USER MANUAL
SB1200 FM CM
FCS4050

en

Original operating instructions • 20169320 • 01 • 8/12/2020

Read the user manual before working on the machine.

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

FRANKE

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1 FOR YOUR SAFETY

1.1 Intended use

1.1.1 Coffee machine

- The SB1200 FM CM is a commercial machine for preparing drinks and is intended for the SB1200 (specialty beverage station). It is designed for use in food services, the hotel industry, offices and other similar environments.
- The SB1200 FM CM is designed to process whole coffee beans, ground coffee, powder that is suitable for automatic devices, fresh milk, milk drinks, syrup and ready-to-drink beverages (e.g. cold brew coffee).
- The SB1200 FM CM is intended for the preparation of drinks in accordance with these instructions and the technical data.
- The SB1200 FM CM is intended for operation indoors.

Please note

- The SB1200 FM CM is not suitable for use outdoors.

1.1.2 Add-on units

Cooling unit

- The cooling unit is intended exclusively for use in enclosed furniture with ventilation openings to prevent liquids from entering the unit. The cooling unit must not be used free-standing.
- The cooling unit UT40 is designed exclusively to keep milk and ready-to-drink beverages cool for the preparation of beverages with a Franke coffee machine.
- Only use pre-cooled milk and pre-cooled ready-to-drink beverages (2–5 °C).
- Use only the recommended cleaners from Franke.

Please note

- Other cleaners may leave residues in the cold media (milk/ready-to-drink beverage) system.

CleanMaster

- The CleanMaster is intended exclusively for operation indoors.
- The CleanMaster is intended exclusively for cleaning the Franke coffee machine and the Franke add-on units.
- Do not place or use any electrical appliances inside the CleanMaster.
- Use only the recommended cleaners from Franke.

Please note

- Other cleaners may leave residues in the milk and cold media (ready-to-drink beverage) system.

Flavor Station (optional)

- The Flavor Station is intended exclusively for the automatic conveyance of syrups and other fluid aromas for the preparation of drinks.

Please note

- The Flavor Station is not designed to pump viscous fluids such as chocolate sauce.
- The Flavor Station is not suitable for the storage of alcoholic or explosive substances.

1.2 Prerequisites for using the SB1200 (Specialty Beverage Station)

- The SB1200 (Specialty Beverage Station) is intended for use as a self-service machine.
- For users' safety, the SB1200 (Specialty Beverage Station) must be monitored at all times.
- Before cleaning the SB1200 (Specialty Beverage Station), staff must make sure that they have read and understood the manual.
- Do not operate the SB1200 (Specialty Beverage Station) until you have completely read and understood this manual.
- Do not use the SB1200 (Specialty Beverage Station) if you are not familiar with the various functions.
- Do not use the SB1200 (Specialty Beverage Station) if the connection lines of the SB1200 (Specialty Beverage Station) are damaged.
- Do not use the SB1200 (Specialty Beverage Station) unless the SB1200 (Specialty Beverage Station) has been cleaned or filled as intended.
- Children under the age of 8 years are not permitted to use the SB1200 (Specialty Beverage Station).
- Children or persons who are challenged with respect to physical, sensory or mental abilities must not use the SB1200 (Specialty Beverage Station) except under supervision, nor should they play with the SB1200 (Specialty Beverage Station).
- Children are not permitted to carry out any cleaning on the SB1200 (Specialty Beverage Station).

1.3 Explanation of safety instructions according to ANSI

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

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 push-on fittings can lead to electrocution.

a) Do not connect any damaged power cords, pipes or push-on fittings to the power grid.

b) Replace damaged power cords, pipes or push-on fittings.
If the power cord is permanently assembled, contact the service technician. If the power cord is not permanently assembled, order and use a new, original power cord.

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

d) Ensure that the power cord is not pinched and does not chafe on sharp edges.

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 work carried out by authorized persons with corresponding qualifications only.

WARNING

Danger of suffocation

Plastic packaging materials could cause children to suffocate.

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

WARNING

Risk of scalding

Hot water is released during rinsing.

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

b) Do not place anything on the drip grid.

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

WARNING

Risk of scalding

Hot drinks can lead to scalding.

a) Always be careful with hot drinks.

b) Use only suitable drinking vessels.

WARNING

Risk of scalding

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

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

WARNING

Risk of injury

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

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

CAUTION

Cutting injuries/crushing

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

a) Exercise care when cleaning the powder hopper.

CAUTION

Irritation from cleaners

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

d) Cleaners must not find their way into drinks.

CAUTION

Health hazard due to germ formation

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

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

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

c) Inform operating personnel of the necessary cleaning measures.

CAUTION

Health hazard due to germ formation

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

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

CAUTION

Formation of mold

Mold can form on the coffee grounds.

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

NOTICE

Risk of damage to the coffee machine

If the spout cleaning device is placed on the drip grid too soon, the dispensing spout will move toward the spout cleaning device. This may damage the coffee machine and/or the spout cleaning device.

a) Only place the spout cleaning device on the drip grid when prompted to do so, and only once the dispensing spout has been fully lowered.

2 EXPLANATION OF SYMBOLS

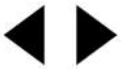
2.1 Symbols used in the manual

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. Refer to the "*Troubleshooting [▷ 72]*" chapter for help if an error occurs.

Symbol	Designation	Description
	Franke logo	Call up the maintenance level
	Servicing/cleaning	Machine must be cleaned and/or serviced
	Coffee bean	Bean hopper is empty or not installed correctly
	Grounds container	Grounds container must be emptied
	Rinse	Machine must be rinsed or machine rinses
	Product	
	Payment	Payment active
	Data transfer	Data being transferred
	Individual products counter	
	Individualization	Modify drinks and depiction
	Info	
	Inactive	

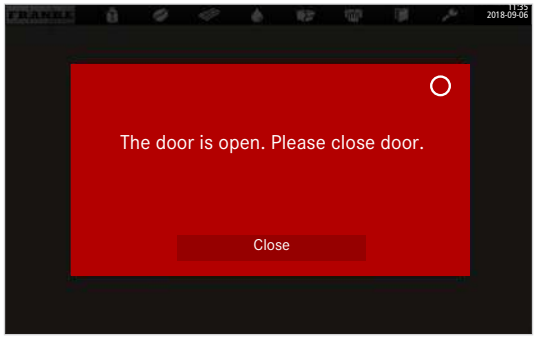
Symbol	Designation	Description
	Standby	Switch the machine to standby
	Door	The door is open.
	Service/configuration/administration	
	First Shot	Preheat system
	Favorites	Favorites button, can be assigned to a function that is used frequently
	Double product	Prepare double drink quantity (double dispensing)
	Ground coffee	
	Advertising images	
	Screen saver	
	Brightness	Set brightness
	Bean left/right	Active grinder

Symbol	Designation	Description
	Info	
	Product	
	Event log	List of event and error messages
	Powder resource	The powder hopper is empty or has not been inserted correctly
	Milk	Milk container is empty or not installed correctly

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.

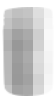


Color code for error messages

	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 device configuration. Additional accessories may be obtained directly from your retailer or from Franke Kaffeemaschinen AG in Aarburg, Switzerland.

	Item description	Item number
	Manual set (SB1200 FM CM)	560.0604.731
	Metal braided hose	560.0003.679
	Cleaning tablets (100 pcs.)	567.0000.010
	Cleaning tablets (China)	567.0000.016
	Cleaning tablets (USA/Canada)	567.0000.002
	Cleaning brushes	560.0003.728
	Twisted-in-wire brush	560.0001.019

	Item description	Item number
	Cleaning brush	560.0003.716
	Microfiber cloth	560.0002.315
	Grinder adjustment wrench	560.0003.876
	Aerator / hose wrench	560.0522.696
	USB stick (4 GB)	560.0003.285
	Spout cleaning device	560.0604.024
	Adapter for CAN cable	560.0002.932
	Colored labels	560.0615.308
	Cable ties, blue	560.0005.818
	Cable ties, green	560.0615.418
	Cable ties, red	560.0005.819
	Cable ties, black	560.0615.421
	Adapter for CAN cable	560.0002.932

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-hand interior wall.

4.1.2 Cooling unit UT 40 CM

The type plate is located in the center of the right-hand side panel of the cooling chamber.

4.1.3 CleanMaster

The type plate of the pump module CleanMaster and the Flavor Station CleanMaster is located on top of the housing.

4.1.4 FSU60 CM (optional)

The type plate of the under-counter Flavor Station FSU60 CM is located on top of the left-hand side of the housing.

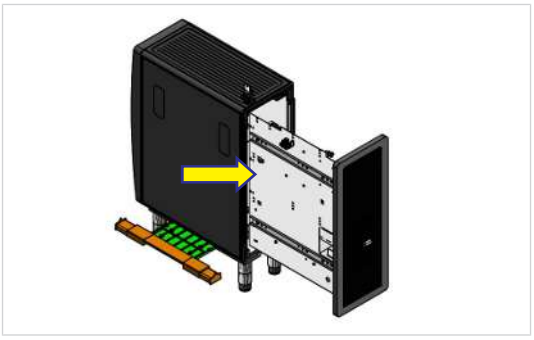
4.1.5 CW (option)

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

4.1.6 AC125 (option)

The type plate of the AC125 is located on the right-hand inner side.

4.1.7 AC200 (option)



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

4.2 Type codes

4.2.1 Coffee machine

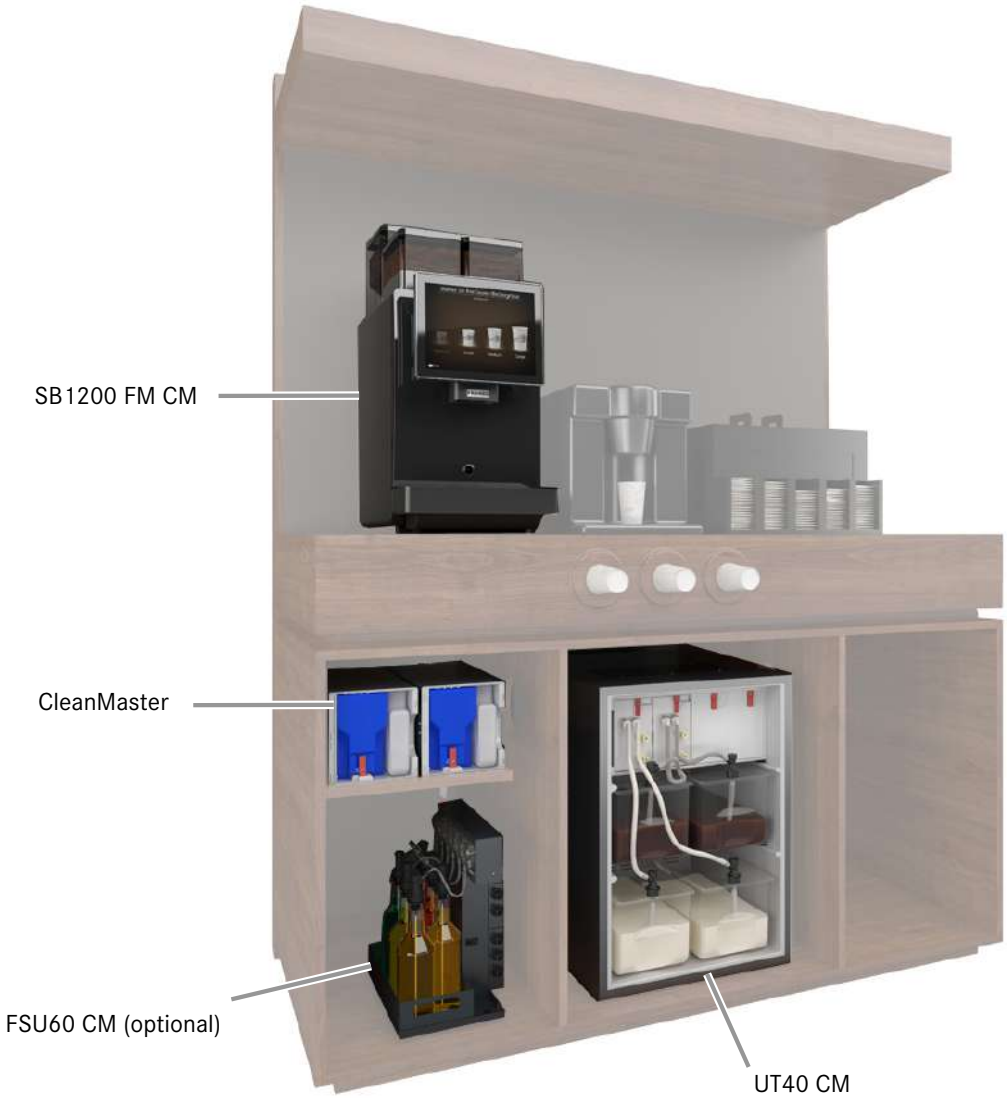
Type code	Description
SB1200	Coffee machine (specialty beverage station) Series: SB Overall size: 1200
2G	2 grinders
1P	1 powder dosing unit
1IC	Iced Coffee Module (IC)
2P	2 powder dosing units
CM	CleanMaster
FM	FoamMaster (cold and warm milk/media, cold and warm milk foam)

4.2.2 Add-on units

Type code	Description
CM MA	CleanMaster module (master)
CM SL	CleanMaster module (slave)
FSU60 CM	Under-counter Flavor Station with 6 syrup pumps and CleanMaster cleaning system
UT40 CM	Under-counter cooling unit (40 l) with CleanMaster cleaning system
1OM	1 x one-media pump module
2OM	2 x one-media pump modules
3OM	3 x one-media pump modules
4OM	4 x one-media pump modules
1DM	1 x double-media pump module
2DM	2 x double-media pump modules

5 DESCRIPTION OF MACHINE

5.1 SB1200 (Specialty Beverage Station)



The SB1200 (Specialty Beverage Station) comprises the coffee machine SB1200 FM CM, the under-counter cooling unit UT40 CM with pump module CleanMaster and the optional under-counter Flavor Station FSU60 CM with Clean-Master. To provide you with an overview of your specialty beverage station, a sample configuration is illustrated here. Please note that, depending on how it is configured, your beverage station may differ from this illustration; the cabinets in the illustration are shown as an example only.

5.1.1 Standard

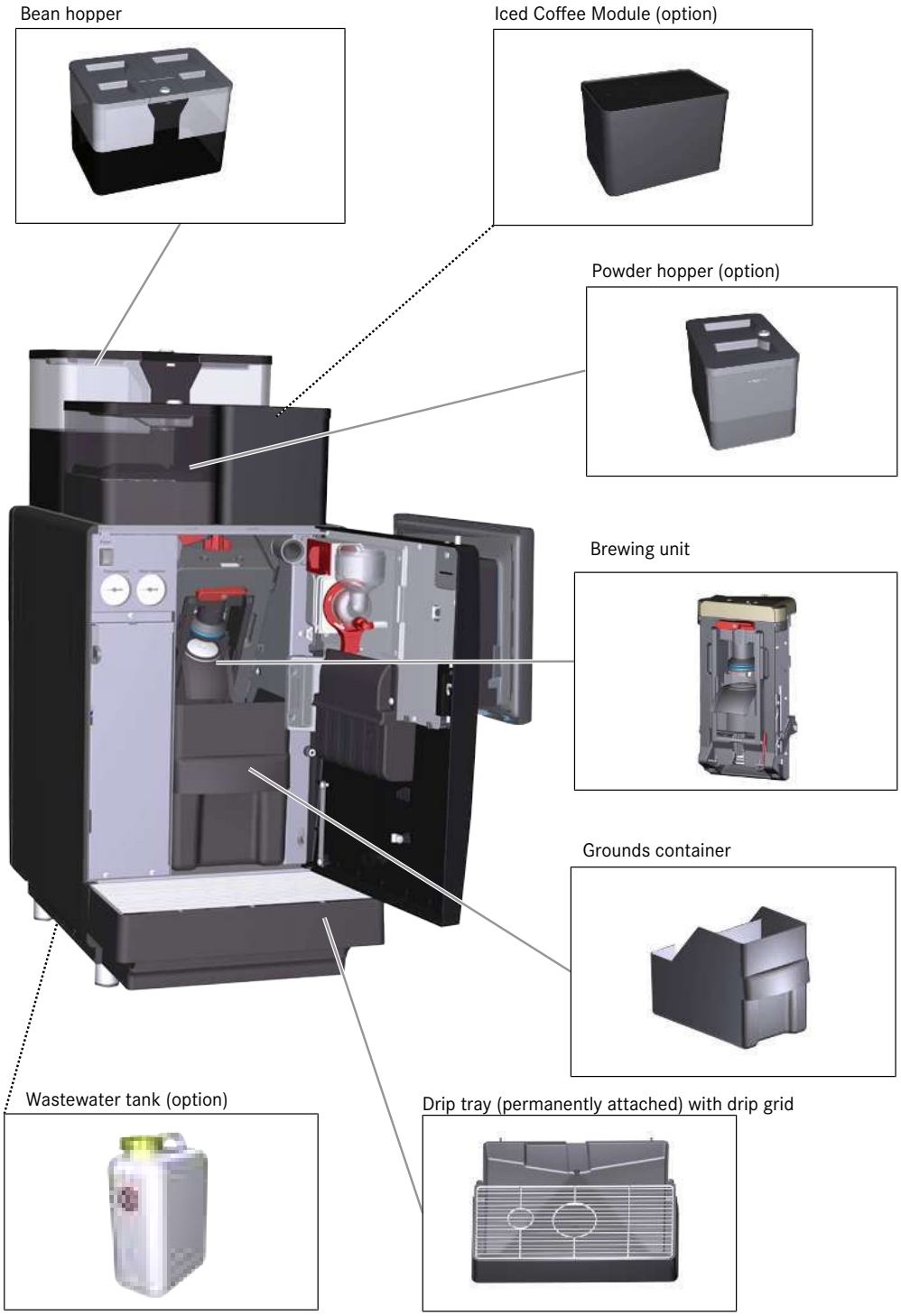
- Two grinders (rear, left and right)
- Single spout with integrated hot water spout and automatic height adjustment
- iQFlow
- First Shot
- Pump module CleanMaster (for the cooling unit)
- Water connection
- Cup sensor
- M2M/telemetry-enabled (IoT ready)
- 12.1" touch display with cup lighting

5.1.2 Options

- Powder hopper
- Iced Coffee Module (right-front)
- Coffee ground chute
- Lockable bean and powder hopper
- Molded gasket
- Adjustable feet, 70 mm
- Adjustable feet, 100 mm
- Tank kit (not in conjunction with Iced Coffee Module)

– Franke Digital Services

5.1.3 Coffee machine components



Iced Coffee Module (option)

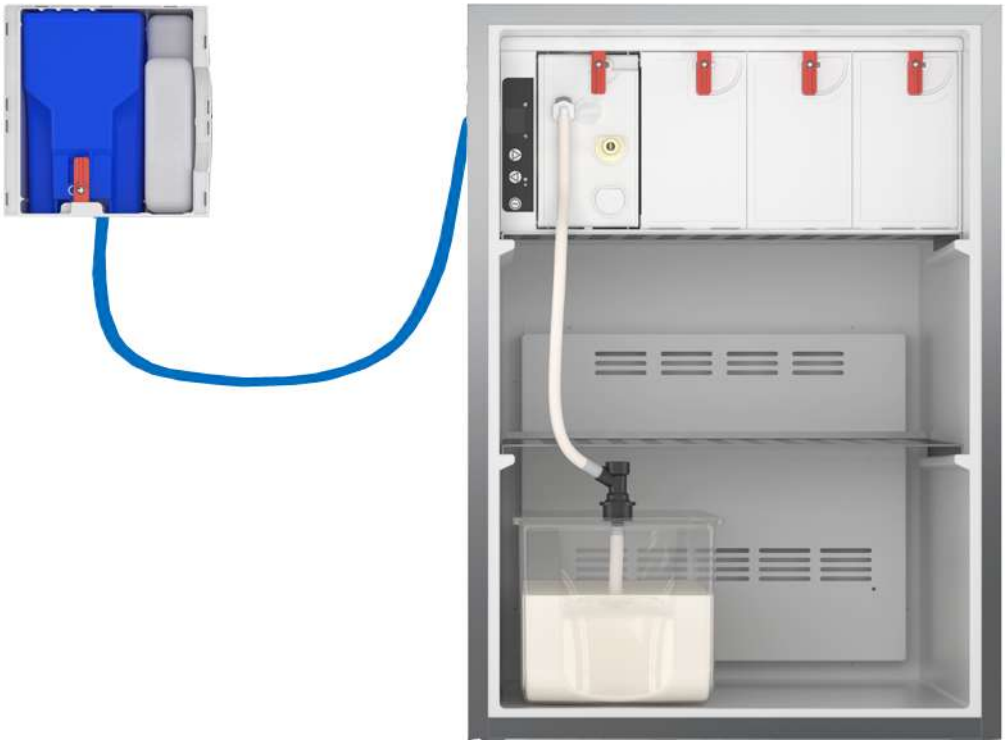
- The Iced Coffee Module is located at the front right of the coffee machine.
- The Iced Coffee Module actively cools the freshly brewed coffee to below 40 °C.
- The module is available as an optional extra and cannot be retrofitted.
- The Iced Coffee Module is cleaned as part of the existing coffee 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 a great many possibilities with regard to the drinks you can make, e.g. iced espressos, iced coffees and iced Americanos. These drinks can also be combined with milk, milk foam and/or syrup.

Iced Espresso | Iced Coffee | Iced Americano | Iced Cappuccino | Iced Latte | Iced Latte Macchiato

5.2 Add-on units

5.2.1 Cooling unit UT40 FM CM with pump module(s)



Cooling unit UT40 CM with pump module and pump module CleanMaster

Standard

- The cooling unit door opens to the right.
- 1 x OM pump module (pump module with a hose and a plug-in coupling)
- 1 x 10 l Franke container
- Connections for Franke containers
- Automatic cleaning system (pump module CleanMaster)
- Connections for a coffee machine

Options

- 2 to 4 x pump modules (OM or DM pump modules)
- 2 to 4 x 10 l Franke containers

Additional storage means

- 4 x bag-in-boxes (max. dimensions 200 x 210 x 330 mm)

Further information can be found in the user manual for the UT40 CM cooling unit.

5.2.2 Flavor Station FSU60 CM (option)

Our under-counter Flavor Station FSU60 CM is available to you as an optional extra for extraordinary creations. You can use the Flavor Station to extend your range with up to six different flavors.

Further information can be found in the user manual for the FSU60 CM.

5.2.3 Cup warmer (option)

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

5.2.4 Accounting system (optional)

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

Interfaces:

- VIP

Payment systems:

- Coin validator
- Coin changer
- Card readers

5.3 Overview of operating modes

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 Quick Select operating mode

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

Structure of the user interface

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

Individual adaptations

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

5.3.3 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

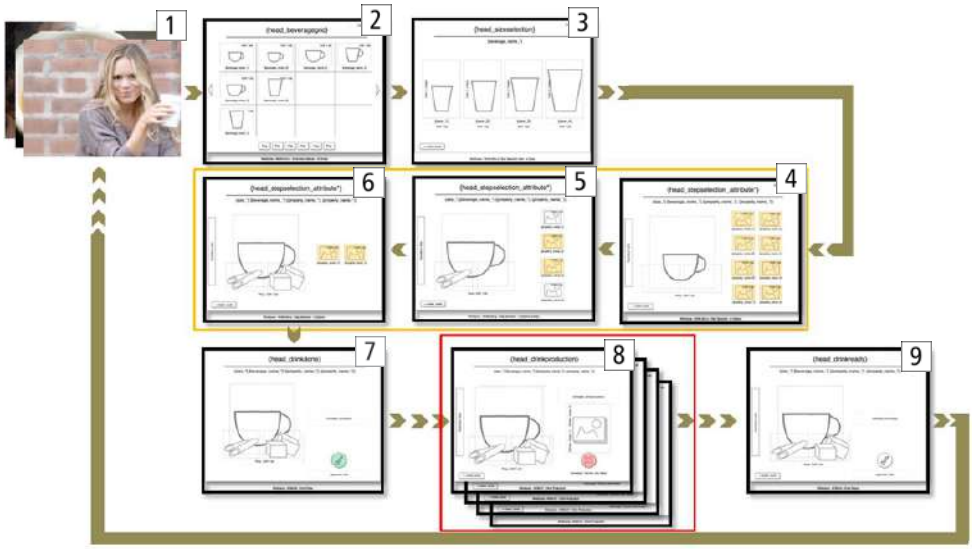
5.3.4 Individual Operating Mode

What is the Individual Operating Mode?

- New Graphical User Interface
- Guided product selection process
- Developed for self-service environments
- Improved guided payment process
- From software version 2.60, two individually adjustable operating modes: Step by Step and Pop-Up

The Individual Operating Mode only works with Step by Step and Pop-Up.

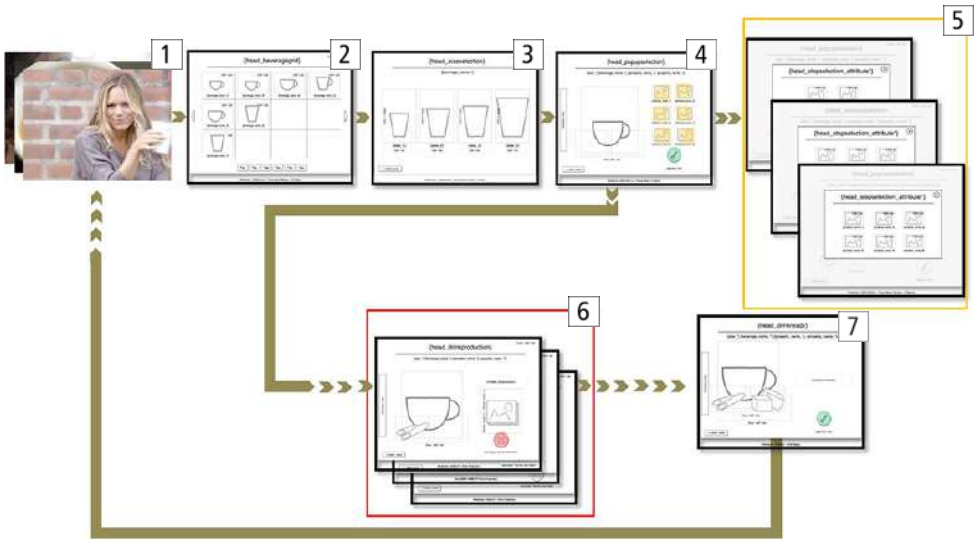
Step by Step



1	Screen saver
2	Select beverage
3	Select cup/mug size
4–6	Select filter attribute values for filter attributes like flavor or milk type. Customers are guided through the Individual Operating Mode GUI step by step. Each filter attribute is shown on a separate screen. Up to eight filter attributes can be used.
7	Start beverage preparation: Confirm beverage selection, select payment type
8	The beverage is being prepared. Advertising media, e.g. images and videos, can be shown while the beverage is being prepared.

9	Beverage preparation complete

Pop-Up



1	Screen saver
2	Select beverage
3	Select cup/mug size
4	Beverage preview
	Possible next steps: Select filter attribute values for filter attributes [5] or start beverage preparation without product selection filter [6]
5	Filter attributes: Flavor, milk type, bean type, etc. Each filter attribute is shown in a separate Pop-Up window. The Pop-Up window closes after selection. Up to six filter attributes can be shown.
6	Start beverage preparation: Confirm beverage selection, select payment type The beverage is being prepared. Advertising media, e.g. images and videos, can be shown while the beverage is being prepared.
7	Beverage preparation complete

6 INSTALLATION

6.1 Preparations

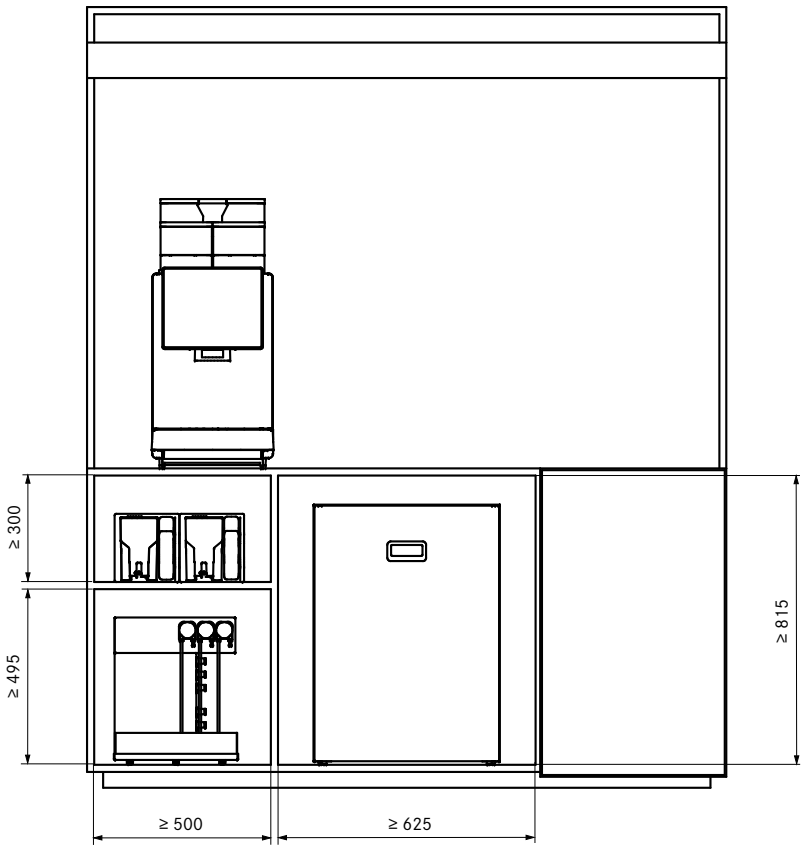
- The power connection for the coffee machine must be protected using a residual current circuit-breaker (RCCB).
- Each terminal of the power supply must be able to be interrupted using a switch.
- The mains water connection must meet the *Requirements of the water supply [▶ 33]* as well as the federal, state, and local regulations.
- The coffee machine must be connected to the water supply with the supplied hose set. Do not use any other water hoses that happen to be present.
- Make sure to provide a stable, ergonomic cup tray (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. The technician will walk you through the basic functions.

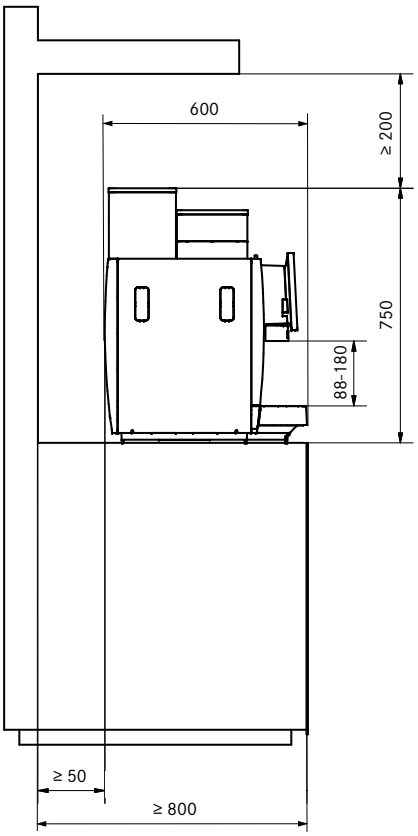
6.2 Dimensions of the SB1200 FM CM with UT40 CM and other add-on units

Furniture

More comprehensive specifications are required for setting up the furniture. Consult the design data in this regard.



Front view of device and furniture



SB1200 side view

NOTICE

Overheating damage

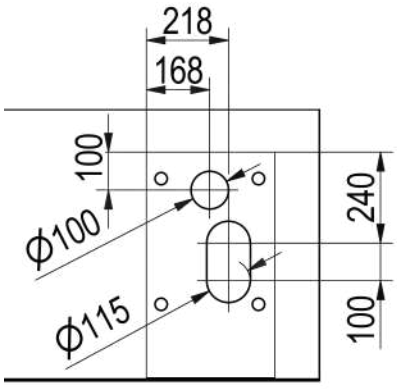
If the clearances around and above the machine are too small, heat may accumulate in the machine and lead to faults.

a) Maintain the prescribed installation dimensions and clearances.

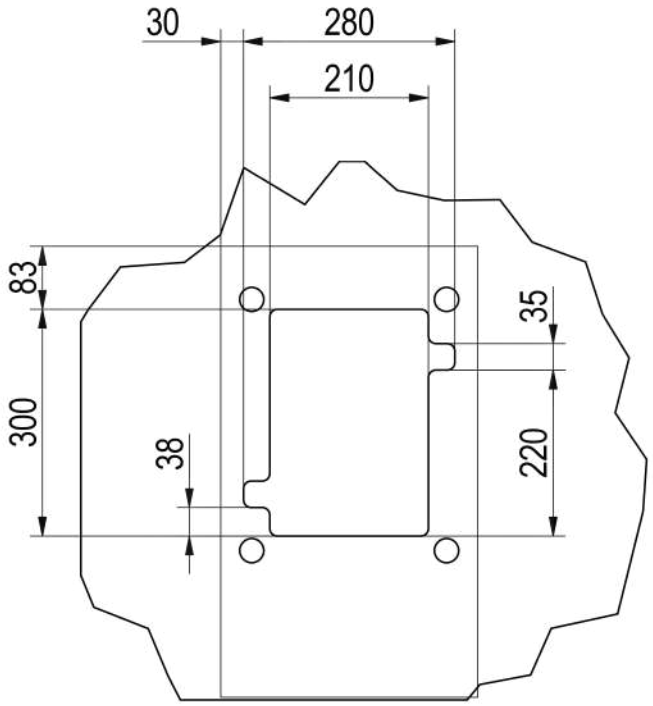
b) Take care to ensure that the clearance spaces are not blocked.

Openings in counter top

The following illustrations are examples. Please refer to the design data for the details matching your configuration.



Openings in counter top when using adjustable feet



Opening in counter top when using the molded gasket

6.2.1 Adjustable feet

Adjustable feet of 40 mm in height are included in the scope of delivery if no other option is chosen when ordering the coffee machine. Taller adjustable feet or a molded gasket with short feet are also optionally available.

Height of adjustable feet	Total height
40 mm standard	750 mm + 40 mm = 790 mm
70 mm (option)	750 mm + 70 mm = 820 mm
100 mm (option)	750 mm + 100 mm = 850 mm

6.3 Requirements of the water supply

6.3.1 Water connection

Water pressure	80–800 kPa (0.8–8.0 bar)
Flow rate	> 0.1 l/sec
Water temperature	< 25 °C
Connection to the mains water connection	Union nut G3/8 and metal hose l = 1.5 m Only connect with the hose kit provided

- The mains water connection must meet the requirements of the technical data and comply with applicable federal, state, and local regulations.
- The mains water connection must have a backflow prevention device.
- The mains water connection must be equipped with a shut-off valve and a check valve with an upstream filter accessible for inspection. It must be possible for the filter to be removed for cleaning.
- Water from a 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 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

- Two drain hoses: D = 16 mm, L = 2 m
- Connection to a lower-lying siphon

7 FILLING AND EMPTYING

7.1 Filling beans

WARNING

Risk of injury

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

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

NOTICE

Poor drink quality

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

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

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

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

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

1. Lift the bean hopper lid.

2. Add coffee beans.

3. Fit the lid.

7.2 Filling powder

1. Lift off the powder hopper lid.

3. Fit the lid.

2. Fill with powder that is suitable for automatic coffee makers.

7.3 Filling media

CAUTION

Germs in unpasteurized milk

Germs in unpasteurized milk could pose a health hazard.

a) Do not use any unpasteurized milk.

b) Only use pasteurized or long-life milk.

NOTICE

Damage or breakage of grate

If the maximum load capacity of the grate in the cooling unit is exceeded, this can lead to damage or breakage.

a) Ensure that the maximum load capacity of the grate (22 kg) is not exceeded.

NOTICE

Machine damage

Using incorrect liquids can damage the machine.

a) Only fill milk or ready-to-drink beverages into the Franke container.

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

NOTICE

Impaired drink quality

Incorrect handling of milk and ready-to-use beverages can lead to quality problems.

a) Only clean containers should be filled with milk and ready-to-drink beverages.

b) Only use pre-cooled milk and pre-cooled ready-to-drink beverages (2–5 °C).

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

The cold media system is prepared semi-automatically after a cleaning or a filling procedure. Please follow the instructions in the error/event messages. Access to the error/event messages is through the dashboard and requires no login.

1. Open the door.

2. Switch on the cooling unit.

   ⇨ The current cooling chamber temperature is displayed.

3. Disconnect the plug-in couplings from the container and connect to the pump module.

4. Remove the container.

5. Remove the container lid.

6. Pour cold milk or a cold medium into the container.

7. Connect the plug-in coupling to the container.

8. Slide the container all the way into the cooling chamber.

9. Close door.

7.4 Filling the Flavor Station FSU60 CM

The switch for switching the FSU60 CM on is located at the front in the center of the housing.

1. Open the furniture.
2. Pull the Flavor Station out so that the unit is accessible.

3. Disconnect the plug-in couplings from the cleaning adapters.
4. Place all the bottles in the bottle tray of the Flavor Station.

5. Connect the plug-in couplings to the syrup bottles.

⇨ All the syrup bottles are connected to the Flavor Station.

⇨ Connect all unused plug-in couplings to the cleaning adapters.

6. Switch on the Flavor Station.

7. Slide the Flavor Station back into the furniture.
8. Close the furniture.

7.5 Setting the grind coarseness

WARNING

Risk of injury

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

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

NOTICE

Impairment of function

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

a) Push the locking slide all the way in.

Grinder adjustment wrench (560.0003.876)

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

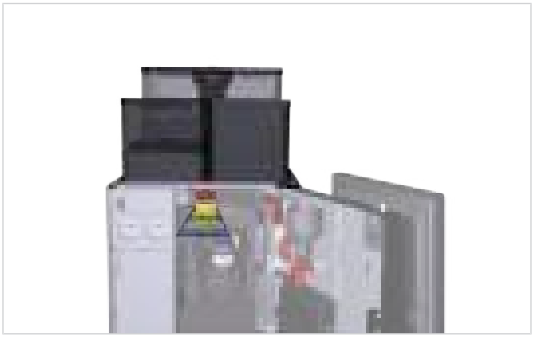
If required, the grind coarseness can be set in stages for each grinder.

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

2. Lift up bean hopper and powder hoppers.

3. If necessary adjust grind coarseness with the grinder adjustment spanner.
   - ⇨ Turn counterclockwise for a finer grind.
   - ⇨ Turn clockwise for a coarser grind.
4. Refit the bean hopper.
5. Check the grind produced and adjust if necessary.

6. Replace the bean hopper.



7. Push the locking slide all the way in.

7.6 Emptying the bean hopper

NOTICE

Impairment of function

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

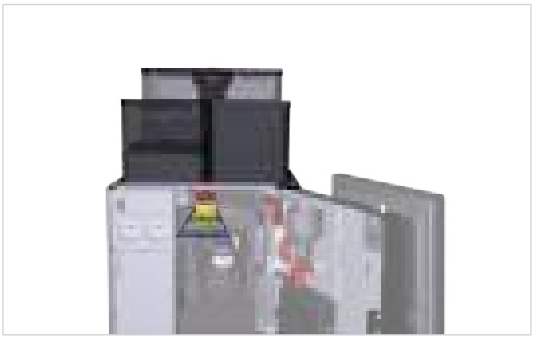
a) Push the locking slide all the way in.

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

2. Lift up bean hopper and powder hoppers.

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

4. Replace the bean hopper.



5. Push the locking slide all the way in.

7.7 Emptying the powder hopper

CAUTION

Cutting injuries/crushing

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

a) Exercise care when cleaning the powder hopper.

NOTICE

Contamination from powder

Powder can fall from the powder hopper.

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

NOTICE

Impairment of function

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

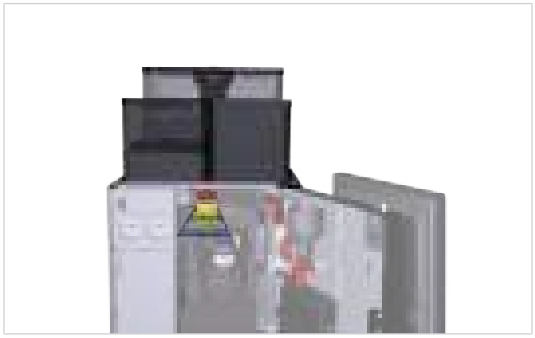
a) Push the locking slide all the way in.

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

2. Lift and remove the powder hopper.

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

4. Replace the powder hopper.



5. Push the locking slide all the way in.

7.8 Emptying the grounds container

NOTICE

Formation of mold

Coffee residue can lead to the formation of mold.

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

1. Open the door.

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

2. Remove the grounds container.

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

4. Replace the grounds container and close the door.

7.9 Emptying the cooling unit

CAUTION

Health hazard due to germ formation

Inadequate cleaning can result in food residues accumulating in the machine and at the outlets, 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.

NOTICE

Spoiled milk

Insufficient cooling or hygiene can cause milk to spoil.

a) Only use pre-cooled milk (2.0–5.0 °C).

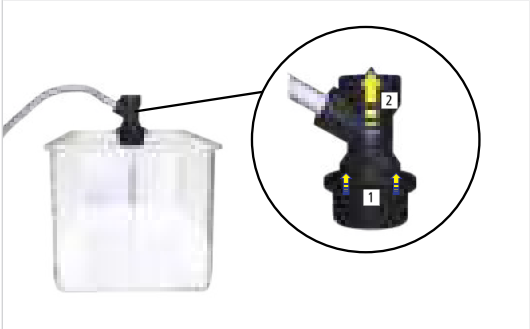
b) Only store milk in the cooling unit when the cooling unit is in operation. Outside operating hours, e.g. overnight, store the milk in a cooling unit.

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

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

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

1. Open the door.



2. Disconnect the plug-in coupling(s) from the container(s).
3. Connect the plug-in coupling(s) to the pump module(s).

4. Remove the container.

5. Store the milk or cold media (ready-to-drink beverages) in a refrigerator or dispose of if necessary.

6. Clean the container, the parts that come into contact with milk/cold media, and the cooling chamber.

7. Insert the clean container(s).

8. Switch off the cooling unit if it is no longer required.

9. After switching off, do not close the cooling unit door all the way, but leave it slightly open in order to prevent the formation of odors.

8 PREPARING DRINKS

WARNING

Risk of scalding

Hot drinks can lead to scalding.

a) Always be careful with hot drinks.

b) Use only suitable drinking vessels.

Thanks to the newly designed single spout, all beverages, including hot water, are dispensed centrally at the front of the machine. Furthermore, the spout does not need to be disassembled during the cleaning cycle as it is cleaned using the spout cleaning device during the semi-automatic cleaning process.

8.1 Dispensing drinks with Quick Select

1. Place an appropriate drinking vessel under the spout.
2. Select a product.
   ⇨ The product preview will appear.
3. Select product options.
4. Press the green button to start the preparation process.

⇨ The drink is prepared.

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

8.2 Preparing hot water

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

Example: Quick Select

1. Place an appropriate drinking vessel under the spout.

2. Select **Tea water**.

3. Select cup size.

⇨ Hot water is dispensed until the cycle is complete.

9 CLEANING

9.1 Introduction

Your responsibility for the perfect coffee experience. 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.

Symbol for cleaning

Clean removable parts using the 5-step method.

NOTICE

Soiled accessories

Soiled accessories can have a negative affect on the functionality of the machine and the quality of the drinks produced.

a) Clean the accessories by using the 5-step method.

b) Follow the applicable instructions for accessories.

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

Additional areas to be cleaned

- Inner surfaces and shelf in the cooling chamber
- Inner side of the door and lip seal
- Bean and powder hoppers
- Plug-in couplings of cooling unit and Flavor Station (option)

9.2 Required cleaning accessory

- Cleaning tablets
- Microfiber cloth
- Brush set
- Milk system cleaning agent
- Spout cleaning device

9.3 5-step method

Clean the removable components of your Specialty Beverage Station using the 5-step method.

Coffee machine:

- Grounds container
- Spout cleaning device
- Mixer with mixer blade
- Powder chute

Cooling unit:

- Medium container
- Lid, suction hose and suction nozzle

CleanMaster:

- Cleaning container with lid

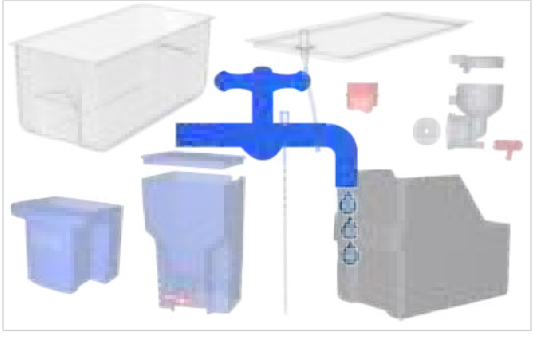
Flavor Station (option):

- Suction hose with suction nozzle

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

3. Wash the parts.

2. Soak the parts in hot water with a mild cleaner.



4. Rinse the parts thoroughly.

5. Dry the parts.

9.4 Starting the cleaning process

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

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.

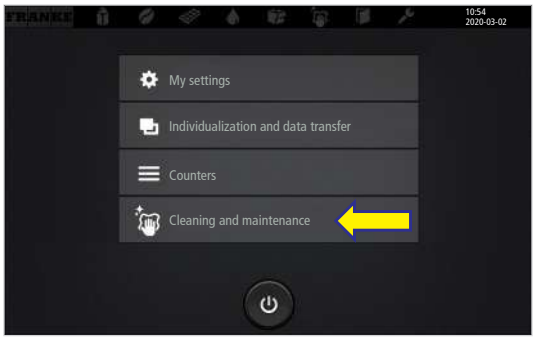
a) Keep hands away from the spouts and nozzles during this process.

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.

2. Enter the PIN. *PIN codes [▶ 52]*

3. Press **OK**.



4. Select **Cleaning and maintenance**.

5. Select **Clean entire system**.
6. Confirm message with **Yes** to begin the cleaning process.
7. Follow the instructions on the user interface and confirm the individual steps by selecting **Next**.

⇨ The machine shows the next step.

9.5 Rinsing coffee machine

WARNING

Risk of scalding

Hot water is released during rinsing.

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

b) Do not place anything on the drip grid.

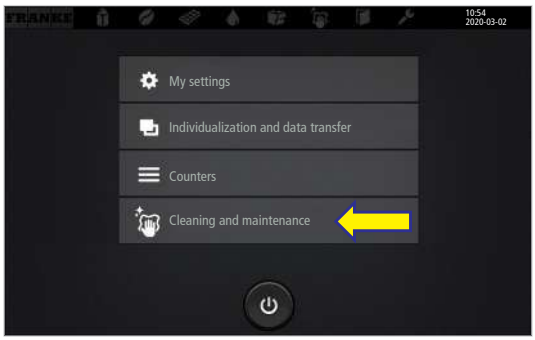
c) IN CASE OF SCALDING: Immediately cool the affected area and, depending on the severity of the injury, consult a doctor.

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

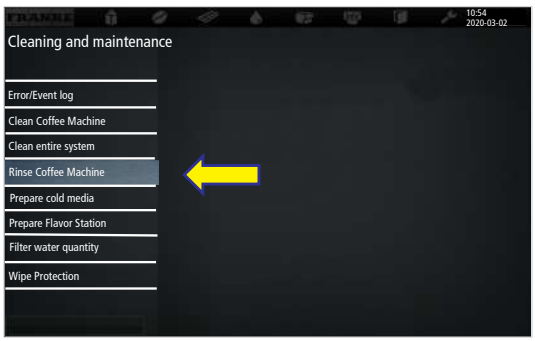
The machine automatically rinses after certain time intervals as well as when it is switched on or off.

1. Tap the Franke logo.

2. Enter the PIN. *PIN codes [▶ 52]*
3. Press **OK**.



4. Select **Cleaning and maintenance**.



5. Tap **Rinse Coffee Machine** and confirm.

⇨ The coffee machine is being rinsed.

9.6 Cleaning the bean hopper and powder hopper

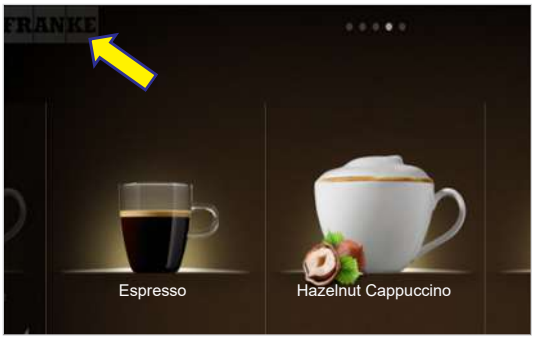
✓ Use a dry cloth or one that has been moistened with water only.

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

1. Use a cloth to remove the oil film from the inside of the bean hopper on a daily basis.

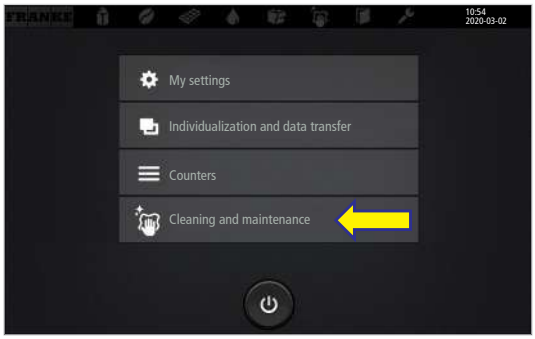
9.7 Cleaning the screen

You cannot cancel the locking function of the operating interface. The locking function lasts 20 seconds.

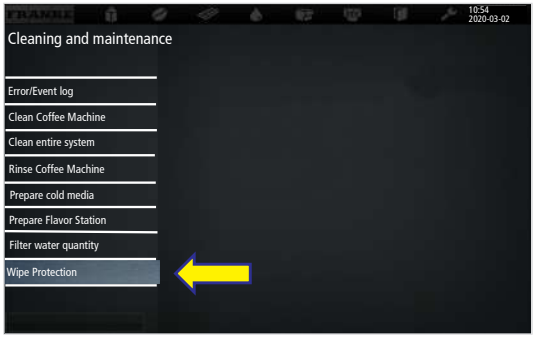


1. Tap the Franke logo.

2. Enter the PIN. *PIN codes [▶ 52]*
3. Press **OK**.



4. Select **Cleaning and maintenance**.



5. Select **Wipe Protection** .

   ⇨ The operating interface is locked for 20 seconds.

6. Clean the screen.

⇨ The maintenance level appears.

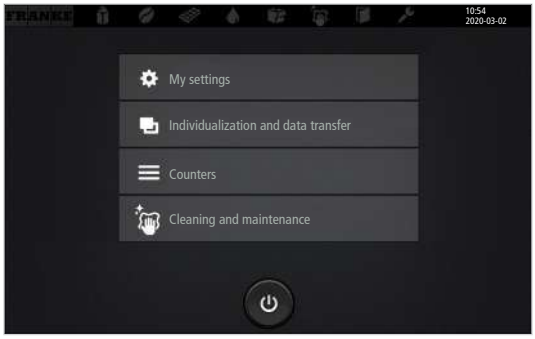
10 CONFIGURATION

10.1 Switching to the maintenance level

1. Tap the Franke logo.

2. Enter the PIN. *PIN codes [▶ 52]*

3. Press **OK**.



4. Select Menu.

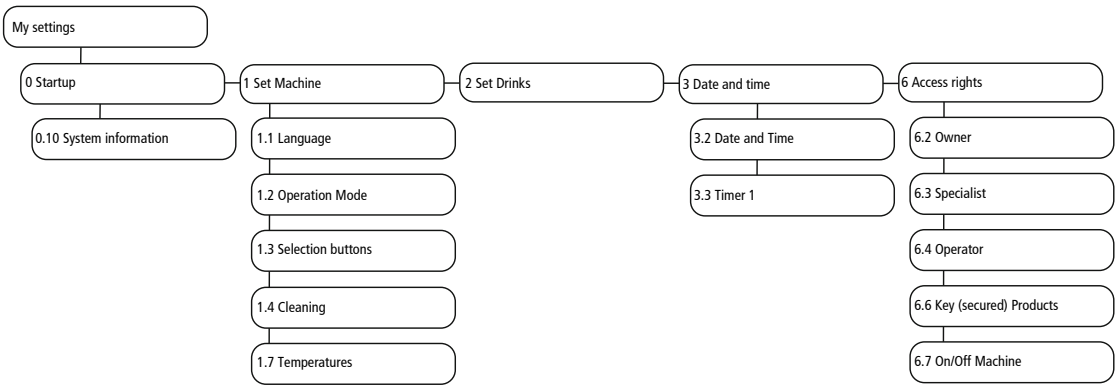
10.2 PIN codes

Default PIN codes are assigned at the factory:

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

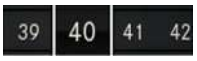
The PIN codes for key-secured products and **On/Off Machine** can be viewed and changed with the owner role in the **My settings** >**Access rights** menu.

10.3 My settings menu tree



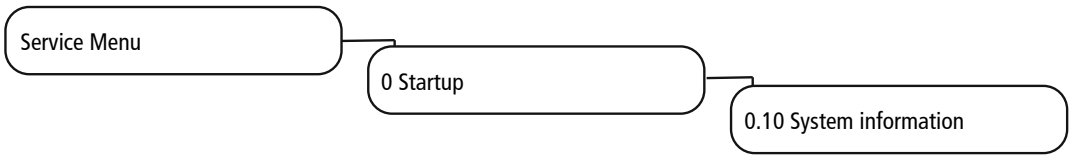
Depending on the configuration of your machine, individual menu items may or may not be displayed.

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 Menu 0 Commissioning

10.5.1 Menu item 0.10 System information



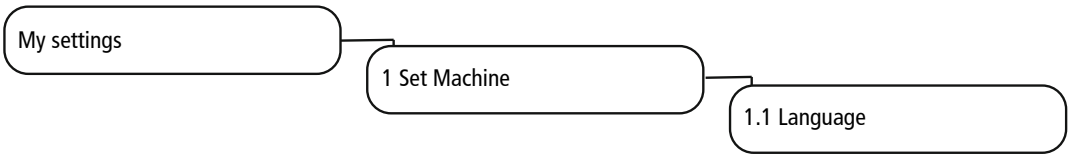
Here you will find information regarding the hardware and software versions of the machine.

10.6 Menu 1 Set machine

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

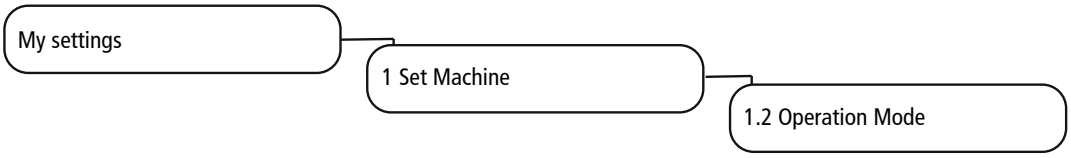
- Set language
- Configure operating mode
- Assign selection buttons
- Set cleaning function
- Change temperature settings

10.6.1 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	– The language is switched immediately on the user interface – Default: de (German)

10.6.2 Menu item 1.2 Operating mode



Operation mode

Usage scenario **>** Non-self-service

Parameter	Value range	Remarks
Usage scenario	– Non-self-service – (Self-service)	
Products per page	– 4 – 9 – 16	– Number of products displayed simultaneously – Default: 4
Depiction	– Photo-realistic – Iconized	Default: **Photo-realistic**

Parameter	Value range	Remarks
Automatic mode	– Yes – No	– **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	– Appears if the **Automatic mode** is activated – Increment: 1
Shot timer	– Yes – No	
Display "purge steam wand"	– Yes – No	Default: **No**

Usage scenario **>** Self-service

Parameter	Value range	Remarks
Usage scenario	– Self-service – (Non-self-service)	
Operation Mode	– Quick Select – Inspire Me	– Default: **Quick Select** – A choice can be made between **Quick Select** and **Inspire Me** for the "self-service" usage scenario (**Inspire Me** is not available for A400).
Products per page	– 6 – 12 – 20	– Number of products displayed simultaneously – Default: 6
Adapt drinks	– Yes – No	– Possibility for self-service customers to modify the selected drink in accordance with the allocation of the selection buttons – Default: **No**
Custom images	– Yes – No	– Activate customer-specific images – For usage scenario **Self-service**, operating mode **Quick Select** – Default: **No**

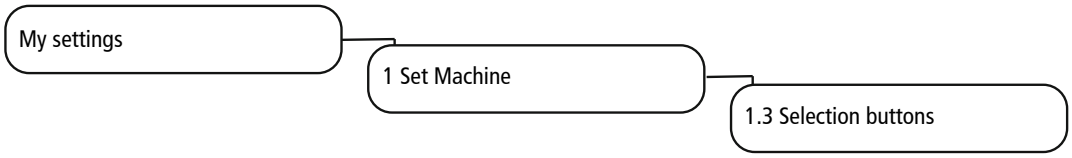
Usage scenario > **Personalized**

Parameter	Value range	Remarks
Bedienmodus	Personalized	If a configuration has been imported in **Personalized Mode** (Advanced Mode), nothing can be configured under this menu item 1.2 Bedienmodus.

Options

Parameter	Value range	Remarks
Key (secured) products	– Yes – No	– Selected products can be blocked with the Key (secured) products option – Key (secured) products can be prepared only after a PIN code has been entered (see Chap. 6. Access rights, p. 105) – Default: No
Hide cancel button	– Yes – No	– Display the button for canceling the product – Default: No
Acoustic signal for drink preparation	– Yes – No	Beeps when the product is ready
Acoustic signal for error messages	– Yes – No	Beeps in a 3-second cycle if a resource is missing

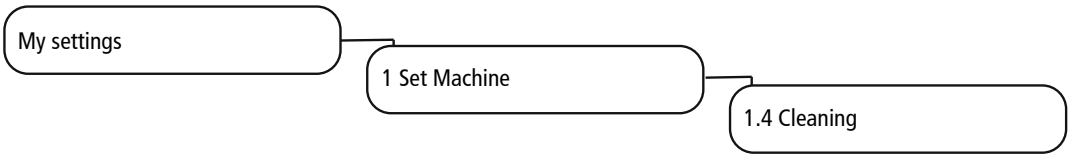
10.6.3 Menu item 1.3 Selection buttons



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

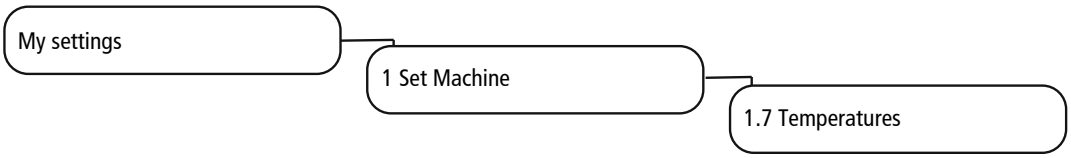
Parameter	Value range	Remarks
Text display	– Function – Free text – No text	– Default: **Function**: Labeling corresponds to the name of the selected product option. – **Free text**: Enter your own labeling of the selection buttons. – **No text**: Switch off labeling.
Price	Amount	– Store surcharge for the option. – The total price is calculated by the machine – Default: 0.00
PLU	PLU no.	– Store PLU number of price calculation (if PLU numbers are used). – Default: 0

10.6.4 Menu item 1.4 Cleaning



Parameter	Value range	Remarks
Buzzer	– Yes – No	Acoustic prompt for actions during the cleaning. – **No**: Acoustic signal not activated. – **Yes**: Acoustic signal activated – Default: **No**

10.6.5 Menu item 1.7 Temperatures

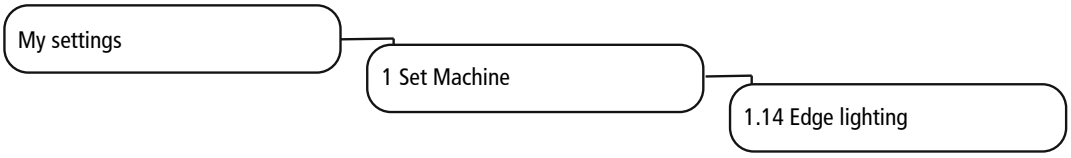


For these settings, consider the location, the ambient temperature, and the capacity utilization of the machine.

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

Parameter	Value range	Remarks
Hot water/steam	0 to 14%	– The temperature in the hot water/steam boiler is preset by the service technician – The set temperature can be adjusted by percentages using the sliding controller
Tea water	–20 to +20	– The temperature in the hot water boiler is preset by the service technician – The set temperature can be adjusted by percentages using the sliding controller

10.6.6 Menu item 1.14 Edge lighting



Parameter	Value range	Remarks
Select lighting	– Off – Red, green, blue, yellow, cyan, magenta, white – Flash – Color gradient – User-defined	– Off: No edge lighting – Red, green, etc.: Edges illuminated in the selected color – Flash: Flashing light – Color gradient: Color changes continuously – User-defined: Colors can be defined individually by the input of RGB values – Default value: Color gradient
Edge lighting red Edge lighting green Edge lighting blue	0–100 %	Input of RGB values for a user-defined color
Error display on edge lighting	– Yes – No	– Yes: Error display on edge lighting active – No: No error display via edge lighting

10.7 Menu 2 Set drinks

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

Only parameters that are relevant for the product are displayed.

The percentage specifications are always based on the preset value.

Tips for configuring the parameters can be found in the chapter *Help with problems concerning product quality* *[▶ 73]*.

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

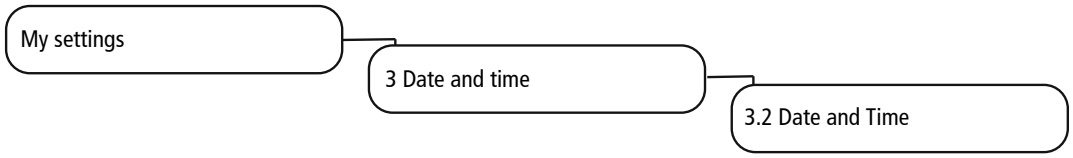
1	Select variation	2	Select area
3	Save settings	4	Select product
5	Confirm variation	6	Prepare a test product
7	Adjust parameters		

Setting drinks

Desired action	Menu item	Information / instruction	Number
Select a product		Use the selection arrows to select the product to be defined, then select the variation to be edited	4, 1
Change product designation	General	Enter the product description and select the 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 drink variation that is to be prepared with this product selection		Select the variation, then confirm with the checkmark	1, 5
Save drink settings	Save		3

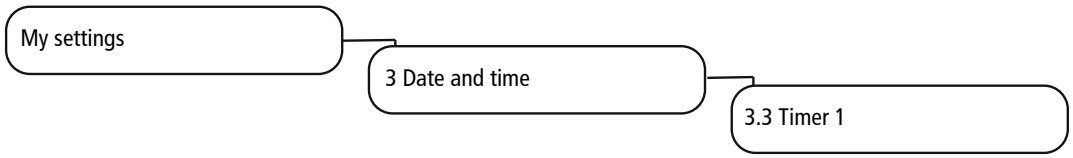
10.8 Menu 3 Date and time

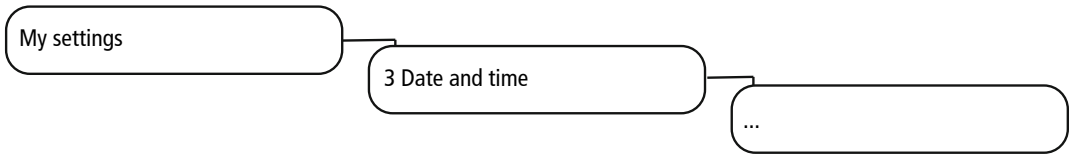
10.8.1 Menu item 3.2 Date and time



Parameter	Value range	Remarks
12/24-hour display	– 12 hours – 24 hours	
Day	0–31	Set the day
Month	0–12	Set the month
Year	0–63	Set the year
Hour	0–23/0–11	Configure hours
Minute	0–59	Configure minutes
Time zone	Time zone selection list	– Select the time zone from the list – Default: UTC+0100 (Europe) Zurich

10.8.2 Menu items 3.3-3.6 Timer 1–4





Switch on automatically

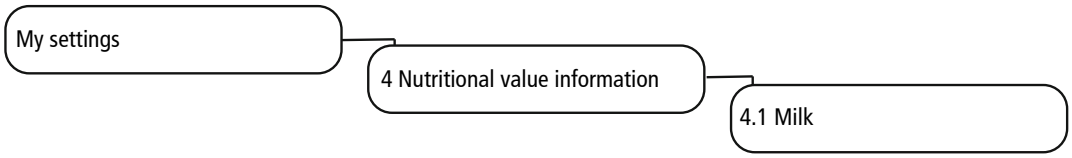
Parameter	Value range	Remarks
Active	– Yes – No	Switch timer on or off
Hour	0 - 23/0 - 11	Select switch-on time (hour)
Minute	0 - 59	Select switch-on time (minute)
Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday	– Yes – No	Activate or deactivate the timer for each day

Switch 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

10.9 Menu 4 Nutritional value information

10.9.1 Menu item 4.1 Milk

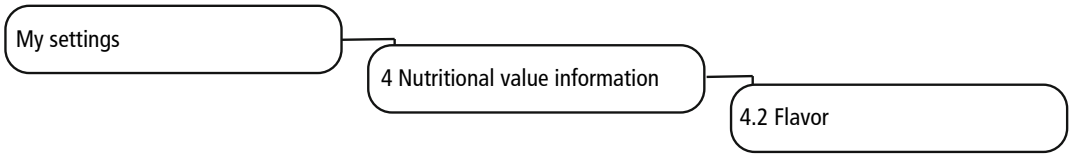


Milk type 1/Milk type 2

Nutritional values per 100 ml

Parameter	Value range	Remarks
Sugars	Number	Enter sugar content in g per 100 ml
Fat (%)	Number	Enter fat content in %
Protein (g)	Number	Enter protein content in g per 100 ml
Calories	Number	Enter calorific value in kilocalories (kcal)
[List of common allergens and ingredients]	– Yes – No	– Enter ingredients or allergens for the milk type used – Default: No
Other allergens	User-defined	Enter ingredients or allergens that are not included in the list

10.9.2 Menu item 4.2 Flavor

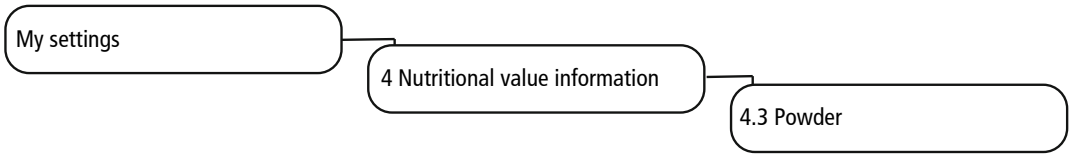


Flavor 1-3

Nutritional values per 100 ml

Parameter	Value range	Remarks
Sugars	Number	Enter sugar content in g per 100 ml
Fat (%)	Number	Enter fat content in %
Protein (g)	Number	Enter protein content in g per 100 ml
Calories	Number	Enter calorific value in kilocalories (kcal)
[List of common allergens and ingredients]	– Yes – No	– Enter ingredients or allergens for the milk type used – Default: No
Other allergens	User-defined	Enter ingredients or allergens that are not included in the list

10.9.3 Menu item 4.3 Powder



Powder dosing unit position 3/4

Nutritional values per 100 ml

Parameter	Value range	Remarks
Sugars	Number	Enter sugar content in g per 100 ml
Fat (%)	Number	Enter fat content in %
Protein (g)	Number	Enter protein content in g per 100 ml
Calories	Number	Enter calorific value in kilocalories (kcal)

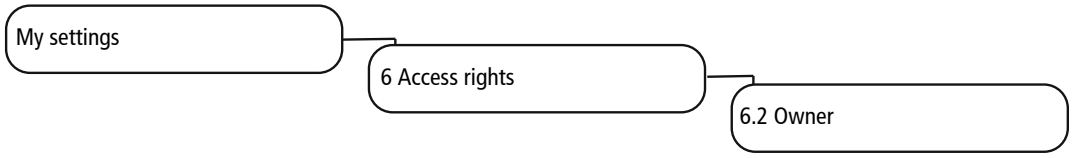
Parameter	Value range	Remarks
[List of common allergens and ingredients]	– Yes – No	– Enter ingredients or allergens for the milk type used – Default: No
Other allergens	User-defined	Enter ingredients or allergens that are not included in the list

10.10 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.

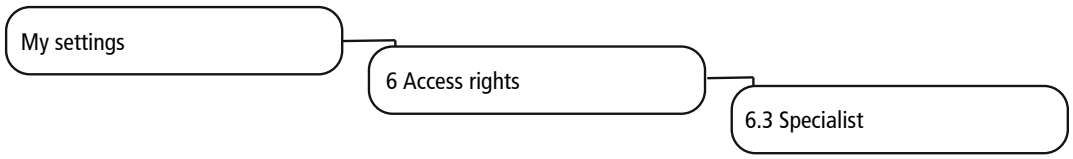
Menu item	PIN code (default values)
6.2 Owner	1111
6.3 Specialist	2222
6.4 Operator	7777
6.6 Key (secured) Products	8888
6.7 On/Off Machine	9999

10.10.1 Menu item 6.2 Owner



Parameter	Value range	Remarks
4 digits	Enter new PIN	– Authorizations: Access to **My settings**; call up **Counters** – Default PIN: 1111
PIN set	– Yes – No	– **Yes**: PIN is set and being used – **No**: PIN is not being used

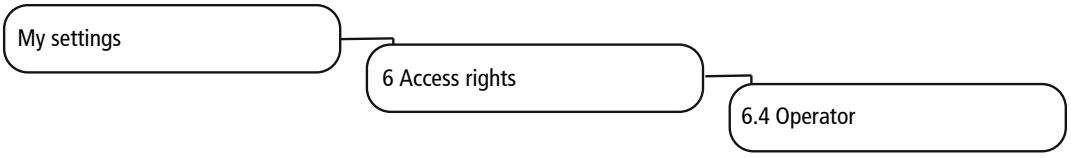
10.10.2 Menu item 6.3 Specialist



Parameter	Value range	Remarks
4 digits	Enter new PIN	– Authorizations: Limited access to **My settings**; call up product counters – Default PIN: 2222

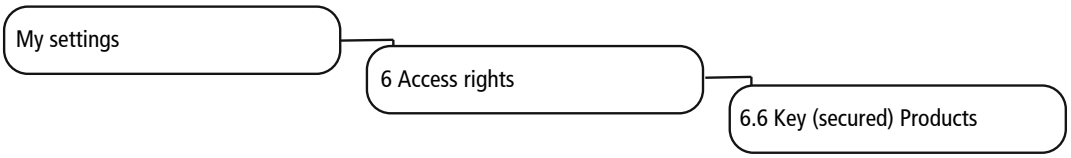
Parameter	Value range	Remarks
PIN set	– Yes – No	– **Yes**: PIN is set and being used – **No**: PIN is not being used

10.10.3 Menu item 6.4 Operator



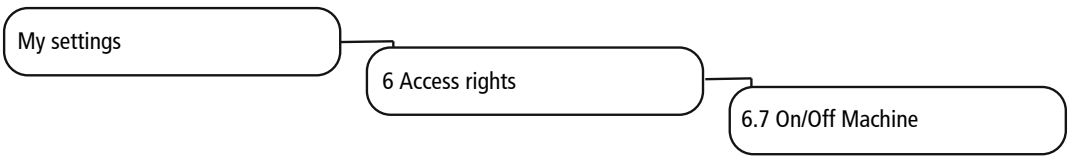
Parameter	Value range	Remarks
4 digits	Enter new PIN	– No access to **My settings**; call up product counters; call up **Counters** – Default PIN: 7777
PIN set	– Yes – No	– **Yes**: PIN is set and being used – **No**: PIN is not being used

10.10.4 Menu item 6.6 Key (secured) products



Parameter	Value range	Remarks
4 digits	Enter new PIN	
PIN set	– Yes – No	– **Yes**: PIN is set and is being used in locked products – **No**: PIN is not being used

10.10.5 Menu item 6.7 On/Off machine



Parameter	Value range	Remarks
4 digits	Enter new PIN	
PIN set	– Yes – No	– **Yes**: PIN is set and being used – **No**: PIN is not being used

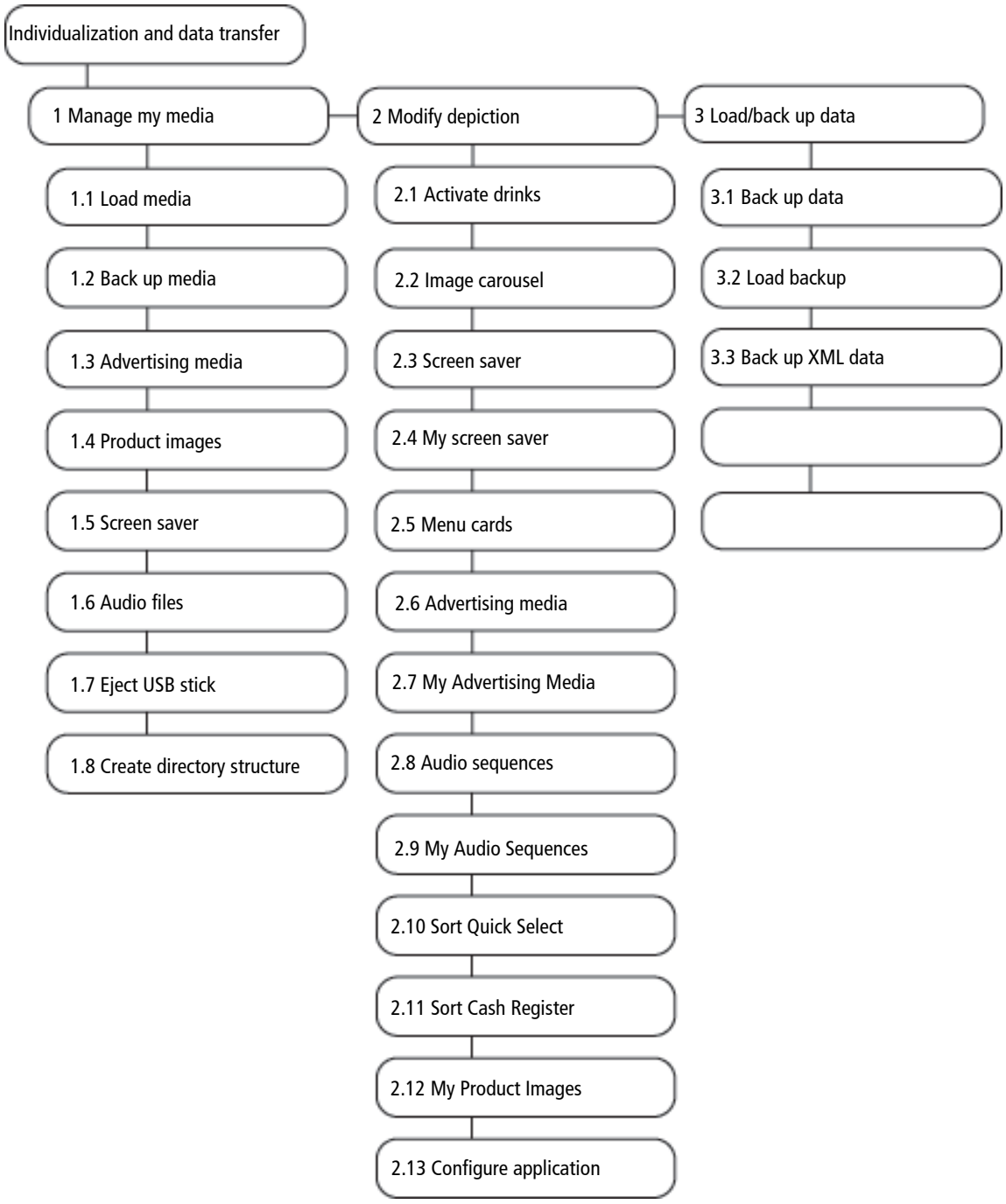
11 INDIVIDUALIZATION AND DATA TRANSFER

11.1 Overview

This menu provides you with the following options:

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

11.2 Individualization and data transfer menu tree



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

The menu items **5 Import FPC**, 6 Import PKT and 7 Import MMK are active if a USB stick with valid resources (FPC, PKT and/or MMK) 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 menu item **9 Update packages** is active when the coffee machine is connected to the IoT.

The multimedia functions are only available in the Inspire Me (if available) and *Quick Select [▶ 45]* operating modes.

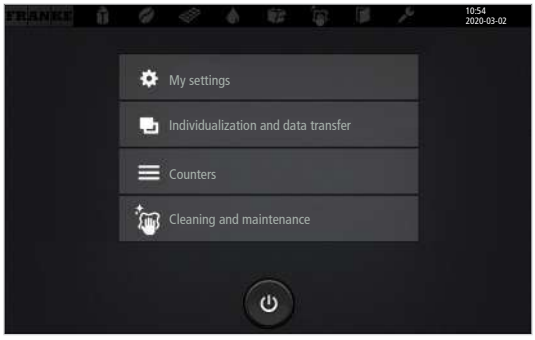
Audio functionality is only available on the A1000.

11.3 Switching to the maintenance level

1. Tap the Franke logo.

2. Enter the PIN. *PIN codes [▶ 52]*

3. Press **OK**.



4. Select Menu.

11.4 Requirements for your own media

Media	Advertising images (advertising media)	Product images	Screen saver	Audio files (A1000)	Video files (advertising media)
Size	800 x 600 px	430 x 274 px	800 x 600 px	-	Max. 800 x 600 px (4:3) or 800 x 450 px (16:9)
Data formats	24-bit PNG	24-bit PNG and 8-bit alpha channel (if necessary)	24-bit PNG	MP3, bit rate: max. 128 kbps Sampling frequency: max. 44.1 kHz, 16 bit (stereo) Speaker connection: 3.5 mm rca jack	AVI (Codec H263, DivX/ Xvid, MPEG-4 Part 2) Bit rate: max. 200 kbps; image frequency: max. 25 fps

Media	Advertising images (advertising media)	Product images	Screen saver	Audio files (A1000)	Video files (advertising media)
Storage location on the USB stick	Folder: *QML-Files**rc**custom**images*	Folder: *QML-Files**rc**custom**drinks*	Folder: *QML-Files**rc**custom**screensavers*	Folder: *QML-Files**rc**custom**audio*	Folder: *QML-Files**rc**custom**images*

11.5 Required directory structure on the USB stick

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

Creating a directory structure on the machine

1. Insert a USB stick into the machine.
2. Open the **Individualization and data transfer** > **1 Manage my media** menu.
3. Click on the menu item 1.8 Create directory structure.
   ⇨ The directory structure will be created on the USB stick.

Directory structure

[Drive]\	QML-Files\	rc\	custom\	audio (A1000)
				drinks
				images
				screensavers

11.6 Loading or deleting your own media

The upload process is the same for all media.

Free space: 50 MB

The images on the USB stick must be present in the required folder structure, have the correct data format, and be of the correct size. See Requirements for your own media (without multimedia).

Desired action	Menu item	Information / instruction
Load media onto the machine	1.1 Load media	– Insert a USB stick with the required directory structure – Select the media type from the drop-down menu:**Advertising media/Product images/Screen savers/Audio files** – Select the media using drag&drop – Press **Save**
Back up media from the machine	1.2 Back up media	– Insert a USB stick – Select the media type – Save individual media files or all of the media onto the USB stick

Desired action	Menu item	Information / instruction
Delete media	1.3 Advertising media 1.4 Product images 1.5 Screen saver 1.6 Audio files (A1000)	– Open the desired menu – Select the media that is no longer required **Delete the media that is no longer required by pressing the Clear button** – Drag a medium from the selection below to an existing medium above: The existing medium is replaced

11.7 Using your own advertising media

11.7.1 Configuring your own advertising media

Menu item 2.7 My advertising media

The activated advertising media can be switched on for each drink by selecting **My settings** > **2 Set Drinks**.

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

11.7.2 Assigning my product images

An image must be assigned to each available product.

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

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

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

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

11.8 Configure application

Parameter	Value range	Remarks
Version	Example: 02.30	Display of the current version
Standard language		Display of the set standard language. The machine will revert to this language after a set wait time.

11.8.1 Language settings

Parameter	Value range	Remarks
Switching language	– Yes – No	Activate/deactivate language switching
Timeout for switching language	20–120 s	Wait time, after which the coffee machine reverts back to the standard language set under the 1 Set Machine/1.1 egaugnaLunem
Language 1–6	– Language 1: Pop-up list with the available languages/flags – ... – Language 6: Pop-up list with the available languages/flags	The customer sees the flags corresponding to the up to 6 configured languages. The customer can use these flags to switch from the standard language to the language they require

11.8.2 Nutritional value settings

Parameter	Value range	Remarks
Display nutritional value information	– Yes – No	– Activate/deactivate the display of nutritional value information – The nutritional information can be input in section *Menu 4 Nutritional value information [▶ 61]*
Further nutritional value information	Free text input	

11.8.3 Payment options

Parameter	Value range	Remarks
Selection	– Coins – Credit card – Customer card – Contactless card payment – Cell phone – Banknotes	
Display popup window	– Yes – No	Activate/deactivate Popup window Payment

11.8.4 Beverage sorting

Parameter	Value range	Remarks
Select sorting scheme	– Fill the grid – Transfer display position from POP	Display position of beverages: – Fill the grid: The beverages are arranged from left to right with no gaps – Transfer display position from POP: The beverages are displayed according to their position in the POP (Product Offering Package). This may result in gaps in the grid

11.9 Loading/backing up data

11.9.1 Backing up data

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

11.9.2 Loading data

Desired action	Menu item	Information / instruction
Export a configuration and media	3.2 Load backup	– Load saved data (configuration, Franke media, your own media) – Eject USB stick

11.9.3 Backing up XML data

Desired action	Menu item	Information / instruction
Back up XML data	3.3 Back up XML data	Export operating data such as maintenance data, error logs, or product and machine counters

11.10 Restoring default values

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

12 TROUBLESHOOTING

12.1 Error messages

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

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.

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

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

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

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

12.1.1 Color code for error messages

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

12.2 Tips for good coffee drinks

NOTICE

Poor drink quality

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

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

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

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

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

a) Coffee beans should not be moist.

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

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

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

12.3 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 the amount of coffee Setting drinks
	Temperature too low	Increase the temperature Setting drinks
	Coffee is old	Use fresh coffee
	Bean hopper not locked correctly	Check the bean hopper locking mechanism 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 the water quality checked *Water quality [▷ 34]*
Coffee tastes bitter	Temperature too high	Lower the coffee temperature Setting drinks
	Grind too fine	Select a coarser grind Setting the grind coarseness
	Coffee quantity too low	Increase the amount of coffee Setting drinks
	Roast too dark	Use lighter coffee roast
Coffee tastes sour	Temperature too low	Increase the coffee temperature Setting drinks
	Roast too light	Use darker coffee roast
	Grind too coarse	Select a finer grind Setting 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 function.
2. Empty the bean hopper and powder hopper.
3. Clean the bean hopper and powder hopper.
4. Clean the grounds container.
5. Clean the spout cleaning device.
6. Empty the container.
7. Clean the container and container lid.
8. Clean the cleaning container.
9. Clean the plug-in couplings.
10. Clean the inside of the suction hose and the suction nozzle using a brush.
11. Clean the inner surfaces of the cooling chamber.
12. Clean the inner side of the door and the door profile gasket.

13.2 Short-term decommissioning (up to 3 weeks)

✓ The machine remains in place.

1. Clean the machine using the automatic cleaning function. *Cleaning [▶ 47]*
2. Enable the energy-saving mode.
3. Disconnect the machine from the power supply.
4. Close the water supply if the machine has a mains water connection.
5. Clean any add-on units.
6. Switch off the add-on units and disconnect them from the power supply.

13.3 Long-term decommissioning

NOTICE

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

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

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

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

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

13.4 Transport and storage

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

Protect the machine against the following:

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

The following conditions must be fulfilled:

- Permissible temperatures if the machine is completely drained and emptied -10–50 °C
- Relative humidity: max. 80%
- Permanent and sufficient stability and fastening
- Machine in an upright position
- Machine empty and system drained
- Machine and loose parts packaged, preferably in their original packaging

13.5 Recommissioning after prolonged periods of storage or non-use

NOTICE

Deterioration in storage

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

a) Contact your Service team for information regarding restoring and recommissioning your machine.

14 DISPOSAL OF PARTS

Disposal of consumable materials

- 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.

Disposing of the machine and other devices

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

Dispose of electronic parts separately.

Dispose of plastic parts in accordance with their marking.

Two people are required for transporting the coffee machine.

15 TECHNICAL DATA

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	-
Coffee/caffè crema	109	-
Hot water (200 ml)	164	-
Cappuccino	144	-
Latte macchiato	137	-
Milk Coffee	138	-
Hot chocolate	129	-

15.2 Technical data of the coffee machine

Weight	Approx. 58 kg
Bean hopper capacity	2 x 1.2 kg, lockable
Powder hopper capacity	1 x 1 kg or 2 x 1 kg (for chocolate or milk powder), lockable
Brew boiler	Volume: 0.9 l Operating pressure: 800 kPa (8 bar) Power rating: 2.5 kW
Hot water/steam boiler	Volume: 0.9 l Operating pressure: 250 kPa (2.5 bar) Power rating: 2.5 kW
Wastewater tank (external)	16 l
Ambient conditions	Humidity: max. 80 % Ambient temperature: 5–32 °C
Noise emission	<70 dB(A)

15.3 Coffee machine electrical connections

Type	Voltage	Connection	Power rating	Fuse	Frequency
SB1200 FM CM (FCS4050)	200-220 V	2L PE	4300-5200 W	30 A	50-60 Hz
	200-240 V	3L PE	6600-9500 W	30 A	50-60 Hz
	220-240 V	1L N PE	2400-2900 W	16 A	50-60 Hz
	220-240 V	1L N PE	4300-5100 W	30 A	50-60 Hz
	380-415 V	3 L N PE	6600-7800 W	16 A	50-60 Hz

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