


The   
Coffee  
Desk .co.uk

BEST IN CLASS 2020

# CD5

The best of the best.  
The CD5 is the top of the range fresh milk machine  
with state-of-the-art milk frothing technology.



 Trustpilot



# CD5

**To Buy:**  
**£7,999.00**

**To Lease:**  
£75 per week (3 years)

**Warranty:**  
Your coffee machine is fully warranted for the duration of the lease, or for 3 years if you buy outright.

## Recommended for...



Offices of  
**50-200 people**  
500+ drinks a day



Use in  
**Kitchens areas**  
**Break-out spaces**  
**Catering spaces**



People with  
**preference for**  
**bean-to-cup**  
**coffee**

With smooth touchscreen tech, volume capacity ingredients it's one of the simplest to clean machines around – about 15 minutes a week will keep it tip-top.

## Key features...

**x2 Bean Hopper Capacity:** 1.2kg  
That's around 250 per refill is required.  
Plus additional Hoppers for Decaff beans  
or Hot Chocolate.

### Large 10" Touch Screen

A user-friendly electronic display system enabling the easy management, customisation and selection of drink. Self-service or Barista configurable.



### 99 Drink Types

The CD4 allows you to programme up to 99 different drink variations into the memory. Also features independent hot water outlet.



### Design Values

Manufactured in Italy by the world famous Gaggia Milano. this is an elegant, stylish machine with no compromises. - robust, simple to use and operate.

### Easy to Clean

One of the simplest to clean machines on the market, requiring around 10 minutes a day to keep it tip-top.

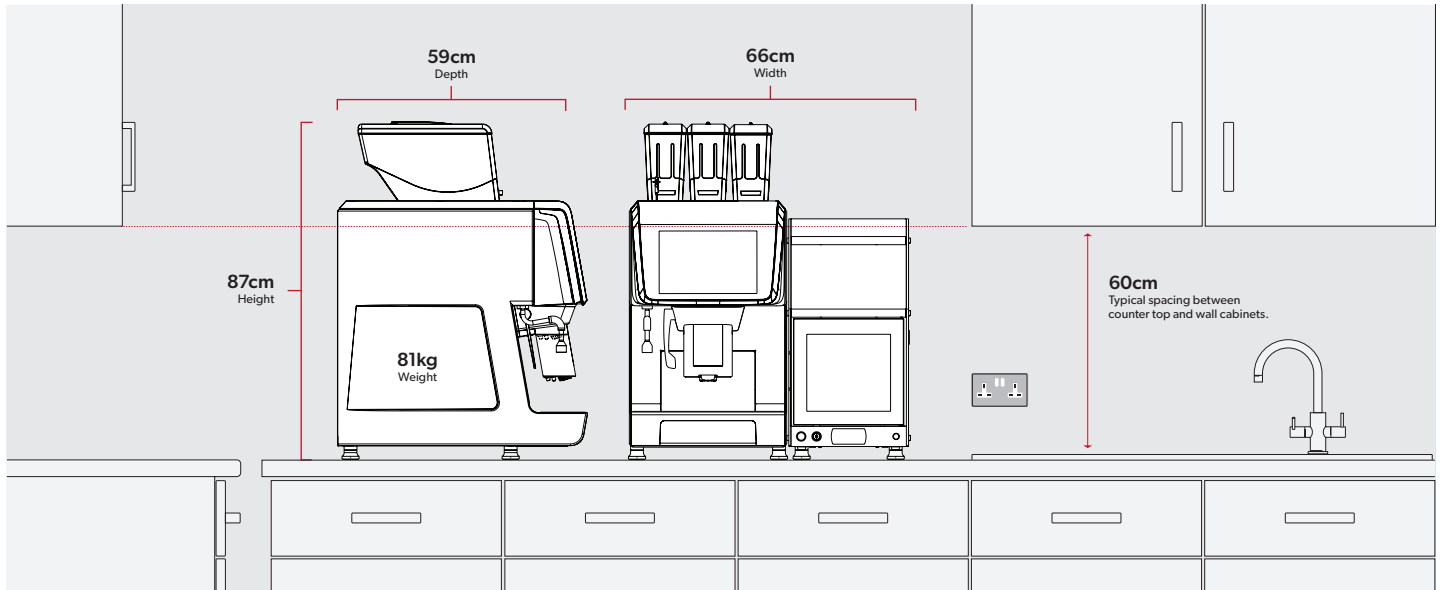
### Fresh Milk Fridge

Gaggia Milano EvoMilk technology providing multiple shots, temperatures and densities of fresh milk. Delivers perfectly foamed milk - both hot and cold.

### Waste Container

Holds grounds from up to 155 cups of coffee, and can be easily plumbed into water waste.

# Installation Requirements



## Water Supply



Typically the CD5 is plumbed directly into your water supply. However, if required we can install your machine with a standalone water tank option which can be fitted into a cabinet or discreetly hidden away.

## Electricity Connection



All our machines require a 240v mains connection. Ideally, we need to situate the machine close to a mains wall socket. However, we're happy to install extensions and electrical fixings to connect the machine to a source that may be located further away.

## Space Requirement



We have provided an illustration of the CD5 dimensions above to help you think about the best location for your new coffee machine. Your machine can be fitted into kitchen areas with no upper cupboard, on an island, or can sit on its own base cabinet.

## Water Quality



Creating the perfect cup of coffee also requires the water to have all the right properties. Not only does it result in a better tasting coffee, but it also helps protect equipment against the costly effects of corrosion and scale.

You probably know about the differences between Hard and Soft water already. That Hard water contains quantities of dissolved minerals (like calcium and magnesium), and Soft water is treated and only contains a level of sodium. But did you know that even Soft water can contain particulates that might diminish the taste of your coffee and potentially damage your machine over time?



Example of lime-scale deposits from hard water areas.

## Water Filtration



**Please Note:** If your offices are located in a Hard Water area and have no filtration systems integrated into your supply, our Service Guarantee will not cover repairs and damaged caused by lime-scale or the build-up of particulate deposits within the machine.

We would therefore recommend that you install an in-line filter to protect and prolong the life of your machine. As part of our installation, The Coffee Desk can provide one of the filter systems below and fit absolutely free.



System One

System Two

### 3M ScaleGuard Water Filtration

	Our Price
<b>System One</b> (for less than 50 drinks a day)	£149.99
<b>System Two</b> (for more than 50 drinks a day)	£199.99
Fitting Costs:	<b>FREE</b>

# Ingredients

Having a great machine doesn't guarantee a great cup of coffee. The ingredients are just as important. And it's not just about the quality of the ingredients, but also their compatibility with your machine. Using roasts and blends of beans that work best with your machine is essential. Also, poor quality blends can often contain small stones which will ultimately damage the grinding mechanism within the machine, and invalidate your service guarantee.

That's why, at The Coffee Desk, we spend a lot of time finding the right roasters, the right beans and developing the right blends for your coffee machine. This enables us to precisely calibrate the machines to make consistently high quality coffee and ensure that no damage occurs due to improper configuration and calibration.

There are three considerations when setting up your coffee machine that will effect the drink profile considerably.

## The Grind



Getting the grind just right is the first step to producing a great cup of coffee. And having a good quality coffee and roast suited to your machine is essential. If the grind is too fine, the coffee can be over-extracted and bitter, too coarse and your coffee will be weak and flavourless.

## The Gram Throw



The gram throw (or dose) refers to the weight of dry, ground coffee used to make your drink. The throw ultimately determines the strength of your coffee. Knowing the blend and roast of the beans is essential to calibrating the perfect throw. Setting the gram throw also needs to consider the cup sizes you will be using too.

## The Tamp



Tamping refers to the pressure applied to the ground coffee prior to brewing to ensure an even density. Using a poor quality bean and/or blend can result in an uneven grind and inconsistent throw. If the grind is uneven and the tamp is uneven and loose, water will flow through the gaps and fail to extract the full flavour from the coffee.

## Our Coffee

You can choose from five high street quality blends created specifically for office use where blends need to meet the needs of the many, not the few. And we're constantly looking for new roasters and new blends to ensure our customers have access to the best quality coffees on the market, at the best possible prices.

Periodically we'll send you taster packs of new blends from new roasters we've found. If you like the new blends we'll buy them in just for you!

## The Milk

Our freeze dried fresh milk is as good as it gets with no added colours, preservatives or Hydrogenated Fats. It's just skimmed milk that's freeze dried - perfect for the office and great tasting, fuss free, coffee time after time.

Milfresh Gold is 100% dairy goodness and used as a complete replacement for fresh milk to deliver truly authentic Cappuccinos & Lattes.

Pure, high quality skimmed milk granules, produced using a unique drying process which protects natural goodness. Made from pure milk, is fat free and tastes 'as good as fresh'.

**milfresh**  
The convenient alternative to fresh milk

## The Hot Chocolate

Our customers deserve the very best. That's why we use Galaxy Hot Chocolate in all our machines - the best selling and best tasting hot chocolate on the market. Smooth, deliciously creamy and designed specifically for use with automated systems, Galaxy is the perfect partner for some serious chocolate indulgence.

**Galaxy**  
hot chocolate





# Our Coffees

Quality beans, ethically sourced and roasted to perfection.



We've select our roaster very carefully in order to ensure we provide you with the very best, ethically sourced coffees. Roasted in traditional coffee drum roasters along side hi-tech monitoring systems our roasters produce consistent batches that never lack aroma or taste. They're are then bagged and sealed to protect their fresh and distinct flavours with every bag marked with the roast date and batch code.

## GOODFELLA



An authentic, strong and slightly spicy Italian roast coffee. Mainly South American Arabica coffee beans with a dash of Robusta coffee beans to add that deep favourful kick you need to keep you going. Perfect for making espressos, cappuccinos, and lattes.

## FRONT & CENTRAL



Bright and fruity pairing Central and South American single-origins, plus some of our extremely popular Ethiopian Mocha Djimmah beans. The dominant American combination gives good body and crema, while providing sweetness and acidity. This is a great choice for those who like their espresso to have some fruity brightness.

## CREMA THE CROP



Perfectly Suited for espressos with an excellent and visibly rich crema. A medium dark roasted coffee blended especially for its traditional Italian espresso deep roast flavour. It works well in milk-based drinks like cappuccinos and lattes.

## KICKER



Rustic tones from a classic Ethiopian Mocha. Djimmah Arabica beans married with South American refinement means big body and earthy, nutty tones. The Robusta means a noticeable caffeine kick!

## DOUBLE A



Deep and powerful blend, containing beans from Asia and Africa, combined with a Monsoon Malabar bean. The blend has bags of crema that leaves you with an almost never-ending finish of chocolate, toffee and smokey spice. In milk it can make a fantastic latte or cappuccino, but with a distinct smokey edge.

## CHOCALUX



A magical luxurious chocolate blend. Being able to create your ultimate chocolate drink is a treat that just might pick you up even on the most challenging of days. Using the finest coco imported from sustainable international growers, this 25% cocoa mix is so lovingly prepared that you can even see the sugar crystals.

## UNPLUGGED



A fresh tasting, mixed blend of Brazilian and colombian arabica beans with a hint of robusta for that little bit of edge. The Swiss Water decaffeination process soaks the beans in pure hot water to preserve all the coffee's inherent flavours without the use of chemicals or solvents.



# Buy or Lease your machine?

Whether you're looking to buy a coffee machine outright, or want to lease it on an on-going basis, The Coffee Desk has the right solution for you. And, as always, we keep the process nice and simple with great customer service at every step of the way.



## How to buy your machine

Choose your Coffee Machine

Pay for your Coffee Machine

### Then we will:

Deliver it • Install it • Train you  
Support you and your machine for 3 years

### Advantages

- Some businesses prefer to own their office equipment and depreciate it over several years. If you prefer not to deal with lease agreements and contracts and if you can afford to buy outright, it's simple, fast and you Get Exactly What You Want! We can help you to explore both options and then you can make an informed decision.
- You own the machine outright.
- No monthly cost.
- Treated as an asset.

### Disadvantages

- Larger upfront cost.
- Year 4 & 5 warranty charged separately.

To help you choose the best option for you, we've mapped out the steps for each so you can see just how easy it is. We've also highlighted the key advantages and disadvantages to help you weigh up the best solution for you.



## How to lease your machine

Choose your Coffee Machine

### Lender organises the Lease

Signature of Hirer | Certificate of Acceptance | DD Instructions

### Then we will:

Deliver it • Install it • Train you  
Support you and your machine for 3 years

### Advantages

- Financial contract for a fixed period ending on a specific date where payments are made in return for the use of the machine and equipment. With this type of agreement, you make payments in return for using goods up until that specific date.
- Minimal upfront cost.
- Predictable monthly cost.
- 100% tax relief is usually allowable.
- Fully warranted machine for the leasing period.

### Disadvantages

- Monthly repayments.
- Good credit score required.
- Paperwork needs completing.

## Not sure of the best option?

If you're not sure of the best option for you, just give us a call and we give you all the help and advise you need.

Call: **0114 345 6045**, or email: **[enquiries@thecoffeedesk.co.uk](mailto:enquiries@thecoffeedesk.co.uk)**

# Our 1-2-3 Service Guarantee

At The Coffee Desk we know that great customer service is everything to our customers. That's why we don't just go the extra mile, we go the extra machine. If we can't repair your machine, we'll simply and quickly replace it!



One...

## Ring

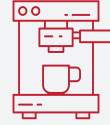
We resolve 96% of issues with a simple call – this is a level we work to maintain.



Two...

## Repair

Anything we can't resolve by phone, we'll come and see you the same or next day.



Three!

## Replace

If we can't fix a machine within 4 hours, we'll replace it the same day.

## How it works

We only ask that you buy Coffee Desk ingredients. This is so that we can guarantee the quality of the ingredients used and can calibrate your machine to make the optimal drink.

Some coffees can often contain hard beans and even small stones which can damage and break the grinding mechanisms in our bean-to-cup machines.

### What is covered

The entire machine is warranted providing its fair and reasonable use. This includes parts, labour and a replacement machine during the warranty period.

### What is not covered

Physical damage, misuses, unreasonable lack of care and lime-scale due to no water filter.

## How to contact us...

To enable us to provide you with a great service and the right information quickly and correctly, please direct your order or enquiry to the appropriate desk.



### To Book a Trial

If you run an office of 10 or more people, we can provide a free trial. If you like the machine you can keep it.

Simply contact:

[trials@thecoffeedesk.co.uk](mailto:trials@thecoffeedesk.co.uk)



### To Place an Order

Order your ingredients before midday and we will ship for next day delivery via DPD tracked.

Place your order via:

[orders@thecoffeedesk.co.uk](mailto:orders@thecoffeedesk.co.uk)



### Support

For all your support and general enquiries just email us and we will get right to it. And of course, you can always call us too.

[support@thecoffeedesk.co.uk](mailto:support@thecoffeedesk.co.uk)  
**0114 345 6045**

For all service enquiries call our Hot Desk on: **0114 345 6045**