

# USER MANUAL S700

FCS4067

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**FRANKE**



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# 1 FOR YOUR SAFETY

## 1.1 Intended use

### 1.1.1 Coffee machine

- The S700 is a commercial machine for preparing drinks and is intended for use in food services, offices and other similar environments.
- The S700 is designed to process whole coffee beans, and ground coffee.
- The S700 is intended for the preparation of drinks in accordance with these instructions and the technical data.
- The S700 is intended for operation indoors.

#### Please note

- The S700 is not suitable for use outdoors.

### 1.1.2 Add-on units

#### Cup warmer

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

#### Please note

- 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

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

## 1.2 Prerequisites for using the coffee machine

- The S700 is intended for use by trained personnel.
- Each operator of the S700 must have read and understood the instructions. This does not apply to its use in the self-service sector.
- Self-service machines must always be monitored to protect the users.
- Do not operate the S700 or add-on units until you have completely read and understood these instructions.
- Do not use the S700 or add-on units if you are not familiar with the various functions.
- Do not use the S700 if the connection lines of the S700 or the add-on units are damaged.
- Do not use the S700 unless the S700 or the add-on units have been cleaned or filled as intended.
- Children under the age of 8 are not permitted to use the S700 or the add-on units.
- Children or persons with reduced physical, sensory, or mental capabilities must not use the S700 or the add-on units except under supervision, nor should they be permitted to play with the S700 or the add-on units.
- Children are not permitted to clean the S700 or the add-on units.

## 1.3 Explanation of safety instructions according to ANSI

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

The safety instructions are structured as follows:

SYMBOL AND SIGNAL WORD indicate the severity of the danger.



### **⚠ WARNING**

**WARNING** indicates a potential danger which, if not avoided, could result in death or moderate injury. **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 the machine.

## 1.4 General safety concerns when using the coffee machine and add-on units



### **⚠ WARNING**

#### **Risk of fatal injury from electrocution**

Damaged power cords, lines or plug connections can lead to electrocution.

- a) Do not connect any damaged power cords, lines or plug connections to the power supply.
- b) Replace damaged power cables, lines or plug connections.  
If the power cord is permanently attached, contact the service technician. If the power cord is not permanently attached, order and use a new, original power cord.
- c) Ensure that the machine and the power cord are not near any hot surfaces such as gas or electric stoves or ovens.
- d) Ensure that the power cord is not pinched and does not chafe on sharp edges.



### **⚠ WARNING**

#### **Risk of fatal injury from electrocution**

Liquid/moisture entering the machine or leaks can lead to electrocution.

- a) Never point a liquid or steam jet at the machine.
- b) Do not pour any liquids on the machine.
- c) Do not immerse the machine in liquid.
- d) Disconnect the machine from the power supply in the event of a leak or if liquid/moisture enters the machine.

**⚠ WARNING****Risk of fatal injury from electrocution**

Work, repairs or servicing improperly performed on electrical systems can lead to electrocution.

- a) Have repairs on electrical parts carried out by service technicians using original spare parts.
- b) Have servicing carried out by authorized persons with corresponding qualification only.

**⚠ WARNING****Danger of suffocation**

Plastic packaging materials could cause children to suffocate.

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

**⚠ WARNING****Risk of burns**

The heating surfaces of the cup warmer can cause burns.

- a) Do not touch the hot heating surfaces of the cup warmer.
- b) IN CASE OF BURNS: Immediately cool the affected area and consult a doctor depending on the severity of the injury.

**⚠ WARNING****Risk of scalding**

Hot water is released during rinsing.

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

**⚠ WARNING****Risk of scalding**

Hot drinks can lead to scalding.

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

**⚠ WARNING****Risk of scalding**

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

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



**⚠ WARNING****Risk of injury**

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

- a) Never put any objects in the coffee bean hopper or grinder.

**⚠ CAUTION****Cutting injuries/crushing**

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

- a) Exercise care when cleaning the powder hopper.

**⚠ CAUTION****Irritation from cleaners**

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

- 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 cleaner.
- d) Cleaners must not find their way into drinks.

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

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

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

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

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

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

**⚠ CAUTION****Formation of mold**





Mold can form on the coffee grounds.

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

## 2 EXPLANATION OF SYMBOLS





### 2.1 Symbols used in the manual

#### 2.1.1 Orientation

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

### 2.2 Symbols used in the software




#### 2.2.1 Symbols used for navigation and operation



















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



#### 2.2.2 Symbols on the dashboard



When a symbol is illuminated on the dashboard, additional information and instructions can be displayed by tapping the symbol. Refer to the "*Troubleshooting* [▶ 51]" chapter for help if an error occurs.

Symbol	Designation	Description
	Franke logo	Call up the maintenance level
	Servicing/cleaning	Machine must be cleaned and/or serviced
	Coffee bean	Bean hopper is empty or not installed correctly

Symbol	Designation	Description
	Grounds container	Grounds container must be emptied
	Rinse	Machine must be rinsed or machine is being rinsed
	Product	
	Payment	Payment active
	Advertising images	
	Screen saver	
	Brightness	Set brightness
	Data transfer	Data being transferred
	Individual products counter	
	Individualization	
	Info	
	Inactive	
	Standby	Switch the machine to standby
	First Shot	Preheat system
	Door	
	Favorites	Favorites button, can be assigned to a function that is used frequently
	Service/configuration/administration	
	Bean left/right	

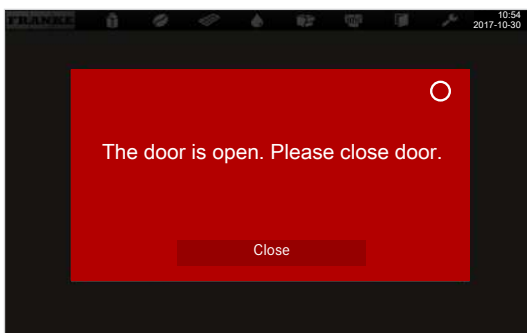
Symbol	Designation	Description
	Double product	Prepare double drink quantity (double dispensing)
	Ground coffee	Selection button for ground coffee

### 2.2.3 Depiction of error messages





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



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







#### Color code for error messages

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






### 3 SCOPE OF DELIVERY



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

	Item description	Item number
	Cleaning tablets (100 pcs.)	BK328400
	Cleaning tablets (China)	BK329878
	Cleaning tablets (USA/Canada)	1H329883
	Milk system cleaning agent (dosing bottle)	1L301219
	Milk system cleaning agent (dosing bottle) (USA/Canada)	BK326804
	Cleaning brushes	1L301376
	Cleaning brush	1L301160
	Microfiber cloth	1H325974

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	Item description	Item number
	Neoperl aerator wrench	1H327863
	USB stick (4 GB)	1H329064
	Set of manuals	
	Measuring cup	1H327369
	Support plate (optional)	1C346236

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## 4 IDENTIFICATION

### 4.1 Position of type plates

#### Coffee machine



The type plate for the coffee machine is located on the right interior wall next to the grounds container.

#### Cup warmer (CW)



The type plate for the cup warmer is located on the inner side of the rear panel in the left-hand bottom corner.

### 4.2 Type key

#### 4.2.1 Coffee machine

Code	Description
S700	Coffee machine (fully automatic device) Series: S Overall size: 700
2G	2 Grinders
H1	Hot water dispenser
S2	Autosteam (steam wand with temperature sensor)
S3	Autosteam Pro (steam wand with temperature sensor and programmable milk foam texture)

## 4.2.2 Add-on units

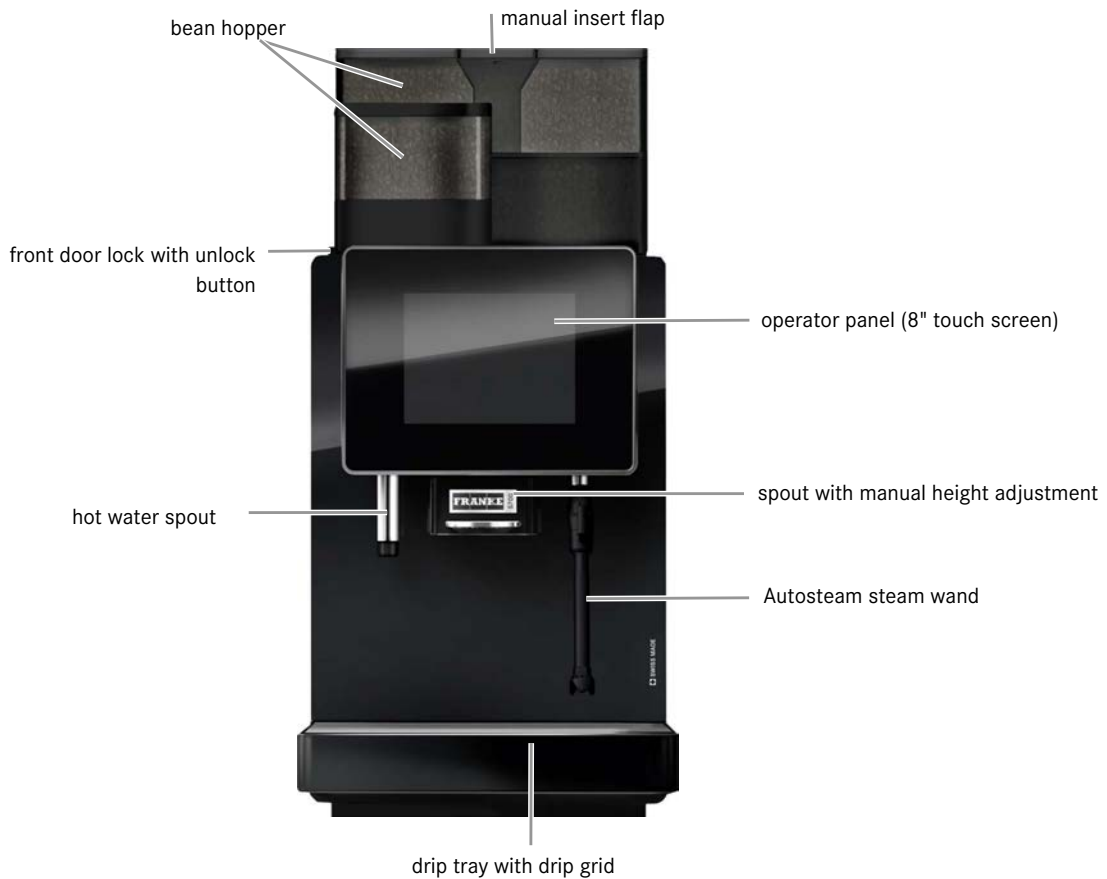
Code	Description
AC	Accounting unit
CW	Cup warmer



## 5 DESCRIPTION OF MACHINE

### 5.1 Coffee machine

To provide you with an overview of your S700, a sample configuration is illustrated here. Please note that your coffee machine may look different from the configuration shown here.



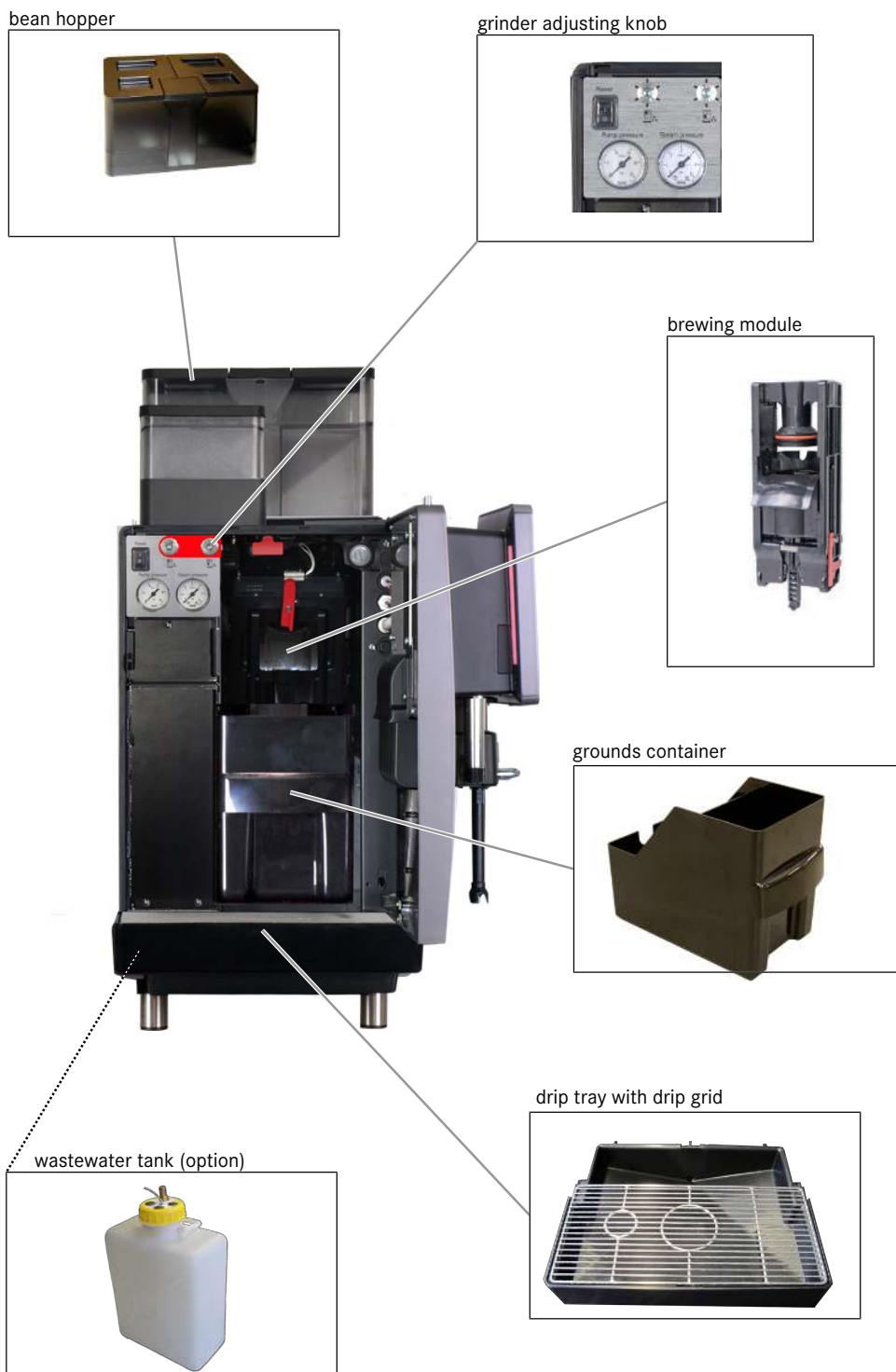
#### 5.1.1 Operator panel

- Touch display 8"
- Switching language

#### 5.1.2 Options

- First Shot
- Lockable bean hoppers
- Autosteam Pro (function for foaming/frothing milk automatically)
- Coffee ground chute
- Height-adjustable feet
- TDS sensor
- External water tank
- M2M/telemetry preparation

## 5.2 Coffee machine components



## 5.3 Add-on units

### 5.3.1 Cup warmer (optional)



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

### 5.3.2 Accounting system (optional)

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

Interfaces:

- VIP

Payment systems:

- Coin validator
- Coin changer
- Card readers

## 5.4 User interface



1 The Franke button is used to switch between the maintenance level and product selection.

2 Scroll forwards or backwards.

## 5.5 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.

### 5.5.1 Cash Register operating mode

#### Cash Register



**Cash Register** is the operating mode for non-self-service utilization. You can add additional orders while your coffee machine is preparing a product.

Structure of the user interface

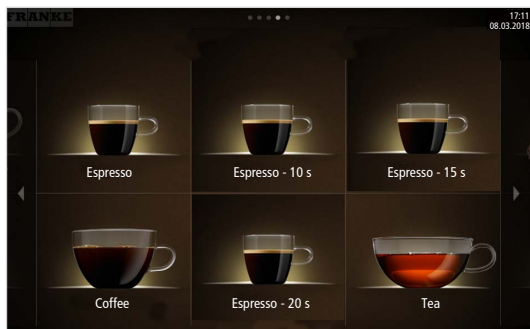
- Level 1: Product selection, up to 5 pages. Column with the possible options, the production status, and the waiting list
- Level 2: Display of 4, 9, or 16 product buttons per page

Individual adaptations:

- Display: 2x2, 3x3, or 4x4 products per page
- Depiction: photo-realistic, drawn

## 5.5.2 Quick Select operating mode

### Quick Select



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
- Level 2: Drink Selection status; display of 6, 12, or 20 product buttons per page, select product options, start preparation (if activated)

Individual adaptations:

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

## 5.5.3 Operating mode Quick Select with Credit Mode



### Display

- Product prices
- Credit
- Missing credit



In the **Drink Selection** status, you cannot add any drink options with the **Credit Mode** configuration. You can activate the **Credit Mode** in the **My settings** menu under **1 Set machine > 1.12 Payment**. Select **Activate payment**. Menu item 1.12 Payment

## 6 INSTALLATION

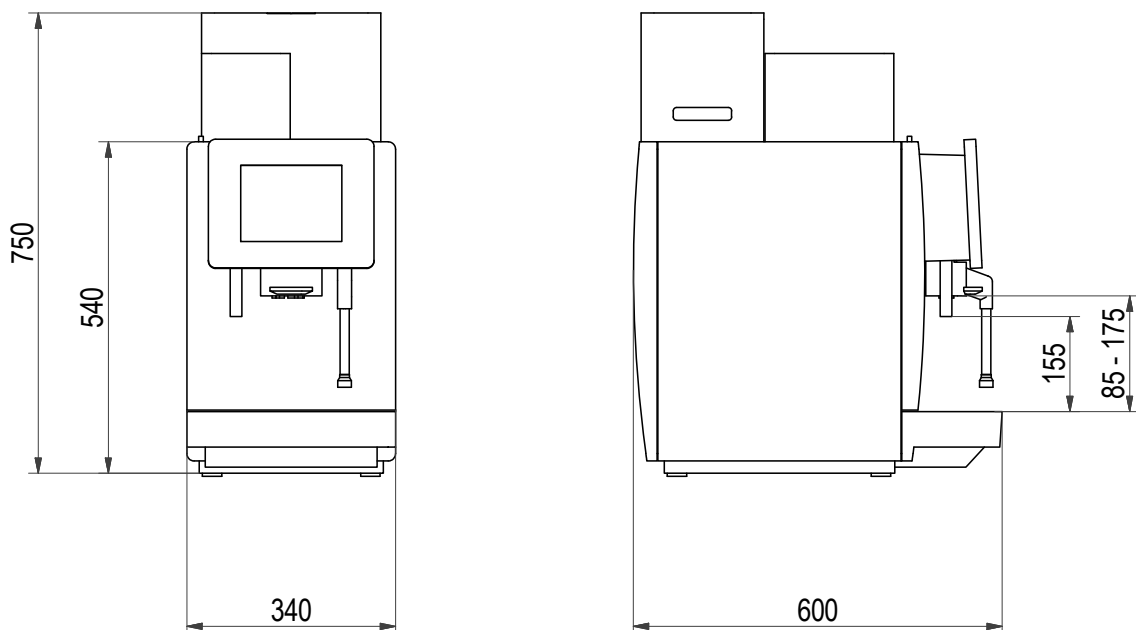
### 6.1 Preparations

- The 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 by a switch.
- The mains water connection must meet the *Requirements of the water supply* [► 23] as well as the federal, state and local regulations.
- The coffee machine must be connected to the water supply with the supplied hose set. Do not use any other water hoses that happen to be present.

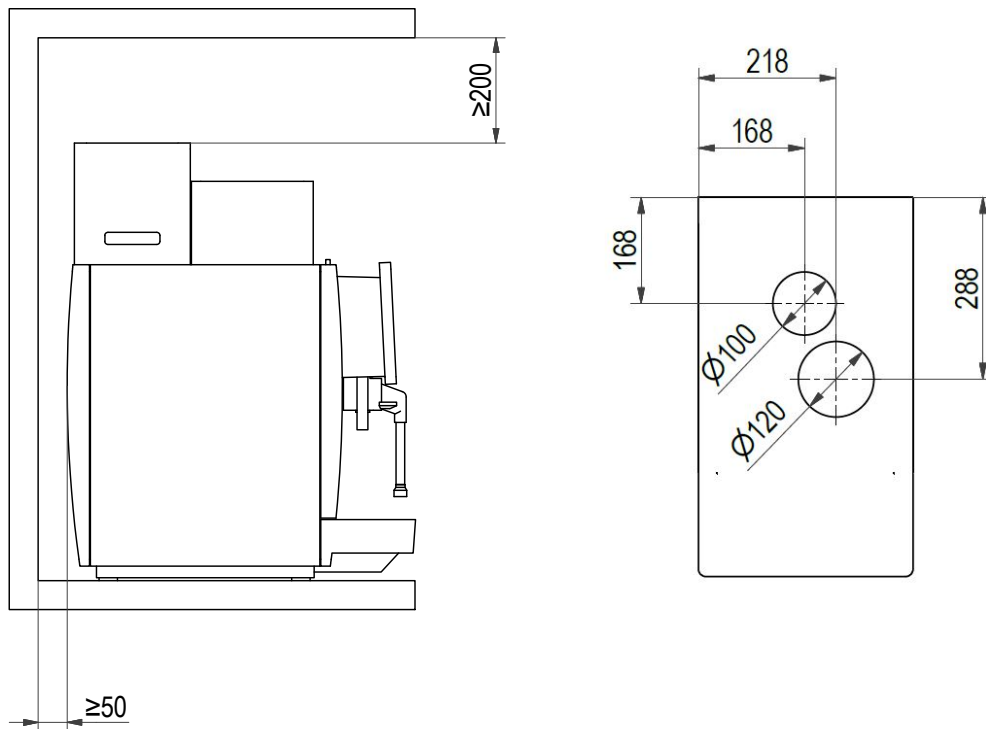


You must have completed these preparations before one of our service technicians can install the coffee machine for you. Your service technician will install your coffee machine and carry out the initial commissioning process. The technician will walk you through the basic functions.

### 6.2 Dimensions of the S700



Front view/side view



Dimensions at the installation location/Hose feedthrough in the counter

### 6.3 Requirements of the water supply

#### 6.3.1 Water connection

Water pressure	80–800 kPa (0.8–8 bar)
Flow rate	> 0.1 l/sec
Water temperature	< 25 °C

Only use the supplied hose set when establishing the water connection. Union nut G3/8 and metal hose l = 1.5 m

- 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 an upstream screen (UL: min. 100 strands per inch), a water shut-off valve and a check valve accessible for inspection. The screen must be removable for cleaning.
- Water from a decalcification system must not be used.

#### 6.3.2 Water quality

Total hardness:	4–8° dH GH (German total hardness) / 7–14° fH GH (French total hardness) / 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

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TDS (total dissolved solids)	30–150 ppm (mg/l)
Electrical conductivity	50–200 $\mu\text{S}/\text{cm}$ (microsiemens)
Iron content	< 0.3 mg/l

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- Color: Clear
- Taste: Fresh and pure taste
- Aroma: No perceptible aroma

### 6.3.3 Water outlet

- Drain hose: D = 16 mm, L = 2 m
- Connection to a lower-lying siphon



## 7 FILLING AND EMPTYING

### 7.1 Filling beans



#### **WARNING**

##### Risk of injury

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

- a) Never put any objects in the coffee bean hopper or grinder.



Fill the bean hopper with coffee beans.



#### **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.

1. Lift the bean hopper lid.



3. Replace the lid.



2. Add coffee beans.



## 7.2 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. Replace the bean hopper.



5. Push the locking slide all the way in.



### NOTICE

#### Impairment of function

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

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

## 7.3 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 operating interface.

2. Remove the grounds container.



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



4. Replace the grounds container and close the door.



## 7.4 Setting the grind coarseness



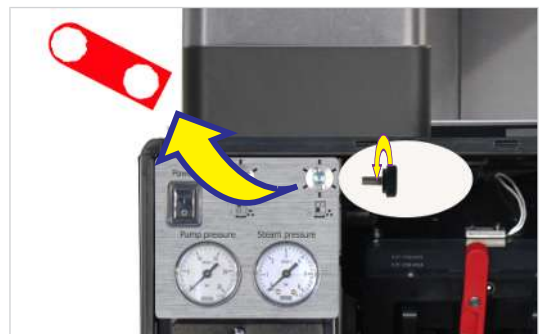
Changing the grind coarseness affects the coffee quantity.. As such, the grinders must be calibrated after adjusting the grind coarseness..

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

1. Open the door.



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



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



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



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

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



## 8 PREPARING DRINKS



### WARNING

#### Risk of scalding

Hot drinks can lead to scalding.

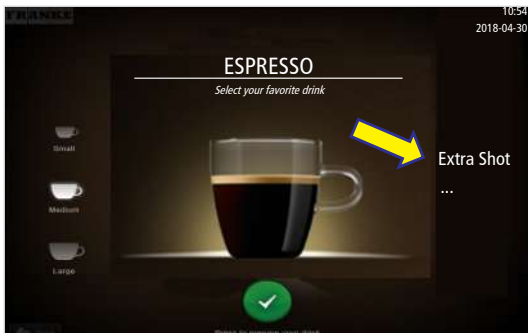
- a) Always be careful with hot drinks.
- b) Use only suitable drinking vessels.

### 8.1 Preparing drinks with Quick Select

1. Place an appropriate drinking vessel under the spout.
2. Adjust the height of the spout using the spout handle.



3. Select a product.



- ⇒ The Drink Selection product preview appears.
- 4. Select product options.
- 5. Start preparation with the green button.



- ⇒ Preparation begins.
- ⇒ The product selection screen appears when the drink is ready.

### 8.2 Preparing drinks with Cash Register



When preparing several products one after the other, please observe the following:

1. Place an appropriate drinking vessel under the spout.

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



- Select product options.



- Select a product.



⇒ Preparation begins.

- Add more products to the waiting list as needed.



- Start preparation of each of the products in the waiting list by pressing the green button.



⇒ The next preparation begins.

⇒ The product selection appears.

⇒ All products are ready.

## 8.3 Preparing a drink with ground coffee

### Example: Quick Select



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

- Place an appropriate drinking vessel under the spout.

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



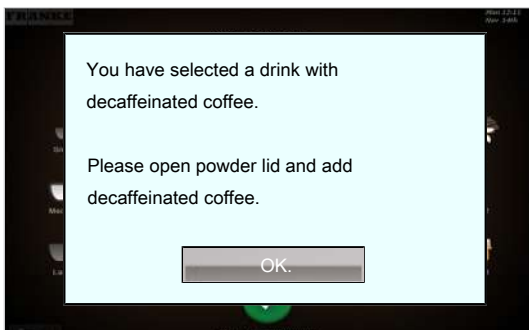
- Press the Decaffeinated coffee selection button.



⇒ The Decaffeinated coffee selection button illuminates.



⇒ The following message appears:



- Open the manual insertion flap.

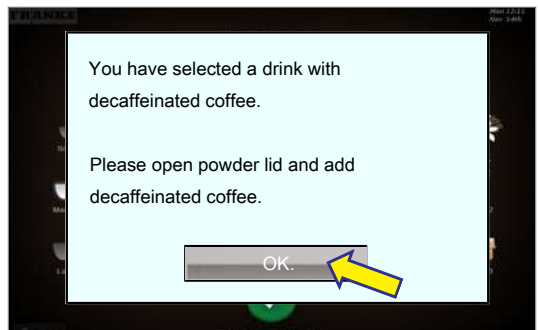


- Fill powder.

- Close the manual insertion flap.



- Confirm with OK.



- ⇒ Preparation begins.
- ⇒ The product selection appears.
- ⇒ The drink is ready.

## 8.4 Preparing hot water

### Example: Quick Select

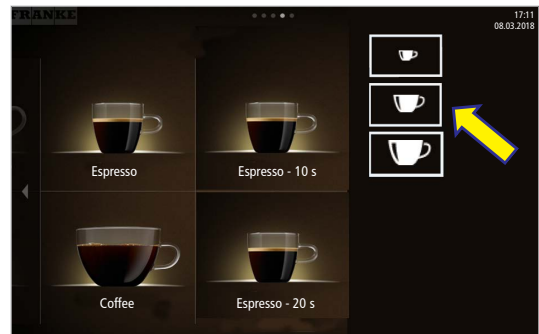
1. Place an appropriate drinking vessel under the hot water dispenser.



2. Select Tea.



3. Select cup size.



- ⇒ Hot water is dispensed until the cycle is complete.



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

## 8.5 Steam output



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



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

1. Press the purge button



2. Hold a suitable container under the steam wand.





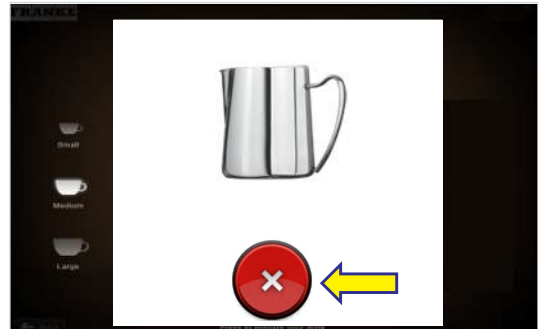
3. Select **Steam output**.




- ⇒ The steam output starts.
- ⇒ The steam output is automatically stopped when your drink has reached the specified temperature.

⇒ The drinks overview screen appears.

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



5. Press the purge button .

## 9 CLEANING

### 9.1 Introduction

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



#### NOTICE

##### **Incorrect cleaning of the brewing unit**

Damage may occur if the the brewing unit is cleaned in the dishwasher.

- a) Clean the brewing unit rinsing it under tap water.



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

##### **Other areas to be cleaned:**

- Inner side of the door and lip seal
- Bean hopper



Rinsing is not a substitute for daily cleaning! Rinsing is necessary to remove residue build-up in the coffee system. The S700 automatically rinses after certain time intervals as well as when it is switched on or off.

### 9.2 Required cleaning accessory

#### 9.2.1 Cleaning accessories

- Cleaning tablets
- Microfiber cloth
- Brush set
- Cleaning container (for steam wand)
- Milk system cleaning agent (for steam wand)

### 9.3 5-step method

1. Remove coarse dirt with a brush or paint brush.
2. Soak the parts in hot water with a mild cleaner.  
Clean the inside of the milk hose with a brush.
3. Wash the parts.
4. Rinse the parts thoroughly.
5. Dry the parts.

### 9.4 Starting the cleaning process



The automatic cleaning process involves cleaning the coffee machine.

### 9.4.1 Starting cleaning via the Cleaning and Maintenance menu

#### Switch to the maintenance level

1. Tap the Franke logo.

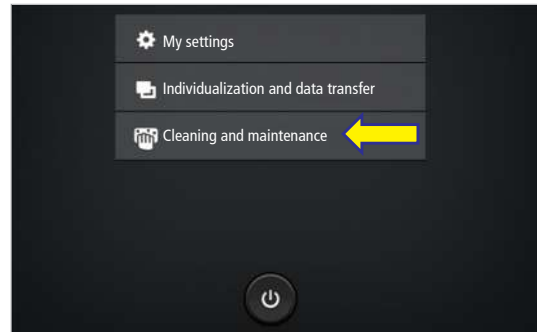


2. Enter the PIN. *PIN codes* [▶ 37]

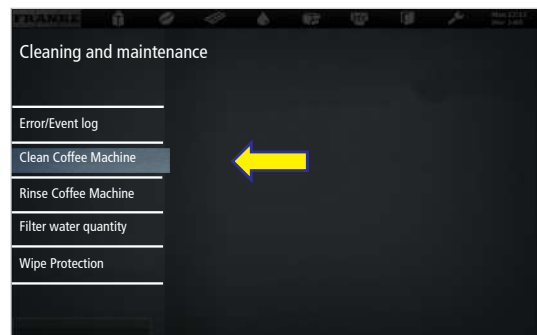


3. Press OK..

4. Select **Cleaning and maintenance**.



5. Select **Clean coffee machine**.



6. Confirm message with **Yes** to begin the cleaning process.

7. Follow the instructions on the operating interface and confirm the individual steps by selecting **Next**.

⇒ The machine shows the next step.



#### **WARNING**

##### Risk of scalding

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

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



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

### 9.5 Cleaning the screen



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

1. Tap the Franke logo.

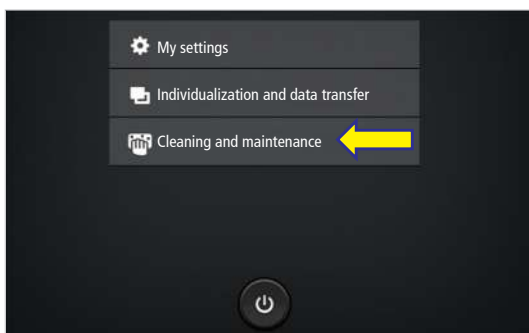


2. Enter the PIN. *PIN codes* [▶ 37]

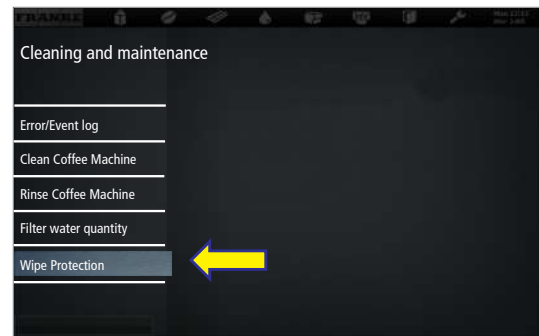


3. Press OK..

4. Select **Cleaning and maintenance**.

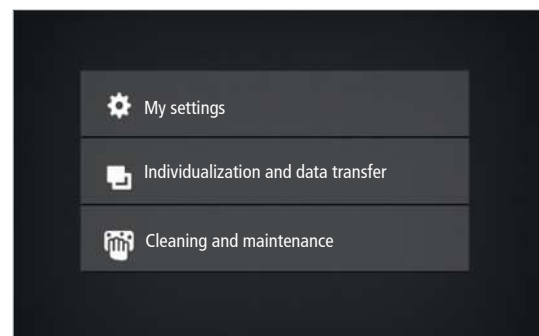


5. Select **Wipe Protection**.



⇒ The operating interface is locked for 20 seconds.

6. Clean the screen.



⇒ The maintenance level appears.

## 9.6 Cleaning the bean hopper



### NOTICE

#### Deterioration of coffee quality

Cleaners can alter the taste of the coffee.

a) Clean the inside of the bean hopper without using any cleaners.

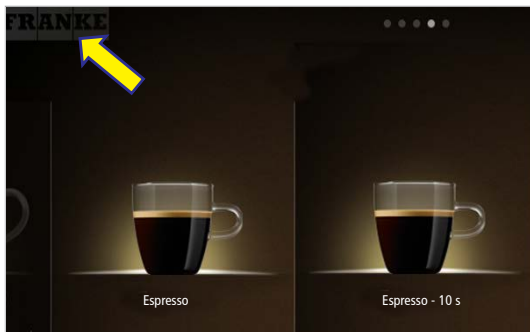
✓ Dry cloth or cloth moistened with water

1. Remove the oil film on the inside of the bean hopper daily using a dry cloth or a cloth moistened with water.

# 10 CONFIGURATION

## 10.1 Switching to the maintenance level

1. Tap the Franke logo.

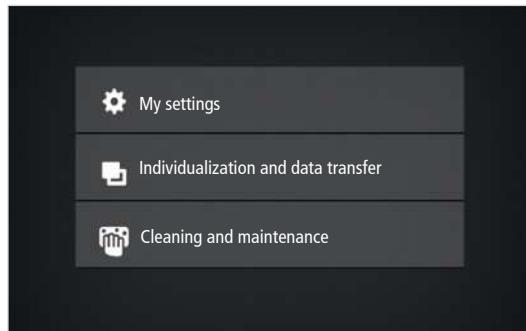


2. Enter the PIN. *PIN codes* [▶ 37]



3. Press OK..

4. Select Menu.



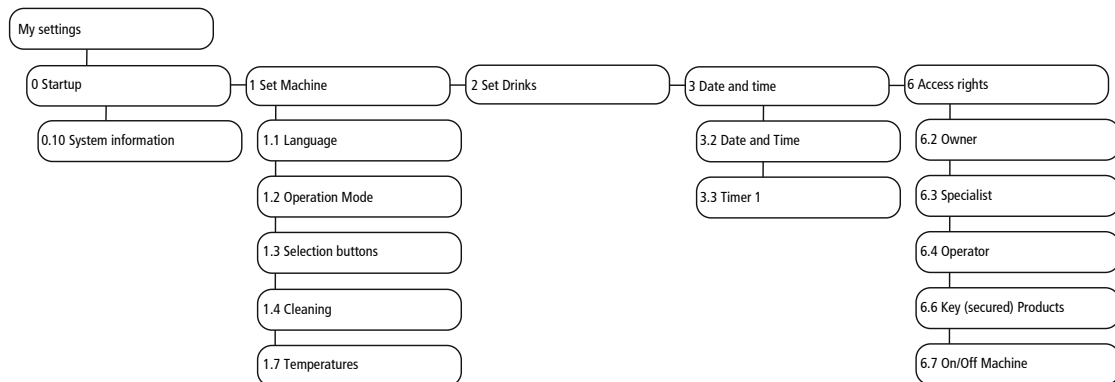
## 10.2 PIN codes

Default PIN codes are assigned at the factory:

	Owner	Specialist	Operator
Default PIN	1111	2222	7777
My PIN			

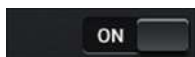
The PIN codes for key (secured) products and On/Off machine can be viewed and changed with the owner role in the **My settings/6 Access rights** menu.

## 10.3 My settings menu tree

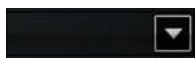


Depending on the configuration of your machine, individual menu items may or may not be displayed.

## 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.



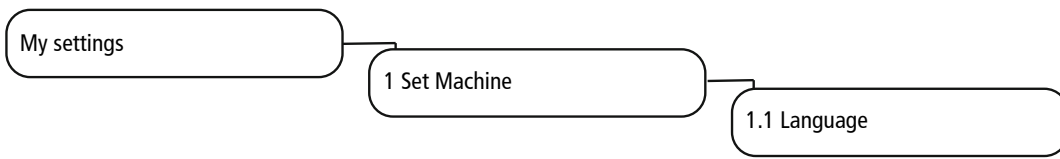
Tap the keyboard to enter text or numbers.

## 10.5 Menu 1 Set machine

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

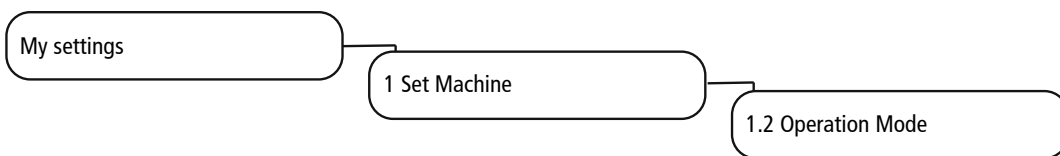
- Set language
- Configure operating mode
- Assign selection buttons
- Set cleaning function
- Change temperature settings

### 10.5.1 Menu item 1.1 Language



Parameter	Value range	Remarks
Select language	de, en, fr, nl, da, fi, no, sv, pl, cs, uk, ru ...	- The language is switched immediately on the user interface - Default: de (German)

### 10.5.2 Menu item 1.2 Operating mode



#### Configure machine

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

#### 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	Only appears for Operation Mode Non-self-service
Pause between products	1 - 10 seconds	- Appears if the Automatic mode is activated - Increment: 1
Shot timer	- Yes - No	Only appears for Operation Mode Non-self-service

##### Usage scenario Self-service

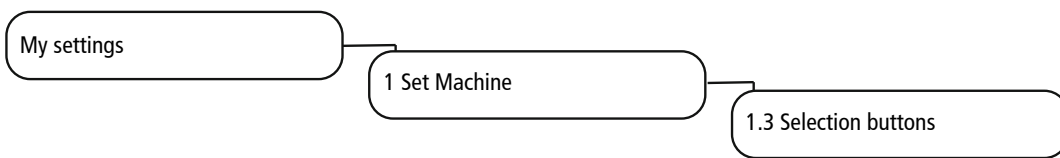
Parameter	Value range	Remarks
Usage scenario	<ul style="list-style-type: none"> <li>- Self-service</li> <li>- (Non-self-service)</li> </ul>	
Operation Mode	<ul style="list-style-type: none"> <li>- Quick Select</li> <li>- Individualized, product selection</li> <li>- Individualized, size selection</li> </ul>	<ul style="list-style-type: none"> <li>- Default: Quick Select</li> </ul>
Products per page	<ul style="list-style-type: none"> <li>- Quick Select: 6, 12, 20</li> </ul>	<ul style="list-style-type: none"> <li>- Number of products displayed simultaneously</li> <li>- Default: 6</li> </ul>
Adapt drinks	<ul style="list-style-type: none"> <li>- Yes</li> <li>- No</li> </ul>	<ul style="list-style-type: none"> <li>- Only appears for Operation Mode Self-service</li> <li>- Possibility for self-service customers to modify the selected drink in accordance with the allocation of the selection buttons</li> <li>- Default: No</li> </ul>
Custom images	<ul style="list-style-type: none"> <li>- Yes</li> <li>- No</li> </ul>	<ul style="list-style-type: none"> <li>- Activate customer-specific images</li> <li>- For the self-service usage scenario, Quick Select operating mode</li> <li>- Default: No</li> </ul>

## Options

Parameter	Value range	Remarks
Key (secured) products	<ul style="list-style-type: none"> <li>- Yes</li> <li>- No</li> </ul>	<ul style="list-style-type: none"> <li>- Selected products can be blocked with the Key (secured) products option</li> <li>- Key (secured) products can be prepared only after a PIN code has been entered (see Chap. 6. Access rights, p. 105)</li> <li>- Default: No</li> </ul>
Hide cancel button	<ul style="list-style-type: none"> <li>- Yes</li> <li>- No</li> </ul>	<ul style="list-style-type: none"> <li>- Display the button for canceling the product</li> <li>- Default: No</li> </ul>

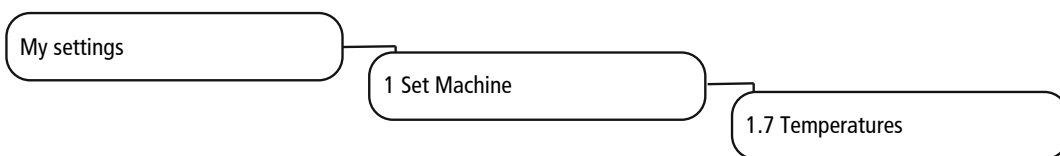


### 10.5.3 Menu item 1.3 Selection buttons



Parameter	Value range	Remarks
Product options	<ul style="list-style-type: none"> <li>- Small</li> <li>- Medium</li> <li>- Large</li> <li>- 2x</li> <li>- Decaf</li> <li>- Extra Shot</li> <li>- Iced</li> <li>- Espresso Shot</li> </ul>	<ul style="list-style-type: none"> <li>- A maximum of twelve selection buttons can be assigned with various product options in the service menu. The product options appear in the Drink Selection status</li> <li>- 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</li> <li>- 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</li> <li>- Nine or more buttons are displayed at a reduced size</li> </ul> <p>Recommendation:</p> <ul style="list-style-type: none"> <li>- Selection buttons on the left-hand side: Select drink size.</li> <li>- Selection buttons on the right-hand side: Select additional settings.</li> </ul>
Text display	<ul style="list-style-type: none"> <li>- Function</li> <li>- Free text</li> <li>- No text</li> </ul>	<ul style="list-style-type: none"> <li>- Default: Function: Labeling corresponds to the name of the selected product option.</li> <li>- Free text: Enter your own labeling of the selection buttons.</li> <li>- No text: Switch off labeling.</li> </ul>
Price	Amount	<ul style="list-style-type: none"> <li>- Store surcharge for the option.</li> <li>- The total price is calculated by the machine</li> <li>- Default: 0.00</li> </ul>
PLU	PLU no.	<ul style="list-style-type: none"> <li>- Store PLU number of price calculation (if PLU numbers are used).</li> <li>- Default: 0</li> </ul>

### 10.5.4 Menu item 1.7 Temperatures



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

## 10.6 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* [► 51].



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

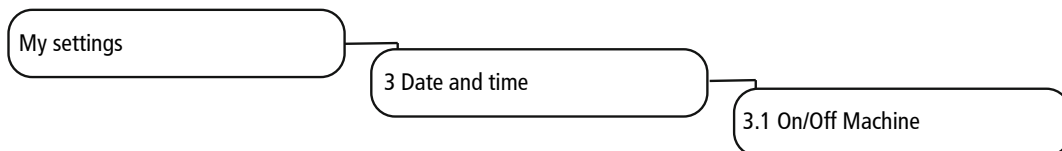
### Setting drinks

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 the product description and product text	General	Enter the product description and select the product text	2, 7
Determine the price (only available when payment is activated)	General	Determine PLU, prices, and tokens; select the <b>Free</b> option	7
Adjust water quantity, grinders, brewing quantity, and pressure	Coffee	Adjust parameters	2, 7
Prepare a test product	Test	Press Test to prepare the selected product using the modified settings	6

Desired action	Menu item	Information / instruction	Number
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

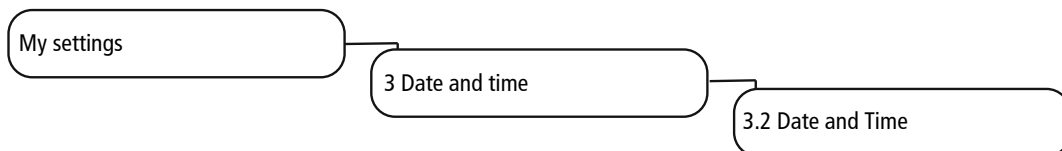
## 10.7 Menu 3 Date and time

### 10.7.1 3.1 On/Off machine



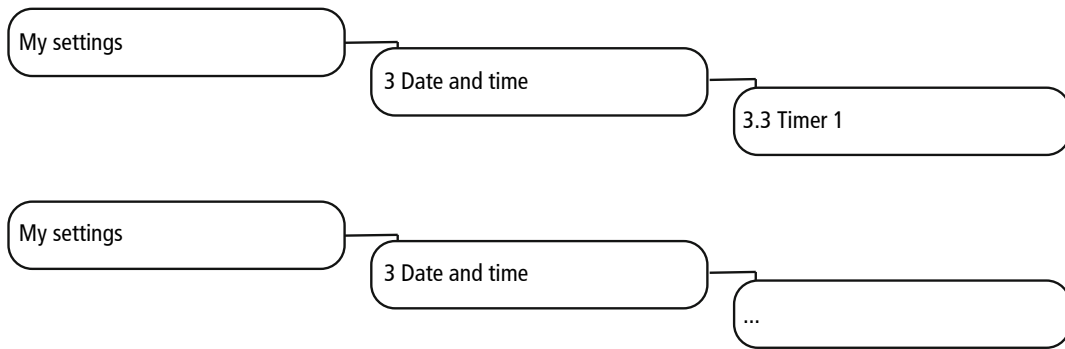
Parameter	Value range	Remarks
With PIN	<ul style="list-style-type: none"> <li>- Yes</li> <li>- No</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Yes:</b> The coffee machine can only be switched on or off with the PIN code</li> <li><i>Menu item 6.7 On/Off machine [► 46]</i></li> <li>- <b>No:</b> The coffee machine can be switched on or off without the PIN code</li> <li>- <b>Default:</b> No</li> </ul>

### 10.7.2 3.2 Date and time



Parameter	Value range	Remarks
12/24-hour display	<ul style="list-style-type: none"> <li>- 12 hours</li> <li>- 24 hours</li> </ul>	
Day	0-31	Set the day
Month	0-12	Set the month
Year	0-63	Set the year
Hour	0-23/0-11	Configure hours
Minute	0-59	Configure minutes
Time zone	Time zone selection list	<ul style="list-style-type: none"> <li>- Select the time zone from the list</li> <li>- <b>Default:</b> UTC+0100 (Europe) Zurich</li> </ul>

### 10.7.3 3.3–3.6 Timer 1–4



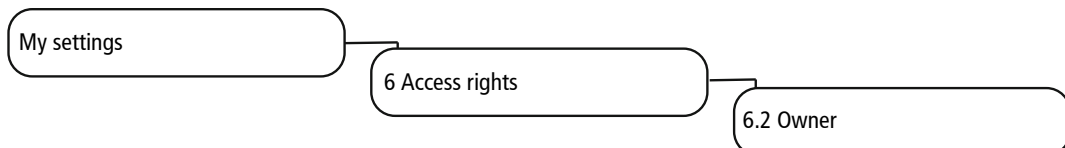
## 10.8 Menu 6 Access rights



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.

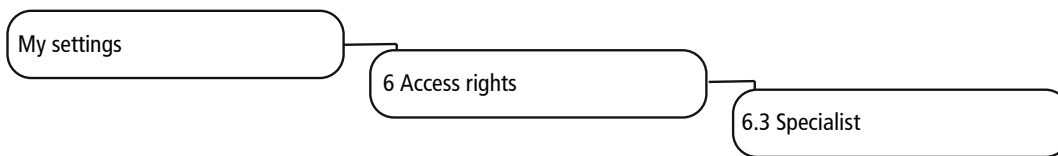
Menu item	PIN code (default values)
6.2 Owner	1111
6.3 Specialist	2222
6.4 Operator	7777
6.6 Key (secured) Products	8888
X6.8/X6.7	9999

### 10.8.1 Menu item 6.2 Owner



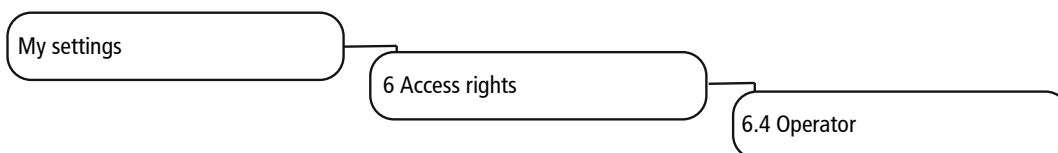
Parameter	Value range	Remarks
4 digits	Enter new PIN	<ul style="list-style-type: none"> <li>– Authorizations: Access to My settings; call up Counters</li> <li>– Default PIN: 1111</li> </ul>
PIN set	<ul style="list-style-type: none"> <li>– Yes</li> <li>– No</li> </ul>	<ul style="list-style-type: none"> <li>– Yes: PIN has been altered</li> <li>– No: PIN is set to the default value</li> </ul>

### 10.8.2 Menu item 6.3 Specialist



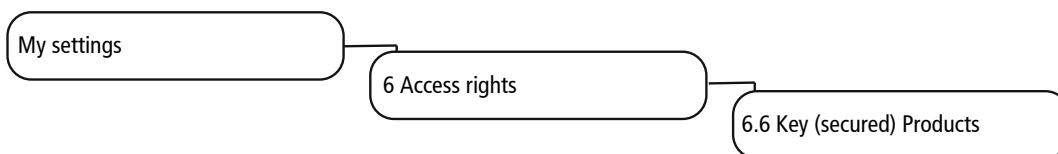
Parameter	Value range	Remarks
4 digits	Enter new PIN	<ul style="list-style-type: none"> <li>- Authorizations: Limited access to My settings; call up product counters</li> <li>- Default PIN: 2222</li> </ul>
PIN set	<ul style="list-style-type: none"> <li>- Yes</li> <li>- No</li> </ul>	<ul style="list-style-type: none"> <li>- Yes: PIN has been altered</li> <li>- No: PIN is set to the default value</li> </ul>

### 10.8.3 Menu item 6.4 Operator



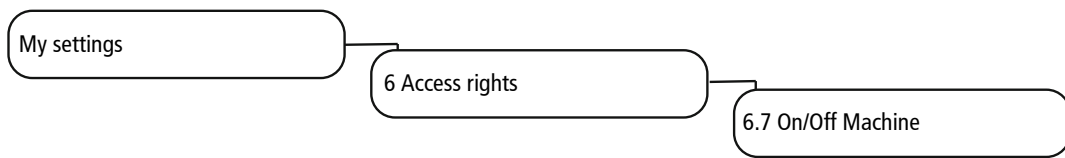
Parameter	Value range	Remarks
4 digits	Enter new PIN	<ul style="list-style-type: none"> <li>- No access to My settings; call up product counters; call up Counters</li> <li>- Default PIN: 7777</li> </ul>
PIN set	<ul style="list-style-type: none"> <li>- Yes</li> <li>- No</li> </ul>	<ul style="list-style-type: none"> <li>- Yes: PIN has been altered</li> <li>- No: PIN is set to the default value</li> </ul>

### 10.8.4 Menu item 6.6 Key (secured) products



Parameter	Value range	Remarks
4 digits	Enter new PIN	
PIN set	<ul style="list-style-type: none"> <li>- Yes</li> <li>- No</li> </ul>	<ul style="list-style-type: none"> <li>- Yes: PIN has been altered</li> <li>- No: PIN is set to the default value</li> </ul>

### 10.8.5 Menu item 6.7 On/Off machine



Parameter	Value range	Remarks
4 digits	Enter new PIN	
PIN set	- Yes	- Yes: PIN has been altered
	- No	- No: PIN is set to the default value

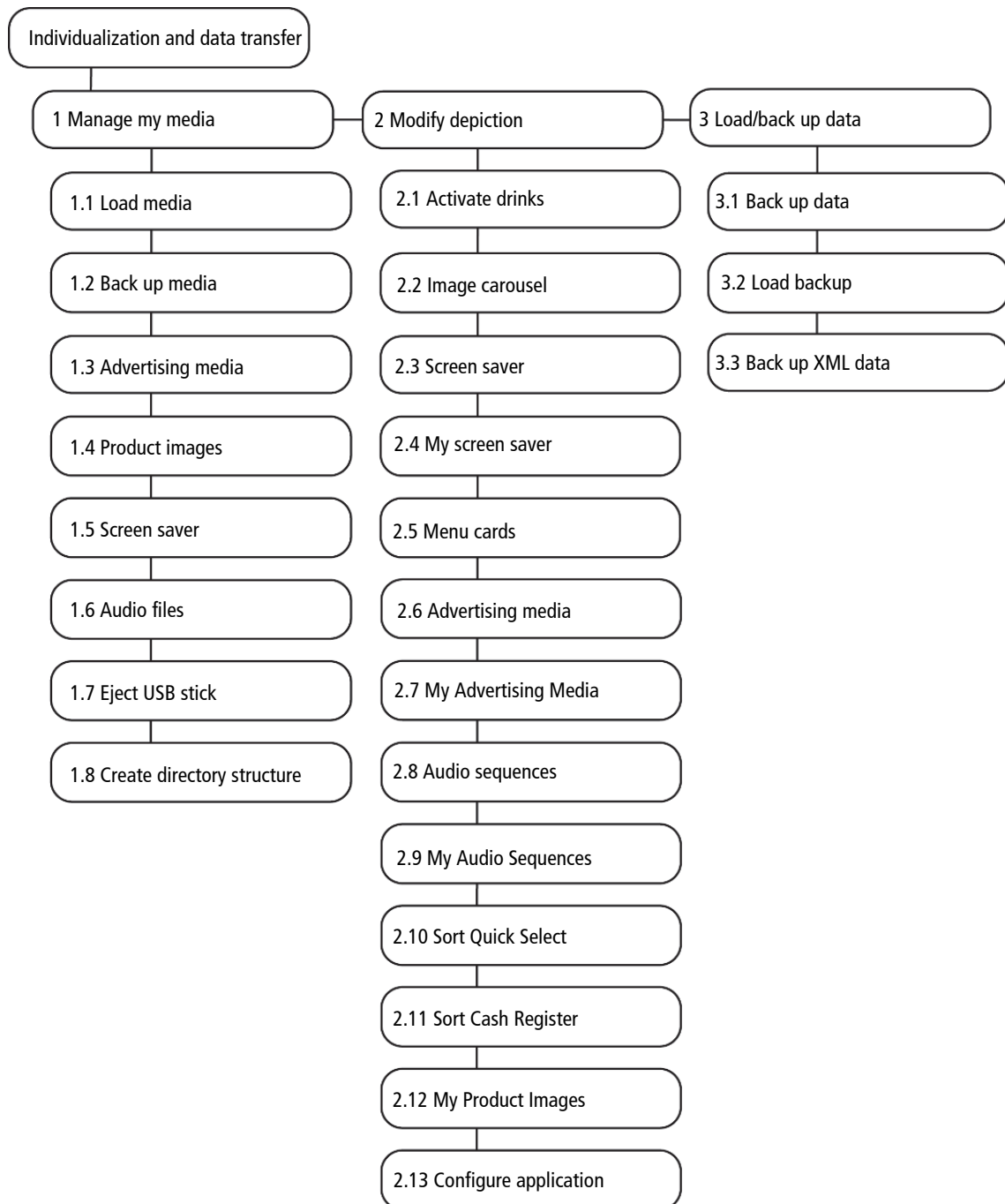
# 11 INDIVIDUALIZATION AND DATA TRANSFER

## 11.1 Overview

This menu provides you with the following options:

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

## 11.2 Individualization and data transfer menu tree



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

**5 Import FPC** Becomes usable when a USB stick with a valid Franke product catalog is connected.

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

The multimedia functions are only available in the Inspire Me (if available) and Quick Select operating modes.



## 11.3 Using your own advertising media

### 11.3.1 Configuring your own advertising media

Menu item 2.7 My advertising media



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

Desired action	Menu item	Information / instruction
Use media	2.7 My Advertising Media	<ul style="list-style-type: none"> <li>– Tap the medium that you wish to use in the lower section</li> <li>– Drag the medium to the top</li> </ul>
Remove used media	2.7 My Advertising Media	<ul style="list-style-type: none"> <li>– Tap a medium that you no longer wish to use in the upper section</li> <li>– Drag the medium to the bottom</li> </ul>
View a selection	2.7 My Advertising Media	<ul style="list-style-type: none"> <li>– Select <b>Preview</b> to check the selection</li> </ul>
Activate advertising media	2.7 My Advertising Media	<ul style="list-style-type: none"> <li>– Select <b>Change</b> to activate the advertising media</li> </ul>

### 11.3.2 Assigning my product images



An image must be assigned to each available product.

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

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

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

Desired action	Menu item	Information / instruction
Select an image	2.12 My Product Images	<ul style="list-style-type: none"> <li>– Tap the image</li> <li>– Press <b>Select image</b></li> </ul>
Remove an image	2.12 My Product Images	<ul style="list-style-type: none"> <li>– Tap the image</li> <li>– Press <b>Remove image</b></li> </ul>

## 11.4 Displaying languages and configuring nutritional values

Desired action	Menu item	Information / instruction
Switching languages	2.13 Configure application	<ul style="list-style-type: none"> <li>– Activate language switching</li> <li>– Select languages to be displayed</li> </ul>
Set the waiting time for switching language	2.13 Configure application	<ul style="list-style-type: none"> <li>– Set the <b>Timeout</b> until the system switches back to the default language</li> </ul>
Display nutritional value information	2.13 Configure application	<ul style="list-style-type: none"> <li>– Activate the display of nutritional value information</li> </ul>

## 11.5 Loading/backing up data

### 11.5.1 Backing up data

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

### 11.5.2 Loading data

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

### 11.5.3 Backing up XML data

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

## 11.6 Restoring default values

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

## 12 TROUBLESHOOTING

### 12.1 Tips for good coffee drinks



#### NOTICE

##### Poor drink quality

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

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



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

### 12.2 Help with problems concerning product quality


Problem	Possible causes	Possible solutions
Coffee tastes stale	Grind too coarse	Select a finer grind (see <i>Setting the grind coarseness</i> [▶ 27])
	Too little coffee	Increase the amount of coffee
	Temperature too low	Increase the temperature
	Coffee is old	Use fresh coffee
	Bean hopper not locked correctly	Check the bean hopper locking mechanism (see <i>Emptying the bean hopper</i> [▶ 26], <i>Setting the grind coarseness</i> [▶ 27])
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
	Residual cleaner	Rinse the machine
	Dirty cup	Check dishwasher
	Poor water quality (chlorine, hardness, etc.)	Have the water quality checked (see <i>Water quality</i> [▶ 23])
Coffee tastes bitter	Temperature too high	Lower coffee temperature
	Grind too fine	Select a coarser grind (see <i>Emptying the bean hopper</i> [▶ 26], <i>Setting the grind coarseness</i> [▶ 27])
	Coffee quantity too low	Increase the amount of coffee
	Roast too dark	Use lighter coffee roast
Coffee tastes sour	Temperature too low	Increase coffee temperature
	Roast too light	Use darker coffee roast

---

Problem	Possible causes	Possible solutions
	Grind too coarse	Select a finer grind (see <i>Emptying the bean hopper</i> [▶ 26], <i>Setting the grind coarseness</i> [▶ 27])

---

See also

 *Emptying the bean hopper* [▶ 26]

## 13 DECOMMISSIONING

### 13.1 Preparing for decommissioning

1. Clean the machine using the automatic cleaning function. *Cleaning* [▶ 34]
2. Empty the bean hopper.
3. Clean the bean hopper.
4. Clean the grounds container.

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

- ✓ The machine remains in place.
1. Enable the energy-saving mode.
  2. Disconnect the machine from the power supply.
  3. Close the water supply if the machine has a mains water connection.
  4. Clean any add-on units.
  5. 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 from the following:

- Vibrations
- Dust
- Sunlight
- Falling or tipping over
- Slipping during transport

The following conditions must be fulfilled:

- Permissible temperatures: -10 to +50 °C
- If the machine has not been drained and emptied completely, it must not be stored at sub-zero temperatures
- Relative humidity: max. 80%
- Sufficient structural integrity and fastening

- Set the machine up in a standing position
- Machine empty and system emptied
- Machine and loose parts packaged, preferably in their original packaging

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



### NOTICE

#### Deterioration in storage

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

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

# 14 DISPOSAL

## Disposal of consumable materials

- Observe the information on the label when disposing of any unused cleaning agent.
- Dispose of the fluids from the cleaning container or the drip tray in the wastewater system.

## Disposing of the machine and other devices



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



Dispose of electronic parts separately.



Dispose of plastic parts in accordance with their marking.



Two people are required for transporting the coffee machine.

## 15 TECHNICAL DATA

### 15.1 Technical data of the coffee machine

Bean hopper capacity	Two grinders: rear LH 1.8 kg, front LH 0.6 kg
Coffee boiler	Volume: 0.9 l Operating pressure: 800 kPa (8 bar) Voltage CH: 230 V Voltage UL/JP: 208 V Power rating CH: 2.5 kW Power rating UL/JP: 2.5 kW
Hot water boiler	Volume: 0.9 l Operating pressure: 800 kPa (8 bar) Voltage CH: 230 V Voltage UL/JP: 208 V Power rating CH: 2.5 kW Power rating UL/JP: 2.5 kW
Steam boiler	Volume: 1.7 l Operating pressure: 200 kPa (2 bar) Voltage CH: 230 V Voltage UL/JP: 208 V Power rating CH: 1 x 3.03 kW + 1 x 2 kW, max. 5.03 kW Power rating UL/JP: 2 x 2.45 kW, max. 4.97 kW
Wastewater tank (external)	16 l
Noise emission	< 90 dB
Weight	38 kg
Ambient conditions	Humidity: max. 80 % Ambient temperature: 10–32 °C

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

Hourly capacity	Single preparation (cups per hour)	Double preparation (cups per hour)
Espresso		
Coffee/Café crème		
Americano/Long Black		
Brewed coffee		
Hot water (200 ml)		-





### 15.3 Electrical connections

Type	Country		
S700	EU	Voltage	380–415 V
FCS4067	CH	Frequency	50–60 Hz
		Power	6300–7800 W
		Current consumption	3x10.2–12 A
		Fuse	16 A
		Connection	3L N PE
S700	EU	Voltage	220–240 V
FCS4067	CH	Frequency	50–60 Hz
		Power	4400–5000 W
		Current consumption	20.1–21.7 A
		Fuse	30 A
		Connection	1L N PE
S700	EU	Voltage	220–240 V
FCS4067	CH	Frequency	50–60 Hz
		Power	6300–8500 W
		Current consumption	3x16.2–19.5 A
		Fuse	30 A
		Connection	3L PE
S700	USA	Voltage	200–220 V
FCS4067		Frequency	60 Hz
		Power	4500–5100 W
		Current consumption	22.4–24 A
		Fuse	30 A
		Connection	2L PE
S700	JP	Voltage	200–220 V
FCS4067		Frequency	50–60 Hz
		Power	6800–8000 W
		Current consumption	3x19.6–21.3 A
		Fuse	30 A
		Connection	3L PE
S700	CN	Voltage	380 V
FCS4067		Frequency	50 Hz
		Power	6300 W
		Current consumption	3x10.2 A
		Fuse	16 A
		Connection	3L N PE

## 15.4 Power cord

### Fuse 16 A

Country	Item number	Connector
CH	1H329682	 16A
EU	1H329681	 16A
IEC	1T310484	—
CN	1T310484	—

### Fuse 30 A

Country	Item number	Connector
EU	1H329798	—
IEC	10300537	—
JP	1H329797	—
USA	560.0003.519 (1T310650)	—
USA	560.0003.519 (1H329691)	—

## 15.5 Technical data of the add-on units

### 15.6 Cup warmer CW

Device type	FCS4054
Capacity	Up to 120 cups (depending on cup size)
Weight	approx. 20 kg
Dimensions (width/depth/height)	270 mm/475 mm/540 mm

### 15.7 Accounting system AC

Device type	FCS4056
Weight	approx. 18 kg
Dimensions (width/depth/height)	200 mm/451 mm/542 mm

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MAKE IT  
*Wonderful!*



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