

USER MANUAL A400

FCS4060



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.



IT'S ALL ABOUT THE MOMENT

Discover more at coffee.franke.com



TABLE OF CONTENTS

1	For your safety	6
1.1	Intended use	6
1.2	Prerequisites for using the coffee machine	6
1.3	Explanation of safety instructions	7
1.4	Safety concerns when using the coffee machine	7
2	Explanation of symbols	11
2.1	Symbols used in the manual	11
2.2	Symbols used in the software	11
3	Scope of delivery	15
4	Identification	17
4.1	Position of type plates	17
4.2	Type code	18
5	Description of machine	20
5.1	Coffee machine	20
5.2	Add-on units	23
5.3	Overview of operating modes	24
5.4	Franke Digital Services (option)	25
6	Installation	26
6.1	Preparations	26
6.2	Dimensions	26
6.3	Requirements of the water supply	27
7	Filling and emptying	29
7.1	Filling beans	29
7.2	Filling powder	30
7.3	Filling the cooling unit	30
7.4	Setting the grind coarseness	32
7.5	Emptying the bean hopper	33
7.6	Emptying the powder hopper	33
7.7	Emptying the grounds container	34
7.8	Empty the drip tray	35
7.9	Emptying the cooling unit	36
8	Preparing beverages	38
8.1	Preparing beverages with Quick Select	38
8.2	Preparing beverages with Cash Register	38
8.3	Preparing beverages with ground coffee	39
8.4	Preparing hot water	40
8.5	Steam output	41

8.6	Preparing beverages using the touchpad	42
9	Cleaning	43
9.1	Introduction	43
9.2	Required cleaning accessories	43
9.3	5-step method	43
9.4	Starting the cleaning process	44
9.5	Cleaning the aerator	45
9.6	Weekly cleaning	45
9.7	Replace water filter	47
9.8	Rinsing the coffee machine	48
10	Configuration	49
10.1	Calling up the maintenance level	49
10.2	PIN codes	49
10.3	My settings menu tree	49
10.4	Input methods	50
10.5	My settings	50
11	Individualization and data transfer	65
11.1	Overview	65
11.2	Individualization and data transfer menu tree	65
11.3	Multimedia functions	65
11.4	Manage Digital Signage via USB stick	66
11.5	Configure application	66
11.6	Loading/backing up data	69
11.7	Set default values	69
11.8	Activating configurations	70
12	Troubleshooting	71
12.1	Error messages	71
12.2	Troubleshooting the system	72
12.3	Tips for good coffee beverages	73
12.4	Help with problems concerning product quality	74
13	Decommissioning	75
13.1	Preparing for decommissioning	75
13.2	Removing and discarding the filter cartridge	75
13.3	Back up data	75
13.4	Short-term decommissioning (up to 3 weeks)	76
13.5	Long-term decommissioning	76
13.6	Transport and storage	76
13.7	Recommissioning after prolonged periods of storage or non-use	77
14	Disposal of parts	78

15	Technical data	79
15.1	Capacities in accordance with DIN 18873-2:2016-02	79
15.2	Electrical connection data	79
	Index	80

1 FOR YOUR SAFETY

1.1 Intended use

1.1.1 Coffee machine

- The A400 is a commercial machine for preparing beverages 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 beverages in accordance with this manual 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 intended exclusively to keep milk cool for the preparation of coffee drinks with a Franke coffee machine.
- Only use precooled milk (2-5 °C).
- Remove the milk when the cooling unit is not in use. Store the milk in a suitable refrigerator.
- Use only the recommended cleaners. Other cleaners may leave residues in the milk system.
- The cooling unit is intended exclusively for operation indoors.
- Please also observe the Declaration of Conformity delivered with the device.

Cup warmer

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

Please note

- Drinking containers made of paper or plastic must not be used. 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

- Depending on the version, 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 or as a self-service machine.
- Self-service machines must always be monitored to protect the users.
- Each operator of the A400 must have read and understood the manual. This does not apply to its use in the self-service area.
- Do not operate the A400 or add-on units until you have completely read and understood this manual.
- 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 and the add-on units.
- Children or persons with restricted physical, sensory or mental abilities, or lack of experience and knowledge, may only use the A400 and the add-on units under supervision or after adequate instruction by a person responsible for their safety; they are not permitted to play with the A400 and the add-on units.
- Children are not permitted to clean the A400 and the add-on units.

1.3 Explanation of safety instructions

To ensure personal safety and the protection of material goods, observation of these safety instructions is imperative.

Symbol and signal word indicate the severity of the hazard.



WARNING

WARNING indicates a potential danger. **DANGER** indicates an imminent danger which, if not avoided, will result in death or serious 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 machinery.

1.4 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, pipes or plugs can lead to electrocution.

- a) Do not connect any damaged power cords, pipes or plugs to the power grid.
- b) Replace damaged power cords, pipes 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/appliance 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 chafe on sharp edges.
- e) Only pull on the plug and not on the cable when disconnecting the device 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) 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 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 beverages can lead to scalding.

- a) Always be careful with hot beverages.
- 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 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) Cleaning supplies must be kept away from 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****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.

2 EXPLANATION OF SYMBOLS




2.1 Symbols used in the manual

2.1.1 Orientation

Symbol	Description
	Clean components using the 5-step method.
	This symbol indicates tips, tricks and 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 and operation

















Symbol	Designation	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 and on the user interface



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 [71]** chapter for help.

Symbol	Designation	Description
	Franke logo	Call up the maintenance level
	Bean left/right	Active grinder

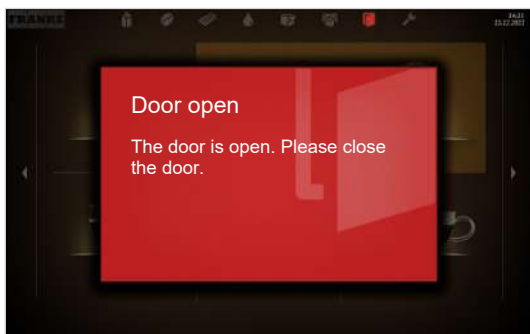
Symbol	Designation	Description
	Double product	Produce double beverage quantity (double production)
	Ground coffee	
	Energy-saving mode	Switch the machine into energy-saving mode
	Servicing/cleaning	Machine must be cleaned and/or serviced
	Rinse	Machine must be rinsed or machine is rinsing
	Filter	Replace the filter cartridge in the water tank (optional for internal water tank)
	Water filter	
	Milk system cleaning agent	Milk system cleaning agent is empty (CleanMaster)
	Grounds container	Grounds container must be emptied
	Drip tray	Drip tray is full or not installed correctly
	Door	The door is open
	Water tank	Water tank is empty or missing
	Payment	Payment active
	First Shot	Preheat system
	Service/configuration/administration	
	Brightness	Set brightness
	Individualization	Customize beverages and display

Symbol	Designation	Description
	Screen saver	
	Advertising images	
	Favorites	Favorites button, can be assigned to a function that is used frequently
	Product	
	Coffee bean	Bean hopper is empty or not installed correctly
	Milk	Milk container is empty or not installed correctly
	Cold milk	
	Powder resource	Powder hopper is empty or not installed correctly
	Info	
	Event log	List of event and error messages
	Individual products counter	
	Inactive	
	Data transfer	Data is being transferred

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.













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



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.

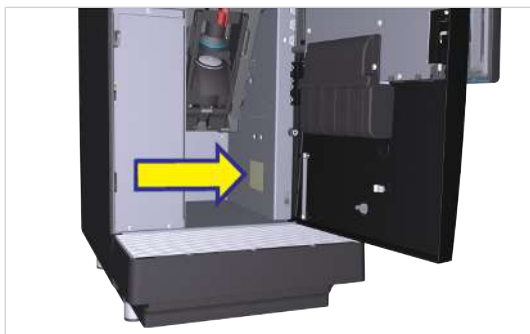
	Item description	Item number
	Coffee machine A400 (FCS4060)	
	Manual set	560.0523.128 / 560.0523.174
	Cleaning tablets (100 pcs.)	567.0000.010
	Cleaning tablets (China)	5
	Cleaning tablets (USA/Canada)	567.0000.002
	Milk system cleaning agent (dosing bottle)	567.0000.005
	Milk system cleaning agent (dosing bottle) (USA/Canada/Mexico)	567.0000.006
	Milk system cleaning agent (cartridge)	567.0000.009
	Milk system cleaning agent (cartridge) (USA/Canada/Mexico)	567.0000.004
	Measuring cup 1000ml	560.0002.653
	Cleaning brushes	560.0003.728
	Twisted-in-wire brush (Option SU05)	560.0001.019
	Hose brush (option FM/MS)	560.0007.380

	Item description	Item number
	Paint brush	560.0003.716
	Microfiber cloth	560.0002.315
	Grinder adjustment wrench	560.0003.876
	Aerator/hose wrench	560.0522.696
	Filter holder (optional for internal water tank)	560.0003.964
	Filter cartridge (optional for internal water tank)	560.0004.630
	Water hardness test strip (optional for internal water tank)	560.0004.060

4 IDENTIFICATION

4.1 Position of type plates

4.1.1 Coffee machine



The type plate for the coffee machine is located on the right interior wall.

4.1.2 SU05 cooling unit



The type plate for the SU05 cooling unit is located on the left inner wall.

4.1.3 Cooling unit SU12/UT12



The type plate for the cooling unit is located on the left-hand side in the cooling chamber.

4.1.4 CW (option)



The type plate for the cup warmer is located in the interior on the rear panel.

4.1.5 AC200 (Option)



The type plate of the AC200 is located on the left-hand side of the pullout.

4.2 Type code

4.2.1 Coffee machine

Type code	Description
A400	Coffee machine (fully automatic device) Series: A Overall size: 400
1G	1 grinder
2G	2 grinders
1P	1 powder dosing unit
2P	2 powder dosing units
CM	CleanMaster
EC	EasyClean
H1	Left-hand hot water spout
FM	FoamMaster (cold and warm milk, cold and warm milk foam)
MS	MilkSystem
NM	NoMilk (coffee machine without milk system)
S1	Steam wand
W2	Water connection, optional internal water tank

4.2.2 Add-on units

Type code	Description
SU05	Cooling unit (5 l) positioned next to the coffee machine
SU12	Cooling unit (12 l or 2 x 4.5 l) right next to the coffee machine
KE200	Cooling unit (4 l) positioned next to the coffee machine
CW	Cup warmer
FM	FoamMaster (cold and warm milk, cold and warm milk foam)
EC	EasyClean
CM	CleanMaster
MS	MilkSystem
AC	Accounting system
CC	Coin changer
CL	Cashless
CV	Coin validator

5 DESCRIPTION OF MACHINE

5.1 Coffee machine

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.



5.1.1 Standard

- 8" touch screen
- One grinder (rear LH)
- Hot water spout
- Feet, 40 mm
- Main water connection

5.1.2 Options

- CleanMaster
- Second grinder (rear RH)
- Powder hopper
- Second powder hopper (front RH)
- Steam wand

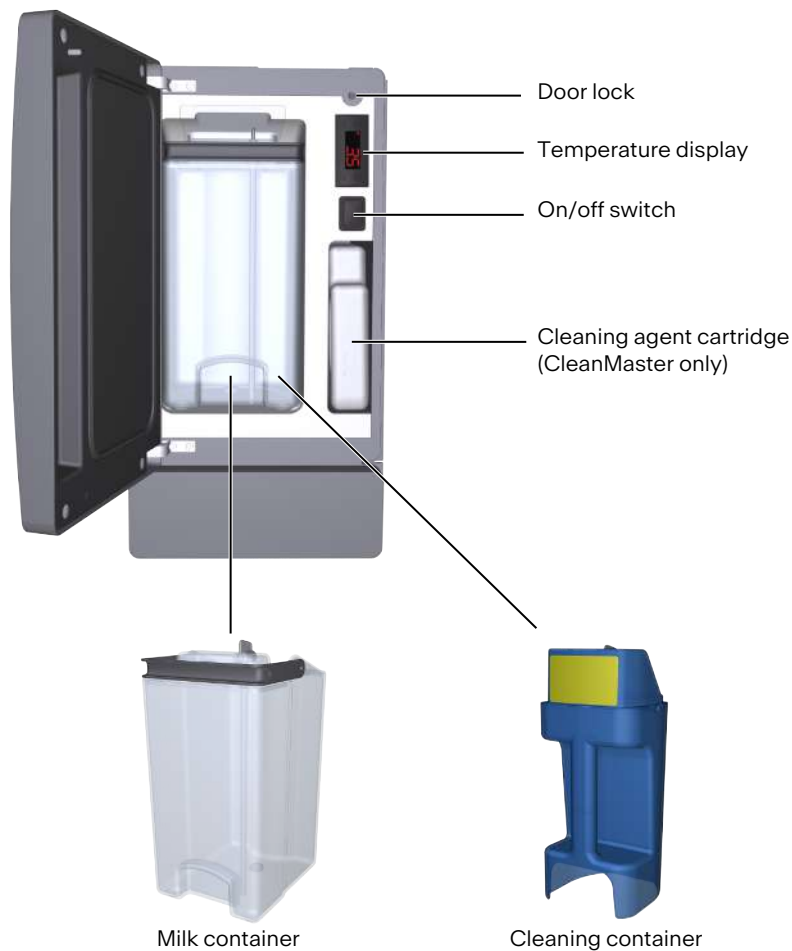
-
- Grounds ejection
 - Lockable bean and powder hopper
 - Cup sensor
 - First Shot
 - Feet, 7 mm
 - Adjustable feet, 70 mm
 - Adjustable feet, 100 mm
 - Touchpad as an accessibility feature for wheelchair users (Only available if no USB modem is installed.)
 - Franke Digital Services

5.1.3 Coffee machine components



5.2 Add-on units

5.2.1 Parts of the cooling unit



SU05

5.2.2 Cup warmer



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



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



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.

5.3.1 User interface

5.3.2 Cash Register operating mode



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



The Quick Select 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.

Structure of the user interface

- Level 1: Product selection, up to 5 pages; 6, 12 or 20 product buttons can be displayed per page
- Level 2: Customize beverages, select product options, initiate beverages preparation process

Individual adaptations

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

5.3.4 Operating modes in combination with Credit Mode



The Credit Mode works with every operating mode and makes the product prices, credit and lack of credit clear on the operator panel.



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.



Display

- Product prices
- Credit
- Missing credit

Menu item 1.12 Payment [54]

5.4 Franke Digital Services (option)

Developed specially for the Franke coffee machine fleet, our digital services 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* [27] 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.
- Prepare a stable, ergonomic surface (min. load capacity: 150 kg). The operator panel should be at eye level.

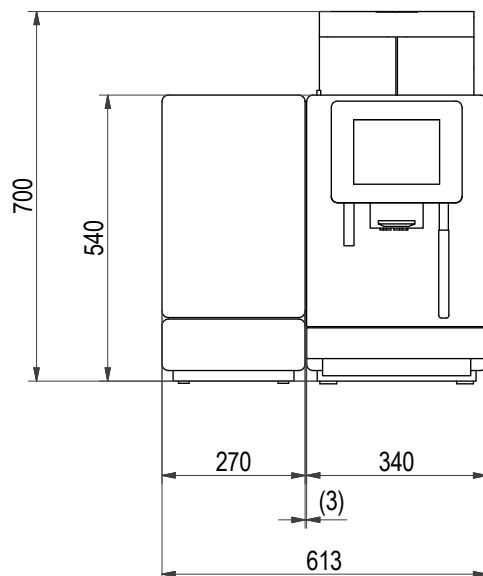


You must have completed these preparations before one of our service technicians can install the coffee machine for you. Your service technician will install your coffee machine and carry out the initial commissioning process. He will instruct you in the basic functions.

6.2 Dimensions

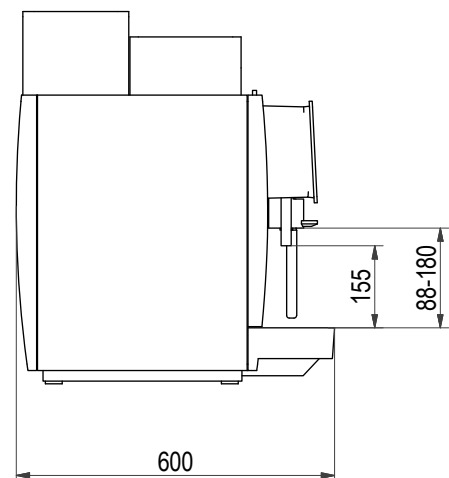


All dimensions are specified in mm.



Front/side view

Hose feedthrough in the counter





NOTICE

Overheating damage

If the clearances around and above the machine are too small, heat may accumulate in the machine and lead to faults.

- a) Maintain the prescribed installation dimensions and clearances.
- b) Take care to ensure that the clearance spaces are not blocked.

Minimum clearances

- To the rear panel: 50 mm
- Above: 200 mm (for filling and removal of the bean hopper)
- To the right: 100 mm (for opening the door)

Optional adjustable feet can be used to compensate for unevenness or differences in height.

6.2.1 Feet

Feet with a fixed height of 40 mm are included in the scope of delivery if no other option is chosen when ordering the coffee machine. Adjustable feet with a height of 70 or 100 mm are available as options. Feet with a fixed height of 7 mm can also be ordered.

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

6.3 Requirements of the water supply

6.3.1 Main water connection

Water pressure	0,8-8,0 bar
Flow rate	>100 ml/s
Water temperature	<25 °C
Connection to the main water connection	G3/8" compression fitting and metal hose l = 1500 mm
	Only connect with the hose kit provided

- The main water connection must meet the requirements of the technical data and comply with applicable federal, state, and local regulations.
- The main water connection must have a backflow prevention device.
- The main 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 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 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.

6.3.3 Water outlet

- Drain hose: D = 20 mm, L = 2000 mm
- 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 insert any objects into the bean hopper or grinder.



NOTICE

Poor beverage quality

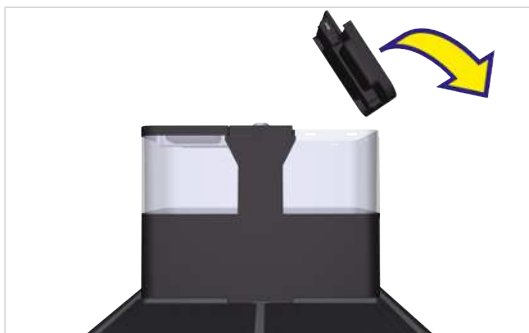
The oil from the coffee beans is deposited on the inside of the bean hopper as a thin film of oil. This deposited oil ages quickly and impairs the taste of the beverages produced.

- 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.



Fill the bean hopper with coffee beans.

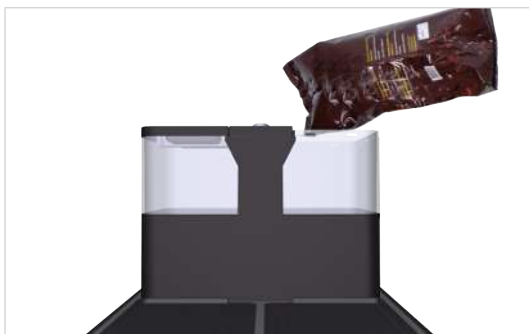
Fill the powder hopper with powder suitable for automatic coffee makers.



1. Lift off the bean hopper lid.



3. Fit the lid.



2. Fill coffee beans.

7.2 Filling powder



1. Lift off the powder hopper lid.



3. Fit the lid.



2. Fill with powder suitable for automatic beverage dispensers.

7.3 Filling the cooling unit



CAUTION

Germes in unpasteurized milk

Germes in unpasteurized milk could pose a health hazard.

- a) Do not use any unpasteurized milk.
- b) Only use pasteurized or long-life milk.



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 milk container.



NOTICE

Spoiled milk

Insufficient cooling or hygiene can cause milk to spoil.

- a) Only use precooled milk (2-5 °C).
- b) Only store milk in the cooling unit during operating hours. Outside operating hours, 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 container lid after sanitizing your hands, or when wearing single use gloves.
- e) Place the container lid with the suction hose on a clean surface only.



The milk system is prepared semi-automatically after a cleaning or a filling procedure. Please observe the instructions in the event messages. Access to the event messages is through the dashboard.

7.3.1 SU05 cooling unit



1. Open the door.



2. Switch on the cooling unit.



⇒ The current cooling chamber temperature is displayed.

- 3. Remove the milk container lid and suction hose and place them on a clean surface.
- 4. Fill the container with a maximum of 5 l of cooled milk.
- 5. Attach the milk container lid.
- 6. Push the milk container all the way into the cooling chamber.



7. Close the door.

7.4 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.

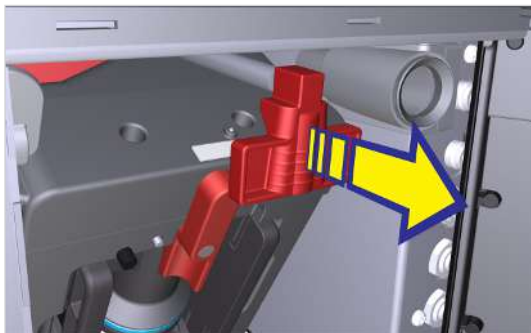


Grinder adjustment wrench (560.0003.876)

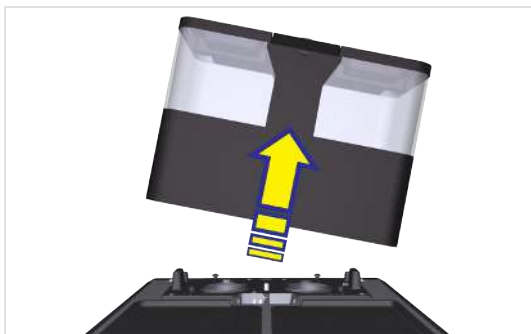


Changing the grind coarseness affects the coffee quantity. The grinders must therefore be calibrated after adjusting the grind coarseness.

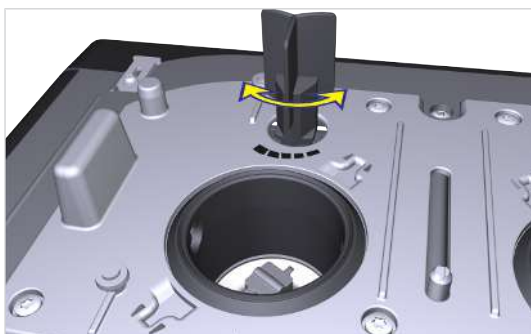
If required, the grind coarseness can be set in stages for each grinder.



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



2. Remove the bean hopper by lifting it upwards.



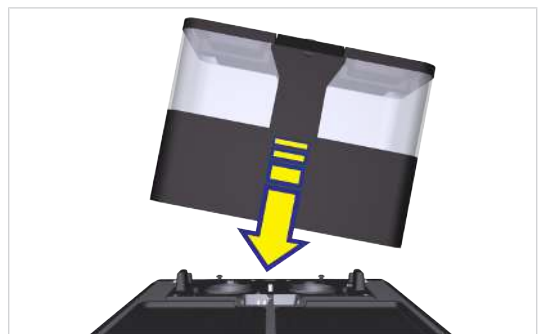
3. If necessary, adjust the grind coarseness using the grinder adjustment wrench.

⇒ Turn counterclockwise for a finer grind.

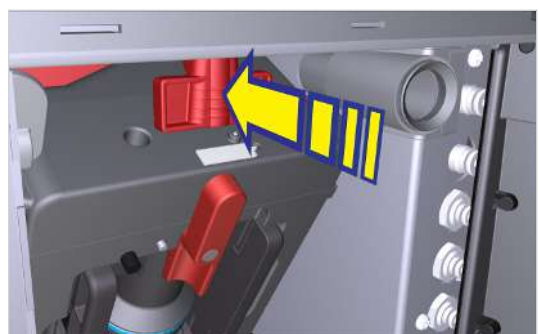
⇒ Turn clockwise for a coarser grind.

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.



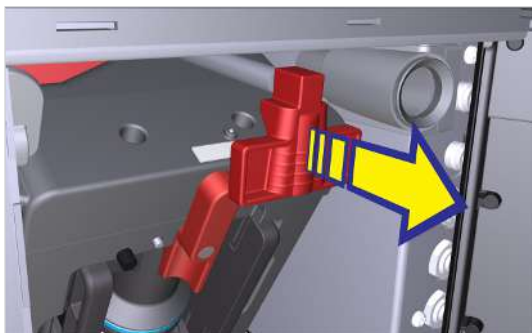
NOTICE

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.

7.5 Emptying the bean hopper

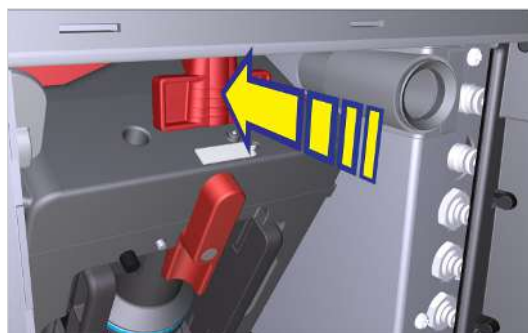
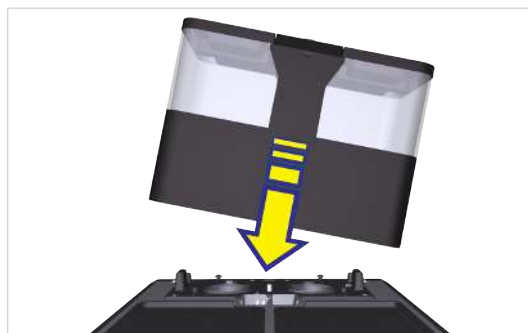


- 1. Pull the locking slide towards the front up to the stop.



- 2. Remove the bean hopper by lifting it upwards.

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



- 4. 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 powder hopper



CAUTION

Cutting injuries/crushing

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

- a) Exercise care when cleaning the powder hopper.

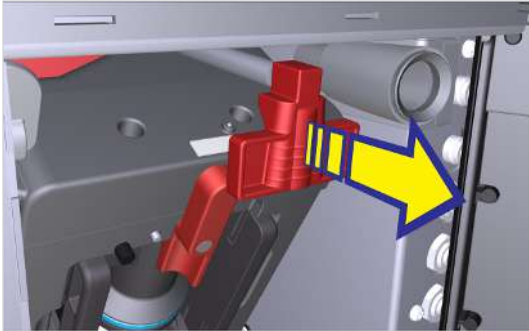


NOTICE

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.

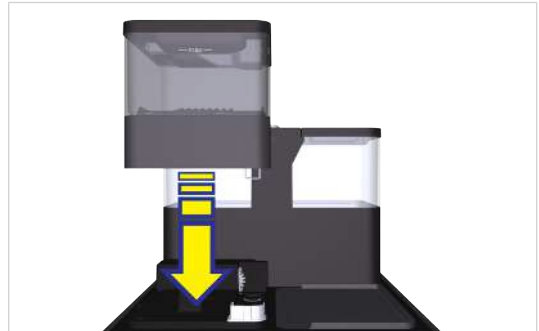


- 1. Pull the locking slide towards the front up to the stop.

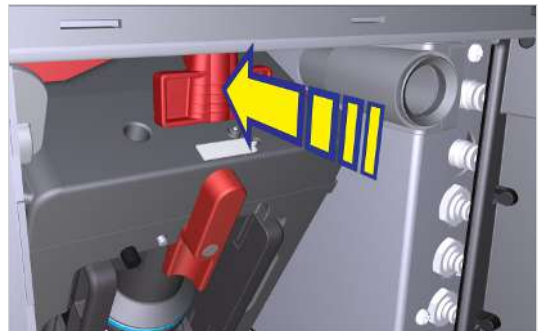


- 2. Lift and remove the powder hopper.

- 3. Empty, clean, and dry the powder hopper.



- 4. Attach the powder 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 grounds container

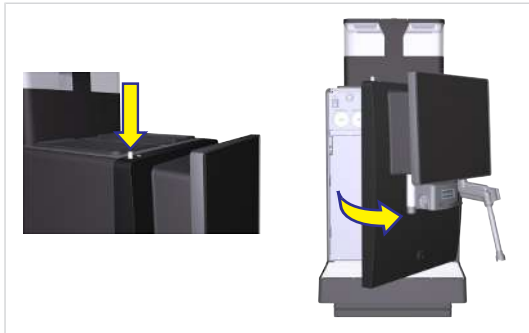


NOTICE

Formation of mold

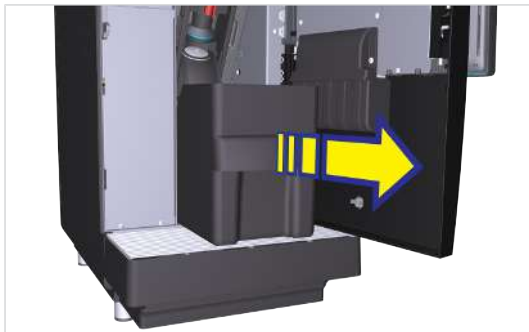
Coffee residue can lead to the formation of mold.

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



1. Open the door of the coffee machine.

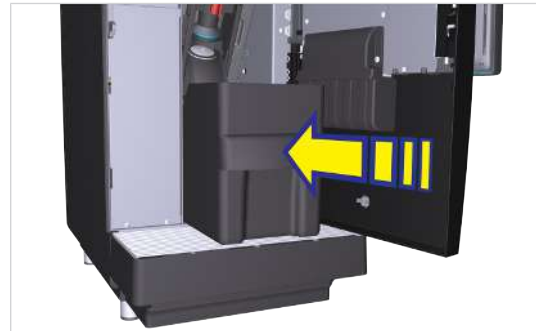
⇒ The message **Door open** appears on the user interface.



2. Remove the grounds container.



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



4. Insert the grounds container and close the door.

7.8 Empty the drip tray



Clean the drip tray when a message appears on the control panel asking you to do so.



NOTICE

Improper handling

Liquid may leak out of the drip tray.

a) Transport and empty the drip tray carefully.

✓ The **Full drip tray** message is displayed on the control panel.



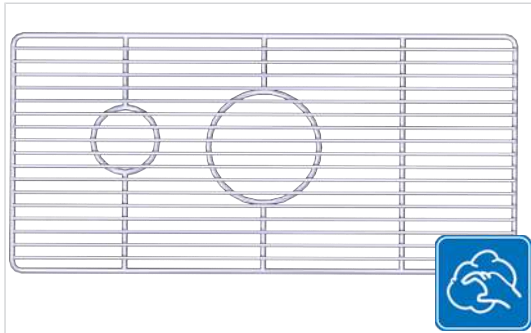
1. Pull out the drip tray.



2. Remove the drip grid.

3. Remove the drip tray.

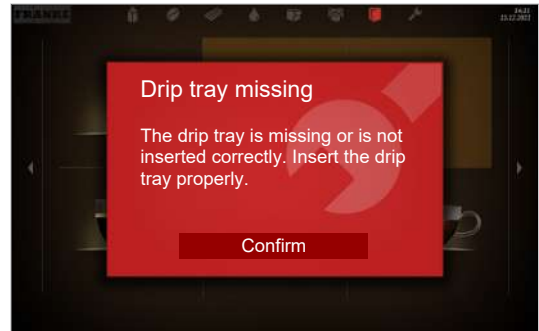
4. Clean and dry the drip tray and drip grid.



5. Place the drip grid on the drip tray.
6. Push the drip tray into the machine.



7. Tap Confirm.



7.9 Emptying the cooling unit



NOTICE

Spoiled milk

Insufficient cooling or hygiene can cause milk to spoil.

- a) Only use precooled milk (2-5 °C).
- b) Only store milk in the cooling unit during operating hours. Outside operating hours, 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 container lid after sanitizing your hands, or when wearing single use gloves.
- e) Place the container lid with the suction hose on a clean surface only.



NOTICE

Blockage of the milk system

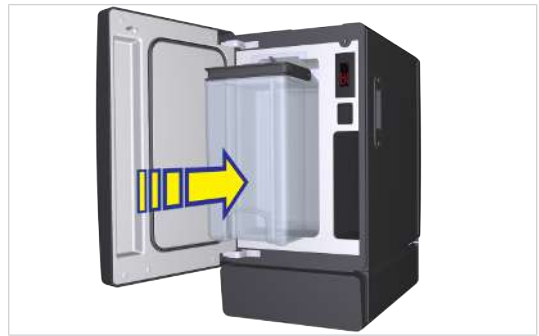
Fibers from unsuitable cleaning cloths can enter the milk/media system and cause a blockage. This can damage the machine.

- a) Use a microfiber cloth to clean the milk container.

7.9.1 SU05 cooling unit



1. Open the door.



5. Insert the cleaned milk container.



2. Pull out the milk container.

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



6. Switch off the cooling unit if it is no longer required. Leave the door to the switched-off cooling unit slightly open to prevent odors from building up inside.



4. Clean the milk container, the parts that feed the milk into the system, and the cooling chamber.

8 PREPARING BEVERAGES



WARNING

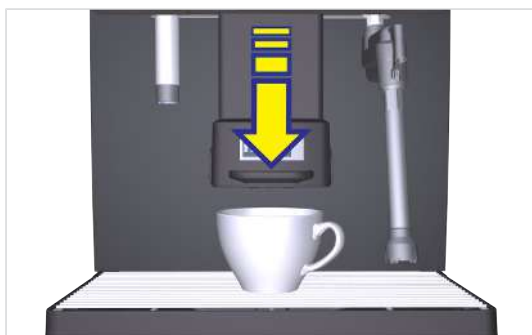
Risk of scalding

Hot beverages can lead to scalding.

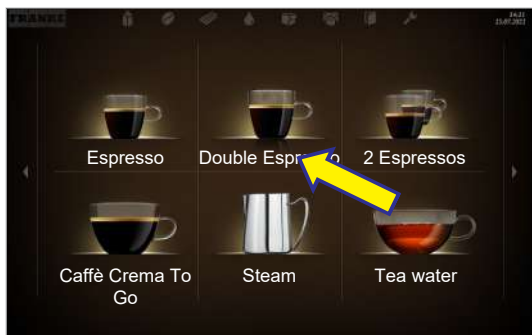
- a) Always be careful with hot beverages.
- b) Use only suitable drinking vessels.

8.1 Preparing beverages with Quick Select

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

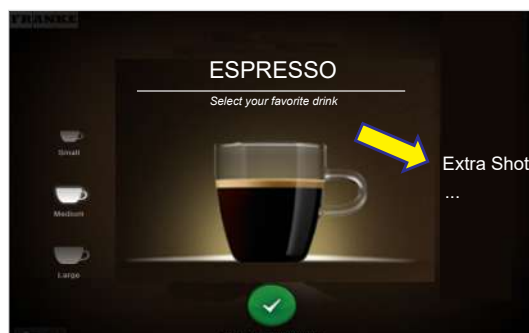


2. Adjust the height of the spout using the spout handle.



3. Select a product.

⇒ The product preview will appear.



4. Select product options.

5. Press the green button to start preparation.

⇒ The beverage is prepared.



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

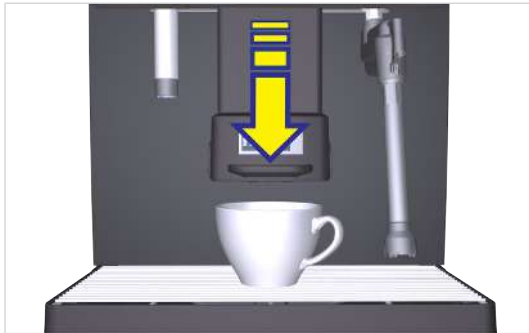
8.2 Preparing beverages with Cash Register



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 dispensing spout.



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



3. Select product options.



4. Select a product.

⇒ The preparation begins.



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



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

⇒ The next preparation begins.

⇒ The product selection appears.

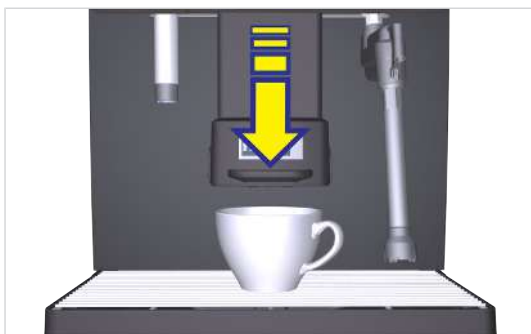
⇒ All products are ready.

8.3 Preparing beverages with ground coffee

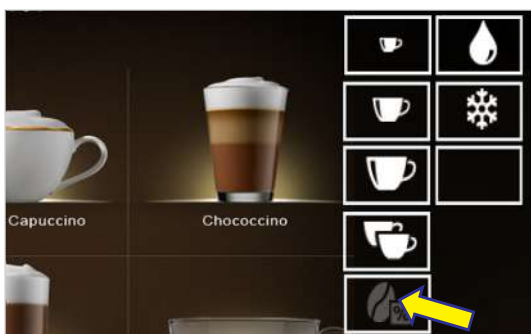


Only ground coffee may be used. Instant coffee made from dried coffee extract cannot be used.

1. Place an appropriate drinking vessel under the dispensing 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.



4. Open the insertion flap.

5. Fill powder.



6. Close the insertion flap.

7. Confirm the message by pressing OK.

⇒ The preparation begins.

⇒ The product selection appears.

⇒ The product is ready.

8.4 Preparing hot water



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

Example: Quick Select



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



2. Select Tea water.



3. Select the cup size.

⇒ Hot water is dispensed until the cycle is complete.

8.5 Steam output

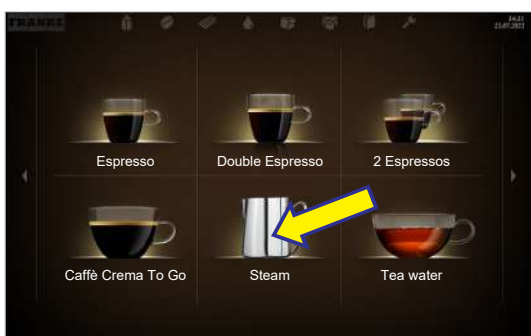


The steam wand is suitable for manually heating and foaming milk, as well as for heating other drinks.



Depending on the model of the steam wand, the steam output is automatically stopped when your drink has reached the specified temperature (Autosteam/Autosteam Pro) or the steam output cycle has ended (steam wand). Independent of this, the steam output can be ended at any time by pressing the cancel button.

1. Hold a suitable container under the steam wand.



2. Select Steam output.

⇒ The wand will start producing steam.



3. Press the cancel button to stop the steam.

⇒ The steam output stops.

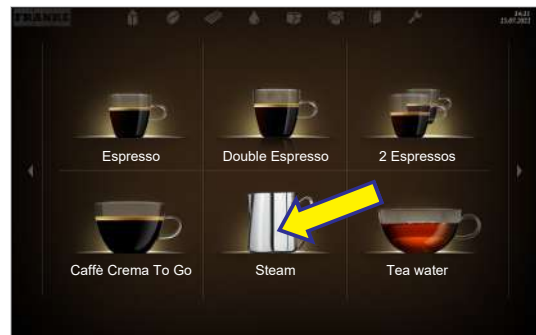
⇒ The beverage overview screen appears.

8.5.1 Purging the steam wand after use

1. Wipe the steam wand with a damp cloth.



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



3. Press the cancel button to stop the steam.



⇒ The steam output stops.

⇒ The beverage overview screen appears.

8.6 Preparing beverages using the touchpad



The touchpad is an accessibility feature for wheelchair users.

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



2. Use the touchpad to move the cursor to the required place on the screen.

3. Tap on the touchpad once.

⇒ The coffee machine performs the chosen action.

9 CLEANING

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 at least once a day and more frequently if necessary.

The automatic cleaning process involves cleaning the coffee, cooling unit and Flavor Station (if applicable).



NOTICE

Dirty components

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

a) Clean the removable components using the 5-step method.



The removable components of the coffee machine, cooling unit, CleanMaster and Flavor Station (optional) are not dishwasher-safe.



Rinsing is not a substitute for daily 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.

9.2 Required cleaning accessories

- Cleaning tablets
- Microfiber cloth
- Paint brush
- Brush set
- Cleaning agent cartridge (for cooling unit/flavor station with EC)

9.3 5-step method



Clean the removable components of your coffee machine using the 5-step method. The display shows you the components that can be removed during cleaning.

Clean the container and accessories of the cooling unit

Clean the containers and accessories, such as the lid, suction hose, suction nozzle, etc. using the 5-step method.

- | | |
|---|-------------------------------------|
| 1. Remove coarse dirt with a cleaning brush or paint brush. | 3. Wash the components. |
| 2. Soak the components in hot water with a mild cleaner. | 4. Rinse the components thoroughly. |
| | 5. Dry the components. |

Additional areas to be cleaned by hand

- Inner side of the door and door gasket on cooling unit
- Inner surfaces and shelf (if applicable) in the cooling chamber

9.4 Starting the cleaning process

9.4.1 Starting cleaning via the Cleaning and Maintenance menu



WARNING

Risk of scalding

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

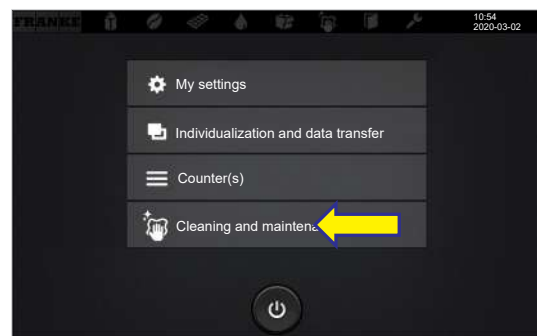
- a) Keep hands away from the spouts and nozzles during this process.



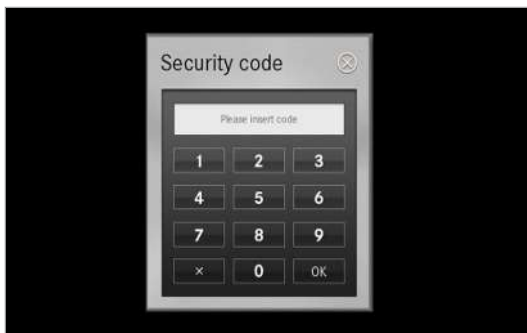
When the cleaning cycle is complete, the machine either switches back to the maintenance level or the energy saving mode. Your service technician can set the desired option for you.



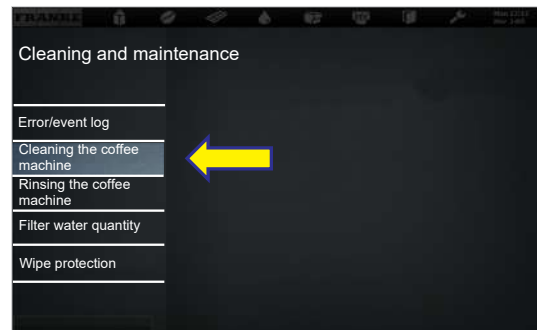
1. Tap the Franke logo.



4. Select Cleaning and maintenance.



2. Enter the PIN. **PIN codes [49]**
3. Press Ok.



5. Select Clean coffee machine.
 6. Confirm message with Yes to begin the cleaning process.
 7. Follow the instructions on the user interface and confirm the completed steps by selecting Next.
- ⇒ The machine shows the next step.

9.5 Cleaning the aerator



1. Remove the aerator for hot water with the tool and descale.

2. Screw the aerator back in.

9.6 Weekly cleaning



Clean the machine components listed in this chapter at least once a week, in addition to the daily cleaning process. Clean the machine immediately if you notice any soiling.

9.6.1 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.**

9.6.2 Cleaning the bean hopper and 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.



CAUTION

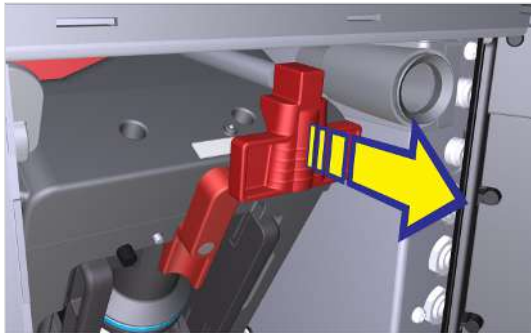
Cutting injuries/crushing

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

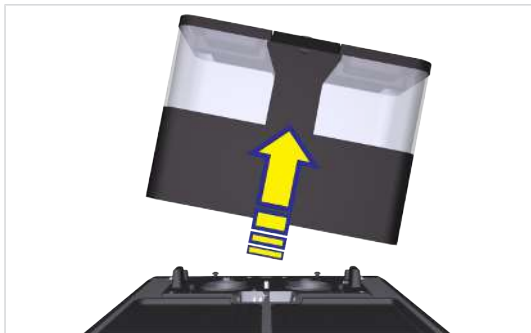
- a) Exercise care when cleaning the powder hopper.

- ✓ 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.

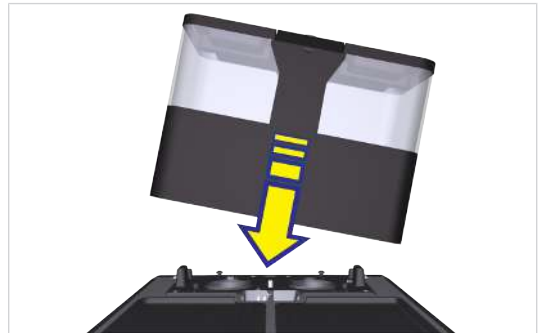


2. Pull the locking slide towards the front up to the stop.

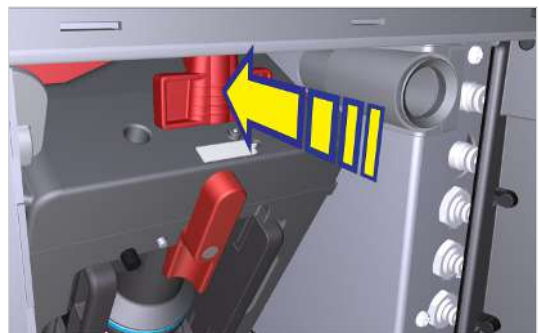


3. Remove the bean hopper by lifting it upwards.
4. Empty the bean hopper and powder hopper (if present).
5. Remove the oil film on the inside of the bean hopper using a cloth.

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 and powder hopper (if applicable).



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

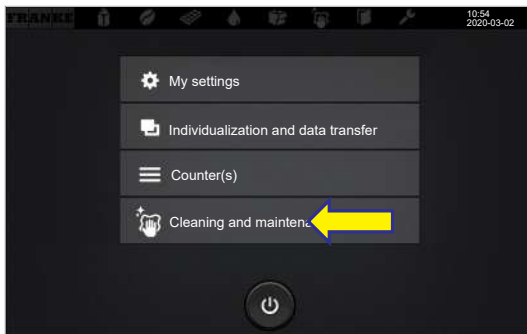
9.6.3 Cleaning the screen



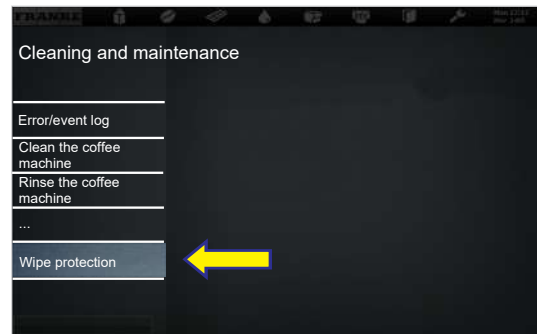
1. Tap the Franke logo.



2. Enter the PIN. **PIN codes** [, 49]
3. Press Ok.



4. Select Cleaning and maintenance.



5. Select Wipe protection.

⇒ The user interface is locked for 20 seconds.

6. Clean the screen.

⇒ The maintenance level appears.

9.7 Replace water filter



CAUTION

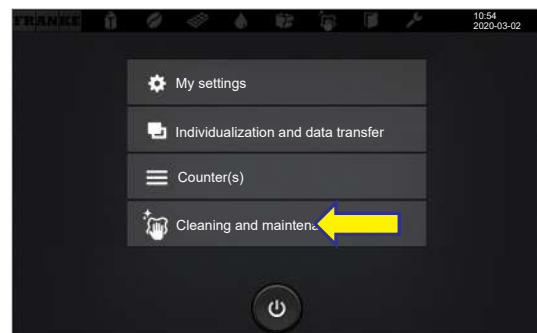
Health hazard due to algae formation

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.



1. Tap the Franke logo.

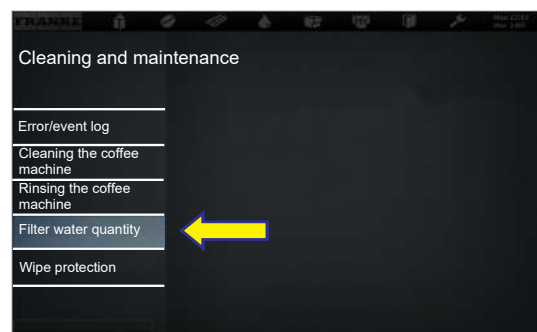


4. Select Cleaning and maintenance.

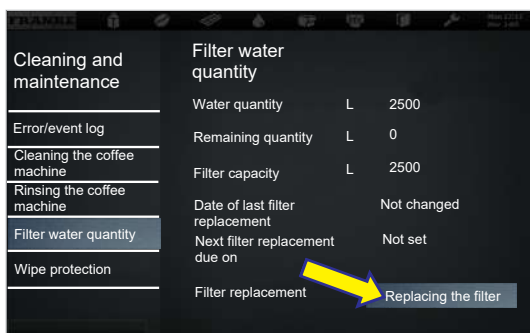


2. Enter the PIN. **PIN codes [49]**

3. Press Ok.



5. Select Filter water quantity.



⇒ The guided filter replacement procedure starts.

6. Follow the instructions on the user interface and confirm the completed steps by selecting **Next**.

⇒ The machine shows the next step.

⇒ Filter replacement is completed.

7. Dispose of the water filter. **Disposal of parts** [78]

9.8 Rinsing the coffee machine



WARNING

Risk of scalding

Hot water is released during rinsing.

- Keep hands away from the spouts and nozzles during this process.
- Do not place anything on the drip grid.
- IN CASE OF SCALDING: Immediately cool the affected area and, depending on the severity of the injury, consult a doctor.

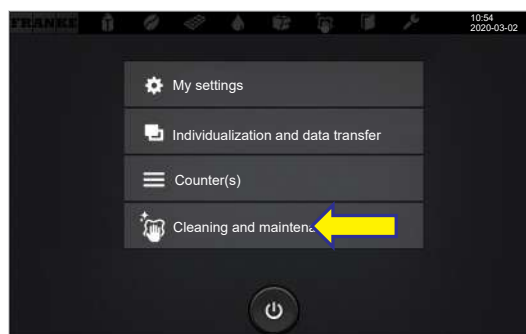


Rinsing is not a substitute for daily cleaning! Rinsing is necessary to remove residue build-up in the coffee and milk systems.

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



1. Tap the Franke logo.

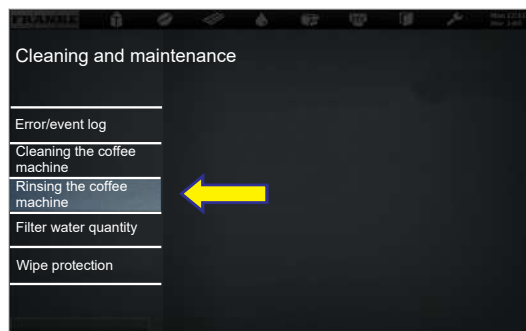


4. Select Cleaning and maintenance.



2. Enter the PIN. **PIN codes** [49]

3. Press Ok.



5. Tap Rinse coffee machine and confirm.

⇒ The coffee machine is rinsed.

10 CONFIGURATION

10.1 Calling up the maintenance level



1. Tap the Franke logo.



2. Enter the PIN. ***PIN codes [49]***
3. Press Ok.

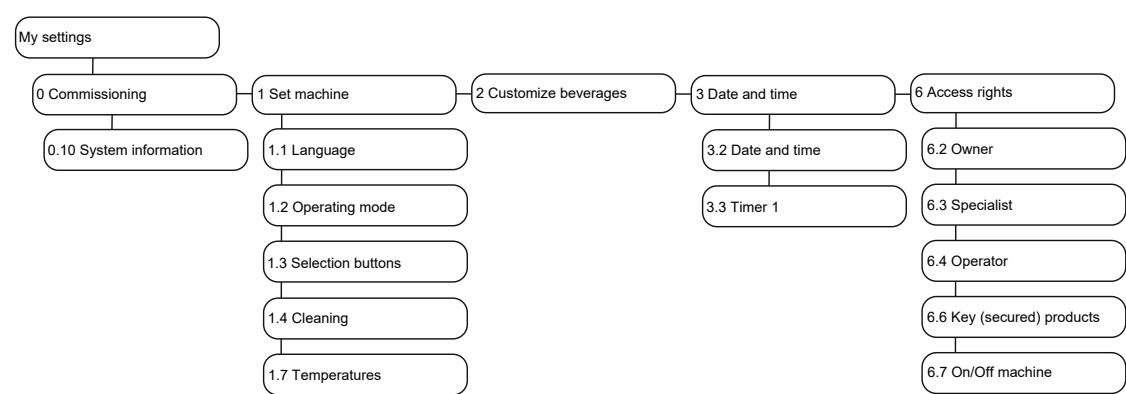
10.2 PIN codes

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.

10.3 My settings menu tree

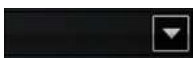


Depending on the configuration of your machine, individual menu items may or may not be displayed.

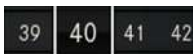
10.4 Input methods



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.



Drag the scale to adjust parameters. The framed value is active.



Tap the keyboard to enter text or numbers.



Press the button to carry out the corresponding settings, e.g. Start, Test.

10.5 My settings

10.5.1 Menu 0 Commissioning

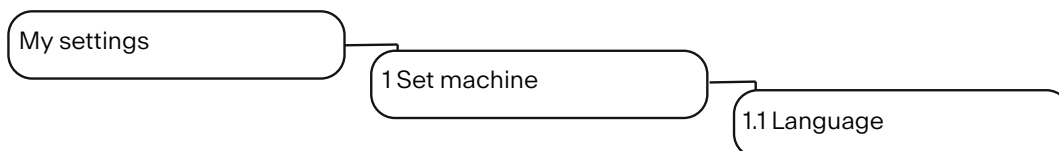
Menu item 0.10 System information



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

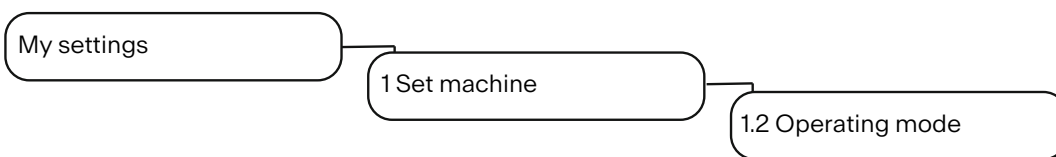
10.5.2 Menu 1 Set Machine

Menu item 1.1 Language



Parameter	Value range	Remarks
Select language	de, en, fr, bg, cs, da, es, es-US, et, fi, fr-CA, hr, hu, it, ja, ko, lt, lv, nl, no, pl, pt-BR, ro, ru, sk, sl, sr, sv, tr, th, uk, zh-CN, zh-TW, ar	The language is switched immediately on the user interface

Menu item 1.2 Operating mode



Operating mode

Usage scenario > Non-self-service

Parameter	Value range	Remarks
Usage scenario	<ul style="list-style-type: none"> – Non-self-service – (Self-service) 	
Products per page	<ul style="list-style-type: none"> – 4 – 9 – 16 	<ul style="list-style-type: none"> – Number of products displayed simultaneously – Default: 4
Depiction	<ul style="list-style-type: none"> – Photo-realistic – Iconized 	Default: Fotorealistisch
Automatic mode	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Yes: All pre-selected products are dispensed without additional button input – No: Each product must be triggered with the start button – Default: No
Pause between products	1–10 seconds	<ul style="list-style-type: none"> – Appears if automatic mode is activated – Increment: 1
Shot timer	<ul style="list-style-type: none"> – Yes – No 	
Purge the steam wand	<ul style="list-style-type: none"> – Yes – No 	Default: No

Usage scenario > Self-service

Parameter	Value range	Remarks
Usage scenario	<ul style="list-style-type: none"> – Self-service – (Non-self-service) 	
Operating mode	<ul style="list-style-type: none"> – Quick Select – Inspire Me 	<ul style="list-style-type: none"> – Default: Quick Select – In the Self-service usage scenario, the user can choose between Quick Select and Inspire Me (Inspire Me not available for A400).
Products per page	<ul style="list-style-type: none"> – 6 – 12 – 20 	<ul style="list-style-type: none"> – Number of products displayed simultaneously – Default: Depends on the coffee machine

Parameter	Value range	Remarks
Adapt beverages	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Possibility for self-service customers to modify the selected beverage in accordance with the allocation of the selection buttons – Default: No
Custom images	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Activate customized images – For Self-service usage scenario, Quick Select operating mode – Default: No

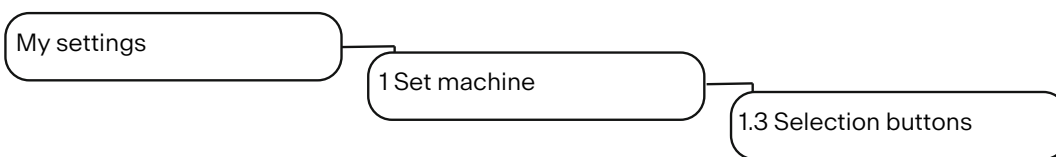
Usage scenario > Personalized

Parameter	Value range	Remarks
Operating mode	Personalized	If a configuration was imported in the individual operating mode , only individual parameters of the application scenarios Self-service and Non-self-service are available under the menu item 1.2 Operating mode

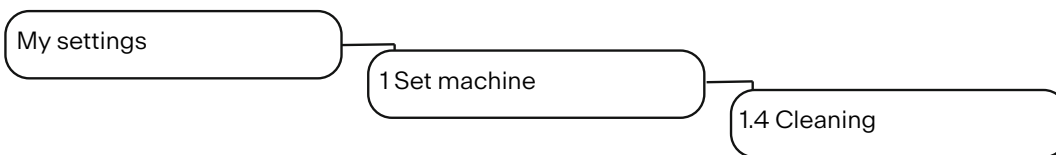
Options

Parameter	Value range	Remarks
Hide cancel button	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Display the button for canceling the product – Default: No
Audible signal for beverage preparation	<ul style="list-style-type: none"> – Yes – No 	Beeps when the product is ready
Audible signal for error messages	<ul style="list-style-type: none"> – Yes – No 	Beeps in a 3-second cycle if a resource is missing

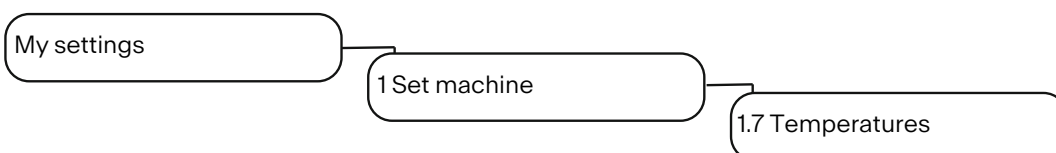
Menu item 1.3 Selection buttons



Parameter	Value range	Remarks
Function	<ul style="list-style-type: none"> – Small – Medium – Large – 2x – Decaf – Extra Shot – Iced – Espresso Shot 	<ul style="list-style-type: none"> – A maximum of 24 selection buttons can be assigned with various product options in the service menu. The product options appear in the Beverage Selection status. – With up to 8 configured selection buttons, buttons 1-4 are displayed on the left, the remaining buttons on the right – If more than 8 selection buttons are configured, buttons 1-6 are displayed on the left, the remaining buttons are displayed on the right – 9 or more buttons are displayed at a reduced size <p>Recommendation:</p> <ul style="list-style-type: none"> – Selection buttons on left-hand side: Select beverage size – Selection buttons on right-hand side: Select additional settings
PLU No.	PLU No.	<ul style="list-style-type: none"> – Store PLU number for price calculation (if PLU numbers are used) – Default: 0
Price list 0–4	Amount	<ul style="list-style-type: none"> – Set surcharge for the option. – The total price is calculated by the machine – Default: 0.00
Token 1–3	<ul style="list-style-type: none"> – 0 – 1 	<ul style="list-style-type: none"> – 0: The purchase with the corresponding token is not possible – 1: The product purchase with the corresponding token is possible

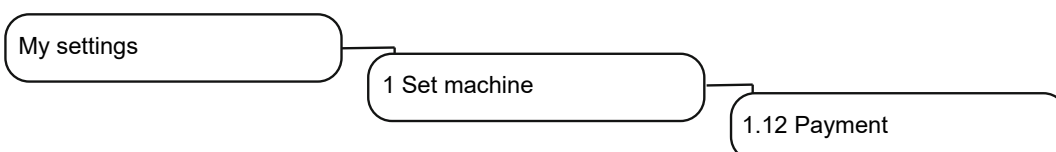
Menu item 1.4 Cleaning

Parameter	Value range	Remarks
Buzzer	<ul style="list-style-type: none"> – Yes – No 	Audible prompt for actions during the cleaning process <ul style="list-style-type: none"> – No: Audible signal not active – Yes: Audible signal active – Default: No

Menu item 1.7 Temperatures

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

Parameter	Value range	Remarks
Coffee	–20 to +4 %	<ul style="list-style-type: none"> – The temperature in the brew boiler is configured by the service technician – The set temperature can be adjusted by percentages using the slide control
Hot water/steam	–10 to +0 %	<ul style="list-style-type: none"> – The temperature in the hot water/steam boiler is configured by the service technician – The set temperature can be adjusted by percentages using the slide control
Tea water	–20 to +10 %	<ul style="list-style-type: none"> – The temperature in the hot water boiler is configured by the service technician – The set temperature can be adjusted by percentages using the slide control

Menu item 1.12 Payment

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

Parameter	Value range	Remarks
Payment active	– Yes	– Switching payment on/off
	– No	– Default: No

Menu item 1.17 Resources



Is only supported in filter model (Individual Operating Mode).

Bean types

Parameter	Value range	Remarks
Bean hopper pos. 1-3	– None	Default settings for A300: – Pos. 1: Medium Espresso roast – Pos. 2: Medium roast
	– Medium Espresso roast	
	– Medium roast	
	– Medium decaf-feinated roast	
	– Own bean type 1-6	
Insertion flap	– None	
	– Medium Espresso roast	
	– Medium roast	
	– Medium decaf-feinated roast	
	– Own bean type 1-6	

Powder

Parameter	Value range	Remarks
Powder hopper pos. 3-4	– None	Preset for A300: – Pos. 3: Milk powder – Pos. 4: Powdered chocolate
	– Powdered chocolate	
	– Powdered white chocolate	
	– Milk powder	
	– Own powder type 1-6	

Milk

Parameter	Value range	Remarks
Milk type 1-2	<ul style="list-style-type: none"> – None – Whole milk – Reduced-fat milk – Low-fat milk – Skim milk – Soy milk – Lactose-free milk – Own milk type 1–6 	
Prepare milk type 1-2	Button	The coffee machine guides through the process

10.5.3 Menu 2 Customize beverages

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.

For tips on setting the parameters, see the chapter ***Help with problems concerning product quality*** [74].

All values configured in menu 2 are saved in the configuration and can be re-imported.



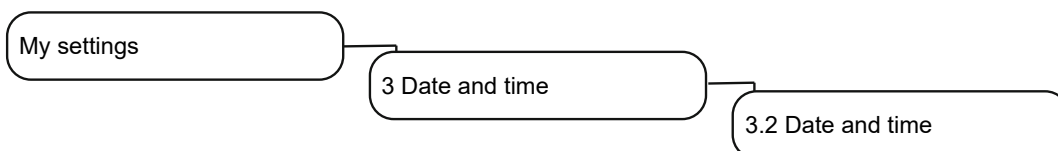
1	Select variant	2	Select area
3	Save settings	4	Select product
5	Confirm variant	6	Prepare a test product
7	Adjust parameters		

Setting beverages

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 product name	General	Enter product name and select product text	2, 7
Adjust 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
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 beverage variation that is to be prepared with this product selection		Select the variant, then confirm with the checkmark	1, 5
Save beverage settings	Save		3

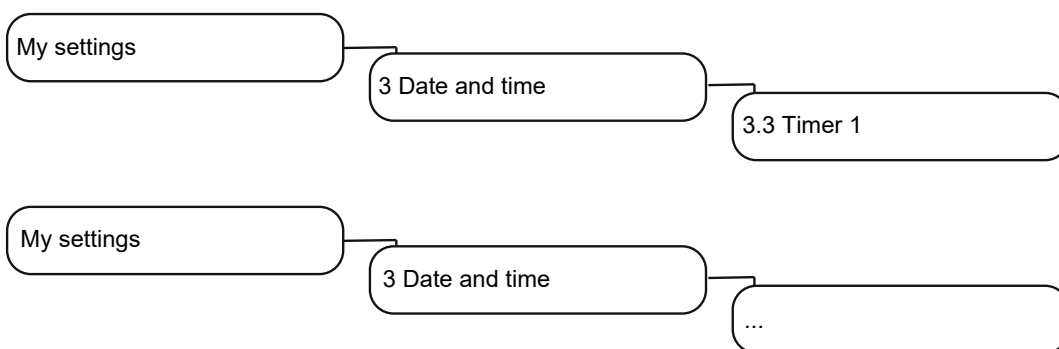
10.5.4 Menu 3 Date and time

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
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

10.5.5 Menu 4 Nutritional value information

Menu item 4.1 Milk

My settings

4 Nutritional value information

4.1 Milk

[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	0–2000 kcal Increment 1	Enter calorific value in kilocalories (kcal)
[List of common allergens and ingredients]	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Enter ingredients or allergens – Default: No
Other allergens	Free text input	Enter ingredients or allergens that are not included in the list

Menu item 4.3 Powder

My settings

4 Nutritional value information

4.3 Pulver

Powder dosing unit position 3/4

Nutritional values per 100 ml

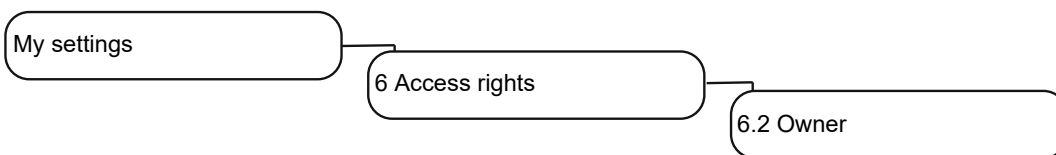
Parameter	Value range	Remarks
Sugars	0.0–500.0 g Increment 0.1	Enter sugar content in g
Fat	0.0–50.0 % Increment 0.1	Enter fat content in %
Protein	0.0–30.0 g Increment 0.1	Enter protein content in g
Calories	0–2000 kcal Increment 1	Enter calorific value in kilocalories (kcal)
[List of common allergens and ingredients]	– Yes – No	– Enter ingredients or allergens – Default: No
Other allergens	Free text input	Enter ingredients or allergens that are not included in the list

10.5.6 Menu 6 Access rights

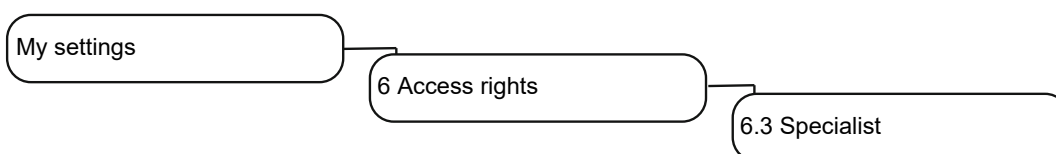


The access rights option makes it possible to assign different PIN codes for different tasks and roles. Three access levels (owner, specialist, and operator) can be defined for accessing the maintenance level.

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

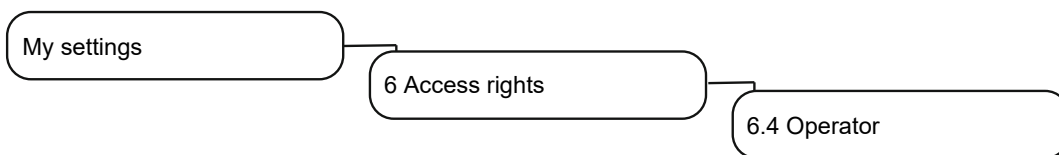
Menu item 6.2 Owner

Parameter	Value range	Remarks
Change PIN	Enter new PIN	Default PIN: 1111 Authorization: <ul style="list-style-type: none"> – Change a child role PIN – Producing test products – Add, delete, and modify products (limited functionality) – Show counters – Cleaning the system
PIN set	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Yes: PIN is active – No: PIN is not active
Activate user profile	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Yes: User profile is active – No: User profile is not active
Open door to log on	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Yes: Registration only works when the door is open – No: Registration works even when the door is closed

Menu item 6.3 Specialist

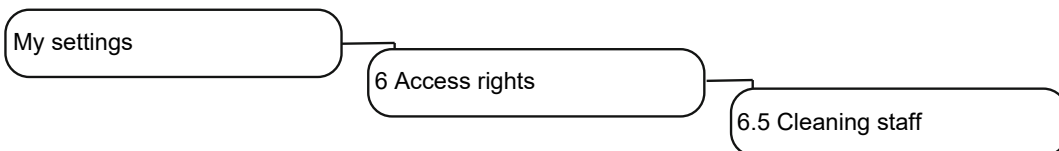
Parameter	Value range	Remarks
Change PIN	Enter new PIN	Default PIN: 2222 Authorization: <ul style="list-style-type: none"> – Limited access to Service menu, My Settings, Individualization and data transfer, Counters and Cleaning and maintenance
PIN set	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Yes: PIN is active – No: PIN is not active
Activate user profile	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Yes: User profile is active – No: User profile is not active
Open door to log on	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Yes: Registration only works when the door is open – No: Registration works even when the door is closed

Menu item 6.4 Operator



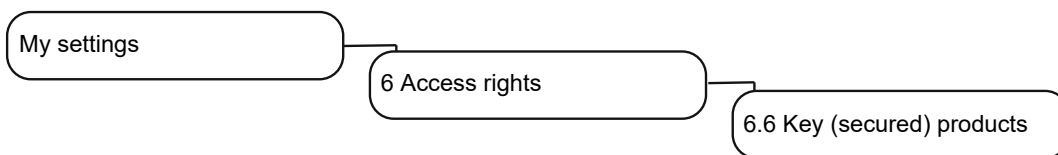
Parameter	Value range	Remarks
Change PIN	Enter new PIN	Default PIN: 7777 Authorization: <ul style="list-style-type: none"> – Show counters – Cleaning the system – Update software via USB stick
PIN set	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Yes: PIN is active – No: PIN is not active
Activate user profile	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Yes: User profile is active – No: User profile is not active
Open door to log on	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – 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: <ul style="list-style-type: none"> – Only access to Cleaning and maintenance
PIN set	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Yes: PIN is active – No: PIN is not active
Activate user profile	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Yes: User profile is active – No: User profile is not active
Open door to log on	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Yes: Registration only works when the door is open – No: Registration works even when the door is closed

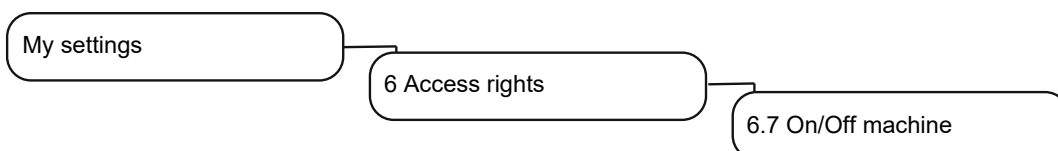
Menu item 6.6 Key (secured) products



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	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Yes: PIN is active – No: PIN is not active
Activate user profile	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Yes: User profile is active – No: User profile is not active

Menu item 6.7 On/Off machine



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

Parameter	Value range	Remarks
Change PIN	Enter new PIN	Default PIN: 9999
PIN set	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Yes: PIN is active – No: PIN is not active
Activate user profile	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Yes: User profile is active – No: User profile is not active

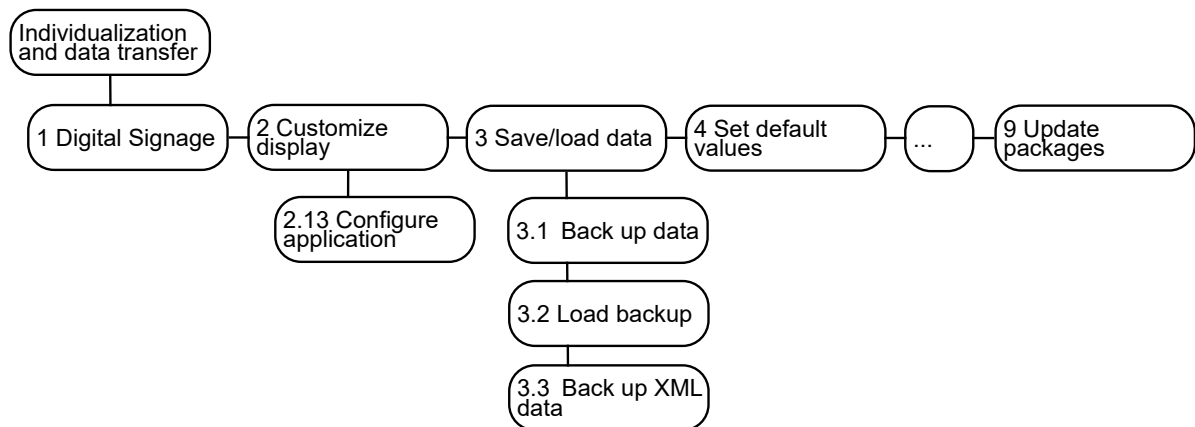
11 INDIVIDUALIZATION AND DATA TRANSFER

11.1 Overview

This menu provides you with the following options:

- Use existing Franke media for screen savers or as advertising media
- Upload and view your own media objects on the machine
- Use your own media for screen savers or as advertising media
- Configure the behavior of the different operating modes and the screen saver
- Save settings
- Create regular backups of your machine to a USB stick
- Perform downloaded digital services updates

11.2 Individualization and data transfer menu tree



By using 4 Set default values, selected parameters can be reset to the configured values.

The menu item 6 Import PKT becomes active when a USB stick with a valid PKT file 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.

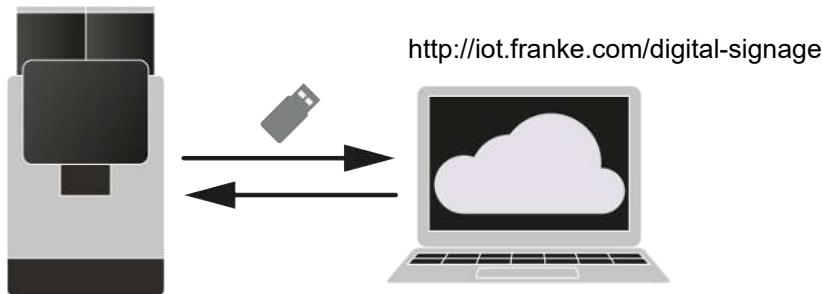
The multimedia functions can only be used in **Quick Select [38]** operating mode.

11.3 Multimedia functions

- Use image files as advertising media
- Use image files as screen saver

11.4 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.

11.5 Configure application



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

11.5.1 Language settings

Parameter	Value range	Remarks
Language	– All available languages	
Switching language	– Yes – No	– Yes: A country flag appears at the top right during product selection. By tapping the flag, the languages specified in Languages 1-6 appear. If a language is selected, the translated beverage names and accounting information appear. After the duration specified under Timeout for switching language , the default language specified under Language appears again. – No: Language switching is disabled
Timeout for switching language	20–120 s	Wait time, after which the coffee machine switches back to the standard language set under Language or under Menu 1 Set machine > 1.1 Language
Language 1-6	de, en, fr, bg, cs, da, es-ES, es-US, et, fi, fr-CA, hr, hu, it, ja, ko, lt, lv, nl, no, pl, pt-BR, ro, ru, sk, sl, sr, sv, tr, th, uk, zh-CN, zh-TW, ar	– Appears only if Switching language is set to Yes – Determines how many and which alternative languages are available during product selection

11.5.2 Operating mode

Parameter	Value range	Remarks
Operating mode	– Self-service – Quick Select – Non-self-service – Cash Register	
Hide cancel button	– Yes – No	
Display clock	– Yes – No	
Display brightness	15–100 %	
Audible signal for beverage preparation	– Yes – No	
Audible signal for error messages	– Yes – No	

11.5.3 Display [Operating mode]



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

11.5.4 Nutritional value settings

Parameter	Value range	Remarks
Display nutritional value information	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Activate/deactivate the display of nutritional value information – The nutritional information can be entered in chapter Menu 4 Nutritional value information [60]
Further nutritional value information	Free text input	

11.5.5 Payment

Parameter	Value range	Remarks
Select	<ul style="list-style-type: none"> – Coins – Cards – Customer card – Contactless – Cell phone – Banknotes 	
Display pop-up window	<ul style="list-style-type: none"> – Yes – No 	Activate/deactivate payment pop-up window

11.5.6 Cup monitoring



The parameters of the cup monitoring do not appear if the coffee machine has a camera-based (optical) cup recognition.

Parameter	Value range	Remarks
During rinsing	<ul style="list-style-type: none"> – Yes – No 	
During drink preparation	<ul style="list-style-type: none"> – Yes – No 	

11.5.7 Transaction approval (API)

Parameter	Value range	Remarks
Activate transaction approval	<ul style="list-style-type: none"> – Yes – No 	

Parameter	Value range	Remarks
Allow Remote Control	– Yes – No	

11.6 Loading/backing up data

11.6.1 Back up data

Desired action	Menu item	Information/instruction
Export a configuration and media	3.1 Back up data	<ul style="list-style-type: none"> – Export configuration – Back up Franke media – Back up your own media – Eject USB stick automatically – Display of file name

11.6.2 Load data

Desired action	Menu item	Information/instruction
Import configuration and media	3.2 Load backup	<ul style="list-style-type: none"> – Load backed up data (configuration, Franke media, your own media) – Eject USB stick automatically

11.6.3 Back up XML data

Desired action	Menu item	Information/instruction
Back up XML data	3.3 Back up XML data	<p>Export operating data such as maintenance data, error logs, or product and machine counters</p> <ul style="list-style-type: none"> – Eject USB stick automatically – Display of file name

11.7 Set default values

Desired action	Menu item	Information/instruction
Set default values	4 Set default values	<p>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)</p> <p>Confirm changes made by tapping the Apply button</p>

11.8 Activating configurations

If updates (menu bundle, software version, etc.) are transferred to the coffee machine via Dashboard Provisioning or Deployment 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.

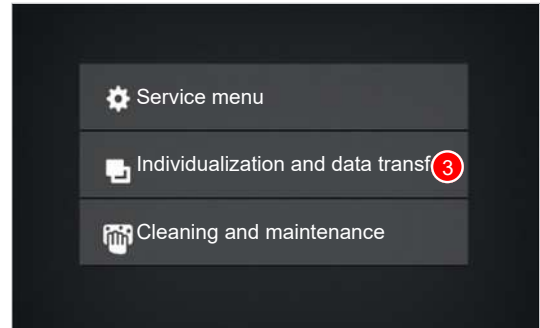
- ✓ A configuration, a menu bundle, or a new software version was loaded onto the coffee machine via the **Provisioning** or **Deployment** dashboard.

1. Tap the Franke logo.

2. Enter the PIN.

3. Press 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 press the **Download and import** button.

- ⇒ The update package is imported.

7. Press the **Install** button.

- ⇒ The update package is installed.

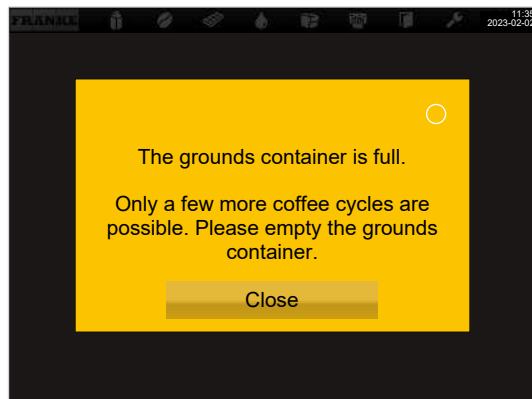
12 TROUBLESHOOTING

12.1 Error messages

When an error occurs, the machine displays an error message which provides instructions on how to rectify the issue.

Non-self-service mode

Errors in the non-self-service mode are indicated via a highlighted symbol. Tap the symbol for further information.




Self-service operating 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.



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.

- To restart the machine, switch it off via the main switch  .
- Wait a minute and then switch it back on again.
- Check the power supply if the machine fails to start.
- Contact your service technician if the machine cannot be started or if you are unable to rectify the error.

12.1.1 Color code for error messages

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

12.2 Troubleshooting the system

Error message/problem	Possible cause	Measure
Error message E663 empty drip tray appears even though the drip tray has been emptied	Sensor signal disturbed by debris in- side the drip tray	Clean and dry the inside of the drip tray. Additionally, clean and dry the mounting bay of the drip tray
	Sensor signal disturbed by damp back of the drip tray	Clean and dry the back of the drip tray
Milk is frozen	Cooling unit target temperature is set too low	Set target temperature 1–2 °C higher <ul style="list-style-type: none"> – SU05 cooling unit: Press and hold the Set button on the temperature con- troller until the target temperature flashes. Use the navigation buttons to increase the target temperature. Use the Set button to confirm the new tar- get temperature. – KE200: A temperature controller is located to the rear of the KE200. Use this to set the required temperature
Milk is frozen (water in the cooling chamber)	The cooling unit door seal is not leak-tight	Make sure that the seal is fitted correctly and that the door closes properly
Cooling unit milk temper- ature is not being reached	Inadequate air circulation around cooling unit	Ensure that the required minimum clear- ance is present between the cooling unit and the wall (at least 50 mm)
No milk or just milk foam	Suction hose/milk line has a leak	Check the position of the spout insert and, if necessary, clean it. SU05 cooling unit: Check the O-ring on the suction hose coupling. Check the suction hose and, if necessary, replace it
Milk is not flowing cor- rectly out of the milk spout	The milk spout was not installed correctly when it was last cleaned	Start the coffee machine cleaning process, and install the milk spout as per the instructions on the touch screen. The milk spout is also part of the care kit, see Care kit

Error message/problem	Possible cause	Measure
Error message E79 Flow meter error	Water flow disrupted	<p>Check the water tank/main water connection coupling</p> <p>If the error message appears while a product is being dispensed, the brewing module strainer is probably blocked</p> <ul style="list-style-type: none"> – 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	Overloaded machine software	<p>There are two different troubleshooting methods:</p> <ul style="list-style-type: none"> – Method 1: Press and hold the red button on the right-hand side of the operator panel for 10 seconds to restart – Method 2: Disconnect the coffee machine from the power grid. Wait 1 minute before reconnecting the coffee machine to the power grid. Briefly press the red button on the right-hand side of the operator panel to switch it on
Water level in the water tank is not detected	Residues or deposits on the inner wall of the water tank	Clean and rinse the water tank thoroughly

12.3 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.

- Remove the oil film from the inside of the bean hopper on a daily basis.
- To do this, use a dry cloth or a cloth moistened only with water.
- 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.

- Coffee beans should not be moist.
- Seal any open coffee bean packs in an airtight manner.
- Do not store coffee beans in a refrigerator or freezer.
- 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 remedy
Coffee tastes stale	Grind too coarse	Select a finer grind Setting the grind coarseness
	Too little coffee	Increase coffee quantity Setting drinks
	Temperature too low	Increase temperature Setting drinks
	Coffee is old	Use fresh coffee
	Bean hopper not locked correctly	Check locking of the bean hopper Filling beans
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
	Cleaner residue	Rinse the machine
	Dirty cup	Check the dishwasher
	Poor water quality (chlorine, hardness, etc.)	Have water quality tested Water quality [27]
Coffee tastes bitter	Temperature too high	Reduce coffee temperature Setting drinks
	Grind too fine	Select a coarser grind Set the grind coarseness
	Coffee quantity too low	Increase coffee quantity Setting drinks
	Roast too dark	Use lighter coffee roast
Coffee tastes sour	Temperature too low	Increase coffee temperature Setting drinks
	Roast too light	Use darker coffee roast
	Grind too coarse	Select a finer grind Set the grind coarseness
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** [43] function.
2. Empty the bean hopper and powder hopper.
3. Clean the bean hopper and powder hopper.
4. Clean the grounds container.
5. Empty the milk container.
6. Clean the milk container and container lid.
7. Clean the inside of the milk hose with a brush.
8. Clean the suction filter with a twisted-in-wire brush.
9. Clean the reversible adapter.

13.2 Removing and discarding the filter cartridge



1. Unscrew the filter cartridge by turning it counterclockwise, and remove it from the filter holder.

2. Dispose of the filter cartridge. **Disposal of parts** [78]



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

13.3 Back up data



Back up the data if the machine is to be recommissioned later or if the machine is to be replaced by a machine of the same type.

This manual applies to coffee machines without Franke Digital Services.

1. In the service menu under **Customization and data transfer**, go to the menu item **Go to 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.

13.4 Short-term decommissioning (up to 3 weeks)

- ✓ The machine remains in place.
- 1. Clean the machine using the automatic cleaning function. **Cleaning [43]**
- 2. Go to the energy-saving mode.
- 3. Disconnect the machine from the power supply.
- 4. Close the water supply if the machine has a main water connection.
- 5. Clean any add-on units.
- 6. Switch off the add-on units and disconnect them from the power grid.

13.5 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.

13.6 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 stable 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

13.7 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.

14 DISPOSAL OF PARTS

Disposal of 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.

Disposal of the machine and other devices



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.



Dispose of electronic parts separately.



Dispose of plastic parts in accordance with their marking.



Two people are required for transporting the coffee machine.

15 TECHNICAL DATA

Device type	A400 (FCS4060)
Dimensions: Width/height/depth (mm)	340/540/600
Weight (kg)	38
Bean hopper capacity (kg)	0,6 or 1,2
Twin bean hopper capacity (kg)	2 x 0,6 or 2 x 1,2
Bean hopper capacity, one grinder (kg)	1,8
Powder hopper tall, capacity (kg)	1,2
Powder hopper low, capacity (kg)	0,6
Noise emission (dB(A))	< 70
Ambient temperature (°C)	10-32
Humidity (%)	Max. 80
Water tank (l)	4
External wastewater tank volume (l)	16
Grounds container capacity (with grounds ejection option)	60-110 cakes, depending on the grind quantity
Brew boiler	Volume (l): 0,9 Operating pressure (bar): 8
Steam boiler	Volume (l): 0,9 Operating pressure (bar): 1

15.1 Capacities in accordance with DIN 18873-2:2016-02

Hourly capacity	Single preparation (cups per hour)	Double preparation (cups per hour)
Espresso	127	164
Coffee/Café crème	87	110
Hot water (200 ml)	100	-
Cappuccino	93	156
Latte macchiato	98	128
Milk coffee	100	128
Chocolate	102	-

15.2 Electrical connection data

Voltage	Main power connection	Power rating (max.)	Fuse	Frequency
220-240 V	1LNPE	2100-2300 W	10 A	50-60 Hz
220-240 V	1LNPE	2400-2800 W	16 A	50-60 Hz
220-240 V	2LPE	2400-2800 W	16 A	60 Hz

INDEX**Numeric**

5-step method 11, 43
A

Ambient conditions 79
B

Beans

Disposal 78

Beverage

Preparing 38, 39, 42

C

Cancel button 11

Capacities 79

Cleaning 44

Drip grid 35

Drip tray 35

Cleaning container

Disposal of fluid 78

Cleaning supplies

Disposal 78

Cleaning tablets 15

Coffee beans

Filling 29

Coffee grounds

Disposal 78

Coffee machine

Cleaning 44

Credit Mode 25

D

Dashboard 11

Decommissioning 75, 76

Dimension 26

Disposal 78

Drip grid 35

Drip tray 35

Disposal of fluid 78

E

Electronic parts

Disposal 78

Error message

Color code 13

Depiction 13

Error messages 71

G

Grind coarseness 32

Grinder adjustment wrench 16

I

Intended use 6
M

Main water connection

Requirements 27

Manual set 15

Measuring cup 15

Media

Back up 69

Loading 69

Milk

Filling 31

Milk system cleaning agent

Cartridge 15

Dosing bottle 15

Minimum clearances 27

O

Operating mode

Cash Register 24

Non-self-service mode 71

Quick Select 25

Self-service 71

Operator panel 35

P

PIN codes 49

Plastic parts

Disposal 78

Powder

Disposal 78

Product quality 74

R

Requirements	11
--------------	----

S

Safety	7
Screen	
Cleaning	47
Wipe protection	47
Spout	38, 39, 42
Height adjustment	38, 39, 40
Start button	11
Steam output	42
Steam wand	42
Symbols	11
Dashboard	11
Instructions	11
Software	11

T

Tips	11
Transport	78
Troubleshooting	73
Machine error	71
Type code	18, 19
Type plate	17

U

User manual	15
-------------	----

W

Wastewater tank (external)	79
Water quality	27
Water tank	79
Wipe protection	47

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