dispenser dimensions in shipping box (W x D x H)	52,3 x 48,4 x 60,4	cm
Dispenser dimensions w/o packaging (W x D x H) excl. / incl. water connection	45 x 43 x 48 / 45 x 45 x 48	cm
Complete FGI pallet dimension (W x D x H)	100 x 120 x 195,4	cm
Amount of dispensers per pallet, per layer (in original packaging - ex works)	12 , 4	-
Dispenser weight in packaging	28	kg
Dispenser weight unpacked (empty)	24,1	kg
Dispenser weight unpacked (empty) fixed water- / -tank (filled)	29 / 31,2	kg
Minimum required space for proper installation (sides, rear of dispenser)	5-10	cm
Minimum required height for proper pack loading & cleaning (door swinging upwards)	65	cm
Electric connections & rating (EU version)	2,1 / 230 / 50-60Hz	kW / V / Hz
Energy label	B	-
Idle power consumption	83	W
Maximum sound level (cooling fan, when idle)	< 39 dB(A)	dB(A)
Max sound level (cooling fan, while heating up)	50 dB(A)	dB(A)
Maximum overall sound level (during dispensing)	61 dB(A)	dB(A)
Water content breaker tank / boiler	0,25 / 1,7	liter
Water content water tank (tank version)	2,5 l.	liter
Minimum / maximum ambient temperature @ regular usage	> +5 °C , ≤ +32 °C	C.
Minimum / maximum relative humidity @ regular usage	> 10 % / ≤ 90 % (non condensing)	%
Minimum / maximum ambient temperature for storage purposes (dispenser not in use)	> -20 °C , ≤ +60 °C	C.
Minimum / maximum relative humidity for storage purposes (dispenser not in use)	> 10 % / ≤ 90 % (non condensing)	%
Default boiler set point	94	C.
Water pressure (min., max. allowable pressure)	0,1 - 1,0 / 1 - 10	Mpa / Bar
Acceptable maximum water hardness	25 degrees DH ~ 445 mg/l CaCO <sub>3</sub>	Mpa / Bar
Maximum carbonate hardness	250 mg/l HCO <sub>3</sub> (expressed as mg CaCO <sub>3</sub> )	-
Water connection	G ¾ inch, threaded	-
Ingredient capacity coffee & article #	1,4 l	-
Ingredient capacity milk & article #'s	0,75 l. / 1,4 l	-
Ingredient combinations possible	M+C / C+C	-
Ingredient packaging dimensions 0,75 l. (pack net. / pack incl. cap / master shipper per 6, W x D x H)	102 x 70 x 155 / 102 x 125 x 155 / 320 x 185 x 160	mm
Ingredient packaging dimensions 1,4 l. (pack net., pack incl. cap, master shipper per 2, B x D x H)	102 x 85 x 228 / 102 x 125 x 230 / 215 x 105 x 235	mm
Expiration period Milk (closed / activated)	9 months (ambient) / 1 week (chilled)	-
Expiration period Coffee (closed / activated)	9 months (frozen)/ 3 weeks (chilled)	-
Ingredient strength adjustment by customer	-10% - + 20%	-
<b>Standard recipes (std. volume drink / dosing time / cycle time):</b>	Ristretto (25 ml / 10 sec. / 15 sec.)	-

<i>Measured on proto IV with SW rev. 0.72.44.45 and recipe # 2014.10.07.13.50, cycle time via "Make your own" menu</i>	Espresso (50 ml / 12 sec. / 17 sec.)	-
	Doppio espresso (70 ml / 14 sec. / 18 sec.)	-
	Lungo, coffee crème (125 ml / 19 sec. / 24 sec.)	-
	Macchiato (50 ml / 15 sec. / 19 sec.)	-
	Cappuccino (125 ml / 20 sec. / 24 sec.)	-
	Café au lait, coffee met melk (125 ml / 21 sec. / 25 sec.)	-
	Latte macchiato (125 ml / 27 sec. / 30 sec.)	-
	Latte (125 ml / 21 sec. / 24 sec.)	-
	Hot milk (125 ml / 18 sec. / 25 sec.)	-
	Hot water (free flow, ~12 ml/s)	-
Maximum cup height (hot water outlet)	12,5	cm
Maximum cup height (drinks outlet)	14,5	cm
Hour capacity / Peak capacity (cups á 125 ml/hr <sup>1)</sup> )	130 / 10	cups
Cleaning program / Flush program	~ 7 min. - 1,3 l. water / ~ 40 sec. - 0,4 l. water	-
Clean shot	30 min. after last drink dispensed - 0,1 l. water	-
Options:	Door lock, drain kit, cold water kit, conversion tank => fixed	-
Remark: Capacity measured while dispensing double drinks via "make own" menu @ water inlet temperature of 25 C.		



## Appendix - Ingredient pack information - L'OR Brand update 2018

MSU New SKU	Old SKU code	Old SKU Description	New EAN Code consumer units	New EAN Code Trade units	New EAN Code Pallets	New SKU code	New SKU Description	OLD pack mat code (ZPKG)	New Pack mat code (ZPKG)
NL, BE FR, UK	4031221	Promes blend No.1 Liq UTZ 1.4Lx2 INT	8711000414064	8711000414071	8711000414088	4051032	LOR Promesso Classic UTZ LIQ 1.4LX2 CL2	10014840	10029829
NL, BE FR, UK	4031221	Promes blend No.1 Liq UTZ 1.4Lx2 INT	8711000414064	8711000414071	8711000414088	4051032	LOR Promesso Classic UTZ LIQ 1.4LX2 CL2	10014837	10029833
ES, GR, DE, SE, DK, NO, IT, ET	4031228	Promes I am BLND NO1 Liq UTZ 1.4LX2 INT	8711000414019	8711000414040	8711000414057	4051031	LOR Promesso Classic UTZ LIQ 1.4LX2 CL1	10014839	10029828
ES, GR, DE, SE, DK, NO, IT, ET	4031228	Promes I am BLND NO1 Liq UTZ 1.4LX2 INT	8711000414019	8711000414040	8711000414057	4051031	LOR Promesso Classic UTZ LIQ 1.4LX2 CL1	10014837	10029833
JPN, ANZ	4019252	Promesso Blend NO.1 UTZ ST 1.4LX2 INT	8711000414064	8711000414071	8711000414033	4051030	LOR Promesso Clas.UTZ 1.4LX2 Japan/ANZ	10014839	10029829
JPN, ANZ	4019252	Promesso Blend NO.1 UTZ ST 1.4LX2 INT	8711000414064	8711000414071	8711000414033	4051030	LOR Promesso Clas.UTZ 1.4LX2 Japan/ANZ	10014837	10029833
NL, DE, NO, UK	4021259	Promesso MILC 750MLX6 DENL	8711000414095	8711000414101	8711000414118	4051033	LOR Promesso MILC LIQ 750MLX6 DEENNLNO	90059942	90085420
NL, DE, NO, UK	4021259	Promesso MILC 750MLX6 DENL	8711000414095	8711000414101	8711000414118	4051033	LOR Promesso MILC LIQ 750MLX6 DEENNLNO	90059940	90085329

<b>There is only one new 1.4L SKU</b>	4021260	Promesso MILC CL 1 1400MLX2 INT	8711000414125	8711000414132	8711000414149	4051034	LOR Promesso Milc LIQ 1400MLX2 INT	90059941	90085421
	4021260	Promesso MILC CL 1 1400MLX2 INT	8711000414125	8711000414132	8711000414149	4051034	LOR Promesso Milc LIQ 1400MLX2 INT	90065388	90085327
<b>There is only one new 1.4L SKU</b>	4031295	Promesso I AM Milc LIQ 1400MLX2 CL2 INT	8711000414125	8711000414132	8711000414149	4051034	LOR Promesso Milc LIQ 1400MLX2 INT	90063863	90085421
	4031295	Promesso I AM Milc LIQ 1400MLX2 CL2 INT	8711000414125	8711000414132	8711000414149	4051034	LOR Promesso Milc LIQ 1400MLX2 INT	90064685	90085327