A200

ORIGINAL OPERATING INSTRUCTIONS

Coffee machine: FCS4039/FCS4039UL – Refrigeration unit: FCS4048

Read the operating instructions and the chapter "For your safety" before operating the machine.
Keep the operating instructions near the machine.

MAKE IT Wonderful!

FRANKE

DEAR CUSTOMER

With the A200/A200 FoamMaster, you have chosen a powerful and space-saving coffee machine.

Thank you for your confidence in us.

The A200/A200 FoamMaster adapts to your needs perfectly. Your customers will be impressed. You will be able to offer high-quality coffee specialties rapidly and individually.

We hope you enjoy your coffee machine and that it will bring you consistently happy customers.

Sincerely, Franke Kaffeemaschinen AG

TABLE OF CONTENTS

For your safety . . . 3
Proper use . . . 3
General safety concerns when using the A200. . . . 4
Explanation of symbols . . . 6
Symbols from the Operating instructions. . . . 6
Symbols used in the software . . . 7
Navigation . . . 8
Depiction of error messages . . . 8
Scope of delivery and identification . . . 9
Description. . . . 11
Coffee machine A200/A200 FoamMaster . . . 11
Components of the A200 . . . 13
Components FoamMaster . . . 14
The operating interface . . . 15
Installation and technical data . . . 17
Installation . . . 17
Commissioning . . . 21
Initial commissioning of the A200 . . . 21
Daily commissioning of the A200 . . . 21
Filling and emptying . . . 22
Filling the coffee machine . . . 22
Emptying the coffee machine . . . 24
Preparing drinks . . . 26
Preparing a standard drink . . . 26
Preparing two drinks at once . . . 27
Drink preparation with ground coffee . . . 28
Drink preparation with capsule (optional) . . . 29
Dispensing hot water . . . 30
Steam dispenser . . . 31
Care of the A200 . . . 32
Cleaning . . . 32
Cleaning the milk system (FoamMaster) . . . 34
Rinsing the A200 manually . . . 35
Descaling the A200 . . . 36
Cleaning the water tank (for operation with a water tank). . . . 37
Replacing the water filter . . . 38
Emptying the system . . . 39
Maintenance plan . . . 40
Configuring . . . 41
Introduction to programming . . . 41
Input . . . 42
Menu tree "Config". . . . 43
Config/Administration – Configuration . . . 44
Config/Administration – Rights management; Data transfer. . . 45
Config/Products 46
Config/Individualization . . . 48
Config/Information . . . 51
Roles and rights . . . 52
Decommissioning and disposal . . . 53
Decommissioning . . . 53
Disposal . . . 54
Troubleshooting . . . 55
Help with machine errors . . . 55
Help with problems concerning product quality . . . 56
Index . . . 57

FOR YOUR SAFETY

Both you and the coffee machine are important to us. Therefore, we would like to provide you with detailed safety information. For our products, a high degree of safety goes without saying. Protect yourself against residual risks arising from the functions of the machine.

Proper use

A200

The A200 is a coffee machine for use in food service, offices and similar environments. It is designed to process whole coffee beans, ground coffee, capsules (optional) and fresh milk.
Your coffee machine is designed exclusively for preparing coffee drinks, capsule drinks (optional) and hot water in accordance with these instructions and the technical data.

Refrigeration unit

A refrigeration unit is an optional add-on unit for your A200 that is used exclusively for keeping milk cool for beverage preparation on an A200 coffee machine.
Only use pre-cooled milk (2 - 5 °C or 36 - 41 °F).
Only use FRANKE clean solution for cleaning the milk system. Other cleaning agents may leave residue in the milk system.

FoamMaster

The FoamMaster is an add-on unit for your A200 FM, that is used exclusively for keeping milk cool and for the foaming of milk on an A200 FM coffee machine.
Only use pre-cooled milk (2 - 5 °C or 36 - 41 °F).
Only use FRANKE clean solution for cleaning the FoamMaster.
Other cleaning agents may leave residue in the milk system.

Cup warmer (optional)

The cup warmer is an optional add-on unit for your coffee machine. It is intended only for warming coffee cups and glasses used when preparing drinks.
The cup warmer is not designed to dry dish towels or other cloths.
It is not necessary to cover the cups to warm them.

Do you have any questions or problems that are not addressed in these instructions? Please do not hesitate to contact Customer Service or your Service technician.

General safety concerns when using the A200

Important

- Do not operate the coffee machine or add-on units until you have completely read and understood these instructions.
- Keep these instructions near your coffee machine.
- Your coffee machine is intended for use by trained personnel. Each operator of the coffee machine must have read and understood these instructions. This does not apply for self-service customers. Self-service machines must always be monitored to protect the users.
- The device is not suitable for children under the age of 8 years. Children above the age of 8 or persons who are challenged with respect to physical, sensory or mental abilities must never approach the machine alone and must always be supervised. Children are not allowed to play with the appliance. Children are not permitted to perform any cleaning on the machine.
- The coffee machine is intended exclusively for operation in interior rooms.
- Have the machine serviced at regular intervals. Regular maintenance will ensure the safe operation and high performance of your coffee machine.
- If the machines are sold or transferred to a third party, give the operating instructions to the next user.
- You will find statements regarding the conformity of your coffee machine in the accompanying Declaration of conformity.

⚠ DANGER

Risk of death by electrocution!

- Never operate a machine that has been damaged or has a damaged power supply cable.
- If you suspect damage to the machine (for instance, a hot or burning odor), unplug the machine from the outlet and contact your Service technician.
- Ensure that the power supply cable is not pinched and does not rub against sharp edges. The machine contains electrically conductive parts. Opening the machine can pose risk of death.
- Ensure that the machine and power supply cable are not near any hot surfaces such as gas or electric stoves or ovens.
- If the power supply cable to this machine is damaged, it must be replaced by a suitable power supply cable.
  - If the power supply cable is permanently mounted to the machine: please contact your service partner.
  - If the power supply cable is not permanently mounted to the machine: order a new power supply cable (see p. 61 for the item number).
- Never open or attempt to repair the machine yourself.
- Do not make any modifications to the machine that are not described in the operating instructions.
- Repairs should only be made by Franke trained service technician using original replacement and accessory parts.

⚠ WARNING

Risk of injury

Reaching into the machine may result in abrasions or crushing injuries from interior components.

- Remove only the components of the machine intended for this purpose insofar as required by daily work (grounds and capsule container, drip tray, water tank, coffee bean hopper).
- Exercise care and caution when working in an open machine.
- Only Service technicians should open the machine for maintenance or repair.

⚠ WARNING

Risk of injury, eye injury and damage to the machine

If objects find their way into the bean hopper, the capsule system, the powder feed or the grinder, splinters may be ejected, leading to injuries or damage to the machine.

- Never put any objects into the coffee bean hopper, the capsule system, the powder feed or the grinder.

⚠ WARNING

Danger of burns

The combined outlet, the hot water outlet and the steam wand become hot.

- Do not touch the outlets or nozzles.

The surfaces of the cup warmer become hot.

- Do not touch these surfaces.

⚠ WARNING

Risk of scalding

During cleaning, hot water and steam are released repeatedly.

- Keep hands away from the outlets and nozzles during cleaning.

When drinks are dispensed, the products pose a risk of scalding.

- Always be careful with hot drinks.

⚠ CAUTION

Danger from spoiled food residue

If the machine is not cleaned regularly, milk and coffee residue may accumulate in the machine or clog the outlets. Products could become contaminated as a result.

- Clean the coffee machine and add-on units at least once a day. See chapter "Care of the A200", p. 32.

⚠ CAUTION

Risk of contamination

When the machine is not in use for extended periods, residue may accumulate.

- Rinse the coffee machine before initial use and when not in use for extended periods (more than 2 days).

⚠ CAUTION

Danger of tripping

Suspended cables or ones lying on the floor could cause people to trip.

- Do not let the power supply cable hang loose.

NOTE

Damage from liquids

The coffee machine is not protected against spray water and can be damaged by the effects of liquids.

- Avoid using water jets for cleaning and do not use high-pressure cleaners.
- Do not fill up any part of the machine with water except the water tank intended for that purpose.
- Do not fill up any part of the machine with milk except the milk container intended for that purpose.
- Disconnect the machine from the power supply without delay if milk or water has been filled in incorrectly and call your Service office.

NOTE

Damage to the coffee machine caused by adverse weather conditions

Adverse weather conditions could damage the machine and impair its functions.

- Do not expose the machine to the elements, such as rain, frost or direct sunlight.

EXPLANATION OF SYMBOLS

So that you can get the most out of your A200, we would like to familiarize you with the symbols used in the operating instructions and the software. For us, thorough information and open communication go without saying.

Symbols from the Operating instructions

⚠ DANGER

DANGER indicates potentially life-threatening danger or grave injury.

⚠ WARNING

WARNING indicates risk of injury.

⚠ CAUTION

CAUTION directs your attention to a danger of minor injuries.

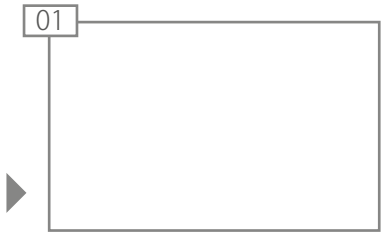
NOTE

NOTICE makes you aware of the risk of damaging the machine.

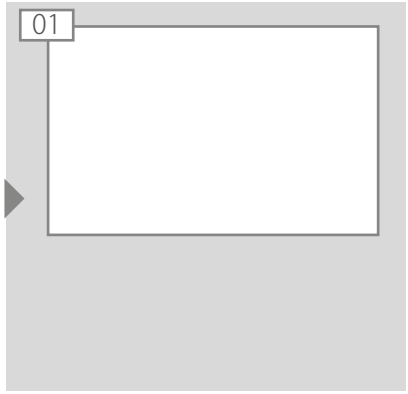
Clean components with the 5-step method (p. 32).

Thorough rinsing of removable parts.

This symbol indicates tips, short-cuts and additional information.



Describes and illustrates a step that you must perform.



Steps highlighted in color are optional and must be performed only on the corresponding machine versions.

Symbols used in the software

Symbols in the dashboard, in the menu and for selection buttons

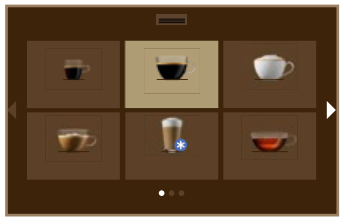
Symbol	Designation	Description
	Franke	Call up Maintenance level
	Servicing/cleaning	Machine must be cleaned and/or serviced
	Drip tray	Drip tray is full or not installed correctly
	Water tank	Water tank empty/missing
	Milk	Milk container is empty or not installed correctly
	Capsule system	Capsule container missing or full Capsule insert is open
	Coffee bean	Bean hopper is empty or not installed correctly Powder feed is open or missing
	Grounds container	Grounds container must be emptied or is missing
	Rinse	Carry out rinsing
	Product	Set products
	Descale	Descaling required
	Payment	
	Advertising images	
	Screen saver	

Symbol	Designation	Description
	Brightness	Set brightness
	Data transfer	Data being transferred
00	Individual products counter	
	Individualization	
	Info	
	Standby	Machine switches to standby
	Cup heater	
	Filter	
	Favorites	Favorites key, can be assigned to an often-used function
	Service/Configuration/Administration	
	Bean left/right	
2x	Double product	
	Cold milk	
	Powder feed	

Navigation

Symbol	Designation	Description
	Progress display	Displays the progress of the drink preparation
	Progress display; Cancel button	Cancel preparation
	Start button	Start preparation
	Page backwards/ forwards	Scroll through menus with multiple pages
		Number of monitor screen pages/active page (white)
	Return button	Up one level/save configuration
	Home button	Go to start screen
	Exit menu	Go to product overview

Depiction of error messages



Highlighted products cannot be prepared. The dashboard can be called up with the "roller shutter".

A colored symbol in the dashboard indicates an error. Pressing the symbol will display further information and troubleshooting instructions.
Certain processes can be activated directly from the error message (e.g. Cleaning).

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

Color code for error messages

Temporary interruption

System has limited functionality.

System still fully functional for the time being.

System not functioning.

SCOPE OF DELIVERY AND IDENTIFICATION

The A200 is a powerful coffee machine. Its modern operating concept will help you keep your cool in any situation. Listed below are ways to identify your machine and what is included in the standard scope of delivery.

Scope of delivery

A200 with MS1

A200 FoamMaster

Item	Designation	Item no.
	Cleaning tablets (100 pcs.)	BK328400
	Clean solution MS1	1L301219
	Clean solution for FoamMaster	1Z365033
	Descaling agent	1P315430
	Cleaning container (A200 FoamMaster)	1B340220
	Microfiber cloth	1H325974
	Dosing spoon	1N330799
	Filter holder	1N330385

Item	Designation	Item no.
	Filter cartridge (Not for water connection option)	1P315694
	Measuring strips (to determine the water hardness)	1N330577
	Grinder adjustment wrench	1N330253
	USB stick (optional)	1H329064
	Original Operating Instructions Declaration of conformity	1A335001 1A335287
	Keys (A200 FoamMaster)	1N330314
	Milk suction hose with coupling Milk suction hose (FoamMaster)	1A335233 1B340144

The scope of delivery may vary, depending on the device configuration. Please refer to your purchase agreement. Additional accessories may be obtained directly from your retailer or from FRANKE Kaffeemaschinen AG in Aarburg, Switzerland.

Identification

Position of type plates

A200

The type plate is located behind the water tank.

KE200

The type plate for the KE200 is located in the cooling room.

SU05

The type plate for the SU05 is located in the cooling room.

CW

The type plate for the cup warmer is located on the inner side of the device at the lower left.

Type key

Coffee machine A200 (FCS4039)

A200	Coffee machine (fully automatic device)
MS1	Milk system in accordance with the Venturi principle (hot milk, hot milk foam)
2G	Number of grinders
H1	Hot water
S1	Steam wand
FM1	FoamMaster (cold and hot milk, cold and hot milk foam)
1C	Capsule system
W1	Fixed water connection

Add-on units

SU05	Refrigeration unit (< 10 l)
MS1	Milk system without pump in SU05
MS2	Milk system with pump in SU05
FM1	FoamMaster (cold and hot milk, cold and hot milk foam)
1C1M	1 coffee machine, 1 milk type
CW	Cup warmer
AC	Payment device

DESCRIPTION

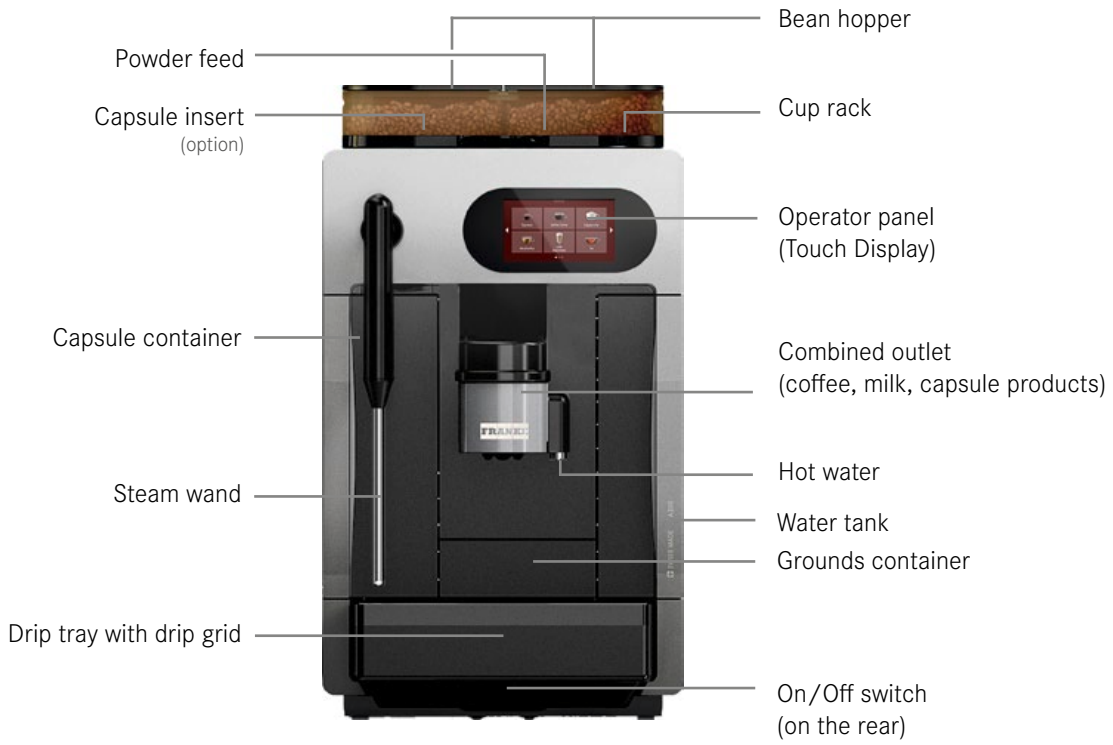
You have chosen enjoyment of every single coffee with the A200. In this section you will learn more about the functions and options of your coffee machine and where the controls are located.

Coffee machine A200/A200 FoamMaster

Introduction

The coffee machine can be operated with water tank or with fixed water connection. A capsule system is available as an option. Depending on your requirements, you can select further options and add-on units. In order for you to obtain an overview of your machine, we are presenting here the standard version.
The configuration of your coffee machine may differ from that shown in the instructions.

A200



A200 FoamMaster

Add-on units

Refrigeration unit

In many regions, milk is part of a good cup of coffee. You can connect the refrigeration unit directly to the A200 to make sure the milk stays fresh (MS1).

Cup warmer

To enjoy coffee at its best, you need pre-heated cups. The cup warmer fits perfectly on your A200.

Components of the A200

Bean hopper

Capsule container

Water tank

Grounds container

Drip tray

Brewing unit

Components FoamMaster

Keys

Temperature display

Main switch

Milk container

Clean solution

Cleaning container

The operating interface

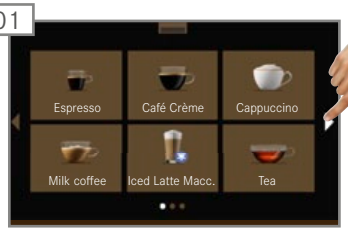
The dashboard can be called up with the "roller shutter".
See p. 16.

Scrolling forwards or backwards; the white arrow shows that additional pages are present. If no more arrows appear, then the active page is the last one in this direction.

The circles show the available pages. The filled circle marks the current position.

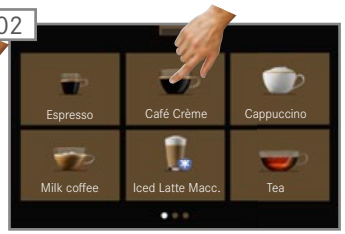
Preparing drinks

01



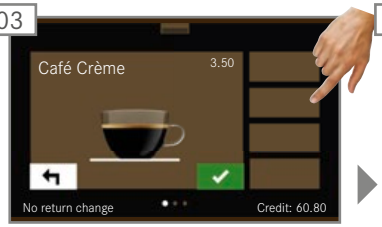
Press on the arrow to scroll.

02



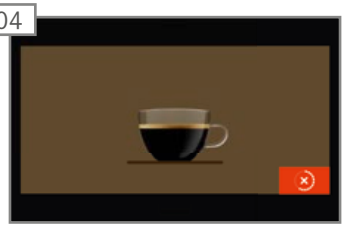
Tap the respective button to select a drink.

03



In order to individualize the beverage further, tap on selection button(s) (visible only if the selection buttons are configured).

04



The drink is being prepared

Additional information on the preparation of drinks can be found in the chapter "Preparing drinks". See p. 26.

The dashboard

01

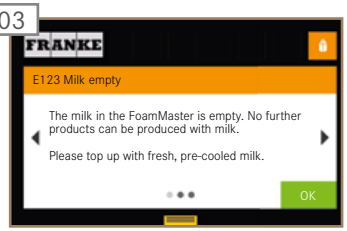
Press the "roller shutter" to call up the dashboard.
The dashboard appears.

The symbols for the error messages are displayed in the dashboard.

02

To call up the more detailed error message, press the corresponding symbol.
The error message is displayed.

03



Press the arrow to go to the next error message.

Error messages contain the error code, a key word, an error description and handling instructions for rectifying the error.

04

Click on the Franke logo to switch to programming mode.
The numerical pad appears for entering the PIN.

Additional information on administration, product settings, individualization, care and machine information can be found in the "Configuration" chapter.
See p. 41.

INSTALLATION AND TECHNICAL DATA

Your coffee machine must be properly installed so that you can operate it correctly – your Service technician will do that for you. You'll have to take care of a few things first. You'll find the preparations for problem-free enjoyment of your coffee machine here.

Installation

Requirements

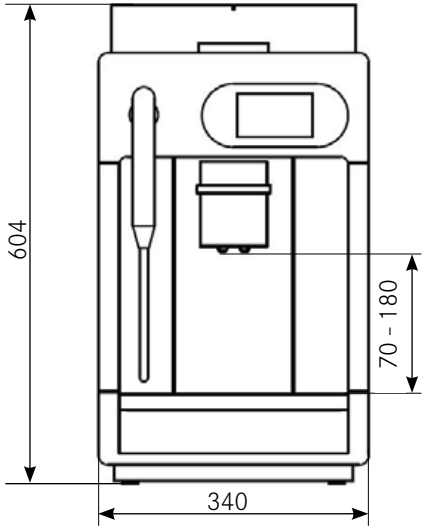
- The power connection for the coffee machine must be protected by a ground fault circuit interrupter (GFCI).
- Each terminal of the power supply must be able to be interrupted by a switch.
- For operation with a fixed water connection, this must have a water shut-off with a check valve that can be inspected and a filter. The fixed water connection must meet the requirements of the technical data and of local regulations.
- The coffee machine must be connected to the water supply with the hose set supplied. Do not use any other water hoses that happen to be present.
- The water for coffee preparation should always be fresh, oxygenated and rich in minerals.

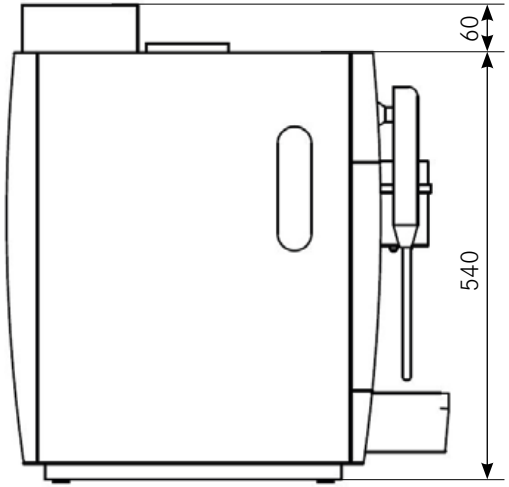
Once the requirements are met, one of our service technicians will install your coffee machine and put it into operation for the first time. The technician will walk you through the basic functions.

Technical data of the A200/A200 FoamMaster

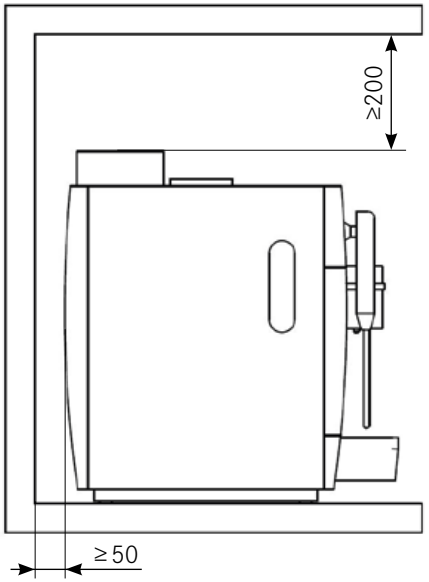
Bean hopper	0.6 kg per hopper (optional: lockable)
Water tank	4.0 liters
Grounds container	40 cakes
Capsule container	10 empty capsules
Drip tray (monitored)	2.5 liters
Electrical connection	220 - 240 V 1 LNPE 2.4 - 2.75 kW 50/60 Hz Fuse: 16 A, without power management
	220 - 240 V 1 LNPE 1.2 - 1.50 kW 50/60 Hz Fuse: 10 A, with power management
	100 V 2 LPE 1.30 kW 50/60 Hz Fuse: 15 A
	120 V 2 LPE 1.45 kW 60 Hz Fuse: 15 A
Electric cable	l = 1800 mm
Waste-water hose (optional)	Not permanently attached to the drain (vented), d = 14.5 mm, l = 2,000 mm
Noise emission	< 70 dB (A)
Weight	Approx. 20 - 25 kg
Width	340 mm
Depth	560 mm
Height	604 mm
Fixed water connection (optional)	Metal hose with union nut G 3/8", l = 1,500 mm (59")
Water supply line	If possible on installation side: untreated water of drinking water quality (not from household decalcification system)
Water pressure	80 - 800 kPa (0.8 - 8.0 bar)
Water temperature	< 25 °C
Water shut-off	With checkable check valve and filter
Water hardness	max. 70 mg CaO/1 l water (7 dH, 13 °fH)
Chlorine content	max. 0.1 mg/l (WHO recommendation: max. 0.5 mg/l)
Ideal pH value	7
Drain pipe	dmin = 1"
Ambient conditions	Humidity: max. 80 % Ambient temperature: 10 - 32 °C

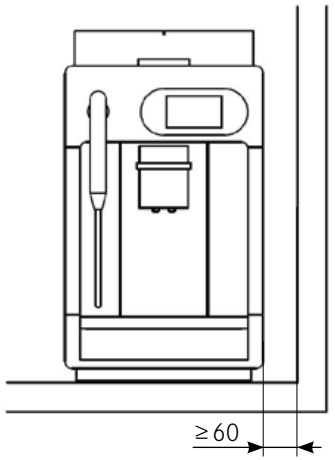
Dimensions of the A200



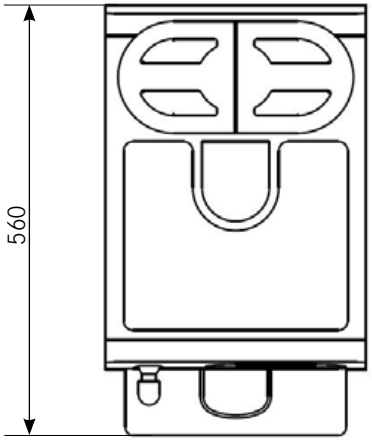


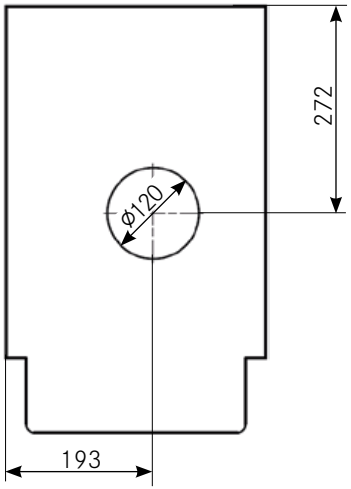
Installation dimensions of the A200





Buffet feed-through for grounds ejection





Adjustable feet

	Total height
40 mm	600 mm + 40 mm = 640 mm
100 mm	600 mm + 100 mm = 700 mm

Prepare a stable, ergonomic surface (min. load capacity: 100 kg or 220 lb). The operator panel should be no higher than at eye level.

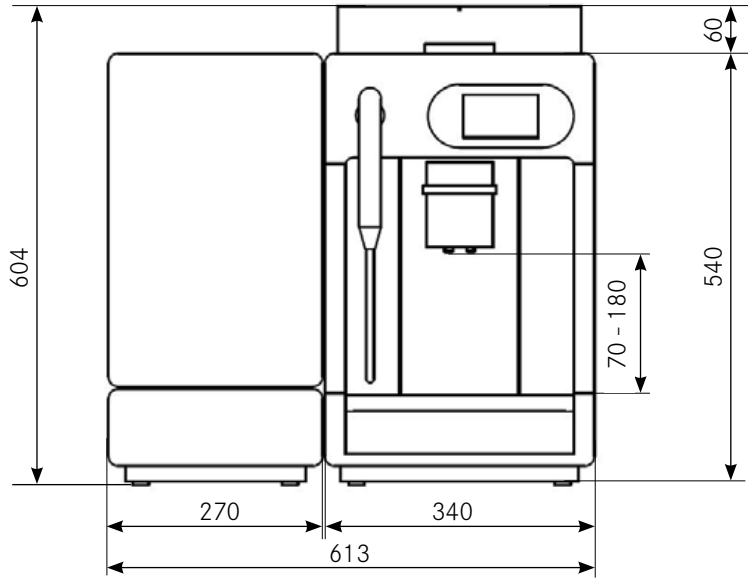
Minimum clearances:

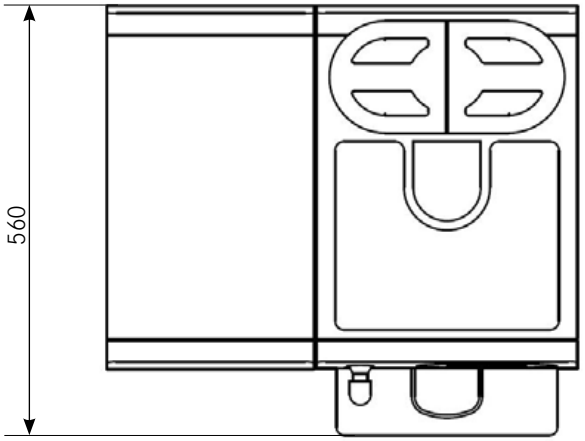
- To the rear wall: 50 mm
- Upwards: 200 mm (filling and removal of coffee bean hopper)
- To the right: 60 mm (for removal of the brewing unit)
- To the left: 60 mm (for opening the refrigeration unit)

Adjustable feet (optional) can be used to compensate for unevenness or height differences.

If optional add-on units are installed, up to an additional 330 mm of width may be required.

Dimensions of the A200 FoamMaster





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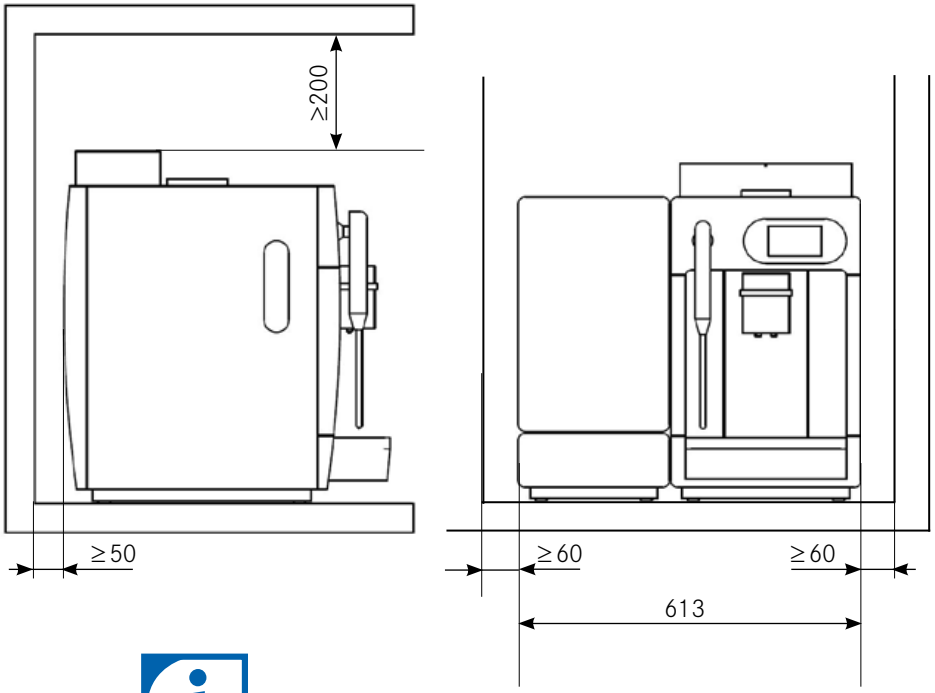
Installation dimensions of the A200 FoamMaster



Prepare a stable, ergonomic surface (min. load capacity: 100 kg or 220 lb). The operator panel should be no higher than at eye level.

Minimum clearances:

- To the rear wall: 50 mm
- Upwards: 200 mm (filling and removal of coffee bean hopper)
- To the right: 60 mm (for removal of the brewing unit)
- To the left: 60 mm (for opening the refrigeration unit)

Adjustable feet (optional) can be used to compensate for unevenness or height differences.

If optional add-on units are installed, up to an additional 330 mm of width may be required.

Technical data KE200 (optional)

Device type	KE200
Milk container	4 l
Electrical connection	220–240 V 1LNPE 82 W 50/60 Hz Fuse: 10 A
Electric cable	1800 mm
Ambient conditions	Humidity: max. 80 %
	Ambient temperature: 10 – 32 °C
Coolant	R134a / 40 g
Climate class	N (temperate climate)
Noise emission	< 70 dB (A)
Cooling temperature	2.0 - 5.0 °C
Weight	Approx. 13 kg
Width	225 mm
Depth	468 mm
Height	337 mm

Technical data FoamMaster (optional)

Device type	FCS4048
Milk container	5 l
Electrical connection	220 - 240 V 1LNPE 1.95 - 2.3 kW 50/60 Hz Fuse: 10 A
Electric cable	1800 mm
Ambient conditions	Humidity: max. 80 %
	Ambient temperature: 10 – 32 °C
Coolant	R134a /40 g
Climate class	N (temperate climate)
Noise emission	< 70 dB (A)
Cooling temperature	2.0 - 5.0 °C
Weight	Approx. 23 kg
Width	270 mm
Depth	474 mm
Height	540 mm

Technical data for the cup warmer (optional)

Device type	FCS4054
Capacity	Up to 120 cups (depending on cup size)
Electrical connection	220 – 240 V 1L N PE 120 W 50/60 Hz Fuse: 10 A
Electric cable	1800 mm
Weight	Approx. 16 kg
Width	270 mm
Depth	453 mm
Height	544 mm (21¼")

COMMISSIONING

In this chapter you will learn how to start up your coffee machine for the first time. In addition to the start-up procedure, you will also learn about processes that take place automatically during daily commissioning.

Initial commissioning of the A200

Your service technician will put your coffee machine in operation for the first time and instruct you in its operation.
Later recommissioning will also be undertaken by your service technician.

Daily commissioning of the A200

⚠ WARNING

Risk of scalding

The machine releases hot water and hot steam after being switched on.

- Do not touch the machine below the outlets or the outlets themselves.

01

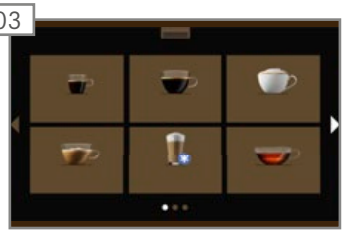
If necessary, switch machine on at the power switch.
Tip on the operating interface.
The machine starts.

02

The coffee machine automatically vents and rinses after heating.

Add coffee beans and milk, if necessary.
In addition to this, fill up with water for operating with water tank.

03



The coffee machine is ready for operation.

FILLING AND EMPTYING

Ensure that all ingredients are always available. That way you will able to offer your customers the wide assortment of your product range at all times. Get primed for a successful day.

Filling the coffee machine

Adding coffee beans

⚠ WARNING

Risk of injury, eye injury and damage to the machine

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

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

01

Open the bean hopper.

02

Add coffee beans.

03

Attach the bean hopper cover and lock it (optional).

Filling the water tank (optional)

NOTE

Machine damage

Incorrect filling of the machine causes damage to the machine.

- Fill the water tank with water only.
- Disconnect the machine from the power supply if there is milk in the Fluid-System
- Call Service

Information regarding the insertion and replacement of the water filter can be found in the chapter "Care of the A200", p. 32.

01

Pull out the water tank.
Remove the lid.

02

Fill the water tank.
Use the lid to close the water tank.

03

Replace water tank and slide it into the machine until it hits the stop.

Adding milk with FoamMaster (optional)

NOTE

The quality of the milk may be impaired.

- Only clean containers should be filled with milk.
- Only use pre-cooled milk (2 - 5 °C or 36 - 41 °F).
- Only touch the intake hose, the inside of the milk container and the milk lid after sanitizing your hands, or wear disposable gloves.
- Place the container lid with the suction hose only on a surface that is clean.

01

Open the door and switch on the FoamMaster.

02

The current cooling chamber temperature is displayed.

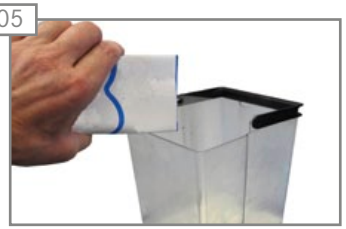
03

Remove milk container.

04

Clean the milk container and intake hose.

05



Fill the milk container with a maximum of 5 l of cooled milk.

06

Fit the container lid.

07

Slide the milk container all the way in.

08

Close the door.

Adding milk with MS1 (optional)

NOTE

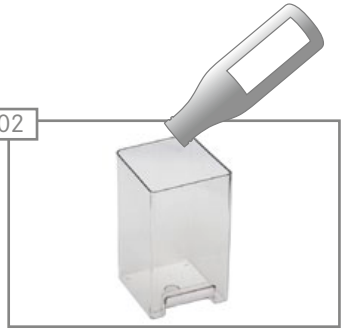
The quality of the milk may be impaired

- Only clean containers should be filled with milk.
- Only use pre-cooled milk (2 - 5 °C or 36 - 41 °F).
- Only touch the intake hose after sanitizing your hands or wear disposable gloves.
- Place the container lid with the suction hose only on a clean surface.

01

Open the door.
Pull intake hose out of the machine.
Remove the milk container towards the front.

02



Remove the lid.
Fill the milk container with milk and seal it with the cover.

03

Slide in the milk container.
Insert the intake hose through the opening in the cover.
Close the door.

Emptying the coffee machine

Emptying the drip tray, grounds container and capsule container

NOTE

Formation of mildew

Coffee residue can lead to mildew formation.

- Empty and clean the grounds container and the drip tray at least once daily.

⚠ WARNING

Risk of scalding

The drip tray may contain hot water.

- Allow the water in the drip tray to cool down.
- Transport the drip tray carefully.
- Empty the drip tray slowly and carefully.

01

Pull out the drip tray.

02

Empty drip tray.

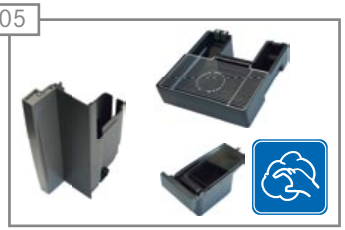
03

Pull out the capsule container and empty it.

04

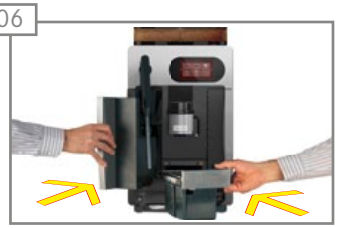
Pull out and empty the grounds container.

05



Clean and dry the drip grid, drip tray, grounds container and capsule container.

06



Insert the capsule container and grounds container.

07

Replace the drip tray.

Emptying the water tank

01

Pull out the water tank all the way. Remove the lid.

02

Empty and clean the water tank.

03

Use the lid to close the water tank.

04

Replace water tank and slide it into the machine until it hits the stop.

Emptying the bean hopper, changing the grind coarseness

01

Open the two bean hopper covers (optional) and remove them.

02

Turn locking knob counterclockwise.

03

Remove bean hopper by pulling it out straight up.

04

Empty, clean and dry the bean hopper.

NOTE

Loss of coffee quality

Moisture and cleaning agent residue have a negative influence on coffee quality.

- Dry the bean hopper well after cleaning it. It must not contain any moisture or cleaning agent residue.

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

05

Set the grind coarseness with the grinder adjustment wrench.

- Finer grind: turn counterclockwise.
- Coarser grind: turn clockwise.

06

Insert the bean hopper.

07

Turn locking knob clockwise.

08

Attach the bean hopper cover and lock it (optional).

Emptying milk

NOTE

Spoiled milk

Insufficient cooling or hygiene can cause milk to spoil.

- Do not use the refrigeration unit to store milk outside of periods of operation.
- Store the milk in a refrigerator.
- Clean the coffee machine and refrigeration unit once a day (see p. 32).

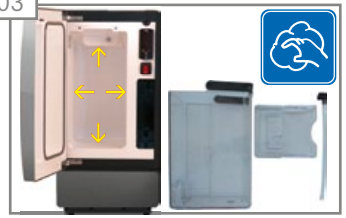
01

Open the door.
Remove the suction hose on MNS1.
Remove the milk container towards the front.

02

Store the milk in a refrigerator or dispose of it, if necessary.

03



Clean the milk container and the refrigeration unit.

PREPARING DRINKS

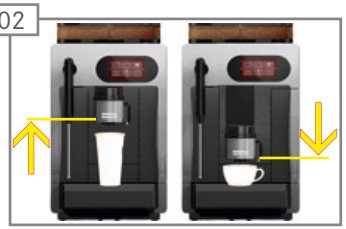
You chose the A200 because you love coffee and want to offer your customers something special. In this section you will find information about preparing drinks and the variations possible for your specialty drinks.

Preparing a standard drink

01

Place an appropriate cup or glass under the outlet.

02



Set the outlet height.

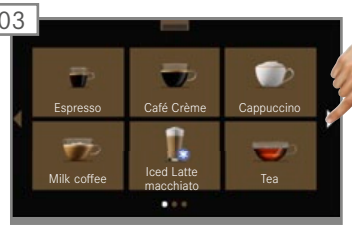
⚠ WARNING

Risk of scalding or burning

The dispensers and drinks are hot.

- Do not touch the area under the outlets.
- In case of scalding or burns, immediately cool the affected area and, depending on the severity of the injury, consult a doctor.

03

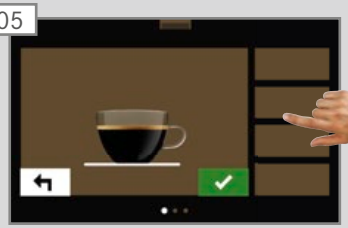


Press the arrow to scroll.

04

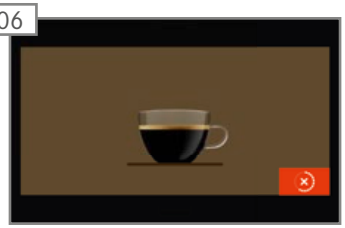
Tap the respective button to select a drink.

05



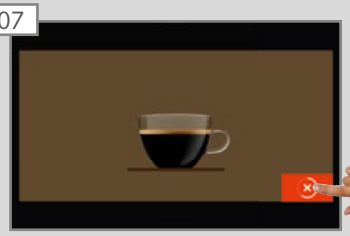
In order to individualize the drink further, tap on selection button(s) (visible only if the selection buttons are configured).

06



The drink is being prepared.

07



Preparation of the drink can be canceled by pressing the Cancel button.

Preparing two drinks at once

01

Place two appropriate cups or glasses under the outlet.

02

Set the outlet height.

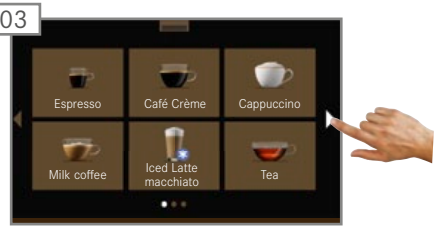
⚠ WARNING

Risk of scalding or burning

The dispensers and drinks are hot.

- Do not touch the area under the outlets.
- In case of scalding or burns, immediately cool the affected area and, depending on the severity of the injury, consult a doctor.

03

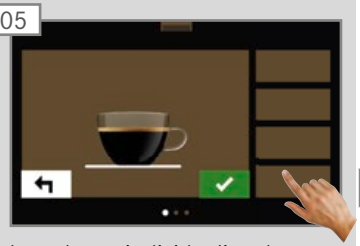


Press the arrow to scroll.

04

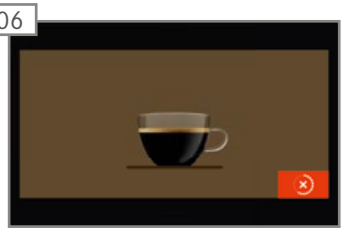
Tap the respective button to select a drink.

05



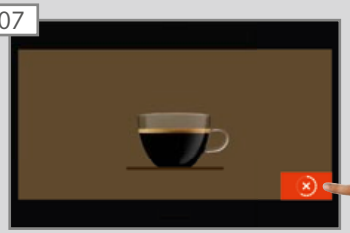
In order to individualize the drink further, tap on selection button(s) (visible only if the selection buttons are configured).

06



The drink is being prepared.

07



Preparation of the drink can be canceled by pressing the Cancel button.

Drink preparation with ground coffee

NOTE

Damage from foreign objects

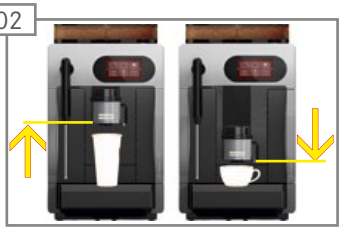
Putting foreign objects through the powder lid can lead to damage to the machine.

- Never insert any foreign objects.
- Never poke around in the powder lid with any object and never insert anything except cleaning tablets or ground coffee in the powder lid.

01

Place an appropriate cup or glass under the outlet.

02

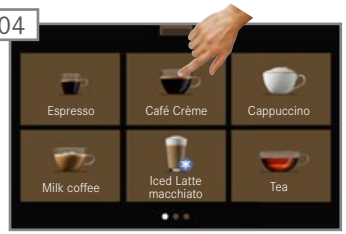


Set the outlet height.

03

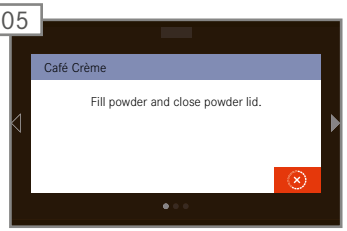
Open powder lid.

04



Tap the respective button to select a drink.

05



The prompt appears on the display to add powder.

For one cup, use approximately 7 - 9 g of ground coffee.

⚠ WARNING

Risk of scalding or burning

The dispensers and drinks are hot.

- Do not touch the area under the outlets.
- In case of scalding or burns, immediately cool the affected area and, depending on the severity of the injury, consult a doctor.

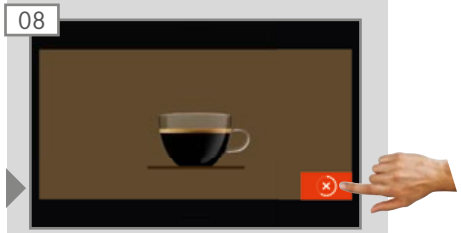
06

Fill in ground coffee and close powder lid.

07

The drink is being prepared

08



Preparation of the drink can be canceled by pressing the Cancel button.

Drink preparation with capsule (optional)

NOTE

Damage from foreign objects

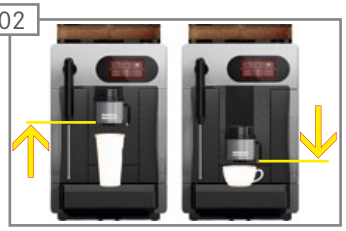
Putting foreign objects into the capsule system can cause damage to the machine.

- Only use the designated capsules.
- Never insert any foreign objects in the capsule system.

01

Place an appropriate cup or glass under the outlet.

02

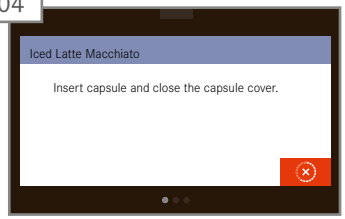


Set the outlet height.

03

Select the desired product.

04



The prompt appears on the display to insert the capsule.

⚠ WARNING

Risk of scalding or burning

The dispensers and drinks are hot.

- Do not touch the area under the outlets.
- In case of scalding or burns, immediately cool the affected area and, depending on the severity of the injury, consult a doctor.

05

Open the capsule flap.

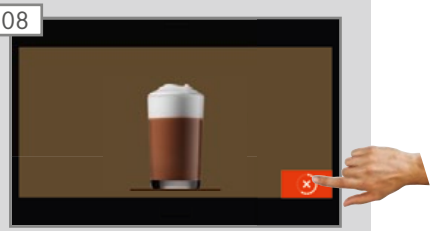
06

Insert the capsule.
Close the capsule flap.

07

The drink is being prepared

08



Preparation of the drink can be canceled by pressing the Cancel button.

Hot water dispenser

- If the Simultaneous drink preparation function is not activated, all other products are blocked during hot water dispensing.
- Hot water can be stored either as a permanent product or as an individual product. In the case of permanent product, hot water will continue to be dispensed for as long as the button is pressed. In the case of an individual product, the quantity is defined.

These settings can be made only by a Service technician.

01

Place an appropriate cup or glass under the hot-water outlet.

02

Set the outlet height.

⚠ WARNING

Risk of scalding or burning

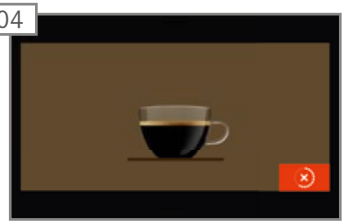
The dispensers and drinks are hot.

- Do not touch the area under the outlets.
- In case of scalding or burns, immediately cool the affected area and, depending on the severity of the injury, consult a doctor.

03

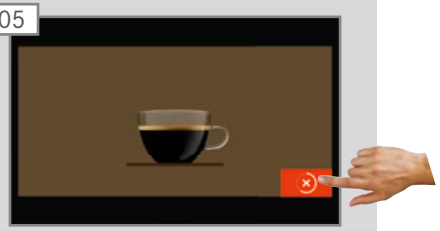
Press the Tea product key.

04



The dispensing of hot water begins.

05



Preparation of the drink can be canceled by pressing the Cancel button.

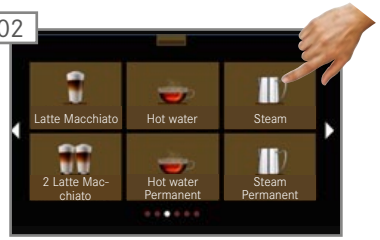
Steam dispenser

Steam is suitable for the manual heating and foaming of milk and for the heating of other drinks.

01

Hold a suitable container under the steam outlet.

02



Select Steam.
Preparation starts and will end after the programmed output time.

⚠ WARNING

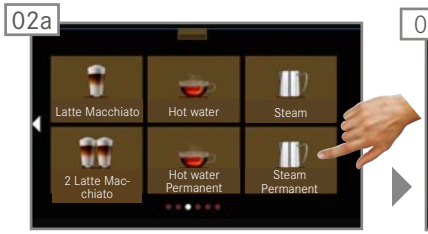
Risk of scalding or burning!

The dispensers and drinks are hot.

- Do not touch the area under the outlets.
- In case of scalding or burns, immediately cool the affected area and, depending on the severity of the injury, consult a doctor.

The steam dispensing takes place until the Cancel button is actuated or for the programmed time period, respectively.

02a



Select Steam continuous.
Preparation begins.

03

Cancel preparation by pressing the Cancel button.

04

Wipe the steam outlet with a damp cloth after each use.

CARE OF THE A200

Even a coffee machine like the A200 must be cared for. To ensure high-quality flavor, the A200 must be cleaned at least once a day and serviced at regular intervals.

Cleaning

Your responsibility for the perfect coffee experience

The perfect coffee experience depends on a perfectly cleaned coffee machine. Increase the quality of your products!
Clean your coffee machine at least once a day and more frequently if necessary.

Follow the 5-step method for all removable parts.

Accessories required:

- Cleaning tablets
- Microfiber cloth
- Cleaning container
- Clean solution

5-step method for removable parts

I

Remove coarse dirt with a brush or paint brush.

II

Soak the parts in water with a mild detergent.

III

Wash the parts.

IV

Rinse the parts thoroughly.

V

Dry the parts.

This is how you start the automatic cleaning

For cleaning a coffee machine with MS1, you need an empty container with a capacity of 1 l (0.264 liq.gal.) («Cleaning container», not included in the scope of delivery).
Follow the instructions during automatic cleaning.

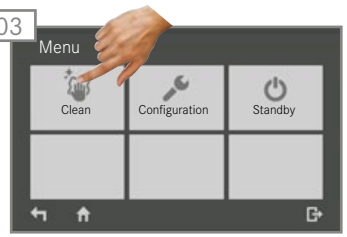
01

Click on the "roller shutter" to call up the dashboard.
The dashboard appears.

02

Click on the Franke logo to switch to the Service Menu.

03



Select Clean and confirm.

04

The automatic cleaning cycle starts.

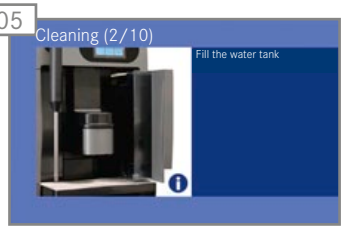
⚠WARNING

Risk of scalding

During cleaning, hot water and steam are released repeatedly.

- Do not touch the machine below the outlets or the outlets themselves.

05



Follow the instructions on the display and confirm with Continue.
The machine guides you to the next step.

If you require a detailed guide for a certain step, you can find this under the ⓘ symbol in the bottom-right corner of the screen.

For coffee machines with FoamMaster, you can start cleaning also directly on the FoamMaster, see. p. 34).

This is how you start the FoamMaster cleaning

The milk system must be cleaned when prompted to do so.
You can perform cleaning at any time by pressing the cleaning button on the machine.

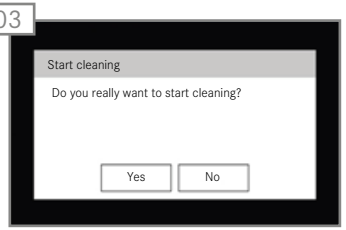
01

Remove the milk container and keep the milk cool.

02

Slide the empty cleaning container all the way into the cooling chamber.
A query window will appear on the display.

03



Confirm cleaning by pressing Yes.

04

Follow the instructions on the display.
Click Continue when a corresponding button appears.
The machine guides you to the next step.

If you require a detailed guide for a certain step, you can find this under the ⓘ symbol in the bottom-right corner of the screen.

⚠ WARNING

Risk of scalding by hot liquids

Hot liquid is discharged during cleaning.

- Do not touch the area under the outlet.
- Treat any injuries that occur immediately.

05

Remove the cleaning container from the cooling chamber when prompted to do so.
Empty liquid residues into the wastewater.

06

Clean and dry the interior chamber, inner side of the door and door seal.

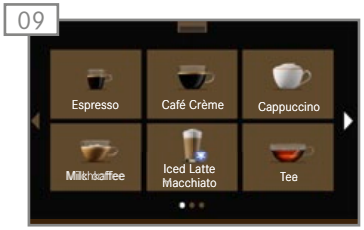
07

Clean the milk container and intake hose.

08

Slide the milk container all the way into the cooling chamber.
Close door.

09



The machine is ready for service.

Rinsing the A200 manually

- Rinsing does not replace daily cleaning. Rinsing is necessary to remove residue build-up in the coffee and milk systems.
- The A200 automatically rinses after certain time intervals, as well as when it is switched on or off. You can call up rinsing manually, however.

01

Click on the "roller shutter" to call up the dashboard.
The dashboard appears.

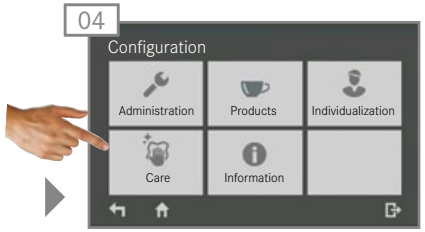
02

Tap on the Franke logo to switch to the Service Menu.

03

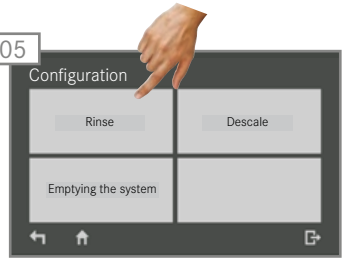
Press Configuration.

04



In the menu Configuration, select the menu item Care.

05



In the menu Config. > Care, select the menu item Rinsing.

06

The rinsing starts.

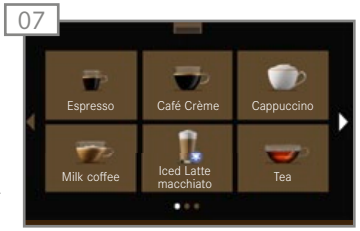
⚠ WARNING

Risk of scalding

Hot water is released during rinsing.

- Do not touch the machine below the outlets or the outlets themselves.
- Do not place anything on the drip grid.

07



The machine is ready for service.

Descaling the A200

01

Click on the "roller shutter" to call up the dashboard.
The dashboard appears.

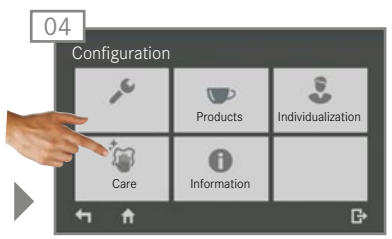
02

Tap on the Franke logo to switch to the Service Menu.

03

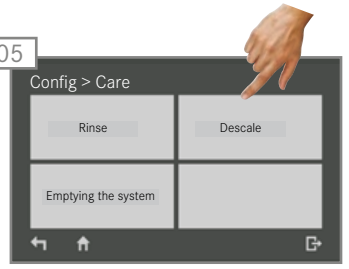
Press Configuration.

04



In the menu Configuration, select the menu item Care.

05



In the menu Config. > Care, select the menu item Descaling and confirm.

06

Descaling starts.

⚠ WARNING

Risk of scalding

During descaling, hot water and steam are released repeatedly.

- Do not touch the machine below the outlets or the outlets themselves.

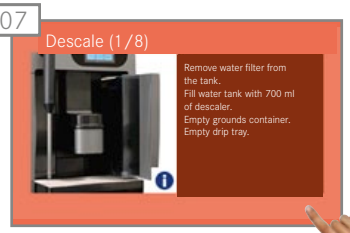
⚠ WARNING

Skin and eye irritation

The descaler can cause irritations upon contact with skin or eyes.

- Observe the safety instructions on the packaging of the descaler
- Wear protective gloves and eye protection.

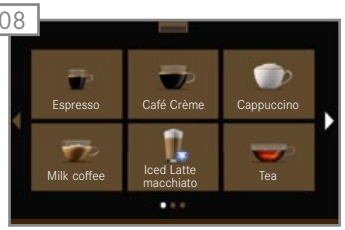
07



Follow the instructions on the display.
Click Continue when a corresponding button appears.
The machine guides you to the next step.

If you require a detailed guide for a certain step, you can find this under the ⓘ symbol in the bottom-right corner of the screen.

08



The machine is ready for service.

Cleaning the water tank (optional for operation with a water tank)

01

Pull out the water tank.
Remove the lid.

02

Turn the (optional) filter cartridge counterclockwise and remove it.

03

Clean the water tank using the 5-step method.

04

Insert the (optional) filter cartridge in the filter holder and turn clockwise until it hits the stop.
Use the lid to close the water tank.

05

Replace water tank and slide it into the machine until it hits the stop.

Replacing the optional water filter

The water filter ensures optimal water quality. The (optional) water filter must be replaced on schedule in order to ensure a long lifespan for the coffee machine.

⚠ CAUTION

Health hazard

Contaminations could present a health hazard if the (optional) water filter is used for too long.

- Replace the filter when prompted by the machine to do so.
- Do not use dried-out or used filter cartridges.
- Take care to ensure that the filter cartridge is mounted correctly.

01

Tap on the Franke logo to switch to the Service Menu.

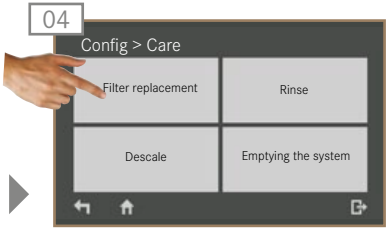
02

Press Configuration.

03

In the menu Configuration, select the menu item Care.

04



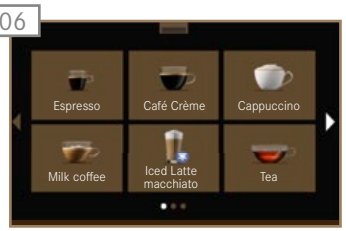
Press Filter replacement.

05

Follow the instructions on the display.
Click Continue when a corresponding button appears.
The machine guides you to the next step.

If you require a detailed guide for a certain step, you can find this under the ⓘ symbol in the bottom-right corner of the screen.

06



The machine is ready for service.

Emptying the system

01

Click on the "roller shutter" to call up the dashboard.
The dashboard appears.

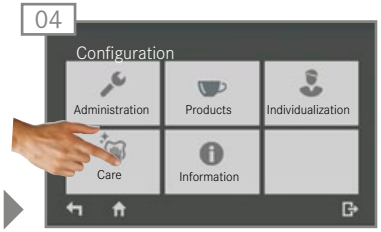
02

Tap on the Franke logo to switch to the Service Menu.

03

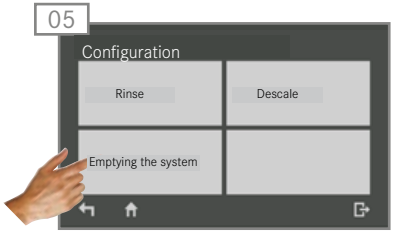
Press Configuration.

04



In the menu Configuration, select the menu item Care.

05



In the menu Config. > Care, select the menu item Empty system and confirm.

05

The system emptying process begins.

⚠ WARNING

Risk of scalding

While the system is emptying, hot water and steam are released repeatedly.

- Do not touch the machine below the outlets or the outlets themselves.

06

Follow the instructions on the display.
Click Continue when a corresponding button appears.
The machine guides you to the next step.

If you require a detailed guide for a certain step, you can find this under the ⓘ symbol in the bottom-right corner of the screen.

After the emptying cycle, the machine switches back into energy saver mode.

Maintenance plan

Frequency	Task	Information
Daily	Clean Coffee Machine	*p. 32*
Weekly	Clean water tank	*p. 37*
When prompted by the machine	Clean the brewing unit	
Monthly	Clean the coffee bean hopper	*p. 25*
Every two months/as necessary	Change water filter	*p. 38*
As necessary	Descale machine	*p. 36*
Annually, after every 20,000 products, or as necessary	Maintenance by Service technician	Contact a Service technician

CONFIGURING

Your A200 is individually programmable – so that the A200 is just as flexible as you are. We have kept the programming simple to make your job easier. Try it for yourself.

Introduction to programming

01

Click on the "roller shutter" to call up the dashboard.
The dashboard appears.

02

Click on the Franke logo to switch to programming mode.
The numerical pad appears for entering the PIN.

03

Authenticate with PIN.
The menu appears.

04

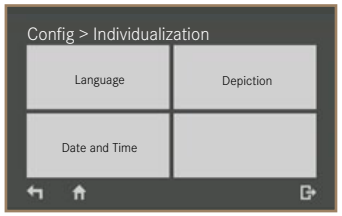
Certain rights have been assigned to each PIN. The respective menu is displayed after the authentication.

All programming menu items are shown on the following pages. Some of these menu items may not feature on your coffee machine, depending on the configuration.

You can review and change the PIN codes with the owner role in the menu Config/Administration/Rights management, see p. 45.

Input

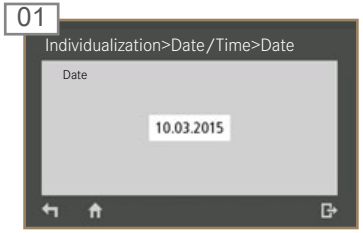
- On this page you will find an overview of the various input options for configuring the machine.
- Information on the symbols and controls can be found in the chapter "Explanation of symbols"», p. 7.



Select the input parameter that is to be set by touching the respective button.

- Press the desired Config.
- Press the return button ( ) to save the Config.

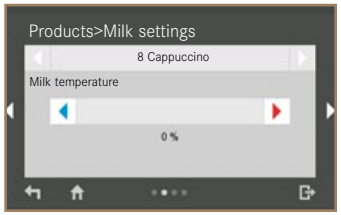
01



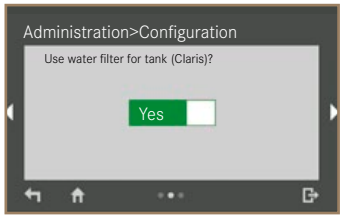
Press configured date.
Window with numerical keypad appears.

02

- Enter the desired value.
- Confirm with OK.

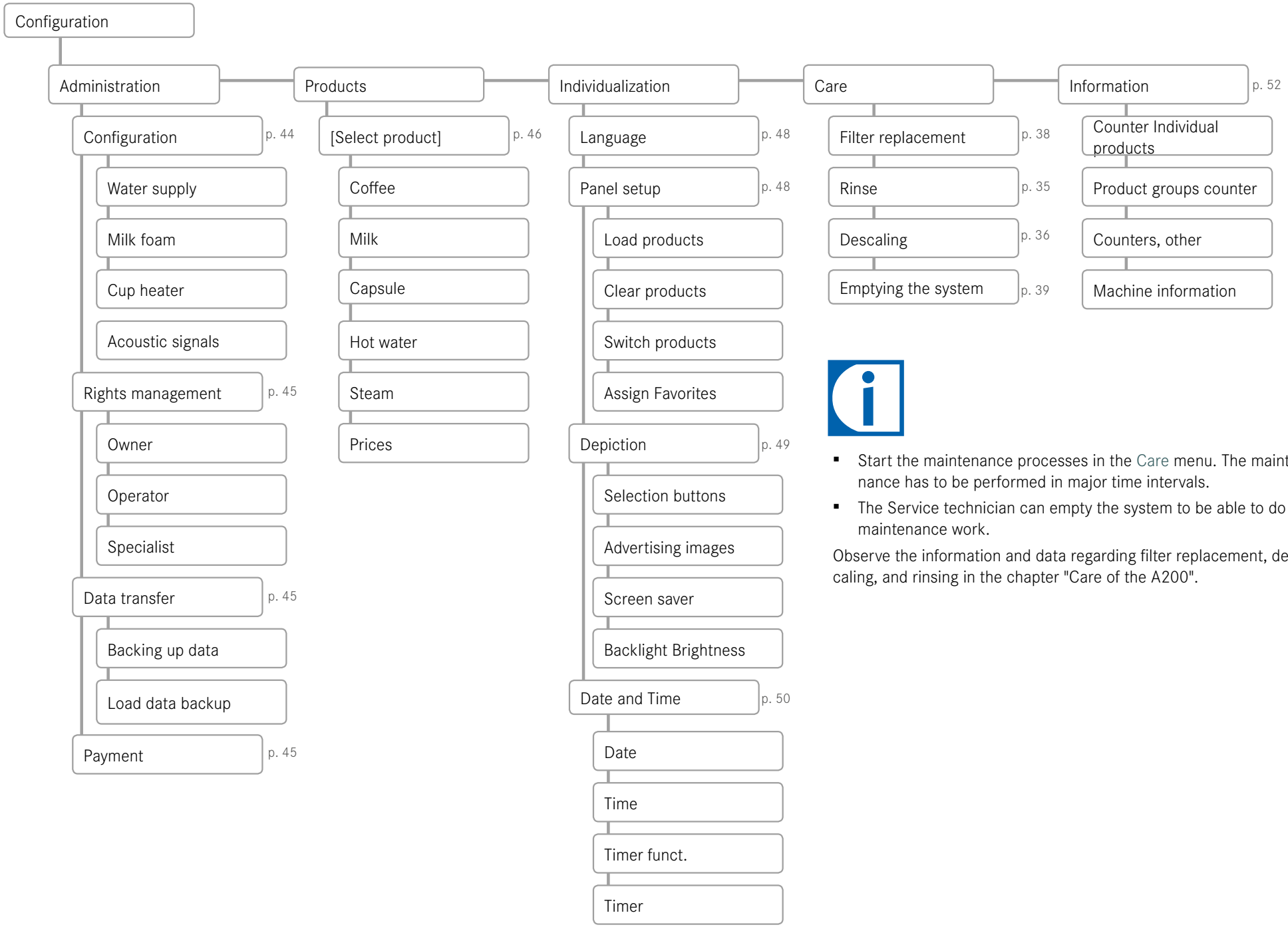


- For configuring relative values.
- Steplessly configurable.



- Binary selection
- Click on desired Config (Yes/No; On/Off).
- Press the return button ( ) to save the Config.

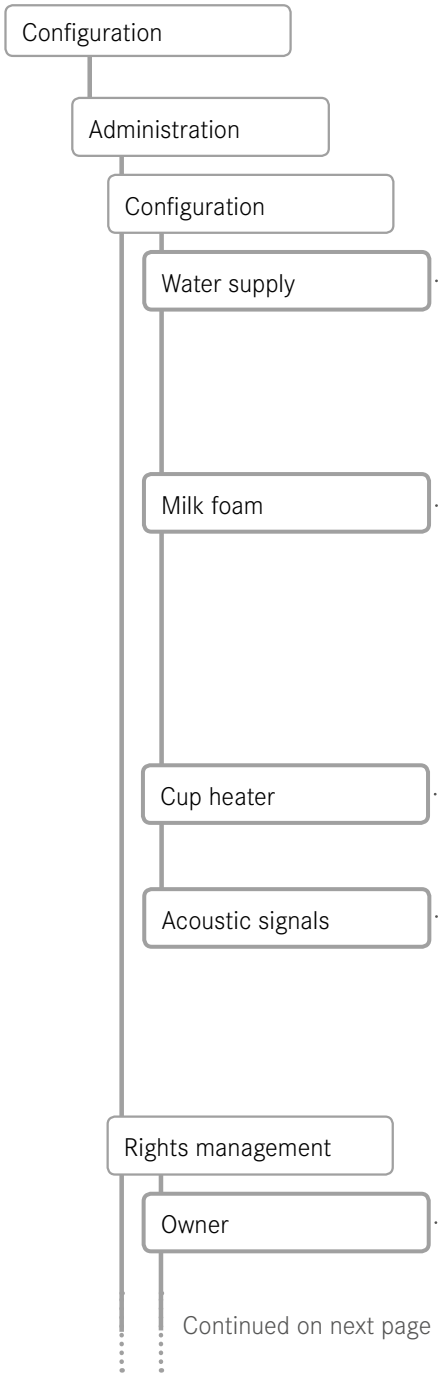
Menu tree "Config"



- Start the maintenance processes in the Care menu. The maintenance has to be performed in major time intervals.
- The Service technician can empty the system to be able to do maintenance work.

Observe the information and data regarding filter replacement, descaling, and rinsing in the chapter "Care of the A200".

Config/Administration – Configuration



Parameter	*Value range*	*Remarks*
Water hardness	Level 1 - 5	The levels correspond to those of the measuring strips.
Water filter	Yes/No	Claris water filter in the tank
Water tank	Yes/No	

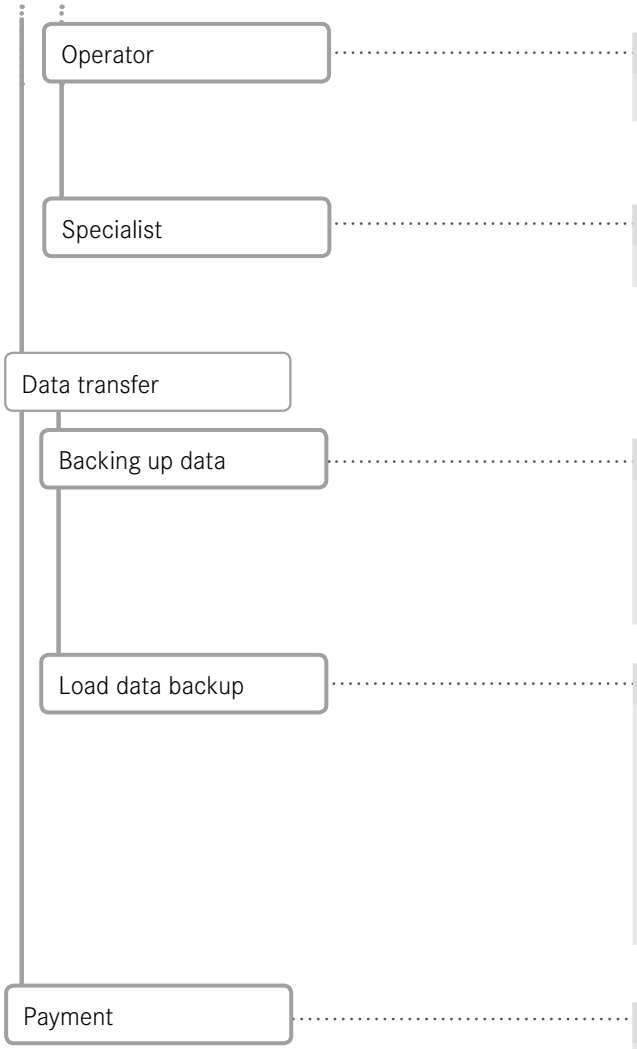
Parameter	*Value range*	*Remarks*
Solid foam	Level 1 - 7	• Level 1: very liquid foam • Level 7: very solid foam
Liquid foam	Level 1 - 7	• Level 1: very liquid foam • Level 7: very solid foam
Milk temperature		

Parameter	Value range	Remarks
Cup heater	Yes/No	Only with FoamMaster option

Parameter	*Value range*	*Remarks*
Signal tone before rinsing	Yes/No	-
Signal tone with prompts	Yes/No	-
Button tone	Yes/No	-

Parameter	*Value range*	*Remarks*
Set PIN	0 - 9	The PIN has a maximum length of 10 characters.

Config/Administration – Rights management; Data transfer



Parameter	*Value range*	*Remarks*
Set PIN	0 - 9	The PIN has a maximum length of 10 characters.

Parameter	*Value range*	*Remarks*
Set PIN	0 - 9	The PIN has a maximum length of 10 characters.

Parameter	*Value range*	*Remarks*
Backing up data	-	• The prompt appears "Insert USB stick". • The successful data transfer is confirmed by a message.

Parameter	*Value range*	*Remarks*
Load data backup	-	• A query appears as to whether the existing configuration should be overwritten. • If no USB stick is connected, the prompt will appear "Insert USB stick". • The successful data transfer is confirmed by a message.

Parameter	*Value range*	*Remarks*
Activate payment	Yes/No	• **Yes** activates the payment. The price is displayed on the monitor at the upper right during drink preparation. In the "Adapt drinks" monitor, the price is displayed to the right of the product. • **No** deactivates the payment. All product screens are displayed without prices.

Config/Products

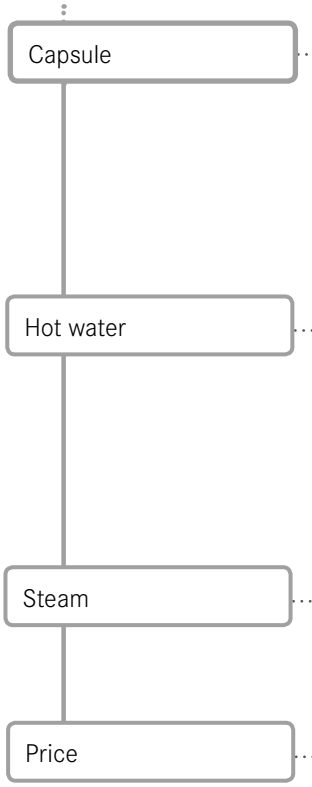
- Configuration
  - Products
    - [Select product]
      - Coffee
      - Milk

Parameter	*Value range*	*Remarks*
Water quantity	20 - 500 ml	-
Grind quantity	Level 1 - 15	• To the right: larger grind quantity • To the left: smaller grind quantity
Select grinder	• Left • Right • Both	
Select brew temperature	• Low • Medium • High	-
Pre-inject	• No • Short • Medium • Long	Pre-injection increases the brewing time and affects product quality.

Parameter	*Value range*	*Remarks*
Milk quantity	0 - 120 s	–
Milk temperature (setting)	Relative value	• To the right: higher milk temperature • To the left: lower milk temperature
Foam quantity	0 - 120 s	-
Wait time after product	0 - 25 s	
Foam quality	• Solid 100 % • Solid 50 %, liquid 50 % • Liquid 100 % • Liquid 50 %, solid 50 %	Only with FoamMaster
Add steam with milk	Yes/No	Higher milk temperatures are made possible by adding steam.

Continued on next page

Config/Products (continued)



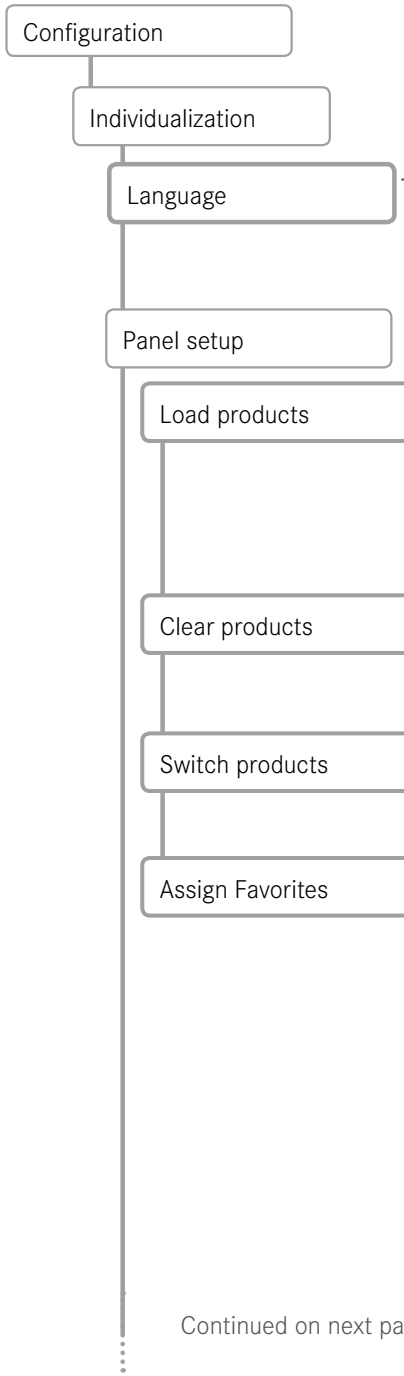
Parameter	*Value range*	*Remarks*
Water quantity	0 - 500 ml	-
Temperature	• Low • Medium • High	-

Parameter	*Value range*	*Remarks*
Water quantity	0 - 500 ml	-
Temperature	• Low • Medium • High	-

Parameter	*Value range*	*Remarks*
Steam time	0 - 300 s	-

Parameter	*Value range*	*Remarks*
PLU	1 - 999	The Service technician can select between two settings: • Permanently assigned PLU • Variable PLU (click on the text box and use the numerical keypad to enter the PLU)
Price list 0 (cash price)	0.10 - 999.99	Price input
Price list (Cashless 1)	0.10 - 999.99	Price input
Price list 2 (Cashless 2)	0.10 - 999.99	Price input
Free product	Yes/No	Product is free (Yes/No)
Token	Yes/No	Product can be paid for with token (Yes/No)

Config/Individualization



Language

Parameter	*Value range*	*Remarks*
Select language	8 languages	• The language is switched immediately • For Asian languages, the English name of the language appears in brackets

Load products

Parameter	*Value range*	*Remarks*
Assign product key	-	• 36 keys can be assigned on 6 pages • When a button is touched, a selection list appears with the available products (32)

Clear products

Parameter	*Value range*	*Remarks*
Clear product from key	-	-

Switch products

Parameter	*Value range*	*Remarks*
Switch product keys	-	-

Assign Favorites

Parameter	*Value range*	*Remarks*
Assign a function to favorite buttons 1 - 3	• No function • Rinsing • Descaling • Advertising images • Display brightn • Product settings • Water supply • Individual products counter	• Assign functions to the Favorites keys that you use frequently. Assign Favorites key: • Click on the desired function in the selection menu. • Exit the menu item, and confirm the configuration change if necessary.

Continued on next page

Config/Individualization (continued)

- Depiction
  - Selection buttons
    - Activate selection buttons
    - Configure selection buttons
  - Advertising images
    - Activate advertising pictures
  - Screen saver
  - Backlight Brightness

Parameter	Value range	Remarks
Activate selection buttons	Yes/No	-

Parameter	*Value range*	*Remarks*
Double products	Yes/No	-
Switch grinders	Yes/No	**Yes**: Two kinds of beans can be offered.
Instant coffee	Yes/No	**Yes**: An additional coffee type can be offered in ground form (e.g. decaffeinated coffee).

Parameter	*Value range*	*Remarks*
Activate advertising pictures	Yes/No	• Load images from a USB stick to the machine if necessary. • Existing images can be activated/deactivated. • If advertising images are activated, no simultaneous drink preparation is possible.

Parameter	*Value range*	*Remarks*
Select screen saver	• No screen saver • Franke screen saver • Individual screen saver	For an individual screen saver, images must first be loaded if there are not yet any available on the machine.
Set timeout	1 - 60 min	Wait time until the screen saver is switched on

Parameter	*Value range*	*Remarks*
Set brightness	Relative value	Slider to the right: brighter display Slider to the left: darker display

Continued on next page

Config/Individualization (continued)

- Date and Time
  - Date
  - Time
  - Timer funct.
  - Timer

Date

Parameter	*Value range*	*Remarks*
Set date	• Days: 1 - 31 • Months: 1 - 12 • Years: 2013 - 9999	Input via numerical keypad

Time

Parameter	*Value range*	*Remarks*
Display mode	12 h/24 h	-
Set time	• Hours: 0 - 23/0 - 12 • Minutes: 0 - 59 • (a.m./p.m.)	Input via numerical keypad

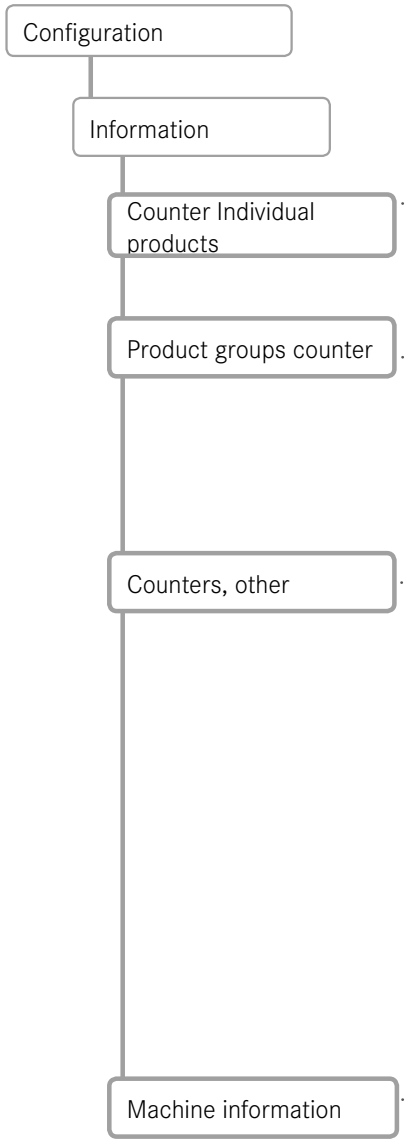
Timer funct.

Parameter	*Value range*	*Remarks*
Activate days	Mo, Tu, We, Th, Fr, Sa, Su	Activate or deactivate days by clicking
Set switch-on time	• Hours: 0 - 23/0 - 12 • Minutes: 0 - 59 • (a.m./p.m.)	• Input via numerical keypad • Switch on: press **Activate** button A green checkmark appears next to the set time. The switch-on time is activated. • Switch off: press **Deactivate** button A red checkmark appears next to the set time. The switch-on time is deactivated.
Set switch-off time	• Hours: 0 - 23/0 - 12 • Minutes: 0 - 59 • (a.m./p.m.)	• Input via numerical keypad • Switch On/Off as above

Timer

Parameter	*Value range*	*Remarks*
Set time (a.m./p.m.)	1 - 300 min	• Input via numerical keypad • Switch on: press **Activate** button A green checkmark appears next to the set time. The timer is activated. • Switch off: press **Deactivate** button A red checkmark appears next to the set time. The Timer is deactivated.

Config/Information



Parameter	*Value range*	*Remarks*
[Product]	-	**Clear Counters**: all product counters are cleared.

Parameter	*Value range*	*Remarks*
Coffee products	-	The product groups counters cannot be cleared.
Milk products	-	
Hot water products	-	
Capsule products	-	

Parameter	*Remarks*
Number of products since commissioning	
Number of products until next maintenance	
Cleanings performed	
Remaining number of dispenses	
Descalings performed	
Remaining water quantity until next descaling	
Remaining water qty for water filter in tank	
Replace water filter in tank on: [dd.mm.yyyy]	
Maintenance cycles performed	

Parameter	*Value range*	*Remarks*
Software version	1.0.0 ...	
Serial number		
Device type		

Roles and rights

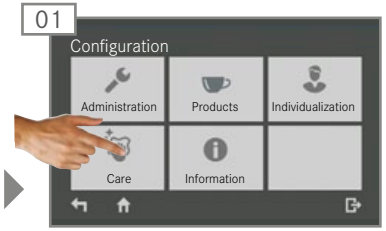
	Menu items	Owner	Specialist	Operator
Administration	Configuration	x	x	-
	Rights management	x		-
	Data transfer	x	x	-
	Payment	x	x	-
Products	[Select product]	x	x	-
Individualizations	Language	x	x	-
	Panel setup	x	x	-
	Depiction	x	x	-
	Date and Time	x	x	-
Care	Rinse filter	x	x	x
	Rinse	x	x	x
	Descaling	x	x	x
	Empty system	x	x	-
Information	Counter Individual products	x	x	-
	Product groups counter	x	x	-
	Counters, other	x	x	x (only reading rights)
	Machine information	x	x	-

DECOMMISSIONING AND DISPOSAL

Do you want to shut down your coffee machine for longer periods? Call your local Service. The used capsules, all operating resources and the coffee machine can be disposed of in an environmentally friendly manner.

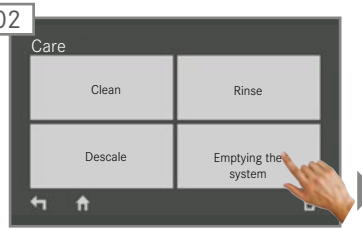
Decommissioning

01



Clean the coffee machine and its components, see p. 32.

02



Empty the machine. To do this, open the menu Care and click on Empty system, see p. 39.

03

Remove all food residue from the machine after the system has been emptied.
Empty and clean all containers.

04

Switch off the coffee machine and any add-on units.
Interrupt the electricity and water supply.

05

Note the date of the decommissioning on the coffee machine.

Decommissioning for longer periods, storage

NOTE

Risk of damage to the machine

The coffee machine will become damaged if it is not stored properly.

- Contact your FRANKE service team in the event of prolonged decommissioning.
- Observe the storage conditions: Temperature: 5 °C to +50 °C, humidity: max. 80 %.
- Empty the coffee machine.

Please contact Service for recommissioning.

The coffee machine must be serviced and cleaned before it is used again. This is the only way to ensure that the coffee machine functions properly and the products are of top quality.

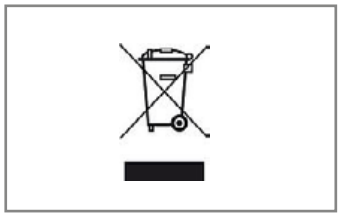
Disposal

Disposal of the capsules and the operating resources

- The information enclosed with the detergent applies for the disposal of unused detergent.
- Dispose of used capsules with domestic refuse or in recycling containers.
- Dispose of the fluids from the cleaning container or the drip tray in the wastewater system.

Disposal of the coffee machine and the FoamMaster

The A200|A200 FM coffee machine is in compliance with the European Directive 2002/96/EU regarding waste electrical and electronic equipment (WEEE) and may not be disposed of with domestic refuse.
The tetrafluorethane (R134a) coolant used for the FoamMaster requires no special means of disposal.



Dispose of electronic parts separately.

Dispose of plastic parts in accordance with their marking.

TROUBLESHOOTING

Help is available from your A200 in the event of problems. Details regarding the error and information on troubleshooting appear on the monitor screen. Should you be unable to resolve a problem, please contact your Service office.

Help with machine errors

The dashboard appears when there is an error.
A more detailed error message can be called up by clicking on a symbol.

The error message contains the error code, a key word, an error description and handling instructions for rectifying the error.
Follow the instructions in the error message.

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

Color code for error messages

Temporary interruption

System has limited functionality.

System still fully functional for the time being.

System not functioning.

Help with problems concerning product quality

	Possible causes	Solution
Coffee tastes dull	Grind too coarse	Select a finer grind
	Too little powder	Increase amount of coffee
	Temperature too low	Increase temperature
	Coffee is too old	Store coffee properly
Coffee tastes strange	Poor grind	Contact customer service
	Minimal coffee usage	Load smaller coffee quantity
	Coffee beans are bad	Replace coffee beans
	Residue from cleaning agents	Rinse the machine
	Cup dirty	Check dishwasher
	Water (chlorine, hardness, etc.)	Have water quality checked
Coffee tastes bitter	Temperature too high	Lower coffee temperature
	Grind too fine	Select a coarser grind
	Too little powder	Increase amount of coffee
	Roast too dark	Change coffee
Coffee tastes sour	Temperature too low	Increase coffee temperature
	Roast too light	Change coffee
	Grind too coarse	Select a finer grind

INDEX

5-Step Method 29

A

A200 11

A200 FoamMaster 12

Adapter 9

Add-on units 12

Adding milk 21

Administration 42

- Configuration 42
- Data transfer 43
- Payment 43
- Rights management 42

Advertising images 47

B

Backlight Brightness 47

Bean hopper 13

Brewing unit 13

C

Cancel button 24

Capacities 11

Capsule 27

Capsule container 13

Care 29

- Cleaning 29
- Rinsing 31

Cleaning 29

- 5-Step Method 29
- Start 30
- Water tank 33

Coffee beans, adding 20

Components of the A200 13

Configuration 41

- Administration 42
- Individualization 46
- Information 49
- Menu tree 41
- Products 44

Configuring 39

Consumable materials 57

Counters 49

- Individual products 49
- Product groups 49

Cup warmer 12

D

Daily commissioning 19

Dashboard 15

Data transfer 43

Date and Time 48

Decommissioning 51

Depiction 47

Description 11

- A200 11
- A200 FoamMaster 12
- Cup warmer 12
- Refrigeration unit 12

Dimensions 17, 18

Dispensing hot water 28

Disposal 51

Drip grid 11, 12

Drip tray 11, 12, 13

E

Empty grounds container 21

Emptying 20

- Bean hopper 22
- drip tray 21
- Grounds container 21
- Milk 21, 23
- Water tank 22

Emptying milk 23

Emptying the bean hopper 22

Error messages . . . . . , 5

- Color code . . . . . , 5
- Depiction 5

Explanation of symbols 3

- Dashboard 4

Operating instructions 3
Software 4
F
Filling 20
Coffee beans 20
Milk 21
Water tank 20
Fill water tank 20
Formation of mildew 21
G
Ground coffee 26
Grounds container 13
H
Hourly output 11
I
Identification 9
Individualization 46
Date and Time 48
Depiction 47
Language 46
Panel setup 46
Information 49
Input 40
Installation 16
Requirements 16
Installation dimensions 17, 18
L
Language 46
M
Machine information 49
Machine malfunction 53
Maintenance plan 38
Manufacturer 10
Menu tree «Config» 41
O
Operating interface 14
P
Panel setup 46
PIN 30, 39
Default PIN 39
My PIN 39
Power switch 19
Preparing a standard drink 24
Preparing drinks 14, 24
Preparing two drinks at once 25
Product quality 54
Programming 39
R
Refrigeration unit 12
Rights management 43
Rinsing 31
Roles and rights 50
S
Safety 6
Proper use 6
Risks 7
Symbols 3
Scope of delivery 9
Screen saver 47
Service Menu 31
Set the outlet height 24
Storage 51
Symbols
T
Technical data 16
Test product 40
Timer 48
Timer Funct 48
Troubleshooting 53
Machine malfunction 53
Product quality 54
Type key 10
Type plate 10
W
Water filter 34
Removing 34
Water tank 13

Consumable materials

Item	Order number
Cleaning tablets (100 pcs.)	BK328400
Clean solution MS1	1L301219
Clean solution FoamMaster	1Z365033
Descaling agent	1P315430
Filter cartridge	1P315694

Power supply cable

Item	Order number
Power supply cable USA 15 A 115 V	1A335515
Power supply cable EU 16 A Schuko	1N330002
Power supply cable CH 16 A	1N330000
Power supply cable GB 13 A	1N330001
Power supply cable CN 16 A	1N330718
Power supply cable JA 6/15 AJ	1N330920

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