



P.O. BOX 2597 • BROOKLYN SQUARE • 0075

Attention: Natasha Larché

02 July 2012

Re: Impact of red espresso® on espresso machines

Dear Natasha and the red espresso® team,

TriBeCa Coffee Company, as the sole operators of Woolworths Cafes and speciality coffee roasters to Woolworths, have been using the red espresso® brand in our cafes for many years now. We constantly receive compliments on the product espresso, especially the 'red cappuccino®'.

Our stores produce hundreds of cups of coffee and red espresso® drinks daily and we have never experienced problems with any espresso machine due to the use of the red espresso® product.

We have 3 group espresso machines in all stores and use a designated group head for just red espresso® preparation to eliminate cross contamination between coffees between red espresso®.

I have heard of rumours that red espresso® can damage the espresso machine however looking at our stores; compounded by the fact that we use a designated group head and portafilter handle for red espresso®, I can vouch that red espresso® does in no way prove to be harmful to the espresso machines.

I do however, as we train with coffee, advise users to clean their coffee machines regularly like we do daily due to commercial use.

Coffee oils are more harmful to espresso machines than red espresso® if not cleaned regularly/ as per schedule.

Regards,

Ishan Natalie

National Beverage Manager and Head of Barista/ Beverage Training

TriBeCa Coffee Co. / Woolworths Café

