

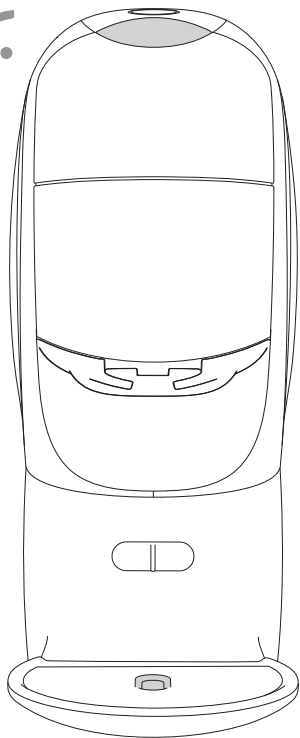


neo



KRUPS

USER MANUAL



Read the Safety Precautions before first use.



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## MACHINE OVERVIEW

Multi Coloured Start Button

Bluetooth® and WiFi LED



Pouch Door / Holder

Cleaning Door



Pod Bin

Drip Grid

Drip Tray

Cleaning pin  
(under the drip tray)



GB / IE  
220–240 V, 50/60 Hz,  
1340–1600 W



4.3 kg  
Max. 15 bar



5–45 °C  
41–113 °F

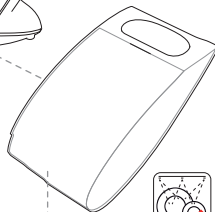
Pod Inlet / Shutter

Slider



**ON/OFF Button**

To save energy, the machine automatically switches off after 1 minute.



Water Tank  
(1.3 L)



Frequency of BLE/WiFi module

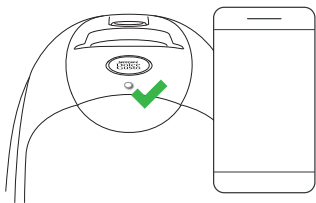
- BLE: 2402 ~ 2480 MHz
  - WiFi: 2412 ~ 2484 MHz
- Maximum power emitted by the module
- BLE: 0 dBm or 1 mW
  - WiFi: +20 dBm or 100 mW
- Consumption in Standby mode
- < 50 mW



A = 14.9 cm  
B = 33.9 cm  
C = 40.1 cm

## CONNECT YOUR MACHINE

We recommend you connect your machine with the NESCAFÉ® Dolce Gusto® app.



Cup customisation



Smart re-order



Reward for every cup



Help and support

### How to pair your machine?

- 1 Have your phone near your machine
- 2 Enable Bluetooth® and WiFi on your phone
- 3 Open the NESCAFÉ® Dolce Gusto® app
- 4 Follow the pairing instructions
- 5 You're connected once the WiFi LED is steady white

OR



#### **WiFi LED is not lit**



The machine is not connected. Redo the Bluetooth® pairing and the WiFi connection steps.

#### **WiFi LED is blinking**



The machine is trying to re-connect. It might take a few seconds. If the problem persists, check the online FAQ. If the WiFi LED is blinking fast, the machine's firmware is being updated.



## MACHINE STATUS OVERVIEW

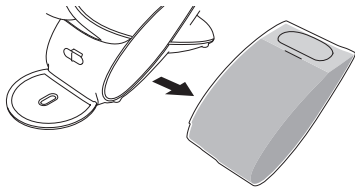
| Start Button Indication                                                                                    | Machine Status                                                   | Action needed                                                                  | For details, see page(s) |
|------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|--------------------------------------------------------------------------------|--------------------------|
| <br><b>FLASHING GREEN</b> | Heating up                                                       | Wait a few seconds until it turns steady green                                 |                          |
|                                                                                                            | Top up time for beverage preparation                             | For a longer cup, press the start button again                                 | 12                       |
| <br><b>STEADY GREEN</b>   | Ready for beverage preparation or beverage preparation completed | Insert a pod and/or a pouch                                                    | 13 - 15                  |
| <br><b>DIMMING GREEN</b>  | Preparing a Beverage or dispensing hot water                     | Wait until the end of the beverage preparation                                 | 13 - 15                  |
|                                                                                                            | Rinsing mode                                                     | Wait until rinsing stops                                                       | 8                        |
| <br><b>STEADY BLUE</b>    | The water tank is empty                                          | Refill the water tank, ensure it's correctly placed                            | 24                       |
|                                                                                                            | The machine needs water priming                                  | For priming issue, try to press the start button again (at least 2 more times) |                          |
|                                                                                                            | The jet nozzle needs descaling                                   | Clean and descale the jet nozzle                                               | 21 - 23                  |
| <br><b>FLASHING WHITE</b> | The pod bin is full or not well inserted or a pod is blocked     | Empty the pod bin or remove the blocked pod                                    | 25                       |

| Start Button Indication                                                                                     | Machine Status                                              | Action needed                                                                                                                                | For details, see page(s) |
|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| <br><b>STEADY YELLOW</b>   | A pouch is left in the machine                              | The pouch needs to be removed (open and close the pouch door).                                                                               | 26                       |
| <br><b>FLASHING YELLOW</b> | The pod or the pouch cannot be detected                     | Reinsert the pod or the pouch                                                                                                                | 26 / 27                  |
| <br><b>ORANGE</b>          | The machine needs to be descaled and the jet nozzle cleaned | Follow the descaling and jet nozzle cleaning procedure                                                                                       | 18 - 23                  |
| <br><b>PURPLE</b>          | The machine is ready for jet nozzle removal and cleaning    | Remove and clean the jet nozzle                                                                                                              | 22 - 23                  |
| <br><b>STEADY RED</b>      | Technical error                                             | Unplug and replug the machine. If not successful, call the the NESCAFÉ® Dolce Gusto® hotline                                                 | 29                       |
|                            | The machine cannot be switched on                           | Check if the power plug is correctly plugged in and press the ON/OFF button. If the problem persists, call the NESCAFÉ® Dolce Gusto® hotline | 30                       |

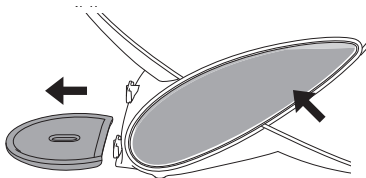


## RINSE (BEFORE FIRST USE)

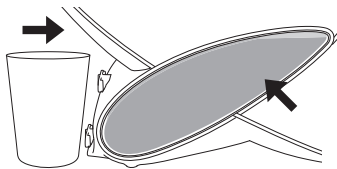
1/2



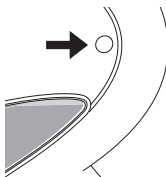
- 1** Remove the water tank. Push it from the left side toward the right. Always keep the machine upright.



- 2** Fill the water tank with ambient temperature fresh drinking water. Insert the water tank back into the machine. Remove the drip tray.



- 3** Place an empty large container (0.5 L) under the coffee outlet. Plug in the machine.



- 4** Switch on the machine by pressing the ON/OFF button on the right side. The start button flashes green.





## RINSE (BEFORE FIRST USE)

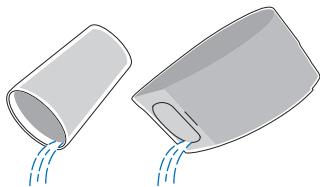
2/2



~5 s



- 5 Close the slider (without a pod) and press the start button for 5 seconds. **Release when the button flashes green twice.** The button starts softly dimming green and rinsing starts.



- 6 Empty the container and water tank when rinsing stops (the start button goes steady green). Refill and reinsert the water tank, reinsert the drip tray. The machine is now ready to be used.



If the machine is left unused for more than 2 days, the machine must be rinsed. Make sure that no pod or pouch remains in the brewing unit before rinsing.



## BEVERAGE CHOICE

1/2

### Your Coffee Shop at home\*

With a pod, a pouch or a combination of the two, prepare your favorite beverage.

| Type          | Beverage                                                                                                               | Pod                                                                               | Pouch | Indicative cup size                                 | Indicative preparation time |
|---------------|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-------|-----------------------------------------------------|-----------------------------|
| BLACK COFFEES | <br><b>Espresso</b>                   |  | -     | 45 ml                                               | 20 s                        |
|               | <br><b>Americano</b>                  |  | -     | 205 ml<br>(50 ml espresso<br>+ 155 ml hot<br>water) | 1 min 15 s                  |
|               | <br><b>NEW:<br/>Drip-style coffee</b> |  | -     | 400 ml                                              | 3 min 30 s                  |
|               | <br><b>Grande</b>                     |  | -     | 200 ml                                              | 1 min 30 s                  |

\* This shows examples of the varieties of beverages you can enjoy with your NEO machine. For further discovery, please visit our NESCAFÉ® Dolce Gusto® website.



## BEVERAGE CHOICE

2/2

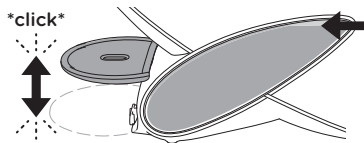
With your NEO machine you can prepare beverages from Roast & Ground coffee, soluble coffee, **milk**, cacao and plant-based beverages (**oat milk**, **coco milk**, **almond milk**, etc.).

| Type               | Beverage                                                                                                    | Pod                                                                               | Pouch                                                                             | Indicative cup size | Indicative preparation time |
|--------------------|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|---------------------|-----------------------------|
| COFFEE SPECIALTIES | <br><b>Cappuccino</b>      |  |  | 270 ml              | 1 min 15 s                  |
|                    | <br><b>Latte Macchiato</b> |  |  | 300 ml              | 1 min 15 s                  |
| OTHERS             | <br><b>Café au Lait</b>    | -                                                                                 |  | 195 ml              | 1 min 15 s                  |
|                    | <br><b>Hot Chocolate</b>   | -                                                                                 |  | 125 ml              | 40 s                        |

Beverage offering may vary between countries and over time.

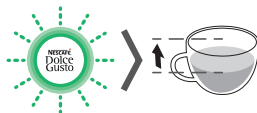
## BEVERAGE PREPARATION

### Before all beverage preparations



Adjust the drip tray position to the selected beverage. Place the cup, glass or coffee pot on the drip tray. Switch on the machine.

### During / after beverage preparation



Once the extraction is finished, the start button flashes green rapidly.

**For a shorter cup**, manually stop the extraction at anytime by pressing the start button.

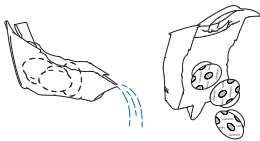
**For a longer cup**, press the start button again while it is flashing.

### After beverage preparation using a pouch



**Do not forget:** Open the pouch door and remove the pouch manually after every extraction. Otherwise, if the start button is pressed without removing the pouch, it turns steady yellow. After the pouch is removed, the start button turns steady green.

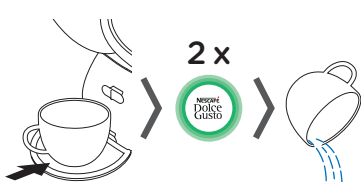
### Empty the bin regularly (while the machine is turned on)



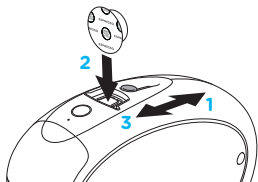
**The pod bin might contain hot water. Beware, hot water could continue dripping.**



## BLACK COFFEE PREPARATION (POD ONLY)



- 1 Preheating:** For espresso preparation, you may preheat the cup. Press the start button to start the water flow and press again to stop it. Empty the cup and place it on the drip tray again.



- 2** Open the slider and insert the pod in the correct direction. Close the slider.



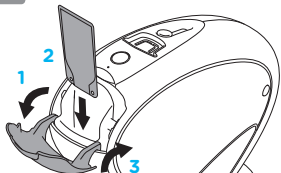
- 3** Press the start button. The machine starts brewing, automatically recognising beverage parameters (sequence, volume, temperature). Wait until the extraction stops.



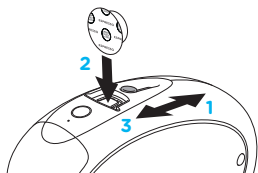
- 4** Your coffee is ready when the start button goes back to steady green.



## COFFEE SPECIALTIES PREPARATION (POD AND POUCH)



- 1 Open the pouch door **completely** and insert the pouch properly **until the end**. Make sure it is placed in the correct direction and position. Close the pouch door.



- 2 Open the slider and insert the pod in the correct direction. Close the slider.



You can insert pouch and pod as a combination in any sequence. You can also use a pouch or a pod separately. The machine will recognise the recipe automatically and prepare your beverage accordingly.



- 3 Press the start button. The machine starts brewing, automatically recognising beverage parameters (sequence, volume, temperature). Wait until the extraction stops.



**Do not open the pouch door or the slider during the preparation, otherwise it will be stopped!**



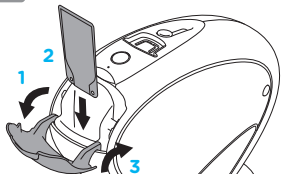
- 4 Your beverage is ready when the start button goes back to steady green.



For some beverages, the preparation ends with a final flow jet to empty the pouch. **At the end of the preparation, the machine performs an automatic rinsing.**



## OTHER DRINKS PREPARATION (POUCH ONLY)



- 1 Open the pouch door **completely** and insert the pouch properly **until the end**. Make sure it is placed in the correct direction and position. Close the pouch door.



**Make sure the slider is closed.**



- 2 Press the start button. The machine starts brewing, automatically recognising beverage parameters (sequence, volume, temperature). Wait until the extraction stops.



**Do not open the pouch door or the slider during the preparation, otherwise it will be stopped!**



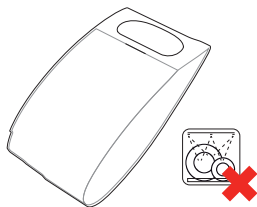
- 3 Your beverage is ready when the start button goes back to steady green.



For some beverages, the preparation ends with a final flow jet to empty the pouch. **At the end of the preparation, the machine performs an automatic rinsing.**



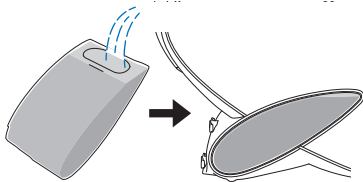
## CLEAN (REGULARLY)



WATER TANK



- 1 Empty and clean the water tank using a long soft brush with a mild detergent. Rinse the water tank with water.



- 2 Fill it with fresh water and insert it back into the machine.

 The water tank is not dishwasher proof. It is recommended to clean the water tank on a weekly basis.



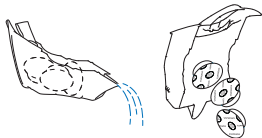
## CLEAN (REGULARLY)



POUCH HOLDER



- 1 Open the pouch door and remove the pouch holder.
- 2 Clean the pouch holder with fresh water (a sponge can be used). Dry it afterwards with a soft dry cloth.



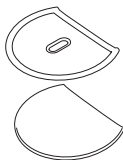
POD BIN



**The pod bin will contain both used pods and rinsing water. Empty carefully.**

- 1 Remove the water first and then the pods.
- 2 Clean the pod bin with fresh water (a sponge can be used). Dry it afterwards with a soft dry cloth.

It is recommended to empty and rinse the pod bin daily.



DRIP GRID / DRIP TRAY



- 1 Empty the drip tray and rinse it along with the drip grid with fresh water (a sponge can be used). The drip tray is dishwasher-proof.



## DESCALE

(every 6 months or at descaling alert)

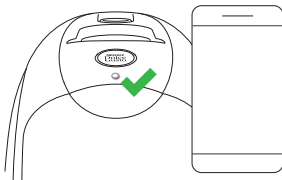
1/4



Descaling helps to keep your machine working and ensures great in-cup quality.



Do not use vinegar! Be careful not to spill the descaling liquid on the machine! Do not unplug the machine during descaling!



**TIP:** connect your machine and get an automatic notification when it is time to descale.



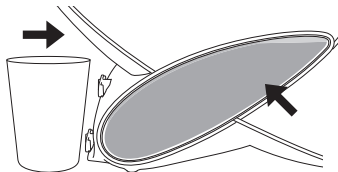
## DESCALE

(every 6 months or at descaling alert)

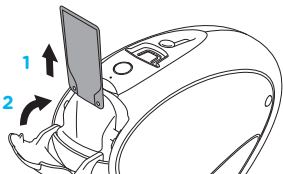
2/4



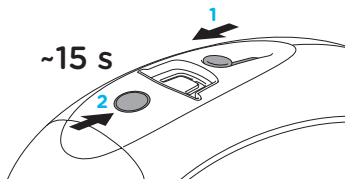
- 1** Mix 0.5 liter of fresh water with the NESCAFÉ® Dolce Gusto® liquid descaler (sold on website). Pour the solution into the empty water tank.



- 2** Insert the water tank into the machine. Remove the drip tray if needed. Place a container (min 0.7 L) underneath the coffee outlet.



- 3** If necessary, remove the pod from the pod inlet and/or the pouch from the pouch holder. Close the pouch door.



- 4** To enter the descaling mode, close the slider and press the start button for 15 seconds.



## DESCALE

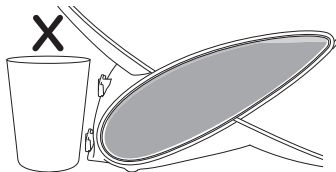
3/4



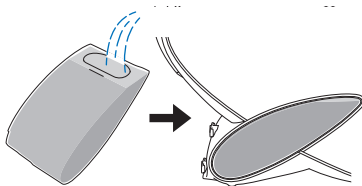
- 5 While pressed, the start button turns from steady green until it softly dims orange. Descaling starts and water starts to flow. **The start button will already be orange if the descaling alert level is reached.**



- 6 Once the water tank is empty, the start button turns steady blue. **Wait at least 2 minutes.**



- i** In case there is no water flow, the jet nozzle might be clogged. Follow the jet nozzle cleaning process (see pages 21 to 23).

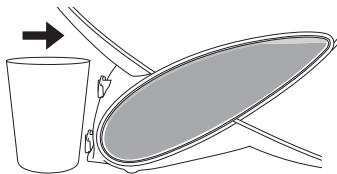


- 7 After the 2 minutes have passed, you can now start the rinsing process. Empty and rinse the water tank, refill it with fresh water and insert it into the machine.



## DESCALE

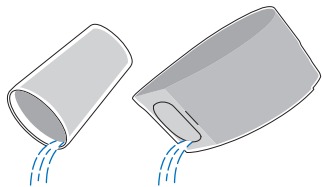
4/4



- 8 Remove the drip tray if needed. Place an empty large container underneath the coffee outlet.



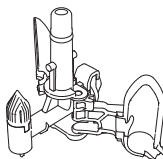
- 9 Close the slider and press the start button once. It starts to dim orange softly. Rinsing starts.



- 10 Empty the container and the water tank once rinsing is finished. Refill and reinsert the water tank, reinsert the drip tray. The machine is now ready to be used.

## JET NOZZLE CLEANING / DESCALING

1/2

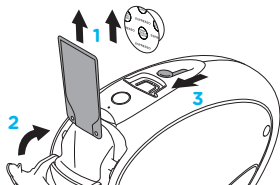


The jet nozzle must be maintained and cleaned regularly. Clean it each time you notice a **decrease in foam quality, water spray during extraction or when the descaling alarm is on.**



## DESCALE THE MACHINE & THE JET NOZZLE

1/2



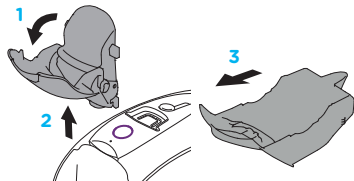
- 1 If necessary, remove the pod from the pod inlet and/or the pouch from the pouch holder. Close the pouch door and the slider and ensure the pod bin is inserted.



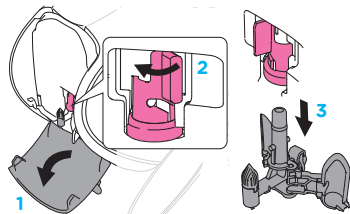
~10 s



- 2 Press the start button for 10 seconds until it blinks purple. The jet nozzle will move to removal position.  
**Wait until the movement is finished** and the start button turns steady purple.



- 3 Open and remove the pouch holder, then the pod bin.

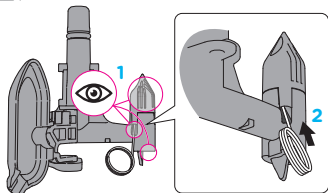


- 4 Open the cleaning door. Turn the pink part. Remove the jet nozzle downwards. Place it in the dishwasher or clean it using a brush or a sponge. Ensure it remains in open position.

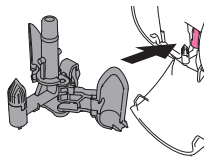


## DESCALE THE MACHINE & THE JET NOZZLE

2/2



- 5 After cleaning, **check that there are no residues**. Otherwise use a brush or sponge to remove them. Take out the cleaning pin located on the back side of the drip tray (see page 4). Insert the cleaning pin completely into the small channel in order to remove product particles.



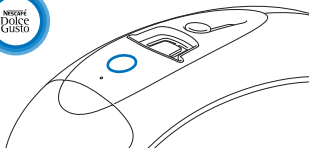
~3 s

- 6 Reinsert the **opened** jet nozzle back into the machine and follow the same steps in reverse order. Press the start button for at least 3 seconds to exit the jet nozzle removal mode. The machine performs an **automatic rinsing** and it turns steady green.

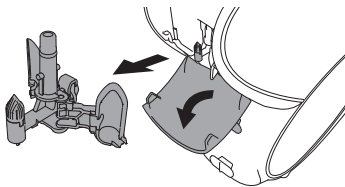


- 7 In case there is still no water flow after cleaning, remove the jet nozzle and soak it in descaling solution overnight. Rinse the jet nozzle with fresh water and dry it with a soft and clean cloth. Reinsert the jet nozzle and perform a machine descaling.

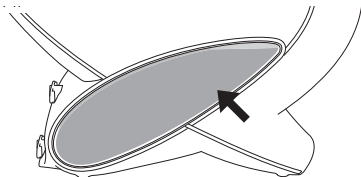
## ? ALERTS / TROUBLESHOOTING



**The start button turns steady blue. The beverage preparation stops part way during the extraction or does not start at all. The water tank may be empty.**



- 2** In case there is water in the water tank and the button is still blue, try to press the start button again (at least 2 more times). If the problem persists, the jet nozzle needs to be descaled (see pages 21 to 23).

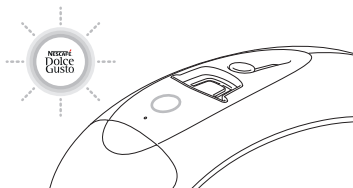


- 1** Refill it with fresh drinking water and ensure it is properly back in place.

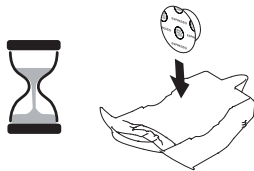


- 3** Soak it in descaling solution overnight. Then descale the machine. See the Descal section on pages 18 to 21. If the problem persists, call the NESCAFÉ® Dolce Gusto® hotline.

## ? ALERTS / TROUBLESHOOTING

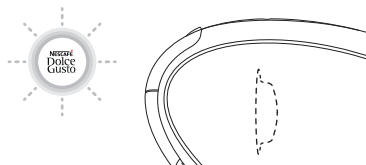


**The start button flashes white rapidly: is the pod blocked or the pod bin full?**



### 1 Ensure the machine is switched on.

Empty the pod bin to reset the beverage counter. If the button flashes white but the pod bin is not full, this is due to emptying the pod bin while the machine was switched off.



- 2** Insert the pod into the machine. If the start button still flashes white, check the pod inlet. The pod may be blocked / trapped inside the machine.

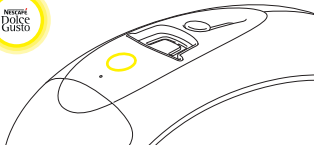


- 3** Open the slider and use a spoon to either pull the pod up or push it into the pod bin.

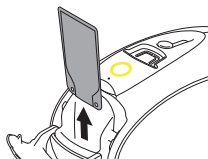


**Never put your fingers inside the pod inlet or in the hole of the pod bin.**

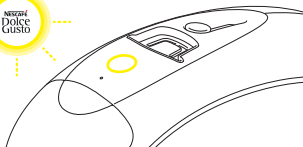
## ? ALERTS / TROUBLESHOOTING



**The start button turns steady yellow.**



- 1 A pouch is left in the machine and needs to be removed. After the pouch is removed, the start button turns steady green. If the button remains yellow but the pouch holder is empty, this is due to removing the pouch while the machine was switched off.

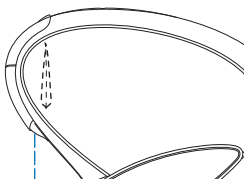


**The start button flashes yellow. The machine is unable to detect the pod or the pouch.**

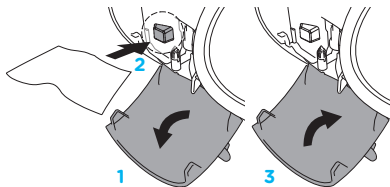


- 1 Take out the pod and reinsert it in a different direction (orientation). If the extraction does not start, use a new pod.

## ? ALERTS / TROUBLESHOOTING

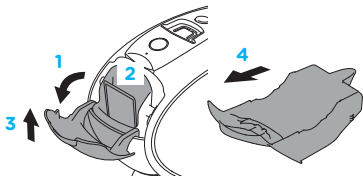


**The machine is unable to detect the pouch. Either the start button is flashing yellow or hot water is extracted instead of a product.**

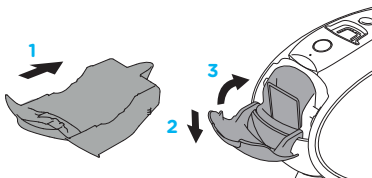


- 2 Open the cleaning door. Clean the camera near the pouch holder with a soft wet cloth. Close the cleaning door.

**i** Do not use an abrasive sponge or a cleaning product.



- 1 Open the pouch door. Check if the pouch is well inserted. Flip it and reinsert it. If the pouch is well inserted and the start button still flashes yellow, remove the pouch holder, then the pod bin.



- 3 Reinsert the pod bin, then the pouch holder and close the pouch door.

## ? ALERTS / TROUBLESHOOTING



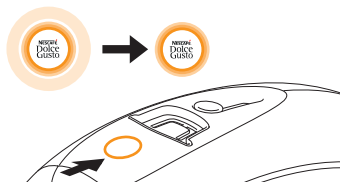
**The start button is steady orange when the machine is ready or dimming orange during an extraction. The machine needs to be descaled!**



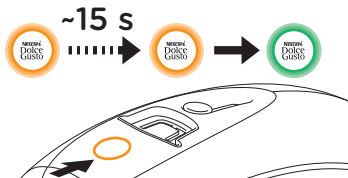
**TIP:** connect your machine and get an automatic notification when it is time to descale.

- 1 See the Descale section on pages 18 to 21. If the start button turns orange, the machine needs to be descaled.

 You should descale your machine every 6 months.



In case the descaling mode has been activated by mistake, it's possible to stop it by pressing the start button once. It turns steady orange.



- 1 Press the start button again for 15 seconds until it flashes orange. The start button will then turn steady green.

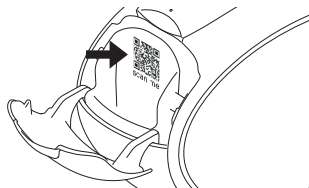
## ? ALERTS / TROUBLESHOOTING



**The start button turns steady red.**



- 1 Switch off the machine. Unplug the machine, wait for at least 10 seconds and plug it in again. If the error persists, call the NESCAFÉ® Dolce Gusto® hotline.



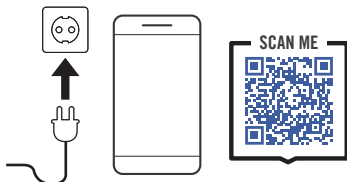
### **Pouch holder**

For additional maintenance instructions, please scan the QR code.

## ? ALERTS / TROUBLESHOOTING



**The machine cannot be switched on.**



- 1 Check if the power plug is correctly plugged in. If the machine still cannot be switched on, call the NESCAFÉ® Dolce Gusto® hotline.



**In some situations, our hotline might recommend resetting the machine to factory settings.**



**15 s**

- 1 Press the ON/OFF button and the start button at the same time for 15 seconds, while the machine is on. The start button flashes 5 times.





neo

KRUPS

**HOTLINE**

0800 707 6066

**[www.dolce-gusto.com](http://www.dolce-gusto.com)**