



**GENIO**

USER MANUAL



# TABLE OF CONTENTS

SAFETY PRECAUTIONS. . . . . 3-4

OVERVIEW . . . . . 5

PRODUCT RANGE . . . . . 6-7

FIRST USE. . . . . 8

PREPARING A BEVERAGE. . . . . 9

RECOMMENDATIONS FOR SAFE USE / ECONOMY MODE . . . 10

CLEANING . . . . . 11

IF NO LIQUID COMES OUT . . . . . 12-13

DESCALING AT LEAST EVERY 3-4 MONTHS. . . . . 14-15

TROUBLESHOOTING . . . . . 16-17

# SAFETY PRECAUTIONS



**When using electrical appliances, basic safety precautions shall always be followed, including the following:**

1. Read these instructions for use carefully before using your appliance for the first time and keep them to hand for future reference.
2. Connect the appliance to a mains socket with an earth connection only. Mains voltage must be the same as the details on the rating plate. The use of incorrect connection will negate the guarantee and may be hazardous.
3. This appliance is designed for indoor domestic household use only. It is not intended to be used in following applications, and the guarantee will not apply for:
  - staff kitchen areas in shops, offices and other working environments;
  - farm houses;
  - by clients in hotels, motels and other residential type environments;
  - bed and breakfast type environments;
4. In case of any inappropriate use or failure to comply with the instructions, the manufacturer accepts no responsibility and the guarantee will not apply. Use only NESCAFÉ DOLCE GUSTO capsules. Each capsule is designed to prepare a perfect cup, and cannot be reused. Do not remove hot capsules by hand. Use handles or knobs.
5. Always use the appliance on a flat, stable, heat resistant surface away from sources of heat or water splashes.
6. To protect against fire, electric shock and injury to persons do not immerse the power cord, plugs or the appliance in water or other liquid. Never touch the power cord with wet hands. Do not overfill the water tank.
7. In case of an emergency remove the plug from the power socket immediately.
8. Close supervision is necessary when the appliance is used near children. Keep the appliance / power cord / capsule holder out of reach of children. Children should be supervised to ensure that they do not play with the appliance. Never leave the appliance without surveillance while making a beverage.
9. This appliance is not intended for use by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Persons who have a limited or no understanding of the operation and use of this appliance must first read and fully understand the contents of the user manual, and where appropriate seek additional guidance on its operation and use from the person responsible for their safety.
10. Do not use the appliance without the drip tray and drip grid, except when a very tall mug is used. Do not use the appliance for hot water preparation.
11. For health reasons, always fill the water tank with fresh drinking water.
12. After use of the appliance always remove the capsule and clean the capsule holder. Empty and clean the drip tray and capsule bin daily. Users allergic to dairy products: Rinse the head according to the cleaning procedure.
13. Unplug from the mains socket when not in use.
14. Unplug from the mains socket before cleaning. Allow to cool before putting on or taking off parts, before cleaning the appliance. Never clean wet or immerse appliance in any fluid. Never clean the appliance with running water. Never use detergents to clean the appliance. Clean the appliance only using soft sponges/brushes. The water tank should be cleaned with a baby bottle brush.
15. Never turn the machine upside down.
16. If away for prolonged periods, on holiday, etc. the appliance must be emptied, cleaned and unplugged. Rinse before reuse. Operate the rinse cycle before re-using your appliance.
17. Do not turn off the appliance during the descaling process. Rinse the water tank and clean the appliance to avoid any residual descaling agent.
18. Any operation, cleaning and care other than normal use must be undertaken by after-sales service centres approved by NESCAFÉ DOLCE GUSTO Hotline.



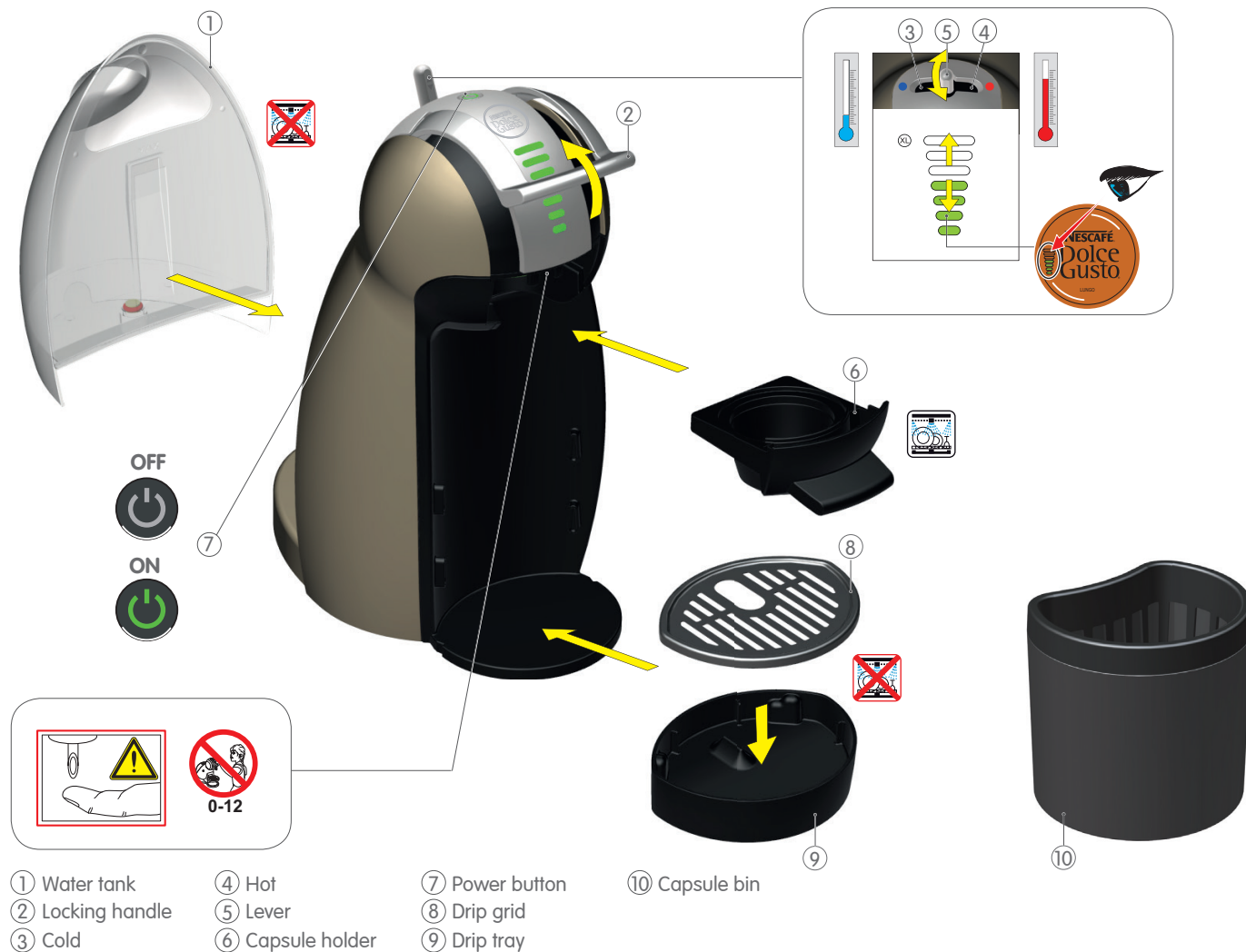
## SAFETY PRECAUTIONS

- Do not dismantle appliance and do not put anything into openings.
19. In case of intensive use without allowing sufficient cooling time, the appliance will stop functioning temporarily with the red indicator light blinking. This is to protect your appliance from overheating. Switch the appliance off for 20 minutes to let it cool down.
  20. Do not operate any appliance with a damaged cord or plug. If the supply cord is damaged, it must be replaced by the manufacturer or its service agent in order to avoid a hazard. Do not operate any appliance that malfunctions or has been damaged in any manner. Unplug cord immediately. Return the damaged appliance to the nearest authorised service facility approved by NESCAFÉ DOLCE GUSTO Hotline.
  21. The use of accessory attachments not recommended by the appliance manufacturer may result in fire, electric shock or injury to persons.
  22. Do not let the cord hang over the edge of a table or counter, or touch hot surfaces or sharp edges. Do not allow the cord to dangle (risk of tripping up). Never touch the cord with wet hands.
  23. Do not place on or near a hot gas or electric burner, or in a heated oven.
  24. To disconnect, turn the power button OFF, then remove the plug from the wall socket. Do not unplug by pulling the cord.
  25. Always close the extraction head with the capsule holder. Do not pull out the capsule holder before the indicator stops blinking. The appliance will not work if the capsule holder is not inserted.
  26. Scalding may occur if the lever is opened during the brewing cycles. Do not pull up the lever before the lights on machine stop flashing.
  27. Do not put fingers under the outlet during beverage preparation.
  28. Do not touch the needle of the extraction head.
  29. Never carry the appliance by the extraction head.
  30. The capsule holder is equipped with permanent magnets. Avoid placing the capsule holder near appliances and objects that can be damaged by magnetism, e.g. credit cards, usb drives and other data devices, video tapes, television and computer monitors with picture tubes, mechanical clocks, hearing aids and loud speakers.
  31. Patients with pacemakers or defibrillators: Do not hold the capsule holder directly over the pacemaker or defibrillator.
  32. If the power socket does not match the plug on the appliance, have the plug replaced with a suitable type by after-sales service centres approved by NESCAFÉ DOLCE GUSTO Hotline.
  33. Packaging is made of recyclable materials. Contact your local council / authority for further information on recycling programs. Your appliance contains valuable materials which can be recovered or recycled.
  34. For additional guidance on how to use the appliance, refer to the user manual on [www.dolce-gusto.com](http://www.dolce-gusto.com) or call NESCAFÉ DOLCE GUSTO hotline number.
- WARNING: To reduce the risk of fire or electric shock, do not remove the cover. No user serviceable parts inside. Repair should be done by authorized service personnel only!**
- EUROPEAN MARKETS ONLY:**
35. Keep the appliance and its cord out of reach of children aged less than 8 years. Children shall not play with the appliance.
  36. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and if they understand the hazards involved.
- Cleaning and user maintenance shall not be made by children unless they are older than 8 and supervised by an adult.
- This appliance is labeled in accordance with European Directive 2002/96/EC concerning used electrical and electronic appliances equipment – WEEE). The directive determines the framework for the return and recycling of used appliances as applicable throughout the EU.
- Please be aware that the appliance is still using electricity whilst in eco-mode (0.4 W/hour).



# OVERVIEW

NESCAFÉ  
Dolce  
Gusto



UK/CH/DE/AT/FR/ES/PT/IT/NL/LU/BE/GR  
SG/MY  
Canada  
AR/PY/UY

230 V, 50 Hz, max. 1500 W  
230 V, 50 Hz, max. 1500 W  
120 V, 60 Hz, max. 1500 W  
220 V, 50/60 Hz, max. 1340 W

**P**

max. 15 bar



1 L

**kg**

~2.7 kg



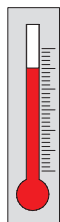
5-45 °C  
41-113 °F



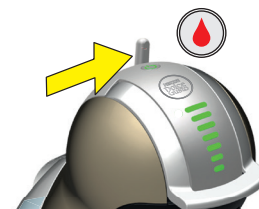
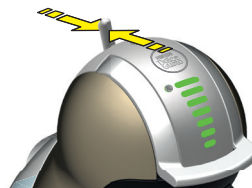
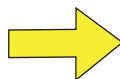
A = 16.5 cm  
B = 29.6 cm  
C = 25.7 cm



## PRODUCT RANGE



Hot Beverage



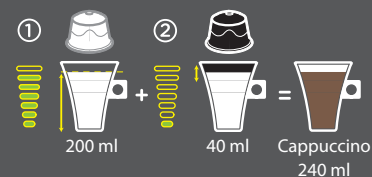
### ESPRESSO



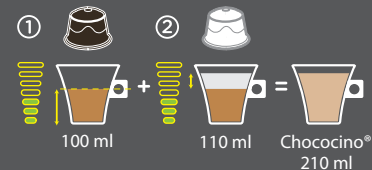
### LUNGO



### CAPPUCCINO



### CHOCOCINO



# PRODUCT RANGE



## LATTE MACCHIATO

① 170 ml

② 50 ml

Latte Macchiato 220 ml

## CHAI TEA LATTE

① Latte 120 ml

② Chai Tea 100 ml

Chai Tea Latte 220 ml

### Cold Beverage

## CAPPUCCINO ICE

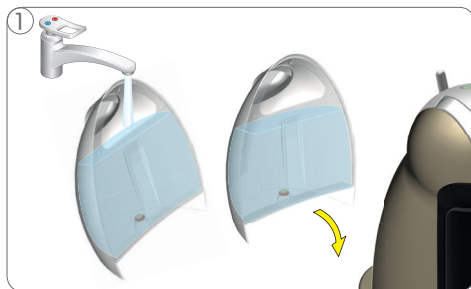
① 135 ml

② 105 ml

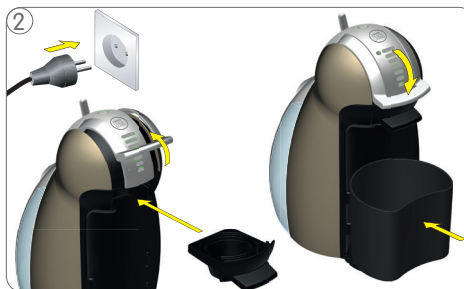
Cappuccino Ice 240 ml



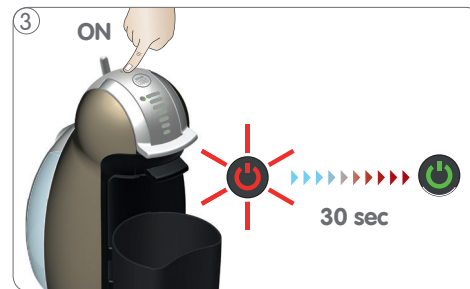
## FIRST USE



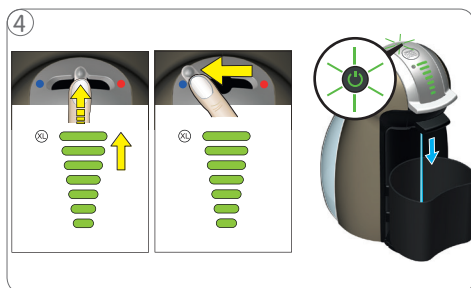
1 Rinse water tank at first.  
Fill water tank with fresh, drinking water.  
Place cap and insert water tank into machine.



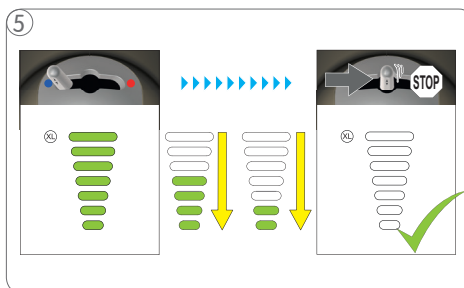
2 Open locking handle and insert empty capsule holder. Close locking handle.  
Place capsule bin under coffee outlet.  
Connect power plug to mains power socket.



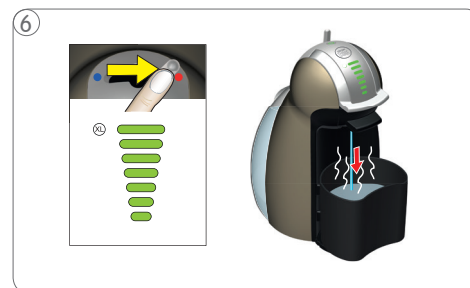
3 Switch machine on. While machine is heating up, power button starts blinking red. After approx. 30 seconds, power button light turns steady green and machine is ready.



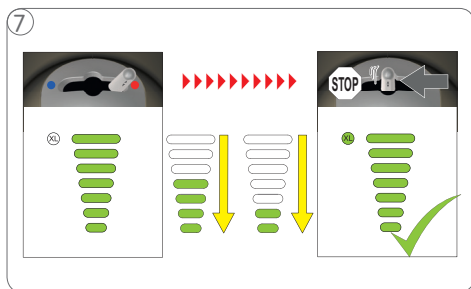
4 Start rinsing with cold water:  
Push the lever up to set the bar display to maximum level. Move lever to the left for cold water rinsing.



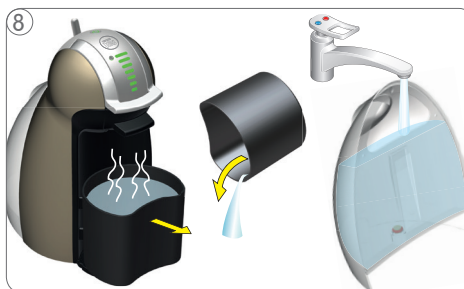
5 Machine starts rinsing.  
Wait until countdown is finished and machine stops.



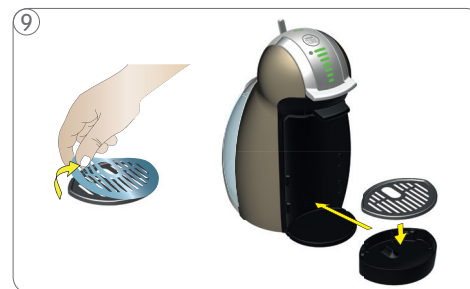
6 Continue rinsing with hot water:  
Push the lever up to set the bar display to maximum level. Move lever to the right for hot water rinsing.



7 Machine starts rinsing.  
Wait until countdown is finished and machine stops.



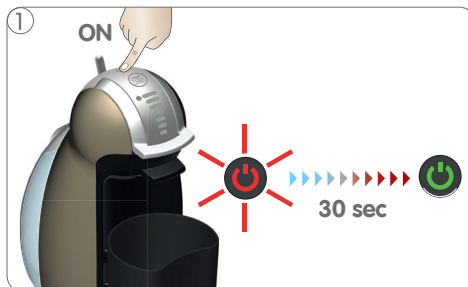
8 Empty capsule bin and refill water tank with fresh, drinking water.



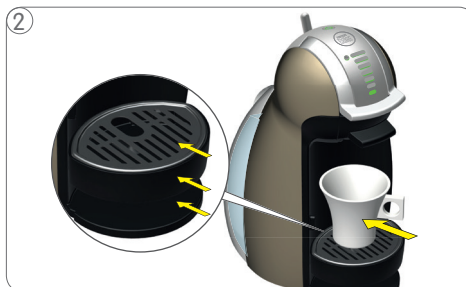
9 Remove protection foil from drip grid. Place drip grid on drip tray. Then attach drip tray at desired position on machine.

# PREPARING A BEVERAGE

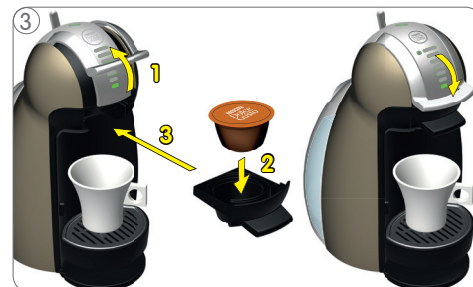
NESCAFÉ  
Dolce  
Gusto



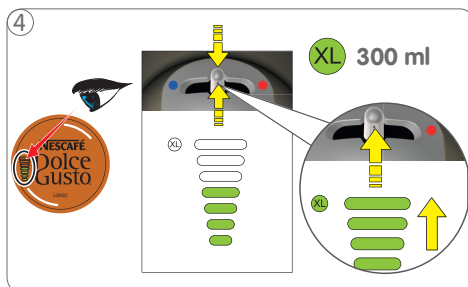
Switch machine on. While machine is heating up, power button starts blinking red. After approx. 30 seconds, power button light turns steady green and machine is ready.



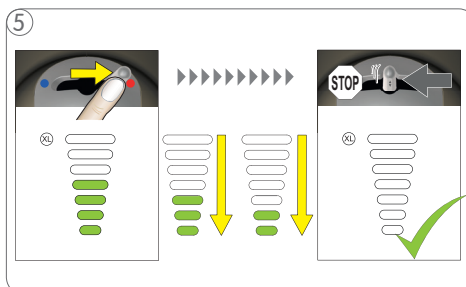
Adjust drip tray position according to the chosen beverage (see page 6-7). Place cup on drip tray.



Open locking handle and pull out capsule holder. Insert capsule in capsule holder and insert it back in machine. Close locking handle.



Use the lever to illuminate the bars in accordance with the number of bars shown on capsule, or set the bar display to your own taste. Choose XL beverage for extra large cup.



Move the lever to the right for hot beverages and to the left for cold beverages. Beverage preparation starts. Bar display lights vanish progressively. Machine stops preparation automatically.



After finishing preparation, bar display flashes and power button blinks red for about 10 seconds. **During that time do not open the locking handle!**



Take cup from drip tray. Open the locking handle.



Pull out capsule holder and remove used capsule. Put used capsule in capsule bin.



Rinse both sides of the capsule holder with water and dry. Insert capsule holder into machine. Enjoy your beverage!





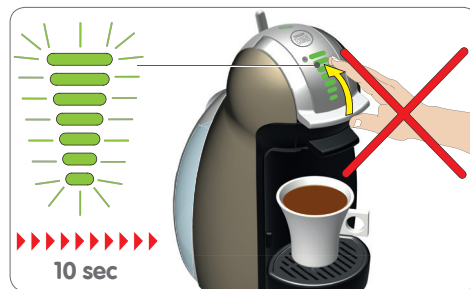
## RECOMMENDATIONS FOR SAFE USE



⚠ Never add hot water to the water tank!



⚠ Never open the locking handle during beverage preparation!



⚠ After finishing preparation the bar display flashes and the power button blinks red for about 10 seconds. **During that time do not open locking handle!**

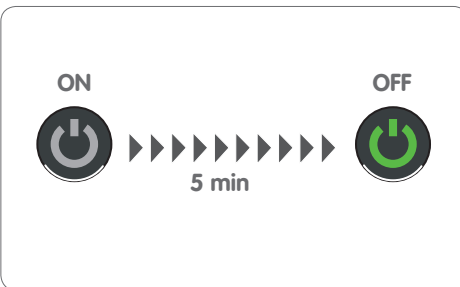


⚠ Do not touch used capsule after beverage preparation! Hot surface, risk of burns!



⚠ Never use a wet sponge but only cleaning towels to clean the head of the machine!

## ECONOMY MODE



After 5 minutes of non-usage the machine automatically shuts down (Economy Mode). To restart, press power button.

# CLEANING



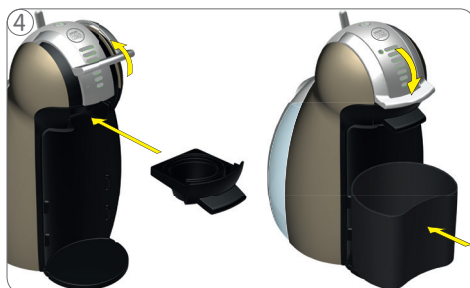
Rinse drip tray with water and clean it with a brush.



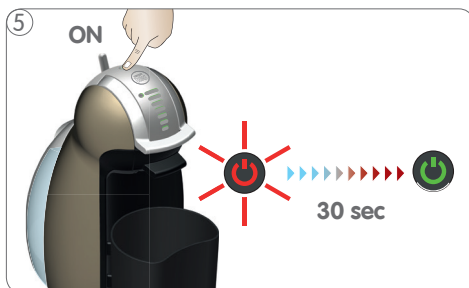
Rinse both sides of the capsule holder with water and dry. You can also put it in the dishwasher.



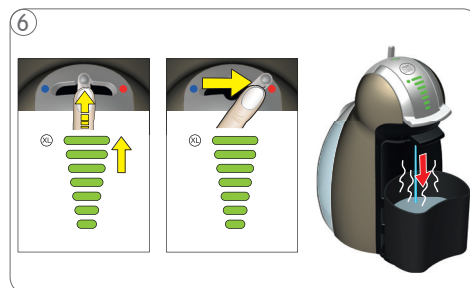
Rinse and clean water tank. Afterwards refill with fresh, drinking water and insert it into machine. The water tank is not dishwasher proof!



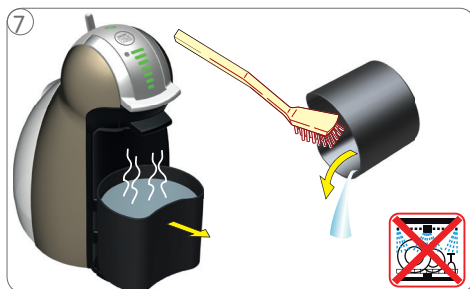
Open locking handle and insert empty capsule holder. Close locking handle and place capsule bin under the coffee outlet.



Switch machine on. While machine is heating up, power button starts blinking red. After approx. 30 seconds, power button light turns green and machine is ready to use.



Rinse the machine as follows: Light up all bars to max. level using the lever and then move it to the right. Machine starts rinsing. Lights on the bar display vanish progressively.



Wait until countdown is finished and water dispensing stops. Empty and clean capsule bin.

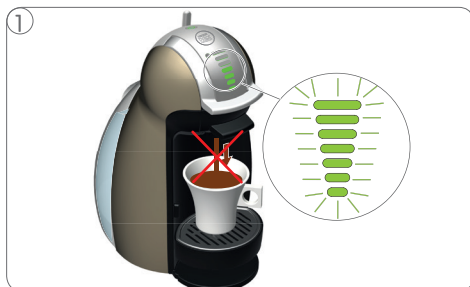


Place drip grid on drip tray. Then attach drip tray at desired position on machine. Clean machine with a soft damp cloth. Dry it afterwards with a soft dry cloth.

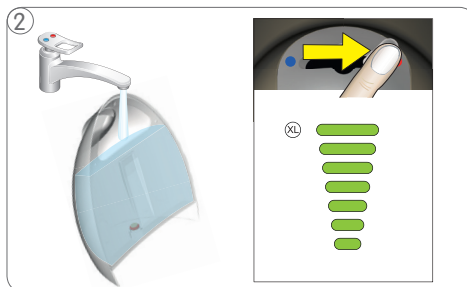




## IF NO LIQUID COMES OUT...



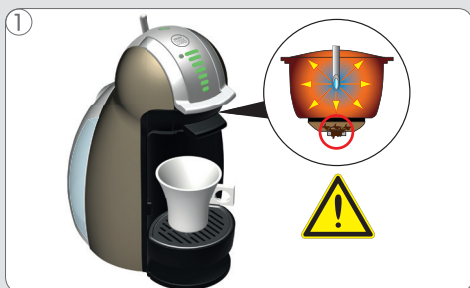
Error symptoms: Beverage preparation stops part way during dispensing or does not start at all. Bar display flashes and power button blinks red and green rapidly.



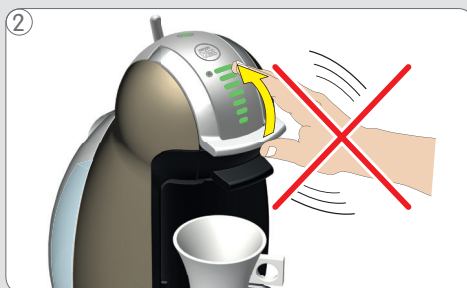
Check if there is water in the water tank: if not, refill and press hot/cold button again to continue preparation; if the water tank is full proceed as follows:

Check if locking handle can be lifted easily: NO - see section (A) (below) / YES – see section (B) (next page)

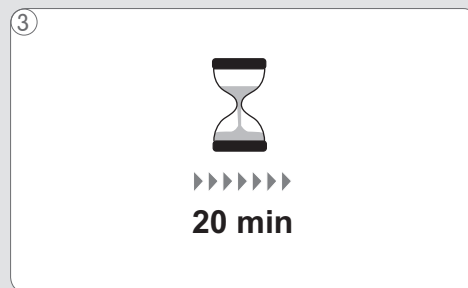
**A**



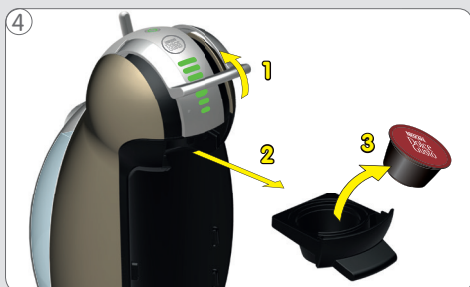
The capsule may be blocked and under pressure.



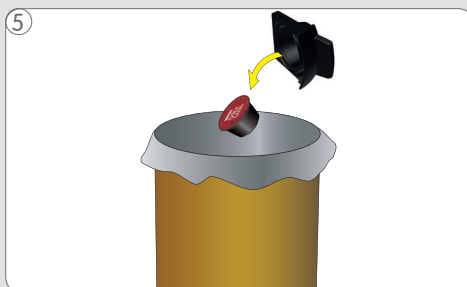
Do not use force to lift the locking handle.



Wait for 20 minutes for the pressure to reduce.



Then lift the locking handle and remove the capsule holder.

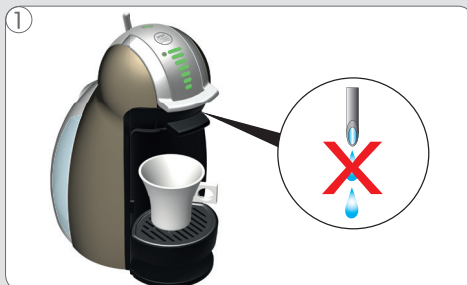


Throw away the capsule.

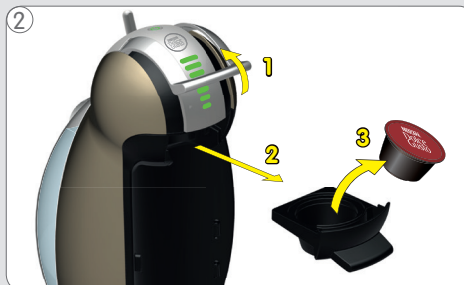
## IF NO LIQUID COMES OUT...



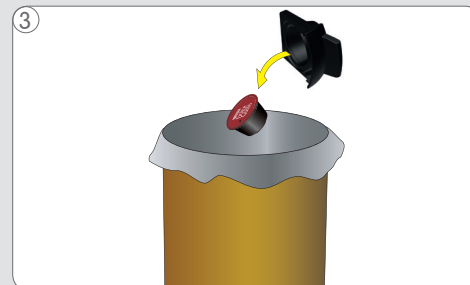
**B**



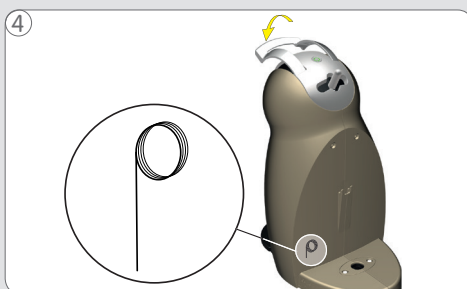
The injector may be blocked.



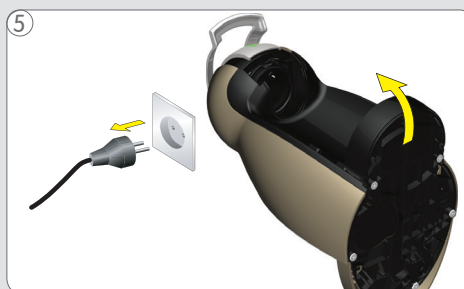
Lift the locking handle and remove the capsule holder.



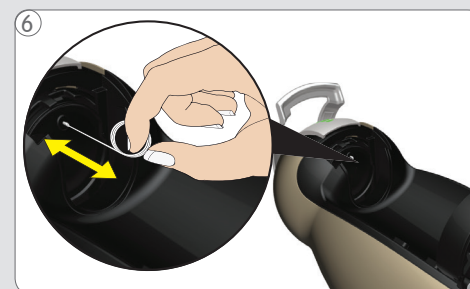
Throw away the capsule.



Remove the water tank and take out the cleaning needle. Close the locking handle.



For better access to injector tilt machine.



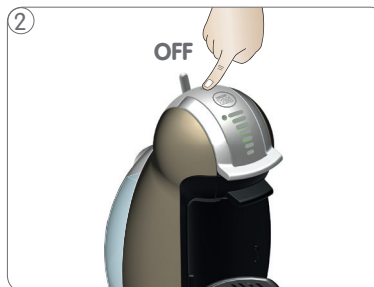
Unblock the injector with the cleaning needle.



## DESCALING AT LEAST EVERY 3-4 MONTHS



If your beverage only comes out in droplets or if your beverage is cooler than usual, the machine needs to be descaled.



Switch off machine.



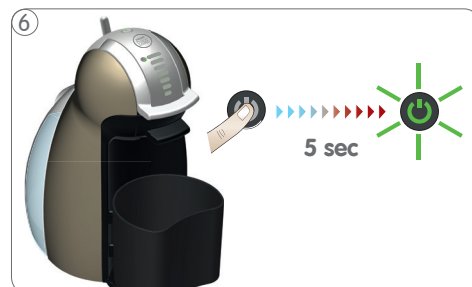
Call NESCAFÉ DOLCE GUSTO Hotline or go on the NESCAFÉ DOLCE GUSTO website. For Hotline numbers see Safety Precaution booklet.



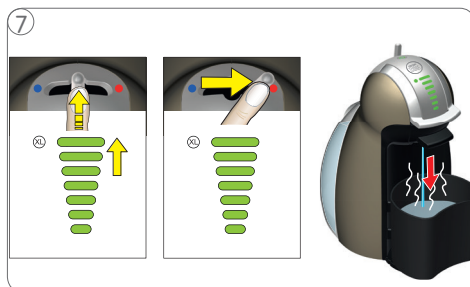
Mix 1 litre fresh, drinking water with descaler sachet in a measuring cup. Pour descaling solution into water tank and insert water tank into machine.



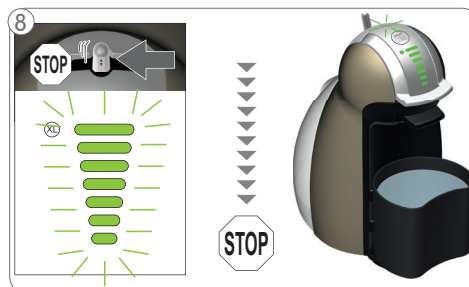
Open locking handle and check if capsule holder is empty. Close locking handle again. Place capsule bin under coffee outlet.



Press and hold power button for at least 5 seconds. Power button starts blinking green and machine enters the descaling mode.



Push the lever up to set the bar display to maximum level. Move lever to the right for hot water descaling. Bar display begins to count down. Machine descales in start-stop operation for approx. 2 min.

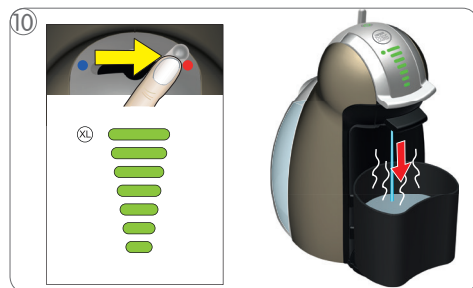


The bar display and power button are blinking green at the end of the descaling cycle.



Empty capsule bin. Rinse and clean water tank thoroughly. Fill water tank with fresh, drinking water up to max. level.

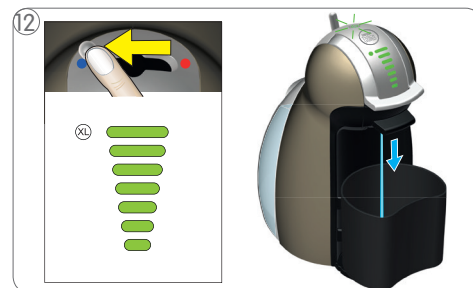
# DESCALING AT LEAST EVERY 3-4 MONTHS



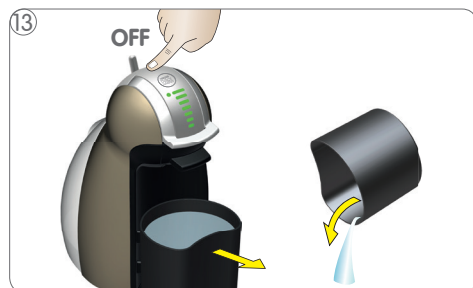
Move lever to the right for hot water rinsing. Bar display begins to count down. Wait until machine stop, bar display and power button start blinking green.



Empty capsule bin. Fill water tank with fresh, drinking water up to max. level.



Move lever to the left for cold water rinsing. Bar display begins to count down. At end of rinsing cycle power button lights up red and bar display counts up.



Wait until machine switches back to normal operation. Then switch off machine. Remove and empty capsule bin.

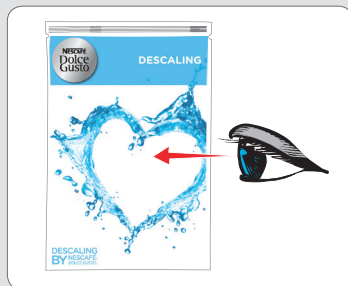


Rinse and clean water tank. Afterwards refill with fresh, drinking water and insert it into machine.



Place drip grid on drip tray. Then insert drip tray at desired position of machine. Clean machine with a soft damp cloth. Dry it afterwards with a soft dry cloth.

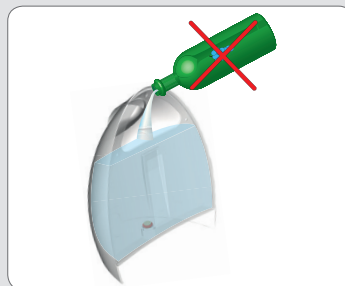
## IMPORTANT HINTS



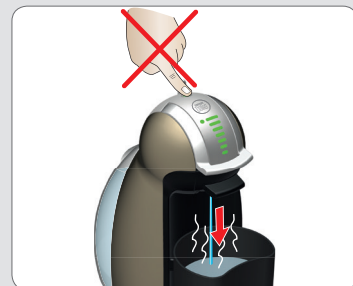
Follow instructions on descaling kit user manual.



Avoid contact of descaling liquid with any part of the machine.



Do not use vinegar for descaling.



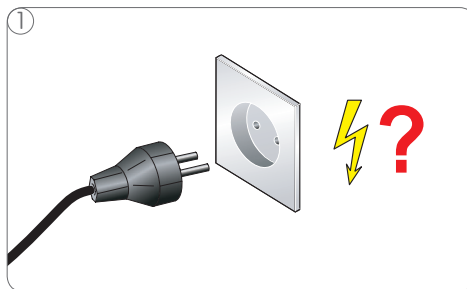
Do not push power button during descaling cycle.



## TROUBLESHOOTING



**Machine cannot be switched on.**



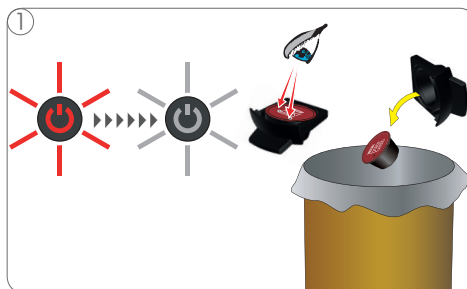
Check if the power plug is plugged correctly into a mains power socket. If yes check your electricity supply.



If machine still cannot be switched on call NESCAFÉ DOLCE GUSTO Hotline. For hotline numbers see safety precaution booklet.



**Your beverage is splashing out of coffee outlet.**



Stop preparation, pull out capsule holder and check capsule. There should only be one hole in the capsule. Throw away the capsule.



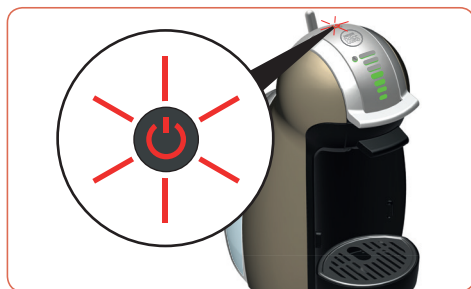
Insert a new capsule in the capsule holder and insert it back into the machine.



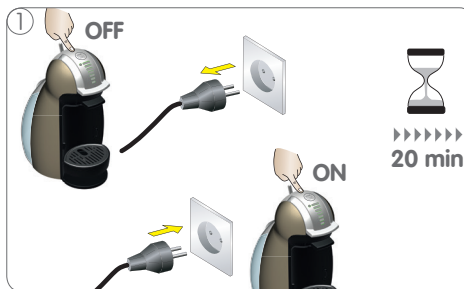
**If your beverage only comes out in droplets or if your beverage is cooler than usual, the machine needs to be descaled.**



Call NESCAFÉ DOLCE GUSTO Hotline or go on the NESCAFÉ DOLCE GUSTO website. For Hotline numbers see Safety Precaution booklet.



**Power button flashes red fast.**



Switch machine off. Check if capsule is blocked (see page 12). Unplug power plug and wait 20 minutes. Afterwards plug power plug into mains power socket and switch machine on.



If power button still flashes red call NESCAFÉ DOLCE GUSTO Hotline. For hotline numbers see safety precautions booklet.



## HOTLINES

AL	0842 640 10	HK	2179 8888	MK	0800 00 200
AR	0800-999-8100	HR	0800 600 604	MT	80074114
AT	0800 365 23 48	HU	06 40 214 200	MY	1800 88 3633
BE	0800 93217	IE	00800 6378 5385	NL	0800-3652348
BG	0 800 1 6666	IT	800365234	NO	800 80 730
BR	0800 7762233	JP	81-35651-6848	PE	80010210
BS	0800 202 42		(machines)	PL	0800 174 902
CA	1 888 809 9267		81-35651-6847	PT	800 200 153
CH	0800 86 00 85		(capsules)	RO	0 800 8 637 853
CL	800 4000 22	KO	080-234-0070	RU	8-800-700-79-79
CZ	800 135 135	KS	0842 640 10	SE	020-29 93 00
DE	0800 365 23 48	KZ	8-800-080-2880	SG	1 800 836 7009
DK	35460100	LU	8002 3183	SK	0800 135 135
EE	6 177 441	LT	8 700 55 200	SL	080 45 05
ES	902 102 706	LV	67508056	SR	0800 000 100
FI	0800 0 6161	ME	020 269 902	UK	0800 707 6066
FIL	898-0061	MEX	5267 3304	UKR	0 800 50 30 10
FR	0 800 97 07 80		01800 365 2348	US	1-800-745-3391
GR	800 11 68068		(Lada sin costo)		



The guarantee does not cover appliances that do not work or do not work properly because they have not been maintained and/or descaled.