en

USER MANUAL
A800 FRESH BREW

FCS4050

Read the user manual before working on the machine.

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

IT'S ALL ABOUT THE MOMENT

Discover more at **us.coffee.franke.com**

FRANKE

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1 FOR YOUR SAFETY

1.1 Intended use

1.1.1 Coffee machine

- The A800 Fresh Brew is a commercial machine for preparing beverages and is intended for use in food services, offices and other similar environments.
- The A800 Fresh Brew is designed to process whole coffee beans.
- The A800 Fresh Brew is intended for the preparation of beverages in accordance with this manual and the technical data.
- The A800 Fresh Brew is intended for operation indoors.

Please note

- The A800 Fresh Brew is not suitable for use outdoors.

1.2 Prerequisites for using the coffee machine

- The A800 Fresh Brew is intended for use by trained personnel or as a self-service machine.
- Self-service machines must always be monitored to protect the users.
- Each operator of the A800 Fresh Brew must have read and understood the manual. This does not apply to its use in the self-service area.
- Do not operate the A800 Fresh Brew or add-on units until you have completely read and understood this manual.
- Do not use the A800 Fresh Brew or add-on units if you are not familiar with the various functions.
- Do not use the A800 Fresh Brew if the connection lines of the A800 Fresh Brew or the add-on units are damaged.
- Do not use the A800 Fresh Brew unless the A800 Fresh Brew or the add-on units have been cleaned or filled as intended.
- Children under the age of 8 are not permitted to use the A800 Fresh Brew 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 A800 Fresh Brew 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 A800 Fresh Brew and the add-on units.
- Children are not permitted to clean the A800 Fresh Brew 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

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 [▶ 50]* chapter for help.

Symbol	Designation	Description
	Bean left/right	Active grinder
	Ground coffee	

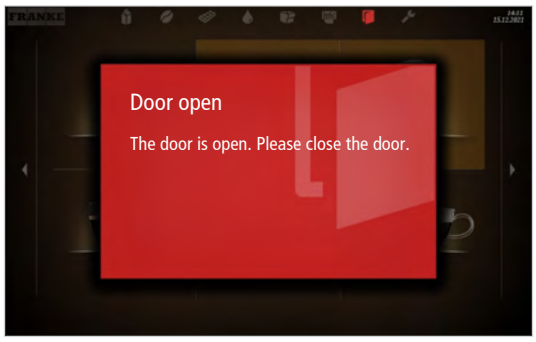
Symbol	Designation	Description
	Energy-saving mode	Switch the machine into energy-saving mode
	Servicing/cleaning	Machine must be cleaned and/or serviced
	Rinse	Machine must be rinsed or machine is rinsing
	Grounds container	Grounds container must be emptied
	Door	The door is open
	Service/configuration/ 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
	Info	
	Event log	List of event and error messages
	Individual products counter	
	Inactive	

Symbol	Designation	Description
	Data transfer	Data is being transferred

2.2.3 Depiction of error messages

Highlighted products cannot be prepared. The illuminated symbol on the dashboard takes you to the error message.

If the entire system is affected by an error, the error message will appear automatically.

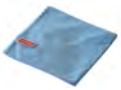


Color code for error messages

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

3 SCOPE OF DELIVERY

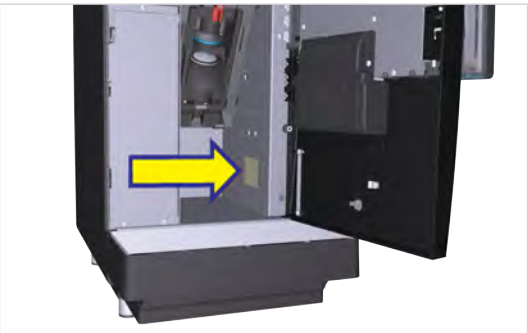
The scope of delivery may vary and parts may be included elsewhere, depending on the configuration of the appliance. Additional accessories may be obtained directly from your retailer or from Franke Kaffeemaschinen AG in Aarburg, Switzerland.

	Item description	Item number
	Coffee machine A800 Fresh Brew	
	Manual Set	
	Cleaning tablets (USA/Canada)	567.0000.002
	Cleaning brushes	560.0003.728
	Paint brush	560.0003.716
	Microfiber cloth	560.0002.315
	Grinder adjustment wrench	560.0003.876
	Aerator/hose wrench	560.0522.696

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.

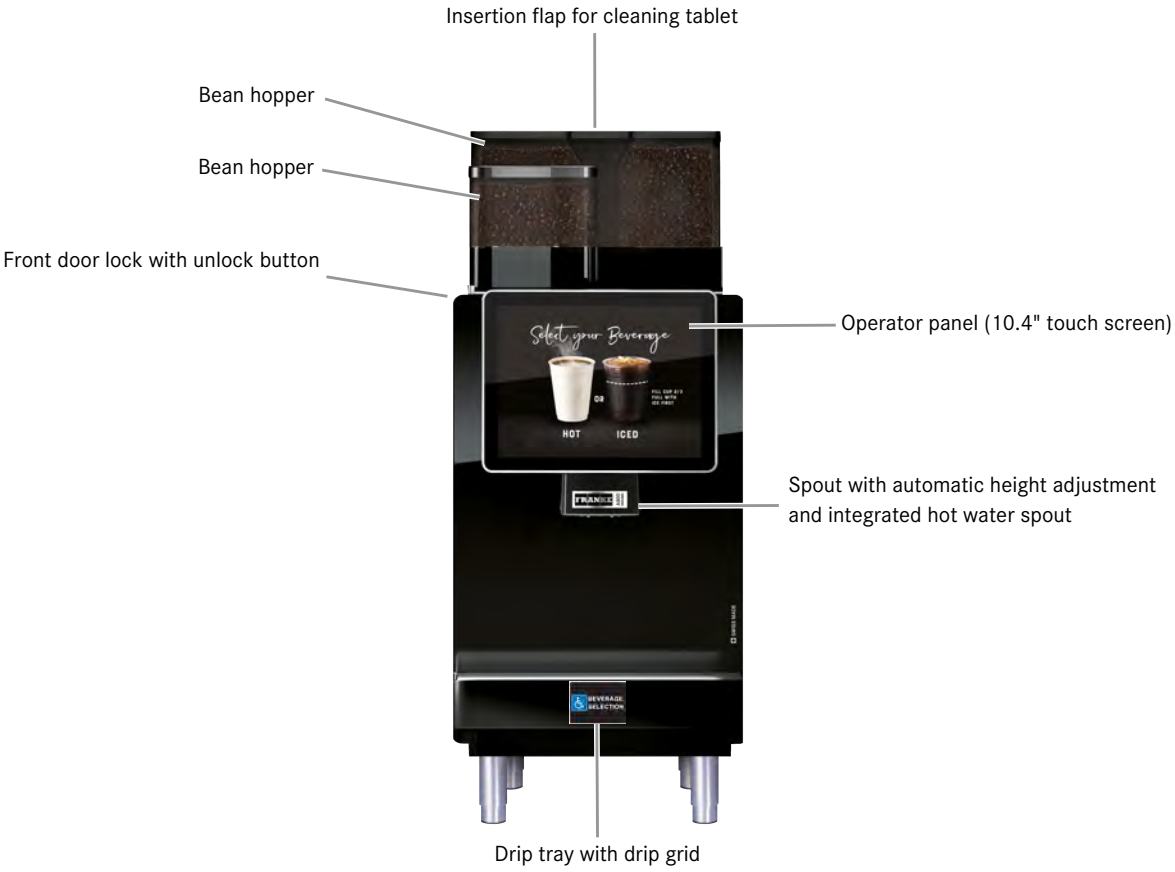
4.2 Type code

4.2.1 Coffee machine

Type code	Description
A800	Coffee machine (fully automatic) Series: A Overall size: 800
3G	3 Grinders
FB	Fresh Brew (greater spout height, hot water spout from central spout, recessed drip grid, etc.).
H2	Center hot water spout

5 DESCRIPTION OF MACHINE

5.1 Coffee machine



5.1.1 Standard

- Three grinders
- Spout with integrated hot water spout and automatic height adjustment
- iQFlow™
- Cold water bypass
- Lockable bean hoppers
- Main water connection
- Cup sensor
- Touchpad as accessibility feature for wheelchair users
- Adjustable feet, 100 mm

5.1.2 Options

- Grounds ejection
- Franke Digital Services

5.1.3 Coffee machine components

5.2 Overview of operating modes

5.2.1 User interface

1	Switch between maintenance level and product selection via the top left corner	2	Scroll forwards or backwards

5.2.2 Individual Operating Mode

Once your customer has selected a beverage, they can customize it in the second step if product options are enabled.

5.3 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

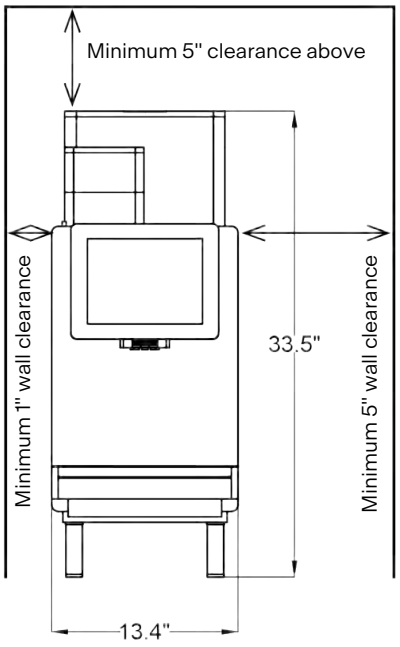
6.1 Preparations

- 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 [▷ 19]*** and local and national rules and regulations.
- The coffee machine must be connected to the water supply with the supplied hose kit. Do not use any other water hoses that happen to be present.
- Prepare a stable, ergonomic surface (min. load capacity: 150 kg). The operator panel should be at eye level.

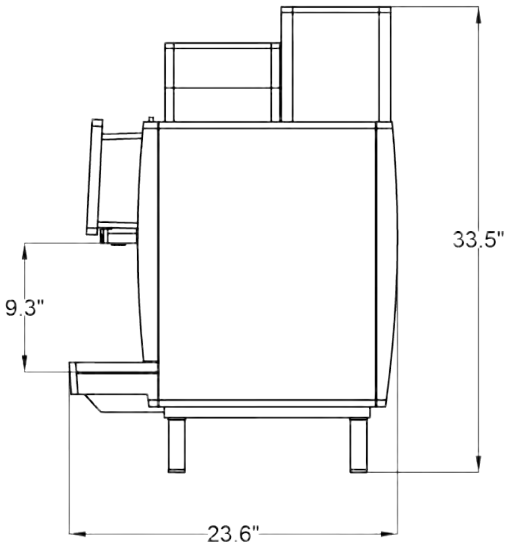
You must have completed these preparations before one of our service technicians can install the coffee machine for you. Your service technician will install your coffee machine and carry out the initial commissioning process. He will instruct you in the basic functions.

6.2 Dimensions

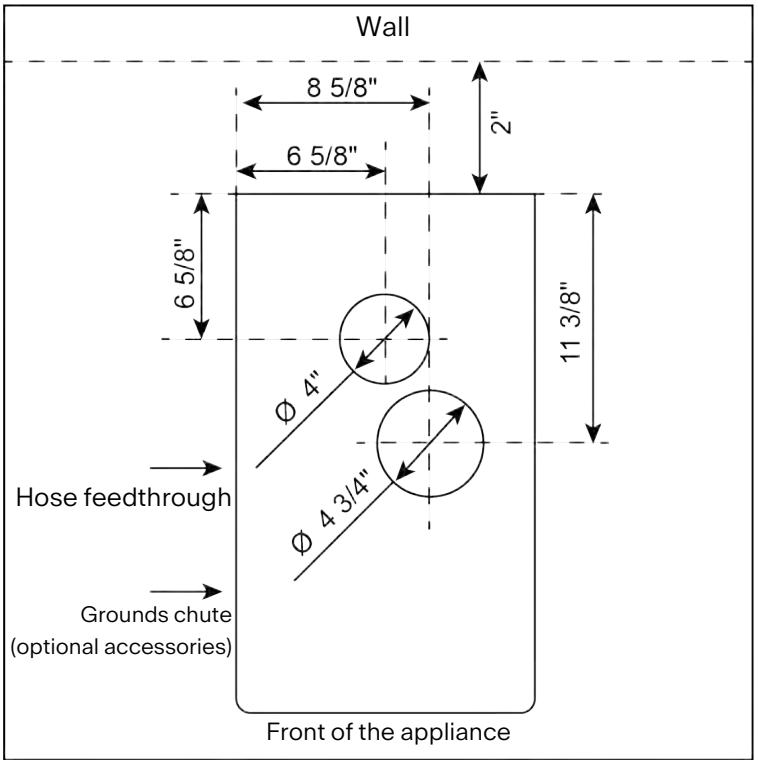
Standard configuration
Front Profile and Clearances



Side Profile



Front/side view



Hose feedthrough in the counter

NOTICE

Overheating damage

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

a) Maintain the prescribed installation dimensions and clearances.

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

6.3 Requirements of the water supply

6.3.1 Main water connection

Water pressure	11.6-116 psi
Flow rate	>0.026 gal/s
Water temperature	<77 °F
Connection to the main water connection	G3/8" compression fitting and metal hose l = 59 " Only connect with the hose kit provided

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

6.3.2 Water quality

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

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

Evaluating the risk of corrosion

The following formula can be used for evaluation:

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

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

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

Calculation example:

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

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

6.3.3 Water outlet

- Drain hose: D = 0.79 ", L = 78.7 "
- Connection to a lower-lying siphon

7 FILLING AND EMPTYING

7.1 Filling beans

WARNING

Risk of injury

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

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

NOTICE

Poor beverage quality

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

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

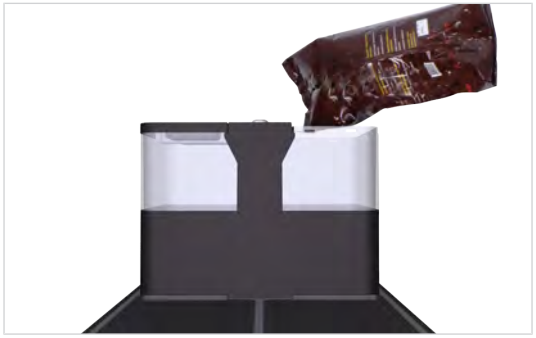
b) To do this, use a dry cloth or a cloth moistened only with water.

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

Fill the bean hopper with coffee beans.

1. Lift off the bean hopper lid.

3. Fit the lid.



2. Fill coffee beans.

7.2 Setting the grind coarseness

WARNING

Risk of injury

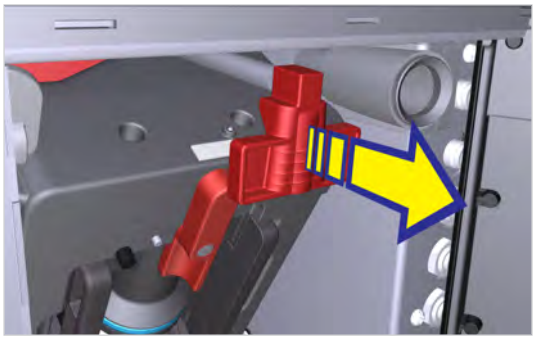
If objects find their way into the bean hopper or grinder, splinters may be ejected, leading to injury.

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

Grinder adjustment wrench (560.0003.876)

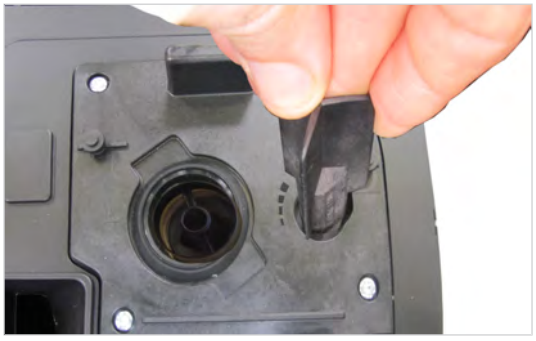
Changing the grind coarseness affects the coffee quantity. The grinders must therefore be calibrated after adjusting the grind coarseness.

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

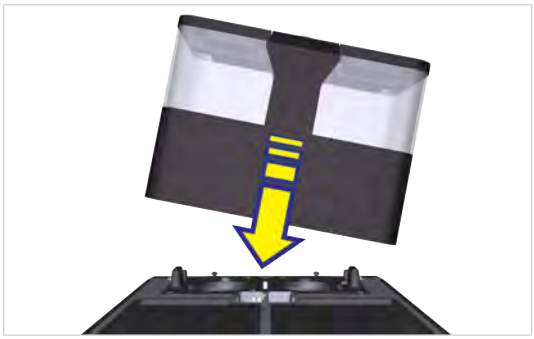


1. Pull the locking slide towards the front up to the stop.

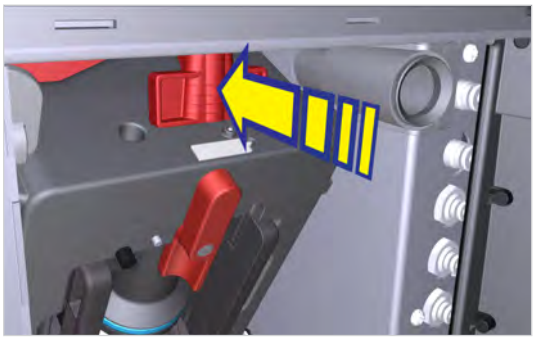
2. Remove the bean hopper by lifting it upwards.



3. If necessary, adjust the grind coarseness using the grinder adjustment wrench.
   - ⇨ Turn counterclockwise for a finer grind.
   - ⇨ Turn clockwise for a coarser grind.
4. Check the grind produced and adjust if necessary.



5. Attach the bean hopper.



6. Push the locking slide all the way in.

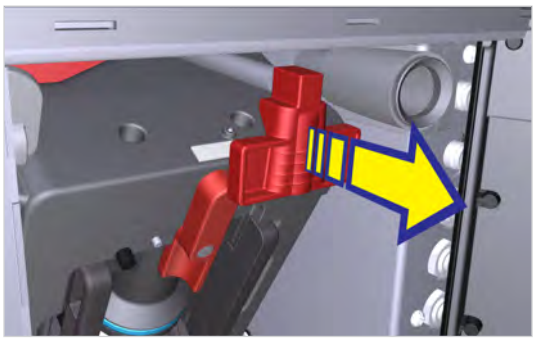
NOTICE

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.

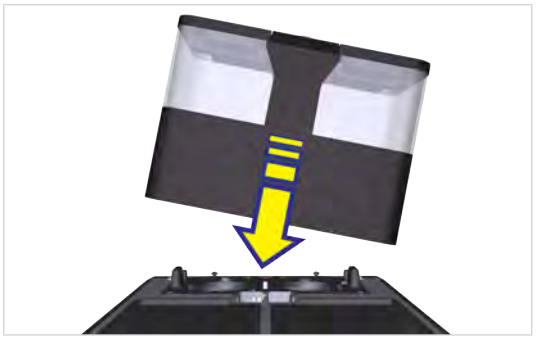
7.3 Emptying the bean hopper



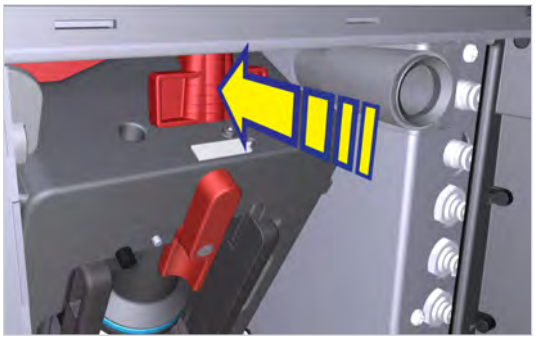
1. Pull the locking slide towards the front up to the stop.

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.

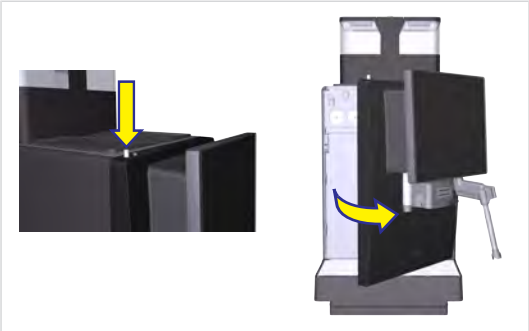
7.4 Emptying the grounds container

NOTICE

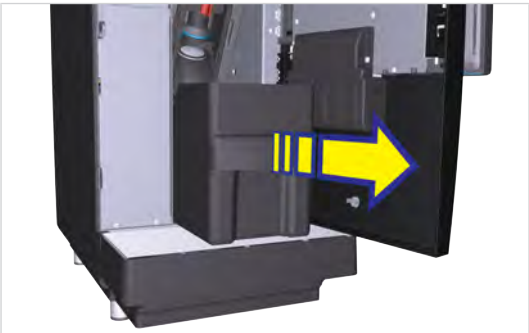
Formation of mold

Coffee residue can lead to the formation of mold.

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

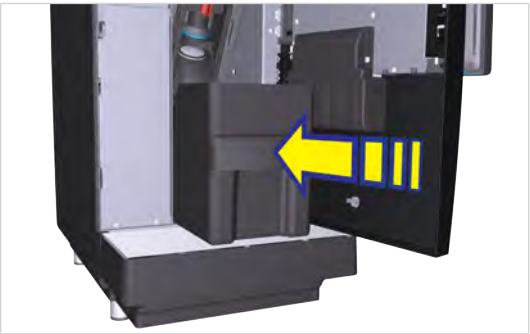


1. Open the door of the coffee machine.
   ⇨ The message Door open appears on the user interface.



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.

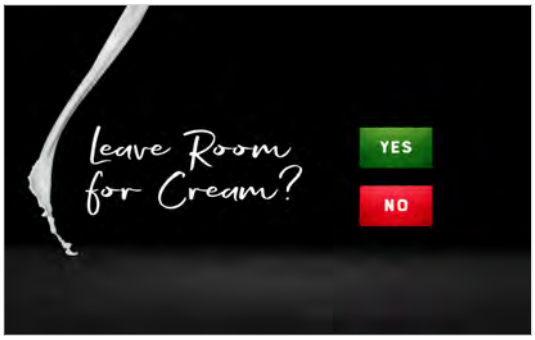
b) Use only suitable drinking vessels.

8.1 Preparing beverages with individual operating mode

1. Place an appropriate drinking vessel under the dispensing 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 beverage is prepared.

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

8.2 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. Press the Decaffeinated coffee selection button.
   ⇨ The Decaffeinated coffee selection button illuminates.
   ⇨ This message appears.

3. Open the insertion flap.
4. Fill powder.

5. Close the insertion flap.
6. Confirm the message by pressing OK.
   ⇨ The preparation begins.
   ⇨ The product selection appears.

⇨ The product is ready.

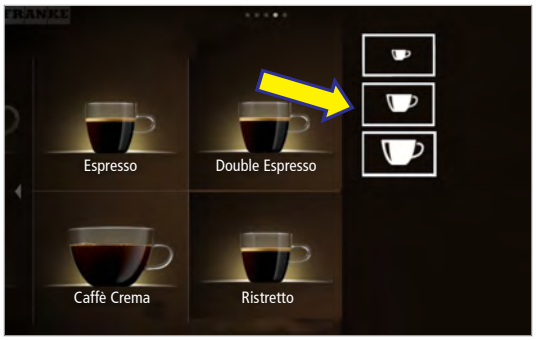
8.3 Preparing hot water

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

Example: Individual operating mode

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

2. Choose Hot water.



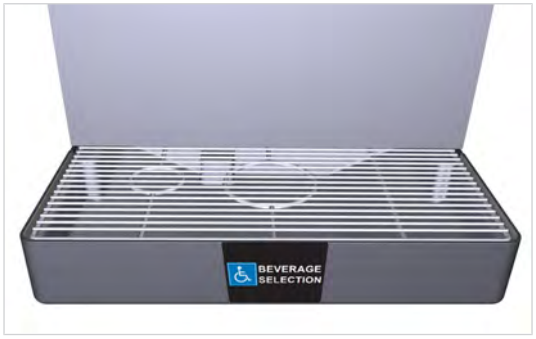
3. Select the cup size.

⇨ Hot water is dispensed until the cycle is complete.

8.4 Preparing beverages using the touchpad

The touchpad is an accessibility feature for wheelchair users.

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



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

3. Tap on the touchpad once.

⇨ The coffee machine performs the chosen action.

9 CLEANING

9.1 Introduction

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

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

NOTICE

Dirty components

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

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

The removable components of the coffee machine 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 A800 Fresh Brew 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.
2. Soak the grounds container in hot water with a mild cleaner.
3. Wash the grounds container.
4. Rinse the grounds container thoroughly.
5. Dry the grounds container.

9.4 Starting the cleaning process

9.4.1 Starting cleaning via the Cleaning and Maintenance menu

WARNING

Risk of scalding

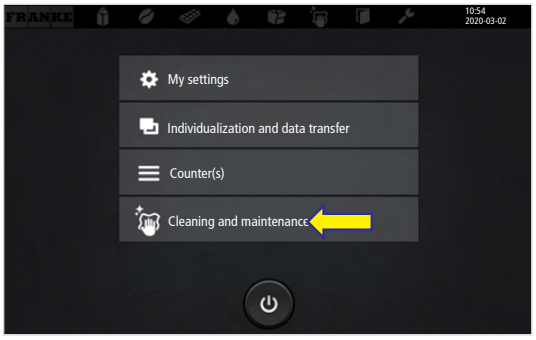
Hot liquids and steam escape during cleaning and can lead to scalding.

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

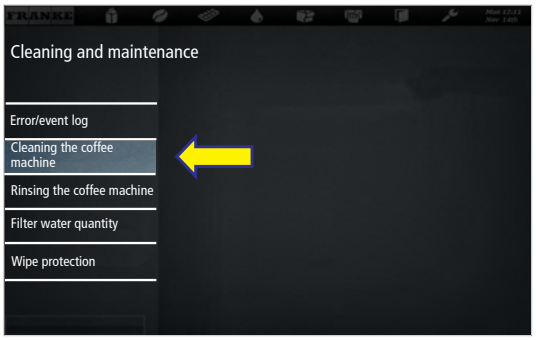
When the cleaning cycle is complete, the machine either switches back to the maintenance level or the energy saving mode. Your service technician can set the desired option for you.

1. Press in the top left corner.

2. Enter the PIN. ***PIN codes [▷ 33]***
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 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.

9.5.1 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.**

9.5.2 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.

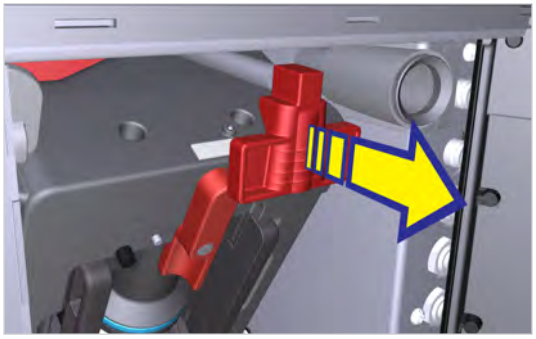
b) Use only a damp cloth for cleaning.

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

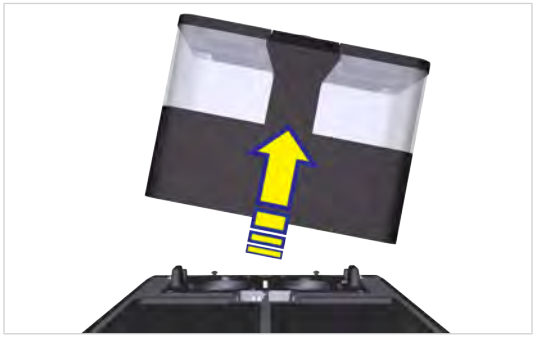
✓ Use a dry cloth or one that has been moistened with water only.

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

1. Open the door of the coffee machine.



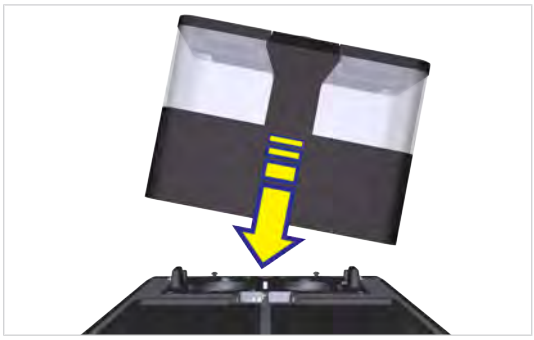
2. Pull the locking slide towards the front up to the stop.



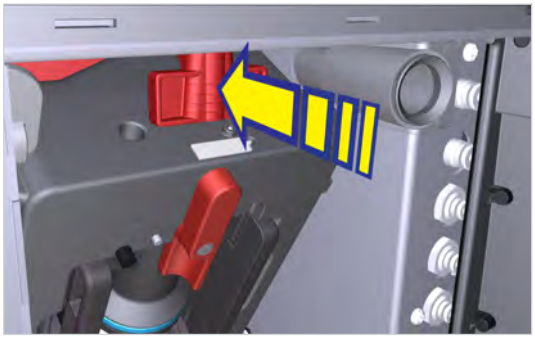
3. Remove the bean hopper by lifting it upwards.

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.



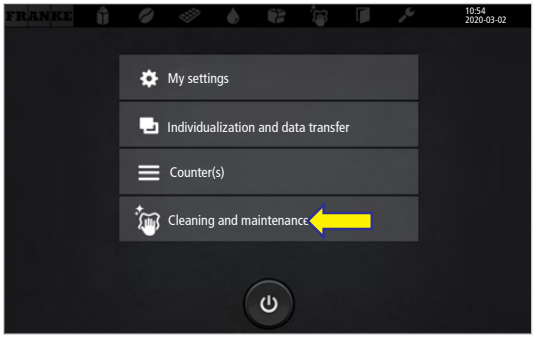
7. Push the locking slide all the way in.

8. Close the door.

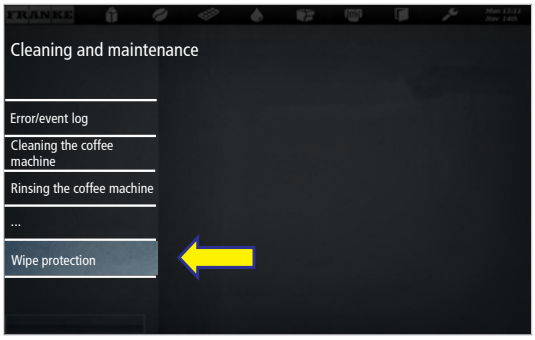
9.5.3 Cleaning the screen

1. Press in the top left corner.

2. Enter the PIN. ***PIN codes [▷ 33]***
3. Press **Ok**.



4. Select **Cleaning and Maintenance**.



5. Select **wipe protection**.
   ⇨ The user interface is locked for 20 seconds.
6. Clean the screen.

⇨ The maintenance level appears.

9.6 Rinsing the coffee machine

WARNING

Risk of scalding

Hot water is released during rinsing.

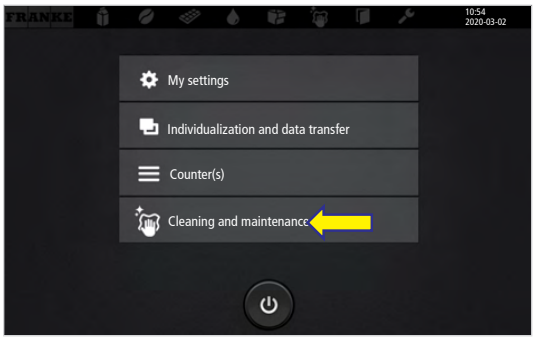
a) Keep hands away from the spouts and nozzles during this process.

b) Do not place anything on the drip grid.

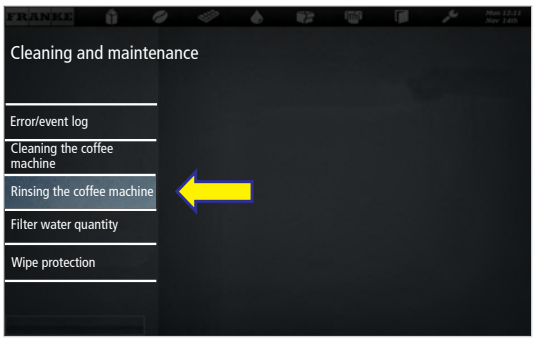
c) IN CASE OF SCALDING: Immediately cool the affected area and, depending on the severity of the injury, consult a doctor.

1. Press in the top left corner.

2. Enter the PIN. ***PIN codes [▷ 33]***
3. Press **Ok**.



4. Select **Cleaning and Maintenance**.



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

⇨ The coffee machine is rinsed.

10 CONFIGURATION

10.1 Call up the maintenance level

1. Press in the top left corner.

2. Enter the PIN. ***PIN codes [▷ 33]***
3. Press Ok.

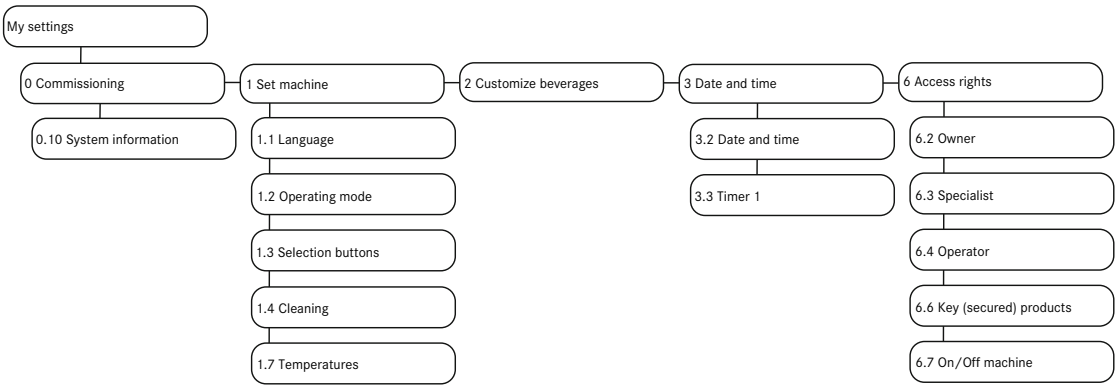
10.2 PIN codes

Default PIN codes are assigned at the factory:

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

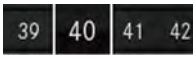
The PINs for key (secured) products and On/Off machine can be viewed and changed with the owner role in the My settings > Access rights menu.

10.3 My settings menu tree

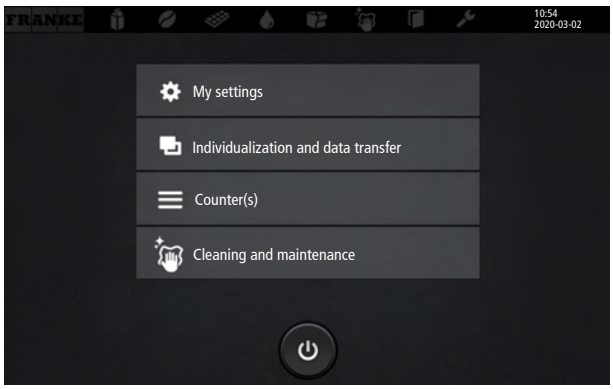


Depending on the configuration of your machine, individual menu items may or may not be displayed.

10.4 Input methods

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

10.5 My settings



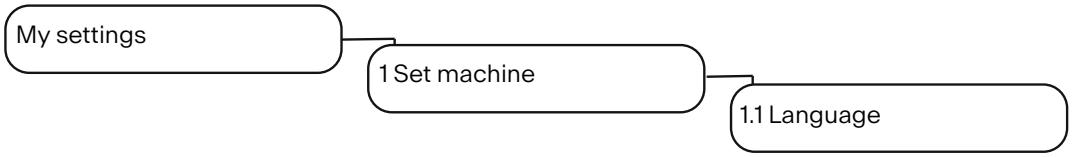
10.5.1 Menu 0 Commissioning

Menu item 0.10 System information

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

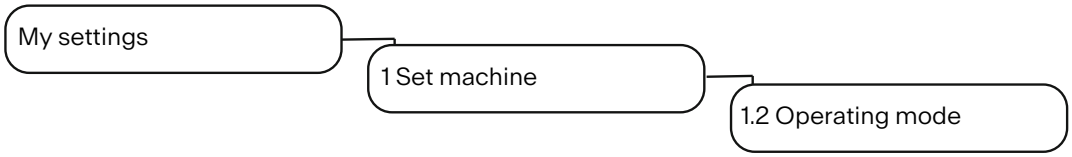
10.5.2 Menu 1 Set Machine

Menu item 1.1 Language



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

Menu item 1.2 Operating mode



Operating mode

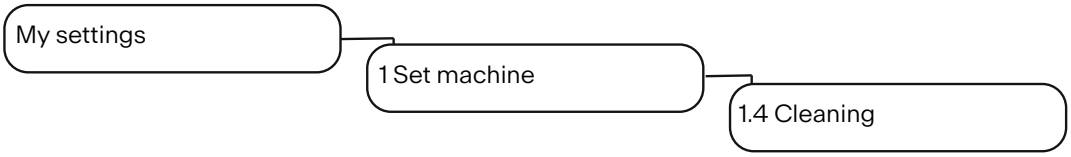
Usage scenario > Personalized

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

Options

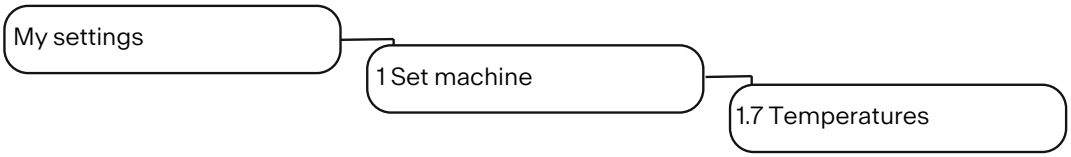
Parameter	Value range	Remarks
Hide cancel button	– Yes – No	– Display the button for canceling the product – Default: No
Audible signal for beverage preparation	– Yes – No	Beeps when the product is ready
Audible signal for error messages	– Yes – No	Beeps in a 3-second cycle if a resource is missing

Menu item 1.4 Cleaning



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

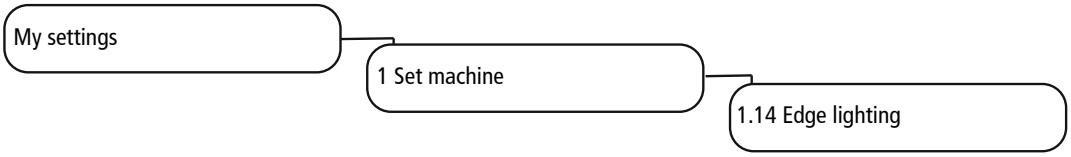
Menu item 1.7 Temperatures



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

Parameter	Value range	Remarks
Coffee	–20 to +4 %	– The temperature in the brew boiler is configured by the service technician – The set temperature can be adjusted by percentages using the slide control
Tea water	–20 to +10 %	– The temperature in the hot water boiler is configured by the service technician – The set temperature can be adjusted by percentages using the slide control

Menu item 1.14 Edge lighting



Parameter	Value range	Remarks
Select lighting	– Off – Red, green, blue, yellow, cyan, magenta, white – Flashing – 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
Red lighting Green lighting Blue lighting	0–100 %	To input RGB values when a user-defined color has been selected for the lighting
Error display via edge lighting	– Yes – No	– Yes: Error display via edge lighting active – 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	– None – Medium Espresso roast – Medium roast – Medium decaf-feinated roast – Own bean type 1–6	Default settings for A300: – Pos. 1: Medium Espresso roast – Pos. 2: Medium roast
Insertion flap	– None – Medium Espresso roast – Medium roast – Medium decaf-feinated roast – Own bean type 1–6	

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 [▷ 52]***.

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		

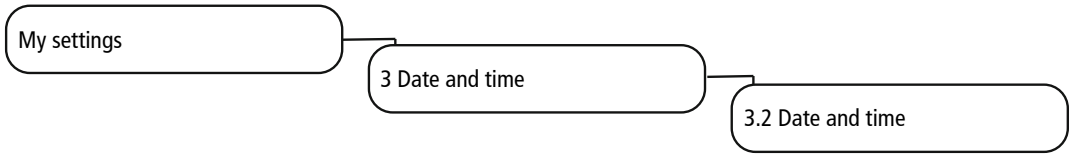
Setting beverages

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

Desired action	Menu item	Information/instruction	Number
Prepare a test product	Test	Press Test to prepare the selected product using the modified settings	6
Assign a beverage variation that is to be prepared with this product selection		Select the variant, then confirm with the checkmark	1, 5
Save beverage settings	Save		3

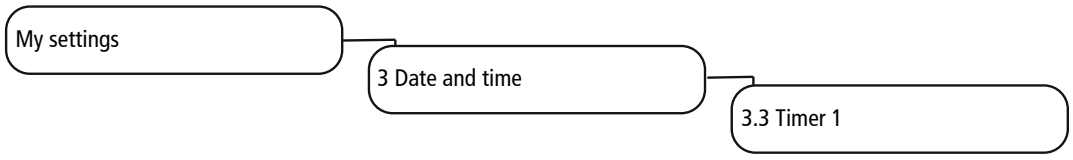
10.5.4 Menu 3 Date and time

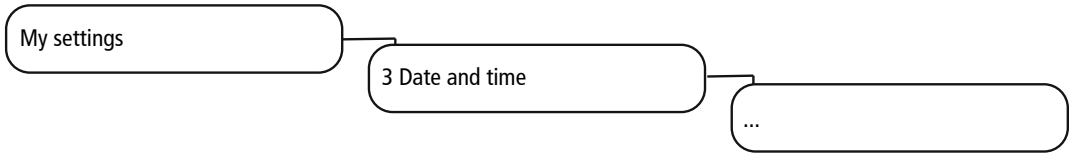
Menu item 3.2 Date and time



Parameter	Value range	Remarks
12/24-hour display	– 12 hours – 24 hours	
Day	1–31	Set the day
Month	1–12	Set the month
Year	0–63	Set the year
Hour	0–23/0–11	Set the hour
Minute	0–59	Set the minute
Time zone	Time zone selection list	– Select the time zone from the list – Default: UTC+0100 (Europe) Zurich

Menu items 3.3–3.6 Timer 1–4





Switching on automatically

Parameter	Value range	Remarks
Active	– Yes – No	Switch timer on or off

Parameter	Value range	Remarks
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

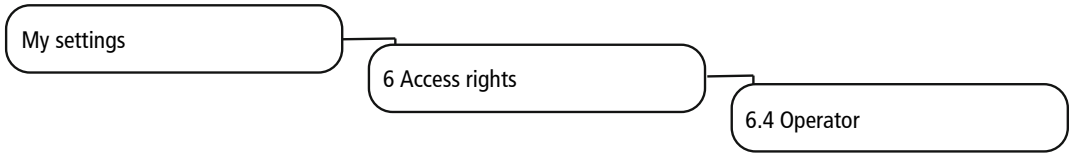
Parameter	Value range	Remarks
Change PIN	Enter new PIN	Default PIN: 1111 Authorization: – Change a child role PIN – Producing test products – Add, delete, and modify products (limited functionality) – Show counters – Clean system
PIN set	– Yes – No	– Yes: PIN is active – No: PIN is not active
Activate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

Menu item 6.3 Specialist

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

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

Menu item 6.4 Operator



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

Menu item 6.5 Cleaning staff

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

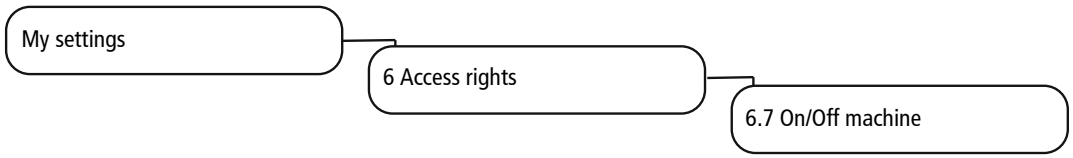
Parameter	Value range	Remarks
Open door to log on	– Yes – No	– Yes: Registration only works when the door is open – No: Registration works even when the door is closed

Menu item 6.6 Key (secured) products

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

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

Menu item 6.7 On/Off machine



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

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

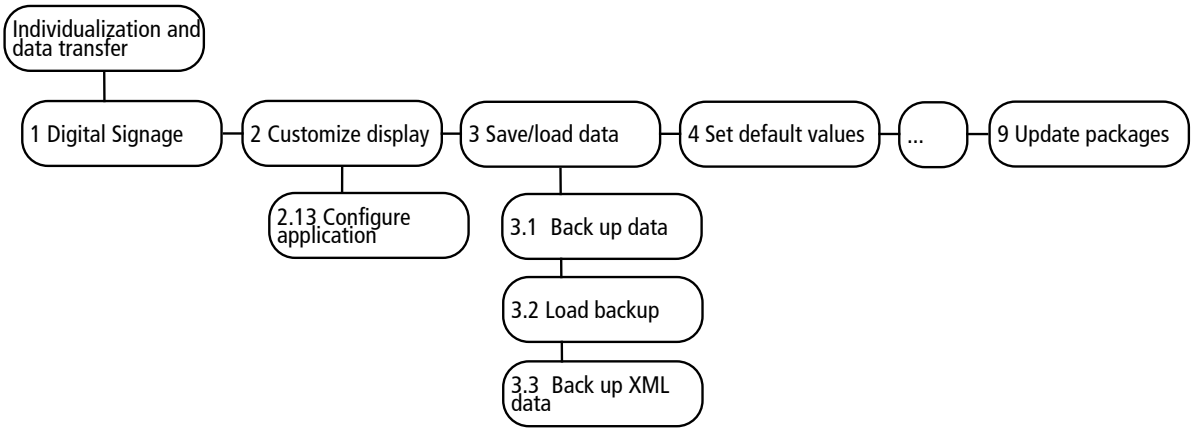
11 INDIVIDUALIZATION AND DATA TRANSFER

11.1 Overview

This menu provides you with the following options:

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

11.2 Individualization and data transfer menu tree



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

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

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

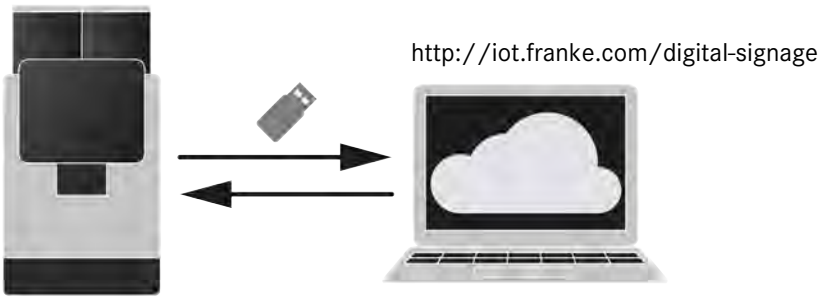
The multimedia functions can only be used in Quick Select operating mode.

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 corner, if desired.
12. Tap the **Download** button at the bottom left 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 a 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	

Parameter	Value range	Remarks
Switching language	– Yes – No	Activate/deactivate language change
Timeout for language change	20–120 s	Wait time, after which the coffee machine reverts back to the standard language set under Menu 1 Set machine > 1.1 Language

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	– Yes – No	– Activate/deactivate the display of nutritional value information – The nutritional information can be entered in chapter Menu 4 Nutritional value information
Further nutritional value information	Free text input	

11.5.5 Cup monitoring

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

Parameter	Value range	Remarks
During rinsing	– Yes – No	
During drink preparation	– Yes – No	

11.5.6 Edge lighting

Parameter	Value range	Remarks
Select lighting	– Off – Color gradient – Flashing – User-defined – Red – Green – Blue – etc.	
Error display via edge lighting	– Yes – No	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	– Export configuration – Back up Franke media – Back up your own media – Eject USB stick automatically – Display of file name

11.6.2 Load data

Desired action	Menu item	Information/instruction
Import configuration and media	3.2 Load backup	– Load backed up data (configuration, Franke media, your own media) – Eject USB stick automatically

11.6.3 Back up XML data

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

11.7 Set default values

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

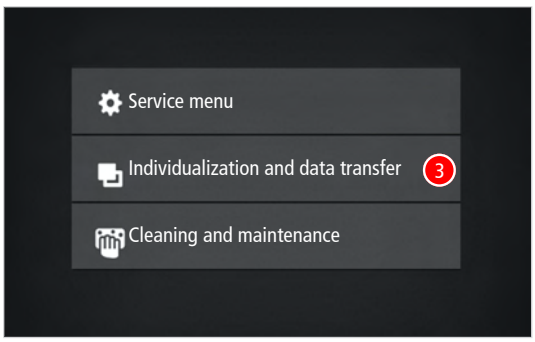
11.8 Activating configurations

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.

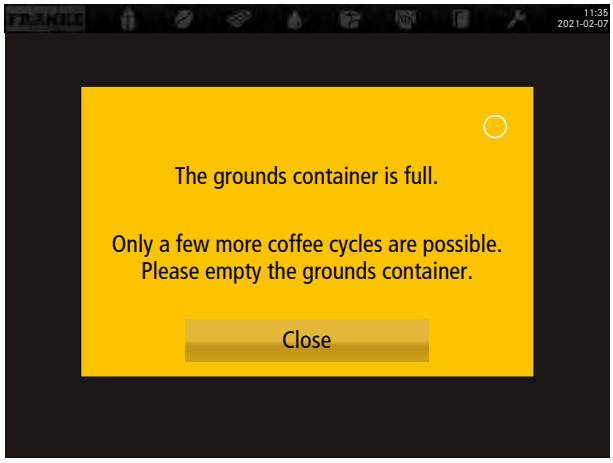
12 TROUBLESHOOTING

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

When the non-self-service mode is selected, an error is indicated via a highlighted symbol. 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 Troubleshooting the system

Error message/problem	Possible cause	Measure
Error message E79 Flow meter error	Water flow disrupted	Check the water tank/main water connection coupling If the error message appears while a product is being dispensed, the brewing module strainer is probably blocked – Increase the grind coarseness and/or reduce the grind quantity – Remove the brewing module and rinse it out – Start the coffee machine cleaning process
Touch screen not responding correctly	Overloaded machine software	There are two different troubleshooting methods: – Method 1: Press and hold the red button on the right-hand side of the operator panel for 10 seconds to restart – Method 2: Disconnect the coffee machine from the power grid. Wait 1 minute before reconnecting the coffee machine to the power grid. Briefly press the red button on the right-hand side of the operator panel to switch it on

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.

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

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

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

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

a) Coffee beans should not be moist.

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

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

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

12.4 Help with problems concerning product quality

Problem	Possible causes	Possible remedy
Coffee tastes stale	Grind too coarse	Select a finer grind Setting the grind coarseness
	Too little coffee	Increase coffee quantity Setting drinks
	Temperature too low	Increase temperature Setting drinks
	Coffee is old	Use fresh coffee
	Bean hopper not locked correctly	Check locking of the bean hopper Filling beans
Coffee tastes strange	Poor grind	Contact customer service
	Minimal coffee usage	Pour a small amount of coffee beans into the bean hopper
	Spoiled coffee beans	Replace coffee beans
	Cleaner residue	Rinse the machine
	Dirty cup	Check the dishwasher
	Poor water quality (chlorine, hardness, etc.)	Have water quality tested ***Water quality [▷ 20]***
Coffee tastes bitter	Temperature too high	Reduce coffee temperature Setting drinks
	Grind too fine	Select a coarser grind Set the grind coarseness
	Coffee quantity too low	Increase coffee quantity Setting drinks
	Roast too dark	Use lighter coffee roast
Coffee tastes sour	Temperature too low	Increase coffee temperature Setting drinks
	Roast too light	Use darker coffee roast
	Grind too coarse	Select a finer grind Set the grind coarseness

13 DECOMMISSIONING

13.1 Preparing for decommissioning

1. Clean the machine using the automatic *Cleaning [▷ 28]* 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 [▷ 28]*
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	A800 Fresh Brew
Dimensions: Width/height/depth (")	13.4/33.5/23.6
Weight (lb)	127 lb 14 oz.
Noise emission (dB(A))	< 70
Ambient temperature (°F)	50-90
Humidity (%)	Max. 80
External wastewater tank volume (gallon)	4.23
Grounds container capacity (with grounds ejection option)	60-110 cakes, depending on the grind quantity
Brew boiler	Volume (gallon): 0.24 Operating pressure (psi): 116
Hot water boiler	Volume (gallon): 0.24 Operating pressure (psi): 14.5

15.1 Electrical connection data

Voltage	Main power connection	Power rating (max.)	Fuse	Frequency
200–220 V	2LPE	4500-5300 W	30 A	60 Hz

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