USER MANUAL A400

FCS4060

ABOS
ultimate vending

FRANKE

1   FOR YOUR SAFETY

1.1   Intended use

1.1.1   Coffee machine

– The A400 is a commercial machine for preparing drinks and is intended for use in food services, offices, and other similar environments.
– The A400 is designed to process whole coffee beans, ground coffee, powder that is suitable for automatic devices, and fresh milk.
– The A400 is intended for the preparation of drinks in accordance with these instructions and the technical data.
– The A400 is intended for operation indoors.

Please note

– The A400 is not suitable for use outdoors.

1.1.2   Add-on units

Cooling unit

– The cooling unit is used exclusively to keep milk cool while preparing coffee drinks with a coffee machine. Only use pre-cooled milk (2–5 °C).
– Only use Franke milk system cleaning agent.

Please note

– Other cleaning agents may leave residue in the milk system.

Cup warmer

– The cup warmer is intended only for preheating coffee cups and glasses used when preparing drinks.

Please note

– The cup warmer is not designed to dry dish towels or other cloths. It is not necessary to cover the cups to warm them.

Accounting system

– The accounting system can be used for various methods of payment. Examples: Payment with coins, cards, or mobile payment systems.

1.2   Prerequisites for using the coffee machine

– The A400 is intended for use by trained personnel.
– Each operator of the A400 must have read and understood the instructions. This does not apply to its use in the self-service sector.
– Self-service machines must always be monitored to protect the users.
– Do not operate the A400 or add-on units until you have completely read and understood these instructions.
– Do not use the A400 or add-on units if you are not familiar with the various functions.

- Do not use the A400 if the connection lines of the A400 or the add-on units are damaged.
- Do not use the A400 unless the A400 or the add-on units have been cleaned or filled as intended.
- Children under the age of 8 are not permitted to use the A400 or the add-on units.
- Children or persons with reduced physical, sensory, or mental capabilities must not use the A400 or the add-on units except under supervision, nor should they be permitted to play with the A400 or the add-on units.
- Children are not permitted to clean the A400 or the add-on units.

1.3 Explanation of safety instructions according to ANSI

Observation of these safety instructions is imperative to ensure personal safety and the protection of material goods.

The safety instructions are structured as follows:

SYMBOL AND SIGNAL WORD for severity of the danger.

⚠ WARNING

WARNING indicates a potential danger which, if not avoided, could result in death or moderate injury.

⚠ CAUTION

CAUTION indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

NOTICE

NOTICE directs your attention to the risk of damage to the machine.

1.4 General safety concerns when using the coffee machine and add-on units

⚠ WARNING

Risk of fatal injury from electrocution

Damaged power cords, lines or plug connections can lead to electrocution.

a) Do not connect any damaged power cords, lines or plug connections to the power supply.

b) Replace damaged power cables, lines or plug connections.
If the power cord is permanently attached, contact the service technician. If the power cord is not permanently attached, 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 and does not rub against sharp edges.

⚠ WARNING

Danger of suffocation

Plastic packaging materials could cause children to suffocate.

    a) Ensure that children have no access to plastic packaging materials.

⚠ 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) Have repairs on electrical parts carried out by service technicians using original spare parts.

    b) Have servicing carried out by authorized persons with corresponding qualification only.

⚠ WARNING

Risk of burns

The heating surfaces of the cup warmer can cause burns.

    a) Do not touch the hot heating surfaces of the cup warmer.

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

⚠ 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 drinks can lead to scalding.

    a) Always be careful with hot drinks.

    b) Use only suitable drinking vessels.

⚠ **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 injury

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

    a) Never put any objects in the coffee bean hopper or grinder.

⚠ **CAUTION**

Irritation from cleaners

Cleaning tablets, milk system cleaning agent, and descaler can lead to irritations.

    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 cleaner.

    d) Cleaners must not find their way into drinks.

⚠ **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

If the machine is not used for extended periods, residue may accumulate.

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

⚠ **CAUTION**

Health hazard due to algae formation

Using a water filter for too long can lead to the build-up of algae.

    a) Replace the water filter when prompted to do so by the machine.

⚠ **CAUTION**

Formation of mold

Mold can form on the coffee grounds.

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

⚠ CAUTION

Cutting injuries
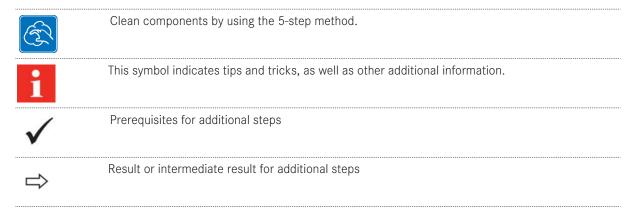
Sharp edges can cause cutting injuries.

a) Remove any sharp edges, including those at openings.

b) Use suitable tools and protective equipment to produce cutouts and openings.

2 EXPLANATION OF SYMBOLS

2.1 Symbols used in the manual

2.1.1 Orientation

	Clean components by using the 5-step method.
	This symbol indicates tips and tricks, as well as other additional information.
	Prerequisites for additional steps
	Result or intermediate result for additional steps

2.2 Symbols used in the software

2.2.1 Symbols used for navigation

Symbol	Name	Description
	Cancel button	Cancel preparation
	Select next/previous page	Scroll through menus with multiple pages
	Start button	Start preparation

2.2.2 Symbols on the dashboard

 When a symbol is illuminated on the dashboard, additional information and instructions can be displayed by tapping the symbol. Refer to the "Troubleshooting" chapter for help if an error occurs. *Troubleshooting [▶ 74]*

Symbol	Designation	Description
	Franke logo	Call up the maintenance level
	Servicing/cleaning	Machine must be cleaned and/or serviced
	Drip tray	Drip tray is full or not installed correctly

Symbol	Designation	Description
	Water tank	Water tank is empty or missing
	Milk	Milk container is empty or not installed correctly
	Coffee bean	Bean hopper is empty or not installed correctly
	Hot chocolate	
	Grounds container	Grounds container must be emptied
	Rinsing	Machine must be rinsed or machine is being rinsed
	Product	
	Payment	Payment active
	Advertising images	
	Screen saver	
	Brightness	Set brightness
	Data transfer	Data being transferred
	Individual products counter	
	Individualization	
	Info	
	Inactive	
	Standby	Switch the machine to standby
	Cup heater	

Symbol	Designation	Description
	Filter	Replace the filter cartridge in the water tank (optional for internal water tank)
	Milk system cleaning agent	Milk system cleaning agent in FoamMaster is empty
	Door	
	Favorites	Favorites button, can be assigned to a function that is used frequently
	Service/Configuration/Administration	
	Bean left/right	
2x	Double product	Prepare double drink quantity (double dispensing)
	Cold milk	
	Ground coffee	Selection button for ground coffee

2.2.3 Depiction of error messages

Highlighted products cannot be prepared. The illuminated symbol on the dashboard takes you to the error message.
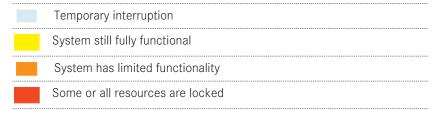
If the entire system is affected by an error, the error message will appear automatically.

See also

📄 *Troubleshooting [▶ 74]*

2.2.4   Color code for error messages

	Temporary interruption
	System still fully functional
	System has limited functionality
	Some or all resources are locked

3   SCOPE OF DELIVERY

A400 with cooling unit SU05

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

	Item description	Item number
	Cleaning tablets (100 pcs.)	BK328400
	Milk system cleaning agent (dosing bottle)	1L301219
	Milk system cleaning agent (cartridge) (SU05 FM CM)	1Z365033
	Cleaning brushes	1L301376
	Cleaning brush	1L301160
	Microfiber cloth	1H325974
	Grinder adjustment wrench	1N330253

	Item description	Item number
	Neoperl aerator wrench	1H327863
	USB stick (4 GB)	1H329064
	Set of manuals	560.0523.128
	Filter holder (optional for internal water tank)	1N330385
	Filter cartridge (optional for internal water tank)	1P315694

4   IDENTIFICATION

4.1   Position of type plates

Coffee machine

The type plate for the coffee machine is located on the right interior wall next to the grounds container.

Cup warmer (CW)

The type plate for the cup warmer is located on the inner side of the rear panel at the bottom left.

FoamMaster SU05

The type plate for the FoamMaster SU05 is located on the inner side of the door.

4.2   Type key

4.2.1   Coffee machine

Code	Description
A400	Coffee machine (fully automatic device)
	Series: A
	Overall size: 400
1G	1 grinder (max. 2)
1P	1 powder hopper (max. 2)
FM	FoamMaster (cold and hot milk, cold and hot milk foam)
H1	Hot water dispenser
MS	Milk system (with pump)
S1	Steam wand
W2	Water connection/internal water tank
W3	Internal water tank

4.2.2   Add-on units

Code	Description
1C1M	1 coffee machine, 1 milk type
AC	Payment device
CM	CleanMaster
CW	Cup warmer
EC	EasyClean
FM	FoamMaster (cold and hot milk, cold and hot milk foam)
MS	Milk system without pump
NM	Machine without milk system (NoMilk)
SU	Cooling unit
SU05	Cooling unit (< 10 l)
SU05 FM	Cooling unit (< 10 l) with FoamMaster (cold and warm milk, cold and warm milk foam)
SU05 MS	Cooling unit (< 10 l) with milk system
SU12	Cooling unit (≥ 10 l)
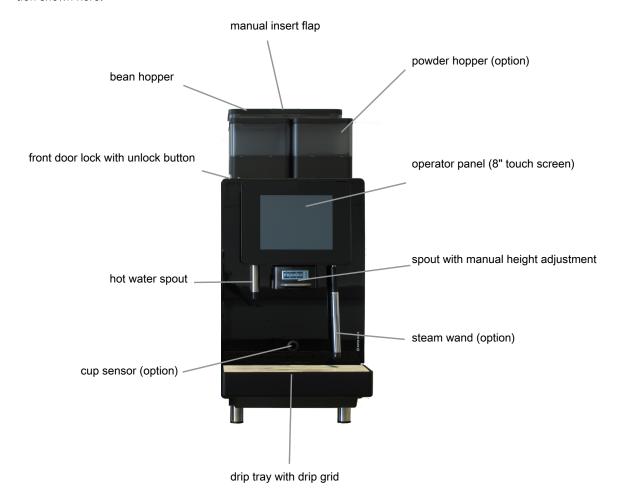
5   DESCRIPTION OF MACHINE

5.1   Coffee machine

Introduction

The A400 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.

manual insert flap

powder hopper (option)

bean hopper

front door lock with unlock button

operator panel (8" touch screen)

hot water spout

spout with manual height adjustment

steam wand (option)

cup sensor (option)

drip tray with drip grid
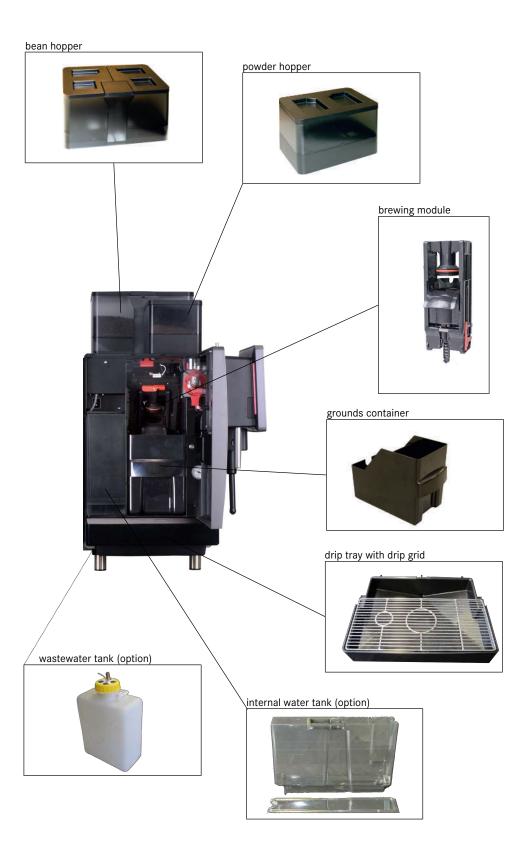
Options

– Lockable bean hopper
– One or two lockable powder hoppers
– Steam wand
– Cup sensor
– Height-adjustable feet
– M2M / telemetry preparation

5.1.1   Coffee machine components

bean hopper

powder hopper

brewing module

grounds container

drip tray with drip grid

wastewater tank (option)

internal water tank (option)

5.2   Add-on units

5.2.1   Components of the cooling unit with FoamMaster

milk container

key

temperature display

main switch

milk system cleaning agent

cleaning container

5.2.2   Cup warmer (optional)

To enjoy coffee at its best, you need pre-heated cups. The cup warmer with four heatable shelves fits perfectly to your coffee machine.

5.2.3   Accounting system (optional)

The accounting system processes all payment transactions and records all accounting data.

Interfaces:

– VIP

Payment systems:

– Coin validator
– Coin changer
– Card readers

5.3 Overview of operating modes

5.3.1 User interface

1 The **Franke** button is used to switch between the maintenance level and product selection.	2 Scroll forwards or backwards.

5.3.2 Cash Register operating mode

Cash Register

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

Structure of the user interface

– Level 1: Product selection, up to 5 pages. Column with the possible options, the production status, and the waiting list

– Level 2: Display of 4, 9, or 16 product buttons per page

Individual adaptations:

- Display: 2x2, 3x3, or 4x4 products per page
- Depiction: photo-realistic, drawn

5.3.3   Quick Select operating mode

Quick Select

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

Structure of the user interface:

- Level 1: Product selection, up to 5 pages
- Level 2: Drink Selection status; display of 6, 12, or 20 product buttons per page, select product options, start preparation (if activated)

Individual adaptations:

- Display: 2x3, 3x4, or 4x5 products per page
- Activate **Credit Mode**
- Individual arrangement of drinks

5.3.4   Operating mode Quick Select with Credit Mode

Display

- Product prices
- Credit
- Missing credit

ℹ️ In the **Drink Selection** status, you cannot add any drink options with the **Credit Mode** configuration.
You can activate the **Credit Mode** in the **My settings** menu under **1 Set machine** > **1.12 Payment**. Select **Activate payment**.

6   INSTALLATION

6.1   Preparations

– The 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 by a switch.
– The water connection must have a shut-off valve with a check valve that can be inspected and a filter, and it must fulfill the requirements of the technical data.
– The supplied hose set must be used for the water connection to your coffee machine. Do not use any other water hoses that happen to be present.
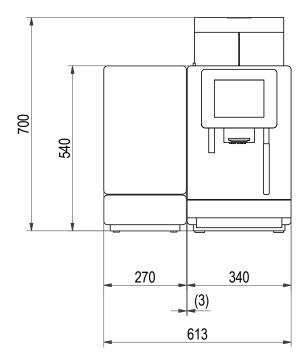
You must have completed these preparations before one of our service technicians can install the coffee machine for you. Your service technician will install your coffee machine and carry out the initial commissioning process. The technician will walk you through the basic functions.

See also

📄 *Requirements of the water supply [▶ 27]*
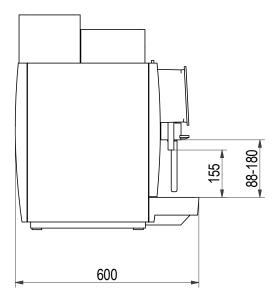
6.2   Dimensions of the A400 with cooling unit SU05
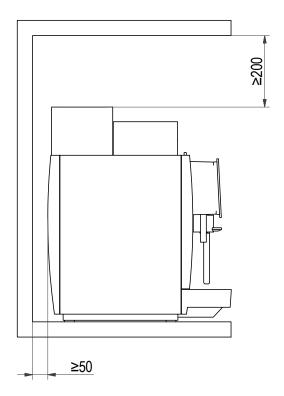
A400 with SU05
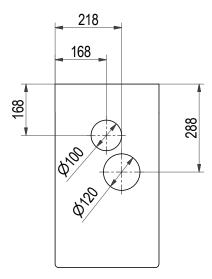
A400, side view

Dimensions at the installation location

Hose feedthrough in the counter

ℹ️ The dimensions are specified in millimeters. Prepare a stable, ergonomic surface (min. load capacity 150 kg). The operator panel should be at eye level.

Minimum clearances:

– To the rear panel: 50 mm
– Above: 200 mm (for filling and removal of the bean hopper)

Adjustable feet (optional) can be used to compensate for unevenness or differences in height.

6.3   Requirements of the water supply

6.3.1   Water connection

Water pressure	80–800 kPa (0.8–8 bar)
Flow rate	> 0.1 l/sec
Water temperature	< 25 °C
Only use the supplied hose set when establishing the water connection	(Union nut G3/8 and metal hose l = 1.5 m)

– Water should not be from a household decalcification system
– Water connection with a shut-off valve, a check valve that can be inspected, and a filter
– Locally applicable regulations must be complied with.

6.3.2   Water quality

Total hardness:	4–8° dH GH (German total hardness) / 7–14° fH GH (French total hardness) / 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 dissolved solids)	30–150 ppm (mg/l)
Electrical conductivity	50–200 µS/cm (microsiemens)
Iron content	< 0.3 mg/l

- Color: Clear
- Taste: Fresh and pure taste
- Aroma: No perceptible aroma

6.3.3   Water drainage

- Drain hose: D = 16 mm, L = 2 m
- Connection to a lower-lying siphon

7   FILLING AND EMPTYING

7.1   Filling beans

⚠ **WARNING**

Risk of injury

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

   a) Never put any objects in the coffee bean hopper or grinder.

Fill the bean hoppers with coffee beans.
Fill the powder hopper with powder that is suitable for automatic coffee makers.

1. Lift the bean hopper lid.

2. Add coffee beans.

3. Replace the lid.

7.2 Filling powder

1. Lift the powder hopper lid.

2. Fill with powder that is suitable for auto-
   matic coffee makers.

3. Replace the lid.

7.3 Filling the water tank

NOTICE

Machine damage

Filling the water tank with milk will result in damage to the machine.

a) Fill the water tank with water only.

b) Disconnect the machine from the power supply and contact the service department if the water tank has been inadvertently filled with milk.

1. Pull out the water tank.

2. Remove the lid.

3. Fill the water tank up to the marking with fresh water.

✓ The surface of the sensor must be dry.

4. Push the water tank with lid all the way into the coffee machine.

NOTICE

Malfunction

If the water tank is not pushed in all the way, the pump may draw air into the system.

a) Ensure that pressure is applied to the lower area of the water tank when pushing it into the coffee machine.

7.4   Filling milk

NOTICE

Impaired drink quality

Incorrect handling of milk can lead to quality problems.

a) Only clean containers should be filled with milk.

b) Only use pre-cooled milk (2–5 °C).

c) Only touch the inside of the milk container, the milk hoses, and the milk lid after sanitizing your hands, or wear disposable gloves.

NOTICE

Machine damage

Using incorrect liquids can damage the machine.

a) Only fill the milk container with milk.

b) Use water and a mild cleaner to clean the machine.

7.4.1   Filling milk for the SU05

1. Open the door.

2. Switch the cooling unit on.

⇨ The current cooling chamber temperature is displayed.

3. Remove the milk container lid with the suction hose and place it on a clean surface.

4. Fill the container with a maximum 5 l of cooled milk.

5. Replace the milk container lid.

6. Slide the milk container all the way into the cooling chamber.

7. Close the door.

7.5   Setting the grind coarseness

If required, the coarseness of the grind can be set in stages for each grinder.

1. Pull the locking slide forwards as far as possible.
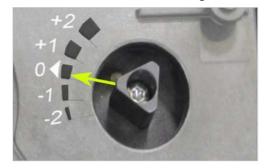
2. Lift and remove the bean hopper.

✓ Grinder adjustment wrench (no. 1N330253) is available.

3. Adjust the coarseness of the grind with the wrench.

⇨ Turn counterclockwise for a finer grind.

⇨ Turn clockwise for a coarser grind.

4. Replace the bean hopper.

5. Check the grind produced and adjust if necessary.

⇨ +2: very coarse

⇨ 0: normal

⇨ –2: very fine

6. Replace the bean hopper.

7. Push the locking slide all the way in.

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.

7.6   Emptying the bean hopper

1. Pull the locking slide forwards as far as possible.

2. Lift and remove the bean hopper.

3. Empty, clean, and dry the bean hopper.

4. Replace the bean hopper.

5. Push the locking slide all the way in.

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.

7.7   Emptying the powder hopper

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.

1. Pull the locking slide forwards as far as possible.

2. Lift and remove the powder hopper.

3. Empty, clean and dry the powder container.

4. Replace the powder hopper.

5. Push the locking slide all the way in.

⚠ CAUTION

Cutting injuries/crushing

The powder hopper's feeding mechanism can cause cuts or crushing injuries.

　a) Exercise care when cleaning 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.

7.8 Emptying the grounds container

NOTICE

Formation of mold

Coffee residue can lead to the formation of mold.

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

1. Open the door.

⇨ The message **Door open** appears on the operating interface.

2. Remove the grounds container.

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

4. Replace the grounds container and close the door.

7.9 Emptying the drip tray

Clean the drip tray if a corresponding message is displayed on the operator panel.
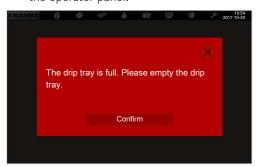
NOTICE

Improper handling

Liquid can escape from the drip tray.

a) Transport and empty the drip tray carefully.

✓ The message **Drip tray full** is displayed on the operator panel.

1. Pull out the drip tray.

2. Remove the drip grid.

3. Empty the drip tray.

4. Clean and dry the drip tray and drip grid.

5. Place the drip grid on the drip tray.

6. Slide the drip tray into the machine.

7. Tap **Confirm**.

7.10   Emptying the cooling unit

NOTICE

Spoiled milk

Insufficient cooling or hygiene can cause milk to spoil.

   a) Only use pre-cooled milk (2–5 °C).

   b) Only store milk in the cooling unit during operation. When the machine is not in use, e.g., overnight, store the milk in a refrigerator.

   c) Clean the machine and cooling unit once a day.

   d) Only touch the suction hose, the inside of the milk container, and the milk lid after sanitizing your hands, or wear disposable gloves.

   e) Place the container lid with the suction hose only on a clean surface.

⚠ 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.

1. Open the door.

2. Remove the milk container.

3. Store the milk in a refrigerator or dispose of it if necessary.

4. Clean the milk container, the parts that come into contact with milk, and the cooling chamber.

5. Insert the clean milk container.

6. Switch off the cooling unit if it is no longer required. After switching off, do not close the cooling unit door all the way, but leave it slightly open in order to prevent the formation of odors.

8   PREPARING DRINKS

⚠ **WARNING**

Risk of scalding

Hot drinks can lead to scalding.

    a) Always be careful with hot drinks.

    b) Use only suitable drinking vessels.

8.1 Preparing drinks with Quick Select

1. Place an appropriate drinking vessel under the spout.

2. Adjust the height of the spout using the spout handle.

3. Select a product.

⇨ The Drink Selection product preview appears.

4. Select product options.

5. Start preparation with the green button.

⇨ Preparation begins.

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

8.2 Preparing drinks with Cash Register

 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 waiting list during the preparation.

c) You can select and clear products from the waiting list.

1. Place an appropriate drinking vessel under the spout.

2. Adjust the height of the spout using the spout handle.

3. Select product options.

4. Select a product.

⇨ Preparation begins.

5. Add more products to the waiting list as needed.

6. Start preparation of each of the products in the waiting list by pressing the green button.

⇨ The next preparation begins.

⇨ The product selection appears.

⇨ The drinks are ready.

8.3 Preparing a drink with ground coffee

Example: Quick Select

Only ground coffee may be used. Instant coffee made from dried coffee extract cannot be used.

1. Place an appropriate drinking vessel under the spout.

2. Adjust the height of the spout using the spout handle.

3. Press the **Decaffeinated coffee** selection button.

⇨ The **Decaffeinated coffee** selection button illuminates.

⇨ The following message appears:

4. Open the manual insertion flap.
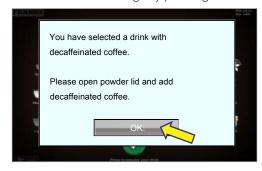
5. Fill powder.

6. Close the manual insertion flap.

7. Confirm the message by pressing **OK**.

⇨ Preparation begins.

⇨ The product selection appears.

⇨ The product is ready.

8.4 Preparing hot water

Example: Quick Select

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

2. Select **water for tea.**

3. Select cup size.

⇨ Hot water is dispensed until the cycle is complete.

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

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 outlet.

2. Select **Steam output**.

⇨ The steam output starts.

3. Press the cancel button to stop the steam output.

⇨ The steam output stops.

⇨ The drinks overview screen appears.

8.5.1   Cleaning the steam wand after use

1. Wipe the steam wand with a damp cloth.

2. Start the steam output briefly to clean the nozzle.

3. Press the cancel button to stop the steam output.

⇨ The steam output stops.

⇨ The drinks overview screen appears.

9   CLEANING

9.1   Introduction

The perfect coffee experience depends on a perfectly cleaned coffee machine. Clean your coffee machine at least once a day and more frequently if necessary.

> **NOTICE**
>
> **Soiled accessories**
>
> Soiled accessories can have a negative affect on the functionality of the machine and the quality of the drinks produced.
>
> a) Clean the accessories by using the 5-step method.
>
> b) Follow the applicable instructions for accessories.

The automatic cleaning process involves cleaning the coffee machine and cleaning the cooling unit.

Other areas to be cleaned:

- Inner surfaces of the cooling chamber
- Inner side of the door and lip seal
- Milk container and milk container lid
- Milk suction hose, suction fitting, flow / no flow adapter (SU12 only)
- Bean hopper and powder container

Cleaning and maintenance plan [▶ 54]

See also

▤ *5-step method [▶ 48]*

9.2   5-step method

Clean the removable components of your coffee machine using the 5-step method.

1. Remove coarse dirt with a brush or paint brush.

2. Soak the parts in hot water with a mild cleaner. Clean the inside of the milk hose with a brush.

3. Wash the parts.

4. Rinse the parts thoroughly.

5. Dry the parts.

See also

  📄 *Cleaning [▶ 48]*

9.3   Required cleaning accessory

9.3.1   Cleaning accessories for MS EC

- Cleaning tablets
- Microfiber cloth
- Brush set
- Milk system cleaning agent (dosing bottle)
- Cleaning container

9.3.2   Cleaning accessories for FM CM

- Cleaning tablets
- Microfiber cloth

– Brush set

9.4 Starting the cleaning process

9.4.1 Starting cleaning via the Cleaning and Maintenance menu

Switch to the maintenance level

1. Tap the Franke logo.

2. Enter the PIN. *PIN codes [▶ 55]*
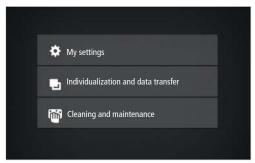
3. Press **Ok**.

4. Select the menu.
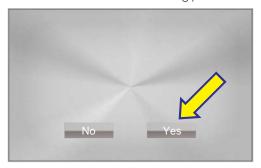
5. Select **Cleaning and Maintenance**.

6. Select **Clean coffee machine**.

7. Press **Yes** to start the cleaning process.

8. Follow the instructions on the user interface and confirm the individual steps by selecting **Next**.

⇨ The machine shows the next step.

⚠ 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.

 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.

9.5   Cleaning the internal water tank / Replacing the filter cartridge

1. Remove and empty the water tank.

2. Unscrew the filter cartridge counterclockwise and remove it from the filter holder.

3. Dispose of the water filter.

4. Clean the water tank using the 5-step method.

5. Fill the new filter cartridge with water.

6. Insert the new filter cartridge into the filter holder and secure it in place by screwing clockwise.

7. Fill the water tank up to the marking with fresh water.

   ⇨ The surface of the sensor must be dry.

8. Push the water tank with lid all the way
   into the coffee machine.

⇨ The filter rinsing process is active.

⇨ The system is filled.

⇨ Filter replacement is completed.

 NOTICE

Malfunction

If the water tank is not pushed in all the way, the pump may draw air into the system.
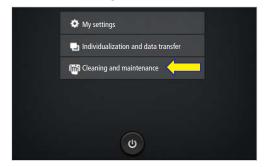
a) Ensure that pressure is applied to the lower area of the water tank when pushing it into the coffee machine.

9.6 Cleaning the monitor screen

1. Switch to the maintenance level.

2. Select Cleaning and maintenance.
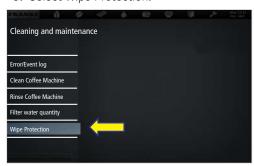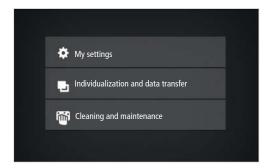
 You cannot cancel the locking function of the user interface. The locking function lasts 20 seconds.

3. Select Wipe Protection.

⇨ The user interface is locked for 20 sec‐
onds.

4. Clean the monitor screen.

⇨ The maintenance level appears.

9.7   Cleaning and maintenance plan

Frequency	Task	Information
Daily		
	Daily cleaning in accordance with the instructions on the coffee machine	See *Cleaning [▸ 48]*
Weekly		
	Clean the bean hopper	
	Clean the powder hopper	
	Clean the brewing module	See supplied cleaning instructions
Annually/every 30 000 **products (whichever occurs first)**	Maintenance by service technician	Contact a service technician

See also

📄 *Emptying the bean hopper [▸ 34]*

📄 *Emptying the powder hopper [▸ 35]*

10 CONFIGURATION

10.1 Switching to the maintenance level

1. Tap the Franke logo.

2. Enter the PIN. *PIN codes [▶ 55]*

3. Press **Ok**.
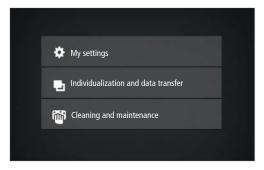
4. Select the menu.

10.2 PIN codes

Default PIN codes are assigned from the factory:
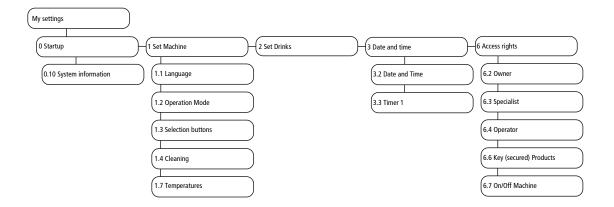
	Owner	Specialist	Operator
Default PIN	1111	2222	7777
My PIN			

The PIN codes for key (secured) products and On/Off machine can be viewed and changed with the owner role in the **My settings/Access rights** menu.
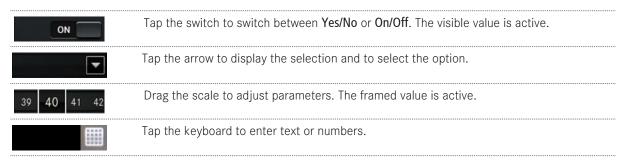
10.3   My settings menu tree

```
┌─────────────────┐
│ My settings     │
└─────────────────┘
   │
┌─────────────┐   ┌─────────────┐   ┌─────────────┐   ┌─────────────┐   ┌─────────────┐
│ 0 Startup   │   │ 1 Set Machine│  │ 2 Set Drinks │  │ 3 Date and time│ │ 6 Access rights│
└─────────────┘   └─────────────┘   └─────────────┘   └─────────────┘   └─────────────┘
   │                  │                                    │                 │
┌──────────────────┐ ┌─────────────┐                  ┌──────────────┐  ┌─────────────┐
│0.10 System information│ │ 1.1 Language│               │3.2 Date and Time│ │ 6.2 Owner   │
└──────────────────┘ └─────────────┘                  └──────────────┘  └─────────────┘
                      ┌─────────────┐                  ┌──────────────┐  ┌─────────────┐
                      │1.2 Operation Mode│             │ 3.3 Timer 1  │  │ 6.3 Specialist│
                      └─────────────┘                  └──────────────┘  └─────────────┘
                      ┌─────────────┐                                    ┌─────────────┐
                      │1.3 Selection buttons│                           │ 6.4 Operator │
                      └─────────────┘                                    └─────────────┘
                      ┌─────────────┐                                    ┌──────────────────┐
                      │ 1.4 Cleaning│                                    │6.6 Key (secured) Products│
                      └─────────────┘                                    └──────────────────┘
                      ┌─────────────┐                                    ┌─────────────┐
                      │1.7 Temperatures│                                 │6.7 On/Off Machine│
                      └─────────────┘                                    └─────────────┘
```

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

10.4   Input methods

ON	Tap the switch to switch between **Yes/No** or **On/Off**. The visible value is active.
▼	Tap the arrow to display the selection and to select the option.
39 40 41 42	Drag the scale to adjust parameters. The framed value is active.
⊞	Tap the keyboard to enter text or numbers.
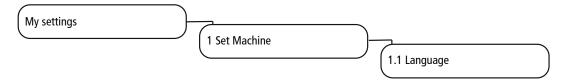
10.5   1 Set machine

You can customize your machine to suit your requirements via the menu 1 Set Machine. The following options are available.

– Set language
– Configure operating mode
– Assign selection buttons
– Set cleaning function
– Change temperature settings

10.5.1   1.1 Language
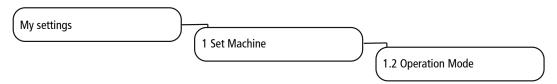
```
┌─────────────────────┐
│  My settings        │
└─────────────────────┘
         ┌─────────────────────┐
         │  1 Set Machine      │
         └─────────────────────┘
                  ┌─────────────────────┐
                  │  1.1 Language       │
                  └─────────────────────┘
```

Parameter	Value range	Remarks
Select language	de, en, fr, nl, da, fi, no, sv, pl, cs, uk, ru ...	– The language is switched immediately on the user interface – Default: de (German)

10.5.2   1.2 Operating mode

```
┌─────────────────────┐
│  My settings        │
└─────────────────────┘
         ┌─────────────────────┐
         │  1 Set Machine      │
         └─────────────────────┘
                  ┌─────────────────────┐
                  │  1.2 Operation Mode │
                  └─────────────────────┘
```

Parameters	Value range	Remarks
Usage scenario	– Non-self-service – Self-service	
Operation Mode	– Quick Select – Cash Register	– The only operating mode available in the Non-self-service usage scenario is Cash Register.
Products per page	– Cash Register: 4, 9, 16 – Quick Select: 6, 12, 20	– Number of products displayed simultaneously – Default: 16 or 12
Depiction	– Photo-realistic – Iconized	
Automatic mode	– Yes – No	
Pause between products	1–10 seconds	Increment: 1
Adapt drinks	– Yes – No	– Possibility for self-service customers to modify the selected drink in accordance with the allocation of the selection buttons – Default: No
Custom images	– Yes – No	– Activate customer-specific images – For the self-service usage scenario, Quick Select operating mode – Default: No

Options

Parameters	Value range	Remarks
Hide cancel button	– Yes	– Display the button for canceling the product

Parameters	Value range	Remarks
	– No	– Default: No
Acoustic signal for drink preparation	– Yes	Beeps when the product is ready
	– No	
Acoustic signal for error messages	– Yes	Beeps in a 3-second cycle if a resource is missing
	– No	

1.2 Operating mode

Parameters	Value range	Remarks
Usage scenario	– Non-self-service	
	– Self-service	
Operation Mode	– Quick Select	– The only operating mode available in the Non-self-service usage scenario is Cash Register.
	– Cash Register	
Products per page	– Cash Register: 4, 9, 16	– Number of products displayed simultaneously
	– Quick Select: 6, 12, 20	– Default: 16 or 12
Depiction	– Photo-realistic	
	– Iconized	
Automatic mode	– Yes	
	– No	
Pause between products	1–10 seconds	Increment: 1
Adapt drinks	– Yes	– Possibility for self-service customers to modify the selected drink in accordance with the allocation of the selection buttons
	– No	
		– Default: No
Custom images	– Yes	– Activate customer-specific images
	– No	– For the self-service usage scenario, Quick Select operating mode
		– Default: No

Options

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

1.2 Operating mode

Parameters	Value range	Remarks
Usage scenario	– Non-self-service	
	– Self-service	

Parameters	Value range	Remarks
Operation Mode	– Quick Select – Cash Register	– The only operating mode available in the Non-self-service usage scenario is Cash Register.
Products per page	– Cash Register: 4, 9, 16 – Quick Select: 6, 12, 20	– Number of products displayed simultaneously – Default: 16 or 12
Depiction	– Photo-realistic – Iconized	
Automatic mode	– Yes – No	
Pause between products	1–10 seconds	Increment: 1
Adapt drinks	– Yes – No	– Possibility for self-service customers to modify the selected drink in accordance with the allocation of the selection buttons – Default: No
Custom images	– Yes – No	– Activate customer-specific images – For the self-service usage scenario, Quick Select operating mode – Default: No

Options

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

1.2 Operating mode

Parameters	Value range	Remarks
Usage scenario	– Non-self-service – Self-service	
Operation Mode	– Quick Select – Cash Register	– The only operating mode available in the Non-self-service usage scenario is Cash Register.
Products per page	– Cash Register: 4, 9, 16 – Quick Select: 6, 12, 20	– Number of products displayed simultaneously – Default: 16 or 12
Depiction	– Photo-realistic – Iconized	
Automatic mode	– Yes – No	

Parameters	Value range	Remarks
Pause between products	1–10 seconds	Increment: 1
Adapt drinks	– Yes – No	– Possibility for self-service customers to modify the selected drink in accordance with the allocation of the selection buttons – Default: No
Custom images	– Yes – No	– Activate customer-specific images – For the self-service usage scenario, Quick Select operating mode – Default: No

Options

Parameters	Value range	Remarks
Hide cancel button	– Yes – No	– Display the button for canceling the product – Default: No
Acoustic signal for drink preparation	– Yes – No	Beeps when the product is ready
Acoustic 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

10.5.3 1.3 Selection buttons

My settings → 1 Set Machine → 1.3 Selection buttons

Parameters	Value range	Remarks
Product options	– Small – Medium – Large – 2x – Decaf – Extra Shot – Iced – Espresso Shot	– The maximum twelve selection buttons can be assigned with various product options in the service menu. The product options appear in the Drink Selection status – With up to eight configured selection buttons, buttons 1–4 are displayed on the left-hand side, with the rest on the right-hand side – If more than eight selection buttons are configured, buttons 1–6 are displayed on the left-hand side, with the rest on the right-hand side – Nine or more buttons are displayed at a reduced size Recommendation: – Selection buttons on left-hand side: Select drink size.

Parameters	Value range	Remarks
		– Selection buttons on the right-hand side: Select additional settings.
Text display	– Function – Free text – No text	– Default: Function: Labeling corresponds to the name of the selected product option. – Free text: your own labeling of the selection buttons. – No text: Switch off labeling.
Price	Amount	– Store surcharge for the option. – The total price is calculated by the machine – Default: 0.00
PLU	PLU No.	– Store PLU number of price calculation (if PLU numbers are used). – Default: 0

10.5.4   1.4 Cleaning
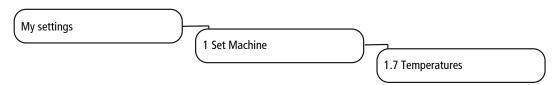
```
┌─────────────────┐
│ My settings     │
└─────────────────┘
          ┌─────────────────┐
          │ 1 Set Machine   │
          └─────────────────┘
                    ┌─────────────────┐
                    │ 1.4 Cleaning    │
                    └─────────────────┘
```

Process behavior

Parameters	Value range	Remarks
Buzzer	– Yes – No	– Acoustic prompts for actions during cleaning – Default: No

10.5.5   1.7 Temperatures

```
┌─────────────────┐
│ My settings     │
└─────────────────┘
          ┌─────────────────┐
          │ 1 Set Machine   │
          └─────────────────┘
                    ┌──────────────────┐
                    │ 1.7 Temperatures │
                    └──────────────────┘
```

Parameters	Value range	Remarks
Coffee	–20 to +20	– The temperature in the coffee boiler is preset by the service technician – The set temperature can be adjusted by percentages using the sliding controller
Steam	–20 to +20	– The temperature in the steam boiler is preset by the service technician – The set temperature can be adjusted by percentages using the sliding controller

10.6   2 Set drinks
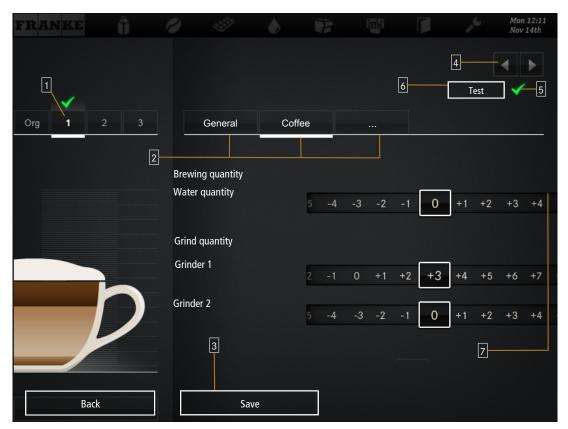
You can save each product in three user-specific variations. The original cannot be changed.

Only parameters that are relevant for the product are displayed.

The percentage specifications are always based on the preset value.

Tips for configuring the parameters can be found in the chapter *Help with problems concerning product quality [▶ 76]*.

1	Select variation	2	Select area
3	Save settings	4	Select product
5	Confirm variation	6	Prepare a test product
7	Adjust parameters		

Setting drinks
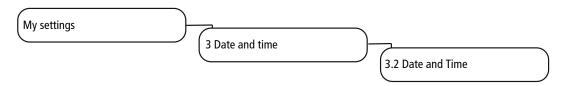
Desired action	Menu item	Information / instruction	Number
Select a product		Use the selection arrows to select the product to be defined, then select the variation to be edited	4, 1
Change the product description and product text	General	Enter the product description and select the product text	2, 7
Determine the price (only available when payment is activated)	General	Determine PLU, prices, and tokens; select the **Free** option	7
Adjust water quantity, grinders, brewing quantity, and pressure	Coffee	Adjust parameters	2, 7
Adjust milk quantity	Milk	Adjust the milk quantity in percent	2, 7

Desired action	Menu item	Information / instruction	Number
Adjust the foam quantity	Foam	Adjust the foam quantity in percent	2, 7
Prepare a test product	Test	Press Test to prepare the selected product using the modified settings	6
Assign a drink variation that is to be prepared with this product selection		Select the variation, then confirm with the checkmark	1, 5
Save drink settings	Save	Press Save to save the drink settings	3
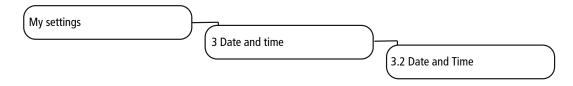
10.7   3 Date and time

10.7.1   3.2 Date and time

My settings → 3 Date and time → 3.2 Date and Time

Parameter	Value range	Remarks
Display	12 h/24 h	
Day	0–31	Set the day
Month	0–12	Set the month
Year	0–63	Set the year
Hour	0–23/0–11	Configure hours
Minute	0–59	Configure minutes
Time zone		Set time zone

10.7.2   3.2 Date and time
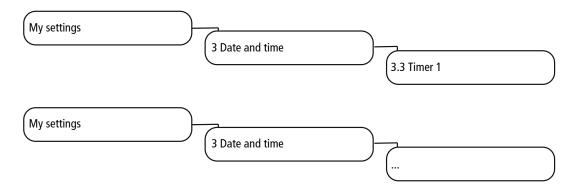
My settings → 3 Date and time → 3.2 Date and Time

Parameter	Value range	Remarks
Display	12 h/24 h	
Day	0–31	Set the day
Month	0–12	Set the month
Year	0–63	Set the year
Hour	0–23/0–11	Configure hours
Minute	0–59	Configure minutes
Time zone		Set time zone

10.7.3 3.3–3.6 Timer 1–4

```
┌─────────────────────┐
│ My settings         │
└─────────────────────┘
        └──┌─────────────────────┐
           │ 3 Date and time     │
           └─────────────────────┘
                   └──┌─────────────────────┐
                      │ 3.3 Timer 1         │
                      └─────────────────────┘

┌─────────────────────┐
│ My settings         │
└─────────────────────┘
        └──┌─────────────────────┐
           │ 3 Date and time     │
           └─────────────────────┘
                   └──┌─────────────────────┐
                      │ ...                 │
                      └─────────────────────┘
```
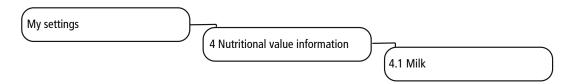
Parameter	Value range	Remarks
Active	Mo, Tu, We, Th, Fr, Sa, Su	Activate or deactivate days by tapping
On/Off hours	0–23/0–11	Switch-on time (hour)
On/Off minutes	0–59	Switch-on time (minute)
Monday – Sunday	Yes/No	Days on which the machine will switch on automatically

10.8 4 Nutritional value information
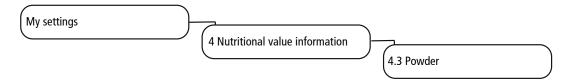
10.8.1 Menu item 4.1 Milk

```
┌─────────────────────┐
│ My settings         │
└─────────────────────┘
        └──┌──────────────────────────────────┐
           │ 4 Nutritional value information   │
           └──────────────────────────────────┘
                   └──┌─────────────────────┐
                      │ 4.1 Milk            │
                      └─────────────────────┘
```

Parameter	Value range	Remarks
Sugar (g)	Number	Enter value per 100 ml
Fat (%)	Number	Enter value per 100 ml
Protein (g)	Number	Enter value per 100 ml
Calories (kcal)	Number	Enter value per 100 ml
Ingredients	Yes/No	Default list of ingredients. Specify whether the ingredient is contained in the selected resource
Special allergens	Characters	Enter ingredients or allergens that are not included in the list

10.8.2 Menu item 4.3 Powder

Parameters	Value range	Remarks
Sugar (g)	Number	Enter value per 100 ml
Fat (%)	Number	Enter value per 100 ml
Protein (g)	Number	Enter value per 100 ml
Calories (kcal)	Number	Enter value per 100 ml
Ingredients	Yes / No	Default list of ingredients. Specify whether the ingredient is contained in the selected resource
Special allergens	Characters	Enter ingredients or allergens that are not included in the list

10.8.3 Menu item 4.3 Powder

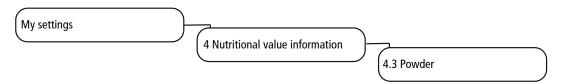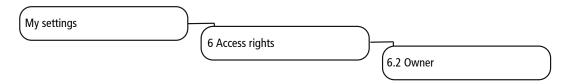| Parameters	Value range	Remarks
Sugar (g)	Number	Enter value per 100 ml
Fat (%)	Number	Enter value per 100 ml
Protein (g)	Number	Enter value per 100 ml
Calories (kcal)	Number	Enter value per 100 ml
Ingredients	Yes / No	Default list of ingredients. Specify whether the ingredient is contained in the selected resource
Special allergens	Characters	Enter ingredients or allergens that are not included in the list

10.9   6 Access rights

10.9.1   Menu item 6.2 Owner

My settings

6 Access rights

6.2 Owner

Parameters	Value range	Remarks
Set PIN	0–9	– Authorizations: Access to **My settings**; call up **counter values** – Default PIN: 1111

10.9.2   Menu item 6.3 Specialist

My settings

6 Access rights

6.3 Specialist

Parameters	Value range	Remarks
Set PIN	0–9	– Authorizations: Limited access to **My settings**; call up the **counter values of all products** – Default PIN: 2222

10.9.3   Menu item 6.4 Operator

My settings

6 Access rights

6.4 Operator

Parameters	Value range	Remarks
Set PIN	0–9	– Authorization: Call up the **counter value of all products** – Default PIN: 7777

10.9.4 Menu item 6.6 Key (secured) products

```
┌─────────────────────────┐
│ My settings             │
└─────────────────────────┘
         ┌──────────────────────────┐
         │ 6 Access rights          │
         └──────────────────────────┘
                  ┌──────────────────────────────┐
                  │ 6.6 Key (secured) Products     │
                  └──────────────────────────────┘
```

Parameters	Value range	Remarks
Set PIN	0–9	– Authorization: Lock and unlock key (secured) products – Default PIN: 8888

10.9.5 Menu item 6.7 On/Off machine

```
┌─────────────────────────┐
│ My settings             │
└─────────────────────────┘
         ┌──────────────────────────┐
         │ 6 Access rights          │
         └──────────────────────────┘
                  ┌──────────────────────────────┐
                  │ 6.7 On/Off Machine             │
                  └──────────────────────────────┘
```

Parameters	Value range	Remarks
Set PIN	0–9	– Authorization: Switch the coffee machine On/Off – Default PIN: 9999

11 INDIVIDUALIZATION AND DATA TRANSFER

11.1 Overview

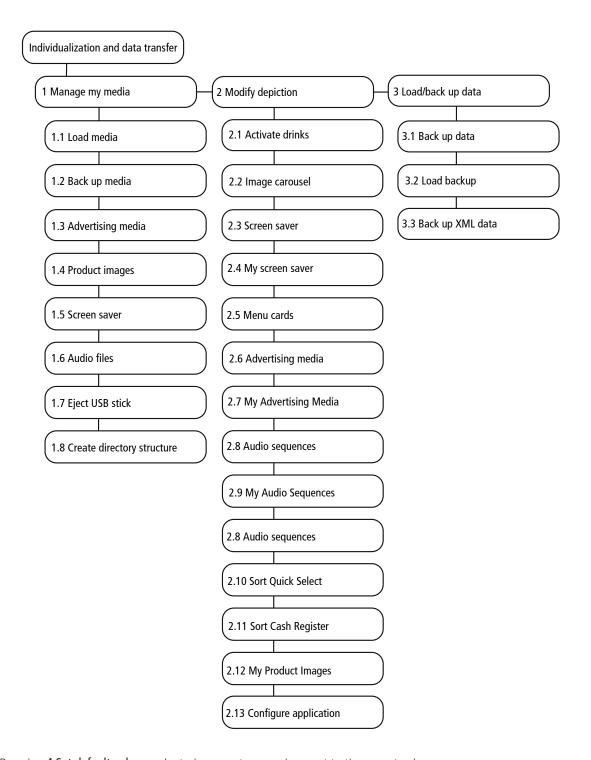This menu provides you with the following options:

- Use existing Franke media for drinks, screen savers, or as advertising media.
- Upload and view your own media objects on the machine.
- Use your own media for drinks, screen savers, or as advertising media.
- Configure the behavior of the various operating modes and screen savers.
- Save settings.
- Create regular backups of your A400 to a USB stick.

11.2 Individualization and data transfer menu tree

```
                  ┌──────────────────────────────────┐
                  │ Individualization and data transfer │
                  └──────────────────────────────────┘
```

Individualization and data transfer

1 Manage my media	2 Modify depiction	3 Load/back up data
1.1 Load media	2.1 Activate drinks	3.1 Back up data
1.2 Back up media	2.2 Image carousel	3.2 Load backup
1.3 Advertising media	2.3 Screen saver	3.3 Back up XML data
1.4 Product images	2.4 My screen saver	
1.5 Screen saver	2.5 Menu cards	
1.6 Audio files	2.6 Advertising media	
1.7 Eject USB stick	2.7 My Advertising Media	
1.8 Create directory structure	2.8 Audio sequences	
	2.9 My Audio Sequences	
	2.8 Audio sequences	
	2.10 Sort Quick Select	
	2.11 Sort Cash Register	
	2.12 My Product Images	
	2.13 Configure application	

> By using **4 Set default values,** selected parameters can be reset to the preset values.
>
> **5 Import FPC** becomes usable when a USB stick with a valid Franke product catalog is connected.
>
> **8 Eject USB stick** logs off 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 are only available in the Inspire Me (if available) and Quick Select operating modes.
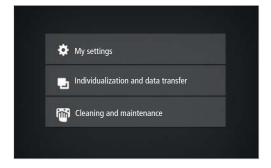
11.3   Switching to the maintenance level

1. Tap the Franke logo.

2. Enter the PIN. *PIN codes [▶ 55]*

3. Press **Ok**.

4. Select the menu.

11.4   Requirements for your own media

Media	Advertising images (advertising media)	Product images	Screen saver
Size	800 x 600 px	430 x 274 px	800 x 600 px
Data formats	24 bit PNG	24 bit PNG and 8-bit alpha channel (if necessary)	24 bit PNG
Storage location on a USB stick	*QML-Files\rc\custom\images*	*QML-Files\rc\custom\drinks*	*QML-Files\rc\custom\screensavers*

11.5   Required folder structure on the USB stick

You must maintain a specific directory structure so that the A400 can recognize your media without any difficulty.

Folder structure

[Drive]\	
QML–Files\	
rc\	
custom\	
drinks	
images	
screensavers	

1. Create the folder structure once, save it, and then you will be able to access it again quickly.

2. You can also generate this directory structure automatically. To do this, use menu item 1.8 Create directory structure.

11.6 Loading or deleting your own media

The upload process is the same for all media.

Free space: 400 MB

The images on the USB stick must be present in the required folder structure, have the correct data format, and be of the correct size. See *Requirements for your own media [▶ 70]*.

Desired action	Menu item	Information / instruction
Load media onto the machine	1.1 Load media	– Insert a USB stick with the required folder structure – Select the media type from the drop-down menu: **Advertising media/Product images/Screen savers/Audio files** – Select the media using drag&drop – Press **Save**
Back up media from the machine	1.2 Back up media	– Insert a USB stick – Select the media type – Save individual media files or all of the media onto the USB stick
Delete media	1.3 Advertising media 1.4 Product images 1.5 Screen saver	– Open the desired menu – Select the media that is no longer required – Delete the media that is no longer required by pressing the **Clear** button – Drag a medium from the selection below to an existing medium above The existing medium is replaced

11.7 Using your own advertising media

11.7.1 Configuring your own advertising media

Menu item 2.7 My advertising media

The activated advertising media can be switched on for each drink by selecting **My settings** > **Set drinks**.

Desired action	Menu item	Information / instruction
Use media	2.7 My advertising media	– Tap the medium that you wish to use in the lower section – Drag the medium to the top
Remove used media	2.7 My advertising media	– Tap a medium that you no longer wish to use in the upper section – Drag the medium to the bottom
View a selection	2.7 My advertising media	– Select **Preview** to check the selection
Activate advertising media	2.7 My advertising media	– Select **Change** to activate the advertising media

11.7.2 Assigning my product images

An image must be assigned to each available product.

The images can be activated by selecting **My settings** > **Set machine** > **Operating mode**.

Products to which no image has been assigned will be displayed without an image.

You can either use the Franke images or your own, but you cannot mix the two types with one another.

Desired action	Menu item	Information / instruction
Select an image	2.12 My product images	– Tap the image – Press **Select image**
Remove an image	2.12 My product images	– Tap the image – Press **Remove image**

11.8 Displaying languages and configuring nutritional values

Desired action	Menu item	Information / instruction
Switching languages	2.13 Configure application	– Activate language switching – Select languages to be displayed
Set the waiting time for switching language	2.13 Configure application	– Set the **Timeout** until the system switches back to the default language
Display nutritional value information	2.13 Configure application	– Activate the display of nutritional value information

11.9   Loading/backing up data

11.9.1   Backing 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

11.9.2   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

11.10   Restoring default values

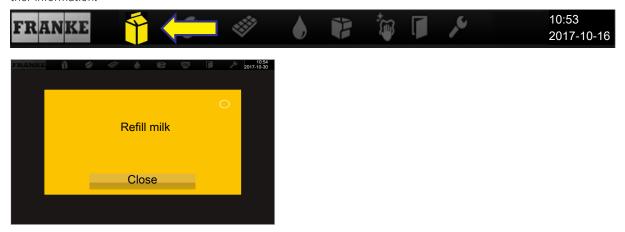| Desired action	Menu item	Information / instruction
Set default values	4 Set default values	Restore the default values in the selected areas

12 TROUBLESHOOTING

12.1 Error messages

When an error occurs, the machine displays an error message that provides notices regarding the elimination of the error.
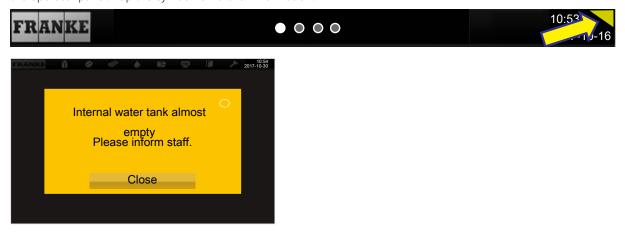
Non-self-service mode

When the non-self-service mode is selected, an error is indicated via a highlighted symbol. Tap the symbol for further information.

A message with instructions

Self-service mode

When the self-service mode is selected, an error is indicated via a colored triangle in the upper right-hand corner of the operator panel. Tap the symbol for further information.

A message with instructions for your customer

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

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

b) Wait a minute and then switch it back on again.

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

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

12.2   Color code for error messages

   	Temporary interruption
   	System still fully functional
   	System has limited functionality
   	Some or all resources are locked

12.3   Tips for good coffee drinks

NOTICE

Poor drink 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 drinks 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.

12.4 Help with problems concerning product quality

Problem	Possible causes	Possible solutions
Coffee tastes stale	Grind too coarse	Select a finer grind (see *Setting the grind coarseness [▶ 33]*)
	Too little coffee	Increase the amount of coffee
	Temperature too low	Increase the temperature
	Coffee is old	Use fresh coffee
	Bean hopper not locked correctly	Check the bean hopper locking mechanism (see *Emptying the bean hopper [▶ 34]*, *Setting the grind coarseness [▶ 33]*)
Coffee tastes strange	Poor grind	Contact customer service
	Minimal coffee usage	Pour a small amount of coffee beans into the bean hopper
	Spoiled coffee beans	Replace coffee beans
	Residual cleaner	Rinse the machine
	Dirty cup	Check dishwasher
	Poor water quality (chlorine, hardness, etc.)	Have the water quality checked
Coffee tastes bitter	Temperature too high	Lower coffee temperature
	Grind too fine	Select a coarser grind (see *Emptying the bean hopper [▶ 34]*, *Setting the grind coarseness [▶ 33]*)
	Coffee quantity too low	Increase the amount of coffee
	Roast too dark	Use lighter coffee roast
Coffee tastes sour	Temperature too low	Increase coffee temperature
	Roast too light	Use darker coffee roast
	Grind too coarse	Select a finer grind (see *Emptying the bean hopper [▶ 34]*, *Setting the grind coarseness [▶ 33]*)
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

13   DECOMMISSIONING

13.1   Preparing for decommissioning

1. Clean the machine using the automatic cleaning function. *Cleaning [▶ 48]*

2. Empty the bean hopper and powder hopper.

3. Clean the bean hopper and powder hopper.

4. Empty the milk container.

5. Clean the milk container and container lid.

6. Clean the inside of the milk hose with a brush.

7. Clean the suction filter with a twisted-in-wire brush.

8. Clean the flow / no flow adapter.

13.2   Short-term decommissioning (up to 3 weeks)

✓ The machine remains in place.

1. Enable the energy saving mode.

2. Disconnect the machine from the power supply.

3. Close the water supply for the water connection.

4. Clean any add-on units.

5. Switch off the add-on units and disconnect them from the power supply.

13.3   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 service measures are implemented. The coffee machine must be maintained, installed, and cleaned before preparing any drinks.

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.

13.4   Transport and storage

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

Protect the machine from the following:

– Vibrations

– Dust

– Sunlight

– Falling or tipping over

– Slipping during transport

The following conditions must be fulfilled:

– Permissible temperatures: -10 to +50 °C

– If the machine has not been drained and emptied completely, it must not be stored at sub-zero temperatures

– Relative humidity: max. 80%

– Sufficient structural integrity and fastening

– Set the machine up in a standing position

– Machine empty and system emptied

– Machine and loose parts packaged, preferably in their original packaging

⚠ CAUTION

Bodily injury

Lifting heavy objects can cause injury.

a) Do not lift heavy objects on your own.

b) Use suitable tools and aids to reduce the load.

13.5   Recommissioning after prolonged periods of storage or non-use

NOTICE

Deterioration in storage

Components 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 team for information regarding restoring and recommissioning your machine.

14 DISPOSAL

Disposal of consumables

- – Beans, powder, and coffee grounds can be composted.
- – Observe the information on the label when disposing of any unused cleaning agent.
- – Dispose of any liquids in the cleaning container or drip tray via the waste water system.

Disposing of the machine and other devices

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

	Dispose of electronic components separately.
	Dispose of plastic parts in accordance with their marking.
	Two people are required to transport the coffee machine.

15 TECHNICAL DATA

15.1 Technical data for the coffee machine

Bean hopper capacity	0,6 kg
	1,2 kg
Powder hopper capacity	0,6 kg
	1,2 kg
Coffee boiler	Volume: 0,9 l
	Operating pressure: 800 kPa (8 bar)
	Voltage: 230 V
	Power: 2,5 kW
Steam boiler	Volume: 0,9 l
	Operating pressure: 100 kPa (1 bar)
	Voltage: 230 V
	Power: 2,5 kW
Water tank (internal)	4 l
Drip tray	3 l
Wastewater tank (external)	16 l
Noise emission	< 70 dB
Weight	38 kg
Ambient conditions	Humidity: max. 80 %
	Ambient temperature: 10–32 °C

15.2 Electrical connections

Type	Country		
A400	CH	Voltage	200–240 V
FCS4060		Frequency	50–60 Hz
		Power	2100–2300 W
		Current consumption	9.6 A
		Fuse	10 A
		Connection	1L N PE
A400	EU	Voltage	220–240 V
FCS4060	GB	Frequency	50–60 Hz
	CH	Power	2400–2800 W
		Current consumption	11.64–12.71 A
		Fuse	13/16 A
		Connection	1L N PE
A400	JP	Voltage	200 V
FCS4060		Frequency	50–60 Hz
		Power	2300 W

Type	Country		
		Current consumption	11.2 A
		Fuse	16 A
		Connection	2L PE
CW	EU	Voltage	220–240 V
FCS4054	GB	Frequency	50–60 Hz
	CH	Power	110–130 W
		Current consumption	
		Fuse	10 A
		Connection	1L N PE
CW	JP	Voltage	100 V
FCS4054		Frequency	50–60 Hz
		Power	80 W
		Current consumption	11.2 A
		Fuse	10 A
		Connection	1L N PE
		Power cord	1T310466

15.3 Power cord

Fuse 10 A

Country	Item number	Plug
CH	1T310036	10A

Fuse 16 A

Country	Item number	Plug
EU	1N330002	16A
GB	1N330001	13A
CH	1N330000	16A

15.4 Cooling unit SU05

Device type	FCS4048
Milk container	5 l
Ambient conditions	Humidity: max. 80 %
	Ambient temperature: 10–32 °C

Refrigerant	R134a/40 g
Climate class	T (tropical, suitable for temperatures between 16–43 °C)
Noise emission	< 70 dB
Weight	SU05 MS: 16.1 kg
	SU05 FM: 23.0 kg
Cooling temperature	2.0–5.0 °C
Dimensions (width/depth/height)	270 mm/474 mm/540 mm

15.5 Cup warmer CW

Device type	FCS4054
Capacity	Up to 120 cups (depending on cup size)
Weight	approx. 20 kg
Dimensions (width/depth/height)	270 mm/475 mm/540 mm

15.6 KE200 cooling unit

Weight	approx. 13 kg
Dimensions (width/depth/height)	225 mm/453 mm/330 mm

15.7 Chill&Cup

Weight	approx. 29 kg
Dimensions (width/depth/height)	334 mm/471 mm/502 mm

15.8 Accounting system AC

Device type	FCS4056
Weight	approx. 18 kg
Dimensions (width/depth/height)	200 mm/451 mm/542 mm

MAKE IT

Wonderful!

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