

# USER MANUAL S700

FCS4067



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

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# 1 FOR YOUR SAFETY

## 1.1 Intended use

### 1.1.1 Coffee machine

- The S700 is a commercial machine for preparing beverages and is intended for use in food services, offices and other similar environments.
- The S700 is intended for the preparation of beverages in accordance with this manual and the technical data.
- The S700 is intended for operation indoors.

#### **Please note**

- The S700 is not suitable for use outdoors.

### 1.1.2 Add-on units

#### **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 S700 is intended for use by trained personnel.
- Each operator of the S700 must have read and understood the manual. This does not apply to its use in the self-service area.
- Do not operate the S700 or add-on units until you have completely read and understood this manual.
- Do not use the S700 or add-on units if you are not familiar with the various functions.
- Do not use the S700 if the connection lines of the S700 or the add-on units are damaged.
- Do not use the S700 unless the S700 or the add-on units have been cleaned or filled as intended.
- Children under the age of 8 are not permitted to use the S700 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 S700 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 S700 and the add-on units.
- Children are not permitted to clean the S700 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

### 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

### 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
	Purge button	Start purging


















#### 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** [ 59] chapter for help.

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



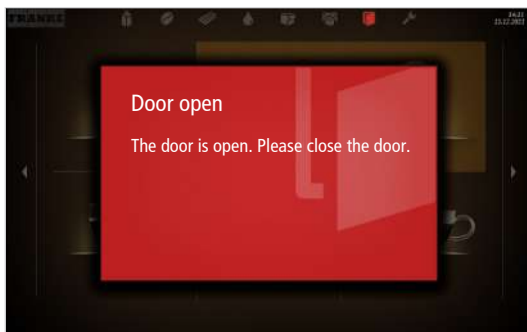
Symbol	Designation	Description
	Double product	Produce double beverage quantity (double production)
	Ground coffee	
	Energy-saving mode	Switch the machine into energy-saving mode
	Servicing/cleaning	Machine must be cleaned and/or serviced
	Rinse	Machine must be rinsed or machine is rinsing
	Grounds container	Grounds container must be emptied
	Door	The door is open
	Payment	Payment active
	First Shot	Preheat system
	Service/configuration/ administration	
	Brightness	Set brightness
	Individualization	Customize beverages and display
	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

Symbol	Designation	Description
	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

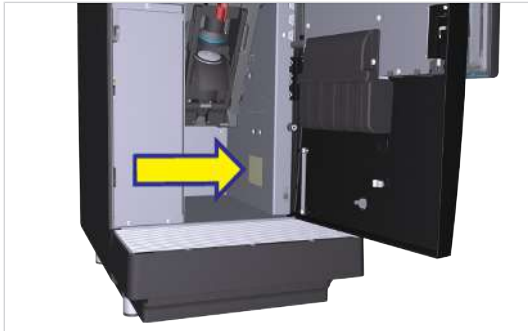
### 3 SCOPE OF DELIVERY

	Item description	Item number
	Coffee machine S700 (FCS4067)	
	Manual set	560.0536.066 / 560.0546.106
	Cleaning tablets (100 pcs.)	567.0000.010
	Cleaning tablets (China)	567.0000.016
	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
	Measuring cup 1000ml	560.0002.653
	Cleaning brushes	560.0003.728
	Paint brush	560.0003.716
	Microfiber cloth	560.0002.315
	Aerator/hose wrench	560.0522.696
	Drip grid extension	560.0484.609
	Drip grid extension (option single-piece drip grid extension (USA))	560.0574.078

## 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 CW (option)



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

#### 4.1.3 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
S700	Coffee machine (semi-automatic) Series: S Overall size: 700
1G	1 grinder
2G	2 grinders
H1	Left-hand hot water spout
S2	Autosteam (steam wand with temperature sensor)
S3	Autosteam Pro (steam wand with temperature sensor and programmable milk foam consistency)
1IC	Iced Coffee Module

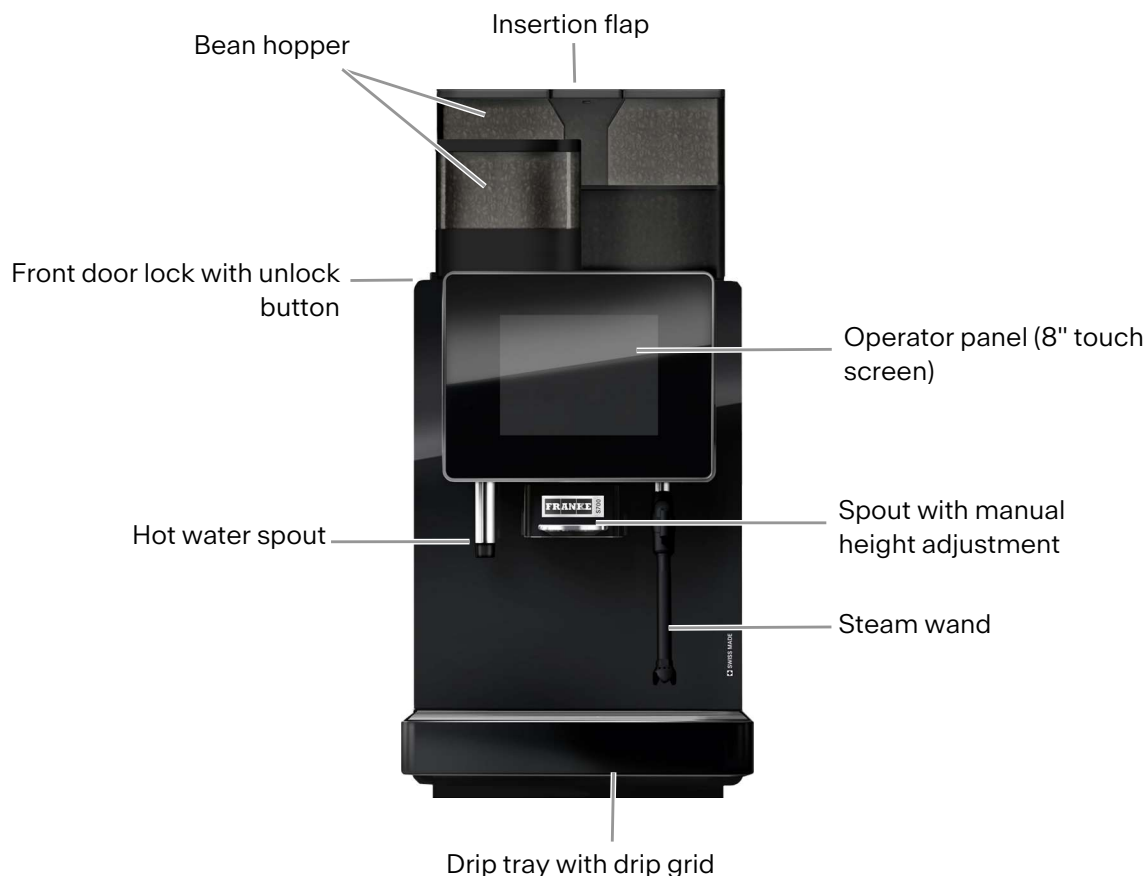
### 4.2.2 Add-on units

Type code	Description
CW	Cup warmer
AC	Accounting system
CC	Coin changer
CL	Cashless
CV	Coin validator

## 5 DESCRIPTION OF MACHINE

### 5.1 Coffee machine

To provide you with an overview of your machine, a sample configuration is illustrated here. Note that your device may look different from the configuration shown here.



#### 5.1.1 Standard

- 8" touch screen
- One grinder (rear LH)
- Hot water spout
- iQFlow™
- Feet, 40 mm
- Main water connection
- Support for video files

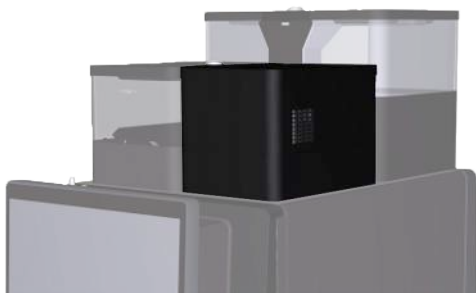
#### 5.1.2 Options

- Second grinder (left, front and rear)
- Iced Coffee Module (right-front)
- Autosteam (steam wand with temperature sensor)
- Autosteam Pro (steam wand with temperature sensor and programmable milk foam consistency)



- Grounds ejection
- Spout for jug
- Lockable bean hoppers
- First Shot
- Feet, 7 mm
- Adjustable feet, 70 mm
- Adjustable feet, 100 mm
- TDS sensor
- Franke Digital Services

### Iced Coffee Module



- The Iced Coffee Module is located at the front right-hand side of the coffee machine.
- The Iced Coffee Module actively cools the freshly brewed coffee to below 40 °C.
- The module is available as an option and cannot be retrofitted.
- The Iced Coffee Module is cleaned as part of the existing coffee machine cleaning process. This means that no additional manual cleaning work is required, and there is no need for a separate cleaner.



The Iced Coffee Module opens up plenty of possibilities with regard to the beverages you can make, e.g., Iced Espresso, Iced Coffees and Iced Americano. These beverages can also be combined with milk, milk foam and/or syrup.

### 5.1.3 Coffee machine components

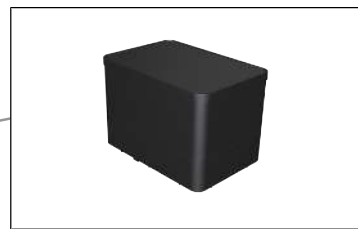
Grinder adjusting knob



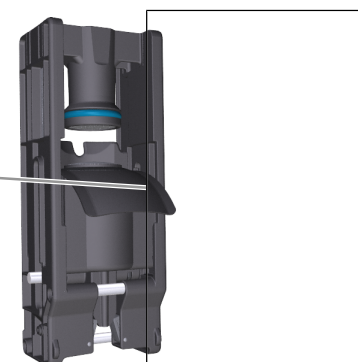
Bean hopper



Iced Coffee Module (option)



Brewing module



Grounds container



Wastewater tank (option)

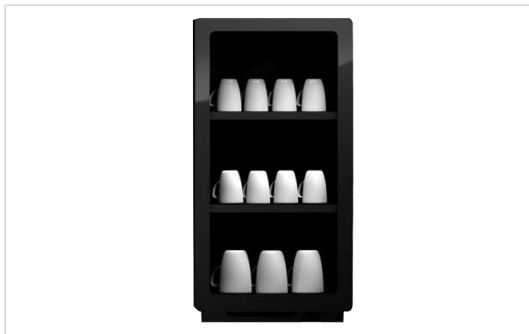


Drip tray with drip grid



## 5.2 Add-on units

### 5.2.1 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.

### 5.2.2 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



1 Use the Franke logo to switch between the maintenance level and product selection

2 Scroll forwards or backwards

### 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.

- 1 Use the Franke logo to switch between the maintenance level and product selection
- 2 Scroll forwards or backwards

#### 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 Accounting [ 45]**

## 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 [ 23 ]** and local and national rules and regulations.
- The coffee machine must be connected to the water supply with the supplied hose kit. Do not use any other water hoses that happen to be present.
- Ensure that the coffee machine can be placed on a horizontal and stable support with a load capacity of min. 150 kg. The operator panel should be at eye level and allow ergonomic operation.

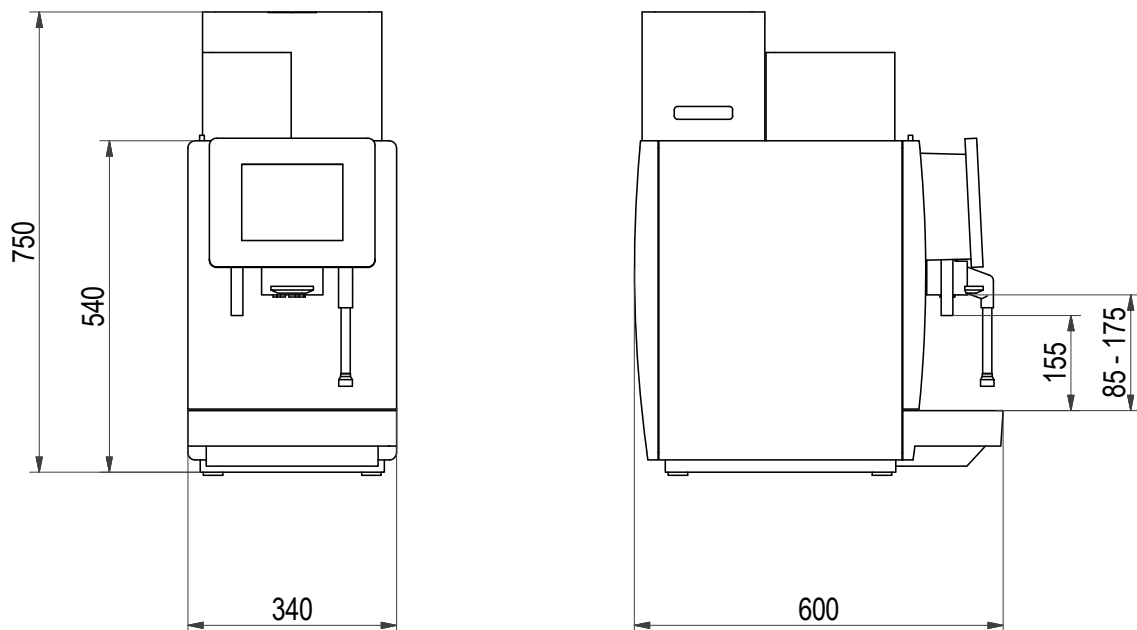


You must have completed these preparations before one of our service technicians can install the coffee machine for you. Your service technician will install your coffee machine and carry out the initial commissioning process. He will instruct you in the basic functions.

### 6.2 Dimensions

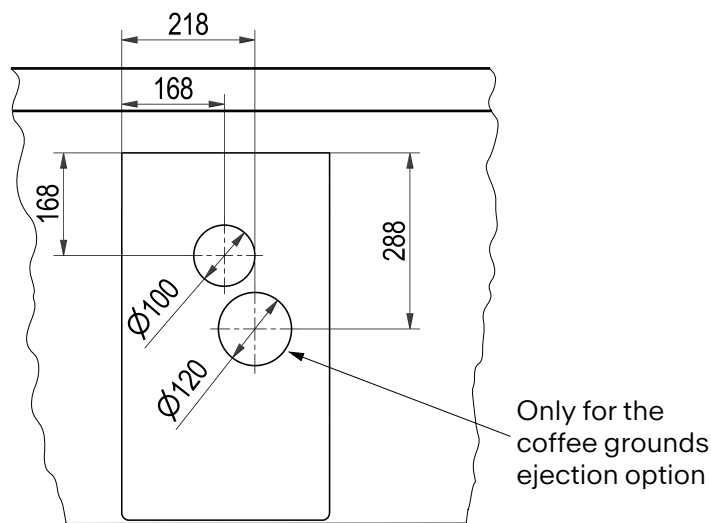


All dimensions are specified in mm.



Front/side view





*Hose feedthrough in the counter*

#### 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)



#### 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.

### 6.2.1 Feet

S700 is delivered with feet.

- Feet 40 mm (standard)
- Feet 7 mm (option)
- Feet 70 mm (option)
- Feet 100 mm (option)

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 dissolved 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 =  $700 \mu\text{S/cm} - (18 \times 30 \mu\text{S/cm}) = 160 \mu\text{S/cm}$

The result of the calculation is 160  $\mu\text{S/cm}$  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.

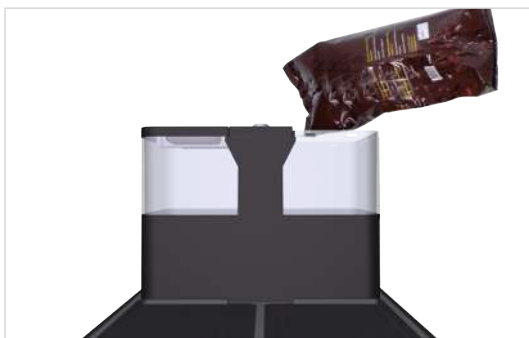
- a) Remove the oil film from the inside of the bean hopper on a daily basis.
- b) To do this, use a dry cloth or a cloth moistened only with water.
- c) Do not use any cleaners, as these alter the taste of the coffee.



1. Lift off the bean hopper lid.



3. Fit the lid.



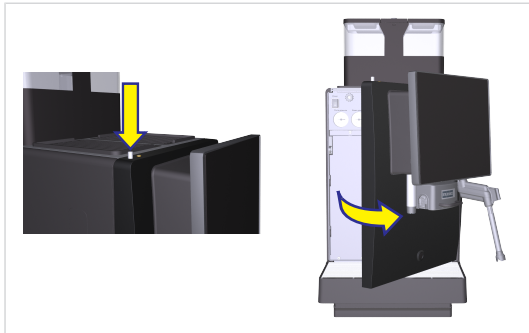
2. Fill coffee beans.

### 7.2 Setting the grind coarseness

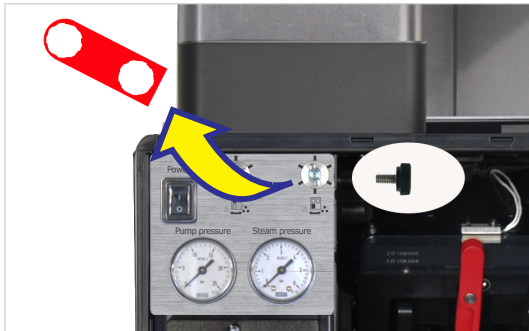


Changing the grind coarseness affects the coffee quantity. The grinders must therefore be calibrated after adjusting the grind coarseness.

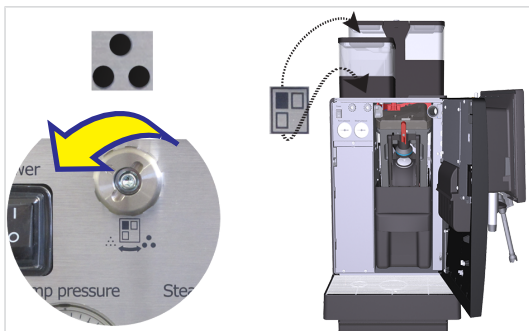
If required, the grind coarseness can be set for each grinder. The rectangular symbol shows the allocation of the adjusting knob to the grinder.



1. Open the door of the coffee machine.

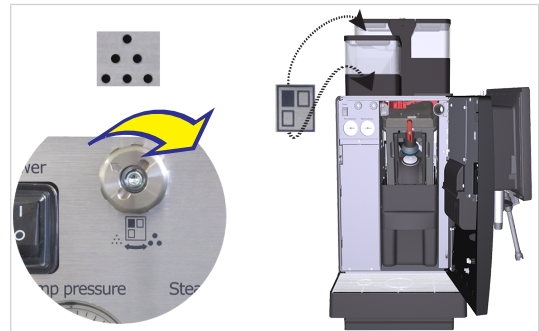


2. Remove the knurled thumb screw by turning it counterclockwise. Remove the red locking plate.

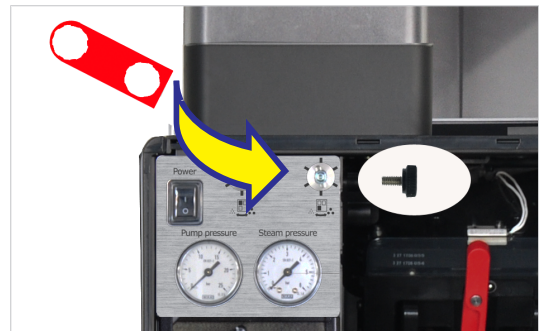


3. Set the grind coarseness by turning the adjusting knob.

- ⇒ ●●● For a coarser grind: Turn the adjustment knob counterclockwise.

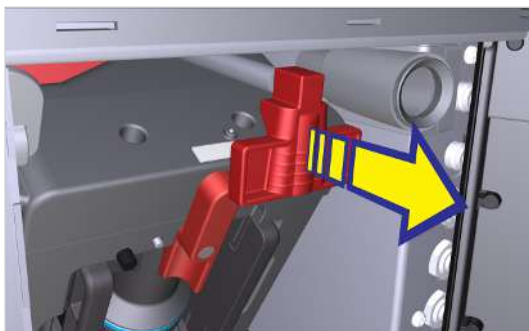


- ⇒ ●●● For a finer grind: Turn the adjustment knob clockwise.



4. Slide the red locking plate onto the adjusting knobs. Tighten the knurled thumb screw by turning it clockwise.

## 7.3 Emptying the bean hopper

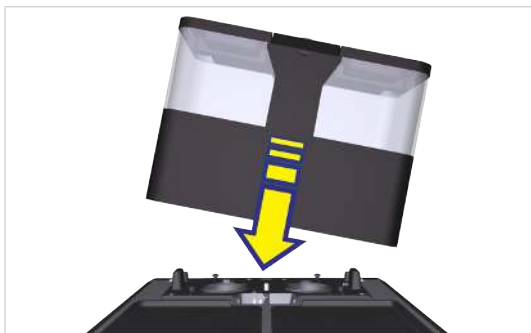


1. Pull the locking slide towards the front up to the stop.

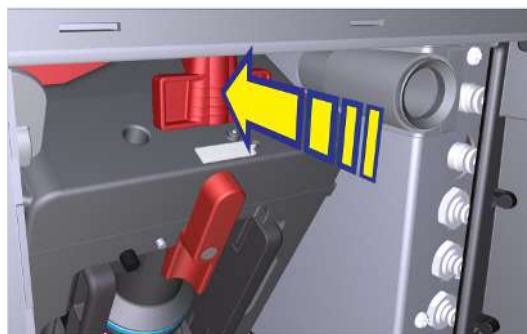


2. Remove the bean hopper by lifting it upwards.

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



4. Attach the bean hopper.



5. Push the locking slide all the way in.



## NOTICE

### Impairment of function

If the bean hoppers 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.

## 7.4 Emptying the grounds container

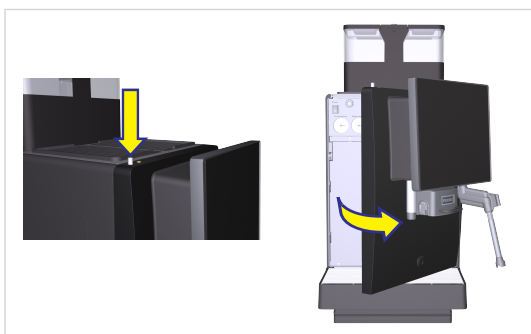


## NOTICE

### Formation of mold

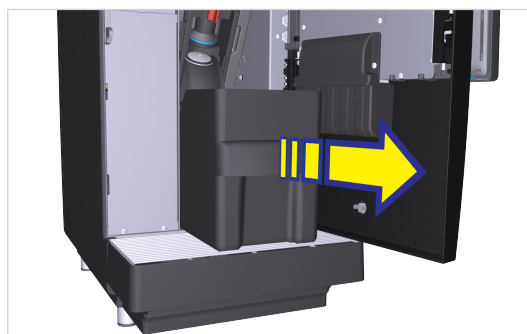
Coffee residue can lead to the formation of mold.

- 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.

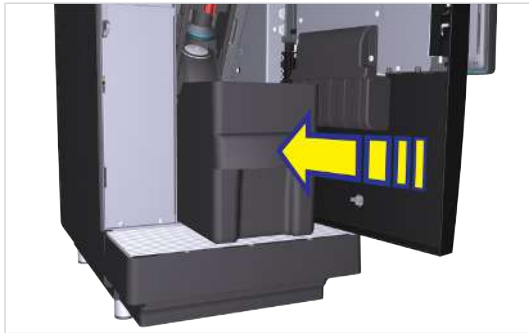


2. Remove the grounds container.



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





4. Insert the grounds container and close the door.

## 8 PREPARING BEVERAGES



### WARNING

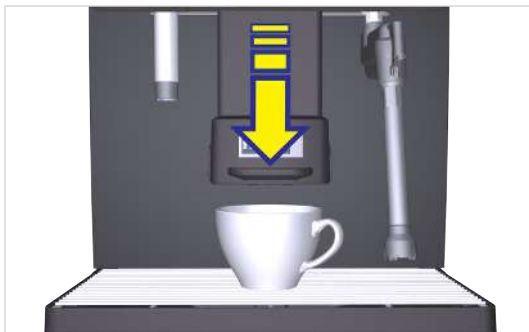
#### Risk of scalding

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.

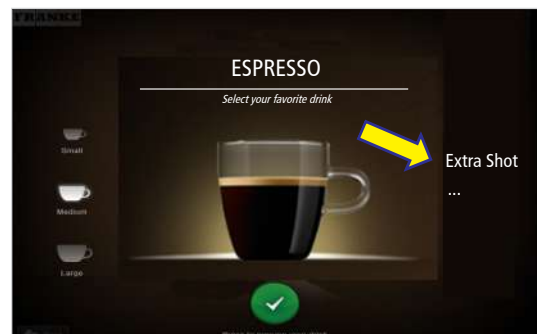


2. Adjust the height of the spout using the spout handle.



3. Select a product.

⇒ The product preview will appear.



4. Select product options.

5. Press the green button to start preparation.

⇒ The beverage is being prepared.



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

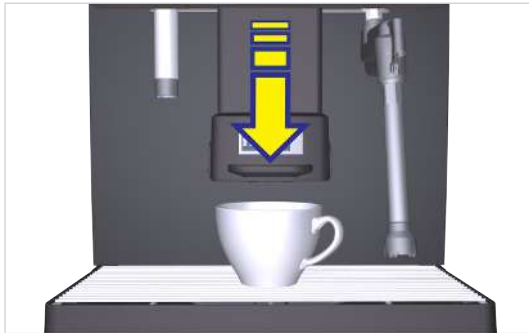
### 8.2 Preparing beverages with Cash Register



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.



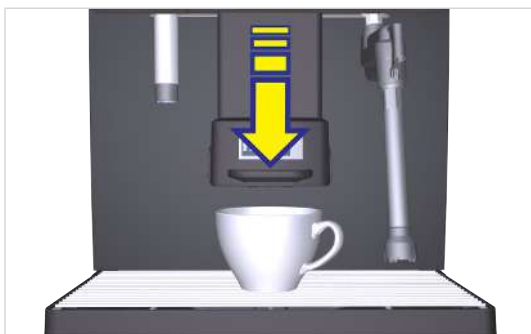
6. Start the preparation of each of the products in the queue list by pressing the green button.
- ⇒ The next preparation begins.
- ⇒ The product selection appears.
- ⇒ All products are ready.

## 8.3 Preparing beverages with ground coffee

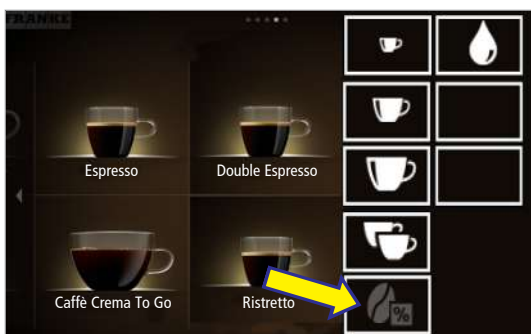


Only ground coffee may be used. Instant coffee made from dried coffee extract cannot be used.

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



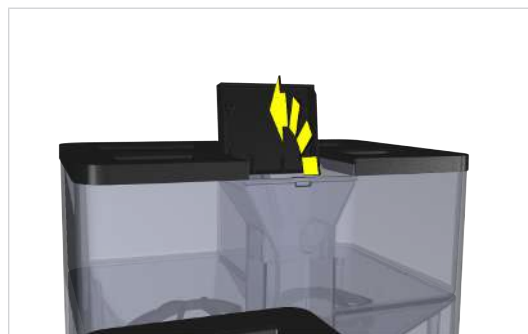
2. Adjust the height of the spout using the spout handle.



3. Press the Decaffeinated coffee selection button.

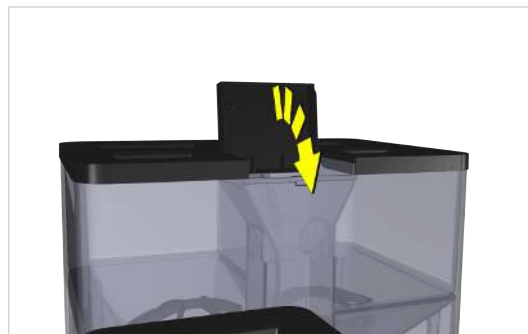


- ⇒ The Decaffeinated coffee selection button illuminates.



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.

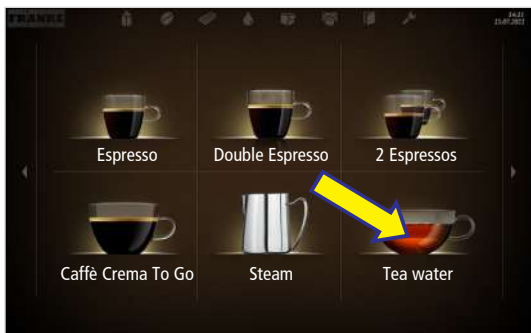
### Example: Quick Select



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



3. Select the cup size.  
⇒ Hot water is dispensed until the cycle is complete.



2. Select Tea water.


## 8.5 Steam dispenser (Autosteam/Autosteam Pro)



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



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

1. Press the purge button .
2. Hold a suitable container under the steam wand.




3. Select steam output.

- ⇒ The wand will start producing steam.
- ⇒ The steam will automatically stop when your beverage has reached the specified temperature.
- ⇒ The beverage overview screen appears.



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

5. Press the purge button .

## 8.6 Steam/Autosteam

Product name	Jug size (ml/oz)	Milk quantity (ml/oz)
Latte Art S	350/12	150/5
Latte Art M	600/20	280/10
Latte Art L	800/28	420/15
Milk Foam S	350/12	200/7
Milk Foam M	600/20	350/12
Milk Foam L	800/28	480/17



## 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

##### 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 are not dishwasher-safe.



Rinsing is not a substitute for daily cleaning! Rinsing is necessary to remove residue build-up in the coffee system. Your S700 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

### 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.

- |   |                                     |
|---|-------------------------------------|
| 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.              |

### 9.4 Starting the cleaning 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.

### 9.4.1 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.

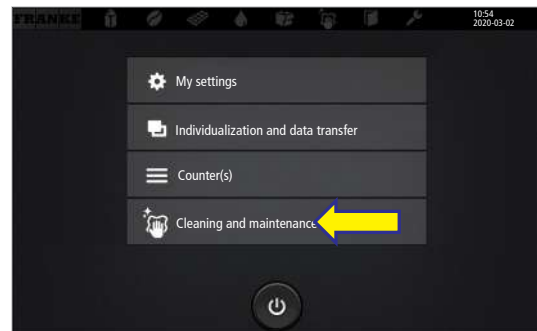


1. Tap the Franke logo.

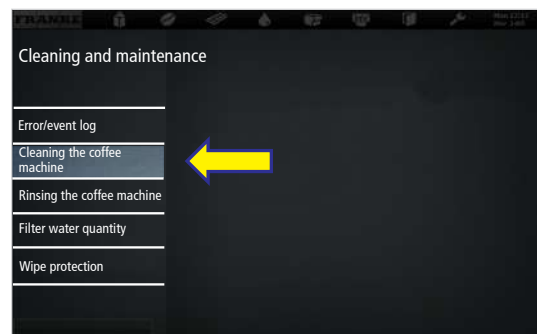


2. Enter the PIN. **PIN codes [ 40]**

3. Press Ok.



4. Select Cleaning and maintenance.



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



#### CAUTION

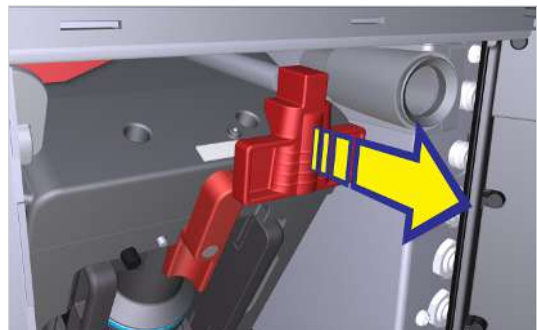
##### Formation of mold

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

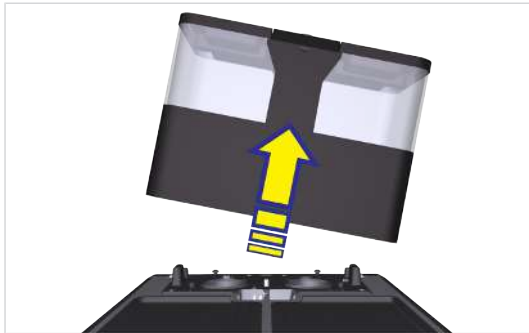
- a) Do not bring the bean hopper into direct contact with water.
- b) Use only a damp cloth for cleaning.
- c) Ensure that the bean hopper is completely dry before attaching it.

- ✓ 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.

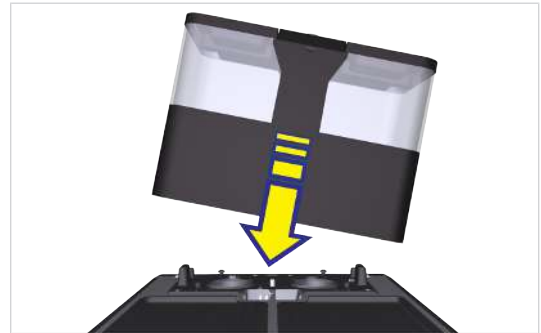
1. Open the door of the coffee machine.



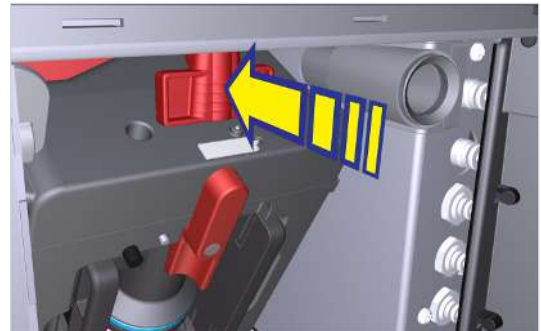
2. Pull the locking slide towards the front up to the stop.



3. Remove the bean hopper by lifting it upwards.
4. Empty the bean hopper.
5. Remove the oil film on the inside of the bean hopper using a cloth.



6. Attach the bean hopper.

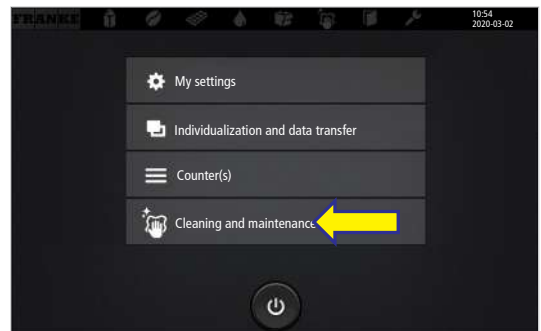


7. Push the locking slide all the way in.
8. Close the door.

### 9.6.3 Cleaning the screen



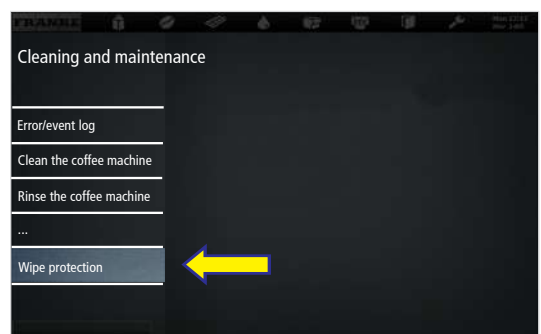
1. Tap the Franke logo.



4. Select Cleaning and maintenance.



2. Enter the PIN. **PIN codes [ 40 ]**
3. Press Ok.



5. Select Wipe protection.

⇒ The user interface is locked for 20 seconds.

6. Clean the screen.

⇒ The maintenance level appears.

## 9.7 Rinsing the coffee machine



### WARNING

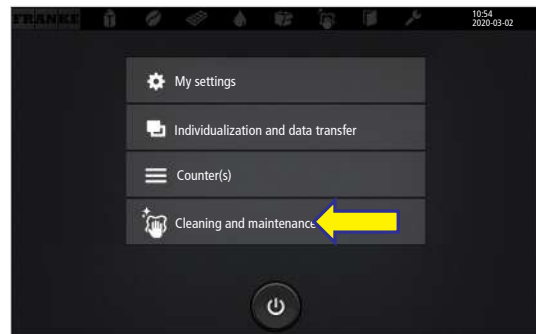
#### Risk of scalding

Hot water is released during rinsing.

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



1. Tap the Franke logo.

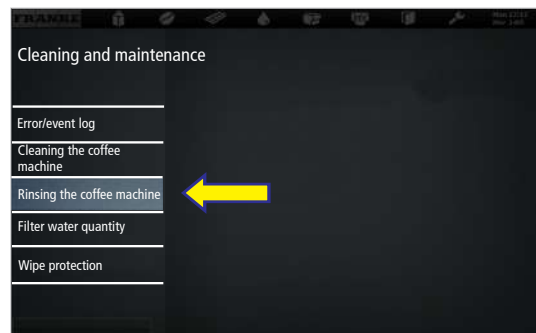


4. Select Cleaning and maintenance.



2. Enter the PIN. **PIN codes [ 40]**

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 [ 40]***
3. Press Ok.

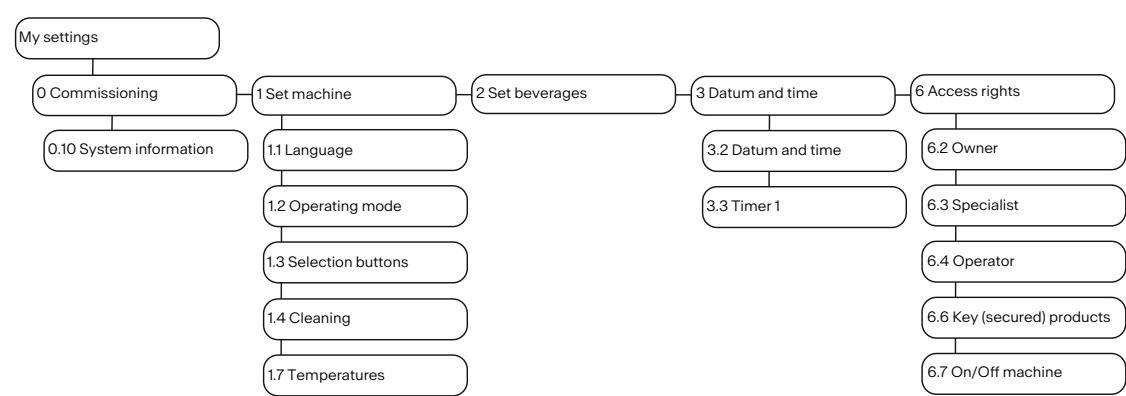
## 10.2 PIN codes

Default PIN codes are assigned at the factory:

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

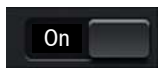
The PINs for key (secured) products and On/Off machine can be viewed and changed with the owner role in the My settings > Access rights menu.

## 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.

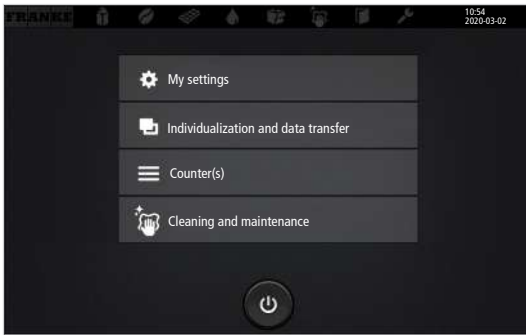


Tap the keyboard to enter text or numbers.



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

## 10.5 My settings



### 10.5.1 Menu 0 Commissioning

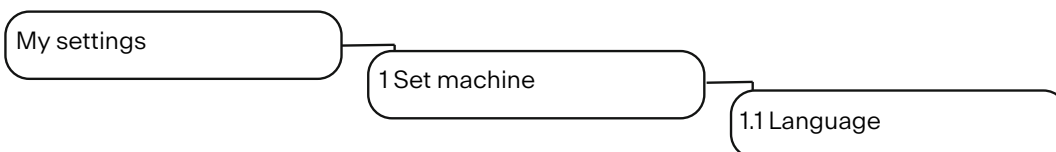
#### Menu item 0.10 System information



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

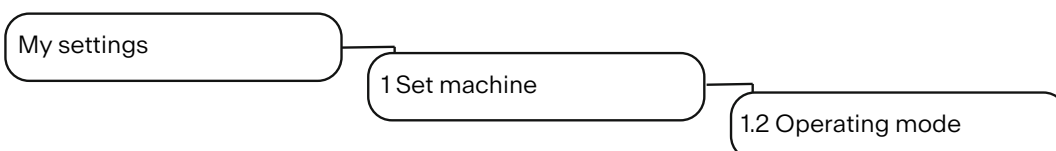
## 10.5.2 Menu 1 Set Machine

### 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, he	The language is immediately switched on the user interface

### Menu item 1.2 Operating mode



### Operating mode

Usage scenario > Non-self-service

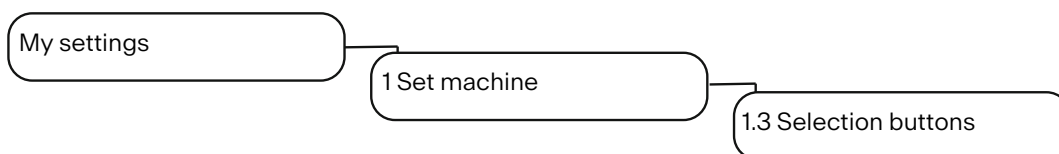
Parameter	Value range	Remarks
Usage scenario	<ul style="list-style-type: none"> <li>Non-self-service</li> <li>(Self-service)</li> </ul>	
Products per page	<ul style="list-style-type: none"> <li>4</li> <li>9</li> <li>16</li> </ul>	<ul style="list-style-type: none"> <li>Number of products displayed simultaneously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

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

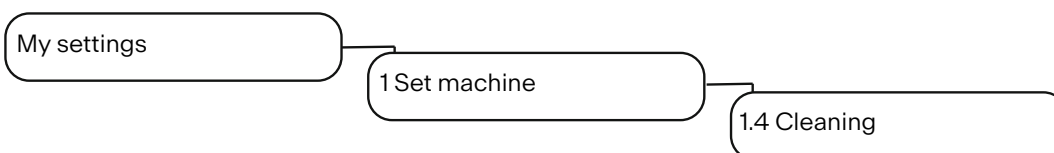
### Menu item 1.3 Selection buttons



Parameter	Value range	Remarks
Function	<ul style="list-style-type: none"> <li>– Small</li> <li>– Medium</li> <li>– Large</li> <li>– 2x</li> <li>– Decaf</li> <li>– Extra Shot</li> <li>– Iced</li> <li>– Espresso Shot</li> </ul>	<ul style="list-style-type: none"> <li>– 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.</li> <li>– With up to 8 configured selection buttons, buttons 1-4 are displayed on the left, the remaining buttons on the right</li> <li>– If more than 8 selection buttons are configured, buttons 1-6 are displayed on the left, the remaining buttons are displayed on the right</li> <li>– 9 or more buttons are displayed at a reduced size</li> </ul> <p>Recommendation:</p> <ul style="list-style-type: none"> <li>– Selection buttons on left-hand side: Select beverage size</li> <li>– Selection buttons on right-hand side: Select additional settings</li> </ul>
PLU No.	PLU No.	<ul style="list-style-type: none"> <li>– Store PLU number for price calculation (if PLU numbers are used)</li> <li>– Default: 0</li> </ul>

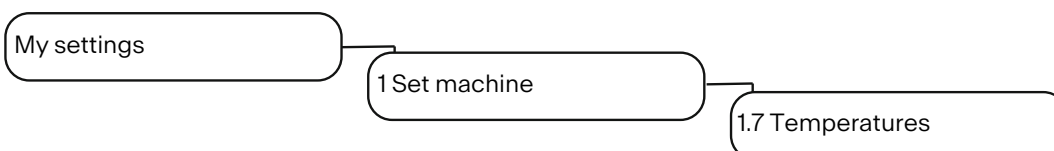
Parameter	Value range	Remarks
Price list 0–4	Amount	<ul style="list-style-type: none"> <li>– Set surcharge for the option.</li> <li>– The total price is calculated by the machine</li> <li>– Default: 0.00</li> </ul>
Token 1–3	<ul style="list-style-type: none"> <li>– 0</li> <li>– 1</li> </ul>	<ul style="list-style-type: none"> <li>– 0: The purchase with the corresponding token is not possible</li> <li>– 1: The product purchase with the corresponding token is possible</li> </ul>

### Menu item 1.4 Cleaning



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

### Menu item 1.7 Temperatures

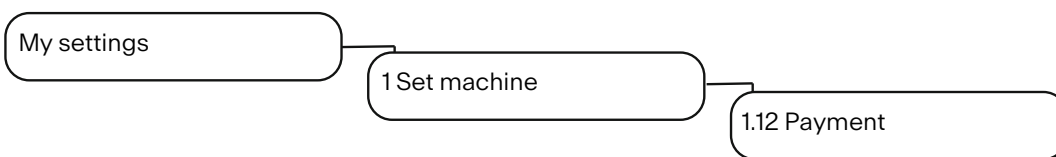


Consider the location, ambient temperature, and capacity utilization of the machine for these settings.

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



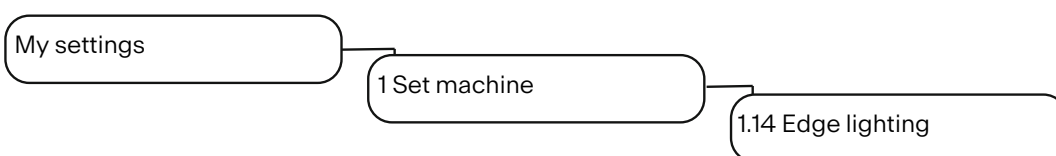
### Menu item 1.12 Accounting



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

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

### Menu item 1.14 Edge lighting



The SB1200 has no edge lighting, the corresponding parameters appear anyway. Menu item 1.14 is irrelevant in this case.

Parameter	Value range	Remarks
Select lighting	- Off	- Off: no edge lighting
	- Red, green, blue, yellow, cyan, magenta, white	- Red, green, etc.: edges illuminated in the selected color
	- Flashing	- Flash: flashing light
	- Color gradient	- Color gradient: color changes continuously
	- User-defined	- User-defined: colors can be defined individually by the input of RGB values
		- Default value: color gradient
Red lighting	0–100 %	To input RGB values when a user-defined color has been selected for the lighting
Green lighting		
Blue lighting		
Error display via edge lighting	- Yes	- Yes: error display via edge lighting active
	- No	- No: no error display via edge lighting

### 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	<ul style="list-style-type: none"> <li>– None</li> <li>– Medium Espresso roast</li> <li>– Medium roast</li> <li>– Medium decaf-feinated roast</li> <li>– Own bean type 1-6</li> </ul>	Default settings for A300: <ul style="list-style-type: none"> <li>– Pos. 1: Medium Espresso roast</li> <li>– Pos. 2: Medium roast</li> </ul>
Insertion flap	<ul style="list-style-type: none"> <li>– None</li> <li>– Medium Espresso roast</li> <li>– Medium roast</li> <li>– Medium decaf-feinated roast</li> <li>– Own bean type 1-6</li> </ul>	

**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*** [ 61].

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



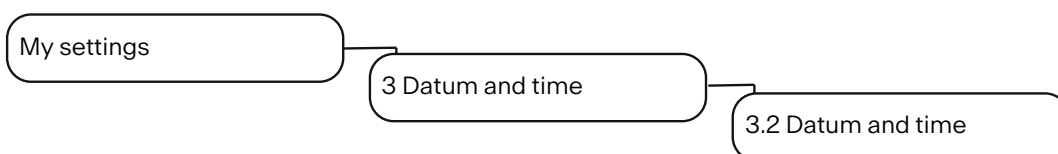
1	Select variant	2	Select area
3	Save settings	4	Select product
5	Confirm variant	6	Prepare a test product
7	Adjust parameters		

## 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
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

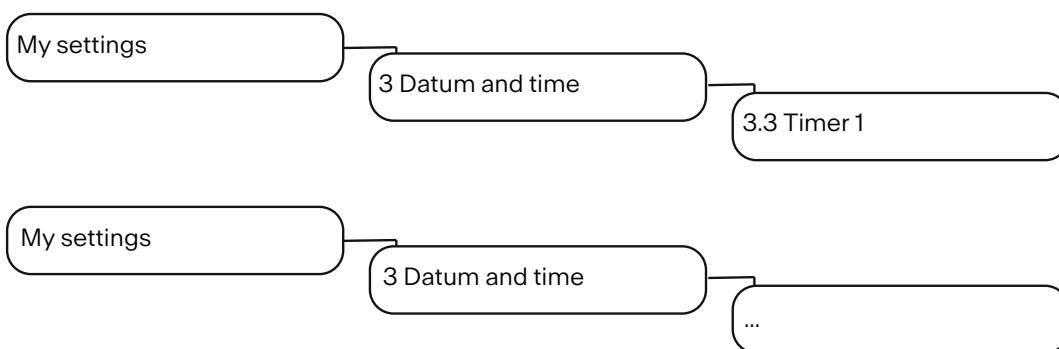
### 10.5.4 Menu 3 Date and time

#### Menu item 3.2 Date and time



Parameter	Value range	Remarks
12/24-hour display	<ul style="list-style-type: none"> <li>– 12 hours</li> <li>– 24 hours</li> </ul>	
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	<ul style="list-style-type: none"> <li>– Select the time zone from the list</li> <li>– Default: UTC+0100 (Europe) Zurich</li> </ul>

### 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

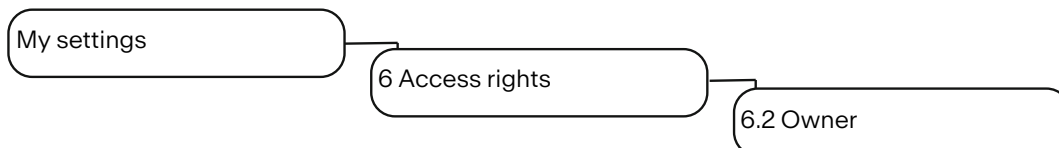
## 10.5.5 Menu 6 Access rights



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.

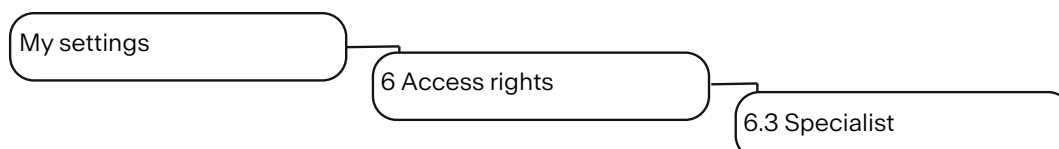
Menu item	PIN code (default values)
6.2 Owner	1111
6.3 Specialist	2222
6.4 Operator	7777
6.6 Key (secured) products	8888
6.7 On/Off machine	9999

### Menu item 6.2 Owner



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

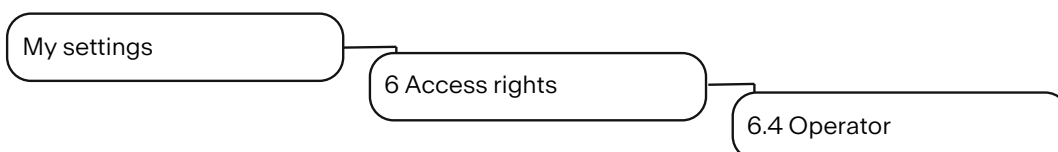
### Menu item 6.3 Specialist



Parameter	Value range	Remarks
Change PIN	Enter new PIN	Default PIN: 2222 Authorization: <ul style="list-style-type: none"> <li>– Limited access to Service menu, My Settings, Individualization and data transfer, Counters and Cleaning and maintenance</li> </ul>

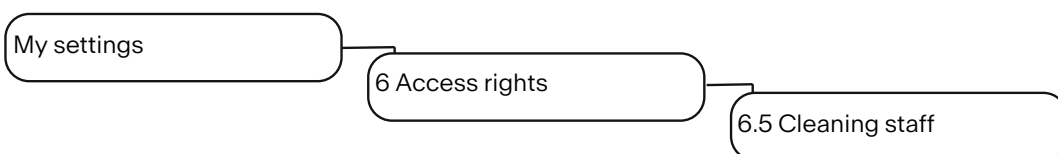
Parameter	Value range	Remarks
PIN set	- Yes	- Yes: PIN is active
	- No	- No: PIN is not active
Activate user profile	- Yes	- Yes: User profile is active
	- No	- No: User profile is not active
Open door to log on	- Yes	- Yes: Registration only works when the door is open
	- No	- No: Registration works even when the door is closed

### Menu item 6.4 Operator



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

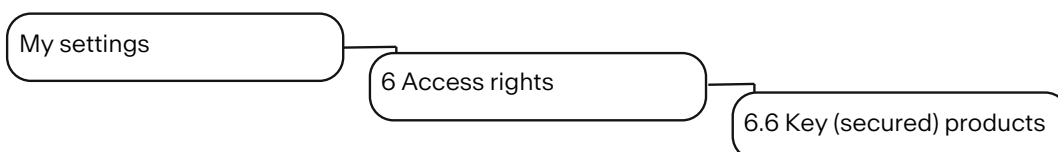
### Menu item 6.5 Cleaning staff



Parameter	Value range	Remarks
Change PIN	Enter new PIN	Default PIN: 5555 Authorization: - Only access to Cleaning and maintenance

Parameter	Value range	Remarks
PIN set	– Yes	– Yes: PIN is active
	– No	– No: PIN is not active
Activate user profile	– Yes	– Yes: User profile is active
	– No	– No: User profile is not active
Open door to log on	– Yes	– Yes: Registration only works when the door is open
	– No	– No: Registration works even when the door is closed

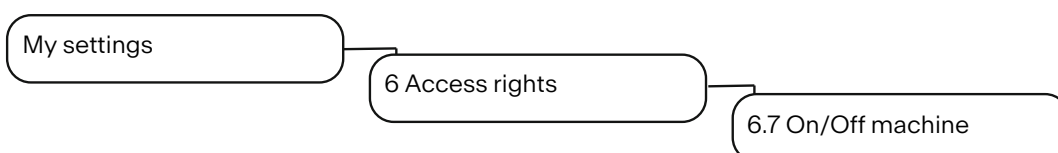
### Menu item 6.6 Key (secured) products



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

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

### Menu item 6.7 On/Off machine



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

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



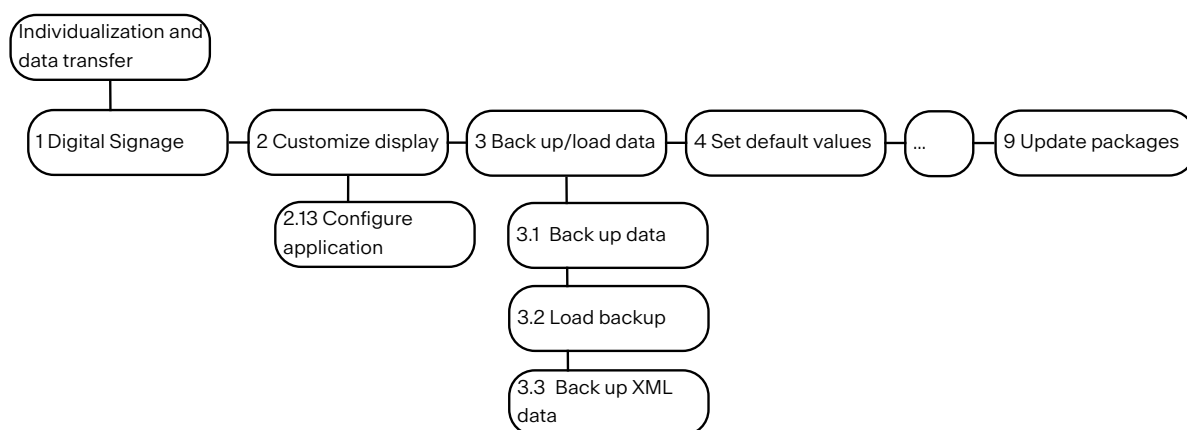
# 11 INDIVIDUALIZATION AND DATA TRANSFER

## 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.

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 [ 30 ]** operating mode.

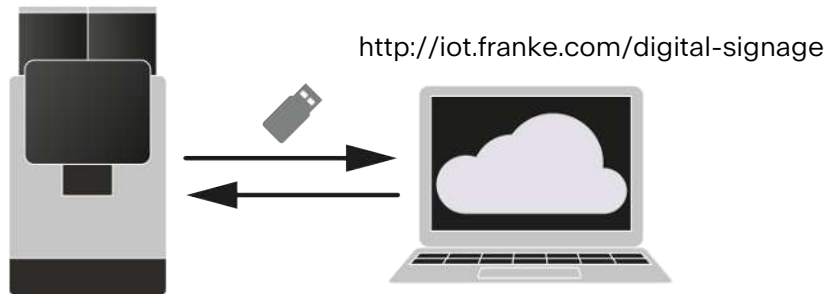
The digital cleaning instructions (PKT) are integrated directly into the software from software version 4.20 onwards.

## 11.3 Multimedia functions

- Use image files or video files as advertising media
- Use image files or video files as a 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 in the top right corner during product selection. The languages defined under Language 1-6 appear by tapping the flag. If a language is selected, the translated beverage names and billing information will appear. After the duration specified under Timeout language switching has elapsed, the default language specified under Language reappears. – No: language switching is deactivated
Timeout for language change	20–120 s	Waiting time after which the coffee machine switches back to the default language set in Language or under the 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, he	– Appears only if the value Yes is selected for Language change – 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"> <li>– Yes</li> <li>– No</li> </ul>	<ul style="list-style-type: none"> <li>– Activate/deactivate the display of nutritional value information</li> <li>– The nutritional information can be entered in chapter Menu 4 Nutritional value information</li> </ul>
Further nutritional value information	Free text input	

### 11.5.5 Accounting

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

### 11.5.6 Edge lighting

Setting	Value range	Remarks
Select lighting	<ul style="list-style-type: none"> <li>– Off</li> <li>– Color gradient</li> <li>– Flashing</li> <li>– User-defined</li> <li>– Red</li> <li>– Green</li> <li>– Blue</li> <li>– etc.</li> </ul>	
Error display via edge lighting	<ul style="list-style-type: none"> <li>– Yes</li> <li>– No</li> </ul>	If an error or message occurs, the edge lighting flashes in the respective color (yellow, orange or red).

### 11.5.7 Transaction approval (API)

Parameter	Value range	Remarks
Activate transaction approval	– Yes – No	
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"> <li>– Export configuration</li> <li>– Back up Franke media</li> <li>– Back up your own media</li> <li>– Eject USB stick automatically</li> <li>– Display of file name</li> </ul>

### 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"> <li>– Load backed up data (configuration, Franke media, your own media)</li> <li>– Eject USB stick automatically</li> </ul>

### 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"> <li>– Eject USB stick automatically</li> <li>– Display of file name</li> </ul>

## 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 <b>Apply</b> 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.

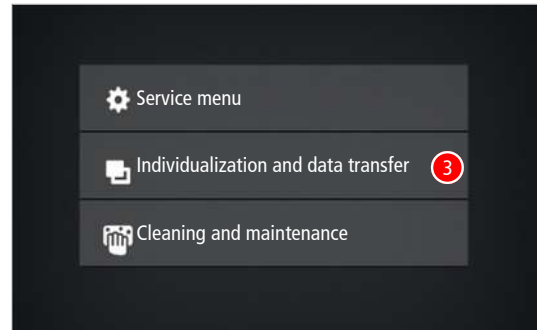
- ✓ A configuration, a menu bundle, or a new software version was loaded onto the coffee machine via the Provisioning or Deployment dashboard.

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.

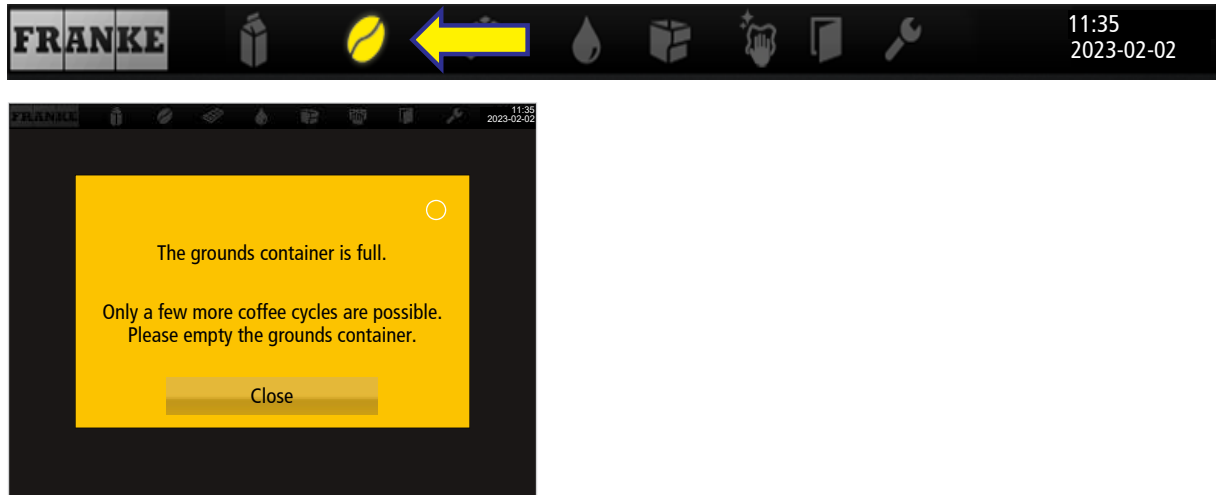
## 12 TROUBLESHOOTING

### 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 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"> <li>– Increase the grind coarseness and/or reduce the grind quantity</li> <li>– Remove the brewing module and rinse it out</li> <li>– Start the coffee machine cleaning process</li> </ul>
Touch screen not responding correctly	Overloaded machine software	<p>There are two different troubleshooting methods:</p> <ul style="list-style-type: none"> <li>– Method 1: Press and hold the red button on the right-hand side of the operator panel for 10 seconds to restart</li> <li>– 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</li> </ul>

## 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.

- 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 remedies
Coffee tastes stale	Grind too coarse	Select a finer grind <b>Setting the grind coarseness [ 26]</b>
	Too little coffee	Increase coffee quantity <b>Menu 2 Customize beverages [ 46]</b>
	Temperature too low	Increase temperature <b>Menu 2 Customize beverages [ 46]</b>
	Coffee is old	Use fresh coffee
	Bean hopper not locked correctly	Check the bean hopper latch
Coffee tastes strange	Poor grind	Contact customer service
	Minimal coffee usage	Fill a small amount of coffee beans into the bean hopper
	Spoiled coffee beans	Replace coffee beans
	Cleaner residue	Rinse the machine
	Dirty cup	Check the dishwasher
	Poor water quality (chlorine, hardness, etc.)	Have water quality tested <b>Water quality [ 24]</b>
Coffee tastes bitter	Temperature too high	Reduce coffee temperature <b>Menu 2 Customize beverages [ 46]</b>
	Grind too fine	Select a coarser grind <b>Set grind coarseness [ 26]</b>
	Coffee quantity too low	Increase coffee quantity <b>Menu 2 Customize beverages [ 46]</b>
	Roast too dark	Use lighter coffee roast
Coffee tastes sour	Temperature too low	Increase coffee temperature <b>Menu 2 Customize beverages [ 46]</b>
	Roast too light	Use darker coffee roast
	Grind too coarse	Select a finer grind <b>Set grind coarseness [ 26]</b>

## 13 DECOMMISSIONING

### 13.1 Preparing for decommissioning

1. Clean the machine using the automatic *Cleaning [ 35]* function.
2. Empty the bean hopper.
3. Clean the bean hopper.
4. Clean the grounds container.

### 13.2 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.

### 13.3 Short-term decommissioning (up to 3 weeks)

- ✓ The machine remains in place.
1. Clean the machine using the automatic cleaning function. *Cleaning [ 35]*
  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.

### 13.4 Long-term decommissioning



#### NOTICE

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

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

- a) Contact the Franke Service team for information regarding proper decommissioning and storage.
- b) Have your coffee machine drained by your service technician.
- c) Remedial maintenance may be required when commissioning the machine if it has been stored in excess of 6 months.

## 13.5 Transport and storage



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

### Transport conditions

Protect the machine from the following risks:

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

### Storage conditions

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

## 13.6 Recommissioning after prolonged periods of storage or non-use



### NOTICE

#### Deterioration in storage

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

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

## 14 DISPOSAL OF PARTS

### Disposal of consumables

- Beans 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	S700 (FCS4067)
Dimensions: Width/height/depth (mm)	340/540/600
Weight (kg)	38
Bean hopper capacity, one grinder (kg)	1,8
Noise emission (dB(A))	< 90
Ambient temperature (°C)	10-32
Humidity (%)	Max. 80
External wastewater tank volume (l)	16
Grounds container capacity	60-110 cakes, depending on the grind quantity
Brew boiler	Volume (l): 0,9 Operating pressure (bar): 12
Hot water boiler	Volume (l): 0,9 Operating pressure (bar): 12
Steam boiler	Volume (l): 1,7 Operating pressure (bar): 3

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

Hourly capacity	Single preparation (cups per hour)	Double preparation (cups per hour)
Espresso	160	238
Coffee/Café crème	109	141
Hot water (200 ml)	164	-

### 15.2 Electrical connection data

Voltage	Main power connection	Power rating (max.)	Fuse	Frequency
200–220 V	2LPE	4500-5100 W	30 A	60 Hz
220 V	2LPE/3LPE	5000-6300 W	30 A	60 Hz
220–240 V	1LNPE	5000-6000 W	30 A	50-60 Hz
220–240 V	2LPE	5000-6000 W	30 A	50-60 Hz
220–240 V	3LPE	6300-8500 W	30 A	50-60 Hz
380 V	3LPE	6300 W	30 A	50 Hz
380–415 V	3LPE	6800-7800 W	30 A	50-60 Hz

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