



# **QUALITY** **ESPRESSO**

Leading Manufacturer of Espresso and Cappuccino Machines since 1952

*Ariete*

**FUTURMAT**

**GAGGIA**

**ITALCREM**

**MAIRALI**

**VISACREM**

## **COFFEE:**

**More than a hot drink.**

**It stimulates, helps the mind to think clearly and sharpens the imagination.**



Barcelona, Parc Güell. La Salamandra de Antoni Gaudí.

**QUALITY**  
**ESPRESSO**

... always choose a Quality Espresso



1952

1956

W e l c o m e

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**QUALITY**  
**ESPRESSO**

# LOOKING BACK

1967

1978

2001

## THE ORIGINS OF QUALITY ESPRESSO

In Spain, the brands manufactured by Quality Espresso are the benchmarks used by foodservice professionals when considering commercial espresso and cappuccino coffee machines.

Gaggia is probably the first brand to come to mind due to historic reasons.

Gaggia arrived in Barcelona in 1952, four years after Achile Gaggia filed the patent for espresso coffee extraction in Italy.

In 1956, a competitor arrived in Spain in the shape of Faema. The presence of these two brands in Barcelona meant that Spain participated from the start in the expansion of Mediterranean espresso culture.

The Gaggia and Faema entities in Spain eventually separated from their parent companies. The former had created the Visacrem brand in 1967 and began selling in export markets under this brand. The latter created the Futurmat brand in 1978, and this rapidly expanded to become the number one selling brand in Spain.

One of the key contributions to espresso technology, the incorporation of vertical release electro-valves underneath the group heads, was developed in Barcelona, and is now used by all our competitors.

In 2001, Quality Espresso purchased these two historic brands. With its headquarters in the Barcelona factory built by Faema in the 1960's, Quality Espresso sells espresso equipment around the world under the brand names Futurmat, Gaggia, Visacrem, Italcrem and Mairali (the latter two brands having been created in 1957 and 1989 respectively).

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# the **BEST** choice

From the very first day, foodservice professionals have relied on our brands and the productive capacity of **QUALITY ESPRESSO**, making us leaders in our sector in Spain over the last half-century. Our objective is to provide the best products and service to satisfy the needs of our clients.

We believe that advanced technological resources and a clear client-based focus are essential to successfully meet the future demands of coffee service professionals.

Our Mediterranean styling together with the application of emerging technology make us the ideal partner for any espresso and cappuccino coffee business. As a result, we have a leading 40% share of our home market.

We have enormous potential: the activities of Quality Espresso include the detection of the latest needs in the foodservice industry, the design and manufacture of products to meet those needs, and their introduction and distribution worldwide.



Our employees have an average experience of 24 years in the espresso industry.

Quality Espresso is the only Spanish company in its sector performing all these activities.

## our mission:

To **manufacture and distribute** top quality espresso and cappuccino coffee machines and related accessories for the foodservice industry;  
To apply, using our **in-house design and research teams**, innovative technological solutions that respect our product evolution;  
To provide **service** solutions to the foodservice industry, based on our experience, know-how, specialised manufacturing potential and market research.

R&D - CLIENT SATISFACTION

TECHNOLOGICAL ADVANTAGE

AVANT-GARDE DESIGN

QUALITY ASSURANCE

INTERNATIONAL PRESTIGE

ISO QUALITY CERTIFICATION







# human RESOURCES

Every one of Quality Espresso's departments is totally committed to client service Excellence, and to the quality of our products.

## Management

The team that manages Quality Espresso has an accumulated experience of more than ninety years in the company's sector. In recent years, departments and staff have been renewed, improvements have been made to industrial systems and layout, and new strategies have been implemented to ensure sales growth on every continent. Our main objectives include:

- Maintaining Quality Espresso's leading edge in the design and manufacture of products for the foodservice industry.
- Increasing resources dedicated to servicing the foodservice industry and increasing the added value of the company's processes.
- Increasing the presence of our company's products worldwide.
- Guaranteeing the stable growth appropriate to a leading company.



**3% of our workforce is dedicated to Research and Development.  
We aim to shape the espresso technology of the future through innovations  
in electronics or new materials.**

Quality Espresso designs its own main board and other electronic and electrical components.



### **Customer Service**

Our experienced engineers are always ready to listen to new ideas or answer your queries.

### **Sales Department**

We maintain a direct and fluid relationship with our clients, rapidly answering questions and doubts. The trust placed in our company and its products maintains our leadership.

### **Marketing and Communication**

We are regularly present in different international media and communication channels, and participate annually in the most important equipment shows in Europe, Asia and the Americas. The clients of Quality Espresso have different media available to them: internet, brochures, catalogues, CD's, advertisements, etc.

To facilitate the relationship with our clients and the market, the company's activities, services, products and updates are regularly made public.

### **Research and Development**

The personnel of our R&D department have accumulated experience and expertise over several decades in the conception, development and production of espresso machines and steel, brass, copper and other metallic components. The results can be seen in the great number of parts we produce ourselves, from boilers and chassis to brew groups and bodywork, all of them with unequalled quality and cost-competitiveness.

We also design in-house our electronic components. The micro chips, transistors and other elements that make up our electronic boxes are all specified by our R&D department. Our clients benefit from state of the art electronic solutions for our machines, not general "off the shelf" systems.





Leader in its home market for over 50 years  
165 employees, 17000 square meter site  
One of the largest espresso manufacturing plants in the world  
Average employee seniority of 24 years

Located in Barcelona, a strategic area with a long-standing manufacturing tradition



Most components manufactured in-house  
Constant investment in R&D  
High degree of manufacturing integration  
Present on every continent



The manufacturing process begins in materials receipts. We cut high grade 1.5 mm copper sheets for our boilers – the heart of any espresso machine. In-house designed automatic welding machines ensure total quality. The group heads are precision engineered on high-tech Japanese-made digital machinery.

### Material receipts

The purchases made by Quality Espresso are all assessed in our receiving department according to MIL STANDARD 105D. Once these stringent tests have been passed, materials are distributed to the various production sections

**MANUFACTURING:** we are the only Spanish espresso machine manufacturer which undertakes all steps in the production process.

### 1. Component manufacture

- Precision engineering carried out by high-tech Japanese-made digital machinery.
- Hydraulic presses of up to 200 tonnes cut and form the parts used in boilers, chassis and body panels.
- Welding operations performed by automated machines guarantee watertight boilers and components.
- Specific machinery for each type of material: steel, brass, copper and other metallic components.

### 2. Sub assemblies

- Different lines produce each sub assembly: boilers, group heads, taps, chassis, electric systems, grinders, etc

### 3. Final assembly

- On the final assembly line the parts come together, beginning with the chassis, then the groups, boiler, and electric components.





Quality checks take place throughout the manufacturing process.  
The quality testing and quality audit ensure a quality ratio close to 100%.

VISIT OUR FACTORY  
AND TRAINING  
FACILITIES

### Quality Management

Quality checks take place throughout the manufacturing process. All boilers are tested for leakage at 250% of working pressure. The motor pump sub assembly is tested in a non-aqueous environment.

Each machine is functionally tested for 4 hours on the production line. All machines are tested for electrical safety with the latest generation of electronic equipment.

The systematic and methodical application of 21<sup>st</sup> century manufacturing techniques leaves nothing to chance.

### Quality Audit

We audit daily the quality of our products: a statistically significant 8 to 10% of the machines are taken off the end of the line and thoroughly tested from the end-users point of view.

**Quality Certification:**  
Our company's activities and systems comply with ISO 9001:2000.

### Packaging

After successfully passing the quality checks, the machines reach the end of the production line and are carefully packaged. Here too, nothing is left to chance: our packaging has been successfully tested according to ISO Norms 2874 (Stacking Test Using Compression Tester), 2248 (Vertical Impact Test By Dropping), and 2247 (Vibration Test At A Fixed Low Frequency) amongst others.



# training FACILITIES

Our 350 square meter training facilities include a show room and fully equipped training areas. All the equipment commonly used in a coffee service business is available for use so that the trainees can get hands-on experience

## Training

Professional equipment needs professionals to maintain and service it.

We regularly offer technical training programmes in different languages to ensure that end users get the highest level of technical service on our products.

Our show rooms and training areas are also used for training catering professional in obtaining the best espresso and cappuccino drinks from our machines.

We also offer tailor-made training programmes for individual client groups and service personnel.





# after-sales **SUPPORT**

Quality Espresso offers technical and commercial information about its products to its clients and end users. Contact us with any question you might have: [www.qualityespresso.net](http://www.qualityespresso.net)

## After-sales service

Our stock of over 7000 different spare parts and finished goods references guarantees prompt service to our clients.



The marks awarded to us by International Certification Bodies can be found on our machines. We do not self-certify our products: they are all tested by independent laboratories, as the following examples demonstrate:

- Europe: CE compliance as tested by LGAI  
ISO 9001:2000 by AENOR
- USA: ETL and NSF marks as tested by ETL
- Korea: KTL mark issued by Korea Testing Laboratory

Our factory is inspected quarterly to ensure the high standards these bodies require are maintained.

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# prestige **BRANDS**

## Our brands: the reason we exist

Each of our brands has acquired a well deserved prestige over time.  
We ensure each one retains the highest quality.

Each brand offers you the assurance of belonging to a market leader,  
with the back up of a worldwide network of service professionals.

OUR SALES DEPARTMENT WILL GUIDE YOU TOWARDS THOSE  
SOLUTIONS BEST ADAPTED TO YOUR NEEDS:

Tel. +34 93 223 12 00 • Fax. +34 93 223 20 17  
Export Tel. +34 933 946 305 • Export Fax + 34 933 322 111  
[www.qualityespresso.net](http://www.qualityespresso.net)





### Small details that make a big difference:

- All working surfaces made of stainless steel
- Ergonomically designed handles and taps
- Pressure gauges and Digital Display (depending upon model)
- All the necessary functionality for preparing teas and espresso based drinks
- Stainless steel steam arms
- Built in motor pumps
- Solid brass brew groups of 2 or 3 kilos weight (depending upon model)
- Galvanised steel chassis, weighing 11 kilos (2 group model)



**Espresso And Cappuccino Machines: Lever, Semiautomatic, Electronic, Electronic With Digital Display • Coffee Grinders  
• Milk Warmers • Juice Squeezers • Dishwashers • Glasswashers • Water Softeners.**

# global PRESENCE

Quality Espresso is located in Barcelona, an industrial area with a worldwide reputation for excellence. The head office and manufacturing plant are just 10 minutes from the harbour and the international airport

## Enquire about your local dealer

Tel. +34 93 223 12 00  
Fax. +34 93 223 20 17  
Export Tel +34 933 946 305  
Export Fax +34 933 322 111  
[www.qualityespresso.net](http://www.qualityespresso.net)



WE PARTICIPATE ANNUALLY IN THE MOST IMPORTANT EQUIPMENT SHOWS  
OUR PACKAGING COMPLIES WITH ISO NORMS  
WE ADAPT OUR PRODUCTS TO THE PARTICULARITIES OF EACH MARKET



**CE**  
EUROPE  
COMMUNITY MARK



**SPAIN**  
AENOR PRODUCT CERTIFICATE



**INTERNATIONAL**  
CB TEST CERTIFICATE



**POLAND**  
CB CERTIFICATE



**USA**  
ETL LISTED  
COMMERCIAL ELECTRIC COOKING APPLIANCES

**SANITATION LISTED**  
COMMERCIAL COOKING AND HOT FOOD STORAGE EQUIPMENT



**ARGENTINA**  
IRAM CERTIFICATE



**KOREA**  
CERTIFICATION BODY (KOREA TESTING LABORATORY)



**RUSSIA**  
GOST-R CERTIFICATE

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**Quality Espresso S.A.**

Motores, 1-9 · 08040 Barcelona

Tel. 93 223 12 00 · Fax 93 223 20 17

Export Tel. +34 933 946 305 · Export Fax + 34 933 322 111

[www.qualityespresso.net](http://www.qualityespresso.net)