

USER MANUAL

SB1200 FM CM

FCS4050

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.

FRANKE

MAKE IT WONDERFUL

IT'S ALL ABOUT THE MOMENT

when great coffee makes
happier customers.

FRANKE

Want to know more? coffee.franke.com

MAKE IT WONDERFUL

TABLE OF CONTENTS

1	For your safety	6
1.1	Intended use	6
1.2	Prerequisites for using the coffee machine.....	7
1.3	Explanation of safety instructions.....	7
1.4	Safety concerns when using the coffee machine	8
2	Explanation of symbols	11
2.1	Symbols used in the manual	11
2.2	Symbols used in the software	11
3	Scope of delivery	15
4	Identification	17
4.1	Position of type plates	17
4.2	Type codes.....	19
5	Description of machine.....	21
5.1	Add-on units.....	21
5.2	Coffee machine	26
5.3	Overview of operating modes.....	30
5.4	Franke Digital Services (option)	32
6	Installation	33
6.1	Preparations.....	33
6.2	Dimensions	33
6.3	Requirements of the water supply.....	36
7	Filling and emptying.....	39
7.1	Filling beans	39
7.2	Filling powder	40
7.3	Filling the cooling unit.....	40
7.4	Filling the Flavor Station FS EC	43
7.5	Filling the Flavor Station FSU60 CM.....	43
7.6	Setting the grind coarseness	44
7.7	Emptying the bean hopper	46
7.8	Emptying the powder hopper	46
7.9	Emptying the grounds container	47
7.10	Emptying the cooling unit	48
8	Preparing beverages	51
8.1	Preparing beverages with Quick Select	51
8.2	Preparing beverages in Advanced mode.....	51
8.3	Preparing beverages with ground coffee.....	52
8.4	Preparing hot water	52

8.5	Preparing beverages using the touchpad.....	53
9	Cleaning.....	54
9.1	Introduction	54
9.2	Required cleaning accessories.....	54
9.3	5-step method.....	54
9.4	Starting the cleaning process	55
9.5	Weekly cleaning	57
9.6	Rinsing the coffee machine.....	59
10	Configuration	60
10.1	Call up the maintenance level	60
10.2	PIN codes	60
10.3	My settings menu tree	60
10.4	Input methods.....	61
10.5	My settings	61
11	Individualization and data transfer.....	75
11.1	Overview	75
11.2	Individualization and data transfer menu tree	76
11.3	Requirements for your own media.....	77
11.4	Multimedia functions	77
11.5	Required directory structure on the USB stick.....	77
11.6	Loading or deleting your own media.....	77
11.7	Using your own advertising media.....	78
11.8	Configure application.....	79
11.9	Loading/backing up data	81
11.10	Restoring default values.....	81
11.11	Activating configurations	82
12	Troubleshooting.....	83
12.1	Error messages	83
12.2	Troubleshooting the system.....	83
12.3	Tips for good coffee drinks	84
12.4	Help with problems concerning product quality	85
13	Decommissioning	86
13.1	Preparing for decommissioning.....	86
13.2	Short-term decommissioning (up to 3 weeks)	86
13.3	Long-term decommissioning.....	86
13.4	Transport and storage	86
13.5	Recommissioning after prolonged periods of storage or non-use	87
14	Disposal of parts	88
15	Technical data.....	89
15.1	Capacities in accordance with DIN 18873-2:2016-02	89

15.2	Electrical connection data	89
	Index.....	91

1 FOR YOUR SAFETY

1.1 Intended use

1.1.1 Coffee machine

- The SB1200 FM CM is a commercial machine for preparing beverages and is intended for the SB1200 (specialty beverage station). It is designed for use in food services, the hotel industry, offices and other similar environments.
- The SB1200 FM CM is suitable for processing whole coffee beans, ground coffee, powder suitable for automatic beverage dispensers, fresh milk, milk alternatives, syrup and ready-to-drink beverages (e.g. Cold Brew).
- The SB1200 FM CM is intended for the preparation of beverages in accordance with this manual and the technical data.
- The SB1200 FM CM is intended for operation indoors.

Please note

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

1.1.2 Add-on units

Cooling unit

- The cooling unit is designed exclusively to keep milk and ready-to-drink beverages cool for the preparation of beverages with a SB1200 Franke coffee machine.
- Only use pre-cooled milk and pre-cooled ready-to-drink beverages (2,0-5,0 °C).
- Remove the milk and ready-to-drink beverages when the cooling unit is not in use. Store milk and ready-to-drink beverages in a suitable cooling unit.
- Use only the recommended cleaners. Other cleaners may leave residues in the milk and beverage system.
- The cooling unit is intended exclusively for operation indoors.
- The UT40 cooling unit is intended exclusively for use in enclosed furniture with ventilation openings to prevent liquids from entering the unit. The cooling unit must never be used free-standing.
- Please also observe the Declaration of Conformity delivered with the device.

CleanMaster

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

Please note

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

Flavor Station

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

Please note

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

Cup warmer

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

Please note

- Drinking containers made of paper or plastic must not be used. The cup warmer is not designed to dry dish towels or other cloths. It is not necessary to cover the cups to warm them.

Accounting system

- Depending on the version, the accounting system can be used for various methods of payment. Examples: Payment with coins, cards, or mobile payment systems.

1.2 Prerequisites for using the coffee machine

- The SB1200 FM CM is intended for use as a self-service machine.
- Self-service machines must always be monitored to protect the users.
- Each operator of the SB1200 FM CM must have read and understood the manual. This does not apply to its use in the self-service sector.
- Do not operate the SB1200 FM CM or add-on units until you have completely read and understood this manual.
- Do not use the SB1200 FM CM or add-on units if you are not familiar with the various functions.
- Do not use the SB1200 FM CM if the connection lines of the SB1200 FM CM or the add-on units are damaged.
- Do not use the SB1200 FM CM unless the SB1200 FM CM or the add-on units have been cleaned or filled as intended.
- Children under the age of 8 are not permitted to use the SB1200 FM CM 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 SB1200 FM CM 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 SB1200 FM CM and the add-on units.
- Children are not permitted to clean the SB1200 FM CM 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

Cutting injuries/crushing

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

- a) Exercise care when cleaning the powder hopper.



CAUTION

Irritation from cleaners

Cleaning tablets, milk system cleaning agents, and descaler can lead to irritations of the skin or eyes.

- a) Observe the hazard warnings on the label of the respective cleaner.
- b) Avoid contact with your eyes and skin.
- c) Wash your hands after coming into contact with cleaners.
- d) Cleaners must not find their way into drinks.

**CAUTION****Health hazard due to germ formation**

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

- a) Do not use the machine unless it has been cleaned according to the instructions.
- b) Clean the machine daily in accordance with the instructions.
- c) Inform operating personnel of the necessary cleaning measures.

**CAUTION****Health hazard due to germ formation**

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

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

**CAUTION****Formation of mold**

Mold can form on the coffee grounds.

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

**NOTICE****Risk of damage to the coffee machine**

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

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

2 EXPLANATION OF SYMBOLS

2.1 Symbols used in the manual

2.1.1 Orientation

Symbol	Description
	Clean components using the 5-step method.
	This symbol indicates tips, tricks and additional information
	Prerequisites for additional steps
	Result or intermediate result for additional steps

2.2 Symbols used in the software

2.2.1 Symbols used for navigation and operation

Symbol	Designation	Description
	Cancel button	Cancel preparation
	Select next/previous page	Scroll through menus with multiple pages
	Start button	Start preparation

2.2.2 Symbols on the dashboard and on the user interface



When a symbol is illuminated on the dashboard, additional information and instructions can be displayed by tapping the symbol. Refer to the "*Troubleshooting* 83" chapter for help if an error occurs.

Symbol	Designation	Description
	Franke logo	Call up the maintenance level
	Bean left/right	Active grinder
	Double product	Produce double beverage quantity (double production)

Symbol	Designation	Description
	Ground coffee	
	Energy-saving mode	Switch the machine into energy-saving mode
	Servicing/cleaning	Machine must be cleaned and/or serviced
	Rinse	Machine must be rinsed or machine is rinsing
	Milk system cleaning agent	Milk system cleaning agent is empty (CleanMaster)
	Grounds container	Grounds container must be emptied
	Door	The door is open
	Payment	Payment active
	First Shot	Preheat system
	Service/configuration/administration	
	Brightness	Set brightness
	Individualization	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
	Milk	Milk container is empty or not installed correctly

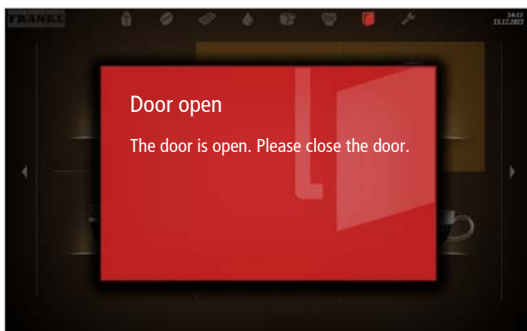
Symbol	Designation	Description
	Powder resource	Powder hopper is empty or not installed correctly
	Info	
	Event log	List of event and error messages
	Individual products counter	
	Inactive	
	Data transfer	Data is being transferred

2.2.3 Depiction of error messages

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



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



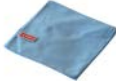
Color code for error messages

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

3 SCOPE OF DELIVERY



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

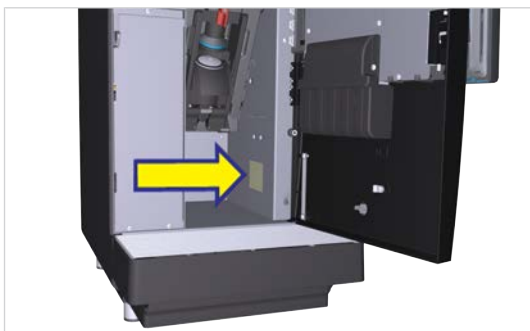
	Item description	Item number
	Coffee machine SB1200 FM CM (FCS4050)	
	Manual set	560.0604.731 / 560.0604.740
	Cleaning tablets (100 pcs.)	567.0000.010
	Cleaning tablets (China)	567.0000.016
	Cleaning tablets (USA/Canada)	567.0000.002
	Cleaning brushes	560.0003.728
	Twisted-in-wire brush	560.0001.019
	Cleaning brush	560.0003.716
	Microfiber cloth	560.0002.315
	Grinder adjustment wrench	560.0003.876
	Aerator/hose wrench	560.0002.774
	Spout cleaning device	560.0604.024
	Adapter for CAN cable	560.0002.932

	Item description	Item number
	Attachment to counter for optional locking of UT40 and FSU60 CM (pan head screws (560.0623.779) for fixing are included)	560.0623.576

4 IDENTIFICATION

4.1 Position of type plates

4.1.1 Coffee machine



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

4.1.2 Cooling unit UT 40 CM



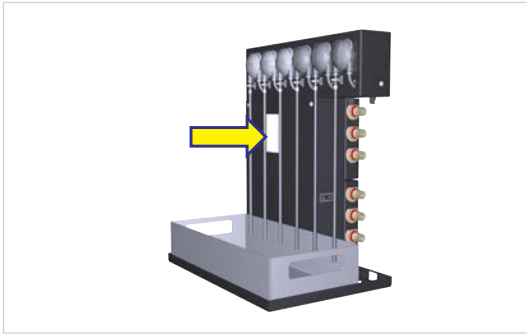
The type plate for the UT40 cooling unit is located on the right-hand side in the cooling chamber.

4.1.3 Cooling unit SU12/UT12



The type plate for the SU12 cooling unit is located on the left-hand side in the cooling chamber.

4.1.4 FSU and FSU60 CM (option)



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

4.1.5 FS (option)



The type plate for the FS Flavor Station is located in the interior on the rear panel.

4.1.6 CleanMaster module



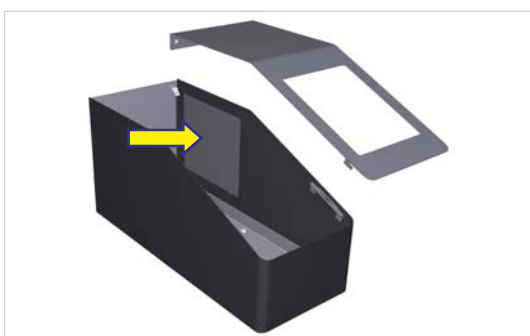
The type plate for the CleanMaster module is located on top of the housing.

4.1.7 CW (option)



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

4.1.8 AC125 CL (option)



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

4.1.9 AC200 (option)



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

4.2 Type codes

4.2.1 Coffee machine

Type code	Description
1G	1 grinder
2G	2 grinders
1IC	Iced Coffee Module (IC)

Type code	Description
1P	1 powder dosing unit
2P	2 powder dosing units
CM	CleanMaster
FM	FoamMaster (cold and warm milk/media, cold and warm milk foam)
H2	Center hot water spout
LH	Left-hand
RH	Right-hand
SB1200	Coffee machine (specialty beverage station) Series: SB Overall size: 1200

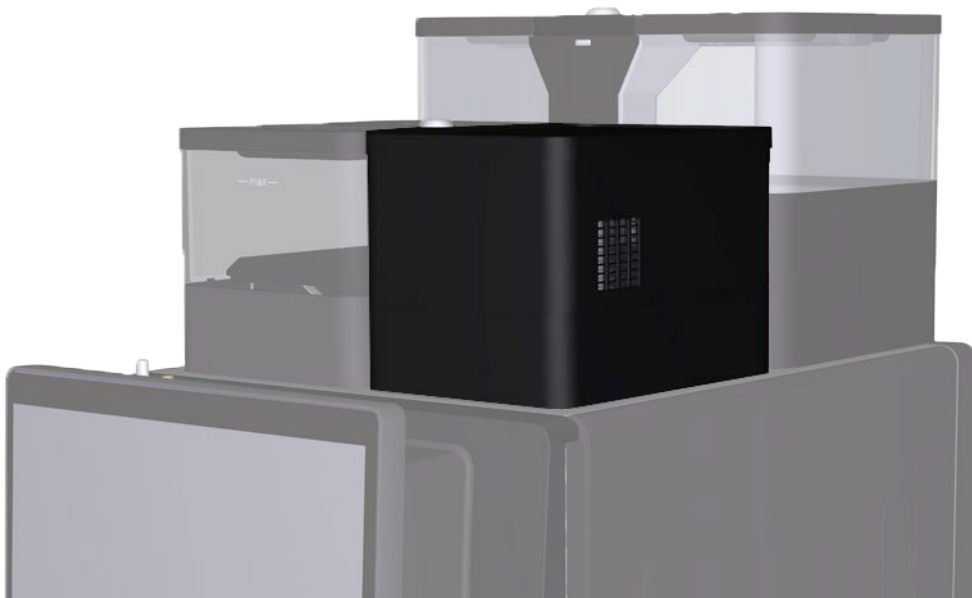
4.2.2 Add-on units

Type code	Description
1DM	1 x double-media pump module
2DM	2 x double-media pump modules
1OM	1 x one-media pump module
2OM	2 x one-media pump modules
3OM	3 x one-media pump modules
4OM	4 x one-media pump modules
AC	Accounting system
CC	Coin changer
CL	Cashless
CM MA	CleanMaster module (master)
CM SL	CleanMaster module (slave)
CV	Coin validator
CW	Cup warmer
FS60	Flavor Station with 6 flavor pumps
FSU60	Under-counter Flavor Station with 6 flavor pumps
FSU60 CM	Under-counter Flavor Station with 6 flavor pumps and Flavor Station CleanMaster
SU12	Cooling unit (12 l or 2 x 4.5 l) right next to the coffee machine
Twin	Modified cooling unit for the simultaneous use with two coffee machines
UT12	Under-counter cooling unit (12 l or 2 x 4.5 l)
UT40	Under-counter cooling unit (4 x 10 l)

5 DESCRIPTION OF MACHINE

5.1 Add-on units

5.1.1 Iced Coffee Module



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



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

5.1.2 Cooling unit

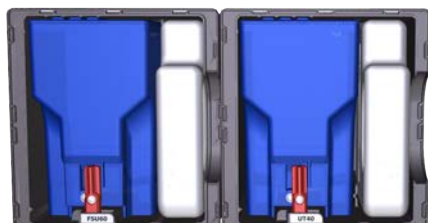


SU12 FM CM 20M



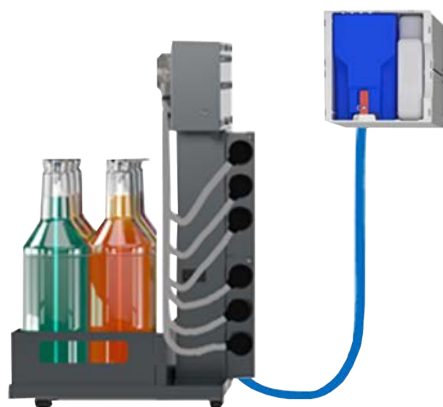
UT40 CM

5.1.3 CleanMaster



The CleanMaster module allows the cooling unit, Flavor Station (FSU60 CM) and all of the hose connections to be cleaned fully automatically.

5.1.4 Flavor Station FSU60 CM



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

5.1.5 Flavor Station FS/FSU EC



Our Flavor Station is available to you as an option for unusual creations. You can use the Flavor Station to extend your range with up to six different flavors.

5.1.6 Cup warmer



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

5.1.7 Accounting system



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

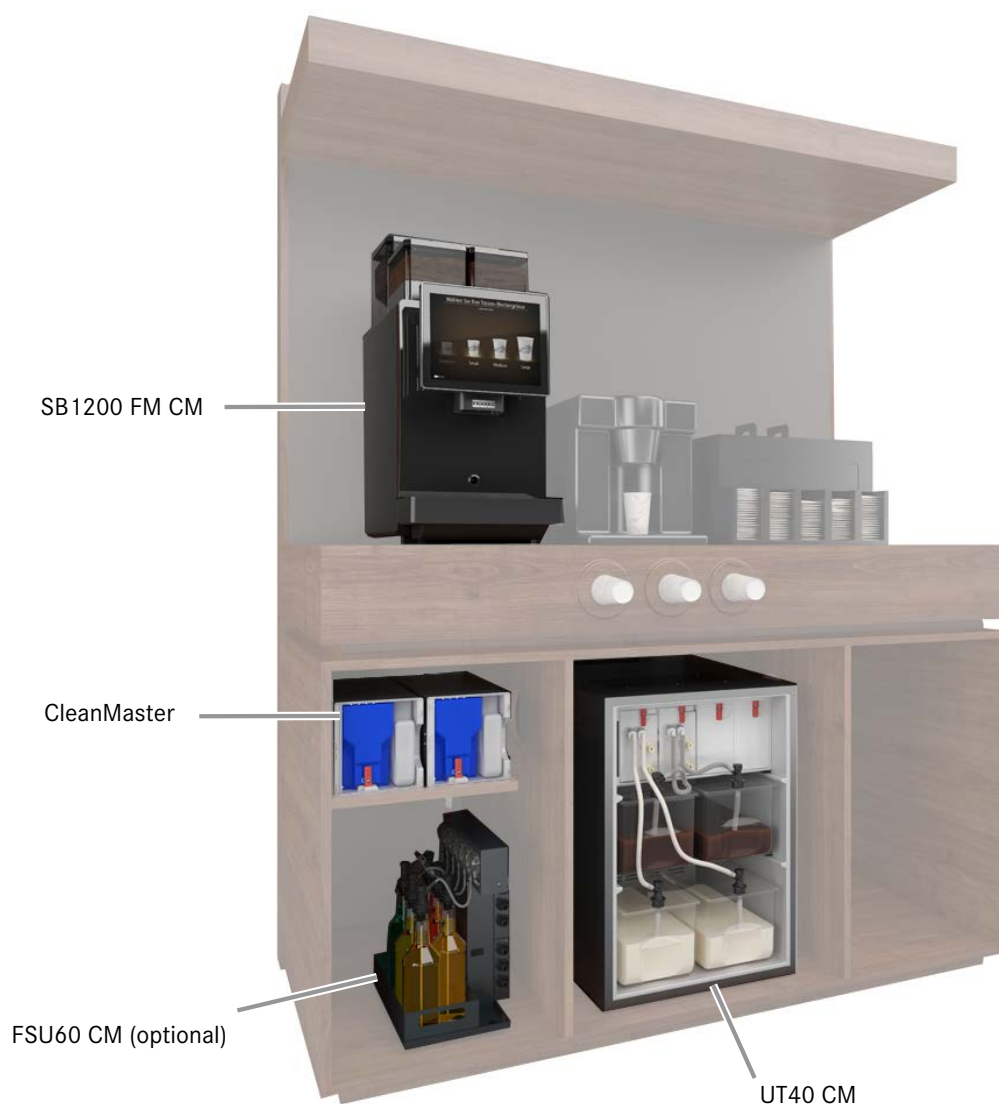
Interfaces:

- VIP

Payment systems:

- Coin validator
- Coin changer
- Card readers

5.2 Coffee machine



The SB1200 (Specialty Beverage Station) comprises the SB1200 FM CM coffee machine, a cooling unit (e.g. UT40 CM, SU12 or UT12) with pump module CleanMaster and the optional Flavor Station (e.g. FSU60 CM with CleanMaster or FS60/FSU60 EC). To provide you with an overview of your specialty beverage station, a sample configuration is illustrated here. Please note that, depending on how it is configured, your beverage station may differ from this illustration; the furniture in the illustration is shown as an example only.



5.2.1 Standard

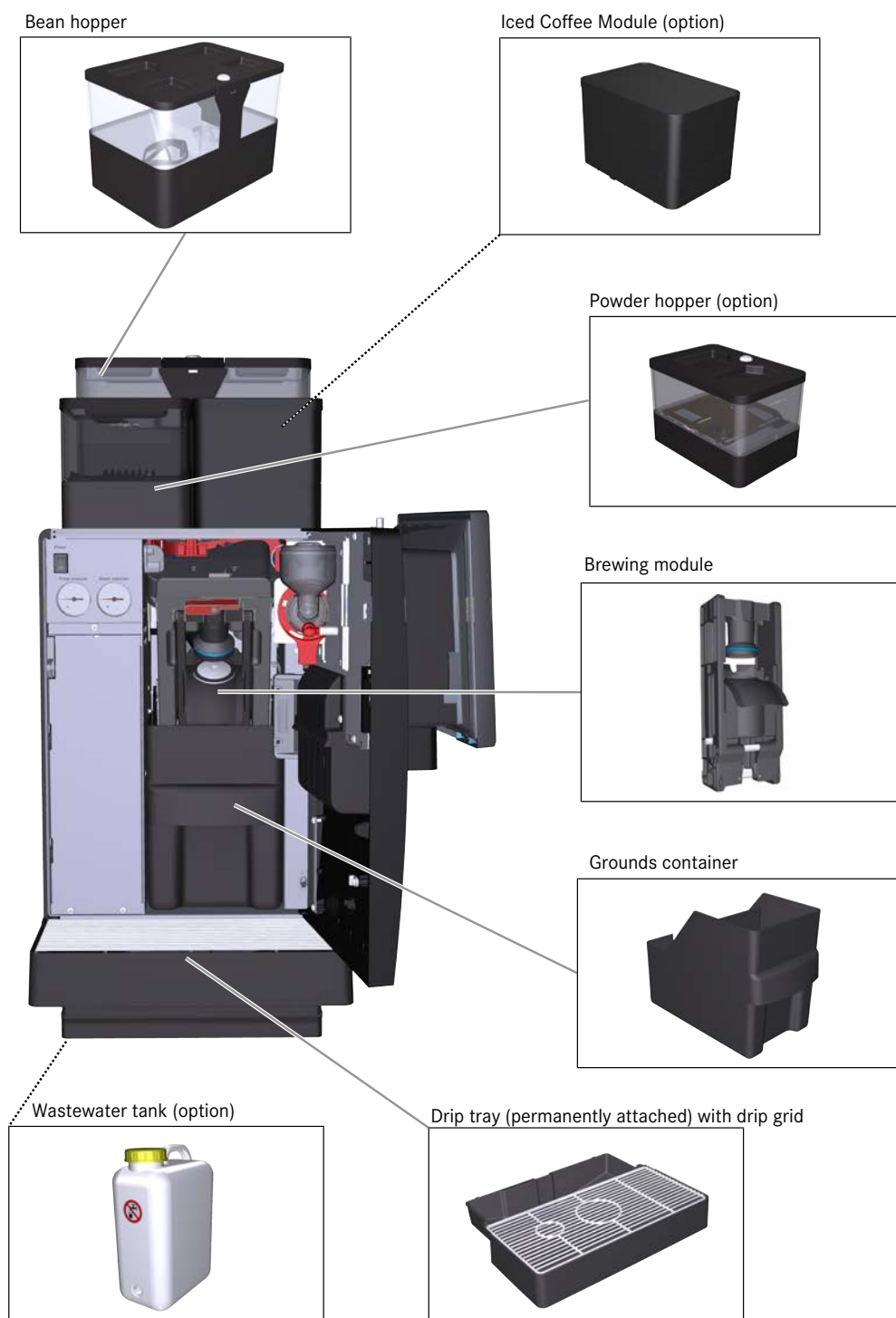
- Two grinders (rear, left and right)
- One grinder (rear LH)
- Single spout with integrated hot water spout and automatic height adjustment
- iQFlow
- First Shot
- Pump module CleanMaster (for the cooling unit)
- Water connection
- Cup sensor
- 12.1" touch display with cup lighting
- Support for video files
- Feet, 40 mm
- Two milk types

5.2.2 Options

- Premium version
- Second powder hopper (front RH)
- Powder hopper
- Iced Coffee Module (right-front)

- Coffee ground chute
- Lockable bean and powder hopper
- First Shot
- Molded gasket
- Feet, 7 mm
- Adjustable feet, 70 mm
- Adjustable feet, 100 mm
- Touchpad as accessibility feature for wheelchair users (A400: Only available if machine is not connected to Franke Digital Services).
- Tank kit (not in conjunction with Iced Coffee Module)
- Franke Digital Services

5.2.3 Coffee machine components



5.3 Overview of operating modes



The suitable operating mode depends on the utilization of your coffee machine, your product range and the preferences of your customers.

Your service technician will be happy to help you set the appropriate operating mode.

5.3.1 User interface



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

2 Scroll forwards or backwards

5.3.2 Quick Select operating mode



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

Structure of the user interface

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

Individual adaptations

- Display: 2x3, 3x4, or 4x5 products per page

- Activate Credit Mode
- Individual arrangement of drinks

5.3.3 Individual Operating Mode

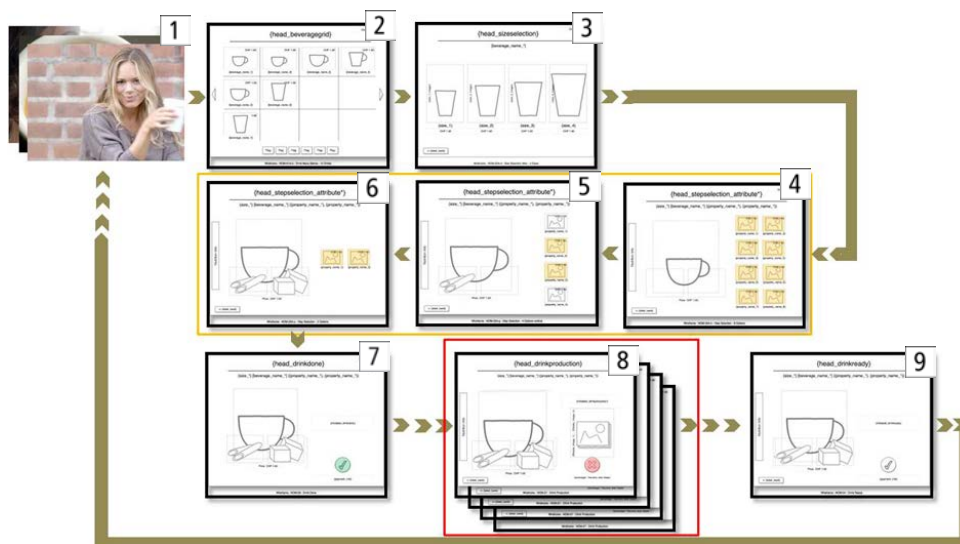
What is the Individual Operating Mode?

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



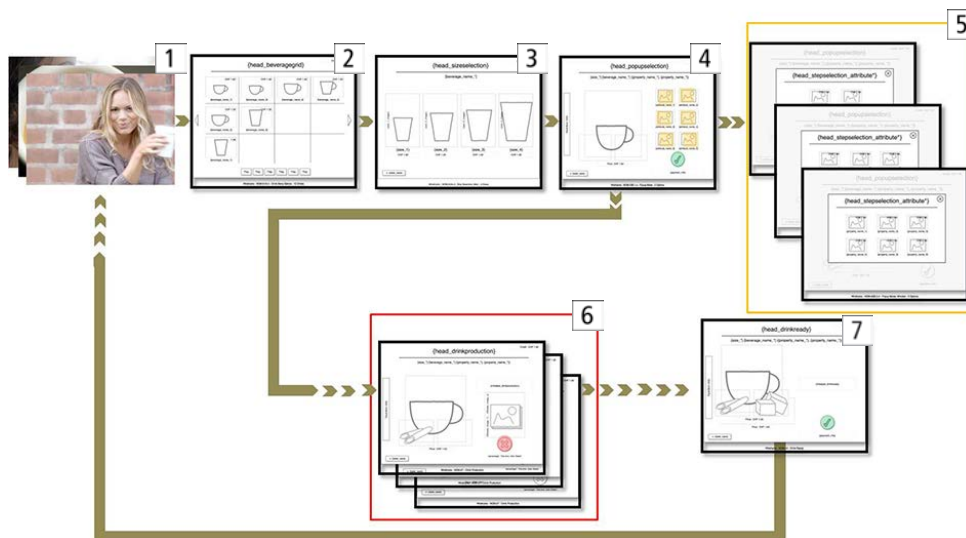
The Individual Operating Mode only works with Step by Step and Pop-Up.

Step by Step



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

Pop-Up



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

5.4 Franke Digital Services (option)

Developed specially for the Franke coffee machine fleet, our digital services give you control and a clear overview of all activities and information about the coffee machines. Centrally controlled remote maintenance, such as software and configuration updates, means that on-site interventions are not required.

You can obtain additional information from your Franke service technician or on the Franke website.

6 INSTALLATION

6.1 Preparations

- The mains 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 mains water connection must meet the *Requirements of the water supply* [▶ 36] 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.



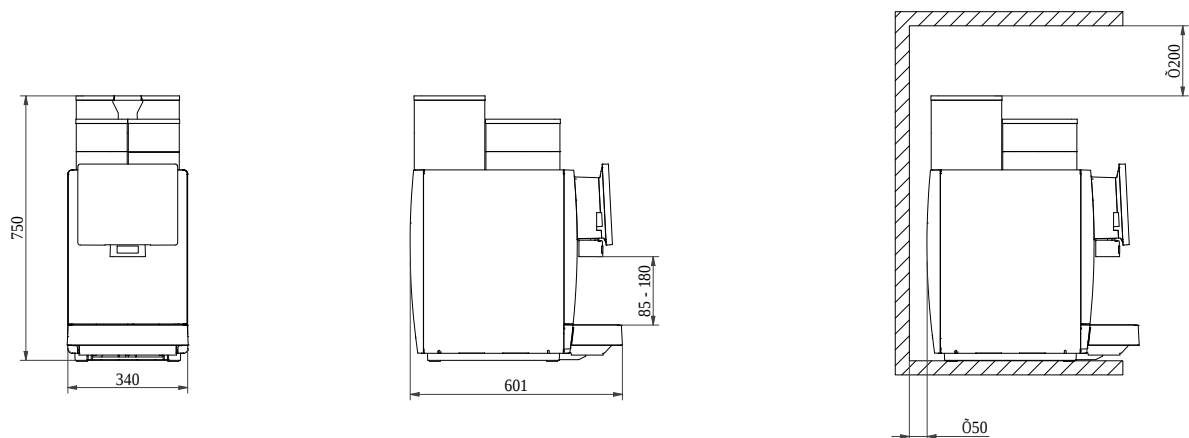
You must have completed these preparations before one of our service technicians can install the coffee machine for you. Your service technician will install your coffee machine and carry out the initial commissioning process. The technician will walk you through the basic functions.

6.2 Dimensions

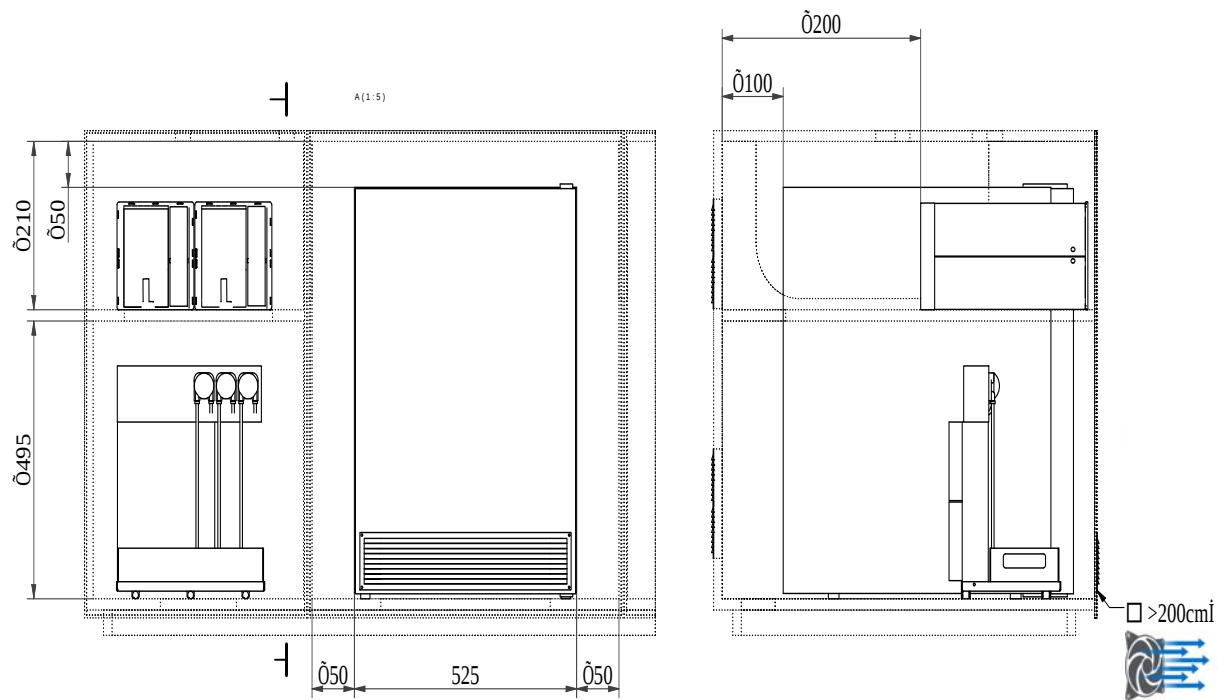


All dimensions are specified in mm.

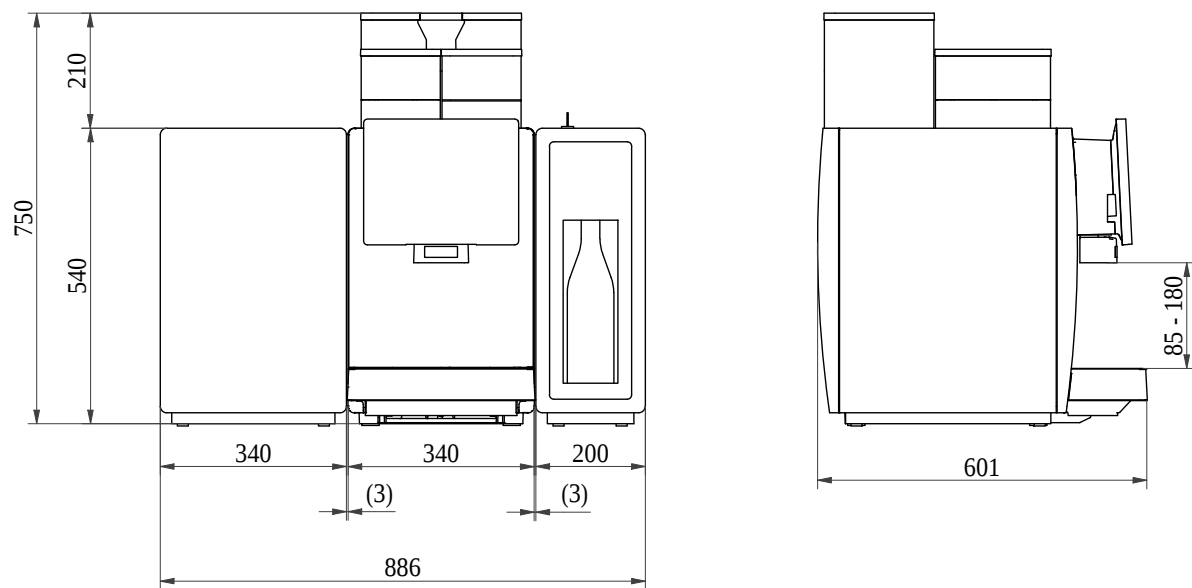
More comprehensive specifications are required for setting up the furniture. Consult the design data in this regard.



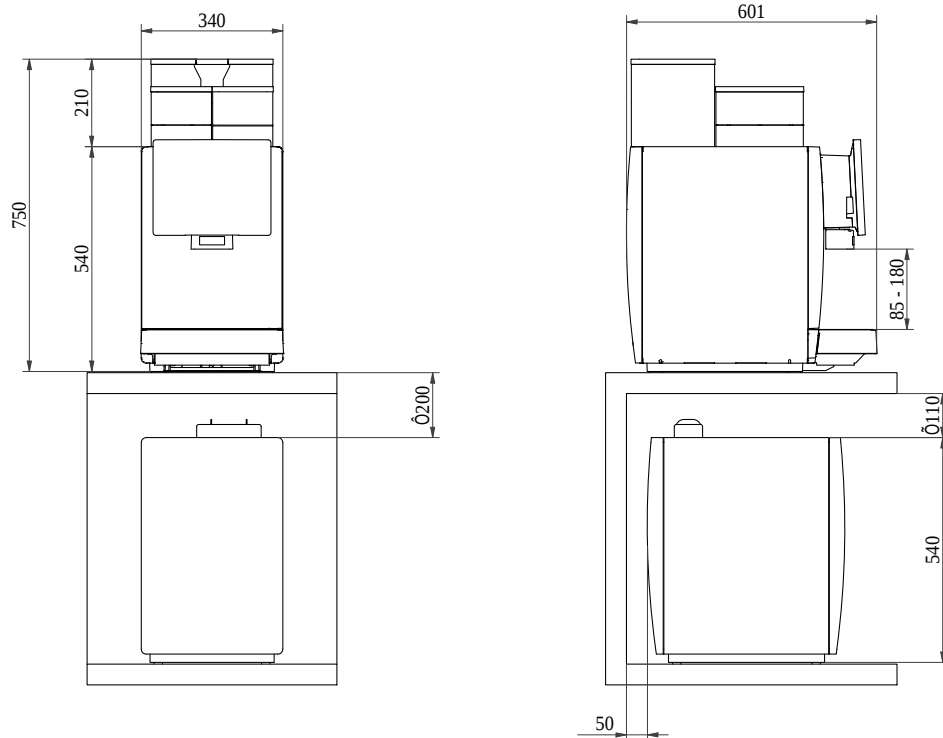
SB1200 FM CM - front/side view



UT40 cooling unit, FSU60 CM and CleanMaster module in furniture - front/side view



SB1200 FM CM with SU12 cooling unit and FS60 CM - front/side view



SB1200 FM CM with UT12 cooling unit - front/side view



NOTICE

Overheating damage

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

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

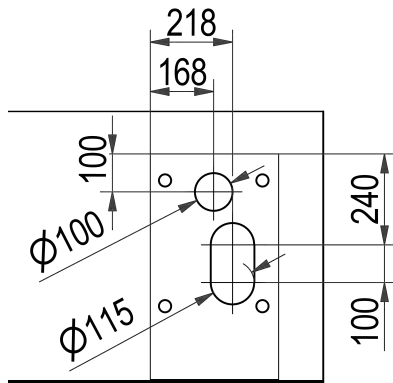
Minimum clearances

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

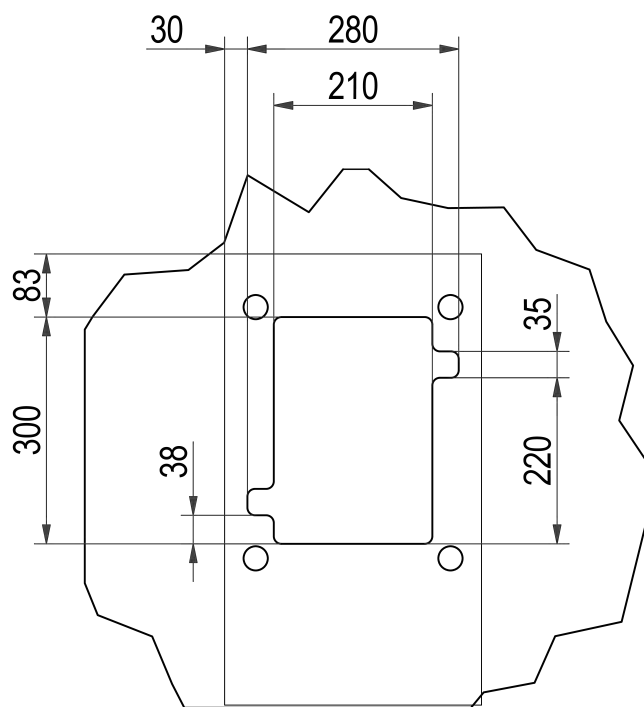
Optional adjustable feet can be used to compensate for unevenness or differences in height.

Openings in counter top

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



Openings in counter top when using adjustable feet



Opening in counter top when using the molded gasket

6.2.1 Adjustable feet

Feet with a fixed height of 40 mm are included in the scope of delivery if no other option is chosen when ordering the coffee machine. Adjustable feet with a height of 70 or 100 mm are optionally available. Feet with a fixed height of 7 mm, including a molded gasket for fixing, are also available to order.

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

6.3 Requirements of the water supply

6.3.1 Mains water connection

Water pressure	0,8-8,0 bar
Flow rate	>100 ml/s
Water temperature	<25 °C

Connection to the mains water connection	G3/8" compression fitting and metal hose l = 1500 mm
	Only connect with the hose kit provided

- The mains water connection must meet the requirements of the technical data and comply with applicable federal, state, and local regulations.
- The mains water connection must have a backflow prevention device.
- The mains water connection must be equipped with a shut-off valve and a check valve with an upstream filter accessible for inspection. It must be possible for the filter to be removed for cleaning.
- Water from 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 = 20 mm, L = 2000 mm
- 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

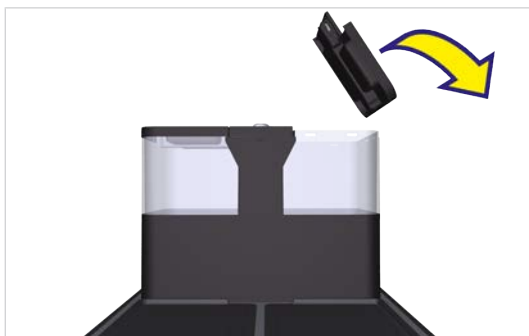
The oil from the coffee beans is deposited on the inside of the bean hopper as a thin film of oil. This deposited oil ages quickly and impairs the taste of the drinks produced.

- 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 hoppers with coffee beans.

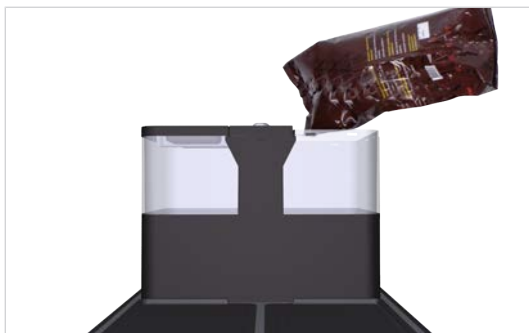
Fill the powder hopper with powder that is suitable for automatic coffee makers.



1. Lift the bean hopper lid.



3. Fit the lid.



2. Fill coffee beans.

7.2 Filling powder



1. Lift off the powder hopper lid.



3. Fit the lid.



2. Fill with powder suitable for automatic beverage dispensers.

7.3 Filling the cooling unit



CAUTION

Germes in unpasteurized milk

Germes in unpasteurized milk could pose a health hazard.

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



NOTICE

Machine damage

Using incorrect liquids can damage the machine.

- a) Only fill milk or ready-to-drink beverages into the Franke container.
- b) Use water and a mild cleaner to clean the container.



NOTICE

Spoiled milk and ready-to-drink beverages

Insufficient cooling or hygiene can cause milk and ready-to-drink beverages to spoil.

- a) Only use precooled milk and precooled ready-to-drink beverages (2,0-5,0 °C).
- b) Only clean containers should be filled with milk and ready-to-drink beverages.
- c) Only store milk and ready-to-drink beverages in the cooling unit when the cooling unit is in operation. When the cooling unit is not in operation, e.g. overnight, store milk and ready-to-drink beverages in a refrigerator.
- d) Clean the machine and cooling unit once a day.
- e) Only touch the suction hose, the inside of the container, and the container lid after sanitizing your hands, or wear single use gloves.
- f) Place the container lid with the suction hose on a clean surface only.

7.3.1 SU12/UT12 FM CM 2OM cooling unit

1. Open the cooling unit door.



2. Switch on the cooling unit.

⇒ The current cooling chamber temperature is displayed.



3. Remove the container.

4. Remove the container lid using the reversible adapters.

5. Fill the container with cold milk or cold media.

6. Attach the container lid to the container using the reversible adapters.



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

8. Close the cooling unit door.

7.3.2 UT40 cooling unit



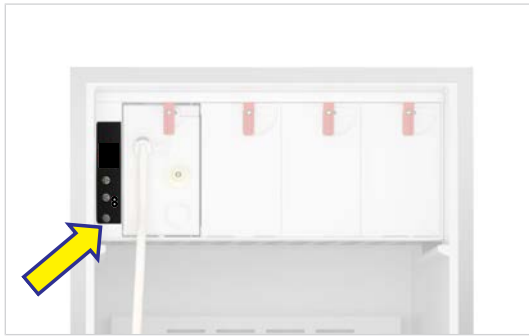
NOTICE

Damage or breakage of grate

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

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

1. Open the cooling unit door.



2. Switch on the cooling unit.

⇒ The current cooling chamber temperature is displayed.



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



4. Remove the container.



5. Remove the container lid.

6. Fill the container with cold milk or cold media.

7. Fit the container lid on the container.



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

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

10. Close the cooling unit door.

7.4 Filling the Flavor Station FS EC

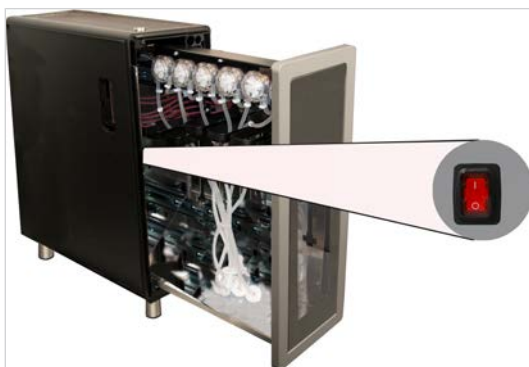


The switch for switching the Flavor Station on is located inside, on the left-hand side of the rear panel.

1. Use the key to unlock the Flavor Station.



2. Press the release button and open the Flavor Station.



3. Switch on the Flavor Station.



4. Lift the bottle holders.

5. Place the bottles in the Flavor Station.



6. Pull the bottle holders down.

7. Slide the hose connection upwards and onto the hose.



8. Insert the hose into the bottle.

9. Push the hose connection into the top of the bottle.

10. Close the Flavor Station.

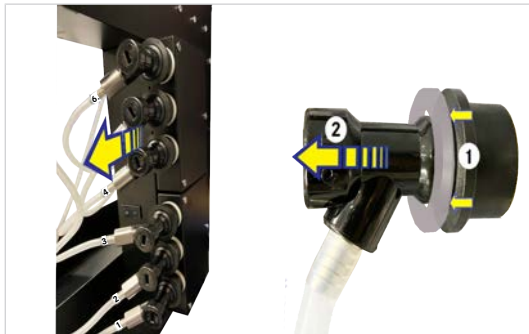
7.5 Filling the Flavor Station FSU60 CM



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

1. Open the furniture.

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



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



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

- ⇒ All the syrup bottles are connected to the Flavor Station.
- ⇒ Connect all unused plug-in couplings to the cleaning adapters.



6. Switch on the Flavor Station.



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

7.6 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.

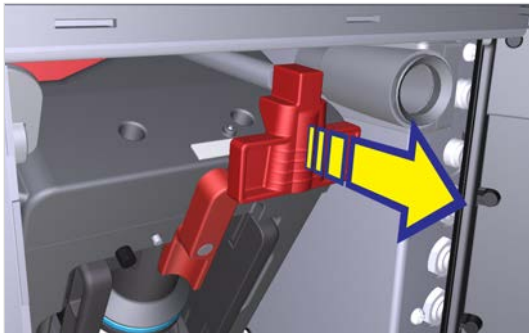


Grinder adjustment wrench (560.0003.876)

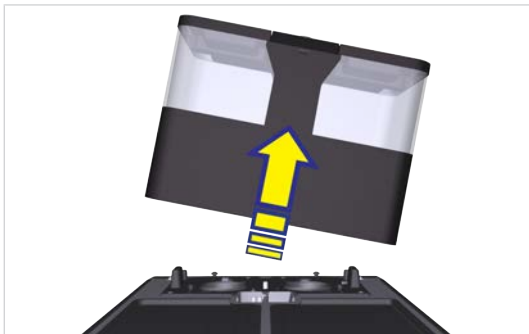


Changing the grind coarseness affects the coffee quantity. The grinders must therefore be calibrated after adjusting the grind coarseness.

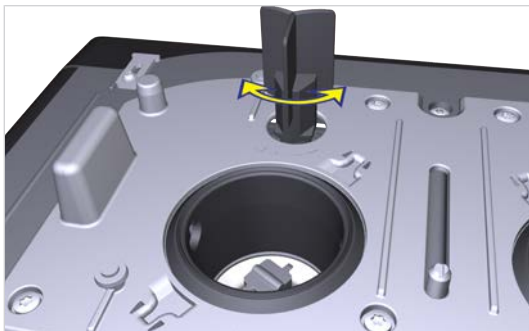
If required, the grind coarseness can be set in stages for each grinder.



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



2. Lift and remove the bean hopper.



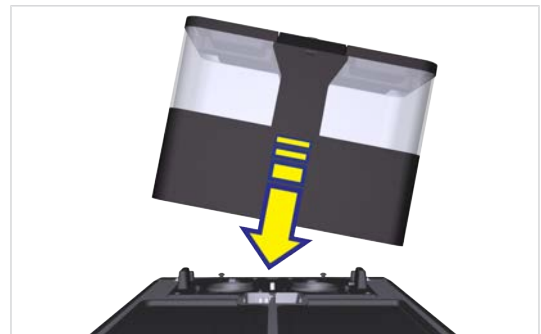
3. If necessary, adjust the grind coarseness using the grinder adjustment wrench.

⇒ Turn counterclockwise for a finer grind.

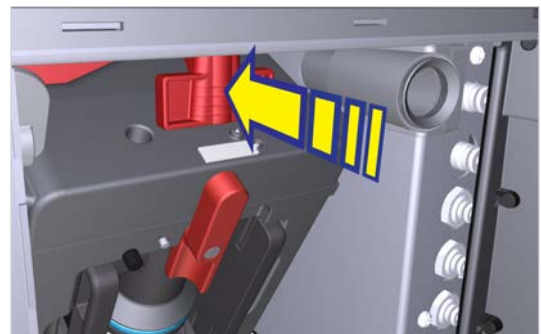
⇒ Turn clockwise for a coarser grind.

4. Attach the bean hopper.

5. Check the grind produced and adjust if necessary.



6. Attach the bean hopper.



7. Push the locking slide all the way in.



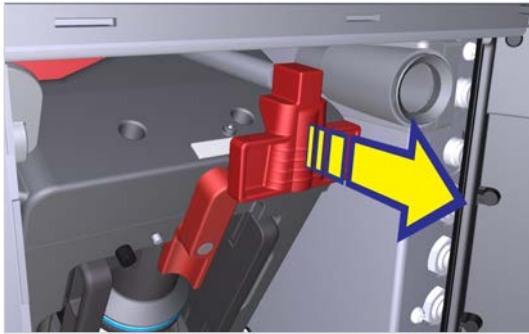
NOTICE

Impairment of function

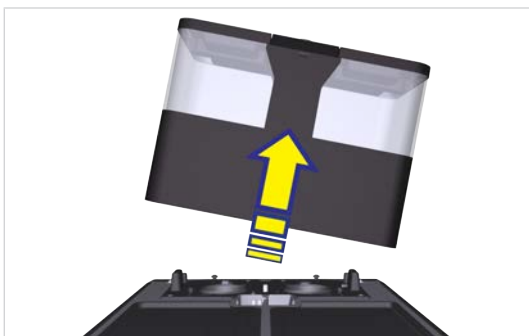
If the bean hopper and powder hopper are not locked correctly, the function of the coffee machine and the product quality may be impaired.

- a) Push the locking slide all the way in.

7.7 Emptying the bean hopper

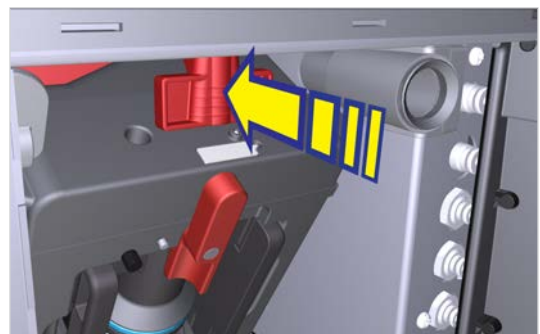
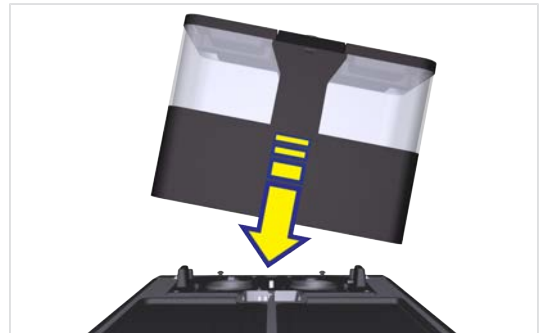


1. Pull the locking slide towards the front up to the stop.



2. Lift and remove the bean hopper.

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



4. Push the locking slide all the way in.



NOTICE

Impairment of function

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

- a) Push the locking slide all the way in.

7.8 Emptying the powder hopper



CAUTION

Cutting injuries/crushing

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

- a) Exercise care when cleaning the powder hopper.

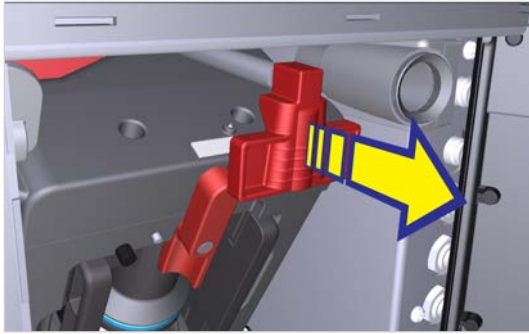


NOTICE

Contamination from powder

Powder can fall from the powder hopper.

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

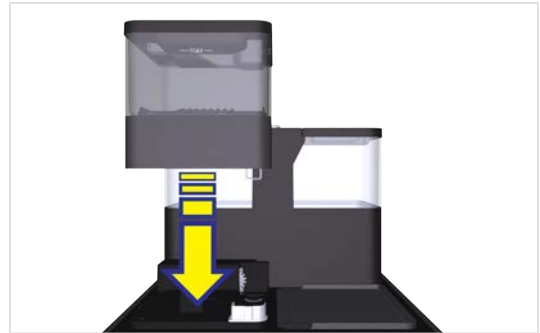


1. Pull the locking slide towards the front up to the stop.

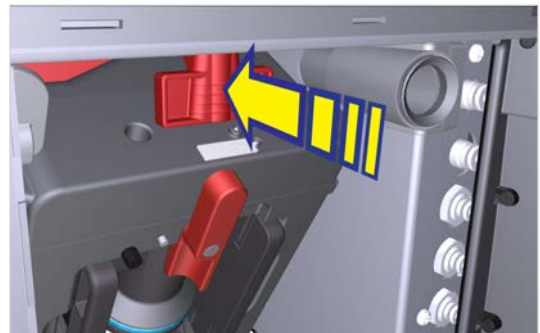


2. Lift and remove the powder hopper.

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



4. Attach the powder hopper.



5. Push the locking slide all the way in.



NOTICE

Impairment of function

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

- a) Push the locking slide all the way in.

7.9 Emptying the grounds container

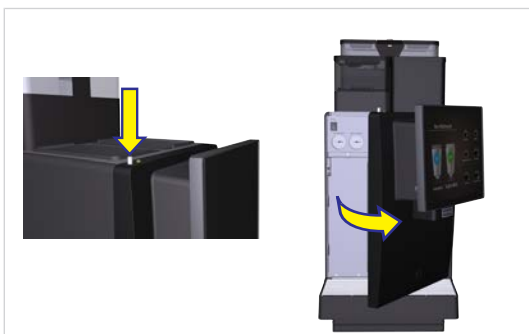


NOTICE

Formation of mold

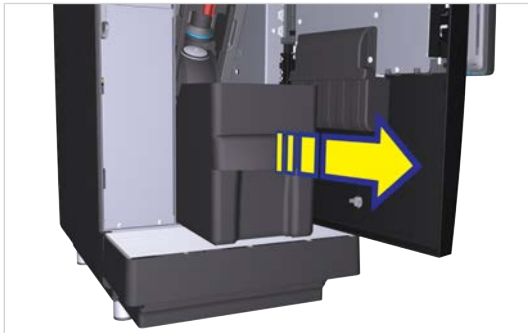
Coffee residue can lead to the formation of mold.

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

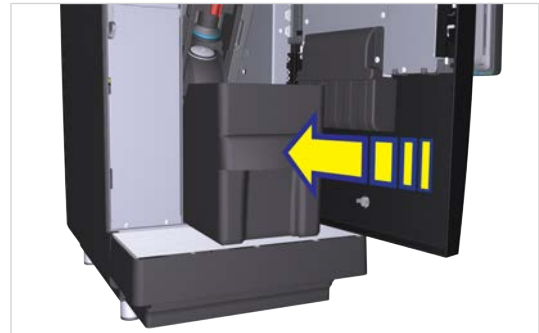


1. Open the door.

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



2. Remove the grounds container.



4. Insert the grounds container and close the door.



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

7.10 Emptying the cooling unit



NOTICE

Spoiled milk and ready-to-drink beverages

Insufficient cooling or hygiene can cause milk and ready-to-drink beverages to spoil.

- a) Only use precooled milk and precooled ready-to-drink beverages (2,0-5,0 °C).
- b) Only clean containers should be filled with milk and ready-to-drink beverages.
- c) Only store milk and ready-to-drink beverages in the cooling unit when the cooling unit is in operation. When the cooling unit is not in operation, e.g. overnight, store milk and ready-to-drink beverages in a refrigerator.
- d) Clean the machine and cooling unit once a day.
- e) Only touch the suction hose, the inside of the container, and the container lid after sanitizing your hands, or wear single use gloves.
- f) Place the container lid with the suction hose on a clean surface only.

7.10.1 SU12/UT12 FM CM 2OM cooling unit

1. Open the cooling unit door.



2. Remove the container.
3. Store the milk or media in a refrigerator or dispose of if necessary.
4. Clean the container, lid, reversible adapter, suction hoses and cooling chamber.
5. Attach the container lid to the container using the reversible adapters.



6. Slide the cleaned container all the way into the cooling chamber.



7. Switch off the cooling unit if it is no longer required. Leave the door to the switched-off cooling unit slightly open in order to prevent the formation of odors.

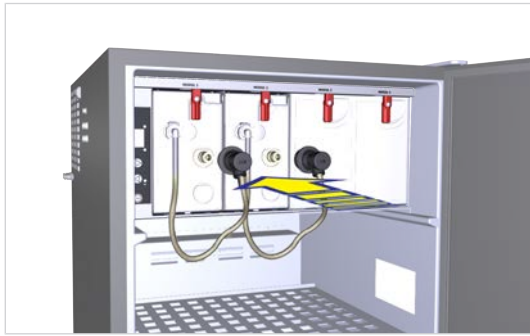
7.10.2 UT40 cooling unit



1. Open the door.



2. Disconnect the plug-in coupling(s) from the container(s).



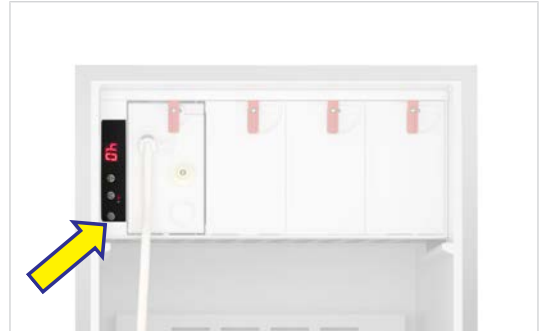
3. Connect the plug-in coupling(s) to the pump module(s).



7. Insert the clean container(s).



4. Remove the container.



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



5. Store the milk or media in a refrigerator or dispose of if necessary.



9. Leave the door to the switched-off cooling unit slightly open in order to prevent the formation of odors.



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

8 PREPARING BEVERAGES



WARNING

Risk of scalding

Hot beverages can lead to scalding.

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



All beverages (including hot water) are dispensed from the all-in-one spout. The spout does not need to be disassembled during cleaning – it is cleaned using the spout cleaning device during the automatic cleaning process.

8.1 Preparing beverages with Quick Select

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 in Advanced mode

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

2. Select a product.

3. Select the required product options.

4. Press the green button to start the preparation process.

⇒ The spout lowers.

⇒ Preparation begins.

⇒ The product is ready.

8.3 Preparing beverages with ground coffee

Example: Quick Select



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.

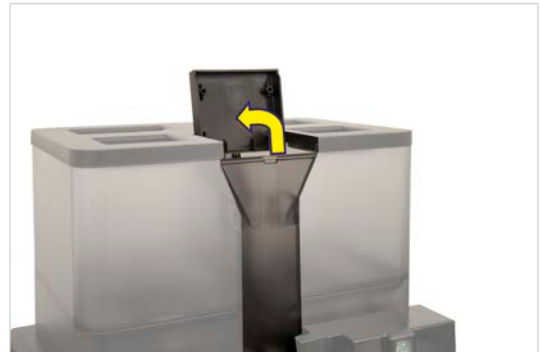


2. Press the Decaffeinated coffee selection button.



⇒ 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.

8.4 Preparing hot water

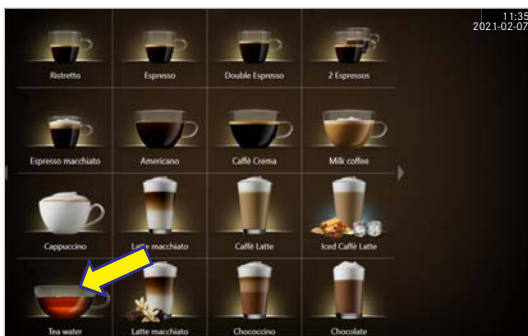


You can stop the hot water dispenser at any time by pressing the cancel button.

Example: Quick Select



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



2. Select Tea water.



3. Select cup size.

⇒ Hot water is dispensed until the cycle is complete.

8.5 Preparing beverages using the touchpad

The touchpad is an accessibility feature for wheelchair users.

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



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

3. Tap on the touchpad once.

⇒ The coffee machine performs the chosen action.

9 CLEANING

9.1 Introduction

The perfect coffee experience depends on a perfectly cleaned coffee machine, cooling unit and Flavor Station (option). Increase your product quality! Clean your coffee machine and add-on units at least once a day and more frequently if necessary.

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



NOTICE

Dirty components

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

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



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



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

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

9.2 Required cleaning accessories

- Cleaning tablets
- Microfiber cloth
- Paint brush
- Brush set
- Cleaning agent dosing bottle (for Flavor Station with EC)
- Measuring cup
- Spout cleaning device

9.3 5-step method

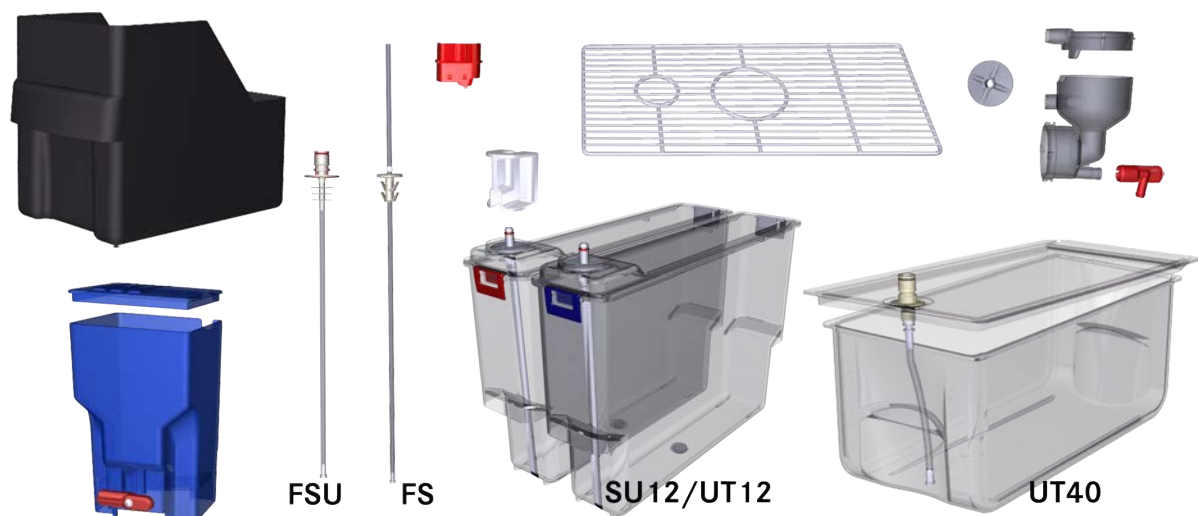


Clean the removable components of your Specialty Beverage Station using the 5-step method.

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

Removable components

Appliance	Removable components
Coffee machine	– Grounds container – Mixer – Powder chute – Drip grid
Cooling unit	– Milk/medium container – Lid, suction hose and suction nozzle – Reversible adapter (SU12/UT12)
CleanMaster (UT40 CM/FSU60 CM)	– Cleaning container with lid
Flavor Station	– Suction hose with suction nozzle



Removable components

Additional areas to be cleaned by hand

- Inner side of the door and door gasket on cooling unit
- Inner surfaces and shelf (if applicable) in the cooling chamber
- Plug-in couplings of cooling unit UT40 (on containers and pump modules) and of Flavor Station FSU60 CM (option)
- Reversible adapter (SU12/UT12)

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.

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



For the Beverage Station with the UT40 cooling unit, the cleaning of the Flavor Station is included in a preset cycle under the menu item **Clean system**. If you want to clean the Flavor Station ahead of schedule, select **Clean system with FSU**.

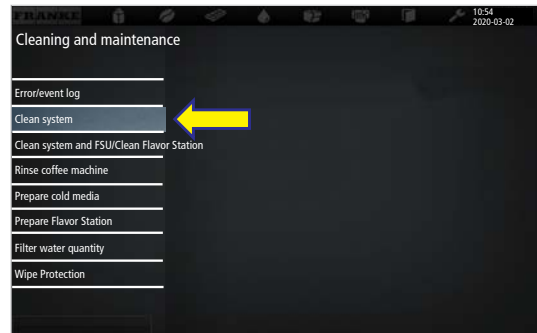
If the system comprises the SU12/UT12 cooling unit and a Flavor Station, select the menu item **Clean Flavor Station** to clean the Flavor Station ahead of schedule.



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



1. Tap the Franke logo.

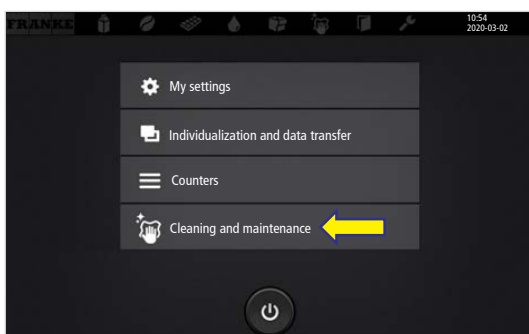


5. Select **Clean system**.



2. Enter the PIN. *PIN codes [▶ 60]*

3. Press **Ok**.



4. Select **Cleaning and Maintenance**.

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.



8. Have the spout cleaning device ready and position it under the lowered spout when prompted.

9. 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

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 and powder hopper



CAUTION

Formation of mold

Moisture within the bean hopper may lead to mold growth.

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



CAUTION

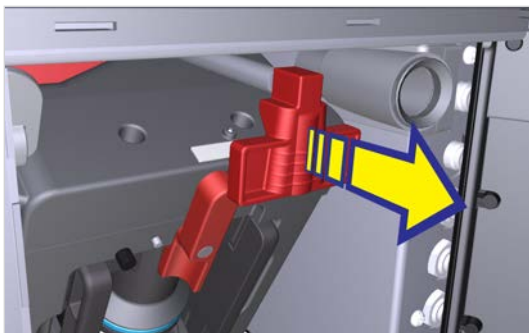
Cutting injuries/crushing

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

- a) Exercise care when cleaning the powder hopper.

- ✓ Use a dry cloth or one that has been moistened with water only.
- ✓ Do not use any cleaners, as these alter the taste of the coffee.

1. Open the door.



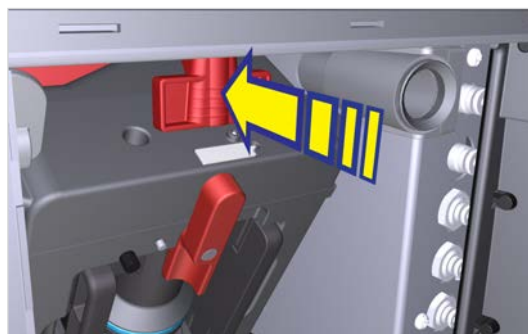
2. Pull the locking slide towards the front up to the stop.



3. Lift and remove the bean hopper.
4. Empty the bean hopper and powder hopper (if present).
5. Remove the oil film on the inside of the bean hopper using a cloth.
6. Clean the powder hopper with a cloth. Use detergent if necessary. Wipe the inside of the hopper with a dry cloth.



7. Attach the bean hopper and powder hopper (if applicable).



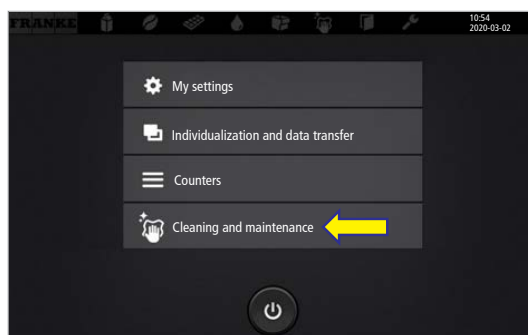
8. Push the locking slide all the way in.

9. Close the door.

9.5.3 Cleaning the screen



1. Tap the Franke logo.

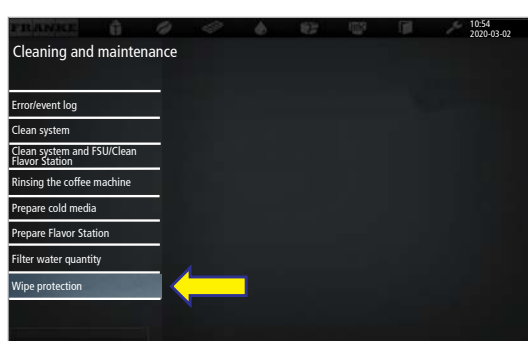


4. Select Cleaning and Maintenance.



2. Enter the PIN. *PIN codes [▶ 60]*

3. Press Ok.



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.

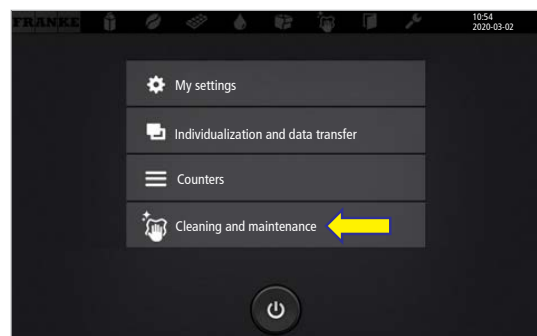


Rinsing is not a substitute for daily cleaning! Rinsing is necessary to remove residue build-up in the coffee and milk systems.

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



1. Tap the Franke logo.

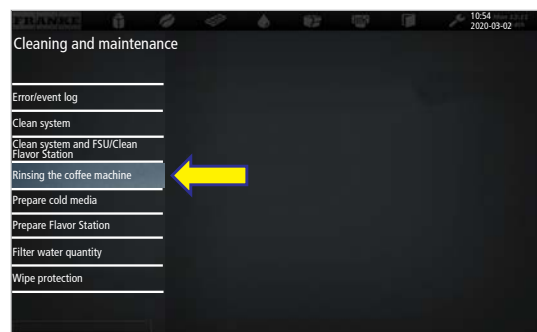


4. Select **Cleaning and Maintenance**.



2. Enter the PIN. *PIN codes* [► 60]

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. Tap the Franke logo.



2. Enter the PIN. *PIN codes* [▶ 60]

3. Press Ok.

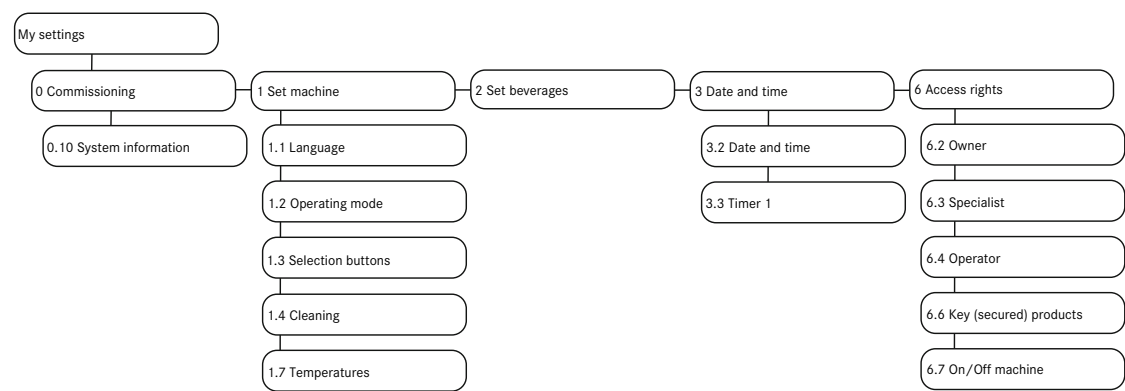
10.2 PIN codes

Default PINs are assigned at the factory:

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

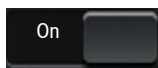
The PINs for key (secured) products and **On/Off machine** can be viewed and changed with the owner role in the **My settings > Access rights** menu.

10.3 My settings menu tree



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

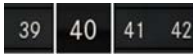
10.4 Input methods



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.

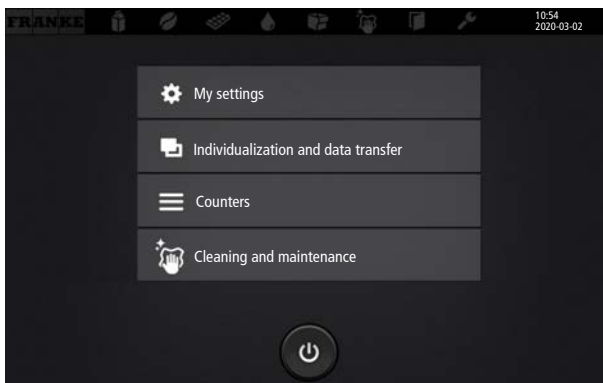


Tap the keyboard to enter text or numbers.



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

10.5 My settings



10.5.1 Menu 0 Commissioning

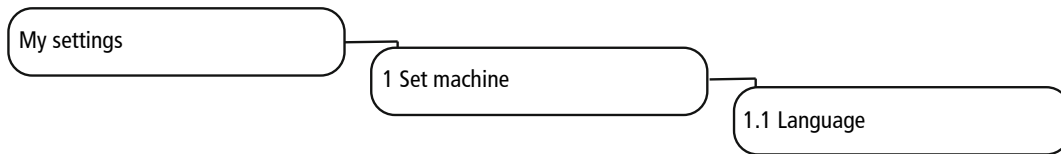
Menu item 0.10 System information



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

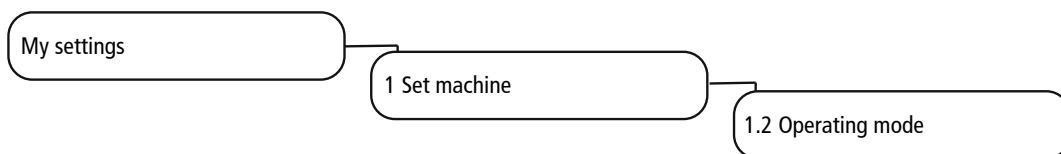
10.5.2 Menu 1 Set Machine

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-

Menu item 1.2 Operating mode



Operation mode

Usage scenario > Non-self-service

Parameter	Value range	Remarks
Usage scenario	- Non-self-service (Self-service)	
Products per page	4 9 16	- Number of products displayed simultaneously - Default: 4
Depiction	- Photo-realistic - Iconized	Default: Photo-realistic
Automatic mode	- Yes - No	Yes: All pre-selected products are dispensed without additional button input No: Each product must be triggered with the start button - Default: No
Pause between products	1–10 seconds	- Appears if automatic mode is activated - Increment: 1
Shot timer	- Yes - No	

Parameter	Value range	Remarks
Purge the steam wand	– Yes – No	Default: No

Usage scenario > Self-service

Parameter	Value range	Remarks
Usage scenario	– Self-service – (Non-self-service)	
Operating mode	– Quick Select – Inspire Me	– Default: Quick Select – In the Self-service usage scenario, the user can choose between Quick Select and Inspire Me (Inspire Me not available for A400).
Products per page	– 6 – 12 – 20	– Number of products displayed simultaneously – Default: Depends on the coffee machine
Adapt beverages	– Yes – No	– Possibility for self-service customers to modify the selected beverage in accordance with the allocation of the selection buttons – Default: No
Custom images	– Yes – No	– Activate customized images – For Self-service usage scenario, Quick Select operating mode – Default: No

Usage scenario > Personalized

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

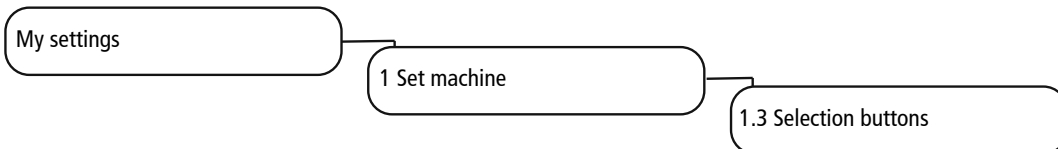
Options

Parameter	Value range	Remarks
Key (secured) products	– Yes – No	– Selected products can be blocked with the Key (secured) products option – Key (secured) products can be prepared only after a PIN code has been entered (see Menu 6 Access rights) – Default: No
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

Configuring the screen

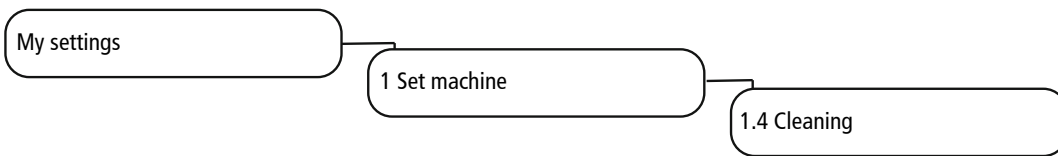
Parameter	Value range	Remarks
Display brightness	15–100%	Default: 85%

Menu item 1.3 Selection buttons



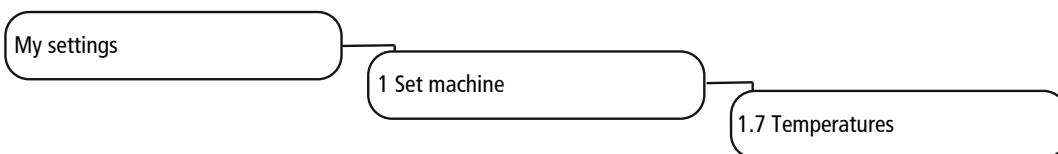
Parameter	Value range	Remarks
Product options	– Small – Medium – Large – 2x – Decaf – Flavor 1–6 – Extra Shot – Iced – Espresso Shot	– A maximum of twelve selection buttons can be assigned with various product options in the service menu. The product options appear in the Drink Selection status – With up to eight configured selection buttons, buttons 1–4 are displayed on the left-hand side, with the rest on the right-hand side – If more than eight selection buttons are configured, buttons 1–6 are displayed on the left-hand side, with the rest on the right-hand side – Nine or more buttons are displayed at a reduced size Recommendation: – Selection buttons on the left-hand side: Select beverage size. – Selection buttons on the right-hand side: Select additional settings.
Text display	– Function – Free text – No text	– Default: Function: Labeling corresponds to the name of the selected product option. – Free text: Enter your own labeling for the selection buttons. – No text: Switch off labeling.
Price	Amount	– Store surcharge for the option. – The total price is calculated by the machine – Default: 0,00
PLU code	PLU no.	– Store PLU number for price calculation (if PLU numbers are used). – Default: 0

Menu item 1.4 Cleaning



Parameter	Value range	Remarks
Buzzer	– Yes – No	Audible prompt for actions during cleaning. – 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.

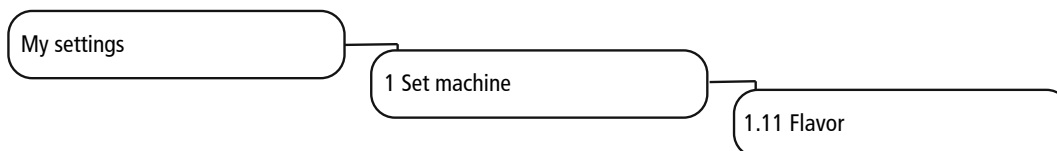
Parameter	Value range	Remarks
Coffee	-20 to +20%	– The temperature in the brew boiler is configured by the service technician – The set temperature can be adjusted by percentages using the slide control
Steam	20 to +20%	– The temperature in the steam boiler is configured by the service technician – The set temperature can be adjusted by percentages using the slide control
Hot water/steam	0 to 14%	– 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%	– 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 1.10 Milk system

Parameter	Value range	Remarks
Version/configuration	- No milk system - MS EC - FM EC - FM CM - FoamMaster Twin (FM CM and FM EC) - Autosteam	Display of the milk system that was configured under Menu item 0.1 Machine
Milk type 1		Display of milk type 1 that was configured in Menu item 0.2 Configuration
Milk type 2		Display of milk type 2 that was configured in Menu item 0.2 Configuration
Monitoring	- W: Inner wall - L: Milk line - W/L: Inner wall and milk line - Without	- W: Inner wall: The fill level of the milk is monitored via a capacitive sensor on the inner side wall of the cooling unit - The following error messages appear if the minimum level is not reached: Milk 1: E620, after the time set under empty message has expired E619 Milk 2: E622, after the time set under empty message has expired E621 - When milk has been refilled, the milk system will be prepared automatically when a milk product is dispensed - L: Milk line: The fill level of the milk is monitored by a sensor in the milk line. - If no milk is flowing through the milk line, the error messages 617 (milk 1) and 618 (milk 2) appear. The dispensing of a milk product is canceled immediately and the products are blocked - If the milk runs out while a milk product is being dispensed, the error message Product cancellation due to insufficient milk 1 [milk type] appears. The user then has the opportunity to add milk via a guided process, prepare the milk system, and repeat the canceled product output. If the process is ended by the operator, the money that has been paid into the machine is forfeited when the accounting system is switched on - Without: No continuous level sensor for the milk - Default FM: Inner wall - Default MS: Milk line
Displaying the milk temperature	- Yes - No	

Parameter	Value range	Remarks
In-line sensor type	– Photoelectric sensor – Flow meter	– Is only displayed in the case of monitoring L: Milk line or W/L: Inner wall and milk line – Input of installed sensor type
Empty message	0–40 s	– Is only displayed in the case of monitoring W: Inner wall – Default: 30.0 s

Menu item 1.11 Flavor



Parameter	Value range	Remarks
Counting active	– Yes – No	– Yes: Flavor products are counted – No: Flavor products are not counted – Default: No

Flavor 1–6

Parameter	Value range	Remarks
Flavor 1–6	List of syrup types	– Only the flavor types stored here will be available later for the beverage settings – If User-defined is selected, the flavor types can be named according to preference
Flavor name 1–6	User-defined	Any name can be entered for the flavor types Note: The manually entered flavor types are not switched when the language is changed
Only a small amount of syrup left	0–5000 ml	– Input of residual amount for which the Syrup type 1–6 almost empty message appears – Default: 200 ml
Syrup empty	0–5000 ml	– Input of residual amount for which the Syrup type 1–6 empty message appears. The syrup type is then blocked – Default: 10 ml

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* [► 85].

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



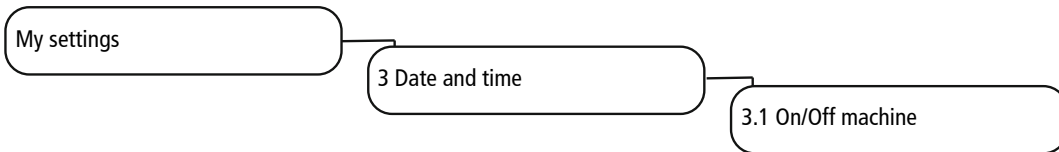
1	Select variation	2	Select area
3	Save settings	4	Select product
5	Confirm variation	6	Prepare a test product
7	Adjust parameters		

Setting drinks

Desired action	Menu item	Information / instruction	Number
Select a product		Use the selection arrows to select the product to be defined, then select the variation to be edited	4, 1
Change product designation	General	Enter the product description and select the product text	2, 7
Adjust price (only available when payment is activated)	General	Determine PLU, prices, and tokens; select the Free option	7
Adjust water quantity, grinders, brewing quantity, and pressure	Coffee	Adjust parameters	2, 7
Adjust milk quantity	Milk	Adjust the milk quantity in percent	2, 7
Adjust the foam quantity	Foam	Adjust the foam quantity in percent	2, 7
Prepare a test product	Test	Press Test to prepare the selected product using the modified settings	6
Assign a drink variation that is to be prepared with this product selection		Select the variation, then confirm with the checkmark	1, 5
Save drink settings	Save		3

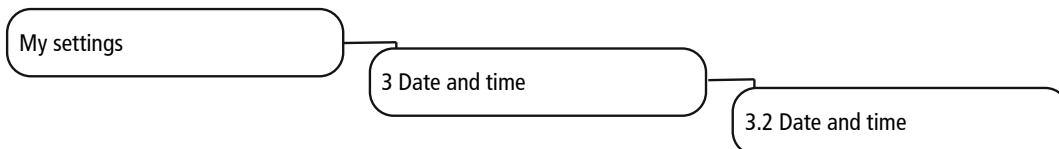
10.5.4 Menu 3 Date and time

Menu item 3.1 On/off machine



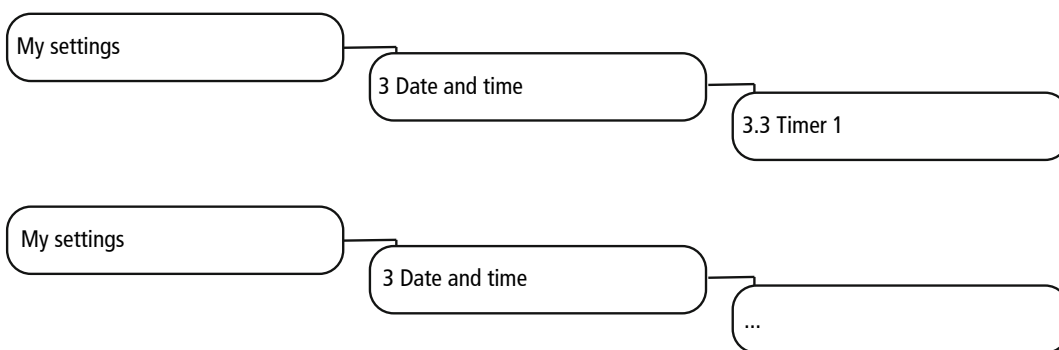
Parameter	Value range	Remarks
With PIN	– Yes – No	– Yes: The coffee machine can only be switched on or off using the PIN code
Menu item 6.7 On/Off machine		
		– No: The coffee machine can be switched on or off without the PIN code – Default: No

Menu item 3.2 Date and time



Parameter	Value range	Remarks
12/24-hour display	– 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	– Select the time zone from the list – Default: UTC+0100 (Europe) Zurich

Menu items 3.3-3.6 Timer 1-4



Switching on automatically

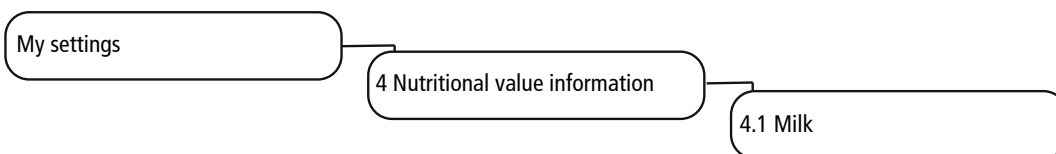
Active	– Yes – No	Switch timer on or off
Hour	0-23/0-11	Select switch-on time (hour)
Minute	0-59	Select switch-on time (minute)
Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday	– Yes – No	Activate or deactivate the timer for each day

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 4 Nutritional value information

Menu item 4.1 Milk

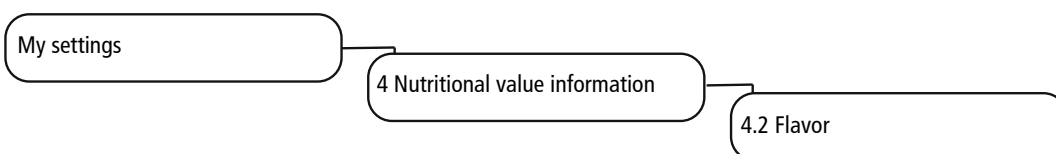


Milk type 1/Milk type 2

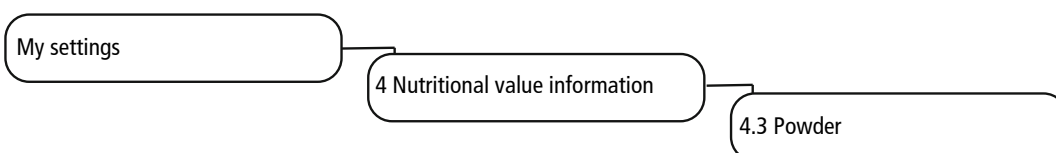
Nutritional values per 100 ml

Parameter	Value range	Remarks
Sugars	0.0–500.0 g Increment 0.1	Enter sugar content in g per 100 ml
Total fat	0.0–50.0% Increment 0.1	Enter fat content in %
Protein	0.0–30.0 g Increment 0.1	Enter protein content in g per 100 ml
Calories	0–2000 kcal Increment 1	Enter calorific value in kilocalories (kcal)
[List of common allergens and ingredients]	– Yes – No	– Enter ingredients or allergens for the milk type used – Default: No
Other allergens	User-defined	Enter ingredients or allergens that are not included in the list

Menu item 4.2 Flavor



Menu item 4.3 Powder



Powder dosing unit position 3/4

Nutritional values per 100 ml

Parameter	Value range	Remarks
Sugars	0.0–500.0 g Increment 0.1	Enter sugar content in g per 100 ml
Total fat	0.0–50.0% Increment 0.1	Enter fat content in %
Protein	0.0–30.0 g Increment 0.1	Enter protein content in g per 100 ml
Calories	0–2000 kcal Increment 1	Enter calorific value in kilocalories (kcal)
[List of common allergens and ingredients]	– Yes – No	– Enter ingredients or allergens for the milk type used – Default: No
Other allergens	User-defined	Enter ingredients or allergens that are not included in the list

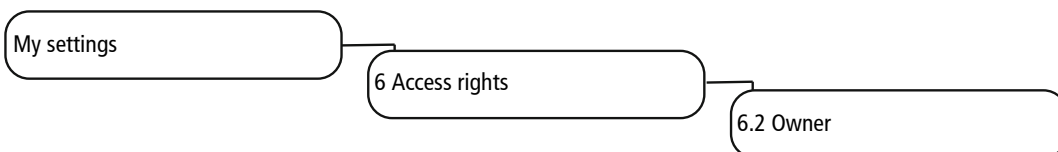
10.5.6 Menu 6 Access rights



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

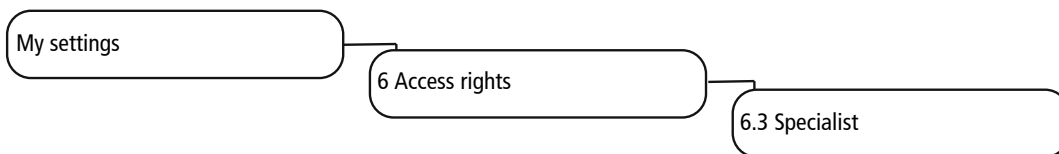
Menu item	PIN code (default values)
6.2 Owner	1111
6.3 Specialist	2222
6.4 Operator	7777
6.6 Key (secured) products	8888
6.7 On/Off machine	9999

Menu item 6.2 Owner



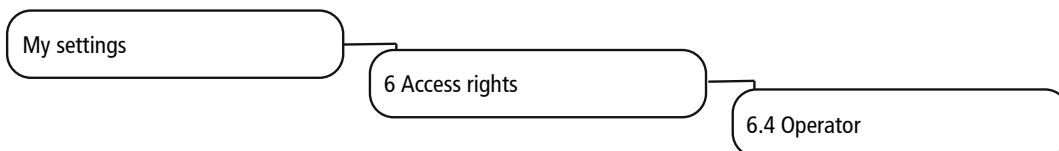
Parameter	Value range	Remarks
Change PIN	Enter new PIN	– Authorizations: Access to My settings; Retrieve counter – Default PIN: 1111
PIN set	– Yes – No	– Yes: PIN is set and being used – No: PIN is not being used

Menu item 6.3 Specialist



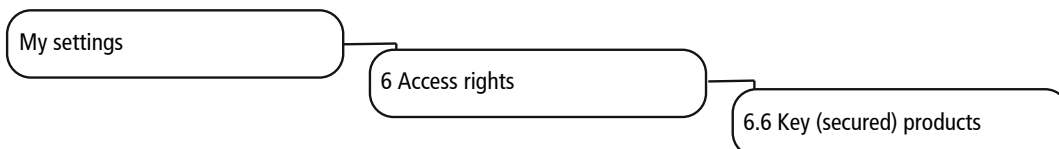
Parameter	Value range	Remarks
Change PIN	Enter new PIN	– Authorizations: Limited access to My settings, Retrieve product counter – Default PIN: 2222
PIN set	– Yes – No	– Yes: PIN is set and being used – No: PIN is not being used
Activate user profile	– Yes – No	– Yes: User profile is activated and being used – No: User profile is not activated

Menu item 6.4 Operator



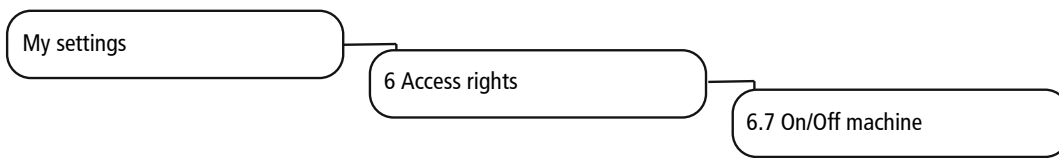
Parameter	Value range	Remarks
Change PIN	Enter new PIN	– No access to My settings, Retrieve product counter, Retrieve counter – Default PIN: 7777
PIN set	– Yes – No	– Yes: PIN is set and being used – No: PIN is not being used
Activate user profile	– Yes – No	– Yes: User profile is activated and being 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	– Yes – No	– Yes: PIN is set and is being used for key (secured) products – No: PIN is not being used
Activate user profile	– Yes – No	– 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	– Yes – No	– Yes: PIN is set and being used – No: PIN is not being used
Activate user profile	– Yes – No	– Yes: The user profile is activated and being used – No: The user profile is not activated

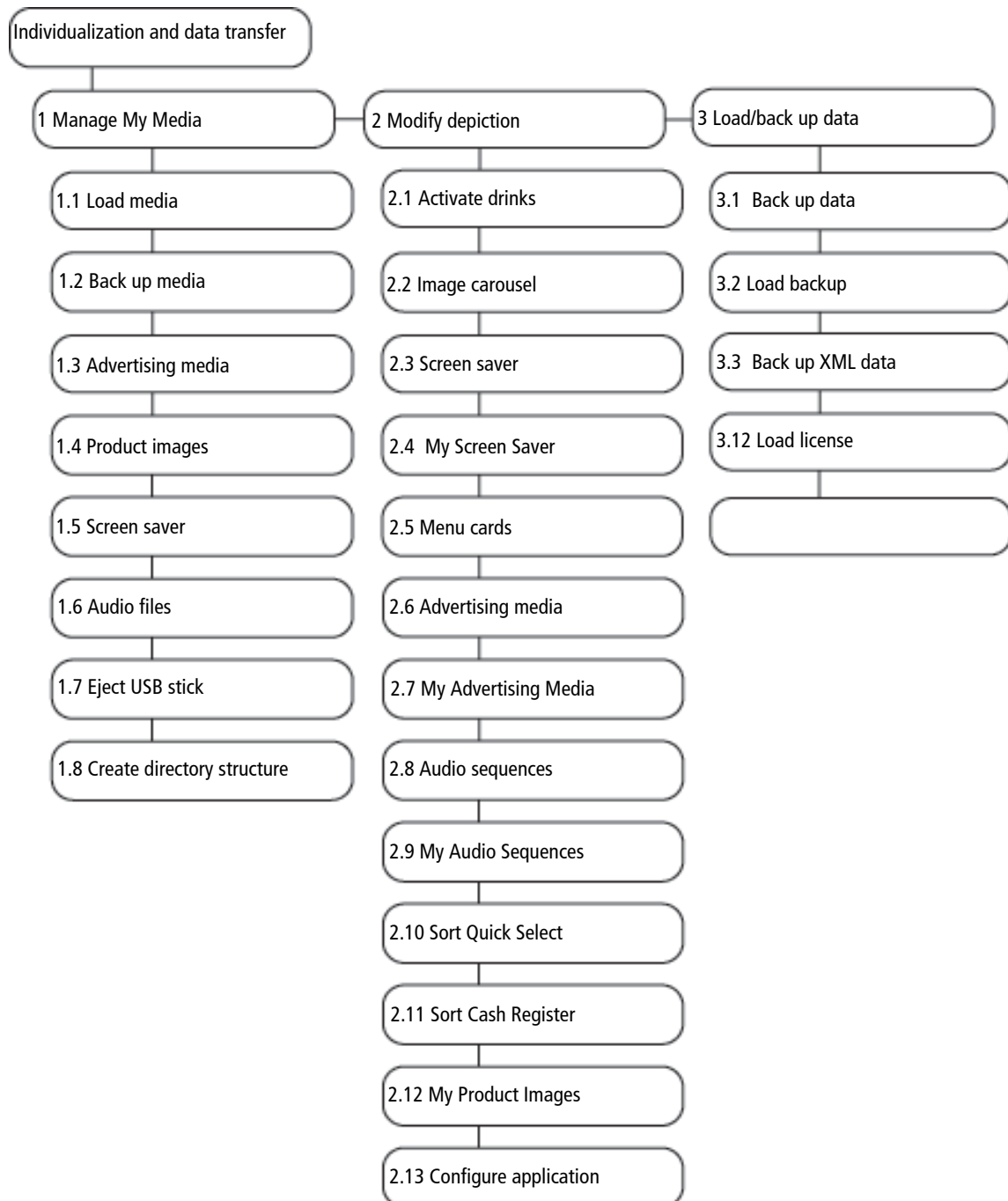
11 INDIVIDUALIZATION AND DATA TRANSFER

11.1 Overview

This menu provides you with the following options:

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

11.2 Individualization and data transfer menu tree



By using **4 Set default values**, selected parameters can be reset to the 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 menu item **9 Update packages** is active if the coffee machine is connected to Franke Digital Services.

The multimedia functions are only available in the Inspire Me (if available) and *Quick Select* [► 51] operating modes.

11.3 Requirements for your own media

Media	Advertising images (advertising media)	Product images	Screen saver	Video files (advertising media)
Size	800 x 600 px	430 x 274 px	800 x 600 px	Max. 800 x 600 px (4:3) or 800 x 450 px (16:9)
Data formats	24-bit PNG	24-bit PNG and 8-bit alpha channel (if necessary)	24-bit PNG	AVI (Codec H263, DivX/Xvid, MPEG-4 Part 2) Bit rate: Max. 200 kbps, image frequency: Max. 25 fps
Storage location on the USB stick	Folder: <i>\QML-Files\rc\custom\images</i>	Folder: <i>\QML-Files\rc\custom\drinks</i>	Folder: <i>\QML-Files\rc\custom\screensavers</i>	Folder: <i>\QML-Files\rc\custom\images</i>

11.4 Multimedia functions

- Use image files or video files as advertising media
- Use image files or video files as a screen saver

11.5 Required directory structure on the USB stick

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

Creating a directory structure on the machine

1. Connect a USB stick to the machine.
2. Go to the **Individualization and data transfer > 1 Manage my media** menu.
3. Click on the menu item **1.8 Create directory structure**.
⇒ The directory structure will be created on the USB stick.

Directory structure

[Drive]\	QML-Files\	rc\	custom\	drinks
				images
				screensavers

11.6 Loading or deleting your own media



The upload process is the same for all media.

Free space: 400 MB

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

Desired action	Menu item	Information/instruction
Load media onto the machine	1.1 Load media	– Connect a USB stick with the required directory structure – Select the media type from the drop-down menu: Advertising media/Product images/Screen savers – Select the media using drag&drop – Press Save
Back up media from the machine	1.2 Back up media	– Connect a USB stick – Select the media type – Save individual media files or all of the media onto the USB stick
Delete media	1.3 Advertising media 1.4 Product images 1.5 Screen saver	– Open the desired menu – Select the media that is no longer required Delete the media that is no longer required by tapping the Delete button – Drag a medium from the selection below to an existing medium above: The existing medium is replaced

11.7 Using your own advertising media

11.7.1 Configuring your own screen saver

Desired action	Menu item	Information/instruction
Use media	2.4 My screen saver	– In the lower area, tap on the medium to be used – Drag the medium to the top
Delete used media	2.4 My screen saver	– In the upper area, tap on the medium that is no longer to be used – Drag the medium to the bottom
View a selection	2.4 My screen saver	– Select Preview to check the selection
Set wait time	2.4 My screen saver	– Select Change time to set the wait time for the screen saver or – Select the option Start screen saver immediately after beverage preparation

11.7.2 Configuring your own advertising media



The activated advertising media can be switched on for each beverage by selecting the menu item **My settings > 2 Set beverages**.

Desired action	Menu item	Information/instruction
Use media	2.7 My advertising media	– In the lower area, tap on the medium to be used – Drag the medium to the top

Desired action	Menu item	Information/instruction
Delete used media	2.7 My advertising media	– In the upper area, tap on the medium that is no longer to be used – Drag the medium to the bottom
View a selection	2.7 My advertising media	– Select Preview to check the selection
Activate advertising media	2.7 My advertising media	– Select Change to activate the advertising media

11.7.3 Assigning your own product images



An image must be assigned to each available product.

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

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

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

Desired action	Menu item	Information/instruction
Select an image	2.12 My product images	– Tap the image – Press Select image
Delete an image	2.12 My product images	– Tap the image – Press Delete image

11.8 Configure application

Parameter	Value range	Remarks
Version	Example: 3.30	Display of the current version
Standard language		Display of the set standard language. The machine will revert to this language after a set wait time.

11.8.1 Language settings

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

11.8.2 Nutritional value settings

Parameter	Value range	Remarks
Display nutritional value information	– Yes – No	– Activate/deactivate the display of nutritional value information – The nutritional value information can be input in section <i>Menu 4 Nutritional value information</i> [▶ 71]
Further nutritional value information	Free text input	

11.8.3 Payment options

Parameter	Value range	Remarks
Selection	– Coins – Credit card – Customer card – Contactless card payment – Cell phone – Banknotes	
Display pop-up window	– Yes – No	Activate/deactivate payment pop-up window

11.8.4 Beverage sorting

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

11.8.5 Development

Parameter	Value range	Remarks
Show debug output	– Yes – No	Activate/deactivate the debut output display

11.9 Loading/backing up data

11.9.1 Backing up data

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

11.9.2 Loading 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

11.9.3 Backing up XML data

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

11.9.4 Loading a license

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

11.10 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

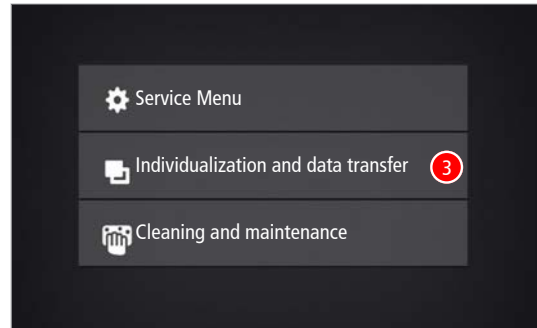
11.11 Activating configurations

If updates (FPC, POP, software version, etc.) are transferred to the coffee machine via the **Provisioning** or **Deployment** dashboard, these 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.

Self-service operating mode

When the self-service mode is selected, an error is indicated via a colored triangle in the upper right-hand corner of the operator panel. Tap the symbol for further information.



If the entire system is affected by an error, error messages will appear automatically. The machine must be restarted in the event of serious errors.

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

12.1.1 Color code for error messages

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

12.2 Troubleshooting the system

Error message/problem	Possible cause	Measure
Milk is frozen	Cooling unit target temperature is set too low	Set target temperature 1–2 °C higher - SU05 cooling unit: Press and hold the Set button on the temperature controller until the target temperature flashes. Use the navigation buttons to increase the target temperature. Use the Set button to confirm the new target temperature. - KE200: A temperature controller is located to the rear of the KE200. Use this to set the required temperature
Milk is frozen (water in the cooling chamber)	The cooling unit door seal is not leak-tight	Make sure that the seal is fitted correctly and that the door closes properly
Cooling unit milk temperature is not being reached	Inadequate air circulation around cooling unit	Ensure that the required minimum clearance is present between the cooling unit and the wall (at least 50 mm)

Error message/problem	Possible cause	Measure
No milk or just milk foam	Suction hose/milk line has a leak	Check the position of the spout insert and, if necessary, clean it. SU05 cooling unit: Check the O-ring on the suction hose coupling. Check the suction hose and, if necessary, replace it
Milk is not flowing correctly out of the milk spout	The milk spout was not installed correctly when it was last cleaned	Start the coffee machine cleaning process, and install the milk spout as per the instructions on the touch screen. The milk spout is also part of the servicing kit – see Care kit
Error message E79 Flow meter error	Water flow disrupted	Check the water tank/mains 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 grinding quantity – Remove the brewing module and rinse it out – Start the coffee machine cleaning process
Touch screen not responding correctly	Machine software overloaded	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 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> [▶ 37]
Coffee tastes bitter	Temperature too high	Lower the coffee temperature Setting drinks
	Grind too fine	Select a coarser grind Setting the grind coarseness
	Coffee quantity too low	Increase the amount of coffee Setting drinks
	Roast too dark	Use lighter coffee roast
Coffee tastes sour	Temperature too low	Increase the coffee temperature Setting drinks
	Roast too light	Use darker coffee roast
	Grind too coarse	Select a finer grind Setting the grind coarseness
Consistency of powder products	Viscous	Use less powder, use more water
	Watery	Use more powder, use less water
	Powder clumping or moist	Clean and dry powder system
Taste of powder products	Too sweet	Use less powder, use more water
	Not sweet enough	Use more powder, use less water
	Strange taste	Clean powder system

13 DECOMMISSIONING

13.1 Preparing for decommissioning

1. Clean the machine using the automatic cleaning function.
2. Empty the bean hopper and powder hopper.
3. Clean the bean hopper and powder hopper.
4. Clean the grounds container.
5. Clean the spout cleaning device.
6. Empty the container.
7. Clean the container and container lid.
8. Clean the cleaning container.
9. Clean the plug-in couplings.
10. Clean the inside of the suction hose and the suction nozzle using a brush.
11. Clean the inner surfaces of the cooling chamber.
12. Clean the inner side of the door and the door profile gasket.

13.2 Short-term decommissioning (up to 3 weeks)

- ✓ The machine remains in place.
1. Clean the machine using the automatic cleaning function. *Cleaning* [p. 54]
 2. Enable the energy-saving mode.
 3. Disconnect the machine from the power supply.
 4. Close the water supply if the machine has a mains water connection.
 5. Clean any add-on units.
 6. Switch off the add-on units and disconnect them from the power supply.

13.3 Long-term decommissioning



NOTICE

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

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

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

13.4 Transport and storage



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

Protect the machine against the following:

- Vibrations
- Dust
- Sunlight

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

The following conditions must be fulfilled:

- Permissible storage temperatures if the machine is completely drained and emptied: -10-50 °C
- 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, powder and coffee grounds can be composted.
- Observe the information on the label when disposing of any unused cleaning supplies.
- Dispose of the fluids from the cleaning container or the drip tray in the wastewater system.

Disposing of the machine and other devices



The 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	SB1200 FM CM (FCS4050)
Dimensions: Width/height/depth (mm)	340/750/600
Weight (kg)	58
Twin bean hopper capacity (kg)	2 x 1,2
Powder hopper tall capacity (kg)	1 x 1/2 x 1
Ambient temperature (°C)	10-43
Humidity (%)	Max. 80
External wastewater tank volume (l)	16
Grounds container capacity (with grounds ejection option)	60-110 cakes, depending on the grinding quantity
Brew boiler	Volume (l): 0,9 Operating pressure (bar): 8 Power rating at 220-240 V (W): 2500 Power rating at 208 V (W): 2500
Hot water/steam boiler	Volume (l): 0,9 Operating pressure (bar): 2,5 Power rating at 208 V (W): 2500 Power rating at 220-240 V (W): 2500
Double pipe thermoblock	Power rating at 208 V (W): 2000 Power rating at 220-240 V (W): 2000

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

Hourly capacity	Single preparation (cups per hour)	Double preparation (cups per hour)
Espresso	160	-
Coffee/caffè crema	109	-
Hot water (200 ml)	164	-
Cappuccino	144	-
Latte macchiato	137	-
Milk Coffee	138	-
Hot chocolate	129	-

15.2 Electrical connection data

Voltage	Mains power connection	Power rating (max.)	Fuse	Frequency
200-220 V	1LNPE	4300-5200 W	30 A	50-60 Hz
200-220 V	2LPE	4300-5200 W	30 A	50-60 Hz
220-240 V	1LNPE	2400-2900 W	16 A	50-60 Hz
220-240 V	1LNPE	4400-5200 W	30 A	50-60 Hz

Voltage	Mains power connection	Power rating (max.)	Fuse	Frequency
380–415 V	3LNPE	6600–7800 W	16 A	50–60 Hz

INDEX

Numeric

5-step method	11, 54
---------------	--------

A

Advertising media	78
Ambient conditions	89

B

Beans	
Disposal	88
Beverage	
Preparing	51, 52, 53

C

Cancel button	11
Capacities	89
Cleaning container	
Disposal of fluid	88
Cleaning supplies	
Disposal	88
Cleaning tablets	15
Coffee beans	
Filling	39
Coffee grounds	
Disposal	88

D

Dashboard	11
Decommissioning	86
Dimension	33
Dispensing spout	51, 52, 53
Disposal	88
Drip tray	
Disposal of fluid	88

E

Electronic parts	
Disposal	88
Error message	
Color code	13
Depiction	13
Error messages	83

G

Grind coarseness	44
Grinder adjustment wrench	15

I

Intended use	6
--------------	---

M

Mains water connection	
Requirements	37
Manual set	15
Media	
Back up	81
Load	81
Minimum clearances	35

O

Operating mode	
Quick Select	30
Self-service	83

P

PINs	60
Plastic parts	
Disposal	88
Powder	
Disposal	88
Product images	78
Product quality	85

R

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

S

Safety	7
Screen	
Cleaning	58
Wipe protection	58
Screen saver	78
Start button	11

Symbols	11
Dashboard	11
Instructions	11
Software	11

T

Tips	11
Transport	88
Troubleshooting	84
Machine error	83
Type code	20
Type plate	17

U

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

W

Wastewater tank (external)	89
Water quality	37
Wipe protection	58

Franke Kaffeemaschinen AG

Franke-Str. 9
CH-4663 Aarburg
Switzerland
Tel. +41 62 787 31 31
www.franke.com

Franke Coffee Systems GmbH

Franke Strasse 1
97947 Grünsfeld
Deutschland
Tel.: +49 9346 9278 0
Fax: +49 9346 9278 100
www.franke.de

Franke Coffee Systems

UK Limited

6A Handley Page Way,
Old Parkbury Lane,
Colney Street,
St Albans,
Hertfordshire, AL2 2DQ
England
Tel.: +44 1923 635700
Fax: +44 1923 635701
www.franke.com

Franke Coffee Systems

Americas

800 Aviation Parkway
Smyrna, TN 37167
USA
Tel.: +1 615 462 4265
Fax: +1 615 462 4400
www.franke.com