en

USER MANUAL A600

FCS4086





Read the user manual before working on the machine.

Keep the manual with the machine and pass the manual on to the next operator if the machine is sold or transferred to a third party.

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1 FOR YOUR SAFETY

1.1 Intended use

1.1.1 Coffee machine

- The coffee machine is a commercial machine for preparing beverages and is intended for use in food services and the hospitality industry.
- The coffee machine is designed to process whole coffee beans, chocolate powder that is suitable for automatic devices, and fresh milk.
- The coffee machine is intended for the preparation of beverages in accordance with these instructions and the technical data.
- The coffee machine is intended for operation indoors.

Please note

- The coffee machine is not suitable for use outdoors.

1.1.2 Add-on units

The intended use of the add-on units is described in the user manual for the respective add-on unit.

1.2 Non-authorized use

- Children under the age of 8 years are not permitted to use the appliance.
- Do not use the appliance:
  - If covers, side panels, etc. on the appliance are missing
  - If the appliance, power cord or connection lines are damaged
  - If you are not familiar with its functions
  - If the appliance has not been cleaned or filled as specified
- Any use that deviates from or exceeds the use described in these instructions is considered unauthorized. The manufacturer is not liable for any damage resulting from the improper use of the appliance.

1.3 Prerequisites for using the coffee machine

- The coffee machine is intended for use by trained personnel or as a self-service machine.
- Self-service coffee machines must always be monitored to protect the users.
- Children or persons with restricted physical, sensory or mental abilities, or lack of experience and knowledge, may only use the coffee machine under supervision or after adequate instruction by a person responsible for their safety; they are not permitted to play with the coffee machine. Cleaning and maintenance may not be carried out by children without supervision.
- Each operator of the coffee machine must have read and understood the instructions. This does not apply to its use in the self-service area.
- Do not operate the coffee machine or add-on units until you have completely read and understood these instructions.

1.4 Explanation of safety instructions

In order to ensure the safety of persons and protection of material goods, it is essential to observe these safety instructions.

Symbol and signal word indicate the severity of the danger.



WARNING

Indicates a potential danger which, if not avoided, it may result in death or serious injuries.



CAUTION

Indicates a potential danger which, if not avoided, could result in minor or moderate injury.



NOTICE

Directs your attention to the risk of damage to the machine/appliance.

1.5 Explanation of mandatory signs

To protect people and property, you must observe the mandatory signs.



Read the instructions.



Disconnect the power plug.

1.6 Safety concerns when using the coffee machine



WARNING

Risk of fire

If the power cord is electrically overloaded, the heat generated can cause a fire.

a) Never use power outlet strips, multi-sockets or extension cords to connect the coffee machine to the power supply.



WARNING

Risk of fatal injury from electrocution

Damaged power cords, cables or plugs can lead to electrocution.

a) Do not connect any damaged power cords, cables or plugs to the power grid.

b) Replace damaged power cords, cables or plugs.
If the power cord is permanently assembled, contact the service technician. If the power cord is not permanently assembled, order and use a new, original power cord.

c) Ensure that the machine and the power cord are not near any hot surfaces such as gas or electric stoves or ovens.

d) Ensure that the power cord is not pinched or chafing against sharp edges.

e) Only pull on the plug and not on the cable when disconnecting the appliance from the power grid.



WARNING

Risk of fatal injury from electrocution

Liquid/moisture entering the machine or leaks can lead to electrocution.

a) Never point a liquid or steam jet at the machine.

b) Do not pour any liquids on the machine.

c) Do not immerse the machine in liquid.

d) Disconnect the machine from the power supply in the event of a leak or if liquid/moisture enters the machine.



WARNING

Risk of fatal injury from electrocution

Work, repairs or servicing improperly performed on electrical systems can lead to electrocution.

a) Ensure that repairs on electrical parts are carried out by service technicians using original spare parts.

b) Ensure that servicing is only carried out by authorized persons with the relevant qualifications.



WARNING

Risk of scalding

Hot water is released during rinsing.

a) Keep hands away from the spouts and nozzles during this process.

b) Do not place anything on the drip grid.

c) IN CASE OF SCALDING: Immediately cool the affected area and, depending on the severity of the injury, consult a doctor.



WARNING

Risk of scalding

Hot liquids and steam escape during cleaning and can lead to scalding.

a) Keep hands away from the spouts and nozzles during this process.



WARNING

Risk of scalding

Hot beverages can lead to scalding.

a) Always be careful with hot beverages.

b) Use only suitable drinking vessels.



WARNING

Risk of injury

If objects find their way into the bean hopper or grinder, splinters may be ejected, leading to injury.

a) Never insert any objects into the bean hopper or grinder.



CAUTION

Cutting injuries/crushing

The powder hoppers worm gear mechanism can cause cuts or crushing injuries.

a) Exercise care when cleaning the powder hopper.



CAUTION

Irritation from cleaners

Cleaning tablets, milk system cleaning agent, and descaler can lead to irritation of the skin or eyes.

a) Observe the hazard warnings on the label of the respective cleaner.

b) Avoid contact with your eyes and skin.

c) Wash your hands after coming into contact with cleaning supplies.

d) Cleaners must not find their way into beverages.



CAUTION

Health hazard due to germ formation

Inadequate cleaning can result in food residues accumulating in the machine and at the spouts, thereby contaminating products.

a) Do not use the machine unless it has been cleaned according to the instructions.

b) Clean the machine daily in accordance with the instructions.

c) Inform operating personnel of the necessary cleaning measures.



CAUTION

Health hazard due to germ formation

Residues may build up in the machine if not used for a long time.

a) Clean the machine if it is not used for extended periods (more than 2 days).



CAUTION

Spoiled food or contamination

Old or unhygienic food or contamination can present a health risk.

a) Use the appliance only when it is in a hygienic condition and has been cleaned as intended.

b) Use only the liquids listed in the section entitled "Intended use".



CAUTION

Formation of mold

Mold can form on the coffee grounds.

a) Empty and clean the grounds container at least once a day.



CAUTION

Formation of mold

Moisture within the bean hopper may lead to the growth of mildew.

a) Do not bring the bean hopper into direct contact with water.

b) Use only a damp cloth for cleaning.

c) Ensure that the bean hopper is completely dry before attaching it.



CAUTION

Health hazard due to unsuitable cleaning products

Using the wrong cleaning products can be hazardous to your health.

a) Only use cleaning products that are intended for your machine.



NOTICE

Damage to the appliance

Connection lines could be damaged by tensile load.

Moisture entering the appliance can cause damage.

An unsuitable location can lead to damage.

a) Never pull on the connection lines.

b) Lay the connection lines in such a way that they do not create trip hazards.

c) Do not use jets of water or steam for cleaning.

d) Do not expose the appliance to the elements, such as rain, frost or direct sunlight.

e) Place the appliance only on a level, stable surface.

f) Do not use an open flame near the appliance.

g) Protect the appliance against moisture and spray water.



NOTICE

Functionality of the machine is impaired in the event of long-term decommissioning and storage

If you plan to start using your machine again at a later date, it is essential that service measures are implemented. The coffee machine must be maintained, installed, and cleaned before preparing any beverages.

a) Contact the Franke Service team for information regarding proper decommissioning and storage.

b) Have your coffee machine drained by your service technician.

c) Remedial maintenance may be required when commissioning the machine if it has been stored in excess of 6 months.



NOTICE

Incorrect filling of the hoppers

Incorrectly filling the hoppers can produce defective products and the machine can be damaged as a result.

a) Fill the bean hopper with coffee beans.

b) Fill the powder hopper with powder suitable for automatic coffee makers.

NOTICE

Impairment of function

If the bean hopper and powder hopper are not locked correctly, the function of the coffee machine and the product quality may be impaired.

a) Push the locking slide all the way in.

NOTICE

Poor beverage quality

The oil from the coffee beans is deposited on the inside of the bean hopper as a thin film of oil. This deposited oil ages quickly and impairs the taste of the beverages produced.

a) Remove the oil film from the inside of the bean hopper on a daily basis.

b) To do this, use a dry cloth or a cloth moistened only with water.

c) Do not use any cleaners, as these alter the taste of the coffee.

NOTICE

Deterioration in storage

Parts may no longer function as they should if they have been stored or unused for periods in excess of 6 months.

a) Contact your service technician for information regarding repairing and recommissioning your machine.

NOTICE

Overheating damage

If the clearance distances around and above the appliance are too small, heat may build up in the appliance and lead to faults.

a) Comply with the stipulated installation dimensions and clearances.

b) Ensure that the clearance spaces are not obstructed.

NOTICE

Dirty components

Dirty components can have a negative effect on the function of the coffee machine and the quality of beverages.

a) Clean the removable components when the coffee machine prompts you to do so or if you notice any soiling.

NOTICE

Contamination from powder

Powder can fall from the powder hopper.

a) Always transport the powder hopper in an upright position and ensure it is closed.

NOTICE

Machine damage due to unsuitable cleaning products

Using the wrong cleaning products can damage the machine.

a) Only use cleaning products that are intended for your machine.

NOTICE

Franke cleaning products

a) Use the cleaning products from Franke. These are optimally adapted to your coffee machine and, when used correctly, ensure a high standard of hygiene.

Do you have any questions that are not addressed in these instructions? Please do not hesitate to contact your local customer service partner, Franke Customer Service, or Franke Kaffeemaschinen AG in Aarburg.

a) You will find the contact details on the back of the user manual.

2 EXPLANATION OF SYMBOLS

2.1 Symbols used in the manual

2.1.1 Orientation

Symbol	Description
	This symbol indicates tips, tricks and additional information
	Prerequisites for additional steps
	Finely ground
	Coarsely ground
	Result or intermediate result for additional steps
	Bean hopper
	Powder hopper
	Emptying the grounds container

2.2 Symbols used in the software

2.2.1 Symbols on the user interface



The symbols displayed depend on the product type and operating mode.



When a symbol is illuminated on the dashboard, additional information and instructions can be displayed by tapping the symbol. If an error occurs, refer to the ***Troubleshooting [⟩ 78]*** chapter for help.

Symbols on the dashboard

Symbol	Designation	Description
	Language	Allows switching to another language

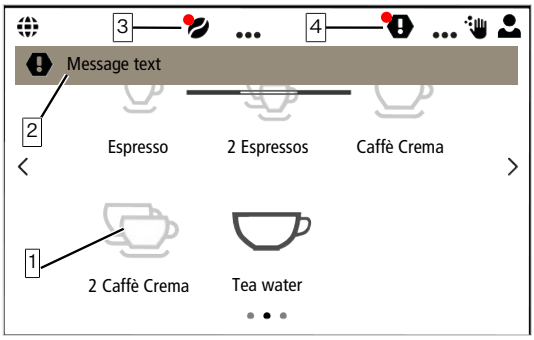
Symbol	Designation	Description
	Coffee beans	Messages related to the coffee bean resource
	Milk container	Messages related to the milk resource
	Chocolate powder	Messages related to the chocolate powder resource
	Flavor	Messages related to the flavor resource
	Maintenance level	Opens the coffee machine maintenance level
	Grounds container	Messages related to the grounds container
	Blocking the spout	Blocks the spout so that it no longer moves up or down automatically
	Purge	Starts the steam wand and removes any condensation in the steam pipe
	Expand	Expands a parameter and shows all available settings
	Confirm	Starts producing beverages
	Cancelling	Stops producing beverages
	Step	Step within a sequence of actions on the operator panel
	Current page	Displays the position of the current page

Symbol	Designation	Description
	Swipe left/right	Swipe left or right in the product offering

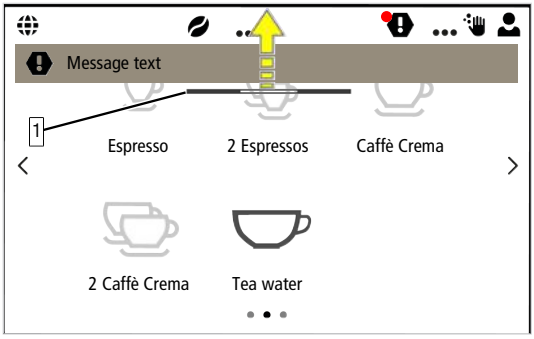
Symbols for cleaning and care

Symbol	Designation	Description
	Cleaning	Start the cleaning cycle or displays messages related to cleaning
	Rinsing	Rinses the coffee machine
	Cleaning brush	Required for cleaning/care steps
	Franke Care Spray	Required for cleaning/care steps
	Paper towel	Required for cleaning/care steps
	Damp cleaning cloth	Required for cleaning/care steps
	Water	Required for cleaning/care steps
	HACCP requirements	Observe the company's HACCP requirements
	Do not interrupt the cold chain	
	Hand/environmental hygiene	Wash your hands and clean the work surfaces before performing any tasks
	Use Franke cleaning products	Only use original Franke cleaning products for cleaning
	Not dishwasher-proof	Clean removable parts by hand

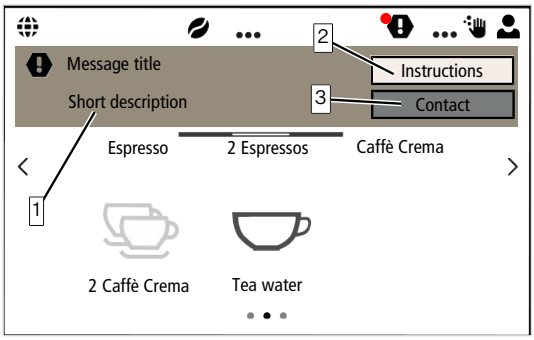
2.2.2 Presentation of system and error messages



1. Grayed out beverage, not available
2. Message displayed at the top of the screen
3. Highlighting for a resource-specific message
4. Additional highlighting of system and error messages



To hide the messages, tap or swipe up the bar [1].



1. Short description displayed when tapping complex messages
2. Detailed, step-by-step explanation of how to proceed
3. Contact service technician

3 SCOPE OF DELIVERY

The scope of delivery may vary, depending on the configuration of the appliance. Additional accessories may be obtained directly from your retailer or from Franke Kaffeemaschinen AG in Aarburg, Switzerland.

	Item description	Item number
	Manual set	
	Cleaning tablets (100 pcs.)	567.0000.010
	Cleaning tablets (USA/Canada)	567.0000.002
	Franke Care Spray – Spray bottle – Spray bottle head	567.0752.730 560.0755.790 560.0752.738
	Measuring cup 1000 ml	560.0002.653
	Paint brush	560.0003.716
	Cleaning brush	560.0752.804
	Franke Care cleaning cloth	560.0002.315

	Item description	Item number
	Grinder adjustment wrench	560.0751.353
	Aerator/hose wrench	560.0522.696
	Milk system cleaning agent (dosing bottle)	567.0000.005
	Milk system cleaning agent (dosing bottle) (USA/Canada/Mexico)	567.0000.006

4 IDENTIFICATION

4.1 Position of the type plate

4.1.1 Coffee machine



The type plate for the coffee machine is located on the left-hand inner panel.

4.2 Type code

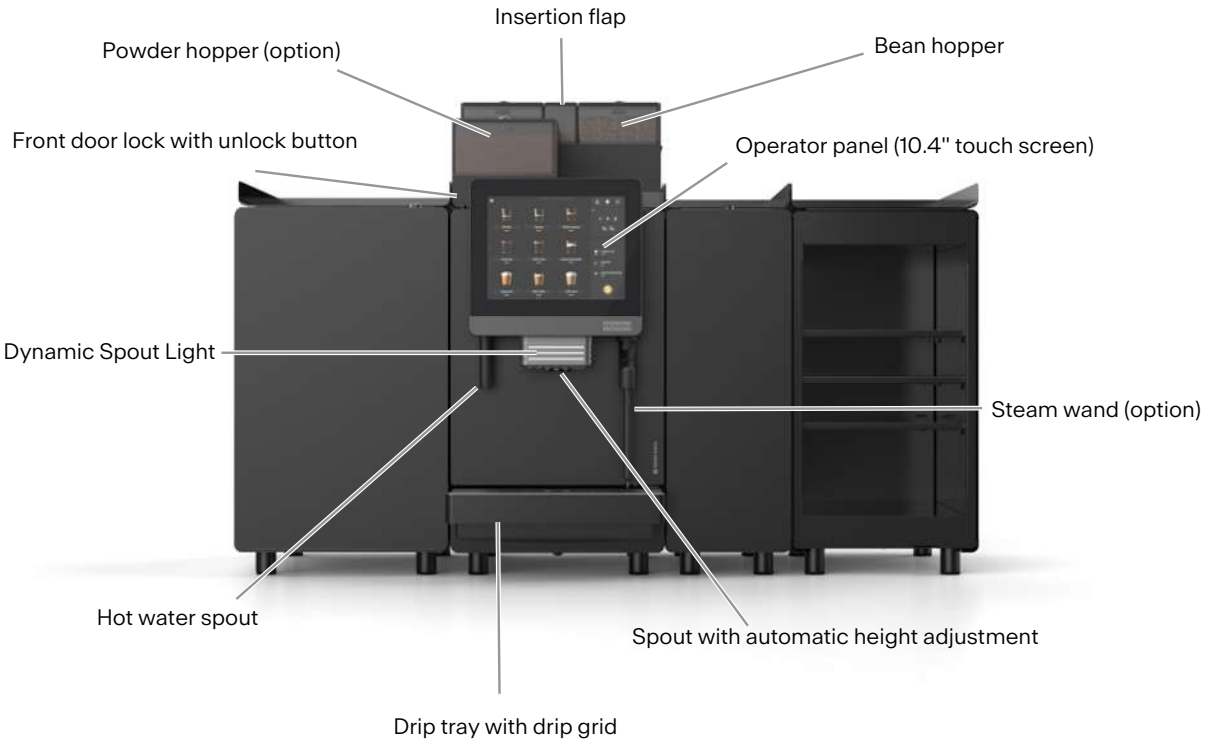
4.2.1 Coffee machine

Type code	Description
A600	Coffee machine (fully automatic) Series: A Overall size: 600
NM	NoMilk (coffee machine without milk system)
TS	TwoStep (manual milk foam production using steam plant)
FM	FoamMaster (cold and warm milk, cold and warm milk foam)
Pro	Integrated pump module (when using a Franke cooling unit)
Plus	Pump module in the coffee machine (when using a third-party cooling unit)
1G	1 grinder
2G	2 grinders
3G	3 Grinders
1P	1 powder dosing unit
2P	2 powder dosing units
H1	Left-hand hot water spout
C1	Single spout
C2	Double spout
S1	Steam wand
S2	Autosteam (steam wand with temperature sensor)
S3	Autosteam Pro (steam wand with temperature sensor and programmable milk foam consistency)
W1	Main water connection

5 DESCRIPTION OF APPLIANCE

5.1 Coffee machine

The coffee machine is available with numerous options. To provide you with an overview of your machine, a sample configuration is illustrated here. Please note that your coffee machine may look different from the configuration shown here.



Spout lights (Dynamic Spout Light (DLI))

The spout lights are dynamic and use different colors to signal the status of the coffee machine.

	Ready mode A steady white light on the 3 LED strips indicates that the coffee machine is ready for beverage selection.
	Error mode Red flashing of the 3 LED strips indicates an error that prevents products from being prepared. Details about the error message are shown on the coffee machine display.
	Rinsing/cleaning cycle starting shortly Blue flashing of the 3 LED strips indicates that the coffee machine will start a rinsing or cleaning cycle shortly.

5.1.1 Standard

- 10.4" touch screen

- One grinder
- Left-hand hot water spout
- Spout with automatic height adjustment and Dynamic Spout Light (DLI)
- Spout lighting
- iQFlow™
- First Shot
- Vacuum-insulated boiler system HeatGuard
- FrankeOS
- FrankeConnect
- Modular cleaning and care concept IndividualClean
- Machine color Onyx, Granite or Mahogany
- Feet, 40 mm
- Main water connection
- Support for video files

TS version

- Steam wand S1

FM Plus version

- New FoamMaster
- Connection kit for third-party cooling unit

FM Pro version

- New FoamMaster

5.1.2 Options

- Lockable bean and/or powder hoppers
- Lockable door
- Second grinder
- Third grinder
- Powder hopper
- Second powder hopper
- CupDetection (via cup sensor)
- Individual beverage temperature PrecisionTemp
- Adjustable feet, 70 mm
- Adjustable feet, 100 mm

TS version

- Autosteam (steam wand with temperature sensor)
- Autosteam Pro (steam wand with temperature sensor and programmable milk foam consistency)

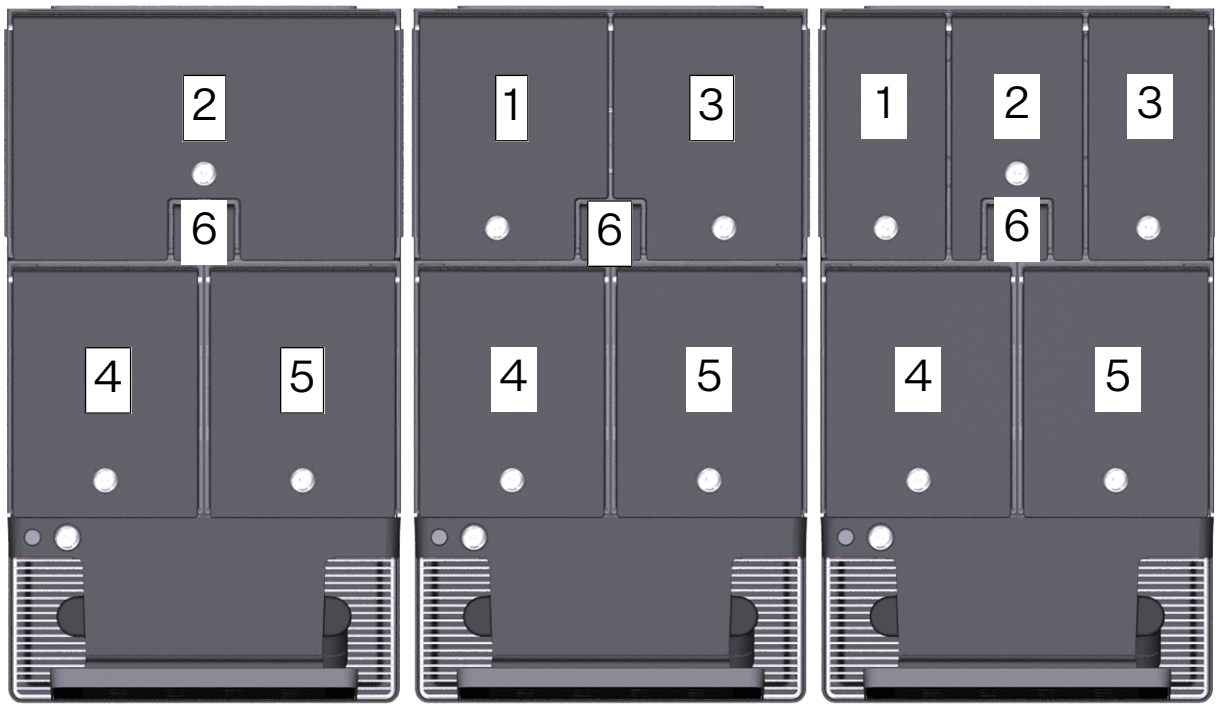
FM Plus version

- Steam wand
- Autosteam (steam wand with temperature sensor)
- Autosteam Pro (steam wand with temperature sensor and programmable milk foam consistency)

FM Pro version

- Two milk types (DualMilk (DMI) or IndividualMilk (IMI))
- Steam wand
- Autosteam (steam wand with temperature sensor)
- Autosteam Pro (steam wand with temperature sensor and programmable milk foam consistency)

Hopper positions



1 grinder 2 grinders 3 Grinders

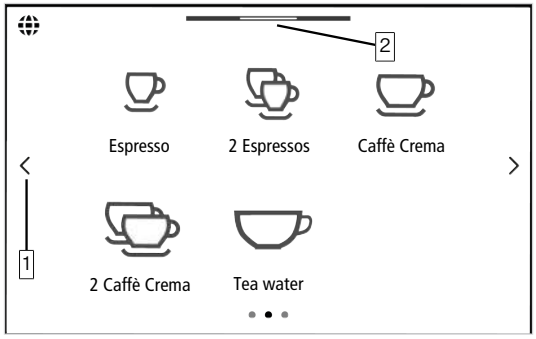
1	Grinder	2	Grinder
3	Grinder	4	Powder hopper or grinder
5	Powder hopper or ActiveChill	6	Insertion funnel for ground coffee and cleaning tablet

The total number of installed grinders is indicated on the ***type plate [} 19]***.

5.2 Overview of operating modes

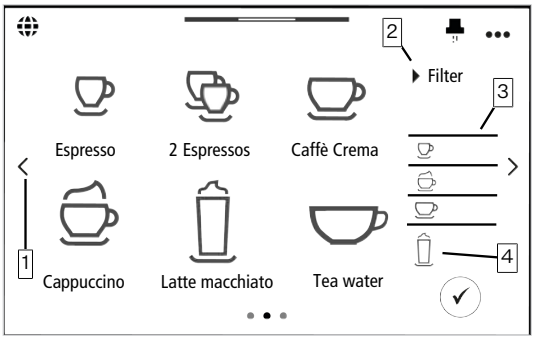
The suitable operating mode depends on the utilization of your coffee machine, your product range and the preferences of your customers.
Your service technician will be happy to help you set the appropriate operating mode.

5.2.1 User interface



1	Scroll forwards or backwards	2	Pull the bar down for information and options

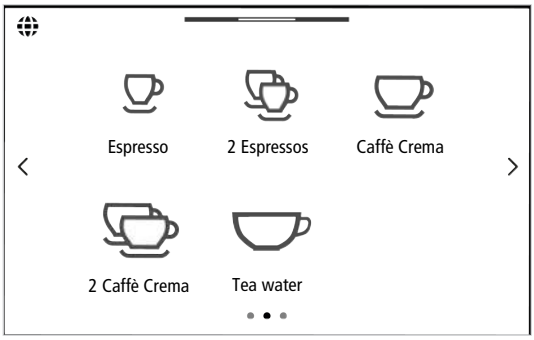
5.2.2 ProServe operating mode



ProServe is the operating mode for non-self-service utilization. You can add additional orders while your coffee machine is preparing a product.

1	Scroll forwards or backwards	2	Expand for filter options
3	Beverage queue list	4	Beverage being prepared

5.2.3 SelfServe operating mode



The SelfServe operating mode is the standard setting for self-service. Once your customer has selected a beverage, he/she can adapt it in the second step if product options are activated.

Individual adaptations

- Individual arrangement of beverages
- Activate Credit Mode

5.3 FrankeCloud (Option)

Developed specially for the Franke coffee machine fleet, the FrankeCloud give you control and a clear overview of all activities and information about the coffee machines. Centrally controlled remote maintenance, such as software and configuration updates, means that on-site interventions are not required.

You can obtain additional information from your Franke service technician or on the Franke website.

6 INSTALLATION

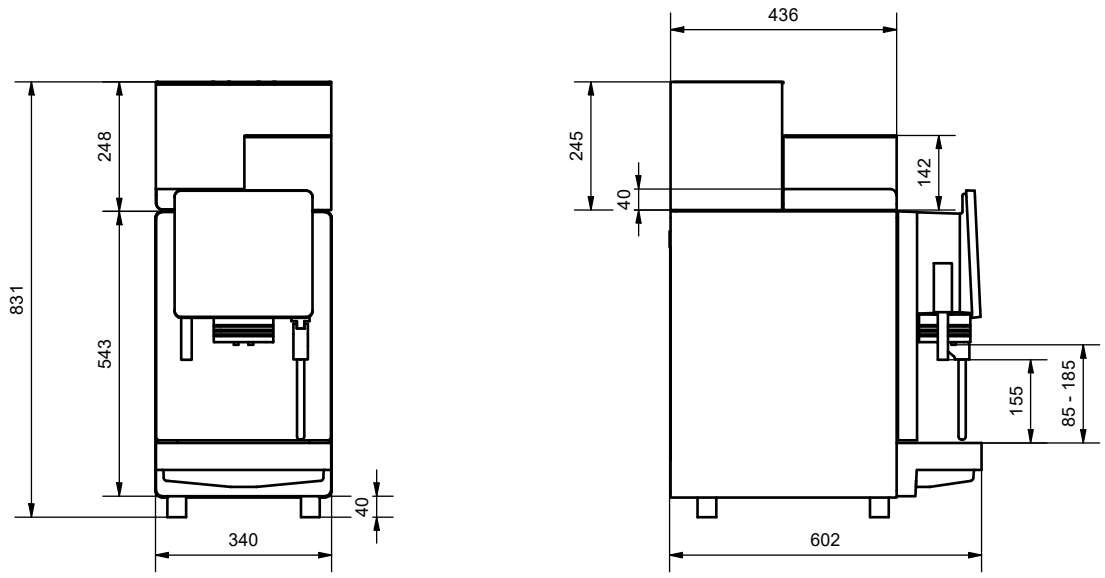
6.1 Preparations

- The main power connection for the coffee machine must be protected by a residual current circuit-breaker (RCCB).
- Each terminal of the power supply must be able to be interrupted using a switch.
- The water connection must comply with Requirements of the water supply and local and national rules and regulations.
- The coffee machine must be connected to the water supply with the supplied hose kit. Do not use any other water hoses that happen to be present.
- Ensure that the coffee machine can be placed on a horizontal and stable support with a load capacity of min. 150 kg. The operator panel should be at eye level and allow ergonomic operation.

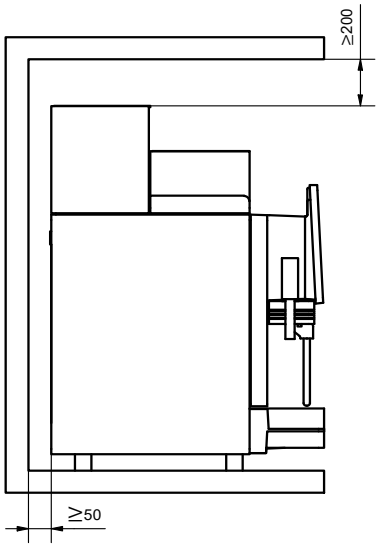
You must have completed these preparations before a service technician can install the coffee machine for you. The service technician will install your coffee machine and carry out the initial commissioning process. The technician will walk you through the basic functions.

6.2 Dimensions of the coffee machine

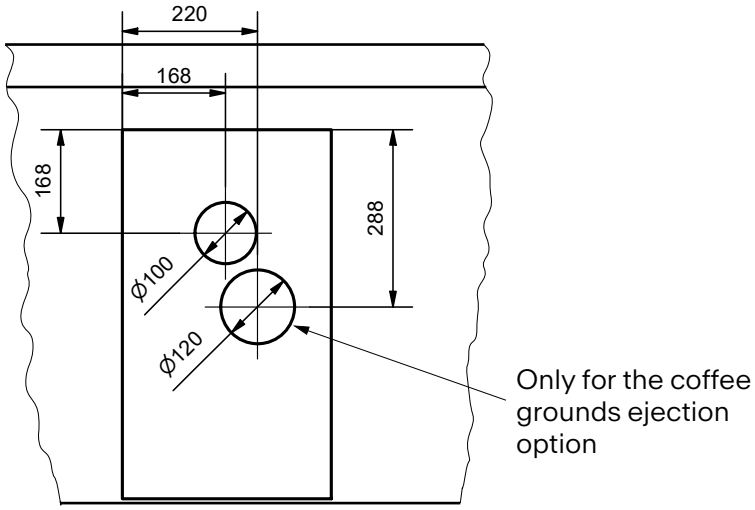
All dimensions are specified in mm.



Front/side view



Minimum distances, top and rear



Hose feedthrough in the counter

NOTICE

Overheating damage

If the clearance distances around and above the appliance are too small, heat may build up in the appliance and lead to faults.

a) Comply with the stipulated installation dimensions and clearances.

b) Ensure that the clearance spaces are not obstructed.

6.2.1 Feet

The appliance is delivered with feet.

– Feet 40 mm (standard)

– Feet 70 mm (option)
– Feet 100 mm (option)

Adjustable feet can be used to compensate for unevenness.

6.3 Requirements of the water supply

6.3.1 Mains water connection

Water pressure	0,8-8,0 bar
Flow rate	>100 ml/s
Water temperature	<25 °C
Connection to the mains water connection	G3/8" compression fitting and metal hose l = mm Only connect using the hose kit provided

– The mains water connection must meet the technical data requirements and comply with applicable federal, state, and local regulations.
– The mains water connection must have a backflow prevention device.
– The mains water connection must be equipped with a shut-off valve and a check valve with an upstream filter accessible for inspection. It must be possible for the filter to be removed for cleaning.
– Water from the household decalcification system must not be used.
– Filter with at least 100 loops/inch (UL)

6.3.2 Determining the water hardness with a measuring strip

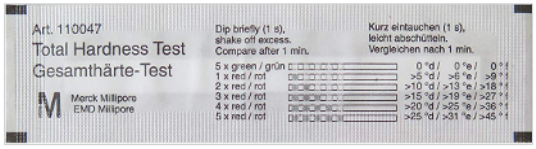
NOTICE

Machine damage caused by limescale build-up

If the water hardness setting is incorrect, limescale can build up in the coffee machine. Limescale deposits may damage the coffee machine.

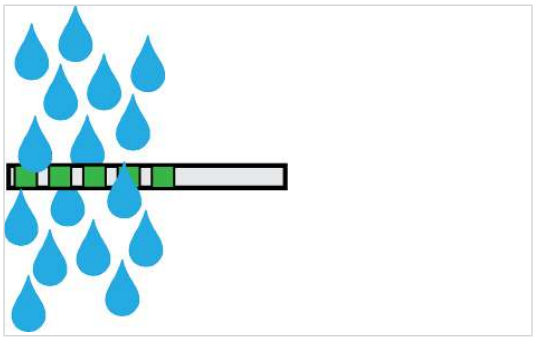
a) Measure the water hardness during commissioning. Then set the water hardness in the Commissioning menu on the basis of the measurement.

The hardness level of the water in use determines the capacity of the water filter. If the hardness level in the machine program is known, it will automatically request a filter change at the correct time.



Packaged water hardness measuring strip

1. Remove the measuring strip from the packaging.



2. Dip the measuring strip into the water for 1 second.
3. Gently shake off any excess water.



⇨ The color of the measuring strip will change.

4. After one minute, read off the water hardness level. The water hardness corresponds to the number of red-colored fields.

Hardness level	Result shown on the measuring strip	Water hardness
1	1 x red	>5° dH/>6°e/>9°fH
2	2 x red	>10° dH/>13°e/>18°fH
3	3 x red	>15° dH/>19°e/>27°fH
4	4 x red	>20° dH/>25°e/>36°fH
5	5 x red	>25° dH/>31°e/>45°fH

Claris water filter capacity

Water hardness	1	2	3	4	5
Filter volume	500 l	300 l	200 l	150 l	100 l
Service life in months	10	8	6	4	2

6.3.3 Water quality

Total hardness:	4–8° dH GH (German total hardness) 7–14° fH GH (French total hardness) 4,2–8,3 GPG 70–140 ppm (mg/l)
Carbonate hardness	3–6° dH KH / 50–105 ppm (mg/l)
Acid content/pH value	6.5–7.5 pH
Chlorine content	< 0.5 mg/l
Chloride content	< 30 mg/l
TDS (total desolved solids)	30–150 ppm (mg/l)
Electrical conductivity (measured)	50–200 µS/cm (microsiemens)
Iron content	< 0.3 mg/l

- Color: Clear
- Taste: Fresh and pure taste
- Aroma: No perceptible aroma
- No rust particles in the water
- Reverse osmosis: the water must have a dissolved solids content of at least 30-50 ppm (30-50 mg/l) in order to prevent the boiler from being overfilled.

Evaluating the risk of corrosion

The following formula can be used for evaluation:

Calculated conductivity = measured conductivity [µS/cm] – (measured total hardness [dH GH] x constant)

- Measured conductivity in µS/cm
- Measured total hardness in dH GH
- Constant = 30 [µS/cm]/[dH GH]

Calculated conductivity	Risk of corrosion
<200 µS/cm	low
200 – 500 µS/cm	increased
>500 µS/cm	high

Calculation example:

- Measured conductivity 700 µS/cm
- Measured total hardness 18 dH GH
- Calculated conductivity = 700 µS/cm – (18 x 30 µS/cm) = 160 µS/cm

The result of the calculation is 160 µS/cm and means that there is a low risk of corrosion.

6.3.4 Water outlet

- Drain hose: D = 20 mm, L = 2000 mm
- Connection to a lower-lying siphon

7 FILLING AND EMPTYING

7.1 Filling the machine

NOTICE

Incorrect filling of the hoppers

Incorrectly filling the hoppers can produce defective products and the machine can be damaged as a result.

a) Fill the bean hopper with coffee beans.

b) Fill the powder hopper with powder suitable for automatic coffee makers.

7.2 Filling the bean hopper

WARNING

Risk of injury

If objects find their way into the bean hopper or grinder, splinters may be ejected, leading to injury.

a) Never insert any objects into the bean hopper or grinder.

NOTICE

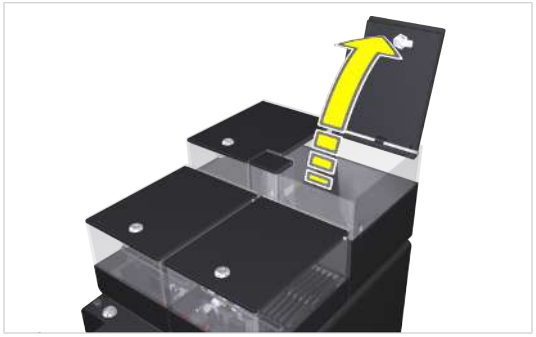
Poor beverage quality

The oil from the coffee beans is deposited on the inside of the bean hopper as a thin film of oil. This deposited oil ages quickly and impairs the taste of the beverages produced.

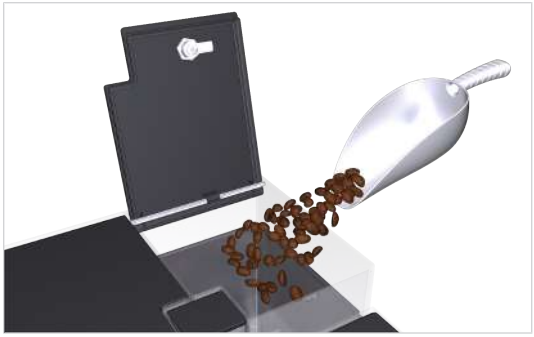
a) Remove the oil film from the inside of the bean hopper on a daily basis.

b) To do this, use a dry cloth or a cloth moistened only with water.

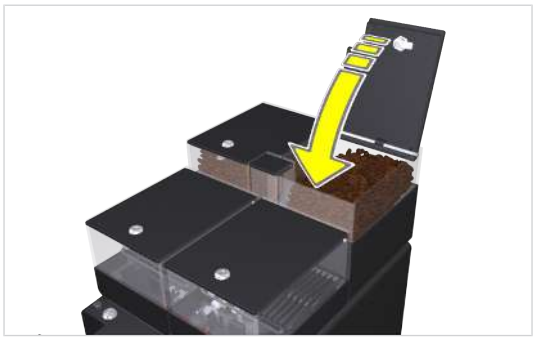
c) Do not use any cleaners, as these alter the taste of the coffee.



1. Open the bean hopper lid.



2. Fill with coffee beans.



3. Close the lid.

7.3 Setting the grind coarseness

WARNING

Risk of injury

If objects find their way into the bean hopper or grinder, splinters may be ejected, leading to injury.

a) Never insert any objects into the bean hopper or grinder.

NOTICE

Impairment of function

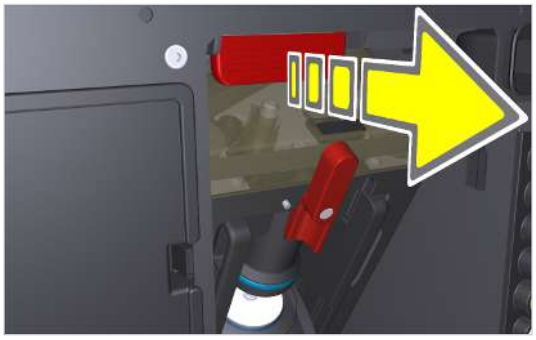
If the bean hopper and powder hopper are not locked correctly, the function of the coffee machine and the product quality may be impaired.

a) Push the locking slide all the way in.

Grinder adjustment wrench (560.0751.353)

Changing the grind coarseness affects the amount of ground coffee and therefore the quality of the beverage. We recommend having a qualified service technician change the grind coarseness and calibrate the grinders as required.

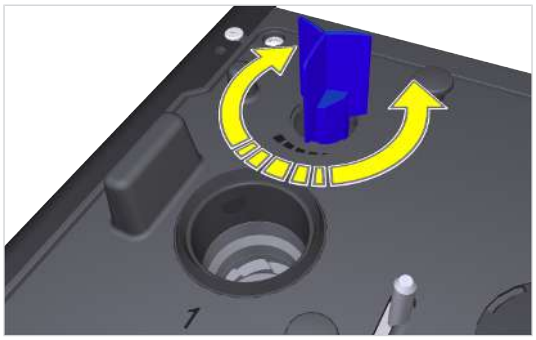
The grind coarseness can be set in stages for every single grinder.



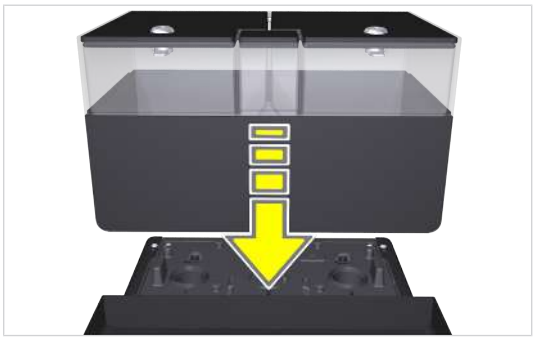
1. Pull the locking slide towards the front up to the stop.



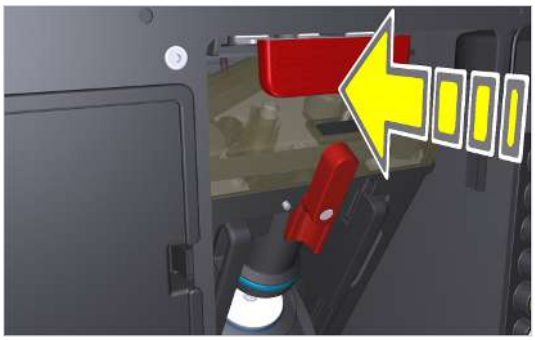
2. Remove the bean hopper by lifting it upwards.



3. If necessary, adjust the grind coarseness using the grinder adjustment wrench.
   ⇨ Turn counterclockwise for a finer grind.
   ⇨ Turn clockwise for a coarser grind.
4. Check the grind produced and adjust if necessary.
   ⇨ +2: very coarse / 0: normal / -2: very fine

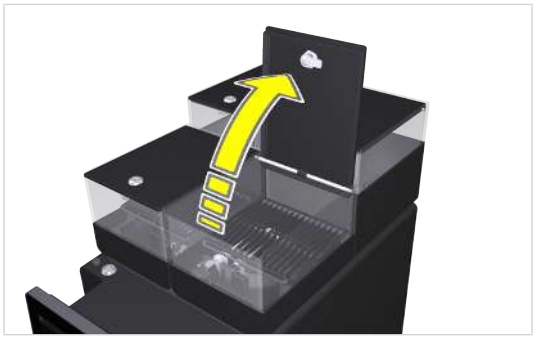


5. Attach the bean hopper.

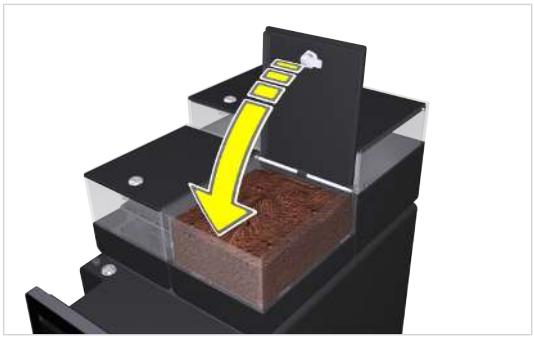


6. Push the locking slide all the way in.

7.4 Filling the powder hopper



1. Open the powder hopper lid.



3. Close the lid.



2. Fill with powder suitable for automatic beverage dispensers.

7.5 Emptying the bean hopper

NOTICE

Impairment of function

If the bean hopper and powder hopper are not locked correctly, the function of the coffee machine and the product quality may be impaired.

a) Push the locking slide all the way in.

NOTICE

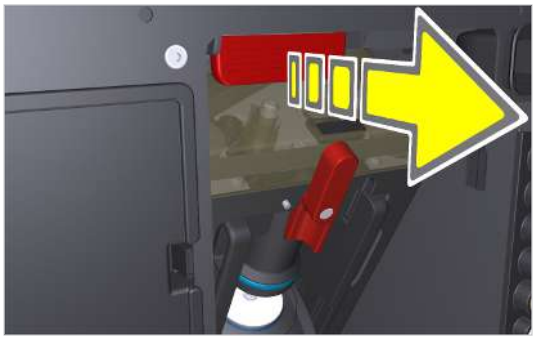
Poor beverage quality

The oil from the coffee beans is deposited on the inside of the bean hopper as a thin film of oil. This deposited oil ages quickly and impairs the taste of the beverages produced.

a) Remove the oil film from the inside of the bean hopper on a daily basis.

b) To do this, use a dry cloth or a cloth moistened only with water.

c) Do not use any cleaners, as these alter the taste of the coffee.



1. Pull the locking slide towards the front up to the stop.

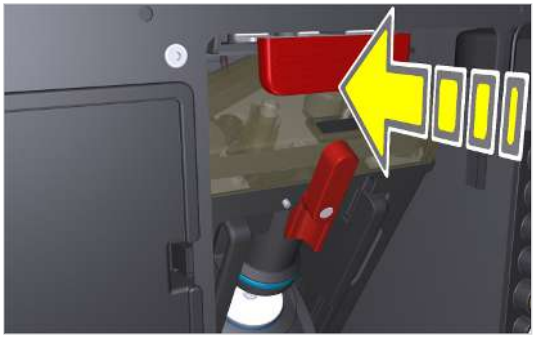


2. Remove the bean hopper by lifting it upwards.

3. Empty, clean, and dry the bean hopper. See also ***Cleaning the bean hopper and powder hopper [⇳ 51]***.



4. Attach the bean hopper.



5. Push the locking slide all the way in.

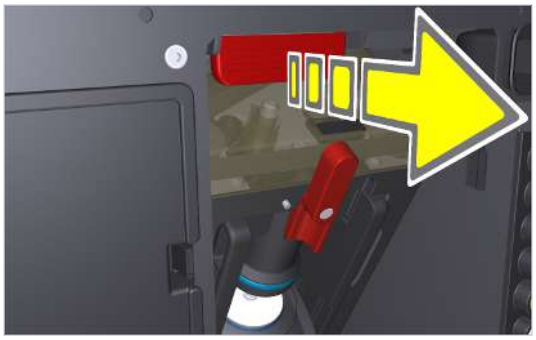
7.6 Emptying the powder hopper

NOTICE

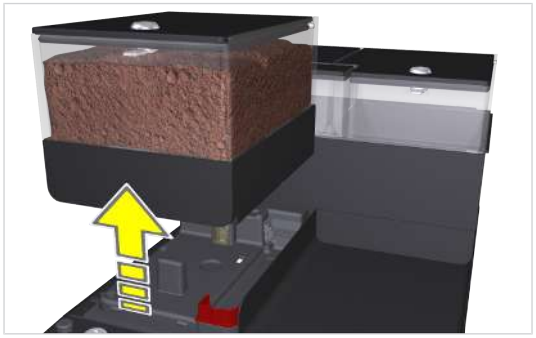
Impairment of function

If the bean hopper and powder hopper are not locked correctly, the function of the coffee machine and the product quality may be impaired.

a) Push the locking slide all the way in.

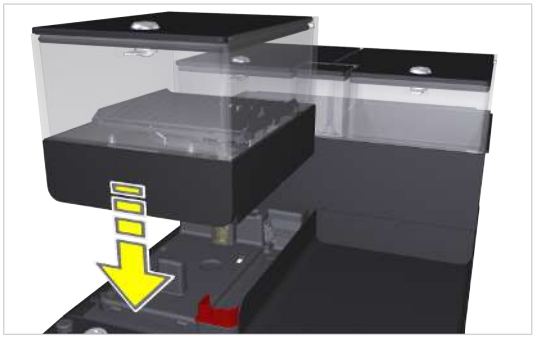


1. Pull the locking slide towards the front up to the stop.

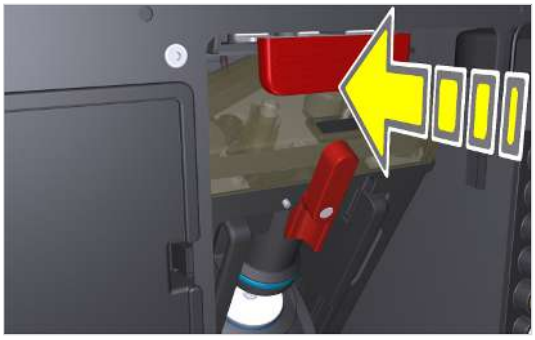


2. Lift the powder hopper upwards.

3. Empty, clean, and dry the powder hopper. See also ***Cleaning the bean hopper and powder hopper [⟩ 51]***.



4. Attach the powder hopper.



5. Push the locking slide all the way in.

7.7 Emptying the grounds container

CAUTION

Formation of mold

Mold can form on the coffee grounds.

a) Empty and clean the grounds container at least once a day.



1. Open the door of the coffee machine.
   ⇨ The message Door open appears on the user interface.



2. Remove the grounds container.



3. Empty, clean, and dry the grounds container.



4. Insert the grounds container and close the door.

8 PREPARING BEVERAGES

8.1 Preparing beverages using SelfServe

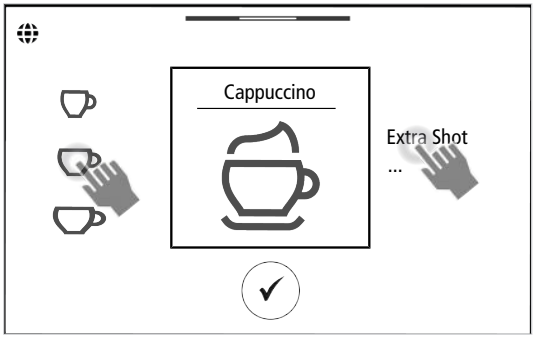


1. Place an appropriate drinking vessel under the dispensing spout.



2. Select a product.

   ⇨ The product options are displayed.



3. Select the required product options.
4. Start the preparation by tapping the check-mark button.

   ⇨ The product is being prepared.



⇨ The product selection screen appears when the product is ready.

8.2 Preparing beverages using ProServe

When preparing several products one after the other, please observe the following:

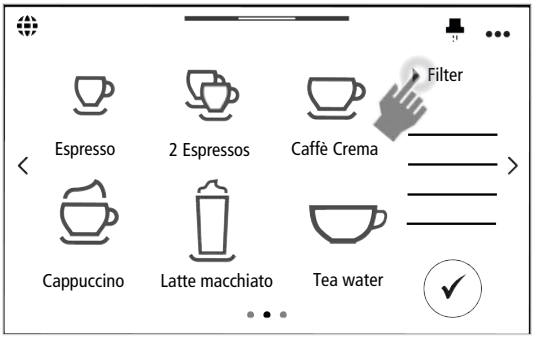
a) Have sufficient drinking vessels ready to use.

b) You can continuously add new products to the queue list during the preparation.

c) You can swipe left on products in the queue list to delete them.

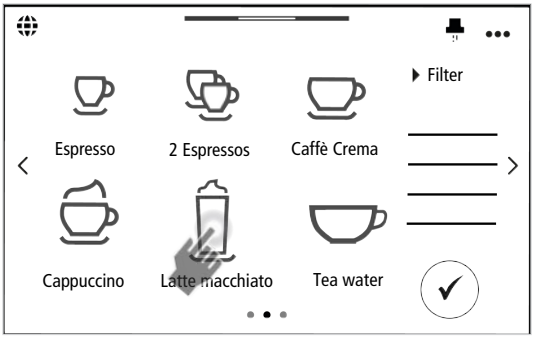


1. Place an appropriate drinking vessel under the dispensing spout.



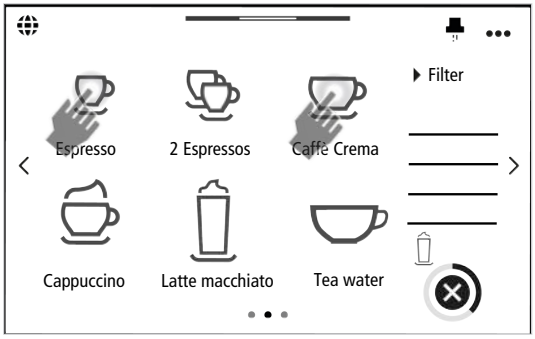
2. Select the required product filter.

⇨ The non-relevant products are grayed out.



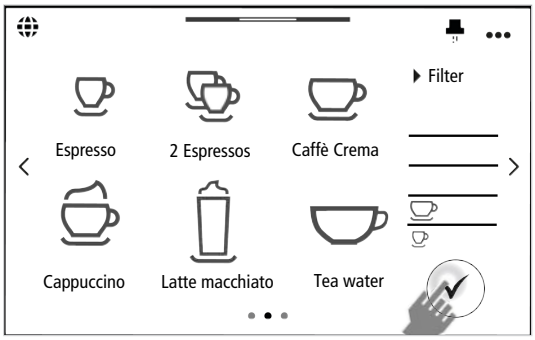
3. Select the desired product.

⇨ The preparation starts automatically.



4. If necessary, select additional products.

⇨ The products will be added to the queue list on the right-hand side.



5. Start the preparation of each of the products in the queue list by tapping the checkmark button.

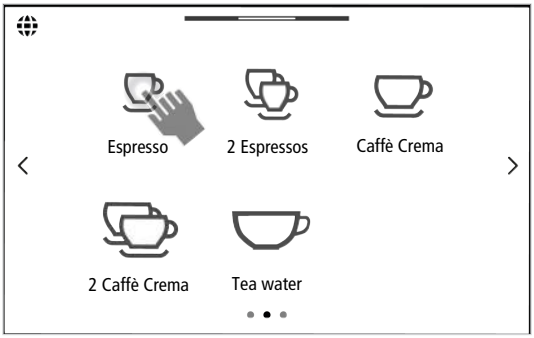
⇨ The next preparation begins.

8.3 Preparing beverages with decaffeinated coffee

Only pre-ground coffee may be used. Instant coffee made from dried coffee extract must be used.

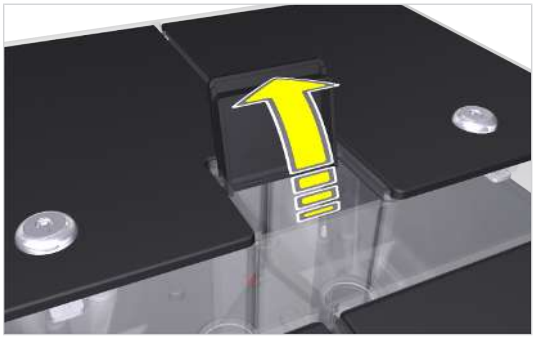


1. Place an appropriate drinking vessel under the dispensing spout.

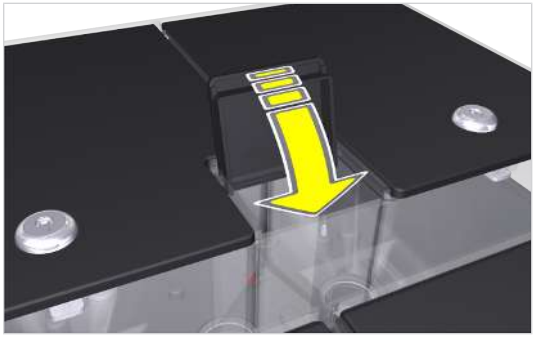


2. Select a beverage made from decaffeinated coffee.

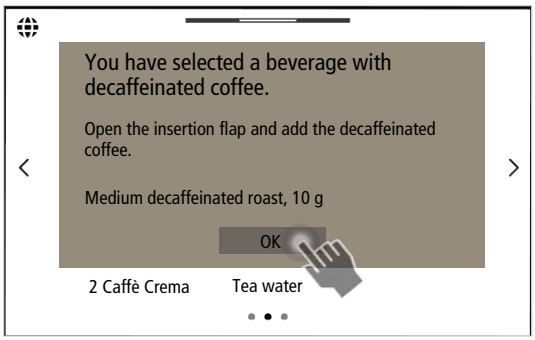
   ⇨ A message displays the type and amount of decaffeinated coffee.



3. Open the insertion flap.
4. Add the required amount of decaffeinated coffee.



5. Close the insertion flap.



6. Confirm the message by pressing OK.

   ⇨ The preparation starts.

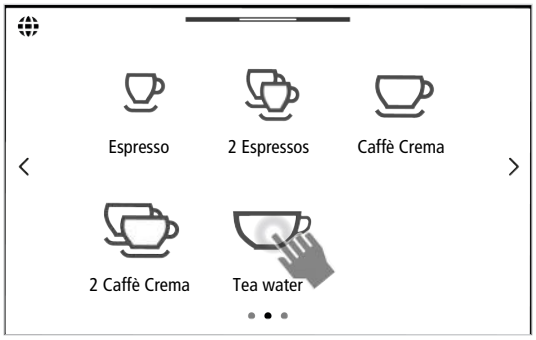
8.4 Preparing hot water

You can stop the hot water spout at any time by pressing the cancel button.

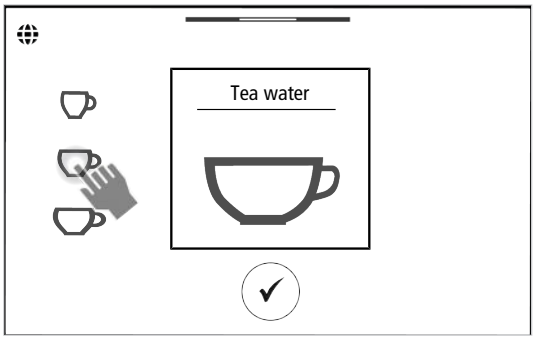
Example: SelfServe



1. Place an appropriate drinking vessel under the hot water spout.



2. Select Tea water.



3. Select the cup size.
4. Start the preparation by tapping the check-mark button.

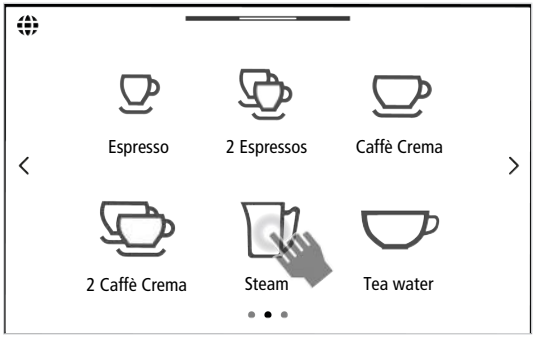
⇨ Hot water is dispensed until the cycle is complete.

8.5 Steam output

The steam wand is suitable for manually heating and foaming milk, as well as for heating other drinks.



1. Hold a suitable container under the steam wand.



2. Select Steam.

⇨ Steam is emitted.



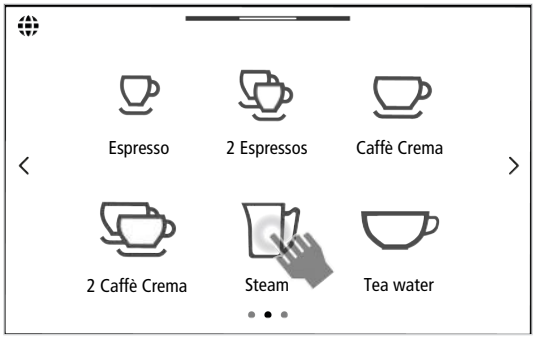
3. Press the cancel button to stop the steam output.
   ⇨ The steam output stops.

⇨ The beverage overview screen appears.

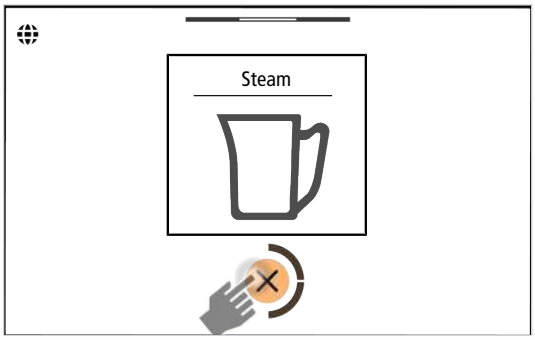
8.5.1 Purging the steam wand after use



1. Wipe the steam wand with a damp cloth.



2. Select Steam to clean the nozzle.



3. If required, tap the cancel button to stop the steam output.
   ⇨ The steam output stops.

⇨ The beverage overview screen appears.

8.6 Steam output (Autosteam/Autosteam Pro)

Autosteam is suitable for manually heating and foaming/frothing of milk and for heating other beverages.

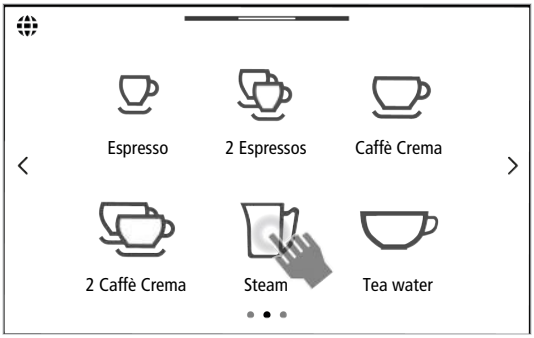
Steam output will automatically stop when your beverage has reached the specified temperature. Independent of this, the steam output can be ended at any time by pressing the cancel button.

Using the purging function will remove any condensation from inside the steam wand.

1. Tap the purging button  .



2. Hold a suitable container under the steam wand.

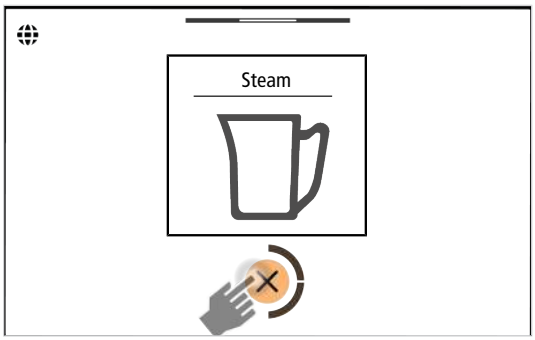


3. Select **Steam**.

⇨ Steam is emitted.

⇨ Steam output will automatically stop when your beverage has reached the specified temperature.

⇨ The beverage overview screen appears.



4. If required, press the cancel button to stop the steam output.

5. Tap the purging button  .

9 CLEANING AND CARE - BASICS

9.1 Introduction

The perfect coffee experience depends on a perfectly cleaned coffee machine, cooling unit and Flavor Station (option). Increase your product quality! Clean your coffee machine and add-on units as soon as the machine displays a cleaning prompt.

As soon as cleaning is required, the coffee machine displays the relevant information. Automatic cleaning can be carried out for the entire system or separately for the coffee system, the milk system, the steam wand, or the flavor system.



CAUTION

Health risks from germ formation in the milk system

Inadequate cleaning can cause milk residues to build up in the coffee machine and cooling unit as well as on the outlets. These residues form a breeding ground for harmful germs.

a) Do not use the coffee machine and cooling unit if they have not been cleaned in accordance with the instructions.

b) Clean the milk system at least once a day!



NOTICE

Dirty components

Dirty components can have a negative effect on the function of the coffee machine and the quality of beverages.

a) Clean the removable components when the coffee machine prompts you to do so or if you notice any soiling.



The removable components of the coffee machine are not dishwasher-safe.

9.2 HACCP



You are responsible for compliance with the HACCP principles and food safety in your company. Cleaning your coffee machine in accordance with the Franke coffee machine instructions and using the specified cleaning agents correctly will help you to achieve this.

The HACCP concept (Hazard Analysis and Critical Control Points) is a systematic preventative procedure to ensure food safety. It is based on the following basic principles for the identification, assessment, and control of dangers that may affect the safety of food:

- Hazard analysis
  - Identification of biological, chemical, and physical dangers along the entire production chain
  - Assessment of the probability and severity of these dangers
- Determination of critical control points (CCPs)
  - Identification of points in the process where control is critical to prevent, eliminate, or reduce dangers to an acceptable level
  - Documentation of critical control points in the process flow
- Definition of limit values

  - Definition of measurable limit values for each control point (e.g., temperature, pH value, time)
  - Definition of tolerance ranges
- Monitoring the control points
  - Introduction of procedures for continuous or regular monitoring of control points to ensure that the limit values are complied with
  - Regular checks and documentation
- Corrective measures
  - Measures in the event of deviations from limit values
  - Documentation and root cause analysis
- Verification procedures
  - Regular review of the HACCP system
- Documentation and records
  - Complete documentation of all measures
  - Ensure storage and traceability

HACCP implementation for coffee machines for professional use

Based on the HACCP concept, there are specific requirements for the operation of coffee machines for professional use.

Risk	Critical control point	Measure	Documentation
Bacterial contamination of the milk system	Milk temperature: – Max. 4 °C	Define the frequency and method of temperature control in the company's HACCP concept.	Measurement record
	Frequency of cleaning	Daily care and milk system cleaning according to the instructions on the machine and with the help of Franke cleaning products and the recommended accessories	Cleaning plan, checklists FrankeCloud
	Use of trained personnel	Staff training: handling the machine, hygiene standards (***Basic hygiene requirements when using milk [} 44]***	Proof of training
Poor water quality	Inspection interval: to be defined by the operator Test criteria: to be defined by the operator	Regular water quality checks ***Requirements of the water supply [} 27]***	Inspection record

9.3 Basic hygiene requirements when using milk

Milk is a sensitive foodstuff and is subject to strict hygiene regulations in respect of processing. Milk is an ideal breeding ground for bacteria. Meticulous care must be taken to ensure that no bacteria are introduced from outside into the milk system of Franke coffee machines. Milk residues (proteins and fats) must be removed leaving no residues.

The following points must be observed in order to comply with the basic hygiene requirements:

- Ensure appropriate hand and environmental hygiene before cleaning.
- Clean the milk container(s) daily with a brush or disposable cloth.
- We recommend manual cleaning. Milk containers should not be cleaned in a dishwasher.
- We recommend using a mild detergent for cleaning. Perfumed washing-up liquids can impair the quality of the milk beverage.
- Finally, rinse the container with hot water and wipe off with a dry, clean cloth (we recommend disposable paper towels).
- Milk suction hoses should always be held by the outside of the handle element to prevent contamination of the milk via the hose.
- The milk suction hoses and connections must be cleaned and rinsed with warm water and a cleaning brush. Then wipe them outside with a clean, dry cloth.
- Ensure that milk is always cooled. Always pre-cool the milk in a refrigerator. Only when the milk has been precooled may it be used to fill the milk container.
- Remove the spout daily and as required, and clean the spout with warm water. Use the appropriate brush to remove dirt and deposits from the spout openings.
- Use Franke cleaning agents to achieve optimum cleaning results. Use cleaning agents in accordance with the instructions on the coffee machine screen.

9.4 Hygienic rinsing

The hygienic rinsing efficiently removes bacteria with hot water (over 80 °C), without cleaning agent. The milk system is rinsed via the spout. Together with automatic cleaning and daily care, this enables high standards of hygiene to be achieved.

The hygienic rinsing starts automatically 1 hour after dispensing a product. In addition, the hygienic rinsing can be started manually via the user interface.

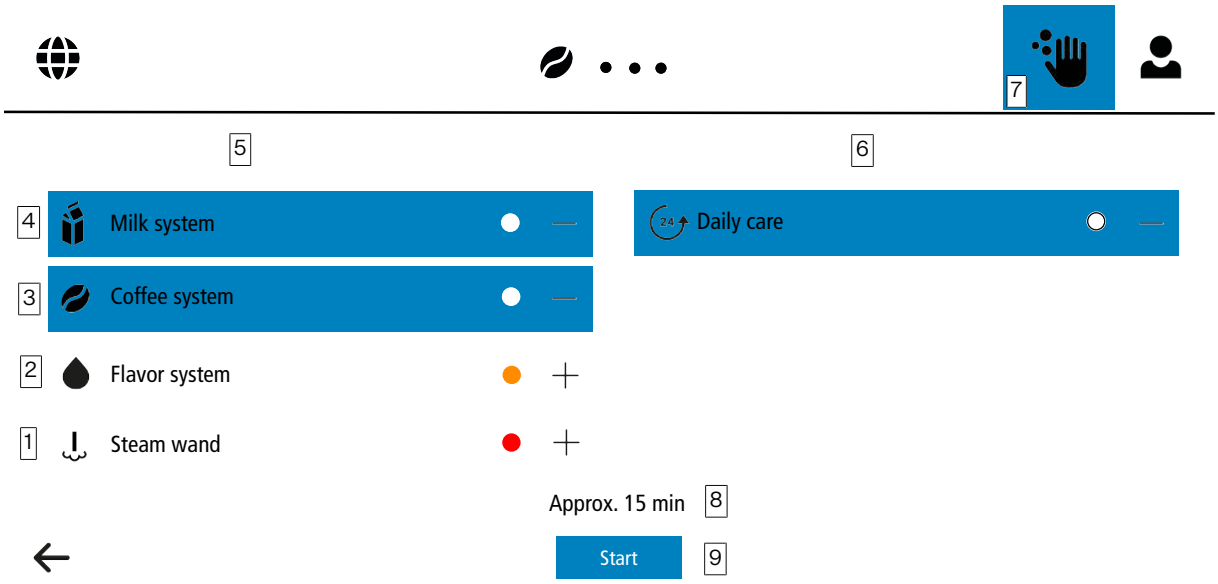
9.5 Required cleaning accessories

- Cleaning tablets
- Milk system cleaning agent, dosing bottle
- Franke Care Spray
- Franke Care cleaning cloth
- Cleaning brush
- Paint brush
- Measuring cup
- Paper towel

9.6 Automatic cleaning and daily care

The cleaning request is displayed by default after 400 products or after three days at the latest. The intervals can be adjusted as required. Your service technician can set the desired values for you.

The cleaning icon [7] opens the overview. When you tap the **Start** button [9], the coffee machine guides you through all the selected sequences separately.



1	Cleans steam pipe, nozzle and hoses	2	Cleans the hose connections of the Flavor Station
3	Cleans all components that come into contact with brewed coffee	4	Cleans all components that come into contact with milk
5	Left half of the screen: displays all semi-automatic and automatic cleaning sequences (1-4)	6	Right half of the screen: includes all pending manual cleaning sequences
7	Cleaning icon which navigates to this overview	8	Estimated duration of the selected sequences
9	Starts the selected sequences		

The due date of a sequence is highlighted in color:

- Green: due the day after tomorrow or later
- Orange: due tomorrow
- Red: due at a later time today
- White: selected and/or due now

9.7 Symbols related to cleaning and care

Symbol	Designation	Description
	Maintenance level	Opens the coffee machine maintenance level
	Cleaning	Start the cleaning cycle or displays messages related to cleaning
	Cleaning brush	Required for cleaning/care steps
	Franke Care Spray	Required for cleaning/care steps
	Paper towel	Required for cleaning/care steps
	Damp cleaning cloth	Required for cleaning/care steps
	Water	Required for cleaning/care steps
	HACCP requirements	Observe the company's HACCP requirements
	Do not interrupt the cold chain	
	Hand/environmental hygiene	Wash your hands and clean the work surfaces before performing any tasks
	Use Franke cleaning products	Only use original Franke cleaning products for cleaning

Symbol	Designation	Description
	Not dishwasher-proof	Clean removable parts by hand

10 CARRYING OUT CLEANING AND CARE



WARNING

Risk of fatal injury from electrocution

Liquid/moisture entering the machine or leaks can lead to electrocution.

a) Never point a liquid or steam jet at the machine.

b) Do not pour any liquids on the machine.

c) Do not immerse the machine in liquid.

d) Disconnect the machine from the power supply in the event of a leak or if liquid/moisture enters the machine.



WARNING

Risk of scalding

Hot liquids and steam escape during cleaning and can lead to scalding.

a) Keep hands away from the spouts and nozzles during this process.



CAUTION

Irritation from cleaners

Cleaning tablets, milk system cleaning agent, and descaler can lead to irritation of the skin or eyes.

a) Observe the hazard warnings on the label of the respective cleaner.

b) Avoid contact with your eyes and skin.

c) Wash your hands after coming into contact with cleaning supplies.

d) Cleaners must not find their way into beverages.



NOTICE

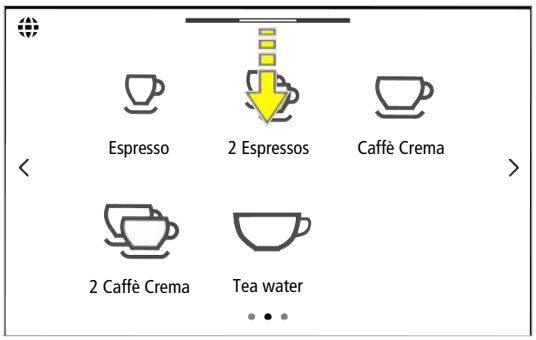
Franke cleaning products

a) Use the cleaning products from Franke. These are optimally adapted to your coffee machine and, when used correctly, ensure a high standard of hygiene.

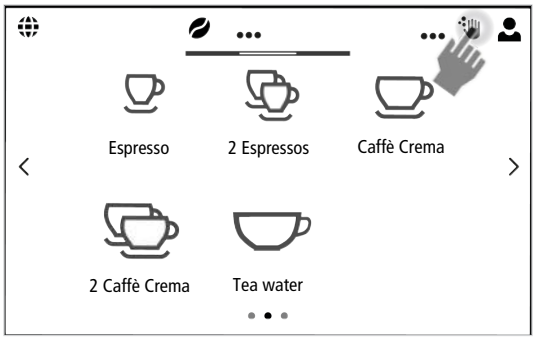


When the cleaning cycle is complete, the machine either switches back to the maintenance level or the energy saving mode. Your service technician can set the desired option for you.

10.1 Starting cleaning via the icon

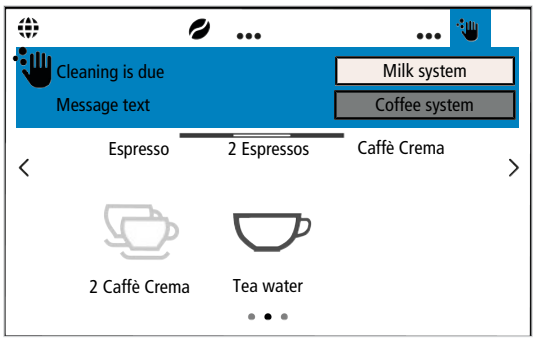


1. Drag the bar down.

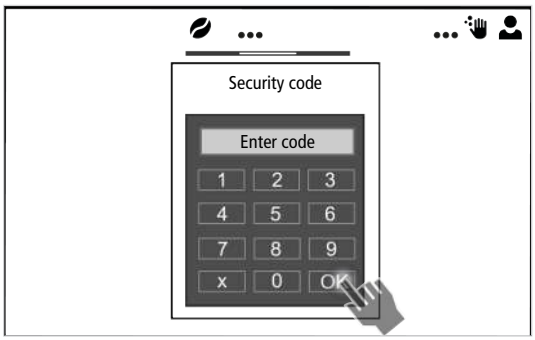


2. Tap the cleaning icon.

If a cleaning cycle is already pending:

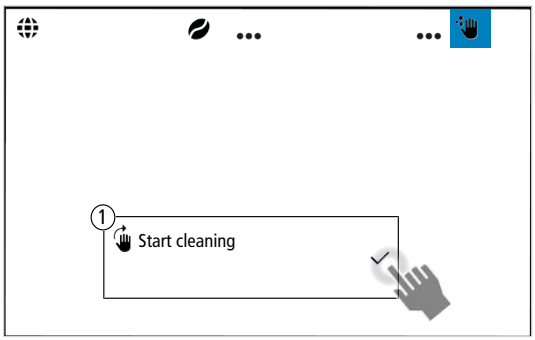


5. Select the desired cleaning cycle.



3. Enter the PIN. ***PIN codes [} 55]***

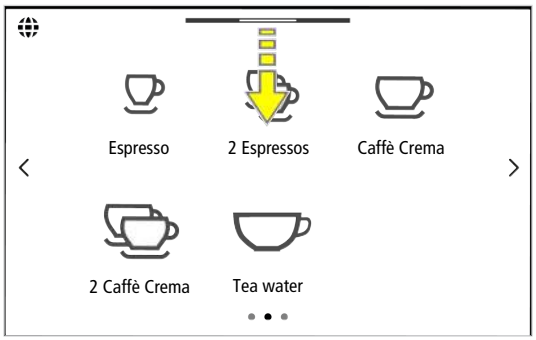
4. Tap OK.



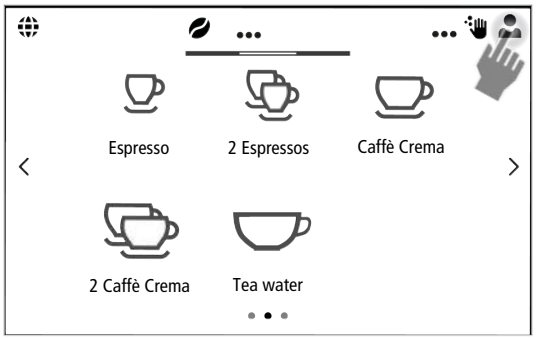
6. Tap the checkmark button.

   ⇨ The cleaning cycle starts.

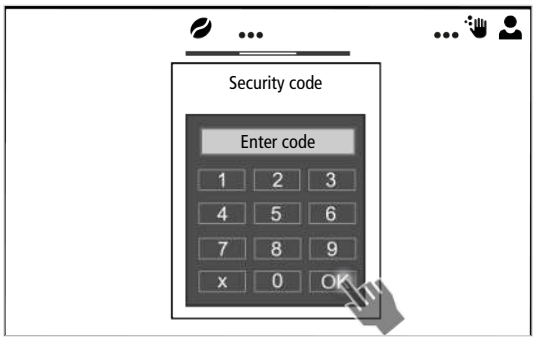
10.2 Starting cleaning via the maintenance level



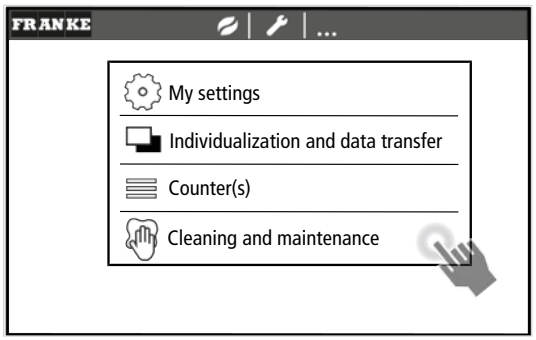
1. Drag the bar down.



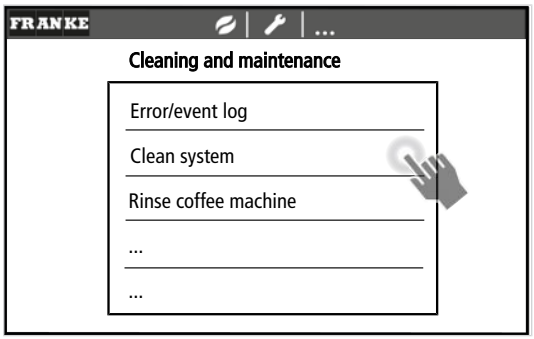
2. Tap the user icon.



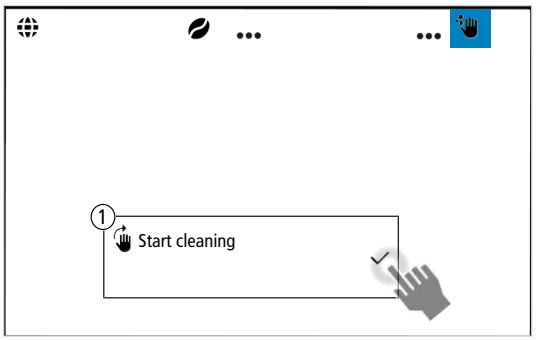
3. Enter the PIN. ***PIN codes [} 55]***
4. Press OK.



5. Select Cleaning and maintenance.



6. Select Clean system.



7. Tap the checkmark button.

   ⇨ The cleaning cycle starts.

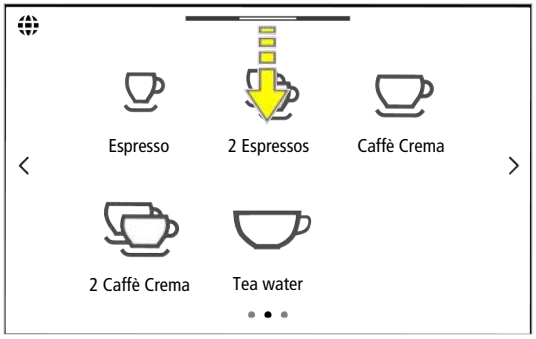
10.3 Daily care

Clean the machine components listed in this chapter when the machine prompts you to do so. Clean the machine immediately if you notice any soiling.

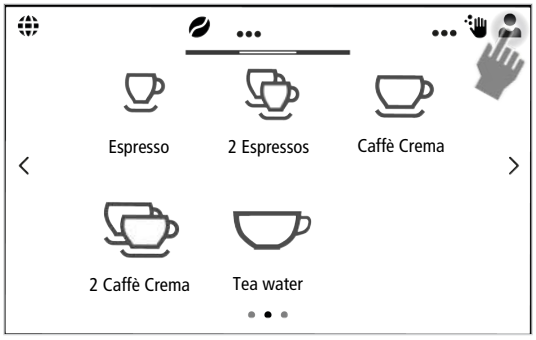
10.3.1 Cleaning the machine surface

1. Clean the surface of the machine with a damp cloth.
2. If necessary, use a mild cleaner. **NOTICE! Do not use abrasive cleaners.**

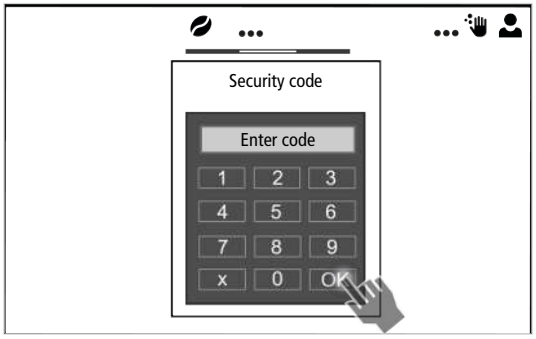
10.3.2 Cleaning the screen



1. Drag the bar down.

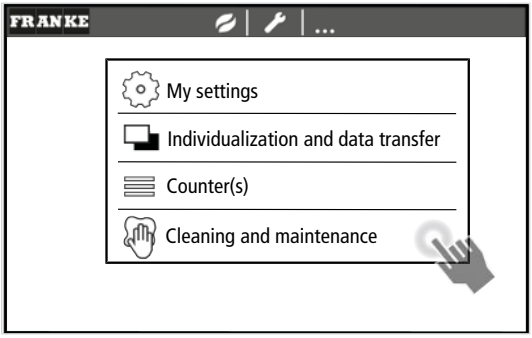


2. Tap the user icon.

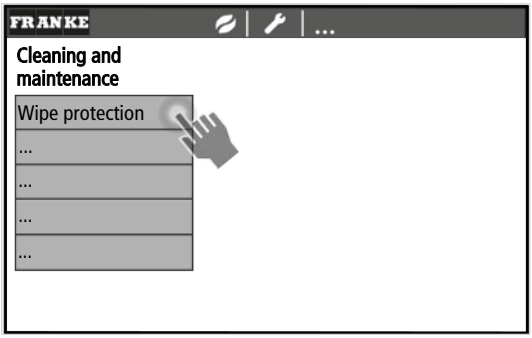


3. Enter the PIN. ***PIN codes [} 55]***

4. Press OK.



5. Select Cleaning and maintenance.



6. Select Wipe protection.

   ⇨ The user interface is locked for 20 seconds.

7. Clean the screen.

10.3.3 Cleaning the bean hopper and powder hopper

WARNING

Risk of injury

If objects find their way into the bean hopper or grinder, splinters may be ejected, leading to injury.

a) Never insert any objects into the bean hopper or grinder.

CAUTION

Cutting injuries/crushing

The powder hoppers worm gear mechanism can cause cuts or crushing injuries.

a) Exercise care when cleaning the powder hopper.

CAUTION

Formation of mold

Moisture within the bean hopper may lead to the growth of mildew.

a) Do not bring the bean hopper into direct contact with water.

b) Use only a damp cloth for cleaning.

c) Ensure that the bean hopper is completely dry before attaching it.

NOTICE

Impairment of function

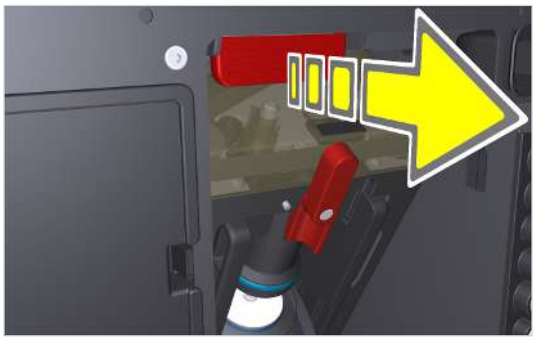
If the bean hopper and powder hopper are not locked correctly, the function of the coffee machine and the product quality may be impaired.

a) Push the locking slide all the way in.

✓ Use a dry cloth or one that has been moistened with water only.

✓ Do not use any cleaners, as these alter the taste of the coffee.

1. Open the door of the coffee machine.
2. Empty the bean hopper and powder hopper (if present).



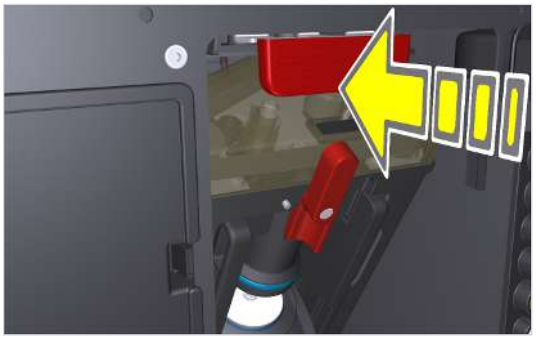
3. Pull the locking slide towards the front up to the stop.



4. Remove the bean hopper by lifting it upwards.
5. Remove the oil film on the inside of the bean hopper using a cloth.
6. Clean the powder hopper with a cloth. Use detergent if necessary. Wipe the inside of the hopper with a dry cloth.



7. Attach the bean hopper.



8. Push the locking slide all the way in.
9. Close the door.

10.3.4 Cleaning the aerator



1. Remove the aerator for hot water with the tool and descale.
2. Screw the aerator back in.

10.4 Rinsing the coffee machine

WARNING

Risk of scalding

Hot water is released during rinsing.

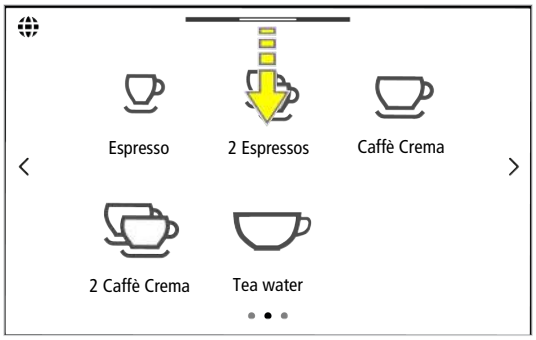
a) Keep hands away from the spouts and nozzles during this process.

b) Do not place anything on the drip grid.

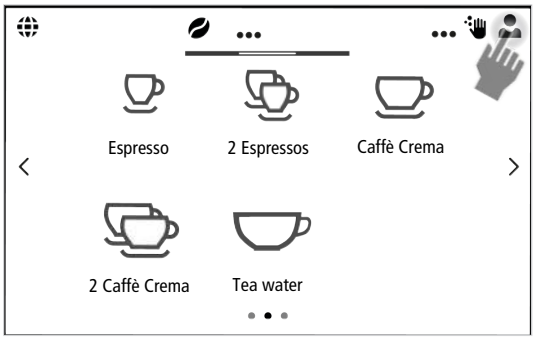
c) IN CASE OF SCALDING: Immediately cool the affected area and, depending on the severity of the injury, consult a doctor.

Rinsing is not a substitute for regular cleaning! Rinsing is necessary to remove residue build-up in the coffee and milk systems.

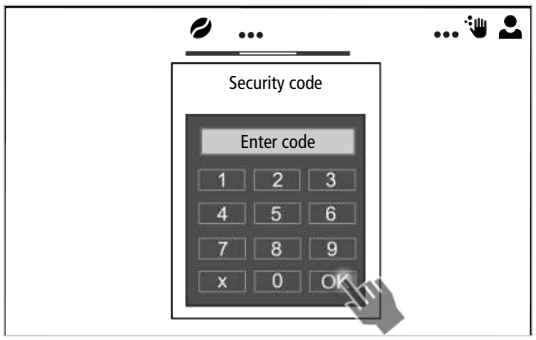
The machine automatically rinses after certain time intervals as well as when it is switched on or off.



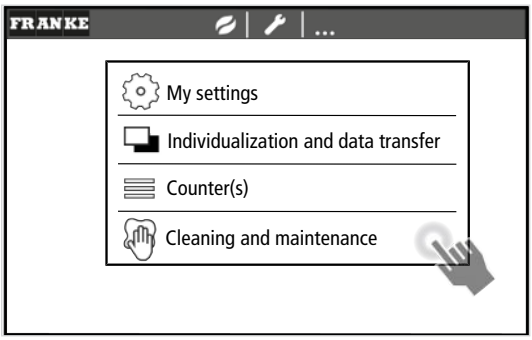
1. Drag the bar down.



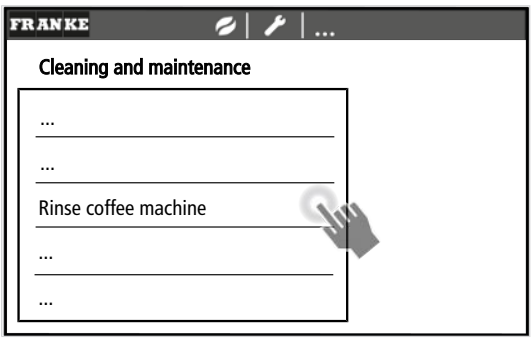
2. Tap the user icon.



3. Enter the PIN. ***PIN codes [⇢ 55]***
4. Press **OK**.



5. Select **Cleaning and maintenance**.

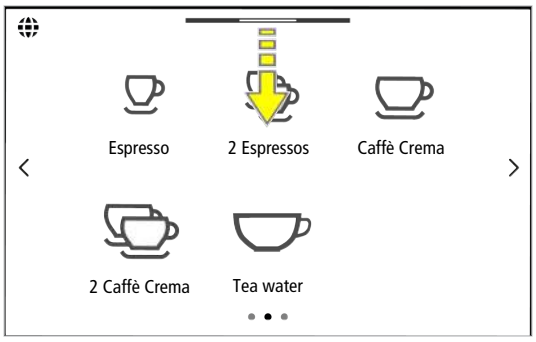


6. Tap **Rinse coffee machine** and confirm.

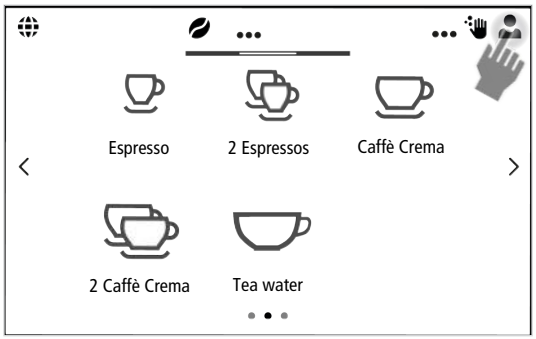
⇨ The coffee machine is rinsed.

11 CONFIGURATION

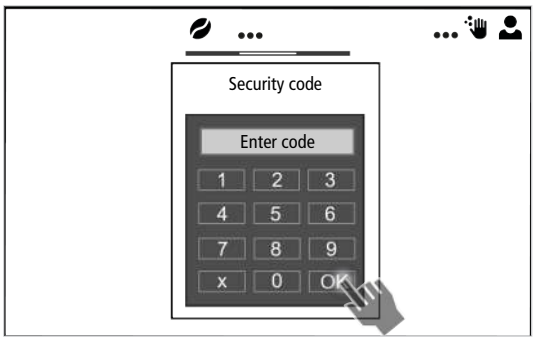
11.1 Calling up the maintenance level



1. Drag the bar down.



2. Tap the user icon.



3. Enter the PIN. ***PIN codes [⇳ 55]***
4. Press OK.

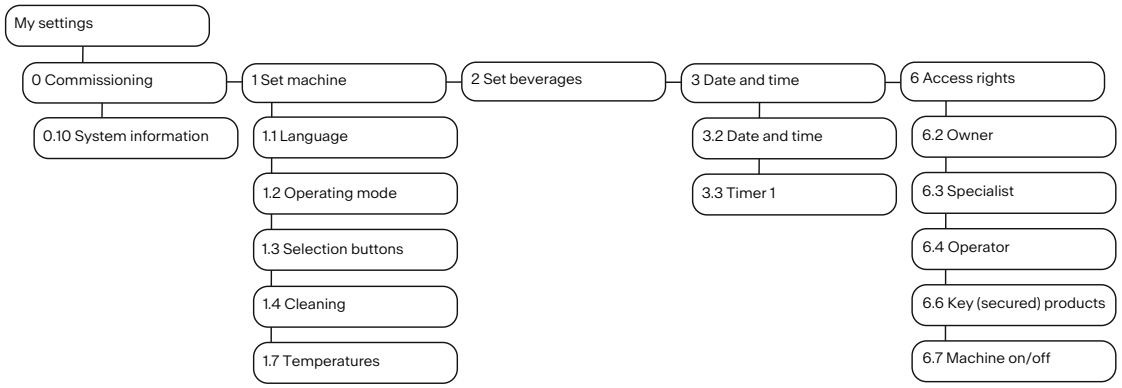
11.2 PIN codes

Default PIN codes are assigned at the factory:

	Owner	Specialist	Operator
Default PIN	1111	2222	7777
My PIN	...	...	...

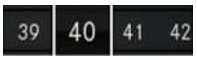
The PINs for key (secured) products and On/Off machine can be viewed and changed with the owner role in the My settings > Access rights menu.

11.3 My settings menu tree

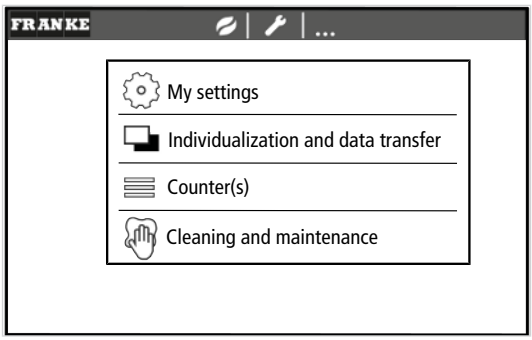


Depending on the configuration of your machine, individual menu items may or may not be displayed.

11.4 Input methods

	Tap the switch to change between Yes/No or On/Off. The visible value is active.
	Tap the arrow to display the selection and to select the option.
	Drag the scale to adjust parameters. The framed value is active.
	Tap the keyboard to enter text or numbers.
	Tap the button to implement the corresponding settings, e.g. Start, Test.

11.5 My settings



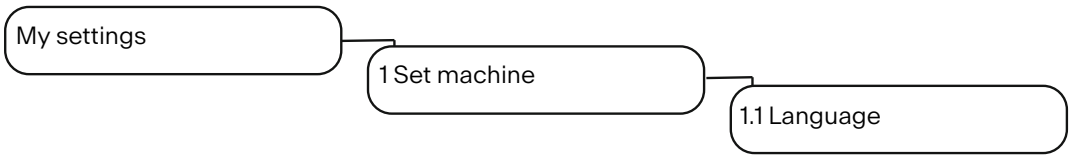
11.5.1 Menu 0 Commissioning

Menu item 0.10 System information

Here you will find information regarding the hardware and software versions of the machine and the configuration.

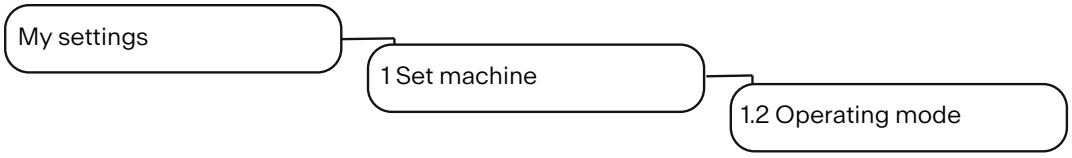
11.5.2 Menu 1 Set Machine

Menu item 1.1 Language



Parameter	Value range	Remarks
Select language	All available languages	The language is immediately changed on the user interface

Menu item 1.2 Operating mode



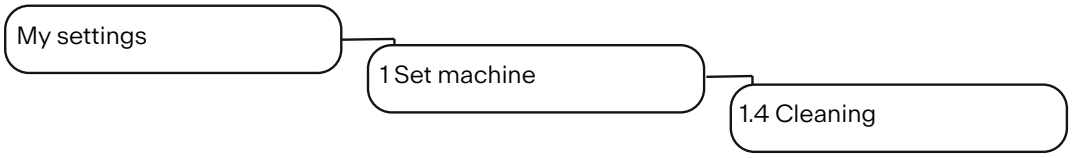
Operating mode

Parameter	Value range	Remarks
Operating mode	Personalized	The Individual Operating Mode is the only mode available

Options

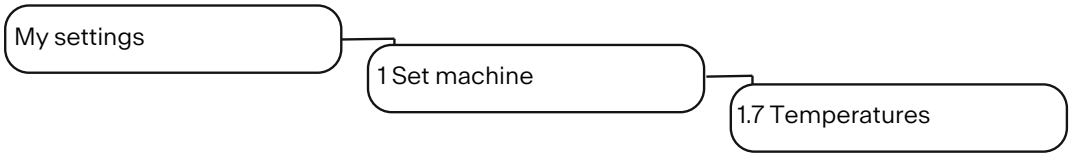
Parameter	Value range	Remarks
Audible signal for beverage preparation	– Yes – No	Beeps when the product is ready
Audible signal for error messages	– Yes – No	Beeps in a 3-second cycle if a resource is missing
Hide cancel button	– Yes – No	– Display the button for canceling the product – Default: No

Menu item 1.4 Cleaning



Parameter	Value range	Remarks
Buzzer	– Yes – No	Audible prompt for actions during the cleaning process – No: audible signal not active – Yes: audible signal active – Default: No

Menu item 1.7 Temperatures



For these settings, consider the location, ambient temperature, and capacity utilization of the machine.

With PrecisionTemp

Parameter	Value range	Remarks
Coffee	120 °C	
Hot water/steam	115–130 °C	
Tea water	120 °C	

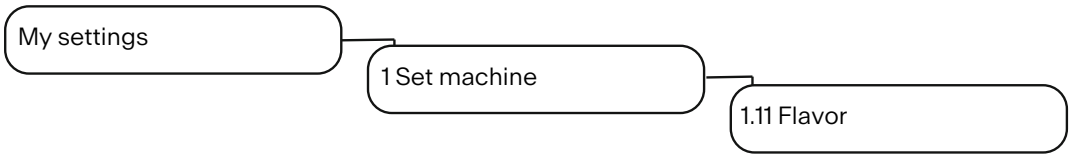
Parameter	Value range	Remarks
Quality	– Standard – High	When selecting **High**, the machine will block dispensing beverages even if there are only slight temperature deviations in the boiler/thermoblock. When selecting **Standard**, the tolerance is higher. Different tolerance values apply depending on the machine and configuration: **Boiler without cold water admixture**: at **Standard** 20 °C, at **High** 5 °C lower than the setpoint **Boiler with cold water admixture**: at **Standard** 40 °C, at **High** 20 °C lower than the setpoint **Steam boiler**: at **Standard** 20 °C, at **High** 5 °C lower than the setpoint **Milk thermoblock**: the parameter **Quality** has no effect. Instead, a fixed tolerance of 8 °C below the setpoint applies.

Without PrecisionTemp

Parameter	Value range	Remarks
Coffee	60 - 98°C	– Temperature setting in the brew boiler – Default: **88** °C
Temperature level	0–3	– To keep the spout temperature constant, the coffee machine compensates for the cooling of the system by increasing the temperature – The temperature increase per level is shown in a separate table below – After each product draw, the increase of the temperature in the brewing boiler starts again – The set coffee temperature, together with the overtemperature, should not exceed the boiling point or the maximum value of 98°C – The temperature levels refer exclusively to the brew boiler
Hot water/steam	115–130 °C	Default: depends on coffee machine model
Tea water	60–98 °C	– Temperature setting in the hot water boiler – Default: **88** °C

Parameter	Value range	Remarks
Quality	– Standard – High	When selecting **High**, the machine will block dispensing beverages even if there are only slight temperature deviations in the boiler/thermoblock. When selecting **Standard**, the tolerance is higher. Different tolerance values apply depending on the machine and configuration: **Boiler without cold water admixture**: at **Standard** 20 °C, at **High** 5 °C lower than the setpoint **Boiler with cold water admixture**: at **Standard** 40 °C, at **High** 20 °C lower than the setpoint **Steam boiler**: at **Standard** 20 °C, at **High** 5 °C lower than the setpoint **Milk thermoblock**: the parameter **Quality** has no effect. Instead, a fixed tolerance of 8 °C below the setpoint applies.

Menu item 1.11 Flavor

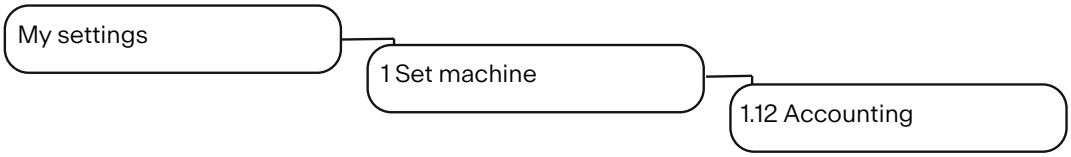


Parameter	Value range	Remarks
Counting active	– Yes – No	– **Yes**: flavor products are counted – **No**: flavor products are not counted – Default: **No**

Flavor 1-3

Parameter	Value range	Remarks
Flavor 1-3	List of syrup types	– Only the syrup types stored here will be available later for the beverage settings
Only a small amount of syrup left	0–5000 ml	– Input the remaining amount for which the **Syrup type almost empty** message appears – Default: 200 ml
Syrup empty	0–5000 ml	– Input of remaining amount for which the **Syrup type empty** message appears. The syrup type is then blocked. – Default: 10 ml

Menu item 1.12 Accounting



The service technician determines the accounting settings according to your wishes.

Parameter	Value range	Remarks
Accounting active	– Yes – No	– Switching accounting on/off – Default: No

Menu item 1.17 Resources

Bean types

Parameter	Value range	Remarks
Bean hopper pos. [...]	– Without – Medium Espresso roast – Medium roast – Medium decaf-feinated roast – Own bean type 1-6	
Insertion flap	– Without – Medium Espresso roast – Medium roast – Medium decaf-feinated roast – Own bean type 1-6	

Powder

Parameter	Value range	Remarks
Powder hopper pos. [...]	– Without – Powdered chocolate – Powdered white chocolate – Milk powder – Own powder type 1–6	Preset for A300: – Pos. 3: Milk powder – Pos. 4: Powdered chocolate

Milk

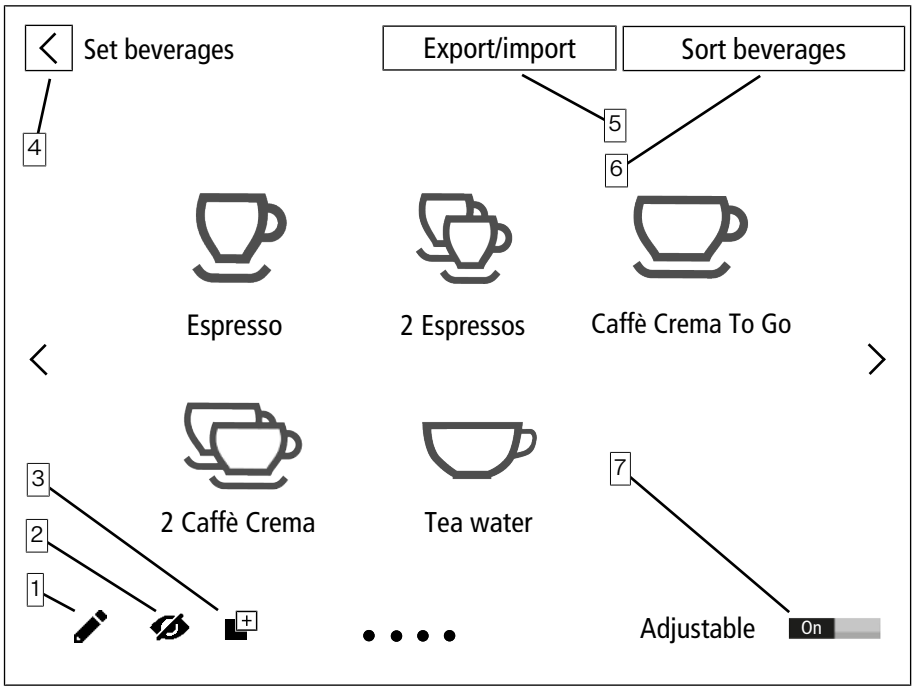
Parameter	Value range	Remarks
Milk type 1-2	– Without – Whole milk – Reduced-fat milk – Low-fat milk – Skim milk – Soy milk – Lactose-free milk – Own milk type 1–6 – Own medium 1-4	
Prepare	Button	The coffee machine guides the user through the process
Set foam profiles	Button	The coffee machine guides the user through the process

Flavor

Parameter	Value range	Remarks
Flavor pos. 1-3/1-6	– Without – Own flavor type 1-6 – Amaretto – Apple – Etc.	
Prepare flavor type 1-3/1-6	Button	The coffee machine guides the user through the process

11.5.3 Menu 2 Customize beverages

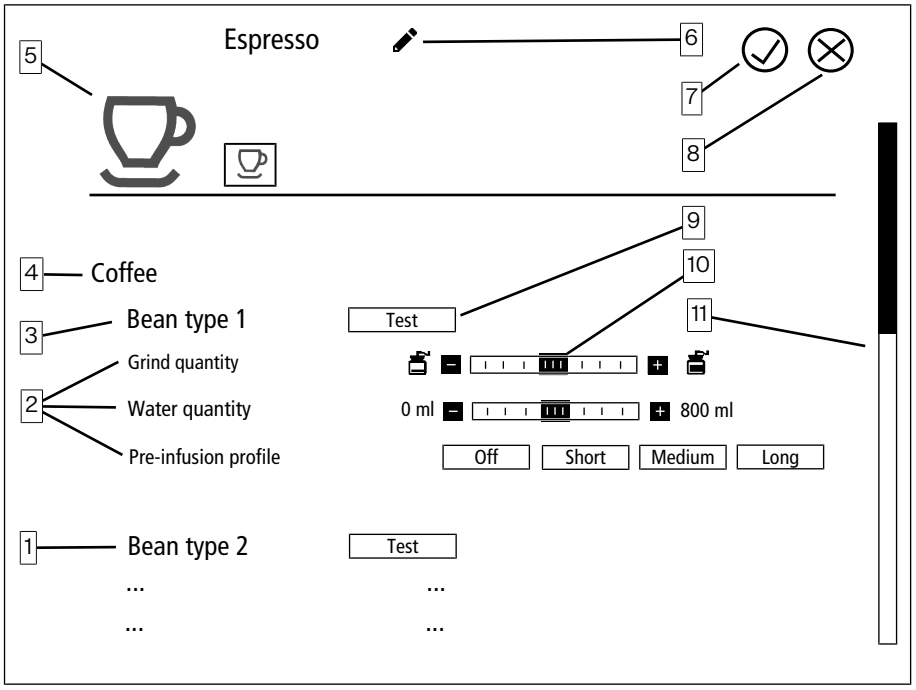
Overview



Reference	Function
1	*Setting the beverage [⇩ 64]*
2	Display or hide beverage
3	Copy beverage to use as the basis for a variant
4	Go to the main menu
5	– Back up beverage settings to a USB stick, e.g., before a software update – Load beverage settings from a USB stick to the coffee machine
6	– Set how many beverages should be displayed per page (2 x 3, 3 x 4, 4 x 5) – Change the position of the beverage: 1. Tap the Sort beverages button 2. Tap the beverage to be moved 3. Tap the desired target position
7	By selecting On the customer can customize the selected beverage if the corresponding settings are available: – Cup size – Bean type – Aroma strength *Preparing beverages using SelfServe [⇩ 36]*

Setting the beverage

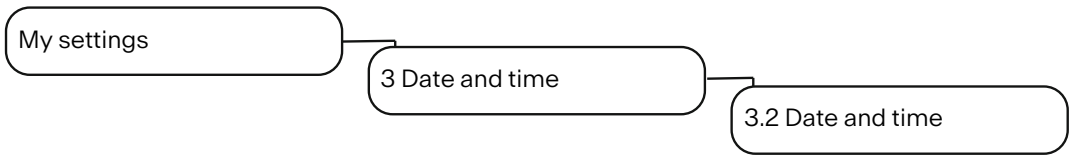
The number of available resources depends on the coffee machine configuration as well as the settings made during commissioning. If you would like to have additional resources per beverage, please contact your service technician. Example: second bean type for Espresso.



1	If available: additional resources	2	Configuration parameters
3	Resource	4	Resource type (coffee, milk, etc.)
5	Currently selected beverage	6	Change designation
7	Confirm settings	8	Cancelling
9	Produce the beverage using the current settings	10	Increase or decrease the amount
11	Scroll		

11.5.4 Menu 3 Date and time

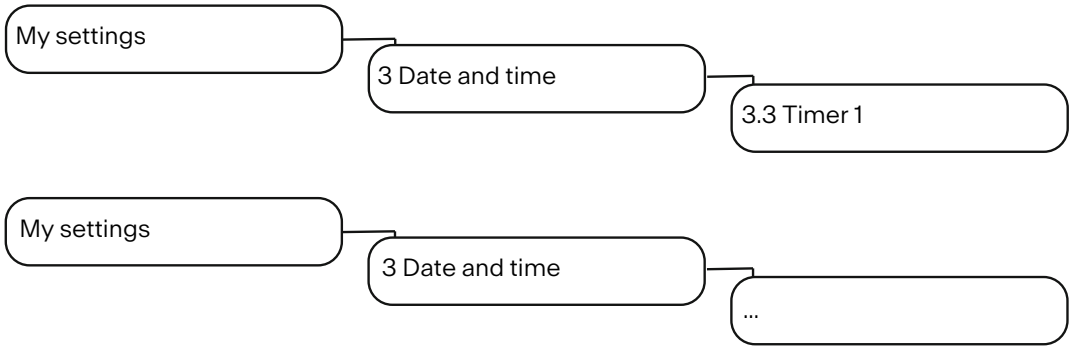
Menu item 3.2 Date and time



Parameter	Value range	Remarks
12/24-hour display	– 12 hours – 24 hours	
Day	1–31	Set the day
Month	1–12	Set the month
Year	0–63	Set the year
Hour	0–23/0–11	Set the hour
Minute	0–59	Set the minute

Parameter	Value range	Remarks
Time zone	Time zone selection list	– Select the time zone from the list – Default: UTC+0100 (Europe) Zurich

Menu items 3.3–3.6 Timer 1–4



Switching on automatically

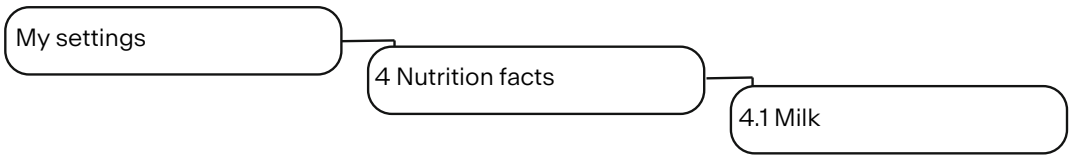
Parameter	Value range	Remarks
Active	– Yes – No	Switch timer on or off
Hour	0–23/0–11	Select switch-on time (hour)
Minute	0–59	Select switch-on time (minute)
Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday	– Yes – No	Activate or deactivate the timer for each day

Switching off automatically

Parameter	Value range	Remarks
Active	– Yes – No	Switch timer on or off
Hour	0–23/0–11	Select switch-off time (hour)
Minute	0–59	Select switch-off time (minute)
Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday	– Yes – No	Activate or deactivate the timer for each day

11.5.5 Menu 4 Nutritional value information

Menu item 4.1 Milk



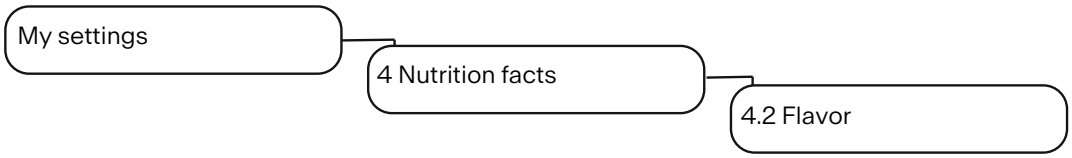
This menu item is planned but has not yet been implemented.

[Milk type 1]/[Milk type 2]

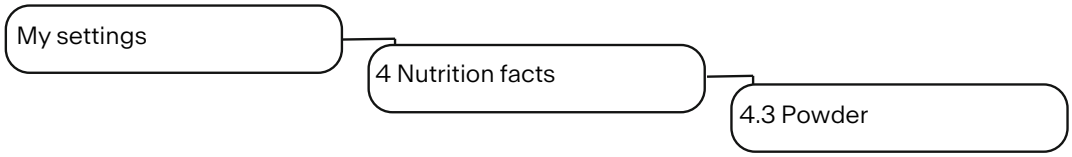
Nutritional values per 100 ml

Parameter	Value range	Remarks
Sugars	0.0–500.0 g Increment 0.1	Enter sugar content in g
Fat	0.0–50.0 % Increment 0.1	Enter fat content in %
Protein	0.0–30.0 g Increment 0.1	Enter protein content in g
Calories	0-2,000 kcal Increment 1	Enter calorific value in kilocalories (kcal)
[List of common allergens and ingredients]	– Yes – No	– Enter ingredients or allergens – Default: No
Other allergens	Free text input	Enter ingredients or allergens not included in the list

Menu item 4.2 Flavor



Menu item 4.3 Powder



Powder dosing unit, position 4

Nutritional values per 100 ml

Parameter	Value range	Remarks
Sugars	0.0–500.0 g Increment 0.1	Enter sugar content in g
Fat	0.0–50.0 % Increment 0.1	Enter fat content in %
Protein	0.0–30.0 g Increment 0.1	Enter protein content in g
Calories	0-2,000 kcal Increment 1	Enter calorific value in kilocalories (kcal)
[List of common allergens and ingredients]	– Yes – No	– Enter ingredients or allergens – Default: No
Other allergens	Free text input	Enter ingredients or allergens not included in the list

11.5.6 Menu 6 Access rights

The access rights option makes it possible to assign different PIN codes for different tasks and roles. Three access levels (owner, specialist, and operator) can be defined for accessing the maintenance level.

Menu item	PIN code (default values)
6.2 Owner	1111
6.3 Specialist	2222
6.4 Operator	7777
6.5 Cleaning staff	5555
6.6 Key (secured) products	8888
6.7 On/Off machine	9999

Menu item 6.2 Owner



Parameter	Value range	Remarks
Change PIN	Enter new PIN	Default PIN: 1111 Authorization: – Change a child role PIN – Producing test products – Add, delete, and modify products (limited functionality) – Show counters – Cleaning the system
PIN set	– Yes – No	– Yes: PIN is active – No: PIN is not active
Activate user profile	– Yes – No	– Yes: User profile is active – No: User profile is not active
Open door to log on	– Yes – No	– Yes: Registration only works when the door is open – No: Registration works even when the door is closed

Menu item 6.3 Specialist



Parameter	Value range	Remarks
Change PIN	Enter new PIN	Default PIN: 2222 Authorization: – Limited access to Service menu, My Settings, Individualization and data transfer, Counters and Cleaning and maintenance
PIN set	– Yes – No	– Yes: PIN is active – No: PIN is not active
Activate user profile	– Yes – No	– Yes: user profile is active – No: User profile is not active

Parameter	Value range	Remarks
Open door to log on	– Yes – No	– Yes: Registration only works when the door is open – No: registration works even when the door is closed

Menu item 6.4 Operator



Parameter	Value range	Remarks
Change PIN	Enter new PIN	Default PIN: 7777 Authorization: – Show counters – Cleaning the system – Update software via USB stick
PIN set	– Yes – No	– Yes: PIN is active – No: PIN is not active
Activate user profile	– Yes – No	– Yes: User profile is active – No: User profile is not active
Open door to log on	– Yes – No	– Yes: Registration only works when the door is open – No: Registration works even when the door is closed

Menu item 6.5 Cleaning staff



Parameter	Value range	Remarks
Change PIN	Enter new PIN	Default PIN: 5555 Authorization: – Only access to Cleaning and maintenance
PIN set	– Yes – No	– Yes: PIN is active – No: PIN is not active
Activate user profile	– Yes – No	– Yes: User profile is active – No: User profile is not active

Parameter	Value range	Remarks
Open door to log on	– Yes – No	– Yes: Registration only works when the door is open – No: Registration works even when the door is closed

Menu item 6.6 Key (secured) products



Key (secured) products can be prepared only after a PIN code has been entered.

Parameter	Value range	Remarks
Change PIN	Enter new PIN	Default PIN: 8888
PIN set	– Yes – No	– Yes: PIN is active – No: PIN is not active
Activate user profile	– Yes – No	– Yes: User profile is active – No: User profile is not active

Menu item 6.7 On/Off machine



PIN code that authorizes to switch the machine on and off.

Parameter	Value range	Remarks
Change PIN	Enter new PIN	Default PIN: 9999
PIN set	– Yes – No	– Yes: PIN is active – No: PIN is not active
Activate user profile	– Yes – No	– Yes: user profile is active – No: user profile is not active – Default: no

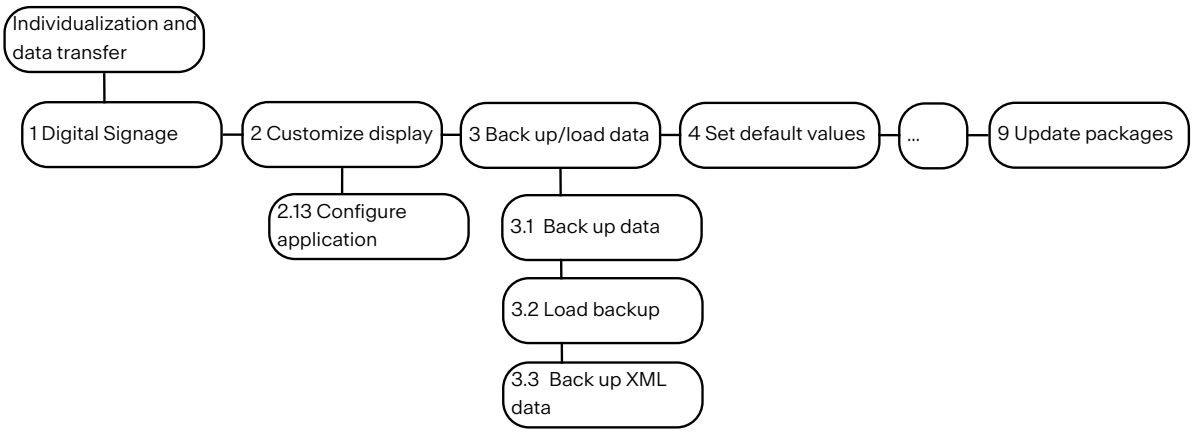
12 INDIVIDUALIZATION AND DATA TRANSFER

12.1 Overview

This menu provides you with the following options:

- Use your own media for screen savers or as advertising media.
- Configure the behavior of the different operating modes and the screen saver.
- Back up the data of the coffee machine to a USB stick.
- Load an existing data backup onto the coffee machine.
- Start a downloaded FrankeCloud update

12.2 Individualization and data transfer menu tree



By using 4 Set default values, selected parameters can be reset to their preset values.

8 Eject USB stick logs off any connected USB sticks. If a USB stick is being used, the menu item will appear in green; otherwise it appears in orange.

The multimedia functions can only be used in ***SelfServe [} 36]*** operating mode.

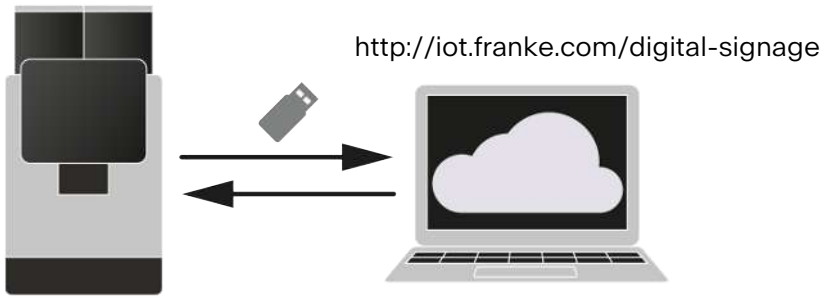
The digital cleaning instructions (PKT) are integrated directly into the software from software version 4.20 onwards.

12.3 Multimedia functions

- Use image files or video files as advertising media
- Use image files or video files as a screen saver

12.4 Manage Digital Signage via USB stick

You can maintain the selection and display times of your advertising media (digital signage) in a freely accessible web tool. To do this, export and import the corresponding file with a USB stick.



✓ The coffee machine has software version 4.0 or higher.

1. Connect a USB stick to the machine.
2. Go to menu item **Individualization and data transfer** > **1 Digital Signage**.
3. Tap the **Export Digital Signage** button.
4. For the parameter **Eject USB stick** select the value **Yes**.
5. Tap the **Export** button.
   ⇨ The coffee machine saves the ***.bundle** file to the USB stick.
6. Remove the USB stick.
7. Connect the USB stick to any computer.
8. In the browser, go to the website **http://iot.franke.com/digital-signage**.
9. Transfer the ***.bundle** file from the USB stick to the website via drag&drop or file explorer.
   ⇨ The configuration options for Digital Signage are displayed.
10. Make the desired settings.
11. Rename the file via the pencil icon in the upper left-hand corner, if desired.
12. Tap the **Download** button on the bottom left side of the window.
    ⇨ The web page asks whether the changes made should be saved.
13. Confirm the question.
14. Select the **Manual** value.
15. Tap the **Download bundle** button.
    ⇨ The downloaded ***.bundle** file ends up in the download folder of the computer.
16. Move the ***.bundle** file to the USB stick.
17. Remove the USB stick.
18. Connect the USB stick to the machine.
19. Go to menu item **Individualization and data transfer** > **1 Digital Signage**.
20. Tap the **Import Digital Signage** button.
21. Select the revised ***.bundle** file.
22. Tap the **Download and install** button.
    ⇨ The coffee machine adopts the new settings.

12.5 Configure application

Changes made will only take effect after the **Save** button is tapped.

12.5.1 Language settings

Parameter	Value range	Remarks
Language	All available languages	

Parameter	Value range	Remarks
Switching languages	– Yes – No	– Yes: a country flag appears in the top right-hand corner during product selection. The languages defined under Language 1-6 appear by tapping the flag. If a language is selected, the translated beverage names and billing information will appear. After the duration specified under Timeout for switching languages has elapsed, the default language specified under Language reappears. – No: language switching is deactivated
Timeout for switching languages	20–120 s	Wait time after which the coffee machine switches back to the default language set in Language or under the ***Menu item 1.1 Language [} 57]***
Language 1-6	All available languages	– Appears only if the value Yes is selected for Switching language – Determines how many and which alternative languages are available during product selection

12.5.2 Operating mode

Parameter	Value range	Remarks
Operating mode	– Self-service - SelfServe – Non-self-service - ProServe	
Operating mode	Personalized	Every operating mode is Personalized
Hide cancel button	– Yes – No	Appears only if the value Self-service - SelfServe is selected under Operating mode
Display clock	– Yes – No	
Display brightness	15–100 % Increment 1	
Audible signal for beverage preparation	– Yes – No	
Audible signal for error messages	– Yes – No	
Detailed product output report	– Yes – No	

12.5.3 Display [Operating mode]

Depending on the operating mode, different display parameters are available.

12.5.4 CupDetection

CupDetection is a function that uses a sensor below the spout at the front of the coffee machine to detect if there is a beverage vessel on the drip grid.

Parameter	Value range	Remarks
During rinsing	– Yes – No	
During beverage preparation	– Yes – No	
[No parameter]	[RGB color mix]	– Real-time preview of the color mix for Dynamic Spout Light (DLI) – White light: 3 x 100 – No light: 3 x 0
Red lighting	0–100 % Increment 1	
Green lighting	0–100 % Increment 1	
Blue lighting	0–100 % Increment 1	

12.5.5 Nutritional value settings

Parameter	Value range	Remarks
Display nutrition facts	– Yes – No	– Appears only if the value Self-service - SelfServe is selected under Operating mode – Activate/deactivate the display of nutrition facts – The nutrition facts can be entered under ***Menu 4 Nutritional value information [⟩ 66]***
Further nutrition facts	Free text input	

12.5.6 Accounting

Parameter	Value range	Remarks
Select	– Coins – Cards – Customer card – Contactless – Cell phone – Bills	
Display pop-up window	– Yes – No	Activate/deactivate accounting pop-up window

12.5.7 Transaction approval (API)

Parameters are not related to each other

The parameters Activate transaction approval and Allow Remote Control can cover similar use cases. However, the parameters are not related to each other.

Parameter	Value range	Remarks
Activate transaction approval	– Yes – No	The transaction approval enables interaction between the coffee machine and the third-party app. The use case is the same as for Remote Control, but instead of the Franke web app, the app from a third-party manufacturer is used.
Allow Remote Control	– Yes – No	With Remote Control, the coffee machine refers to a QR code that leads to a Franke web app. The web app enables both beverage selection and payment via cell phone. Once payment has been successfully processed, the app triggers the beverage production.

12.6 Loading/backing up data

12.6.1 Back up data

Desired action	Menu item	Information/instruction
Export a configuration and media	3.1 Back up data	– Export configuration – Back up Franke media – Back up your own media – Eject USB stick automatically – Display of file name

12.6.2 Back up XML data

Desired action	Menu item	Information/instruction
Back up XML data	3.3 Back up XML data	Export operating data such as maintenance data, error logs, or product and machine counters – Eject USB stick automatically – Display of file name

12.7 Set default values

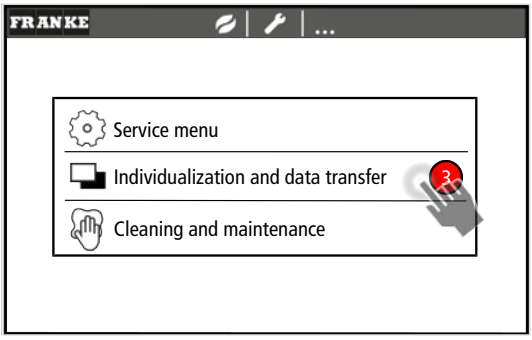
Desired action	Menu item	Information/instruction
Set default values	4 Set default values	In the selected areas, restore the default values (e.g. variable and fixed data) or delete counters (product and machine counters) and files (product and error log, files) Confirm changes made by tapping the Apply button

12.8 Activating configurations

If updates (menu bundle, software version, etc.) are transferred to the coffee machine via the Deployment dashboard or via USB stick, they must be activated on the coffee machine. The available update packages can be viewed in the Individualization and data transfer menu on the coffee machine.

✓ A configuration, a menu bundle, or a new software version was loaded onto the coffee machine via the Deployment dashboard.

1. Tap the Franke logo.
2. Enter the PIN.
3. Tap OK.
   ⇨ In addition to the Individualization and data transfer menu, the number of available updates can be viewed.



4. Select the Individualization and data transfer menu.
5. Select menu item 9 Update packages.
6. Select the desired update package and tap the Download and import button.
   ⇨ The update package is imported.
7. Tap the Install button.
   ⇨ The update package is installed.

13 TROUBLESHOOTING

13.1 System and error messages

The coffee machine displays system and error messages that provide information on the cause and procedure.

Presentation of system and error messages [} 16]

If the entire system is affected by an error, error messages will be displayed automatically. The coffee machine must be restarted in the event of serious errors.

a) To restart the coffee machine, switch it off via the main switch  .

b) Wait a minute and then switch the coffee machine back on again.

c) Check the power supply if the coffee machine fails to start.

d) Contact your service technician if the coffee machine cannot be started or if you are unable to rectify the error.

13.2 Troubleshooting the system

Error message/problem	Possible cause	Measure
Error message E79 Flow meter error	Water flow disrupted	Check the water tank/main water connection coupling If the error message appears while a product is being dispensed, the brewing module strainer is probably blocked – Increase the grind coarseness and/or reduce the grind quantity – Remove the brewing module and rinse it out – Start the coffee machine cleaning process
Touch screen not responding correctly	Machine software overloaded	There are two different troubleshooting methods: – Option 1: Open the coffee machine's door and press the main switch to switch off the system. After 1 minute, switch the coffee machine back on. – Option 2: Switch off the coffee machine using the operator panel. Then restart via the ESM (energy-saving mode)

13.3 Tips for good coffee beverages

NOTICE

Poor beverage quality

The oil from the coffee beans is deposited on the inside of the bean hopper as a thin film of oil. This deposited oil ages quickly and impairs the taste of the beverages produced.

a) Remove the oil film from the inside of the bean hopper on a daily basis.

b) To do this, use a dry cloth or a cloth moistened only with water.

c) Do not use any cleaners, as these alter the taste of the coffee.

The aromas of the coffee beans evaporate in the bean hopper as a result of heat and air exchange. The quality will have already deteriorated after 3 hours.

a) Coffee beans should not be moist.

b) Seal any open coffee bean packs in an airtight manner.

c) Do not store coffee beans in a refrigerator or freezer.

d) Only fill the coffee beans into the bean hopper that you will need for the next 3 hours.

13.4 Help with problems concerning product quality

Problem	Possible causes	Possible remedy
Coffee tastes stale	Grind too coarse	Select a finer grind size *Setting the grind coarseness [} 31]*
	Too little coffee	Increase coffee quantity *Menu 2 Customize beverages [} 63]*
	Temperature too low	Increase temperature *Menu 2 Customize beverages [} 63]*
	Coffee is stale	Use fresh coffee
	Bean hopper not locked correctly	Check locking of the bean hopper *Filling the bean hopper [} 30]*
Coffee tastes strange	Poor grind	Contact customer service
	Minimal coffee usage	Fill a small amount of coffee beans into the bean hopper
	Spoiled coffee beans	Replace coffee beans
	Cleaner residue	Rinse the machine
	Dirty cup	Check the dishwasher
	Poor water quality (chlorine, hardness, etc.)	Have water quality tested *Water quality [} 28]*
Coffee tastes bitter	Temperature too high	Reduce coffee temperature *Menu 2 Customize beverages [} 63]*
	Grind too fine	Select a coarser grind Set grind size
	Coffee quantity too low	Increase coffee quantity *Menu 2 Customize beverages [} 63]*

Problem	Possible causes	Possible remedy
	Roast too dark	Use lighter coffee roast
Coffee tastes sour	Temperature too low	Increase coffee temperature ***Menu 2 Customize beverages [⟩ 63]***
	Roast too light	Use darker coffee roast
	Grind too coarse	Select a finer grind size ***Setting the grind coarseness [⟩ 31]***
Consistency of powder products	Viscous	Use less powder, use more water
	Watery	Use more powder, use less water
	Powder clumping or moist	Clean and dry powder system
Taste of powder products	Too sweet	Use less powder, use more water
	Not sweet enough	Use more powder, use less water
	Strange taste	Clean powder system

14 DECOMMISSIONING

14.1 Preparing for decommissioning

1. Clean the machine using the automatic cleaning function. ***Carrying out cleaning and care [} 48]***
2. Empty the bean hopper and powder hopper (if present).
3. Clean the bean hopper and powder hopper (if present).
4. Clean the grounds container.

14.2 Back up data

This manual applies to coffee machines without FrankeCloud.

1. In the service menu under Customization and data transfer, go to the menu item Back up/load data.
2. Go to Back up/load data.
3. Connect the USB stick and select Export.

⇨ The machine data and the configuration will be saved on the USB stick.

4. Tap Yes to eject the USB stick after the backup.

14.3 Short-term decommissioning (up to 3 weeks)



Disconnect the power plug.

✓ The machine remains in place.

✓ The automatic cleaning of the coffee machine has been carried out. ***Carrying out cleaning and care [} 48]***

1. Go to the energy-saving mode.
2. Disconnect the machine from the power supply.
3. Close the water supply if the machine has a main water connection.

14.4 Long-term decommissioning



NOTICE

Functionality of the machine is impaired in the event of long-term decommissioning and storage

If you plan to start using your machine again at a later date, it is essential that service measures are implemented. The coffee machine must be maintained, installed, and cleaned before preparing any beverages.

a) Contact the Franke Service team for information regarding proper decommissioning and storage.

b) Have your coffee machine drained by your service technician.

c) Remedial maintenance may be required when commissioning the machine if it has been stored in excess of 6 months.

14.5 Transport and storage

Protect the machine from mechanical damage and adverse environmental conditions during transport and storage.

Transport conditions

Protect the machine from the following risks:

- Vibrations
- Dust
- Sunlight
- Falling or tipping over
- Slipping during transport
- Frost, if machine has not been drained and emptied completely

Storage conditions

- If the machine has been completely drained and emptied, it can be stored at -10 °C to 50 °C
- Relative humidity: max. 80 %
- It must be fixed in a suitably stabile position throughout
- The machine should be in an upright position
- The machine should be empty and the system drained
- Machine and loose parts packaged, preferably in their original packaging

14.6 Recommissioning after prolonged periods of storage or non-use

NOTICE

Deterioration in storage

Parts may no longer function as they should if they have been stored or unused for periods in excess of 6 months.

a) Contact your service technician for information regarding repairing and recommissioning your machine.

15 DISPOSAL

15.1 Disposal of parts and consumables

- Beans, powder and coffee grounds can be composted.
- Observe the information on the label when disposing of any unused cleaning supplies.
- Dispose of the fluids from the cleaning container or the drip tray in the wastewater system.

15.2 Disposal of machine and appliances

The appliance complies with European Directive 2012/19/EU regarding Waste Electrical and Electronic Equipment (WEEE) and must not be disposed of with household waste.

- Please return the coffee machine to an official collection point or your dealer/distributor. By disposing of waste correctly, you help to prevent environmental pollution and recover valuable raw materials.



Dispose of electronic parts separately.



Dispose of plastic parts in accordance with their marking.



Two people are required for transporting the coffee machine.

16 TECHNICAL DATA

Product type	A600 (FCS4086)
Weight	41-58 kg
Dimensions (width/height/depth)	340/831/602 mm
Bean hopper capacity: One grinder	2 kg
Bean hopper capacity: Two grinders	2x 1,2 kg
Bean hopper capacity: Three grinders	3x 1,2 kg
Powder hopper capacity (option)	2x 1 kg
Noise emission	< 70 dB(A)
Ambient temperature	10-32 °C
Humidity	Max. 80 %
Grounds container capacity	depending on the grind quantity
NM version	
Brew/hot water boiler	Volume: 0,9 l Operating pressure: 12 bar
TS version	
Brew/hot water boiler	Volume: 0,9 l Operating pressure: 12 bar
Steam boiler	Volume: 0,9 l Operating pressure: 3 bar
FM version	
Brew/hot water boiler	Volume: 0,9 l Operating pressure: 12 bar
Steam boiler (option)	Volume: 0,9 l Operating pressure: 3 bar

16.1 Performance data in accordance with DIN 18873-2:2016-02-01

	A600 NM	**A600 FM**	**A600 TS**
Main power connection	220-240 V 1LNPE 16 A 50-60 Hz	220-240 V 1LNPE 16 A 50-60 Hz	220-240 V 1LNPE 16 A 50-60 Hz
Brewing piston diameter	50 mm	50 mm	50 mm
Cappuccino (cups per hour)		114	
Cappuccino, double dispensing (cups per hour)		186	
Chocolate (cups per hour)	120	120	120
Coffee (cups per hour)	111	111	111
Coffee, double dispensing (cups per hour)	150	150	150
Cold milk (cups per hour)			

	A600 NM	A600 FM	A600 TS
Espresso (cups per hour)	150	150	150
Espresso, double dispensing (cups per hour)	240	240	240
Hot water (cups per hour)	120	120	120
Latte macchiato (cups per hour)		96	
Latte macchiato, double dispensing (cups per hour)		132	
Milk coffee (cups per hour)		129	
Milk coffee, double dispensing (cups per hour)		198	
Warm milk (cups per hour)		117	
Warm milk, double dispensing (cups per hour)			

16.2 Energy loss

	A600 NM	A600 FM	A600 TS
Energy loss per day	0.901	1.637	1.196
Energy loss of milk refrigeration systems per day and per liter of milk container capacity			
Energy loss of milk refrigeration systems per day			
Milk/medium container capacity			
Publication on HKI website	2026	2026	2026

16.3 Electrical connection data

	Voltage (V)	Main power connection	Power rating	Fuse (A)	Frequency (Hz)
A600	220-240	1LNPE	2900-3400	16	50/60
A600 (UL)	200-220	2LPE	4700-5600	30	60
A600 (JP)	200	2LPE	4700-5600	20	50/60

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