

# PERFECT **MOOSE**

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SMART STEAM FOAMER  
FOR MILK AND MORE

**USER MANUAL**

PERFECT MOOSE USER MANUAL  
V05.308B/C | V05.309/B/C



## GENERAL WARNINGS & SAFETY INSTRUCTIONS

### For professional use only

Read the manual carefully before use.

This device can be used exclusively by skilled professionals. Avoid the use of this device by children or unqualified persons. 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. The included pressure regulator limits maximum water pressure into device to 80 000 Pa. The regulator's maximum allowed water inlet pressure is 1 000 000 Pa. The minimum inlet water pressure is 1 Pa. Only newly supplied hose sets may be used and old hose sets may not be reused.

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 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.
- ⚡ 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 immediately after use. To contact your local supplier providing technical service, visit

[www.perfectmoose.com/contact](http://www.perfectmoose.com/contact) .

## PERFECT MOOSE | SMART STEAM FOAMER FOR MILK AND MORE



### PERFECT MOOSE GREG

the basic foaming device to be connected to an external boiler (e.g. espressomachine)

### PERFECT MOOSE JACK

combination of the basic foaming device + own separate boiler



## CHECKS BEFORE YOU START



Greg



Jack

## CONNECTIONS

**Perfect Moose Greg** needs to be connected correctly to the steampipe of your espressomachine or directly to its boiler (connection to be done by a designated Perfect Moose technician).

**Perfect Moose Jack** needs to be connected correctly to its own steam boiler at the back (connection to be done by a designated Perfect Moose technician).

**ALWAYS MAKE SURE THE STEAM/WATER SUPPLY IS OPEN.**

## AT THE BACK

Black hose(s) at the back of the device may never be kinked or entangled (hot water/steam inside + risk of bad quality foam).

Keep at least 10 cm distance between the back of the device and the wall or other.



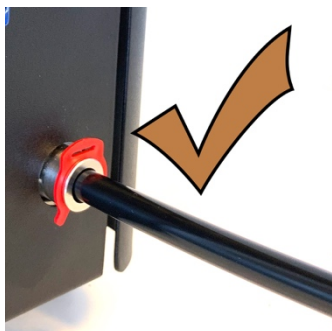
💡 **Perfect Moose Greg** has 3 connection points at the back: electrical power (1), condensation drain (2) and steam supply hose (3).

💡 **Perfect Moose Jack** has 1 blue tap and 1 black drain hose at the back.

## RED SAFETY RING

For both models, the condensation drain is equipped with a red safety ring.

💡 If the red safety ring is not present, the connection is not secured and safety is not guaranteed. In that case, switch OFF the device and contact your local Perfect Moose supplier.



## TAKING PERFECT MOOSE INTO USE START-UP PROCESS | CALIBRATION

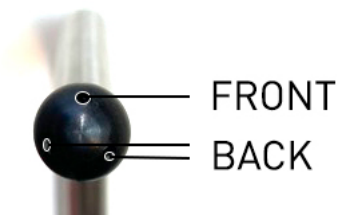
In general, you can always leave Perfect Moose switched on. When Perfect Moose has been switched off, the start-up procedure below always needs to be executed in order to guarantee correct functioning and good quality foam.



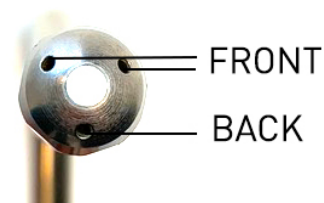
### SWITCHING ON PERFECT MOOSE

Switch the on/off button at the back to 1

- 💡 Make sure Perfect Moose is always on a horizontal, level surface.
- 💡 Make sure the steam wand is able to drop freely and nothing is on/touches the pitcher holder during the complete start-up process.
- 💡 The pitcher holder should always be level and not touch the casing of the device.
- 💡 Always start with a clean steam wand.



Original position black nozzle



Original position steel nozzle

- 💡 **ATTENTION Never turn or remove the nozzle of the steam wand and always leave it in the original position.** Black nozzle = 1 hole at the front, 2 holes at the back. Steel nozzle = 2 holes at the front, one at the back.
- 💡 The nozzle needs no separate cleaning.

### CALIBRATING



please do not touch the machine

## CALIBRATING

- Once switched on, the steam wand will first go up and then automatically move downwards until the nozzle of the steam wand touches the pitcher holder. The steam wand then moves back up automatically.
- Do NOT touch the device (steam wand, pitcher holder or other) during this calibration process.

### PREHEATING



please wait

ignore & continue

## PREHEATING

- Perfect Moose Jack:** Water in the boiler is heating as long as this screen is shown. Wait until this image disappears and do NOT press 'ignore and continue' (water in the boiler would not be hot enough to start steaming).
- When ready, the preheating image disappears automatically and the temperature display (blue digits) at the back indicates +/- 127 (°C).
- Perfect Moose Greg:** should this screen appear, press 'ignore and continue'. There is no water in the Perfect Moose Greg device itself so no need to preheat.

### READY TO STEAM



please place pitcher

## READY FOR USE

*Software version V05.309/B/C*

Perfect Moose is ready for use as soon as the image 'Ready to steam. Please place pitcher' appears on the touch screen .

*You can find the software version of your device on the touch screen by tapping the top of the touch screen. The number will appear.*

READY TO STEAM



please place pitcher

tap for



EXTRA  
HOT

*Software version V05.308B/C*

Perfect Moose is ready for use as soon as the image 'Ready to steam. Please place pitcher + Extra hot' appears on the touch screen.

### SIMPLE RULE FOR GOOD USE

When Perfect Moose is switched on but is not in use, do NOT put anything on the pitcher holder.

## STEAMING LIQUIDS

### CHOOSE THE RIGHT PITCHER

The Perfect Moose device only works in combination with smart Moose pitchers equipped with a RFID tag at the bottom.

- 🔦 white smart pitcher for dairy liquids
- 🔦 black smart pitcher for mixed/chocolate drinks
- 🔦 green smart pitcher for plant-based drinks



### HOW TO CLEAN SMART PITCHERS

Always **rinse smart pitchers immediately after use** in a flushing station. Pitchers and pitcher holder can go in the dishwasher. Moose device cannot.



## THE SMART STEAMING PROCESS

### Option 1 | Perfect Moose with software version V05.308B/C

First check the software version of your device. You can find the software version by tapping the top of the touch screen display of your switched-on device. The software version appears at the top.

The steaming process described below is for software version V05.308B/C. For software version V05.309/B/C, go to page 11.

For software version V05.308B/C

READY TO STEAM



please place pitcher

tap for



EXTRA  
HOT

#### STEP 1 – FILL THE PITCHER AND PLACE IT ON THE PITCHER HOLDER

Fill the pitcher with the right kind and amount of liquid. **Always start with cold liquid.**

- 💡 **First fill the pitcher, then place it on the pitcher holder, not the other way around.**

READY TO STEAM



please place pitcher

extra  
HOT



ON

#### Extra hot option

- 💡 In order to **increase the temperature of your microfoam** for 1 cycle, gently tap the Extra Hot button.
- 💡 When 'extra hot' is switched on, the colour of the pitcher on screen turns red
- 💡 After the 'extra hot' steaming cycle, the 'extra hot' function will switch off automatically, meaning you can choose this option **per steaming cycle.**
- 💡 PLEASE NOTE Tap the extra EXTRA HOT button **before** you put the filled pitcher on the pitcher holder. Otherwise, you cannot choose this option anymore. The steaming process starts as soon as you put the filled pitcher on the pitcher holder.



Place the filled pitcher correctly on the pitcher holder:

- 💡 The handle of the pitcher should always be pointed towards you. **NOTHING** may block the space between the temperature sensor and the body of the pitcher (barista towel, handle of the pitcher...)

Let go of the pitcher and **DON'T** hold the handle while steaming.

## STEP 2 – DEVICE IS STEAMING

The device is steaming.



- 💡 Do **NOT** let anything but the pitcher touch the pitcher holder (so no barista towel or other may touch the pitcher holder while steaming).
- 💡 When the steaming cycle is done, the steam wand will move up automatically.
- 💡 **Do NOT add additional liquid while steaming.**

## STEP 3 – YOUR LIQUID IS READY FLUSH AND WIPE

Take off the pitcher.  
Microfoam is ready to serve.



- 💡 **FLUSH** | When the steaming cycle is finished, the steam wand automatically moves up and blows a small amount of steam out of the nozzle when it reaches the top. **CAREFUL** hot steam.
- 💡 **WIPE** the steam wand with a damp barista towel or Moose hanky until it's completely clean.

- 💡 **TAP** the screen anywhere to continue.

PLEASE NOTE depending on the settings discussed with/installed by your Perfect Moose technician, the following screen can be displayed at the end of the steaming cycle instead. In that case, follow the same procedure: take off the pitcher and wipe the steam wand. Microfoam is ready to serve.



please remove pitcher

## THE SMART STEAMING PROCESS

### Option 2 | Perfect Moose with software version V05.309/B/C

*First check the software version of your device. You can find the software version by tapping the top of the touch screen display of your switched-on device. The software version appears at the top.*

*The steaming process described below is for software version V05.309/B/C. For software version V05.308B/C, go to page 9.*

*The differences between both software versions are the 'extra hot' function and the automatic steam flush at the end of each steaming cycle. Should you want to change these options on your device, please contact your local Perfect Moose dealer. Software updates are always to be done by a certified Perfect Moose technician.*

For software version V05.309/B/C

READY TO STEAM



please place pitcher

#### STEP 1 – FILL THE PITCHER AND PLACE IT ON THE PITCHER HOLDER

Fill the pitcher with the right kind and amount of liquid. **Always start with cold liquid.**

- 💡 **First fill the pitcher, then place it on the pitcher holder, not the other way around.**



Place the filled pitcher correctly on the pitcher holder:

- 💡 The handle of the pitcher should always be pointed towards you. **NOTHING** may block the space between the temperature sensor and the body of the pitcher (barista towel, handle of the pitcher...)

Let go of the pitcher and **DON'T** hold the handle while steaming.

## STEP 2 – DEVICE IS STEAMING

The device is steaming.

- 💡 Do **NOT** let anything but the pitcher touch the pitcher holder (so no barista towel or other may touch the pitcher holder while steaming).
- 💡 When the steaming cycle is done, the steam wand will move up automatically.
- 💡 **Do NOT add additional liquid while steaming.**



## STEP 3 – YOUR LIQUID IS READY FLUSH AND WIPE

Take off the pitcher.  
Microfoam is ready to serve.

- 💡 **FLUSH** the steam wand immediately after use by gently tapping the touch screen with your finger. **CAREFUL** hot steam will escape from the nozzle.
- 💡 The steam flush will stop as soon as you take your finger off the touch screen.
- 💡 **WIPE** the steam wand with a damp barista towel or Moose hanky until it's completely clean.



- 💡 PLEASE NOTE If you wait too long to flush, an alarm will sound. You can only start the next steaming cycle when you have flushed after the previous cycle.

## NOTIFICATIONS

One of the following images could appear on the touch screen when using Perfect Moose. Just follow the instructions indicated on screen.



### LIQUID TOO HOT

The liquid in the pitcher is too hot to start steaming.

- 💡 **Take off the pitcher** and replace the liquid with cold liquid. Put the filled pitcher back on the pitcher holder. The device restarts 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.
- 💡 Required starting temperature is between 0°C and 20°C.



### LIQUID TOO COLD

The liquid in the pitcher is too cold to start steaming.

- 💡 **Take off the pitcher** and replace the cold liquid with warmer liquid. Put the filled pitcher back on the pitcher holder. The device restarts steaming automatically.
- 💡 Required starting temperature is minimum 0 °C.

not enough liquid



please add at least  
ml liquid



### TOO LITTLE LIQUID

There is not enough liquid in the pitcher.

- 💡 **Take the pitcher off** to add more liquid. Place the filled pitcher back on the pitcher holder. The device restarts steaming automatically.
- 💡 **Do NOT add liquid to the pitcher while the pitcher is on the pitcher holder but always take it off first. Adding liquid while the pitcher is on can result in bad quality foam.**

too much liquid



please remove at least  
ml liquid



### TOO MUCH LIQUID

There is too much liquid in the pitcher.

- 💡 **Take the pitcher off** to remove some liquid. Place the pitcher back on the pitcher holder. The device restarts steaming automatically.
- 💡 The standard accepted quantity depends on the size of the pitcher and the recipes.

bad RFID



please replace pitcher



### BAD RFID

The smart pitcher contains no rfid tag, a damaged rfid tag or an installation error of the recipe code in the rfid tag.

- 💡 **Contact your local supplier to replace the pitcher.**



## PLEASE CLEAR THE SCALE

The pitcher holder must be clear at all times.

- 💡 A barista towel touching the scale during a cycle for instance, can influence the recipe, resulting in bad quality microfoam.
- 💡 If this message keeps appearing, turn off the device and turn on again after a 10 seconds. The calibration process will start. Be sure nothing touches the pitcher holder during the calibration cycle. If the problem persists, please contact your local supplier.

## BOILER REFRESH NEEDED



follow manual instructions

ignore and continue



## BOILER REFRESH NEEDED

### ***For Perfect Moose Jack***

- 💡 Perform a boiler refresh (see procedure p.16) to renew the water in the boiler of Perfect Moose Jack.

### ***For Perfect Moose Greg***

- 💡 Your device might not get adequate steam (pressure) from the boiler of the connected espresso machine. Check the connection to the espresso machine or contact your local dealer.

### ***For both Perfect Moose Jack and Greg***

- 💡 This message may also appear when adding liquid to the pitcher while steaming. Never add liquid while steaming.
- 💡 Press ignore and continue to proceed.

## HOW TO REFRESH THE BOILER

### ONLY APPLICABLE TO PERFECT MOOSE JACK

In order to guarantee proper functioning of Perfect Moose Jack, it is important to regularly refresh the boiler. If this is not done on a regular base, limescale can affect the boiler and proper functioning of the device is not guaranteed.

BOILER REFRESH NEEDED



follow manual instructions

ignore and continue

### WHEN TO REFRESH

The water in the boiler should be refreshed **once a week** AND whenever this image appears on the touch screen.

### FIRST TIME USE

When Perfect Moose Jack is put into use for the very first time, there is no water in the boiler. To get set, first fill the boiler with water.

Start at step 4 (see below): Switch device on (= fill with fresh water), followed by STEP 5.

### POSITION THE DEVICE

The device needs to be placed in such a way that the rear side is accessible, preferably with its side/back towards you.

The steam pipe in the front must be able to drop freely. Keep the pitcher holder clear at all times.

### CHECK HOSE AND RING

Should you need to move the device, take care not to kink the drain hose and ensure it remains properly fixed into the device (check the red safety ring).

The hose should be fixed into the drain pipe above the water level.

If one of these things is not correct, do not start the procedure.





## START BOILER REFRESH

### STEP 1

#### TURN THE DEVICE OFF

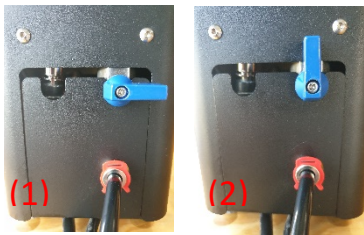
Turn the on/off switch to position 0



- 💡 Always start the boiler refresh with a 'warm' device. In case the device was turned off, first let it heat. The temperature display at the back should indicate at least 120 degrees to start the complete boiler refresh procedure (if switched off, start at step 4 below).

### STEP 2

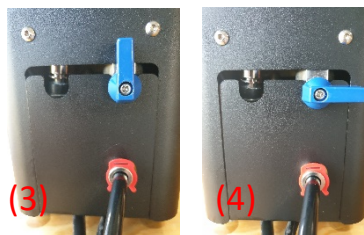
#### OPEN BLUE TAP (= OPEN WATER DRAINAGE)



- 💡 At the back of the device there is a blue, horizontally oriented tap (1)
- 💡 Turn this blue tap a quarter turn until the tap is in a vertical position.
- 💡 When the blue tap is oriented vertically, you can hear the boiler empty via the black drain at the back.

### STEP 3

#### CLOSE BLUE TAP (= CLOSE WATER DRAINAGE)



- 💡 As long as the boiler is emptying, leave the blue tap vertical (3).
- 💡 When you hear no more water running and the boiler is empty, turn the blue tap a quarter turn back into its horizontal position (4).

### STEP 4

#### SWITCH THE DEVICE ON (= FILL WITH FRESH WATER)

#### FOR FIRST TIME USE START HERE



- 💡 Turn the on/off switch to position 1.
- 💡 At the front, the steam pipe moves downward (see start-up procedure). Make sure the pitcher holder is clear.
- 💡 The pump starts and the boiler is filled with fresh water (takes about 3 minutes).



## STEP 5

### TURN SWITCH OFF AND ON AGAIN

- 💡 Turn the on/off switch to position 0
- 💡 Wait for 10 seconds
- 💡 Turn the on/off switch to position 1
- 💡 Boiler is being filled further (takes about 3 min)

When the blue digits on the temperature display do **NOT** light up, switch the device off and on again (repeat step 5 if needed).

When the blue digits on the temperature display light up, the boiler is full and you can put the unit back in its original position.

- 💡 **ATTENTION** Do not kink the drain/inlet hoses (e.g. by pushing the device too close to the wall)

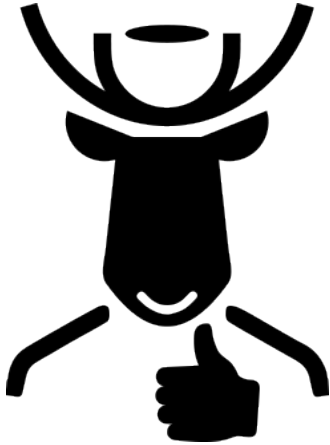
## READY TO STEAM



please place pitcher

## READY FOR USE

Perfect Moose Jack is ready for use as soon as this screen appears at the front display or when the temperature display (blue digits) at the back indicates +/- 127 (°C).



## Questions?

Find your local supplier via  
[www.perfectmoose.com/contact](http://www.perfectmoose.com/contact)

or contact Moose headquarters via  
[help@perfectmoose.com](mailto:help@perfectmoose.com)  
0032 52 49 90 79

Perfect Moose is engineered and made in Belgium

Schuilenburg nv / Perfect Moose  
Vriesenrot 7, BE 9200 Dendermonde

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## TIP FOR SWIFT SERVICE

In case you need to contact your local supplier, 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.

Gently tap the top of the touch screen with your finger and both numbers will appear on the top of the screen.

On the bottom of the device, there is a silver sticker containing the serial number.

