

USER MANUAL

A400 FRESH BREW

FCS4060

en



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.



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1 FOR YOUR SAFETY

1.1 Intended use

1.1.1 Coffee machine

- The A400 Fresh Brew is a commercial machine for preparing drinks and is intended for use in food services, offices and other similar environments.
- The A400 Fresh Brew is designed to process whole coffee beans.
- The A400 Fresh Brew is intended for the preparation of beverages in accordance with this manual and the technical data.
- The A400 Fresh Brew is intended for operation indoors.

Please note

- The A400 Fresh Brew is not suitable for use outdoors.

1.2 Prerequisites for using the coffee machine

- The A400 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 A400 Fresh Brew must have read and understood the manual. This does not apply to its use in the self-service sector.
- Do not operate the A400 Fresh Brew or add-on units until you have completely read and understood this manual.
- Do not use the A400 Fresh Brew or add-on units if you are not familiar with the various functions.
- Do not use the A400 Fresh Brew if the connection lines of the A400 Fresh Brew or the add-on units are damaged.
- Do not use the A400 Fresh Brew unless the A400 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 A400 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 A400 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 A400 Fresh Brew and the add-on units.
- Children are not permitted to clean the A400 Fresh Brew and the add-on units.

1.3 Explanation of safety instructions

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 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 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 work carried out by authorized persons with corresponding qualifications 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 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.

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* [47]" chapter for help if an error occurs.

Symbol	Designation	Description
	Bean left/right	Active grinder
	Double product	Produce double beverage quantity (double production)
	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
	Water filter	
	Grounds container	Grounds container must be emptied
	Door	The door is open
	Payment	Payment active
	Service/configuration/ad- ministration	
	Brightness	Set brightness
	Individualization	Modify beverages and depiction
	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	

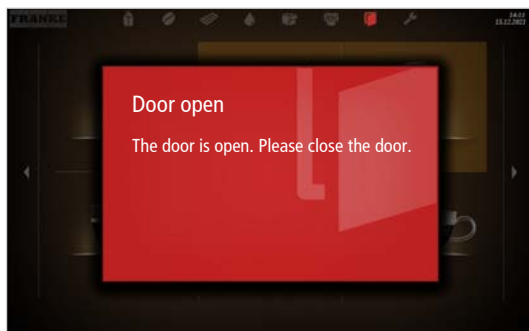
Symbol	Designation	Description
	Inactive	
	Data transfer	Data is being transferred

2.2.3 Depiction of error messages





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









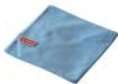

If the entire system is affected by an error, the error message will appear automatically.



Color code for error messages

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

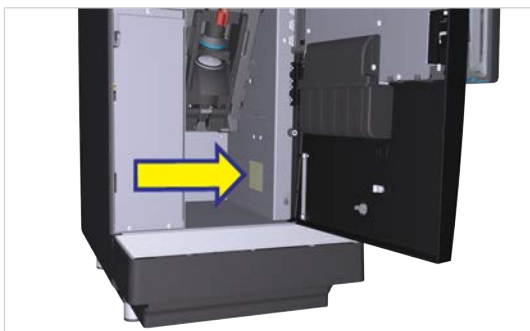
3 SCOPE OF DELIVERY

	Item description	Item number
	Coffee machine A400 Fresh Brew	
	Manual set	560.0681.785
	Cleaning tablets (USA/Canada)	567.0000.002
	Water hardness test strip	560.0004.060
	Cleaning brushes	560.0003.728
	Cleaning brush	560.0003.716
	Microfiber cloth	560.0002.315
	Grinder adjustment wrench	560.0003.876

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.

4.2 Type codes

4.2.1 Coffee machine

Type code	Description
2G	2 grinders
A400	Coffee machine (fully automatic device)
	Series: A
	Overall size: 400
FB	Fresh Brew (greater spout height, hot water spout from central spout, recessed drip grid, etc.).
H2	Center hot water spout
W4	Water connection

5 DESCRIPTION OF MACHINE

5.1 Coffee machine



5.1.1 Standard

- 8" touchscreen
- Two grinders (rear, left and right)
- Spout with integrated hot water outlet and manual height adjustment
- Water connection
- Touchpad as accessibility feature for wheelchair users
- Adjustable feet, 100 mm

5.1.2 Options

- Lockable bean hoppers
- 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 main water connection must meet the *Requirements of the water supply* [▶ 18] as well as the federal, state, and local 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.
- Make sure to provide a stable, ergonomic cup tray (min. load capacity 150 kg). The operator panel should be at eye level.



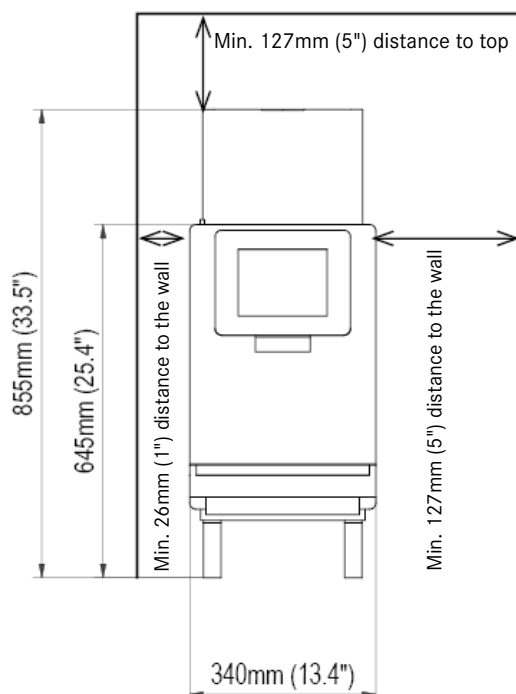
You must have completed these preparations before one of our service technicians can install the coffee machine for you. Your service technician will install your coffee machine and carry out the initial commissioning process. The technician will walk you through the basic functions.

6.2 Dimensions

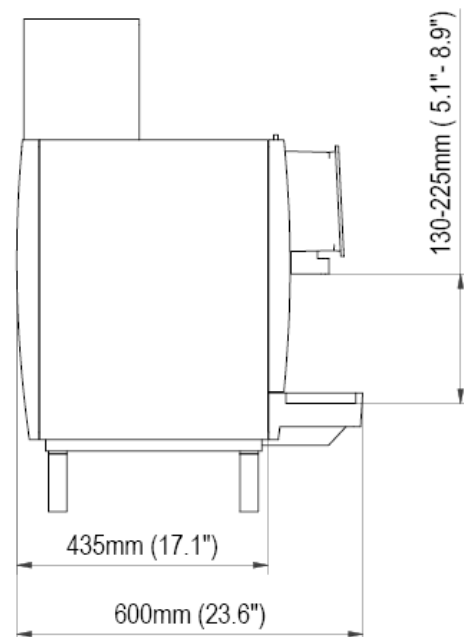


All dimensions are specified in ".

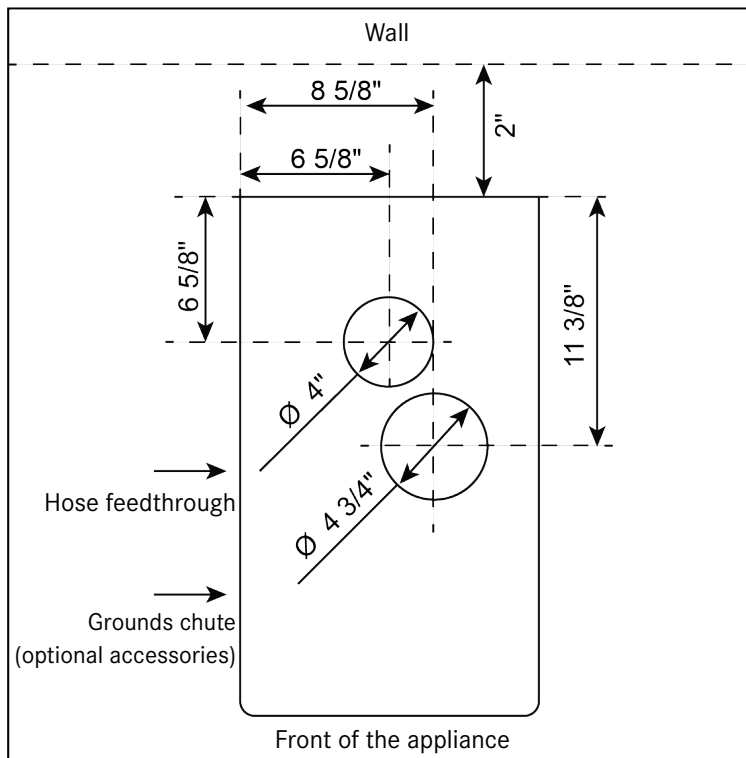
Front view and distances



Side view



A400 FB – 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.

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

Minimum clearances

- To the rear panel: 2 "
- Above: 5 " (for filling and removal of the bean hopper)
- To the right: 5 " (for opening the door)

6.2.1 Adjustable feet

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

The device is equipped with 100 mm high feet.

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 dissolved solids)	30–150 ppm (mg/l)
Electrical conductivity (measured)	50–200 µS/cm (microsiemens)
Iron content	< 0.3 mg/l

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

Evaluating the risk of corrosion

The following formula can be used for evaluation:

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

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

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

Calculation example:

- Measured conductivity 700 µS/cm
- Measured total hardness 18 dH GH

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

The result of the calculation is $160 \mu\text{S}/\text{cm}$ and means that there is a low risk of corrosion.

6.3.3 Water outlet

- Drain hose: D = 0.79 ", L = 78.7 "
- Fitting for 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

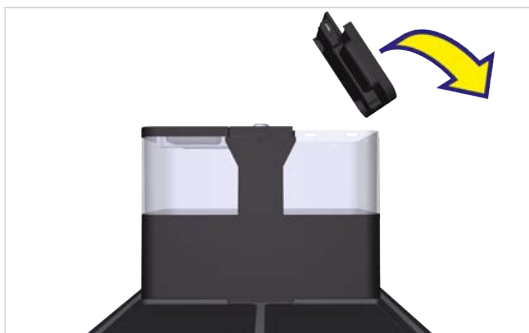
Poor drink quality

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 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.

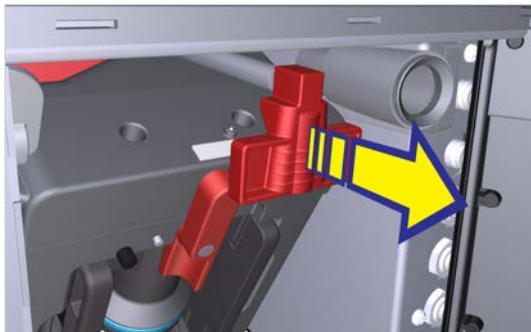


Grinder adjustment wrench (560.0003.876)

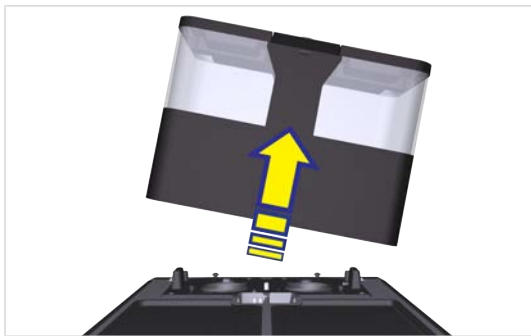


Changing the grind coarseness affects the coffee quantity. The grinders must therefore be calibrated after adjusting the grind coarseness.

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. Lift and remove the bean hopper.



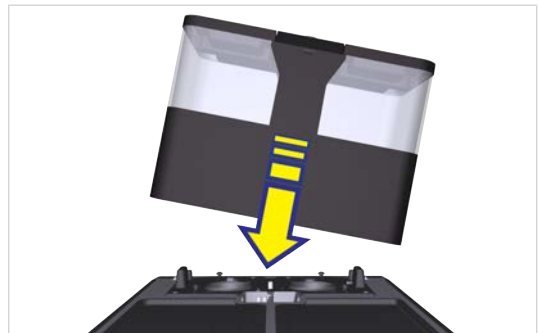
3. If necessary, adjust the grind coarseness using the grinder adjustment wrench.

⇒ Turn counterclockwise for a finer grind.

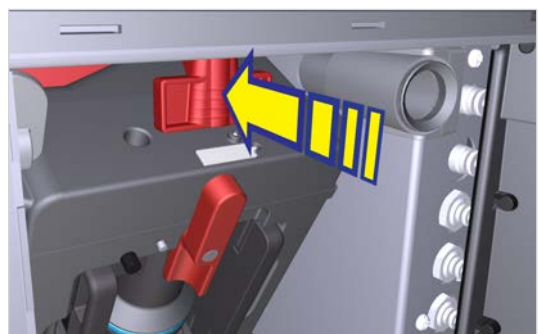
⇒ Turn clockwise for a coarser grind.

4. Check the grind produced and adjust if necessary.

⇒ +2: very coarse / 0: normal / -2: very fine



5. Attach the bean hopper.



6. Push the locking slide all the way in.



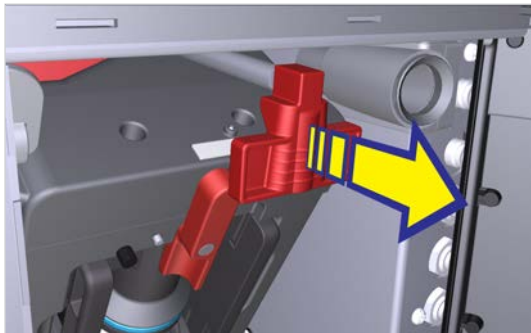
NOTICE

Impairment of function

If the bean 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

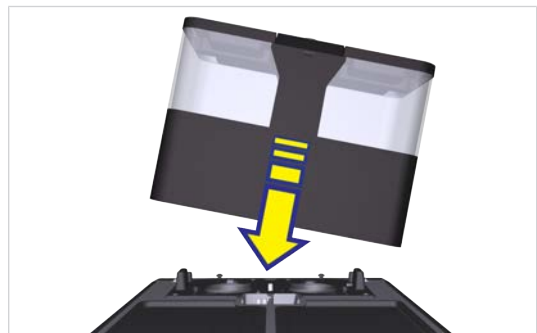


- 1. Pull the locking slide towards the front up to the stop.

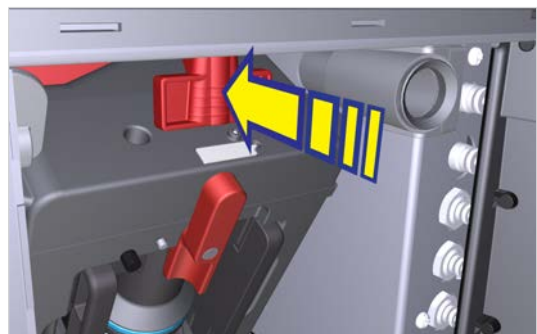


- 2. Lift and remove the bean hopper.

- 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

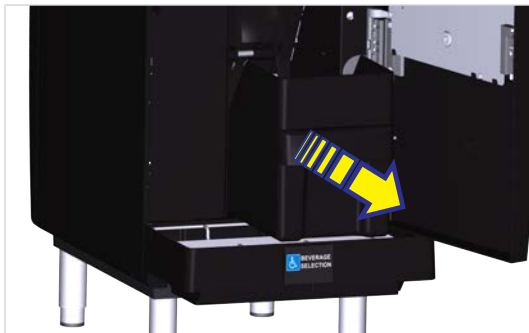
Coffee residue can lead to the formation of mold.

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



1. Open the door of the coffee machine.

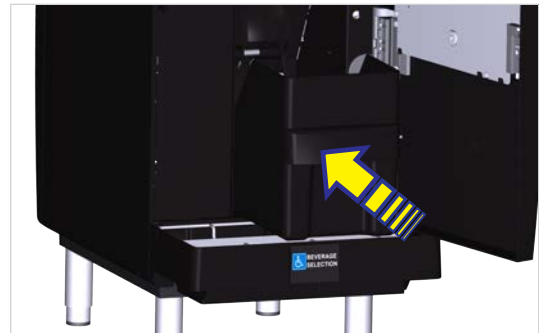
⇒ The message **Door open** appears on the user interface.



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.

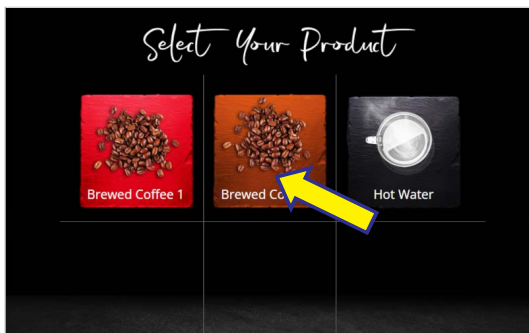
- a) Always be careful with hot beverages.
- b) Use only suitable drinking vessels.

8.1 Obtain beverages with individual operating mode

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



2. Adjust the spout height.



3. Select a product.
⇒ The product preview will appear.



4. Select product options.
5. 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 hot water



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

Example: Individual operating mode

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



2. Select Tea water.



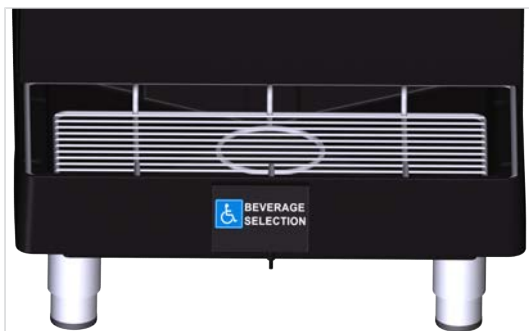
3. Select the cup size.
⇒ Hot water is dispensed until the cycle is complete.

8.3 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



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.

9.2 Required cleaning accessories

- Cleaning tablets
- Microfiber cloth
- Paint brush
- Brush set

9.3 5-step method

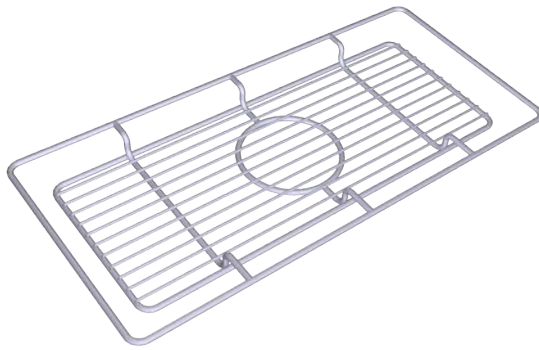


Clean the removable components of your coffee machine using the 5-step method.

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

Removable components

Appliance	Removable components
Coffee machine	<ul style="list-style-type: none"> – Grounds container – Drip grid



Removable components

Additional areas to be cleaned by hand

- Inner side of the door and lip seal

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.

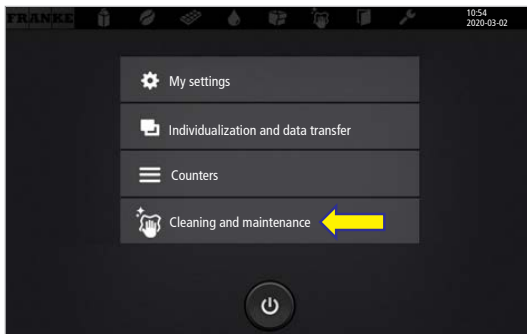


1. Press in the top left corner.

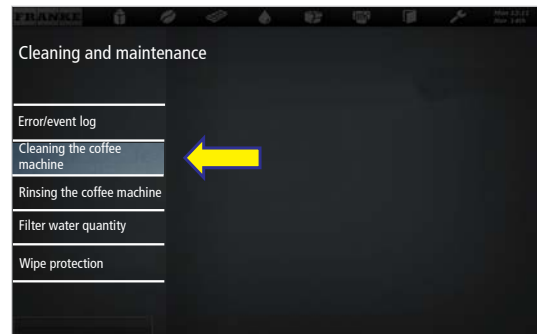


2. Enter the PIN. *PIN codes* [▶ 32]

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



In addition to the daily cleaning process, clean the machine components listed in this section at least once a week. Clean the machine immediately if you find that it is dirty or clogged. Follow the cleaning instructions when doing so.

9.5.1 Cleaning the surface of the machine

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

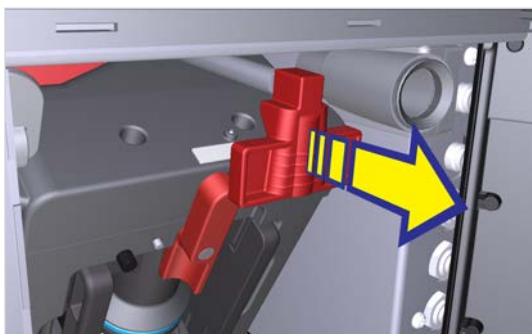
Formation of mold

Moisture within the bean hopper may lead to mold growth.

- Do not bring the bean hopper into direct contact with water.
- Use only a damp cloth for cleaning.
- 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.

- Open the door of the coffee machine.



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

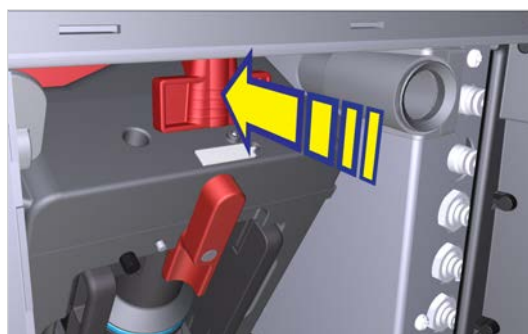


3. Lift and remove the bean hopper.
4. Empty the bean hopper.

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.

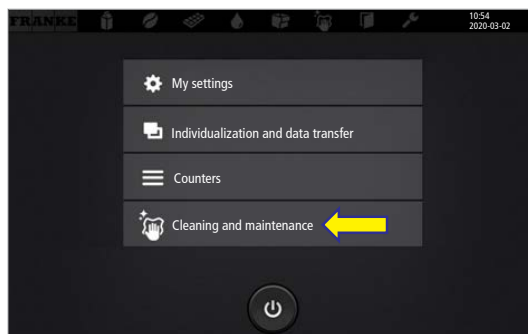
9.5.3 Cleaning the screen



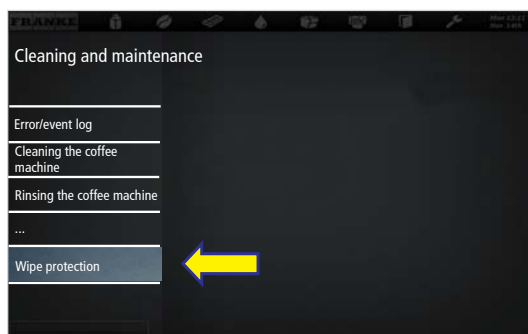
1. Press in the top left corner.



2. Enter the PIN. *PIN codes* [p. 32]
3. Press Ok.



4. Select **Cleaning and Maintenance**.



5. Select **Wipe protection**.

⇒ The user interface is locked for 20 seconds.

⇒ The maintenance level appears.

6. Clean the screen.

9.6 Rinsing the coffee machine



WARNING

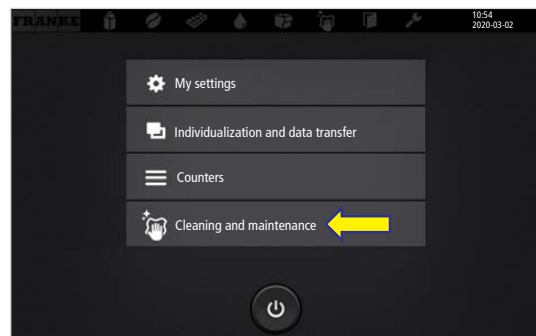
Risk of scalding

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.

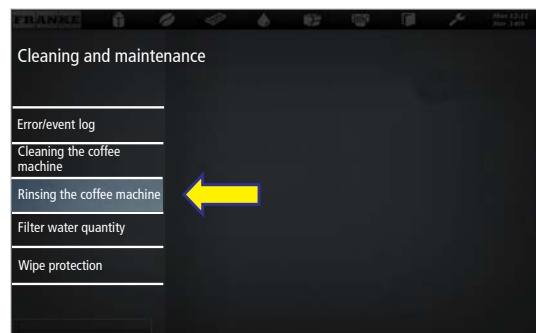


4. Select Cleaning and Maintenance.



2. Enter the PIN. *PIN codes* [▶ 32]

3. Press Ok.



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

⇒ The coffee machine is being rinsed.

10 CONFIGURATION

10.1 Call up the maintenance level



1. Press in the top left corner.



2. Enter the PIN. *PIN codes* [▶ 32]

3. Press **Ok**.

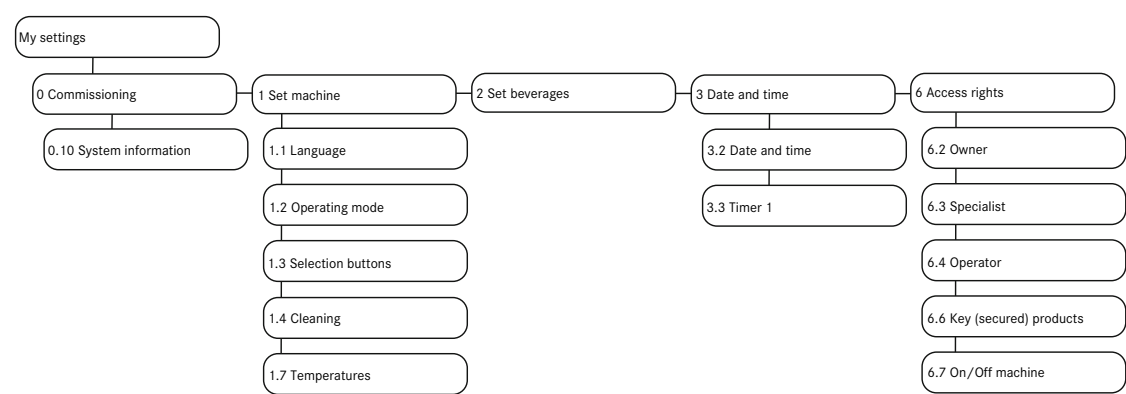
10.2 PIN codes

Default PIN codes are assigned at the factory:

	Owner	Specialist	Operator
Default PIN	1111	2222	7777
My PIN

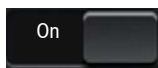
The PINs for key (secured) products and **On/Off machine** can be viewed and changed with the owner role in the **My settings > Access rights** menu.

10.3 My settings menu tree



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

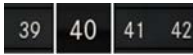
10.4 Input methods



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.

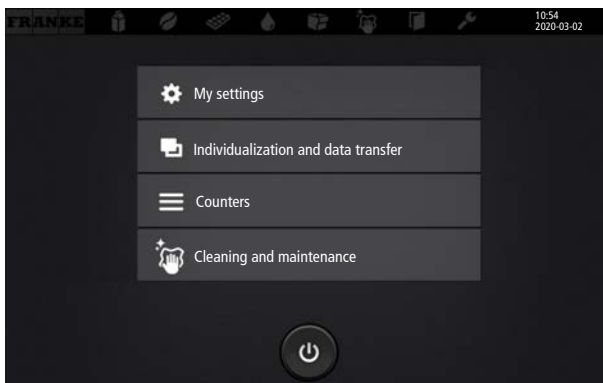


Tap the keyboard to enter text or numbers.



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

10.5 My settings



10.5.1 Menu 0 Commissioning

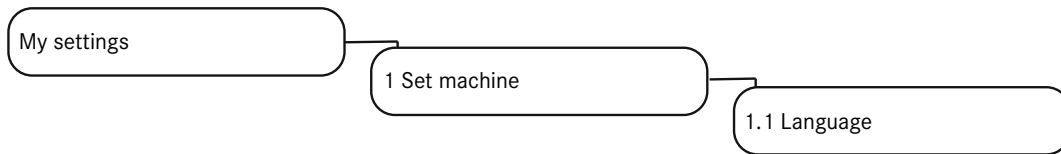
Menu item 0.10 System information



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

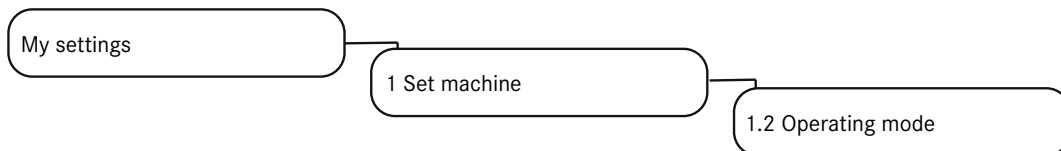
10.5.2 Menu 1 Set Machine

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 inter- face

Menu item 1.2 Operating mode



Operation mode

Usage scenario > Personalized

Parameter	Value range	Remarks
Operating mode	Personalized	If a configuration has been imported in Individual Operating Mode , nothing can be configured under the menu item 1.2 Operating mode .

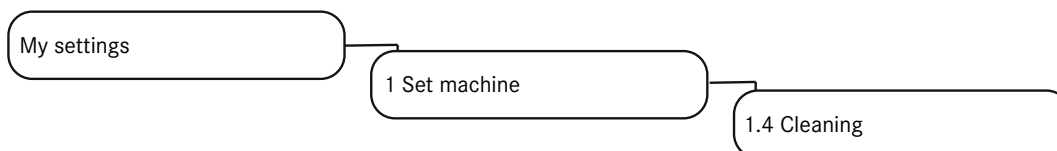
Options

Parameter	Value range	Remarks
Key (secured) products	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Selected products can be blocked with the Key (se- cured) products option – Key (secured) products can be prepared only after a PIN code has been entered (see Menu 6 Access rights) – Default: No
Hide cancel button	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Display the button for canceling the product – Default: No
Audible signal for beverage preparation	<ul style="list-style-type: none"> – Yes – No 	Beeps when the product is ready
Audible signal for error messages	<ul style="list-style-type: none"> – Yes – No 	Beeps in a 3-second cycle if a resource is missing

Configuring the screen

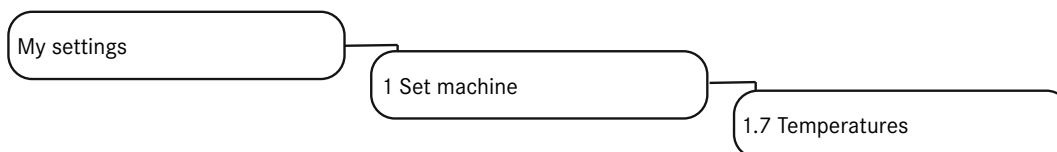
Parameter	Value range	Remarks
Display brightness	15–100%	Default: 85%

Menu item 1.4 Cleaning



Parameter	Value range	Remarks
Buzzer	<ul style="list-style-type: none"> – Yes – No 	Audible prompt for actions during cleaning. <ul style="list-style-type: none"> – No: Audible signal not activated. – 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 +20%	<ul style="list-style-type: none"> – The temperature in the brew boiler is configured by the service technician – The set temperature can be adjusted by percentages using the slide control
Steam	20 to +20%	<ul style="list-style-type: none"> – The temperature in the steam boiler is configured by the service technician – The set temperature can be adjusted by percentages using the slide control
Hot water/steam	0 to 14%	<ul style="list-style-type: none"> – The temperature in the hot water/steam boiler is configured by the service technician – The set temperature can be adjusted by percentages using the slide control
Tea water	–20 to +20%	<ul style="list-style-type: none"> – The temperature in the hot water boiler is configured by the service technician – The set temperature can be adjusted by percentages using the slide control

10.5.3 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* [p. 49].

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		

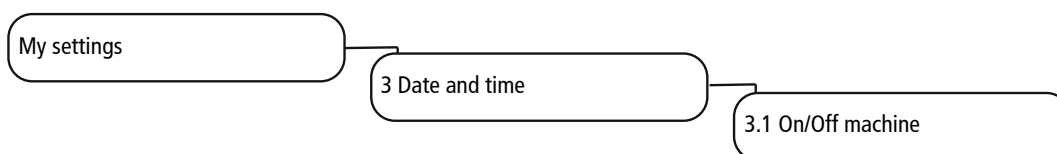
Setting drinks

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

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 drink variation that is to be prepared with this product selection		Select the variation, then confirm with the check-mark	1, 5
Save drink settings	Save		3

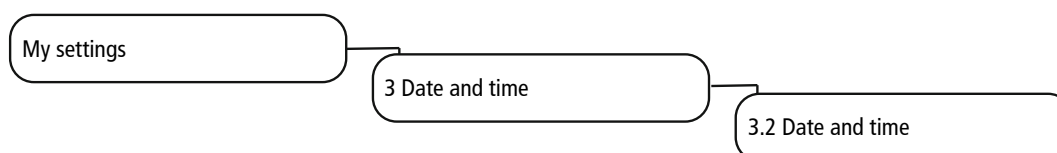
10.5.4 Menu 3 Date and time

Menu item 3.1 On/off machine



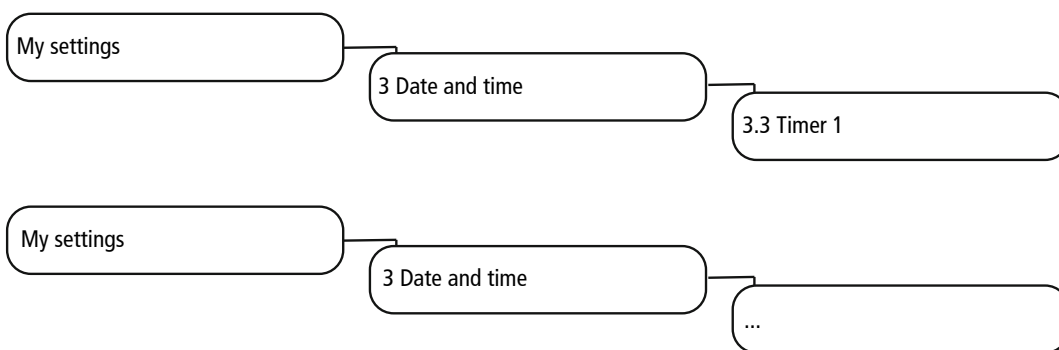
Parameter	Value range	Remarks
With PIN	<ul style="list-style-type: none"> – Yes – No 	<ul style="list-style-type: none"> – Yes: The coffee machine can only be switched on or off using the PIN code
		Menu item 6.7 On/Off machine <ul style="list-style-type: none"> – No: The coffee machine can be switched on or off without the PIN code – Default: No

Menu item 3.2 Date and time



Parameter	Value range	Remarks
12/24-hour display	<ul style="list-style-type: none"> – 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	Set the hour
Minute	0–59	Set the minute
Time zone	Time zone selection list	<ul style="list-style-type: none"> – Select the time zone from the list – Default: UTC+0100 (Europe) Zurich

Menu items 3.3-3.6 Timer 1-4



Switching on automatically

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

Switching off automatically

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

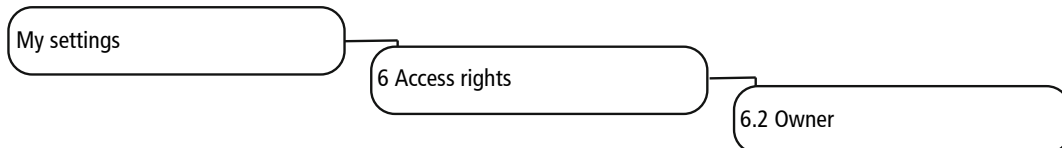
10.5.5 Menu 6 Access rights



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

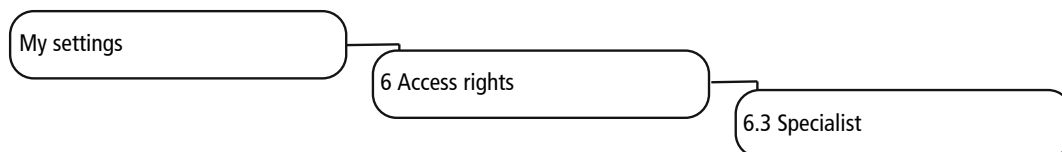
Menu item	PIN code (default values)
6.2 Owner	1111
6.3 Specialist	2222
6.4 Operator	7777
6.6 Key (secured) products	8888
6.7 On/Off machine	9999

Menu item 6.2 Owner



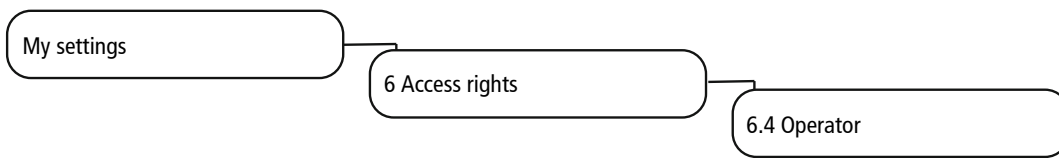
Parameter	Value range	Remarks
Change PIN	Enter new PIN	<ul style="list-style-type: none"> Authorizations: Access to My settings; Retrieve counter Default PIN: 1111
PIN set	<ul style="list-style-type: none"> Yes No 	<ul style="list-style-type: none"> Yes: PIN is set and being used No: PIN is not being used

Menu item 6.3 Specialist



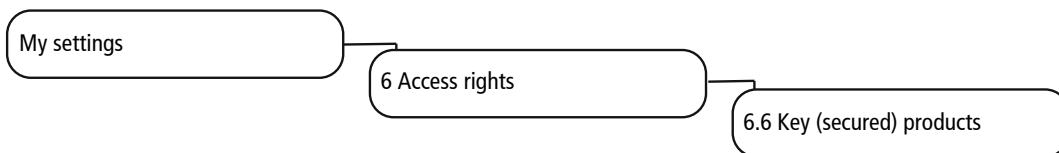
Parameter	Value range	Remarks
Change PIN	Enter new PIN	<ul style="list-style-type: none"> Authorizations: Limited access to My settings, Retrieve product counter Default PIN: 2222
PIN set	<ul style="list-style-type: none"> Yes No 	<ul style="list-style-type: none"> Yes: PIN is set and being used No: PIN is not being used
Activate user profile	<ul style="list-style-type: none"> Yes No 	<ul style="list-style-type: none"> Yes: User profile is activated and being used No: User profile is not activated

Menu item 6.4 Operator



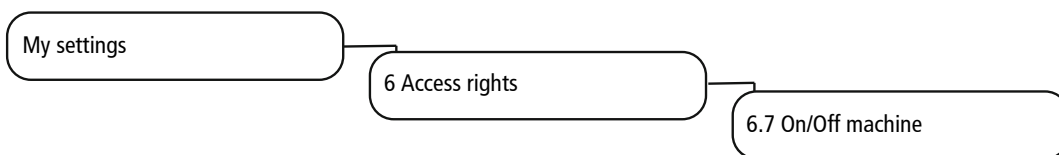
Parameter	Value range	Remarks
Change PIN	Enter new PIN	<ul style="list-style-type: none"> No access to My settings, Retrieve product counter, Retrieve counter Default PIN: 7777
PIN set	<ul style="list-style-type: none"> Yes No 	<ul style="list-style-type: none"> Yes: PIN is set and being used No: PIN is not being used
Activate user profile	<ul style="list-style-type: none"> Yes No 	<ul style="list-style-type: none"> Yes: User profile is activated and being used No: User profile is not activated

Menu item 6.6 Key (secured) products



Parameter	Value range	Remarks
Change PIN	Enter new PIN	Default PIN: 8888
PIN set	<ul style="list-style-type: none"> Yes No 	<ul style="list-style-type: none"> Yes: PIN is set and is being used for key (secured) products No: PIN is not being used
Activate user profile	<ul style="list-style-type: none"> Yes No 	<ul style="list-style-type: none"> Yes: User profile is activated and being used No: User profile is not activated

Menu item 6.7 On/Off machine



Parameter	Value range	Remarks
Change PIN	Enter new PIN	Default PIN: 9999
PIN set	<ul style="list-style-type: none"> Yes No 	<ul style="list-style-type: none"> Yes: PIN is set and being used No: PIN is not being used
Activate user profile	<ul style="list-style-type: none"> Yes No 	<ul style="list-style-type: none"> Yes: The user profile is activated and being used No: The user profile is not activated

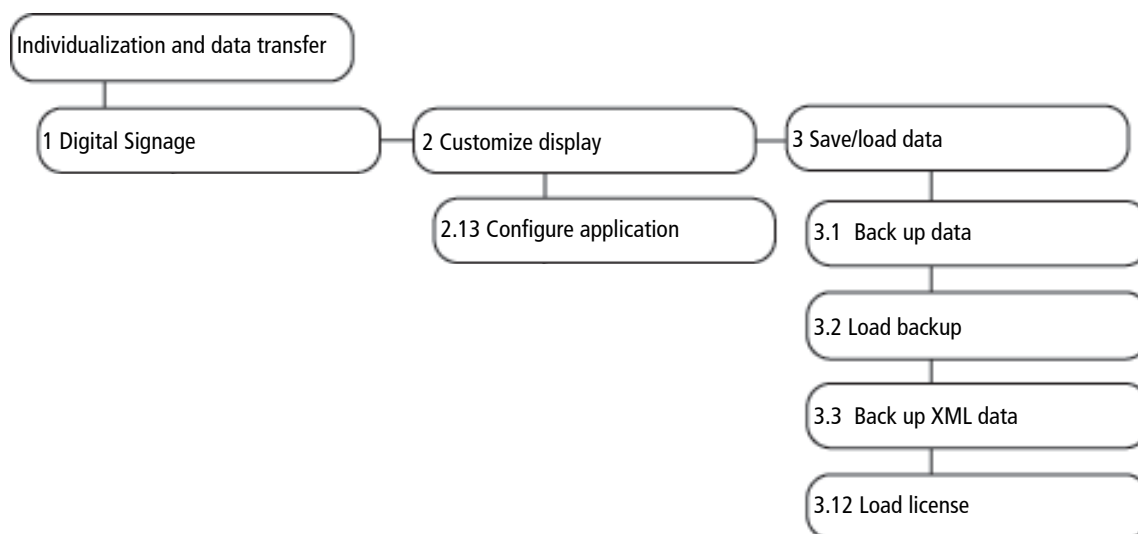
11 INDIVIDUALIZATION AND DATA TRANSFER

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.

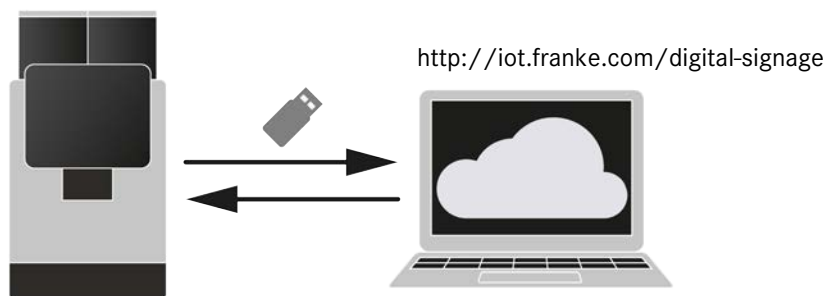
The menu items **5 Import FPC**, **6 Import PKT** and **7 Import MMK** are active if a USB stick with valid resources (FPC, PKT and/or MMK) is connected.

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

11.3 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 **Customization and data transfer > 1 Digital Signage** menu item.
- 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 setting options for digital signage appear.
- 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 **Customization and data transfer > 1 Digital Signage** menu item.
- 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.

11.4 Multimedia functions

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

11.5 Configure application

Parameter	Value range	Remarks
Version	Example: 3.30	Display of the current version

Parameter	Value range	Remarks
Standard language		Display of the set standard language. The machine will revert to this language after a set wait time.

11.5.1 Language settings

Parameter	Value range	Remarks
Switching language	<ul style="list-style-type: none"> – 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 Menu 1 Set machine > 1.1 Language
Language 1–6	<ul style="list-style-type: none"> – 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

11.5.2 Operating mode

Parameter	Value range	Remarks
Operating mode	<ul style="list-style-type: none"> – Self-service – Quick Select – Non-self-service – Cash Register 	
Hide cancel button	<ul style="list-style-type: none"> – Yes – No 	
Display clock	<ul style="list-style-type: none"> – Yes – No 	
Display brightness	15–100 %	
Audible signal for beverage preparation	<ul style="list-style-type: none"> – Yes – No 	
Audible signal for error messages	<ul style="list-style-type: none"> – Yes – No 	

11.5.3 Display [Operating mode]



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

11.5.4 Nutritional value settings

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

11.5.5 Transaction approval (API)

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

11.6 Loading/backing up data

11.6.1 Backing up data

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

11.6.2 Loading data

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

11.6.3 Backing up XML data

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

11.6.4 Loading a license

Desired action	Menu item	Information/instruction
Load license	3.12 Load license	Import license

11.7 Restoring 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 that have been made by tapping Apply

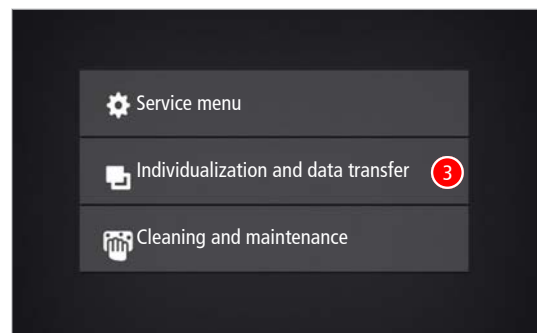
11.8 Activating configurations

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, FPC, POP 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.

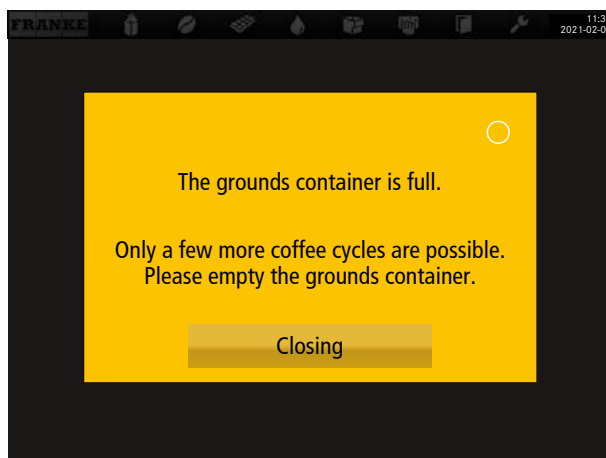
12 TROUBLESHOOTING

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	<p>Check the water tank/main water connection coupling</p> <p>If the error message appears while a product is being dispensed, the brewing module strainer is probably blocked</p> <ul style="list-style-type: none"> – Increase the grind coarseness and/or reduce the grinding quantity – Remove the brewing module and rinse it out – Start the coffee machine cleaning process
Touch screen not responding correctly	Machine software overloaded	<p>There are two different troubleshooting methods:</p> <ul style="list-style-type: none"> – Method 1: Press and hold the red button on the right-hand side of the operator panel for 10 seconds to restart – Method 2: Disconnect the coffee machine from the power grid. Wait 1 minute before reconnecting the coffee machine to the power grid. Briefly press the red button on the right-hand side of the operator panel to switch it on

12.3 Tips for good coffee drinks



NOTICE

Poor drink quality

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

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



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

- a) Coffee beans should not be moist.
- b) Seal any open coffee bean packs in an airtight manner.
- c) Do not store coffee beans in a refrigerator or freezer.
- d) Only fill the coffee beans into the bean hopper that you will need for the next 3 hours.

12.4 Help with problems concerning product quality

Problem	Possible causes	Possible 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 <i>Water quality</i> [► 19]
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

13 DECOMMISSIONING

13.1 Preparing for decommissioning

1. Clean the machine using the automatic cleaning function.
2. Empty the bean hopper.
3. Clean the bean hopper.
4. Clean the grounds container.

13.2 Short-term decommissioning (up to 3 weeks)

- ✓ The machine remains in place.
- 1. Clean the machine using the automatic cleaning function. *Cleaning* [▶ 27]
- 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.

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 storage temperatures if the machine is completely drained and emptied: 41-90 °F
- Relative humidity: Max. 80 %
- Permanent and sufficient stability and fixing
- 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

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 consumable materials

- 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.

Disposing 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

Appliance type	A400 Fresh Brew
Dimensions: Width/height/depth (")	13.4/33.5/23.6
Weight (lb)	97
Twin bean hopper capacity (lb)	2 x 2.6
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 200-220 V	Volume (gallon): 0.24 Operating pressure (psi): 116 Power rating (W) at voltage (V): 2500 / 208

15.1 Electrical connection data

Voltage	Main power connection	Power rating (max.)	Fuse	Frequency
200-220 V	2LPE	2300-2700 W	30 A	60 Hz
200-220 V	2LPE	2300-2700 W	20 A	60 Hz

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