

Introduction Document

L'OR Professional Suprême



To: JDE MSU's

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Introduction L'OR Professional coffee discs and L'OR Professional Suprême

This document is written to support the launch of the L'OR Professional SiSe solution consisting out of a range of L'OR Professional coffee discs as well as the L'OR Professional Suprême appliance. Also a paid disc dispenser (the L'OR Professional Boutique) as well as furniture and cross sell items completing the full solution are included. This document contains information on the concept, pricing, logistics etc. More marketing information about USP's etc. can be found in the Marketing toolkit.

The L'OR Professional Suprême coffee appliance and the L'OR Professional coffee discs are a new concept of JDE Professional and dedicated for the Professional channel. Besides it is our first Nespresso®* compatible disc machine including a range of 6 ingredients. The concept has been launched in Q3 2021 in the market as a full concept – always a bundle of the appliance and discs.

1 Concept information and scope

The L'OR Professional Suprême Coffee Appliance is a Professional SiSe machine for coffee discs. It is a compact machine that delivers high quality coffee from our L'OR branded discs. The machine is manufactured in China and the (outer) design of the machine as such is adapted fit the L'OR brand of Jacobs Douwe Egberts (JDE). Hence the machine is a good match with our premium brand L'OR and suitable for use in the out of home segment of the market.

Scope

The machine is targeted at two of our key segments in locations with a throughput of ~50 cups per day.

The key segments are:

- Medium Business segment (50-199 employees)
 - Focus on white collar companies and bigger corporations
- Hotels
 - Focus on 4* (and 5*) hotel chains with conferencing facilities

We will focus on selling this concept via sales field force to our customers in Business and Hotels. In markets like Switzerland and Spain focus will be on our indirect partners. Also in France, Germany and the Netherlands we will sell indirect via full service distributors.

* Trademark used is of a third party not related to Jacobs Douwe Egberts

The following countries have launched in Q3 2021:

| Country | Code |
|----------------|------|
| France | FRA |
| Spain | ESP |
| Switzerland | CH |
| Germany | GER |
| Austria | AT |
| Czech Republic | CZ |
| Belgium | BEL |

For other countries, it is mandatory to receive FTO approval by Marketing and Legal. This will be part of the GEO expansion board of capsules.

1.1 Sales story

Introducing the elegant L'OR Professional Suprême to serve pure taste pleasure:

- Superior **COFFEE EXPERIENCE** for your guests and employees
- Serves premium **QUALITY** coffee, milk-based beverages and hot water
- Enjoy a **VARIETY** of 6 professional blends by L'OR Coffee artists
- Create a range of **COFFEE SPECIALTIES** through the intuitive touchscreen

Key product benefits:

Discs

1. Quality on par or better versus competitor Nespresso Professional – all blends 100% Arabica and Utz Certified
2. Competitive price (~10% below competitor Nespresso)
3. Availability: Available in all channels in Professional (from Cash & Carry to wholesalers, Office Catalogue Suppliers, online (marketplaces, etc))

L'OR Suprême machine

- High quality and premium coffee machine offering a great coffee experience with the L'OR Professional discs
- Optional fridge to offer full range of milk based specialties
- Intuitive touchscreen
- Professional machine for ~50 cups per day
- Eco mode on machine
- 1 SKU, offering flexibility of water tank or fixed water connection, milk and black drinks
- Possibility of adding a connectivity unit allowing for full management information
- Optional L'OR branded furniture and paid disc dispenser ("L'OR Boutique") available as well as full range of L'OR cross sell and accessories

All marketing material for the L'OR Suprême is created by the International marketing team and can be found on Pulse: <https://havaspulse.com/v2/search/mine> or by contacting Vera Happ.

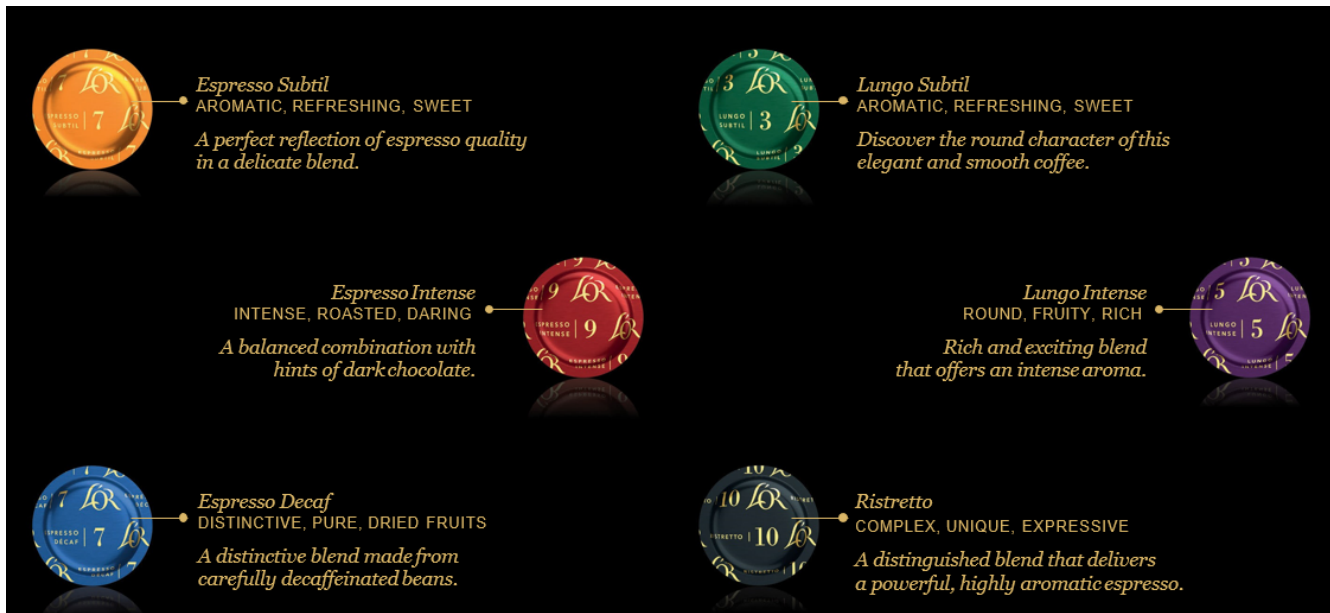
1.2 Full Solution

The L'OR Professional Suprême Appliance is always sold as a full solution: With our L'OR Professional discs, but also include the cross sell, cabinet, accessories and where applicable the paid disc dispenser. Sales teams will be trained to sell L'OR Professional Suprême as a premium and full solution to our customers and prospects.

1.2.1 L'OR Professional Discs

There are six 100% Arabica blends (1x Ristretto, 2x Espresso, 2x Lungo, 1x Decaf) available at product launch. They are all specifically designed for the L'OR Suprême, although they will be fully compatible with Nes machines. Each disc contains at least 6 grams of coffee, the exact fill weight depends on the actual blend. The packaging will call out 50 x 6 = 300 gr. These products are being produced with our JDE green beans, based on our recipes and according our roast & grinding parameters by co-manufacturer Gimoka (I).





1.2.2 L'OR Professional Suprême + fridge

JDE has been fully engaged in the design and build of the appliance with feedback from the markets and our industrial design team at regular intervals. We have not only built on, but vastly improved the OTS (Off The Shelf) machine. The Chinese manufacturer Cino has adopted many of our improvement proposals on their OTS machine. Multiple iterations of prototypes have been validated on ICQ, milk delivery, hygiene, and functionality. The milk delivery system and cleaning paths have been reconfigured by JDE to improve the delivered milk, and pass hygiene tests. The GUI has been completely redesigned to resemble the JDE professional family.



Advised capacity and subsequent information:

| | | |
|---------------------------------|---------------------------------|------------------------|
| Advised capacity | 50 cups/day | To limit service costs |
| Ground waste bin | 30+ discs & flush water | Emptying once a day |
| Dispense time Ristretto | 10-20 secs (depending on blend) | 25 ml cup |
| Dispense time Espresso | 20-30 secs (depending on blend) | 40 ml cup |
| Dispense time Lungo | 40-60 secs (depending on blend) | 110 ml cup |
| Dispense time Cappuccino | 40-60 secs (depending on blend) | 150 ml cup |
| Dispense time hot water | 40 secs | 120 ml cup |

1.2.3 L'OR Boutique

The L'OR Boutique is a vending machine mainly created for and with the French Market. It is based on existing and well known vending technology, where we are changing dimensions and sizes of vending spirals to suit discs. As a result disc capacity has increased from 180 to 240 whilst keeping as small footprint as possible. The user interface is via a touchscreen on the side of the discs.

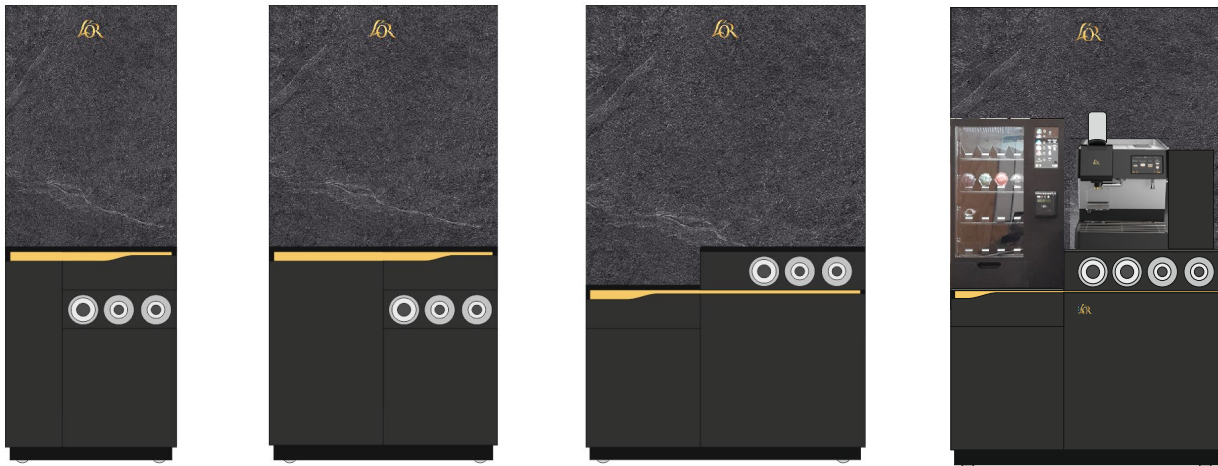


1.2.4 L'OR Cabinets

A set of 3 L'OR cabinets have been developed to enhance the premium L'OR experience at our customers. In L'OR look & feel. Small (67 cm), Medium (90 cm) and Large cabinet (110 cm) all 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.

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.



| | Small cabinet | Medium cabinet | Large cabinet |
|------------------------------------|---------------|----------------|---------------|
| L'OR Suprême | ✓ | ✓ | ✓ |
| L'OR Suprême + Fridge | ✓ | ✓ | ✓ |
| L'OR Suprême + 'Boutique' | ✗ | ✗ | ✓ |
| L'OR Suprême + Fridge + 'Boutique' | ✗ | ✗ | ✓ |

1.2.5 L'OR Cross-selling

All cross selling items such as porcelain and paper cups are available, new POS units have been developed complementary. To create the premium L'OR experience at our customers and to give them an elegant and easy option for serving / presenting the coffee discs:

- Chest for 80 L'OR Discs
- Display for 4 blends
- Blend card
- L'OR crockery (Chinaware)
- Sugar sticks
- Stirrers



1.2.6 L'OR Website

See:

<https://www.jacobsdouweegbertsprofessional.com/> for more generic L'OR information.



2 Versions, kits & options

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

2.1 L'OR Capsules

Each outer case (MOQ) consists of 6 boxes of each 50 discs, equalling 300 pieces.

| <i>New JDE Portfolio (new codes)</i> | | |
|--------------------------------------|------------------|-------------------------------------|
| Type | JDE SAP # | SKU description |
| <i>Espresso Décafé</i> | 4029935 | L OR ESP DECAF COFF. DISC 50X6GX6 |
| <i>Espresso Subtil</i> | 4029936 | L OR ESP SUBTIL COFF.DISC 50X6GX6 |
| <i>Espresso Intense</i> | 4029937 | L OR ESP INTENSE COFF.DISC 300GX6 |
| <i>Lungo Intense</i> | 4029938 | L OR LUN INTENSE COFF. DISC 300GRX6 |
| <i>Lungo Subtil</i> | 4029939 | L OR LUN SUBTIL COFF. DISC 50X6GX6 |
| <i>Ristretto</i> | 4029940 | L OR RISTR COFF. DISC 300GRX6 |

2.2 L'OR Suprême machine and fridge

The machine and fridge are available in two variants. The standard variant is more suitable for installation by a technician (e.g. on fixed water connection), where the Plug & Play variant includes all required items for a customer to do the installation themselves. The Plug & Play variant is created to support sales via (but not limited to) e.g. wholesalers or e-commerce. Technically both variants are identical, the difference is purely on the content of the box.

Note; when selling via E-commerce and/or wholesale the organization needs to be prepared to arrange for registration to allow for (warranty) servicing of the machine. Please contact your Marketing or Operations counterpart in case further support is required.

Additional content L'Or Suprême P&P machine box:

- Flush bin
- Aquis Water Filter
- Suma Descale tabs
- Water Hardness Tester
- Printed User Manual (EN/DE/NL/FR/ES/CZ)
- Warranty Registration Card (QR code to landing page; please align with Mkt. on further set-up)
- Power Cords (EU/CH/AU)

Additional content L'Or Suprême P&P fridge box:

- Suma Milk Cleaner
- Power Cords (EU/CH/AU)

| <i>New JDE Portfolio (new codes)</i> | | | |
|--------------------------------------|-------------------|------------------|--|
| <i>Type</i> | <i>Supplier #</i> | <i>JDE SAP #</i> | <i>SKU description</i> |
| <i>L'OR Suprême</i> | Cino | 64102040 | Coffee machine |
| <i>L'OR Suprême P&P</i> | Cino | 64102492 | Coffee machine Plug & Play |
| <i>L'OR Suprême Fridge</i> | Cino | 55122897 | Fridge to fit machine, for milk-based drinks |
| <i>L'OR Suprême Fridge P&P</i> | Cino | 55125103 | Fridge to fit machine, for milk-based drinks P&P |
| <i>L'OR Boutique</i> | SV/Jaski | 64102041 | Vending machine (without payment system) |

2.3 Full solution selling

| <i>Type</i> | <i>Supplier #</i> | <i>JDE SAP #</i> | <i>SKU description</i> |
|-----------------------|-------------------|------------------|-----------------------------|
| <i>Small cabinet</i> | Finitouch | 55122345 | CABINET_L'OR_67_BLACK/GOLD |
| <i>Medium cabinet</i> | Finitouch | 55122346 | CABINET_L'OR_90_BLACK/GOLD |
| <i>Large cabinet</i> | Finitouch | 55122347 | CABINET_L'OR_110_BLACK/GOLD |
| <i>Chest</i> | Smidt Imex | 4060750 | Presentation box for discs |
| <i>Display</i> | Smidt Imex | 4060751 | Product stand for 4 blends |

2.4 Branding elements

No branding elements are needed for this machine. The branding is communicated via its touch screen.

3 Dosing and Buttons

The user interface features a very familiar and easy to use menu system with tabs across the top. The black coffee machine will feature 2 tabs, a black coffee tab and a hot water tab. The black coffee tab contains 3 buttons: Ristretto, Espresso, and Lungo. The hot water tab features one button which can be used to start and stop the free flow of hot water.

When the machine is installed as “Milk version”, it features a third tab entitled ‘Milk drinks’. Within this tab there are 4 buttons: Espresso Macchiato, Cappuccino, Latte Macchiato, Latte.

3.1 Recipe files

The pictures below show the standard set-up of the drinks. All dosing cards will be made available on <http://www.jacobsdouweegbertsprofessional.support>

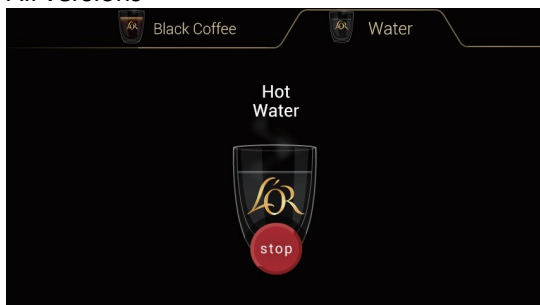
A complete backup file including the GUI and recipes for the standard set-up is be available via JDE support and governed by Operations Internationals. This consists of a complete SW package including recipe's, graphics, language files and firmware.



All versions



Milk version



All versions

3.2 Drink customization

The black coffee default drinks are set to a 25ml Ristretto, a 40ml Espresso, and a 110ml Lungo. Although these are the factory settings, the customer can modify the drink volume. The volumes of the 3 drink setting can be changed to any size. Similarly, milk drinks have the same personalization but with the addition of being able

adjust the amount of milk being delivered for each drink. Here the milk is delivered in seconds. For example the factory setting for cappuccino is to deliver 18 seconds of milk. If you want more milk you can increase the amount time the milk is delivered. All of these settings can be personalized in the advanced settings menu.

4 Graphical User Interface / Connectivity / Payment

4.1 Touch screen

The L'OR Professional Suprême is equipped with a basic 5 inch colour touch screen. The touch screen runs on an embedded SW platform with an ARM cortex processor to maximize the experience at limited costs.

The user interface is designed with the L'OR assets in line with the L'OR Promesso.

A high end touch screen was evaluated but was not available in the chosen off the shelf platform. Developing a dedicated touch screen and its content didn't match with the business case for the machine cost price and additional project costs.

| Option | Description |
|-------------------------------------|--|
| Languages | <ul style="list-style-type: none"> - English - French - Spanish - German - Czech - Dutch |
| Available brands | L'OR only |
| Energy save mode | Yes, standby mode can be set between always on and stand-by after 5 hours in steps of 0,5 an hour. Default is 4 hours. |
| Drink selection | 2 or 3 tabs with the available recipes |
| Hot water | Via touch screen, right tab |
| Cleaning instruction | Step by step instructions in the available languages (pin code 1402) |
| Descaling instructions | Step by step instructions in the available languages (pin code 3112) |
| Operator interface | Accessible via the button |
| Service interface/advanced settings | Accessible via pin code 1402 |
| Software update | Via standard USB stick |
| Animations during drink dispensing | Not applicable |
| Swiping | Not applicable |
| Video | Not applicable |
| Custom images | Not applicable |
| Custom back ground | Not applicable |

4.1.1 User interface

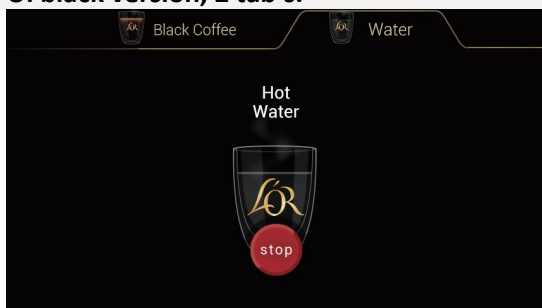
Below you can find the details of the user interface.



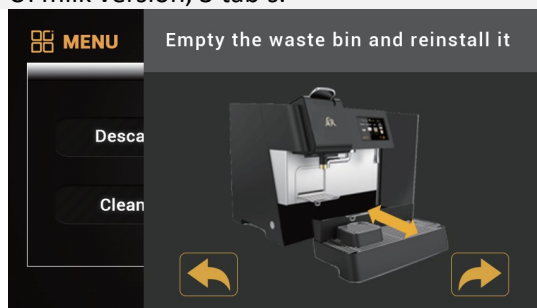
UI black version, 2 tab's.



UI milk version, 3 tab's.



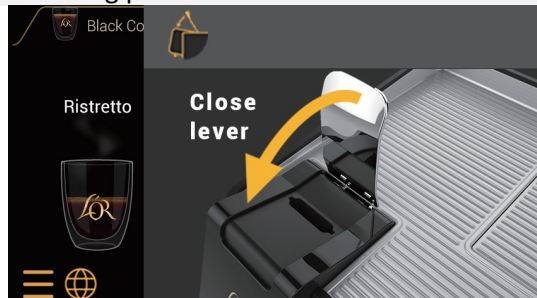
Stop button is displayed during dispensing.



Step by step guidance of the cleaning and descaling process.



Language selection, accessible for the user via the globe icon.



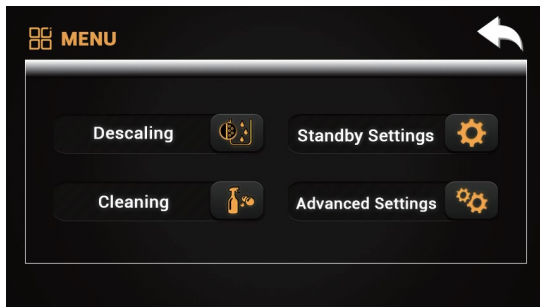
User messages are supported by icons and pop-up screens.



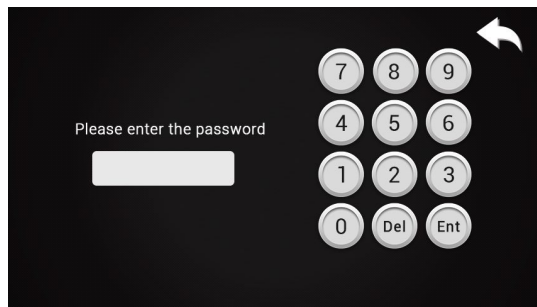
Water tank empty icon in the RH lower corner.



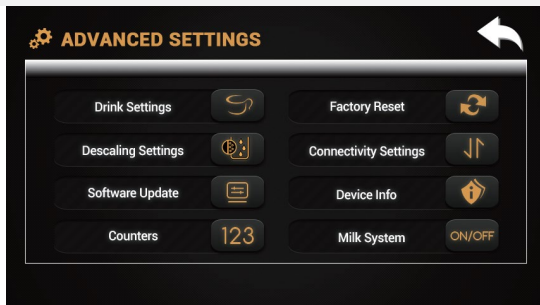
Water tank empty pop-up including explanation.



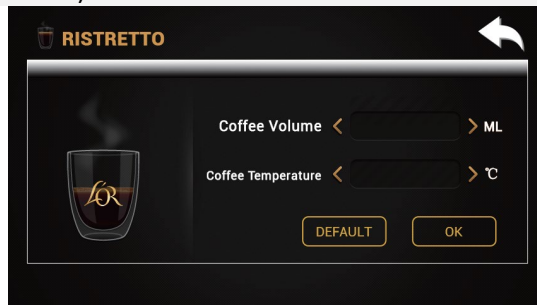
Operator interface.



Pin code access to advanced settings (service menu).



Overview of service interface.



Example of drink settings.

4.2 Connectivity

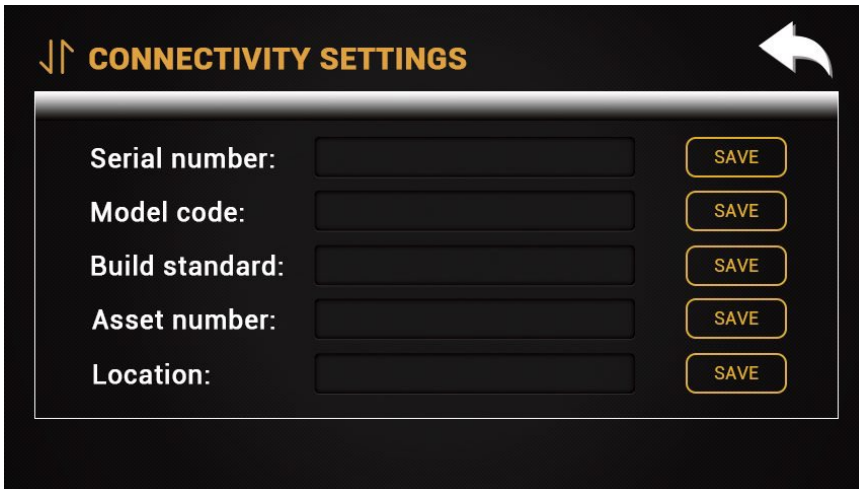
The L'OR professional Suprême can be connected. However the amount of data and error messages are limited due to the system being quite basic. The L'OR professional Suprême is able to send out the following data:

- Counters,
- Error messages,
- Machine number,
- Location (if data field is filled),
- Last cleaning.

The applied protocol is EVA-DTS. The L'OR professional Suprême is validated with the Nano box from Vianet. The L'OR professional Suprême is equipped with a Sub-D connector on the back of the machine. The Nano box can be connected via the Sub-D connector. The Nano box will be powered by the power supply in the connectivity kit.

4.2.1 Connectivity settings

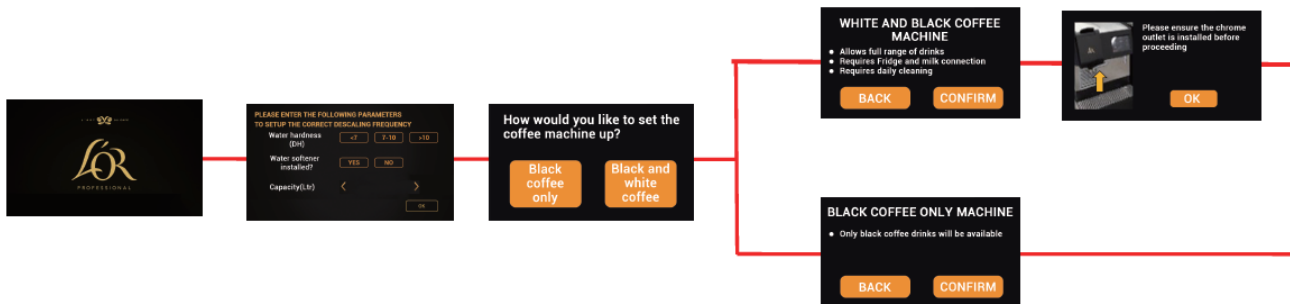
The parameters can be set in the connectivity field which can be found in advanced settings.



Available connectivity settings

4.3 Plug and play wizard

The L'OR Professional Suprême will show a configuration wizard @ first start-up. This wizard will guide the customer through the installation process. Below an overview of the steps;



4.4 Recipes & screen lay-out

4.4.1 Recipes black version;

| Drink | Volume |
|-----------|--------|
| Ristretto | 25 |
| Espresso | 40 |
| Lungo | 110 |
| Hot water | 120 |

4.4.2 Recipes milk version;

| Drink | Coffee volume | Milk volume | Total volume including foam |
|--------------------|---------------|-------------|-----------------------------|
| Ristretto | 25 | | 25 |
| Espresso | 40 | | 40 |
| Lungo | 110 | | 110 |
| Hot water | 120 | | 120 |
| Espresso Macchiato | 40 | 30 | 90 |
| Cappuccino | 40 | 70 | 150 |
| Latte | 40 | 120 | 225 |
| Latte Macchiato | 40 | 120 | 225 |

4.4.3 Screen layouts

Screen layout black version:

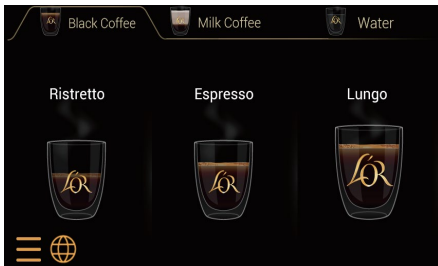


Ristretto, Espresso, Lungo



Hot water

Screen layout milk version:



Ristretto, Espresso, Lungo



Macchiato, Cappuccino, Latte, Latte Macchiato



Hot water

4.5 Payment

It's not possible to connect a payment system to the L'OR Professional Suprême appliance. Discs can be sold via the L'OR Professional Boutique.

5 L'OR professional Boutique Graphical User Interface / Connectivity

5.1 Touch screen

The L'OR Professional Boutique is equipped with a 7 inch colour touch screen. The touch screen runs on the Linux platform. The touch screen is a standard Sanden Vendo (*manufacturer of the appliance*) module. The background software runs all the in- and outputs including payment and connectivity. The L'OR graphics are designed by JDE.



| Options | Description |
|-------------------------------------|---|
| Languages | 1 st release; - English - French - Spanish - Czech |
| Available brands | L'OR only. |
| Energy save mode | Not applicable |
| Disc selection | Home screen with all available discs on 1 page. |
| Operator interface | Accessible via the button |
| Service interface/advanced settings | Accessible via pin code |
| Software update | Via standard USB stick |
| Animations during drink dispensing | Not applicable |
| Swiping | Not applicable |
| Video | Not applicable |
| Custom images | Not applicable |
| Custom background | Not applicable |

5.2 Connectivity

The L'OR Professional Boutique can be connected to the Nayax back office system. The standard Sanden Vendo software offers EVA DTS.

5.3 Payment

The L'OR Professional Boutique can be connected to a range of MDB payments system. However only the Nayax cashless system will be tested and validated. Other, local, systems need to be tested and validated by the MSU. The cabinet is kept as small as possible, hence a coin exchanger won't fit in the cabinet. A small (MDB) coin acceptor/totalizer could fit in the cabinet. However, there are no detailed preparations in place.

6 Phase in – Phase out

6.1 Replacing machines

The L'OR Suprême has no official predecessor in the global portfolio and therefore no phase out is foreseen. Local decisions regarding the local portfolio, might deviate from this.

6.2 Phase-in process

All MSU's interested in the L'OR Suprême and not yet part of the roll-out plan need to provide a listing request to determine the best introduction date.

6.3 Product Hierarchy information

ZCMA/ZOPT/ZMCN Machine:

01050108020003

ZOPT Payment/connectivity:

010503990005 Connectivity Unit

010503990009 Connectivity only

ZOPT Water system

01050399160001 Water filter

01050399160002 Water softener

7 Technical Data Sheet

7.1.1 L'OR professional Suprême

| | Technical data |
|--|--|
| Users | Max 50 |
| Boiler capacity | 2 x Thermo block |
| Water tank capacity | 2,7 liter |
| Solid waste container | 30+ capsules |
| Drip tray capacity | 2 liter (30+ drinks) |
| Height | 407 mm |
| Height including required space to fill the water tank | 800 mm |
| Width | 348 mm |
| Depth | 496 mm |
| Required dimensions black (HxWxD)* | 800x400x550 mm |
| Required dimensions milk (HxWxD)** | 800x620x550 mm |
| Weight empty | 15 KG |
| Power voltage | 220-240V~ 1.300-1.500W |
| Frequency | 50-60Hz |
| Power plug | C13 Power cord (with Schuko plug) |
| Energy label | A |
| Water supply | Tank or mains (no conversion required) |
| Water connection | ¾" inlet valve |
| Milk supply | Fridge |
| Ambient temperature | 5°C -32°C |
| Ambient humidity | 30-70% RH |
| Noise level | 40dB(A) – brew peak < 65 dB(A) |

* Required dimension black. The appliance requires additional space for ventilation etc. The additional height is needed to fill the water tank, see picture below;

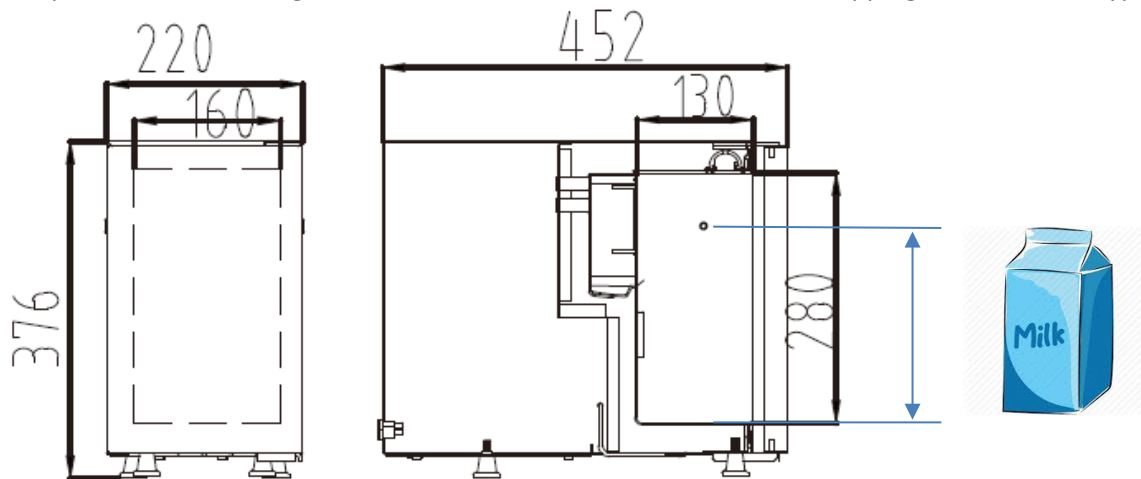


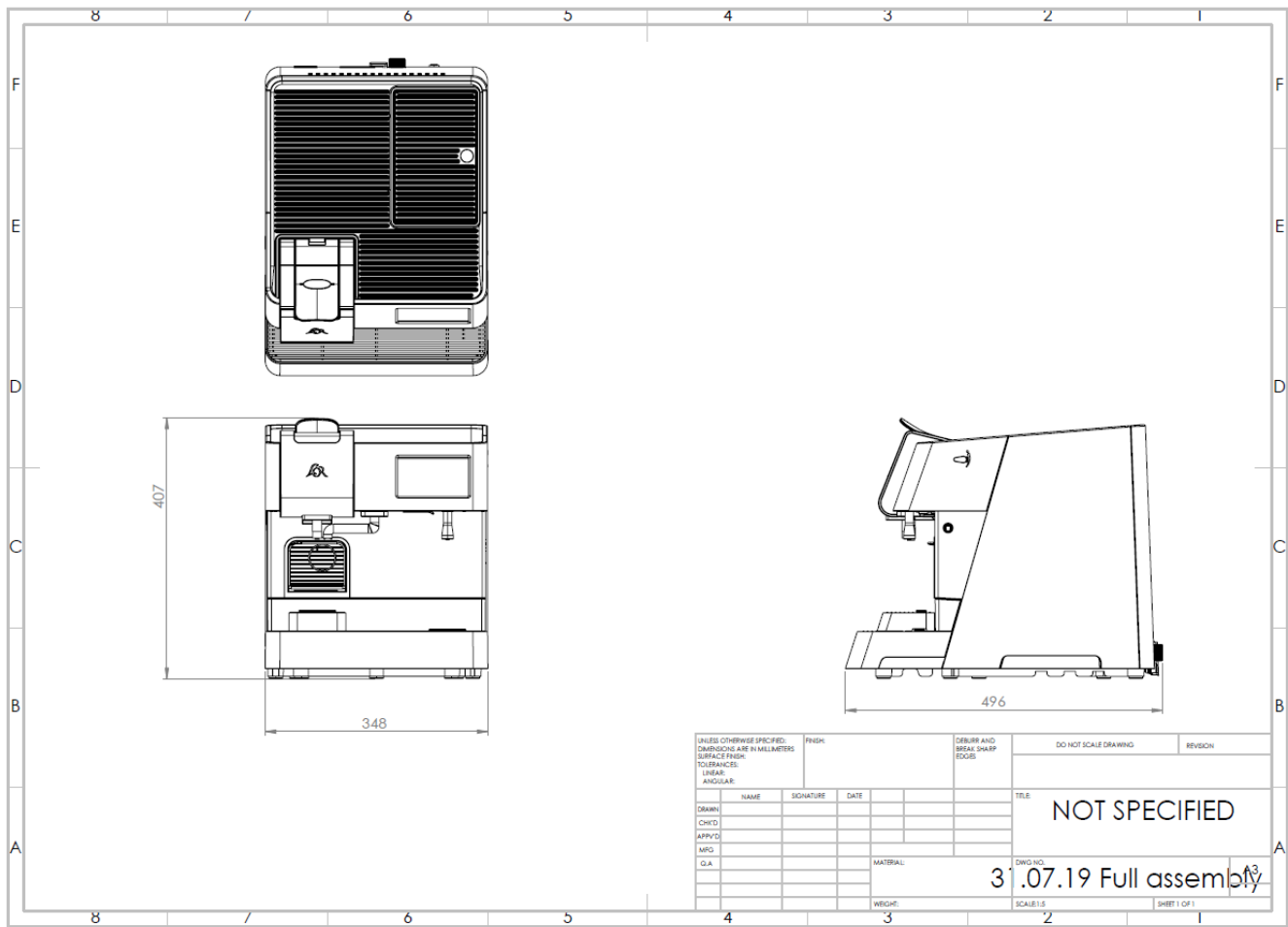
** Required dimensions milk version; The appliance requires additional space for the fridge, it's ventilation etc. The additional height is needed to fill the water tank.

7.1.2 Fridge L'OR professional Suprême

| | Technical data |
|---------------------------------------|-----------------------------------|
| Capacity | 2 milk bricks |
| Height | 376 mm |
| Width | 220 mm |
| Depth | 452 mm |
| Weight | 12 KG |
| Storage height | 280 mm |
| Storage width | 160 mm |
| Storage depth | 130 mm |
| Max height milk pack/container/bottle | 250* mm |
| Required dimensions (HxWxD) | 376x220x502 mm |
| Weight empty (kg) | 12 |
| Power voltage | 220/230VAC |
| Frequency | 50/60hz |
| Power plug | C13 Power cord (with Schuko plug) |
| Refrigerant | R600a |
| Ambient temperature | 5°C - 32°C |
| Ambient humidity | 30-70% RH |

* Milk pack shouldn't be higher than the milk tube. This will cause milk dripping on the outlet (syphoning)





The recycling sheet of the L'OR Suprême will be posted on the support page.

7.1.3 L'OR Professional Boutique

| | Technical data |
|-----------------------------|----------------|
| Users | 50 |
| Capacity spirals | 15 discs |
| Amount of spirals | 16 |
| Height | 650 mm |
| Width | 449 mm |
| Width with open door | 605 mm |
| Depth | 470 mm |
| Depth with open door | 905mm |
| Required dimensions (HxWxD) | 650x605x470 mm |
| Weight empty | 42.5 kg |
| Power voltage | 220-240 VAC |

| | |
|---------------------|-----------------------------------|
| Frequency | 50-60Hz |
| Power plug | C13 Power cord (with Schuko plug) |
| Energy label | TBC |
| Ambient temperature | 5°C -32°C |
| Ambient humidity | 30-70% RH |
| Noise level | < 25 dB(A) |

8 Service Aspects

8.1 Training

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

8.2 Documentation

All service related (updated) documentation, has been added to the <http://www.jacobsdouweegbertsprofessional.support> site, e.g.

- Spare part list
- User/Operator manual
- Service information's
- Kit instructions
- SW packages
- EVA-DTS file
- QRC (quick reference cards)

8.3 Expected service data

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

| | Expected service numbers | Learning curve | | |
|------------------------------|--------------------------|----------------|--------|--------|
| | | Year 1 | Year 2 | Year 3 |
| Visit Rate | 1,1* | 2,2 | 1,54 | 1,32 |
| CM-rate | 0,81 | 1,61 | 1,18 | 1,01 |
| Annual Spare Part Costs € | 12** | 10,80 | 12 | 12 |
| Mean time to visit (minutes) | 50 | 60 | 55 | 50 |

* 10% uncertainty added due to new concept and new supplier

** Direct machine parts

8.4 Cleaning & descaling

The appliance has several functions to prolong the life of the appliance. Every time the machine is turned on or off, or after waking up from energy save mode, a flush is initiated to clean the machine. In addition to this, if the machine is left on for prolonged periods, 30 mins after the last milk-based drink a further flush will be completed to clean out the fluid paths.

The appliance has a built in descaling program. The length of time between descaling depends on how many drinks are delivered, the hardness of the water, and if a water softener is being used. Within the settings menu of the machine you can select the hardness of the local water and if a softener is being used. Based on this input, the machine will then calculate how many drinks can be between descaling.

When a descale is required all instructions appear in the touchscreen. It involves filling the water tank with water and descaling solution. The machine will then automatically go into a descale mode. After that it will ask for a full tank of fresh water to rinse the system. If a descale request is ignored for more than 200 drinks, the machine will be locked until a descale is completed.

De-scaling frequency when appliance used as “Milk version”

| Carbonate Hardness (DH)* | # cycles without softener | # cycles with softener |
|--------------------------|---------------------------|------------------------|
| 4-6DH | 2.000 | 6.000 |
| 7-9DH | 1.750 | 5.000 |
| 10-12DH | 1.500 | 4.000 |
| 12-15DH | 1.000 | 3.000 |
| 15-23DH | 500 | 2.000 |

* French hardness is DH x 1,78

De-scaling frequency when appliance used as “Black version”

| Carbonate Hardness (DH)* | # cycles without softener | # cycles with softener |
|--------------------------|---------------------------|------------------------|
| 4-6DH | 2.500 | 6.000 |
| 7-9DH | 2.000 | 6.000 |
| 10-12DH | 1.750 | 5.000 |
| 12-15DH | 1.500 | 4.000 |
| 15-23DH | 1.000 | 3.000 |

* French hardness is DH x 1,78

Some words on hard water

Thermo block heaters are the industry standard in single serve and small bean to cup appliances. Advantage is their compact size and its flexible temperature control to differentiate temperatures per recipe etc. Downside is that these systems are rather sensitive for limescale build-up. Which is why the machine will always request a descaling after the set number of drinks, even in case of soft water and or softener has been installed.

¶ Hence, it's important to follow the guidelines regarding softeners and descaling frequency.

Another fact to consider is that water hardness is a combination of Total hardness and Carbonate hardness. Lime scale build-up will accelerate if both are high. Weekly descaling and or weekly replacement of a water tank softener might be required in case of very hardwater. It is recommended to install an external softener with high capacity in these cases.





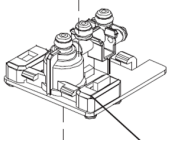
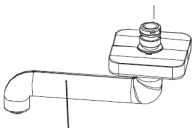



The milk version has an additional feature that requires the milk system to be cleaned every 24 hours. Similar to a descale, all instructions are given on the touchscreen and it involves replacing the milk container with water containing a cleaning agent. The program then cleans the system and fresh water for a rinse is requested. When using milk, the machine must be cleaned every 24 hours. Every 24 hours a cleaning request is displayed on the touchscreen. Failure to run the cleaning results in the milk drinks being blocked. Black coffee drinks will still be available. Once a clean is completed the 24 hour counter is reset. If the milk system is not being used it can be switched off to prevent the 24 hour cleaning being required. When the milk system is turned off, only black coffee drinks and hot water will be available.

Next to this, a manual drain is automatically triggered 3 hours after the last milk based drink has been dispensed.

Below an overview of the cleaning & flushing programs;

| | Switch off flushing | Switch on flushing | Clean-shot | Milk cleaning program | Manual drain | Descaling program |
|----------------------|---------------------|--------------------|---|---|--|-----------------------------|
| Black version | Yes | Yes | N/A | N/A | N/A | Depending on water hardness |
| Milk version | Yes | Yes | Yes, 30 minutes after last milk based drink | Every 24 hours. Machine blocks if not cleaned | Three hours after last milk based drink has been dispensed | Depending on water hardness |

An overview of available cleaning , filtering & descaling materials in the next table:

| <u>ZSPR Code</u> | <u>ZFIN Code</u> | <u>Art.description</u> | <u>Intended Use</u> | <u>Advised qty.</u> | <u>Photos</u> |
|------------------|---|--------------------------------------|--|---|---|
| 55049854 | 4061313 | CONTAINER FOR CLEANING 36CW X6 | Flush bin. Cleaning and descaling. | 1 per machine (no disposable item; can be reused). |  |
| 55117860 | 4061314 | SUMA DESCALE TABS C5.2 2X120P 1PCX1 | Descaling. *SUMA DESCALE is the preferred descaling agent, it's easy to dose, less risk on spillage etc. Please follow the dosing instructions on the descaling agent for the right dosing and use. | 1 per machine. |  |
| 55121308 | 4061315 | SUMA CAFÉ MLK CL TABL KIT C3.7 1PCX1 | Milk cleaning. Only required for units installed as "Milk" version | 1 per machine. |  |
| 55123358 | 4061316 | MILK TUBE PART ASSY X500 | Milk tube. Replacement part for cleaning. | 1 spare as part of the machine box. Can be resupplied at a later time but not immediately needed for launch. |  |
| 55123403 | 4061484 | CN-G VENTURI QUICK CONNECT 1PC X1 | Milk foamer. Replacement part for cleaning. Black piece only. Ensure to place orders for both 4061484 and 4061317. | 1 spare as part of the machine box. Can be resupplied at a later time but not immediately needed for launch. |  |
| 55123404 | 4061317 | CN-G VENTURI TUBE G-JDE X90 | Milk foamer. Replacement part for cleaning. Silver piece only. Ensure to place orders for both 4061484 and 4061317. | 1 spare as part of the machine box. Can be resupplied at a later time but not immediately needed for launch. |  |
| 55124234 | 4061434 | CLARIS CS150 WATER FILTER X150 | Filter / softener (large interface) | Only needed if appliance installed with water tank and in areas with high water hardness or high throughput. See tables in chapter 6. |  |
| 55124323 | No ZFIN available as no disposable item | WATER TANK | Water tank, used for all models | 1 part as part of the machine box. Only needed as replacement for new type of filter for older units OR as replacement in case of leakage / breakage. |  |
| 55114877 | 4061342 | CLARIS TYPO-O WATER FILTER 1PCX1 | Filter / softener (small interface) | Will be phased out as larger capacity water filter 55124234 / 4061434 is available for all units with serial number > 11210101000 635 | N/A |
| 55116395 | 39700 | RENEGITE 15 x 50 gr. | Descaling.* Only used in France. | Optional to replace SUMA descale, up to the market to indicate. |  |

More service- and spare parts exist, see the JDE professional web site:

For authorised Operations persons: Go to [L'OR Supreme - Jacobs Douwe Egberts Professional](#) and log in.

Once logged in you have several options, go to Service documentation to find the spare parts list or to Service information for TI bulletins.

8.5 Filter / softener

The in-tank softener can be fitted in the water tank *) . The water inlet port accepts the filter. An additional kit is not required.

*) Initially the appliance's water tank was suited to be equipped with a small water filter / softener, SAP # 55114877. The capacity of this relative small filter / softener was limited for usage in areas with severely hard water (> 12 DH). Upon request from MSU's we have changed over to a larger capacity in-tank filter / softener, the Claris CS-150 model. This unit has an almost 3 times larger softening capacity. The water tank's interface has been modified to make this the new default. Hence, as of serial number 09210101000635 this new type has become default. The initial, Claris type O filter, does NOT fit on the new tank interface. To make retrofit possible, the new water tank with the new interface to accommodate the new Claris CS-150 filter is available as spare part:

| Description | Article code | Picture |
|---|---|--|
| <p>Claris type O (OLD model, not compatible as of serial # 09210101000635)</p> | <p>ZSPR :5511487 ZFIN: 4061342</p> |  |
| <p>Claris CS-150 filter / softener.</p> <p>CURRENT model, large filter, default as of serial # 09210101000635</p> | <p>ZSPR: 55124234 ZFIN: 4061434</p> |  |

Comparison of current filter / softener vs. obsolete one:



Advised exchange rate of the softener: Max 2 months or sooner according table:

| Total hardness | Carbonate Hardness (DH) | Capacity (Ltr) | Average drinks |
|----------------|-------------------------|----------------|----------------|
| 9-11 | 7-9 | 250 | 3.200 |
| 12-14 | 10-12 | 200 | 2.500 |
| 15-17* | 13-15 | 150 | 2.000 |
| 18-20* | 16-18 | 100 | 1.250 |
| 20-24* | 19-20 | 100 | 1.250 |
| 23-27* | 21-23 | 50 | 650 |
| >30* | >24 | 50 | 650 |

* It's advised to connect the machine to the mains water supply and install an in-line softener. An inlet-valve is fitted on every machine to connect it to the mains water supply.

9 Logistical data

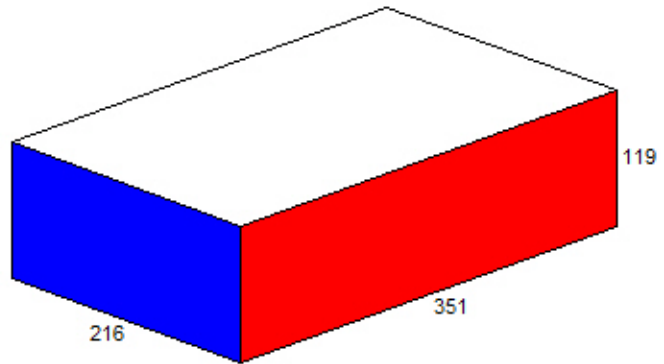
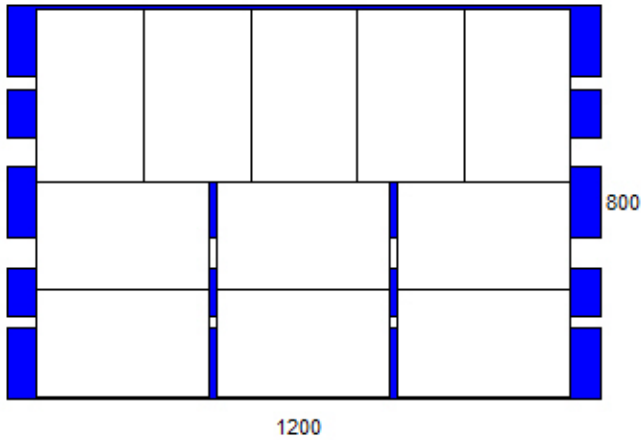
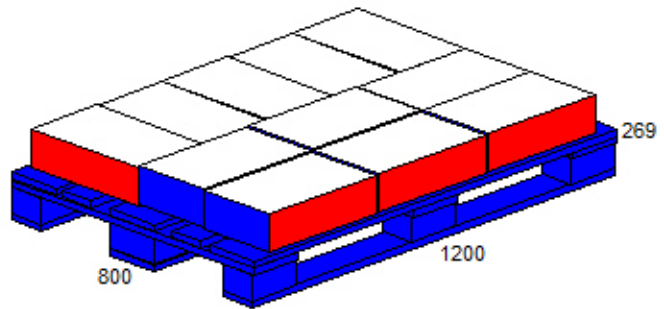
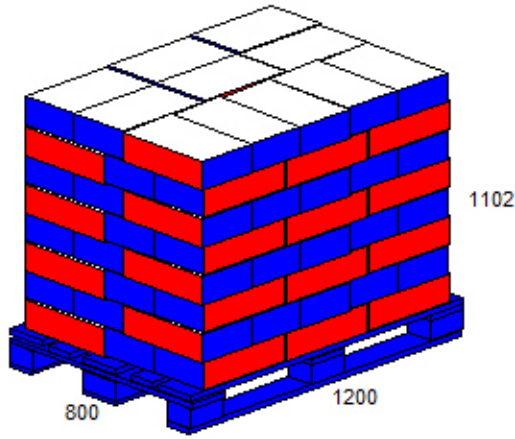
9.1 Ingredients

| <i>Logistic data ingredients</i> | | |
|----------------------------------|-------------|------------------|
| | <i>Unit</i> | <i>Dimension</i> |
| Box (50-count) width | 205 | mm |
| Box (50-count) depth | 169 | mm |
| Box (50-count) height | 36 | mm |
| Outer case (6 x 50-count) width | 351 | mm |
| Outer case (6 x 50-count) depth | 216 | mm |
| Outer case (6 x 50-count) height | 119 | mm |
| Pallet width | 1200 | mm |
| Pallet depth | 800 | mm |
| Pallet height | 1200 | mm |
| Pallet gross weight | 157 | kg |
| Pallet net weight | 132 | kg |
| Qty per Pallet | 26.400 | discs |
| Qty per layer | 3.300 | discs |

- 50 x 6g discs per carton box
- 6 carton boxes per shipper outer case = 300g per shipper outer case
- 11 shipper outer cases per pallet layer
- 8 layers per pallet
- 88 shipper outer cases per pallet = 528 carton boxes per pallet = 26.400 discs per pallet

Pallet Group
 Cases/Tray/Ovals
 cassa e flute 351x216x119 800x1200 h tot 1200 (05/07/2019)
 1 I
 78,8 % 11 Rivestimento /
 86,9 % 8 /
 EUROBLUE 88 Rivestimento /

| | | | | | |
|--------------|--------|-------|-----------|----------|-------------|
| Rivestim(OD) | 351,0 | 216,0 | 119,0 mm | 1,0000 | 1,5000 Kg |
| | 1080,0 | 783,0 | 952,0 mm | 88,0000 | 132,0000 Kg |
| | 1200,0 | 800,0 | 1102,0 mm | 132,0000 | 157,0000 Kg |



Below is the agreed specification with Gimoka;

- 1200x800 pallet format
- 1.2m max high
- double stackable
- blue CHEP pallet type
- layer sheet top and bottom
- corner posts
- shrink wrapped
- pallet labels; as per agreed requirements

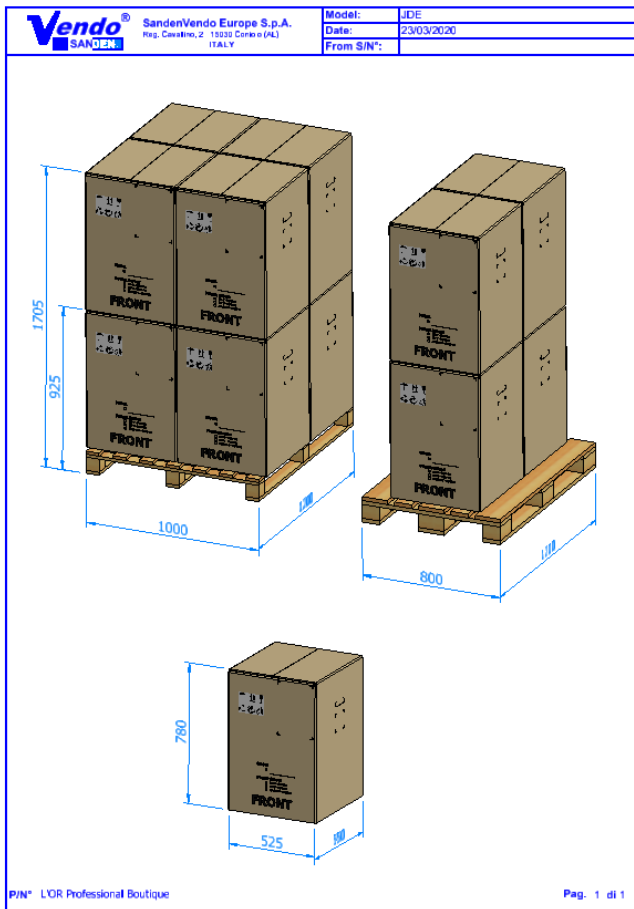
9.2 L'OR Professional Suprême

| <i>Logistic data L'Or Professional Suprême</i> | | |
|--|-------------|------------------|
| | <i>Unit</i> | <i>Dimension</i> |
| Pieces per box | 1 | |
| Gross weight | 16 | Kg |
| Net weight | 15 | Kg |
| Length | 550 | mm |
| Width | 415 | mm |
| Height | 470 | mm |
| Pieces per pallet | 12 | |
| Layers per pallet | 3 | |
| Length (pallet) | 1200 | mm |
| Width (pallet) | 800 | mm |
| Height (pallet) | 1550 | mm |

| <i>Logistic data Fridge</i> | | |
|-----------------------------|-------------|------------------|
| | <i>Unit</i> | <i>Dimension</i> |
| Pieces per box | 1 | |
| Gross weight | 13,5 | Kg |
| Net weight | 12,1 | Kg |
| Length | 530 | mm |
| Width | 290 | mm |
| Height | 460 | mm |
| Pieces per pallet | 24 | |
| Layers per pallet | 2 | |
| Length (pallet) | 1200 | mm |
| Width (pallet) | 800 | mm |
| Height (pallet) | 1000 | mm |

9.3 L'Or professional Boutique

| <i>Logistic data L'OR professional Boutique</i> | | |
|---|-------------|------------------|
| | <i>Unit</i> | <i>Dimension</i> |
| Pieces per box | 1 | |
| Gross weight | 50 | Kg |
| Net weight | 45 | Kg |
| Length | 550 | mm |
| Width | 525 | mm |
| Height | 780 | mm |
| Pieces per pallet | 4 or 2 | Euro or Indu |
| Layers per pallet | 2 | |
| Length (pallet) | 120 | cm |
| Width (pallet) | 100 | cm |
| Height (pallet) | 14,5 | cm |
| | | |
| | | |



10 Q&A L'OR Suprême full solution.

*Please note: This is a living document which we will update on regular basis.
Please submit any additional questions to your Global Marketing contact.*

10.1: Concept related questions.

| Topic / Question | Resolution / Answer |
|--|---|
| What else does JDEP offer under L'OR? | JDEP is a full solution provider operating in different segments and different categories. We offer full solutions in the categories Liquid Roast (= L'OR Promesso) and Beans (= L'OR Beans). |
| What are Suprême key benefits / USPs? | <ul style="list-style-type: none"> • More quality. Our coffee blends are created with select, high-quality coffee beans to deliver new levels of taste and aroma. • More variety. Offering a range of tastes and drink options, so you can serve a wider selection of exquisite drinks. • More simplicity. With our smart, convenient touchscreen appliance – simple to serve, easy to clean and maintain. • More detail. A complete and considered coffee experience, with accessories and details to elevate every step. <p>For all details, please check the Sales pitch here.</p> |
| Why choose over Nespresso Professional? Extra deep dive on blends and taste. | <ul style="list-style-type: none"> • More quality. Our coffee blends are created with select, high-quality coffee beans to deliver new levels of taste and aroma. <i>In blind test, two out of 6 blends scored better than Nespresso. The four remaining blends scored on par. Please see for details, the Sales pitch here. Please note, we are not allowed to leave these results at the customer. You can only show them due to legal reasons.</i> • More variety. Offering a range of tastes and drink options, so you can serve a wider selection of exquisite drinks. <i>Compared to Nespresso, who offers 12 blends, we only offer 6 blends.</i> • More simplicity. With our smart, convenient touchscreen appliance – simple to serve, easy to clean and maintain. <i>Same as Nespresso but benefit on affordable integrated milk module. Gemini far more expensive if integrated milk module available.</i> • More detail. A complete and considered coffee experience, with accessories and details to elevate every step. <i>We are a full solution partner that can offer service, cross sell, connectivity and payment.</i> <p>For all details, please check the Sales pitch here.</p> |
| X-sell: how can I (customer) enhance the experience further? | We offer L'OR branded cross sell to elevate the experience for our customers: Paper cups, sugar sticks, stir sticks, displays and chests to showcase the discs on offer and our L'OR Boutique to enable payment. |

| | |
|---|---|
| <p>Why is the solution more affordable than competition although it offers more benefits (we want to delight customers proposing real alternative)?</p> | <p><u>Internal answer only:</u> We have optimized our sourcing strategy to deliver same quality (even better on some blends according to blind test) at a lower price.</p> |
| <p>Financially speaking, why is Suprême more interesting than Nespresso Pro?</p> | <p><u>Internal answer only:</u> We have optimized our sourcing strategy to deliver same quality (even better on some blends according to blind test) at a lower price.</p> |
| <p>As a client, what are my benefits to prefer the Suprême solution rather than beans or usual caps?</p> | <p>L'OR Suprême is a solution for B2B environments. B2B environments tend to require larger capacity solutions than the standard capsule equipment on the market. Our L'OR Suprême appliance is optimal for locations with 20-50 users. Our L'OR Professional discs are sealed in aluminum directly after blending. This procedure keeps the fresh coffee flavour for longer, with no aroma loss. Hence, even if guests and employees change in number, the coffees our customers serve will always be exceptional.</p> |
| <p>What does L'OR Suprême offer more than another JDE's machine?</p> | <p>This is highly dependent on the machine you compare it with. All our machines have their unique value proposition for our customers' needs. According to our Barista Sales model, it will be critical to identify the needs of our customers first in order to define the perfectly fitting solution.</p> |
| <p>Where is L'OR Suprême positioned regarding competitors' prices?</p> | <p>Our pricing is set at approximately 10% below Nespresso. This pricing is dependant per market. We recommend you to review and follow the global pricing guidance that has been shared.</p> |
| <p>Like Nespresso, does JDE offer different variants/sizes of disc machines? If no, why not?</p> | <p>Within the discs category, we only offer L'OR Suprême at this point in time (status Sep 21). However, JACOBS DOUWE EGBERTS PROFESSIONAL (JDEP) is constantly looking for new ways to meet evolving customer needs and preferences with regards to coffee systems and full solutions. Until new innovations are launched onto the market we will not comment on the potential contents of our innovation pipeline.</p> |
| <p>Where is L'OR Suprême made?</p> | <p>Co-development of JDE R&D and Asian partner on hardware. Ingredients sourced by JDE but packed in Italy.</p> |
| <p>How are spare parts managed for the machine if needed?</p> | <p>Spare parts are set up in line with recommendation of the introduction document. You can order them when needed via the standard flow.</p> |

| | |
|--|--|
| <p>What is JDE's innovation on this concept?</p> | <p>JDE offers a coffee for every cup. In the Out-of-Home segment, we are offering all coffee brewing systems with our wide and global portfolio of brands. From R&G, Fresh Brew and coffee beans to instant and our proprietary liquid appliances. We also offer our single serve products and appliances (Senseo, Tassimo and Nespresso®* Compatible Capsules). The only solution that was missing was a single-serve full coffee solution to serve the needs of our customers in the Medium Business and Hotels segments. Our new range of L'OR Professional aluminum coffee discs deliver great aroma, intensity and a rich and beautiful crema layer and are created for the L'OR Professional Suprême appliance, but are also compatible with Nespresso®* Professional coffee appliances.</p> |
|--|--|

10.2: General questions related to L'OR Professional discs and L'OR Suprême appliance.

| Topic / Question | Resolution / Answer |
|--|--|
| 11.2.1 L'OR Professional Discs | |
| 11.2.1.1 L'OR Professional Discs - General | |
| <p>How many blends are available?</p> | <p>6 blends (status January 2021): 1 x Decaf, 1 x ristretto, 2 x Espresso & 2 x Lungo.</p> |
| <p>What kind of coffee is present in these products?</p> | <p>The new L'OR Professional aluminum coffee discs range contains carefully selected 100% UTZ / RA certified beans.</p> |
| <p>Do the blends contain Arabica or Robusta beans?</p> | <p>JDE's L'OR Professional discs only contain premium Arabica beans.</p> |
| <p>Are all blends Rainforest Alliance certified?</p> | <p>Yes, they are RA certified.</p> |
| <p>What is the shelf life of these products?</p> | <p>The new L'OR Professional aluminum coffee discs have a shelf-life of 12 months from date of packing in the factory.</p> |
| <p>Where to find the production date?</p> | <p>Both on the outer case (6 x box) as well as on the boxes (50-count) as print in the format: DD/MM/YYYY</p> |

| | |
|---|---|
| <p>How much coffee is in these products?</p> | <p>At least 6 grams of coffee is present, in average it is even more (6,3-6,5 depending on the blend).</p> |
| <p>Can I store these products in 'open air'?</p> | <p>Yes, they can be stored without any limitation as the foil around the coffee is 100% airtight.</p> |
| <p>Where are discs made?</p> | <p>There is for EU no need to mention production location. (It is only applicable for specific countries as Switzerland, Middle East, and others.) If it is still asked where it is produced, we only can answer 'Italy'.</p> |
| <p>All coffee discs look the same? How do I know which flavour I'm using?</p> | <p>Each variety is distinguished by a different colour and is indicating the coffee disc variety and intensity.</p> |
| <p>How does the coffee disc work?</p> | <p>The L'OR Professional aluminum coffee discs work the same way as other types of aluminum coffee discs. In essence, the appliance provides water and pressure; which is pressed through a piercing in the aluminum coffee disc containing the highest quality coffee blends with rich flavour and aroma of the finest coffee beans.</p> |
| <p>What to do with used discs, can they be composted?</p> | <p>No, as the coffee grounds are being covered by a foil that contains plastic and aluminum this ingredient cannot be composted.</p> |
| <p>What to do with the empty boxes?</p> | <p>They boxes already consist of recycled fibre board and may be collected with old paper collection programs.</p> |
| <p>Can I buy this product under another brand name within your portfolio?</p> | <p>L'OR Professional uses only carefully selected and roasted coffee beans of the highest quality for all its products. Our new L'OR Suprême aluminum coffee discs bring customers high quality coffees, so it is a natural match with our L'OR brand.</p> |

| | |
|---|---|
| <p>Why did you develop an aluminum coffee disc?</p> | <p>The new aluminum material supports the high quality standard we offer with our L'OR Professional coffee discs. Consumers will experience a high quality coffee experience.</p> <p>In terms of taste: A rich crema and an intense aroma. All aromas and flavors are air tight and will be released in the cup when coffee is made (and the disc is pierced).</p> <p>Shelf life: The new L'OR Professional aluminum coffee discs have a shelf-life of 12 months from date of packing in the factory.</p> |
| <p>Incorrect quantity of product in box or outer case.</p> | <p>Ensure that you have opened a new case, the perforations from the lid and the glued side panels should be intact. All individual boxes (50-count) and outer cases (6 boxes) are all 100% automatically verified on the right content in the factory by means of a check weigher, so incorrect quantities are not to be expected.</p> |
| <p>Product box leaks coffee.</p> | <p>Ensure that the product's box was not damaged. In case of sever product damage by compression, double stacking or other abuse individual products may leak. Avoid transportation damage.</p> |
| <p>What do I do when I have a complaint/ problem/ issue?</p> | <p>We value the opinions and feedback from our customers. Please contact the local JDE Professional customer care department.</p> |
| <p>10.2.1.2 L'OR Professional Discs – Compatibility / Competitive scope</p> | |
| <p>How do the L'OR Professional discs compare to other existing products on the market?</p> | <p>The new product is based around an aluminum coffee disc and developed with the L'OR Suprême appliance. It is a full coffee solution designed to serve larger customers in the Medium Segments and Hotels segments. Although there are competitors out there that offer aluminum coffee discs or Nespresso®* Professional compatible coffee appliances, we are the first to deliver an alternative Professional single serve full coffee solution based on aluminum coffee discs.</p> |

| | |
|--|--|
| <p>What is the difference with other aluminum coffee discs in the market?</p> | <p>Our new L'OR Professional aluminum coffee discs deliver an in-cup experience with great aroma's and flavours and a thick crema layer. During the production process all flavours and aroma's stay within the process and are captured inside the disc and protected by the barrier proof aluminum material. After pressing the icon for the coffee beverage on the touchscreen, the disc get pierced and the aroma's and flavours are released from the aluminum coffee disc into your cup.</p> |
| <p>Does JDE have patents on this product?</p> | <p>We will not disclose any competitive nor sensitive information on our new innovation. JACOBS DOUWE EGBERTS PROFESSIONAL (JDEP) is constantly looking for new ways to meet evolving customer needs and preferences with regards to coffee systems and full solutions. As part of this we have an ongoing Research and Development (R&D) program and closely monitor industry and consumer trends. Until new innovations are launched onto the market we will not comment on the potential contents of our innovation pipeline.</p> |
| <p>Are the L'OR discs fully compatible with NESPRESSO® Professional machines? *Trademarks of a third party, not connected to JACOBS DOUWE EGBERTS</p> | <p>Yes, they are fully compatible.</p> |
| <p>Is this compatibility with the Nespresso®* disc legal?</p> | <p>The L'OR Professional Appliance and our L'OR Professional aluminum coffee discs comply with all applicable legal and regulatory requirements.</p> |
| <p>Why doesn't the box say the capsules are for Nespresso®* Professional coffee appliances?</p> | <p>If you look closely, the box does specifically mention the product works in Nespresso®* Professional coffee appliances. <i>* Trademark of a third party, not related to JACOBS DOUWE EGBERTS. For detailed list of compatible machines see www.lorprofessional.com</i></p> |
| <p>Do I need something to make the coffee discs work in my Nespresso®* Professional coffee appliance?</p> | <p>No, the aluminum coffee discs functions the same way as other aluminum coffee discs. Simply place the coffee disc in the machine opening and operate it in accordance with the machine instructions.</p> |

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| <p>Nespresso®* Professional coffee appliance are offered with the Nespresso discs; won't I damage my appliance when using the L'OR Professional aluminum coffee discs?</p> | <p>No, extensive testing confirms that the L'OR Professional aluminum coffee discs are compatible with Nespresso®* Professional coffee appliances currently in market.</p> |
| <p>Can JDE Professional offer technical service on the Nespresso®* Professional coffee appliances?</p> | <p>No, our technicians can only offer technical support and service on the L'OR Suprême appliance and our L'OR Boutique disc dispenser.</p> |
| <p>What will happen if Nespresso®* Professional modifies their coffee appliances?</p> | <p>As part of our regular business process we monitor competitive developments, as such we would need to further test our new L'OR Professional aluminum coffee discs in a newly modified coffee appliance as soon as it appears in market.</p> |
| <p>Isn't this just an even loser copy-cat of the Nespresso®* disc?</p> | <p>The new L'OR Suprême full coffee solution is a new innovation from JDE Professional. By combining a full aluminum coffee disc with a high quality appliance, we offer customers a new, high quality addition to our range of coffee solutions.</p> |
| <p>10.2.2 L'OR Professional Discs – Future Outlook</p> | |
| <p>Are you planning to extend the range of coffee discs in the near future and or develop, launch an additional machine?</p> | <p>JACOBS DOUWE EGBERTS PROFESSIONAL (JDEP) is constantly looking for new ways to meet evolving customer needs and preferences with regards to coffee systems and full solutions. Until new innovations are launched onto the market we will not comment on the potential contents of our innovation pipeline.</p> |

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| Will you change the coffee inside? | L'OR Professional uses only carefully selected and roasted coffee beans of the highest quality for all its products. The exact contents of each coffee disc varies depending on the variety and strength. We constantly improve our blends to ensure we are delivering the best possible coffee experience in every cup. |
| 10.2.3 L'OR Suprême Appliance | |
| What is the warranty of the L'OR Suprême? | The standard warranty for the L'OR Professional Suprême is 12 months (1 year) after installation or sale to the end customer. E.g.: customer has 1 year warranty from the invoice date of the machine. |
| Does the L'OR Suprême offer an eco-mode or standby modus? | Yes, the machine can be set to standby with a time interval. Several selections between 0,5 hours to 4 hours, plus a setting to never go to stand-by may be selected. |
| How often does the L'OR Suprême appliance need to be cleaned? | Please check chapter 9.4 "cleaning & descaling" of this introduction document. |
| Do machines need to be installed by a technician? | Our L'OR Suprême appliance without a fridge is a plug & play machine. Essentially, you should be able to install this machine without in depth technical knowledge. A leaflet and service manual guide the way in how to set the machine up. For the L'OR Suprême appliance with a fridge, a technician trained by JDEP must run the installation. |
| Does JDE offer service for the machine? | Yes, this depends on the local contract agreements. |
| Which languages are included in the GUI? | Status 9/2021: English, Spanish, French, Czech, German, Dutch. Please also check the introduction document for specific details. |
| Which spare parts/add-ons do exist for the machine? | For spare parts, see "international support website" here . For "consumables" like cleaning agents etc., see chapter 9. The hygienic foil offered needs to be listed per market in alignment with the local legal team. |
| How can the machine be connected to the water mains? | Please check the operator manual here . |
| Which power plug does the machine come with? | Please check the introduction document chapter 8. |

10.3: Taste related questions.

| Topic / Question | Resolution / Answer |
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| Coffee does not taste as expected at first use. | Use the selection card to select the blend that fits your taste preferences. All six blends have their specific taste profile, hence the right selection is important. |
| The drink tastes insufficiently strong. | Has a new undamaged disc been used to brew the product? Open the lever and enter a new disc at every brew. Mention that proper opening of the lever and entering a new disc at every brew is important. The last products in a box may suffer from bent edges due to transportation damage. Always ensure the flanges / edges / rims of the disc are flat before inserting the disc into the chute. If damaged, not all water will flow through the disc, but also by-pass the disc. |
| | Open the lever and look inside the entry chute to check if the disc did drop in all the way (ca 75 mm) into the brewing chamber. If not, gently push the disc deeper down the chute until it slides in. |
| | Was the pump capable of performing a proper lid rupture? In other words: Ask customer to pick a used disc from the drip tray and ask him/her to describe the product. Check the disc that has been used to brew the last drink: It should show ca 20 large holes on one side (water entry side) and ca 90 small holes on the other side (coffee outlet side). If one of the two sides does not show the holes, there may be a fault in the hydraulic- or mechanical system, please contact your service provider. |
| Product does not taste right. | Verify whether the shelf life (12 months after production) has not expired. |
| Product does not taste right or tastes rancid. | Verify whether to ingredients have been stored under ambient conditions: +5- +30 C., RH 30% - 60%. |

10.4: Eco, origin & sustainability related questions.

| Topic / Question | Resolution / Answer |
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| Is JDE doing enough on the field of sustainability considering its size? | At JDE, we are continuously looking for impactful ways to strengthen our CR efforts. We are particularly concerned about the significant challenges facing coffee producers around the world and are committed to supporting them through our Common Grounds program. We are also focused on minimizing the environmental impact of our operations, have firm commitments in place to ensure the recyclability or compost ability of our products, and we are proud to be part of the effort to build stronger and more inclusive communities around the world. We believe by working together with public and private stakeholders, we can effect meaningful change within the industry. |

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| <p>What commitments does this product make on sustainability?</p> | <p>The new L'OR Professional aluminum coffee discs:</p> <p>Contains 100% Rainforest Alliance certified coffee</p> <p>Includes a 100% FSC carton for box and outer box</p> <p>JDE is currently in discussions with several organizations regarding the topic of aluminum recycling to leverage and further improve public recycling systems in order to facilitate the recovery of small aluminum materials.</p> |
| <p>Why did you choose Rainforest Alliance Certified coffee.</p> | <p>Rainforest Alliance maintains a rigorous farming code of conduct and a transparent traceability system for coffee. The Rainforest Alliance seal guarantees the coffee in L'OR Professional Espresso was grown and harvested in a socially and environmentally sustainable way. For more information see: https://www.rainforest-alliance.org/</p> <p>NOTE: In 2019 Utz Certified merged with Rain Forrest Alliance and our L'OR Professional aluminum coffee discs are now Rainforest Alliance Certified https://www.rainforest-alliance.org/</p> |
| <p>How is this different from Nespresso®* AAA program.</p> | <p>Each sustainability program has a series of common goals and standards to support sustainable practices, but they also have a unique set of criteria. JDE has chosen to partner with Rainforest Alliance on this product, an independent third-party certification program, which maintains a rigorous farming code of conduct and a transparent traceability system for coffee. The Rainforest Alliance seal guarantees the coffee in L'OR Espresso capsules was grown and harvested in a socially and environmentally sustainable way.</p> <p><i>* Trademark of a third party, not related to JACOBS DOUWE EGBERTS. For detailed list of compatible machines see www.lorprofessional.com</i></p> |
| <p>Can you guarantee the product is slave/child labor free?</p> | <p>The Rainforest Alliance certification program maintains a rigorous farming code of conduct and a transparent traceability system for coffee. The Rainforest Alliance seal guarantees the coffee in L'OR Espresso was grown and harvested in a socially and environmentally sustainable way.</p> |
| <p>Do you use recycled materials for your packaging?</p> | <p>The FSC trademark on our packaging provides a guarantee to customer and consumers that the cardboard used for L'OR Professional packaging comes from responsible sources.</p> |
| <p>Do you consider your L'OR Professional aluminum coffee discs as already "recyclable"?</p> | <p>To preserve the inner essence of the perfect cup of coffee, L'OR Professional aluminum coffee discs are packed in aluminum. We acknowledge using aluminum packaging has an impact on the environment and we therefore offer consumers to recycle their used aluminum capsules through our Terracycle recycling program and/or local programs.</p> |
| <p>How sustainable is Suprême? What</p> | <p>The recycling programs we offer differ per market. Please link with your local Marketing contact.</p> |

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| <p>solutions are offered to recycle the discs?</p> | |
| <p>How can I recycle the L'OR Professional aluminum coffee discs?</p> | <p>We recognise that the recyclability of aluminum single serve products is an important issue. We are currently in discussion with several entities in the markets where we will launch regarding this issue, and have identified potential opportunities to leverage and further improve public recycling systems in order to facilitate the recovery of small aluminum materials.</p> |
| <p>Doesn't aluminum have an effect on taste or my health.</p> | <p>No. We encourage you to try our L'OR Professional coffee discs and experience first-hand their excellent taste. Aluminum has long been used safely in packaging, appliances and other applications for the food and beverage industry, including coffee.</p> |
| <p>Did you consider the environment when developing your product?</p> | <p>Always refer back to citing the products sustainability commitments first and refer back to our website for latest news on Sustainability & Recycling.) On packaging: When choosing packaging for a product, we try very hard to strike the right balance between maximizing the quality of the product while minimizing its effects on the environment. That applies to both packaging components (e.g. carton box) and product materials.</p> |
| <p>What is the impact on the environmental footprint.</p> | <p>L'OR Professional aluminum coffee discs are specifically portioned and therefore only the amount of coffee required is used each time. The FSC trademark on our packaging provides a guarantee that the cardboard used for L'OR Professional packaging comes from responsible sources.</p> |
| <p>Don't you think it is your responsibility not only to use recyclable / compostable packaging but also to make them recycled ? How do you educate customers and consumers on this topic?</p> | <p>At JDE, we acknowledge we play a vital role in offering our customers and consumers recycling solutions, and therefore in 2018, JDE committed to 100% Recyclable or Compostable Packaging by 2025. The primary challenges associated with reaching these commitments include:</p> <ul style="list-style-type: none"> • Consumer preferences towards single-serve packaging; • Commercial availability of flexible, recyclable packaging which maintains the freshness and quality of the coffee; and • Regulations prohibiting direct food contact with certain recycled packaging. <p>We are committed to reduce our environmental footprint and we are working together with relevant stakeholders to reach our commitments.</p> |
| <p>Why did you not launch the aluminum coffee discs before – has a patent expired?</p> | <p>We will not disclose any competitive nor sensitive information on our new innovation. JDE is constantly looking for new ways to meet evolving customer requirements with regards to coffee systems and full solutions. As part of this we have an ongoing Research and Development (R&D) program and closely monitor industry and consumer trends.</p> |

10.5: Operational / technical questions.

| Topic / Question | Resolution / Answer |
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| Appliance is not working at all, no display. | Check if the power plug is well inserted in the machine, press the power ON button at the left side of the machine once, and wait for the machine to power on. |
| Lack of steam power/ no milk. | The machine requires descaling. Run the descaling program in the menu. Enter the requested pin code (3112) to start the descaling process. |
| Poor milk foam quality. | Adjust the amount of air by turning the screw behind the rubber cover on the right side of the appliance. Clockwise: less air = finer foam, anti-clockwise more air = coarse foam. Turn the screw with small steps only. |
| Appliance dispenses no milk. | Check the milk pack and the milk supply hose. This should be connected and not blocked or kinked. |
| Appliance has poor milk foam / spits milk around in the drink delivery area.. | Reduce or increase the amount of air by turning the screw behind the rubber cover on the right side of the appliance counter clockwise. Turn the screw during milk dispensing with very small steps only. |
| Water supply issues. | In case of water tank version: Fill the water tank to the maximum level. In case of fixed water connection: Check/Open the water supply and check hose connections. Reset the machine by unplugging the power cord for approx. 10 seconds, then reconnect the power cord. |
| Disc does not fit in appliance / lever cannot be closed. | Ensure that you always flatten the edges of the product ('flanges') prior to inserting them. |
| Disc does not fit in appliance due to bulging (higher altitudes). | Ensure that your ingredients are being used at elevations < 1.500 meters. At high altitudes the discs may expand, in case of extreme altitudes > 2.000 meters they may no longer fit in the brewer insert chute. A quick fix could be to cool the discs for > 1 hour in the fridge, they will shrink and might fit better. |
| Disc does not fit in appliance due to bulging (higher temperatures). | Ensure that your ingredients are being stored and used under ambient conditions (5-30 °C). At high temperatures the product may expand, in case of extreme temperatures they may no longer fit in the brew mechanism's entry chute. Cooling the discs in a fridge prior to usage may resolve the problem. |
| Discs do not fit in appliance due to not | Ensure that you open the lever completely before trying to insert a disc. If you don't open the lever all the way the previous disc could remain in the brew |

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| <p>opening the lever completely.</p> | <p>chamber, hence no proper loading of a new disc is possible. Open the lever completely to eject the disc inside the brew chamber.</p> |
| <p>Discs jam in the disc insert chute.</p> | <p>Disc insertion and subsequent brewing problems may occur if the waste bin is not emptied as indicated by the machine. (icon appears after 30 discs, but can be ignored for a short period). Please empty the waste bin when prompted (or sooner). In case a disc has been entered but jams in the entry chute before reaching the correct position in the brew mechanism, gently push it downward with a blunt object. Please contact your service provider, if the problems persists.</p> |
| <p>Product does not fit in appliance/ Disc jammed.</p> | <p>Loading problems of new discs may occur if the waste bin is not emptied as prompted by the machine. This comes up after 30 discs automatically but can be ignored. In that case new discs may jam and brew incorrectly. Please empty bin whenever prompted (or sooner).</p> |
| <p>Can I enter two discs in the brewer to brew two drinks at the same time?</p> | <p>No, the machine will jam if you'd insert more than one disc at a time.</p> |
| <p>Burned smell, smoke, continuous steam ejection.</p> | <p>Disconnect the power plug from the electrical outlet, and call your service provider.</p> |