



CREATISTA PRO  
MY MACHINE

Sage®

NESPRESSO®

# Nespresso Sage Creatista Pro

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Congratulations on your purchase of the *Nespresso Sage Creatista Pro*, the machine that allows you to make cafe quality milk coffees.



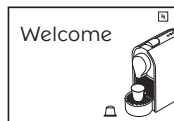
1 **Creatista Pro** Coffee Machine



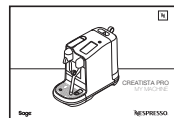
2 **Tasting Box** of *Nespresso* Capsules



3 **Milk** Jug



4 **Nespresso** Welcome Brochure



5 **User** Manual

6 **1 x Water Hardness** Test Strip, in the User Manual



## USER MANUAL

*Nespresso* is an exclusive system creating the perfect Espresso, time after time. Each parameter has been calculated with great precision to ensure that all the aromas from each capsule can be extracted, to give the coffee body and create an exceptionally thick and smooth crema.

## BNE900 Specifications

~ 220–240 V, 50–60 Hz, 2300 W

**P<sub>max</sub>** 19 bar / 1.9 MPa

 ~6.65 kg / 14.7 lbs

 2 L / 68 fl.oz

  25.1 cm / 9.8 in  41.8 cm / 16.5 in  49.9 cm / 19.6 in

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# Safety Precautions



**⚠ CAUTION:** the safety precautions are part of the appliance. Read them carefully before using your new appliance for the first time. Keep them in a place where you can find and refer to them later on.

**⚠ CAUTION:** when you see this sign, please refer to the safety precautions to avoid possible harm and damage.

**i INFORMATION:** when you see this sign, please take note of the advice for the correct and safe usage of your appliance.

**⚡ WARNING:** When you see this sign, follow the instructions to avoid electrical risks that could result in injury.

**⚡** If the cord is damaged, do not operate the appliance.

The appliance is intended to prepare beverages according to these instructions.


- Do not use the appliance for anything other than its intended use.
- Do not operate the appliance if it is in an enclosed space, or within a cupboard.
- This appliance has been designed for indoor and non-extreme temperature conditions use only.
- Protect the appliance from direct sunlight effect, prolonged water splash and humidity.
- This is a household appliance only. It is not intended to be used in: 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.
- This appliance may be used by children of at least 8 years of age, as long as they are supervised and have been given instructions about using the appliance safely and are fully aware of the dangers involved. Cleaning and user maintenance shall not be made by children unless they are older than 8 and they are supervised by an adult.
- Keep the appliance and its cord out of reach of children under 8 years of age.
- This appliance may be used by persons with reduced physical, sensory or mental capabilities, or whose experience or knowledge is not sufficient, provided they are supervised or have received instruction to use the appliance safely and understand the dangers.

- Children shall not use the device as a toy.
- The manufacturer accepts no responsibility and the warranty will not apply for any commercial use, inappropriate handling or use of the appliance, any damage resulting from use for other purposes, faulty operation, non-professionals repair or failure to comply with the instructions.

## **⚡ Avoid risk of fatal electric shock and fire.**

- In case of an emergency: immediately remove the plug from the power socket.
- Only plug the appliance into suitable, easily accessible, earthed mains connections. Make sure that the voltage of the power source is the same as that specified on the rating plate. The use of an incorrect connection voids the warranty.

**The appliance must only be connected after installation.**

- Do not pull the cord over sharp edges, clamp it or allow it to hang down.
- Keep the cord away from heat and damp.
-  If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons, in order to avoid all risks.
- If the cord is damaged, do not operate the appliance; return the appliance to *Nespresso* or to a *Nespresso* authorised representative.
- If an extension cord is required, use only an earthed cord with a conductor cross-section of at least 1.5 mm<sup>2</sup> or

matching input power.

- To avoid hazardous damage, never place the appliance on or beside hot surfaces such as radiators, stoves, ovens, gas burners, open flame, or similar.
- Always place it on a horizontal, stable and even surface. The surface must be resistant to heat and fluids, like water, coffee, descaler or similar liquids.
- Disconnect the appliance from the mains when not in use for a long period. Disconnect by pulling out the plug and not by pulling the cord itself or the cord may become damaged.
- Before cleaning and servicing, remove the plug from the mains socket and let the appliance cool down.
- Never touch the cord with


wet hands.

- Never immerse the appliance or part of it in water or other liquid.
- Never put the appliance or part of it in a dishwasher.
- Electricity and water together is dangerous and can lead to fatal electrical shocks.
- Do not open the appliance. Hazardous voltage inside!
- Do not put anything into any openings. Doing so may cause fire or electrical shock!

**Avoid possible harm when operating the appliance.**

- If coffee volumes are programmed higher than 150ml (5 oz); allow the machine cool down for 5 minutes before making next coffee to prevent risk of overheating!
- Never leave the appliance

unattended during operation.

- Do not use the appliance if it is damaged or not operating perfectly. Immediately remove the plug from the power socket. Contact *Nespresso* or *Nespresso* authorised representative for examination, repair or adjustment.
-  A damaged appliance can cause electrical shocks, burns and fire.
- Always completely close the handle and never open it during operation. Scalding may occur.
- Do not put fingers under coffee outlet, risk of scalding.
- Do not put fingers into capsule compartment or the capsule shaft. Danger of injury!
- Do not touch the capsule compartment just after

- brewing due to risk of scalding. Water could flow around a capsule when not perforated by the blades and damage the appliance.
- Never use a damaged or deformed capsule. If a capsule is blocked in the capsule compartment, turn the machine off and unplug it before any operation. Call *Nespresso* or *Nespresso* authorised representative.
  - Misuse may result in injury.
  - Fill the water tank only with fresh and potable water.
  - Empty water tank if the appliance will not be used for an extended time (holidays, etc.).
  - Replace water in water tank when the appliance is not operated for a weekend or a similar period of time.
  - Do not use the appliance without the drip tray and drip grid to avoid spilling any liquid on surrounding surfaces.
  - Do not use any strong cleaning agent or solvent cleaner. Use a damp cloth and mild cleaning agent to clean the surface of the appliance.
  - To clean machine, use only clean cleaning tools.
  - Do not use abrasive material that might damage the surface of the equipment.
  - When unpacking the machine, remove the plastic film and dispose.
  - This appliance is designed for *Nespresso* coffee capsules available exclusively through *Nespresso* or your *Nespresso* authorised representative.
  - This equipment is specific for cow milk, not to use with other products/alternative milk (soya milk, oat milk, almond milk), therefore it is not fit for lactose intolerants or milk allergies.
  - All *Nespresso* appliances pass stringent controls. Reliability tests under practical conditions are performed randomly on selected units. This can show traces of any previous use.
  - *Nespresso* reserves the right to change instructions without prior notice.
  - This machine contains magnets.
- Descaling**
- *Nespresso* descaling agent, when used correctly, helps ensure the proper functioning of your machine over its lifetime and that your coffee experience is as perfect as the first day.
- SAVE THESE INSTRUCTIONS**  
**Pass them on to any subsequent user.**  
**This instruction manual is also available as a PDF at [nespresso.com](http://nespresso.com)**

# EN Machine Overview

Power button

LCD touch screen

Lever for capsule insertion

Capsule container

Pop out cup support

Removable drip grid

Drip tray baffle

Removable drip tray with full indicator

Easy clean steam wand

Milk jug temperature sensor

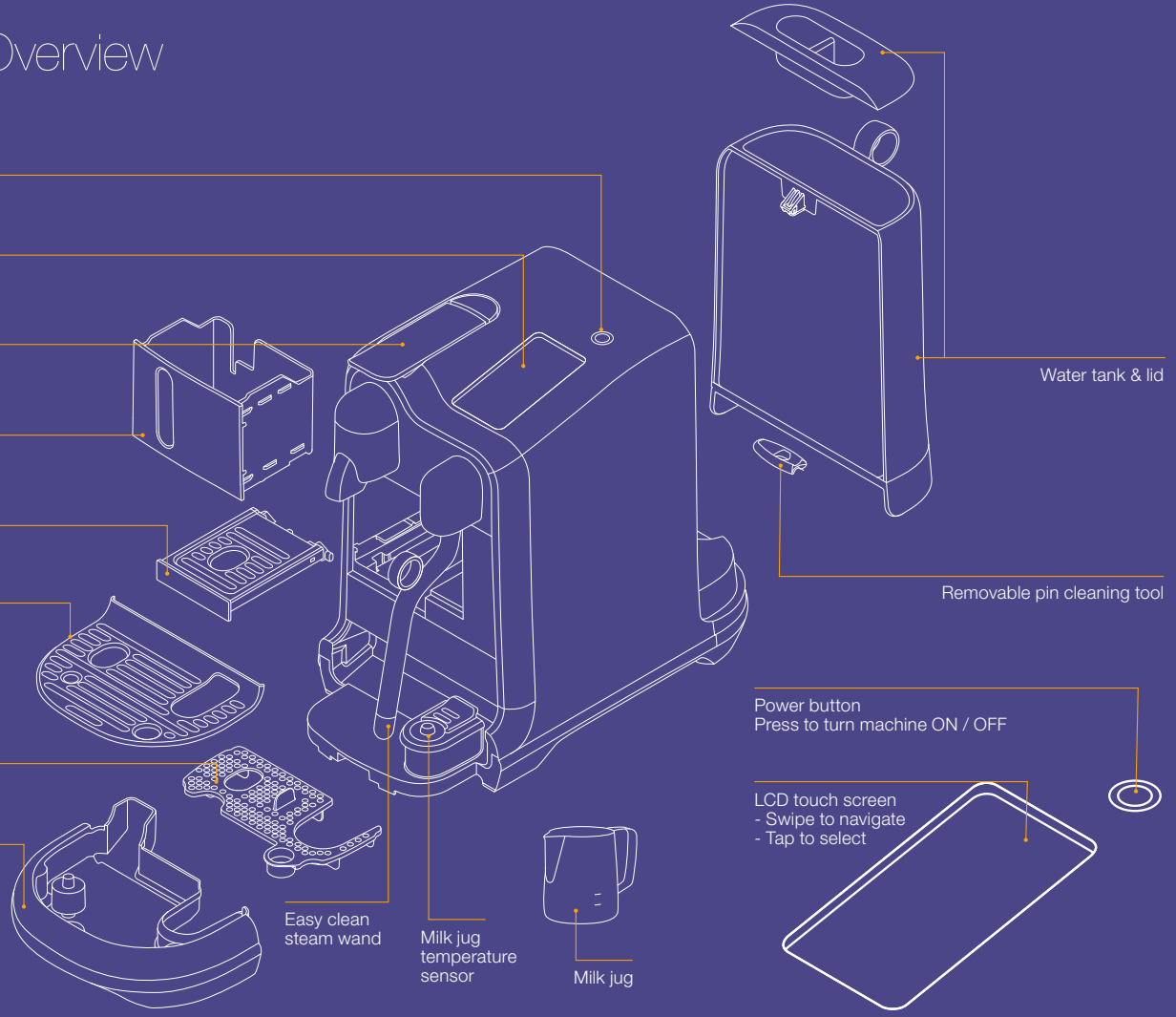
Milk jug

Power button  
Press to turn machine ON / OFF

LCD touch screen  
- Swipe to navigate  
- Tap to select

Water tank & lid

Removable pin cleaning tool



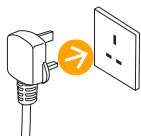


# First Use

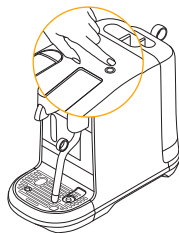
**i** Read and safely discard any packaging materials or promotional labels attached to your machine before use.

**i** Read the important safeguards first to avoid risks of fatal electrical shock and fire.

**1** Plug the machine into the power outlet.



**2** Turn the machine ON by pressing the Power button.



**3** Tap to select your language.



**4** Follow on-screen instructions for machine set up.

First use cycle is to rinse the machine and prime the heating system.

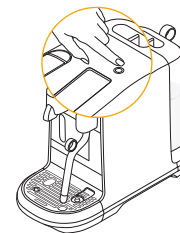


**5** Follow the on-screen Quick Start Guide.

Water Hardness can be manually set or the default can be used. The setting can be adjusted in the menu.



**6** To turn OFF your machine, press the Power button. Any drink recipe can be interrupted by turning the machine off.



# EN Drinks Menu & Selection

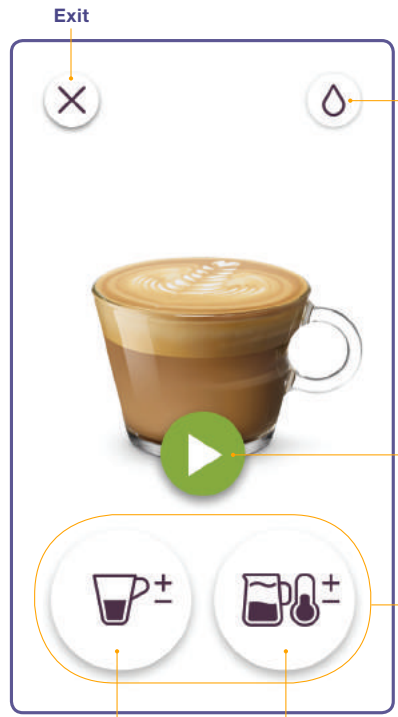
## Drink Menu



**Hot Water**  
Tap to manually start and stop.  
Max. 200 mls (6.5 fl. oz)

**Swipe up and down** on the touch screen to navigate the menu.  
**Tap the screen** to select.

## Drink Confirmation



**Hot Water**

**Tap to Start**

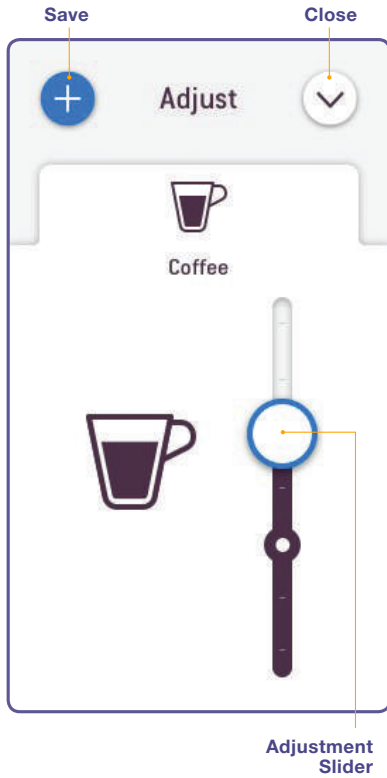
**Drink Adjustments**

**Coffee Settings**

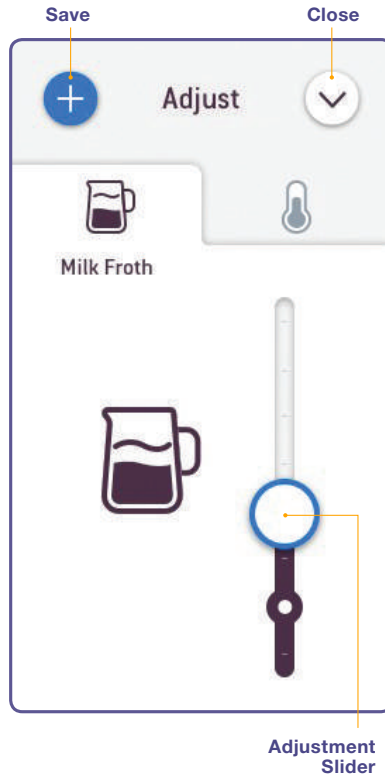
**Milk Settings**

# Drink Adjustments

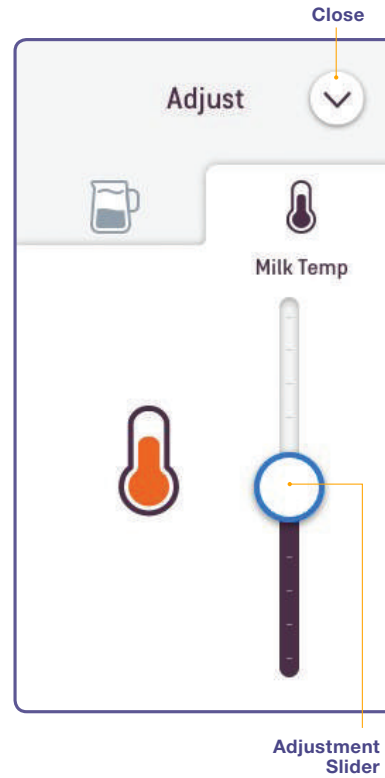
### Adjust Coffee Volume



### Adjust Milk Froth Level



### Adjust Milk Temperature



- 1 Slide circle up and down the bar to adjust. Notch on the bar is the drink default setting.
- 2 Tap + to save your custom drink settings. Custom drink will appear in Drinks Menu.

# EN Making a Milk Coffee

## Drink Running



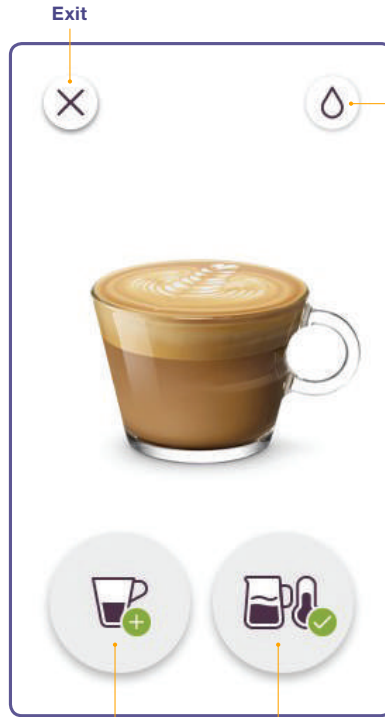
Coffee extraction and milk texturing will start simultaneously.

Coffee and milk will stop running automatically. Alternatively, tap the icon to stop.

Coffee Running

Milk Running

## Drink Complete



Hot Water  
Tap to manually start and stop.

Add Coffee  
(insert new capsule and extract again)

Milk Complete

## Icons



Next



Back



Close



Skip



Update Save



Menu



Information



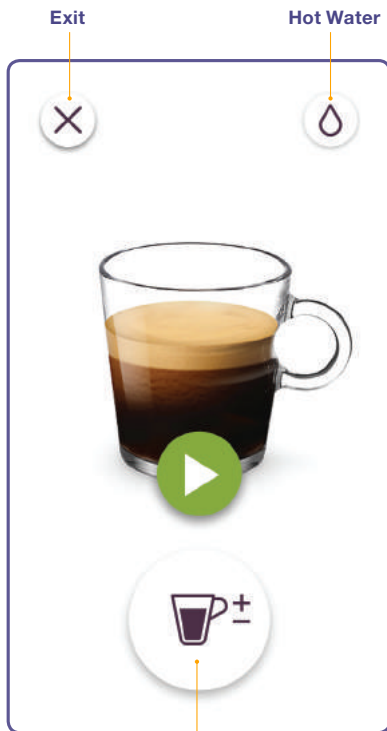
Save



Delete

# Making a Regular Coffee

## Drink Confirmation



Coffee Settings

## Drink Running



Coffee Running

## Drink Complete



Add Coffee  
(insert new capsule and extract again)

Coffee will stop running automatically. Alternatively, tap the icon to stop.

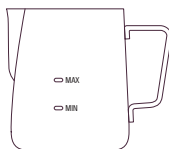
# EN Coffee Preparation Tips

**i** To ensure **hygienic conditions**, it is highly recommended not to reuse a used capsule.

**i** For **optimal milk froth**, use pasteurised whole or semi skimmed milk at refrigerated temperature (about 4-6 °C / 39-43 °F).

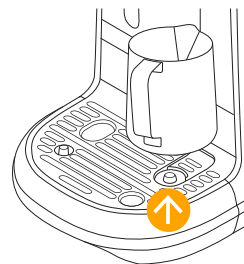


For smaller cups, use the cup support.



Only use the milk jug provided for texturing milk.

**⚠ CAUTION:** Do not fill milk jug above the maximum level marked on the inside & outside of the jug.



Always ensure the milk jug is positioned on the drip tray temperature sensor when texturing milk.

## Adjusting Regular / Milk Coffee Drinks

Regular Coffee	Coffee Volume	Milk Coffee	Settings
☕ Ristretto	From 10 to 30 ml / 0.35 - 1 fl. oz	Coffee Volume	7 levels from 15 to 130 ml / 0.5 - 4.4 fl. oz
☕ Espresso	From 30 to 70 ml / 1 - 2.3 fl. oz	Hot Water Volume	7 levels from 50 to 200 ml / 1.7 - 6.8 fl.oz
☕ Lungo	From 70 to 130 ml / 2.3 - 4.4 fl. oz	Milk Temperature	11 levels from 50° to 76°C / 122° to 169°F
		Milk Froth	8 levels from 2 to 30mm

### Milk Levels

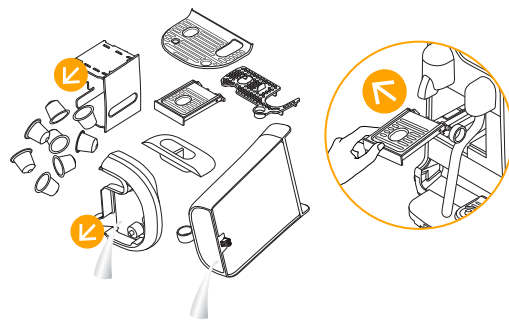


# Daily Cleaning

**i** Do not use any strong or abrasive solvent, sponges or cream cleaners when cleaning. Do not put any parts in the dishwasher.

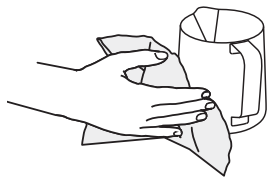
**i** Never immerse the appliance or any part of it in water or any other liquid

**1**  Select **Clean Steam Wand** from the MENU and follow the on-screen steps

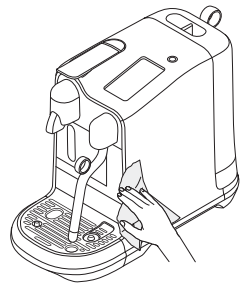


**2** Empty the drip tray and capsule container every day. Remove and clean the cup support and wiper inside the machine. Remove and clean the water tank with an odourless detergent and rinse with warm water.

**3** Rinse and dry the milk jug after each use. If required, use a mild detergent.



**4** Dry all parts with a soft clean cloth and reassemble machine. Wipe coffee outlet and machine regularly with a clean damp cloth.



Tap to select and follow the on-screen instructions.



**Clean Steam Wand**

Complete daily to clean steam paths, steam wand and prevent blockages.



**Rinse Steam Wand**

Use as required to clear any blockages that may occur in the steam wand.



**Descale**

Remove any scale build-up. Refer to Descal instructions on following page.



**Water Hardness**

Reset the water hardness level.



**Rinse Cycle**

When machine hasn't been used for an extended period of time.



**Empty Cycle**

When storing machine for a period of non-use or for frost protection.



**Quick Start Guide**

See the Quick Start guide again.



**Language**

Change the language of the machine.



**Factory Reset**

Erases all settings and returns unit to factory settings.



# Descaling



**Duration** approximately 15 minutes.



**Read the important safeguard** on the descaling package and refer to the table for the frequency of use. The descaling solution can be harmful. Avoid contact with eyes, skin and surfaces. Never use any product other than the *Nespresso* descaling kit available at *Nespresso* to avoid damage to your machine. The following table will indicate the descaling frequency required for the optimum performance of your machine, based on water hardness. For any additional questions you may have regarding descaling, please contact *Nespresso*.







**Descaling:** Removes scale build-up, maintains coffee taste and prevents machine damage. Frequency will depend on your water hardness and amount of use. Descale when prompted on-screen. The machine will stop you from use if the descale cycle has not been performed after 30 uses. A "lockout" count-down will appear to alert you of the number of uses remaining until usage will stop.



## Navigate to the Menu

and select Descale. Follow the on-screen instructions.

# Water Hardness Levels

Water hardness:			Descaling after:		
	App.	fH	dH	CaCO <sub>3</sub>	 (40 ml)
	Level 0	< 5	< 3	< 50 mg/l	2 200
	Level 1	> 7	> 4	> 70 mg/l	1 800
	Level 2	> 13	> 7	> 130 mg/l	1 400
	Level 3	> 25	> 14	> 250 mg/l	1 000
	Level 4	> 38	> 21	> 380 mg/l	600

**fH** French degree  
**dH** German Grade  
**CaCO<sub>3</sub>** Calcium Carbonate

<b>Screen / buttons not illuminated.</b>	<ul style="list-style-type: none"> <li>- Machine turns OFF automatically.</li> <li>- Press POWER button to turn machine ON.</li> </ul>	<ul style="list-style-type: none"> <li>- Check the outlet: plug, voltage, fuse.</li> </ul>
<b>No steam or hot water.</b>	<ul style="list-style-type: none"> <li>- Machine is OFF. Press POWER button to turn machine ON.</li> </ul>	<ul style="list-style-type: none"> <li>- Check the outlet: plug, voltage, fuse.</li> </ul>
<b>No coffee, no water, unusual coffee flow.</b>	<ul style="list-style-type: none"> <li>- Check if the water tank is correctly positioned, if empty, fill with fresh, potable water.</li> </ul>	<ul style="list-style-type: none"> <li>- Descale the machine, if necessary.</li> </ul>
<b>Coffee is not hot enough.</b>	<ul style="list-style-type: none"> <li>- Preheat cup using hot water button.</li> </ul>	<ul style="list-style-type: none"> <li>- Descale the machine, if necessary.</li> </ul>
<b>The capsule lever does not close completely.</b>	<ul style="list-style-type: none"> <li>- Empty the capsule container.</li> </ul>	<ul style="list-style-type: none"> <li>- Check that capsules aren't blocking inside the machine. (Note: do not place fingers inside the machine)</li> </ul>
<b>Leakage (water under the machine).</b>	<ul style="list-style-type: none"> <li>- Empty drip tray if full.</li> <li>- Check drip tray is securely inserted.</li> </ul>	<ul style="list-style-type: none"> <li>- If problem persists, call Nespresso.</li> </ul>
<b>No coffee flow, water goes directly into the capsule bucket (despite inserted capsule).</b>	<ul style="list-style-type: none"> <li>- Ensure capsule lever is closed.</li> </ul>	<ul style="list-style-type: none"> <li>- Empty capsule bucket and check that no capsule is blocked inside the machine. (NOTE: do not place fingers inside the machine)</li> <li>- If problem persists, call the Nespresso.</li> </ul>
<b>Display is dim and hard to see/read.</b>	<ul style="list-style-type: none"> <li>- Screen brightness is set on a low setting.</li> <li>- Press POWER button to turn ON.</li> </ul>	<ul style="list-style-type: none"> <li>- Adjust the screen brightness setting. Navigate to Menu and select Screen Brightness.</li> </ul>
<b>Fill Water Tank prompt remains on screen (water tank is full).</b>	<ul style="list-style-type: none"> <li>- Check if the water tank is correctly positioned.</li> </ul>	<ul style="list-style-type: none"> <li>- If problem persists, call Nespresso.</li> </ul>
<b>Descal alert is displayed.</b>	<ul style="list-style-type: none"> <li>- Descale the machine.</li> </ul>	<ul style="list-style-type: none"> <li>- Navigate to the Menu and select Descal. Follow on-screen prompts.</li> </ul>
<b>Machine is ON but ceases to operate.</b>	<ul style="list-style-type: none"> <li>- Press POWER button to turn machine OFF.</li> <li>- Wait 60 minutes and press POWER button to turn machine ON.</li> </ul>	<ul style="list-style-type: none"> <li>- If problem persists, call Nespresso.</li> </ul>
<b>Touchscreen is not working.</b>	<ul style="list-style-type: none"> <li>- Press POWER button to turn machine OFF. Press POWER button again to turn machine ON.</li> </ul>	<ul style="list-style-type: none"> <li>- If problem persists, call Nespresso.</li> </ul>
<b>Touch screen is in instore mode.</b>	<ul style="list-style-type: none"> <li>- To exit instore mode, press POWER button to turn machine OFF. Press POWER button again to turn machine ON.</li> </ul>	

# Troubleshooting Milk Froth Preparation

<b>Milk steam cycle does not start.</b>	<ul style="list-style-type: none"><li>- Check if the water tank is correctly positioned, if empty, fill with fresh potable water.</li><li>- Check steam tip for any blockages and ensure wand is lowered.</li></ul>	
<b>Quality of froth not up to standard.</b>	<ul style="list-style-type: none"><li>- Be sure to use pasteurised whole or semi-skimmed milk at refrigerated temperature (about 4-6 °C / 39-43° F). For a better result, the milk should be newly opened.</li><li>- Check the milk froth setting.</li></ul>	<ul style="list-style-type: none"><li>- Use the provided milk jug.</li><li>- Clean both the milk jug and steam wand after each use.</li><li>- Complete Steam Wand Cleaning Cycle. Navigate to the Menu and select Clean Steam Wand, follow the on-screen prompts.</li></ul>
<b>Steam is very wet.</b>	<ul style="list-style-type: none"><li>- Use fresh, potable water.</li><li>- Do not use highly filtered, demineralised or distilled water.</li></ul>	
<b>Milk overflows.</b>	<ul style="list-style-type: none"><li>- Fill jug with appropriate milk volume. DO NOT fill above the MAX level.</li><li>- Minimum and maximum levels are marked on the inside and outside of the jug.</li></ul>	<ul style="list-style-type: none"><li>- To stop overflow, either reduce the initial volume of milk and/or reduce the froth level. This varies depending on milk type.</li></ul>
<b>Milk temperature is too hot.</b>	<ul style="list-style-type: none"><li>- Use the milk jug provided.</li><li>- Check the milk jug is positioned correctly on the milk jug temperature sensor in the drip tray.</li><li>- Check the temperature sensor in the drip tray is dry and clean.</li></ul>	<ul style="list-style-type: none"><li>- Decrease the milk temperature setting</li></ul>
<b>Milk temperature is not hot enough.</b>	<ul style="list-style-type: none"><li>- Preheat cup.</li><li>- Use the provided milk jug.</li><li>- Check the milk jug is positioned on the temperature sensor in the drip tray.</li></ul>	<ul style="list-style-type: none"><li>- Increase the milk temperature setting.</li><li>- Check the steam tip for blockages.</li></ul>
<b>Clean Steam Wand alert is displayed.</b>	<ul style="list-style-type: none"><li>- Clean the steam wand.</li></ul>	<ul style="list-style-type: none"><li>- Navigate to the Menu and select Clean Steam Wand. Follow the on-screen prompts.</li></ul>

# EN Disposal and Environmental Protection



**Your appliance contains** valuable materials that can be recovered or can be recyclable. Separation of the remaining waste materials into different types facilitates the recycling of valuable raw materials. Leave the appliance at a collection point. You can obtain information on disposal from your local authorities.

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## Contact Nespresso

**As we may not have foreseen all uses of your appliance**, should you need any additional information, in case of problems or simply to seek advice, call *Nespresso* or your *Nespresso* authorized representative. Contact details for *Nespresso* or your *Nespresso* authorized representative can be found in the «Welcome to *Nespresso*» folder in your machine box or at **nespresso.com**

# Limited Guarantee

During the design and engineering of this product, quality was at the forefront of each material and component choice we made, which is why we proudly stand by it with our 2 year warranty and is valid in the UK and Ireland. To validate the purchase date and take advantage of this warranty, you must present your proof of purchase. Should your machine have a defect caused by faulty workmanship and materials, return it to the retailer or point of purchase within the first 30 days of purchase. Outside of 30 days, you are free to contact Nespresso on 0800 442 442 (UK) or 1800 812 660 (ROI).

Sage warrants this product against defects caused by faulty workmanship and materials for 2 years domestic use from the date of purchase. During the warranty period Sage will repair or replace, at its discretion, any defective product. Replacement products or repaired parts will be warranted only for the unexpired portion of the original warranty or six months, whichever is greater. If the product includes a number of accessories, only the defective part or accessory will be replaced. Sage reserves the right to make minor adjustments instead of replacing the product or accessory. Packaging, instructions, recipes etc. will also not be replaced unless faulty. Demonstrators or goods bought or traded as second hand are not covered by warranty.

To the extent permitted by law, this Sage Replacement Warranty excludes liability for consequential loss or any other loss or damage caused to property or persons arising from any cause whatsoever. It also excludes defects caused by the product not being used in accordance with Instructions (including insufficient aftercare or cleaning), accidental damage, external events (fire, flood etc.) misuse (including commercial use), improper or inadequate maintenance, calcium deposits or descaling, connection to incorrect power supply or being tampered with by unauthorised persons, excludes breakables such as glass, ceramic and plastic items, consumable items and normal wear and tear and does not cover the cost of claiming under the warranty or transporting the goods to and from the place of purchase. The terms of this warranty do not exclude, restrict or modify, and are in addition to, the mandatory statutory rights applicable to the sale of the product to you.

## How to Claim Under the Sage Warranty

*Nespresso* is handling product enquires and product servicing on Sage's behalf. If you believe your product is defective, contact the *Nespresso* Customer Relationship Centre directly for instructions on where to send or bring it for repair by a Sage authorised service agent. Contact *Nespresso* **UK: 0800 442 442 or ROI: 1800 812 660 (ROI)**, [www.nespresso.com](http://www.nespresso.com). This product is imported and distributed by Sage and this warranty is provided by Sage.

To the extent permitted by law, *Nespresso* has no liability for the product and all guarantees, warranties and conditions by *Nespresso* are excluded.

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