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(54) Title: BEVERAGE PREPARATION MACHINE SUPPORTING A REMOTE SERVICE FUNCTIONALITY

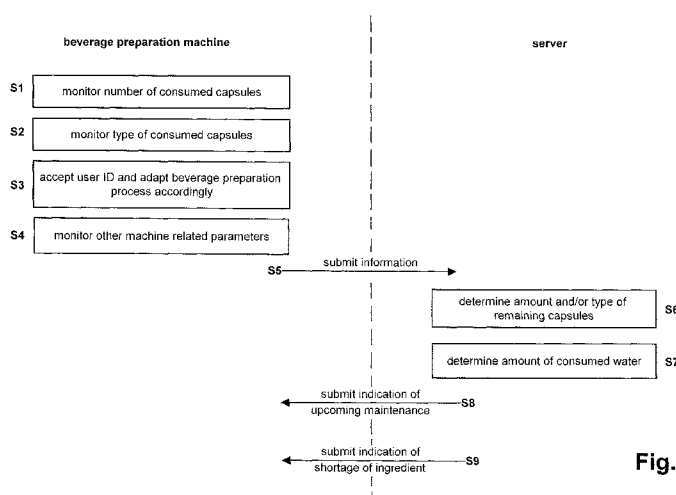


Fig. 6

(57) Abstract: The present invention relates to a method for remotely providing service functionalities for a beverage preparation machine (1). The beverage preparation machine (1) is adapted for preparing a beverage by receiving a capsule in a capsule extraction unit, circulating a carrier liquid, such as water in particular heated water, through said capsule in the extraction unit and by dispensing a resulting beverage. The machine is in data communication with a remote server (50) via a communication network (511, 501, 502). The machine (1) monitors (S1, S2, S3, S4) parameters related to the machine and submits (S5) the monitored parameters to the server (5). The server (5) initiates (S8, S9) a service functionality depending on the submitted parameters. The present invention further relates to a beverage preparation machine (1) adapted to support such a method and to a system (100) for remotely providing service functionalities for a beverage preparation machine (1) at a customer location (150).