PERFECT MOOSE

Greg



STARTER'S GUIDE

Perfect Moose is the award winning smart steamer allowing you to transform any milk and plant-based alternatives into the perfect microfoam. Hands-free. Meet your extra pair of barista hands.

perfectmoose.com

Take a breather, here we go.

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PERFECT MOOSE

STUFF THAT'S IN HERE

5 general warnings & safety instructions
boring but necessary

6 get to know the Perfect Moose body parts
first date stuff

7 smart moose pitchers
and how to keep them happy

8 how does the Perfect Moose work
ready. set. foam.

10 programming a smart moose pitcher
first time for everything

13 how to adjust pitcher settings
for a lifetime or a while

15 stuff you shouldn't do
use moose wisely

16 what to do when...
touch display talks

17 the perfect moose habitat
pointers for installation

18 liability and warranty
serious stuff

19 contact and assistance
well hello there



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General warnings & safety instructions

For professional use only
Please read all instructions and information in this manual and consult user instructions online before taking Perfect Moose into use.

This device can be used exclusively by skilled professionals. Avoid the use of this device by children or unqualified persons. This appliance is not intended to be used in household and similar applications such as staff kitchen areas in shops, offices and other working environments, farmhouses, by clients in hotels, motels and other residential type environments, bed and breakfast type environments. Read the warnings contained in this manual before use, as they provide important information regarding safety, installation, use and maintenance. Improper use may injure people and animals or damage things for which the manufacturer shall not be liable. Keep this user manual at hand for any further consultation. The manufacturer reserves the right to modify this manual at any time without notice and without having to update previous versions. The illustrations in this manual are purely indicative. Perfect Moose reserves the right to make changes to the device and to manuals without the obligation to update previous versions of devices or manuals.

The manufacturer shall not be liable for damage caused by improper installation. Installations & repairs may only be conducted by authorized service personnel. Always contact a customer service repair facility, your dealer or the manufacturer directly. The installation and handling of device parts must always be conducted by a qualified technician.

Devices with integrated boiler require a permanent minimum of 200 000 Pa inlet water pressure. In case this condition cannot be met, a pressure booster system is available upon request. The device comes standard with a water pressure regulator that limits the maximum water pressure into the device to 300 000 Pa (maximum allowed pressure is 1 600 000 Pa). Only newly supplied hose sets may be used and old hose sets may not be reused. The equipment is to be installed with adequate backflow protection to comply with applicable federal, state and local codes.

The device must be supplied with drinkable water. For the proper operation and efficiency of the equipment we always advise to install an anti-scale water softener. This assessment must be carried out by the installer of the water softening device following the instructions in the device's instruction manual.

The electrical safety of the device is achieved only when the device is correctly connected to a grounded electrical system. The user shall arrange electric, water and draining systems in a suitable position to allow correct device installation.
The device must be used exclusively for the purpose for which it was expressly designed. Any other use is to be deemed improper. The manufacturer shall not be liable for any damage caused by improper, erroneous or unreasonable use.

The device is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction. This device can be used by children aged from 8 years and above if they have been given supervision or instruction concerning use of the device 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. Keep the device and its cord out of reach of children aged less than 8 years.
Devices can be used by 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 device in a safe way and understand the hazards involved. Children shall not play with the device.

The use of any electrical equipment always involves the observance of some fundamental rules. In particular:

Do not touch the equipment with wet hands or feet nor use the equipment barefoot.
Before carrying out any cleaning or ordinary maintenance operation, disconnect the equipment in question from the power supply and turn off the water/steam supply. In case of failure and/or malfunction of the device, switch it off completely, refraining from any direct repair attempt. Contact a manufacturer-authorized Technical Assistance Service.
To guarantee the efficiency of the equipment and its proper operation it is essential to follow the manufacturer's instructions, carrying out all ordinary maintenance. To clean the device, do not wash it with water jets and do not immerse it in water. Do not pull the power cord to disconnect the device from the power supply. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
Do not leave the device exposed to atmospheric agents (rain, sun, etc.).

Warning burn hazard. When using the steam wand, pay close attention, do not put your hands under it and do not touch it directly immediately after use.

What are the different parts for

GETTING FRIENDLY WITH THE MOOSE



620 mm | 24,41 inches

120 mm | 4,724 inches

Touch display

Touch display guiding you through every step of the steaming process. Use it by gently tapping it with your finger.

Cool touch steam wand

Autonomously moving cool touch steam wand, releasing the right amount of steam at the right time in the right angle.

Nozzle

Designed not to suck up any milk. No separate cleaning needed, always leave it in the original position.

Temperature sensor

'Moose eye' monitoring the exact temperature of the chosen mi*lk during the whole steaming cycle.

Don't block the space between the temperature sensor and the body of the pitcher while steaming.

Pitcher holder

Holder with integrated weighing scale measuring the exact amount of mi*lk. Underneath, the RFID reader processing information exchanged with smart moose pitchers.

Anti skid, non marking hoofs.



smart moose pitchers

RFID TAGGED PITCHERS INTERACTING WITH THE PERFECT MOOSE DEVICE

The Perfect Moose device always and only works in combination with smart moose pitchers equipped with a RFID tag at the bottom, which contains the parameters for steaming recipes. Putting on the filled smart pitcher is the starting signal for the device to begin a steaming cycle.



White for dairy



White pitchers are used to steam any dairy milk such as barista milk, fresh milk, whole milk, full-cream milk, low-fat milk, ...



Green for plant-based



Green pitchers are used to steam any plant-based non dairy milk such as soy, almond, oat, coconut, ... no risk of contamination for lactose intolerant people.



Black for mixes



Black pitchers are used to steam mix-based drinks such as hot chocolate milk.

Use 35 cl, 50 cl, 75 cl pitchers for standard moose and 50 cl, 75 cl, 100 cl for epic moose.

How to keep smart pitchers happy

Smart moose pitchers are stainless steel, colour coated jugs with a RFID tag attached to the bottom using a special, heat-resistant glue. Rinse immediately with water after each steaming cycle. Wash by hand with hot water and light detergent, rinse well.

Do not let smart pitchers soak in water, and definitely not in (acidic) detergents. This can affect the coloured coating. Don't keep smart pitchers on top of your heated espressomachine and don't put them in the dishwasher.

How does the Perfect Moose work

BASIC OPERATION

Thanks to smart RFID technology, Perfect Moose automatically recognizes the type and amount of milk you are dosing, and then steams it into top quality microfoam. The principle of smart steaming is simple and always the same:

1 READY



Take a smart moose pitcher and pour your milk or plant-based drink of choice in.

First fill the pitcher, then put it on the device. Not the other way around. Always start with cold milk for a perfect result.

2 SET

Place the filled pitcher on the steamer and let go.



Point the pitcher handle towards you and let go of the pitcher while the Moose is steaming. Make sure nothing else is touching the pitcher/pitcher holder. This might confuse the Moose's calculations.



3 FOAM



Perfect Moose starts the steaming process automatically when you put the filled smart pitcher on.

The steam wand drops down once you put the filled pitcher on. When steaming is done, the wand moves up and you'll hear a beeping sound. Don't add milk during the steaming process.

4 ENJOY

Take the smart pitcher off and wipe the steam wand with a damp moose hanky or barista towel. Microfoam is ready to pour.

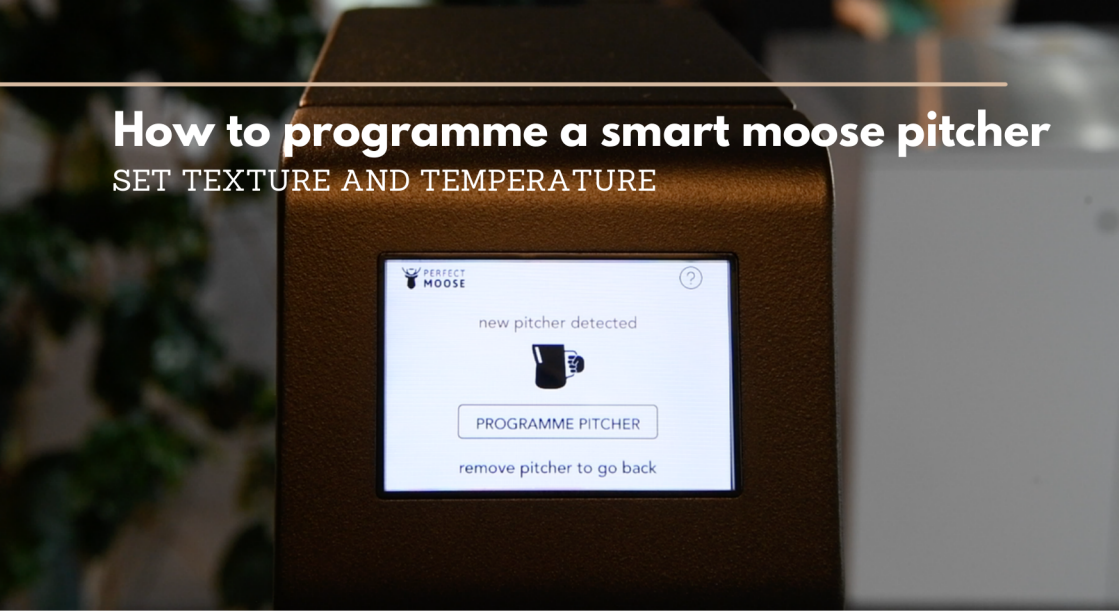
Tap the touch display to flush the steam wand. If you want your device to flush automatically, ask your technician upon installation.



Something the matter? Don't shoot the Moose... he'll tell you what's wrong on the touch display and show you what your next move should be. Find more tips on perfectmoose.com.

How to programme a smart moose pitcher

SET TEXTURE AND TEMPERATURE



You can adjust the texture (= density/thickness) and temperature of the microfoam per pitcher. Once a pitcher is programmed, the texture and temperature of the microfoam outcome are consistent every time you steam milk with that particular smart pitcher.

FIRST TIME

programming a new smart pitcher

Smart moose pitchers need to be activated upon receipt. You only have to activate a new smart pitcher once. After activation, you can adjust texture and temperature settings at any time (unless locked upon installation).

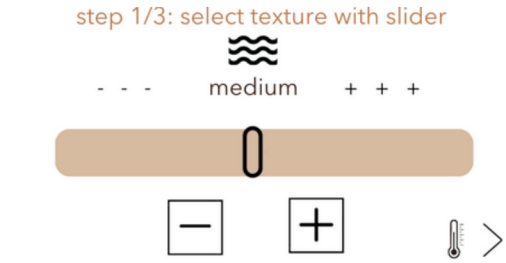
1.Make sure the Perfect Moose device is switched on and you see the starting screen 'Ready to steam'.



2. Put the new smart pitcher on the pitcher holder. Make sure the pitcher is empty. Tap the button 'tap to set up pitcher' on the touch display.



1 SET TEXTURE

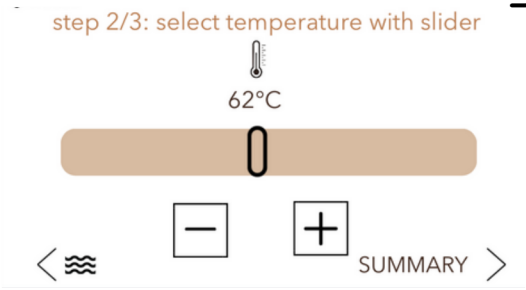


Move the slider left or press minus for thinner/runnier texture.

Move the slider right or press plus for thicker/denser texture.

Tap > to move to the second step.

2 SET TEMPERATURE



Move the slider left or press minus to lower microfoam temperature.

Move the slider right or press plus to raise microfoam temperature.

Tap > to move to the final step or < to go back.

3 SAVE & DONE



Check your settings and save when happy. Tap < to adjust settings.

Remove the programmed pitcher from the pitcher holder to continue and start steaming.





pic @this_is_anna_fedyk



Adjust smart pitcher settings

for all steaming cycles

To adjust texture and temperature settings of a smart pitcher, make sure your Perfect Moose device is switched on.

Put the empty smart pitcher on the pitcher holder. Make sure there is no milk in it.

Tap ADJUST RECIPE on the touch display and follow the programming procedure (p. 11).

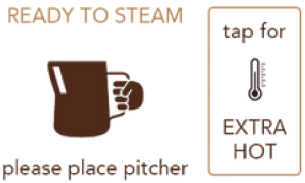
Once set, the pitcher will always steam according to your chosen settings. Adjust pitcher settings any time by placing the empty pitcher on the device.*

*unless the option to adjust is locked upon installation

Adjust temperature

for 1 single steaming cycle

To increase the temperature of the microfoam during 1 single steaming cycle, tap the button 'tap for extra hot' on the starting screen. When the button is red, the extra hot function is switched on.





telling your smart pitchers apart

If you have several smart pitchers of the same colour with different settings, use a sticky handle label (standard delivered with every smart pitcher). Write your recipe, personal mark, ... on the label with the pen delivered with your device.

Always place the pitcher handle pointed towards you so that it cannot block the temperature sensor. Let go & don't hold the pitcher while steaming.



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NO, YOU WON'T.



When switching on the device or when not in use, DON'T let anything touch the pitcher holder.



Always fill the pitcher BEFORE you put it on the device. To add milk, always take the pitcher off first.



DON'T put your smart pitcher on the device at an angle. Always put it straight in the fitting pitcher holder ring.



DON'T block the moose eye with the pitcher handle or anything else. Point the handle towards you when steaming.



DON'T add milk during the steaming cycle. This will disrupt calculations & result in poor quality or overflow.



DON'T hold the pitcher with your hands while steaming and always let go of the handle.

What to do when...

THIS MOOSE MESSAGE APPEARS on the touch display

When something happens which could prohibit top quality microfoam outcome, a message will appear on the touch display telling you what the next step should be. Some examples:

Liquid not cold enough

Take the pitcher off and replace the liquid with cold liquid. Put the filled pitcher back on the pitcher holder and the device will restart steaming automatically. You can overrule this warning by touching the button 'ignore and continue'. Be aware that steaming liquid which is too warm can have a negative impact on your final microfoam quality.

Not enough liquid

Take the pitcher off and add more milk. Place the filled pitcher back on the pitcher holder. The device restarts steaming automatically. Do not add milk to the pitcher while the pitcher is on the pitcher holder. Always take it off first, then add milk. Adding milk while the pitcher is still on the pitcher holder could result in poor quality foam.

Too much liquid

Take off the pitcher and remove the amount of milk indicated on the display. Place the filled pitcher back on the pitcher holder. The device restarts steaming automatically.

Bad RFID or no RFID

The smart moose pitcher contains no RFID tag, a damaged RFID tag or you might be using a regular (non-moose) pitcher. Contact your local dealer.



For first aid troubleshooting,
head to perfectmoose.com



YES, YOU WILL .

INSTALLATION | Perfect Moose should always be installed by a qualified moose technician.

The manufacturer cannot be held responsible for damage and/or injuries resulting from actions performed on Perfect Moose devices by non-qualified personnel.

The perfect moose habitat



- Always place Perfect Moose on a horizontal, level surface.
- Ensure the steam wand is able to drop freely and nothing is touching the pitcher holder.
- The pitcher holder should always be level and not touch the casing of the device.
- If possible, have a rinser close so that you can rinse smart pitchers immediately after each steaming cycle.

Choose the right buddy for Greg

For Perfect Moose Greg (no own boiler) to provide constant steam pressure, be sure the external boiler (your espresso machine) provides a constant pressure between 1.3 and 1.4 bar (maximum allowed = 1.5 bar) + has the Perfect Moose as its only load: ideally a multiboiler espresso machine, preferably not a single boiler espresso machine. Minimum power reserved for Moose should be 2400 watts.

Don't connect Greg to a steam wand with electromagnetic valves.



SERIOUS .

WARRANTY | The warranty period is 1 year from the date of purchase. The warranty covers all damages that can be attributed to inferior materials or defective workmanship. Spare parts will be available free-of-charge except for transport or freight charges.

This warranty does not cover damages which have occurred through improper use, improper maintenance, incorrect installation, lack of servicing, usage for purposes other than those intended, breakage, natural wear or for reasons beyond our sphere of influence.

In order to maintain the warranty, only original spare parts and accessory parts may be used. The manufacturer is in no way liable for consecutive or secondary damages. The warranty does not cover costs resulting from repairs conducted by non-authorized personnel.

LIABILITY | Perfect Moose content communication online and offline is constantly updated and it is the manufacturer's aim to always provide you with the most recent information. The manufacturer however cannot be held responsible or liable for any errors that are due to inaccuracies, typographical errors or any other mistakes in content you may obtain and reserves the right to make corrections without prior notice.



TIPS for swift assistance

Turn to perfectmoose.com for first aid. Didn't get the expected aha-erlebnis? Contact your local moose dealer.

In case you need to get help for an issue, keep the software version (V) and serial number (SN) of your Perfect Moose device at hand. Should an error code appear on screen, note down the code for swift service.

Where to find your software version & serial number

Gently tap the top of the touch screen with your finger and both the V- and SN-number will appear on the top of the screen. On the bottom of the device, there is a silver sticker containing the serial number.

Prepare for remote assistance

For certain issues, a qualified moose technician can help you from a distance and a physical visit is not necessary. With your help, the technician is able to access the password protected menu of your device.

Scan the QR code to know how to prepare for remote help.

IF YOU THROW AWAY THIS BROCHURE, YOU ARE BANNED FROM COFFEE HEAVEN.* KEEP IT.

* Only while you sleep. Moose is a gentle soul.

perfectmoose.com