

A 1000

ORIGINAL OPERATING INSTRUCTIONS

Coffee machine: FCS4050 - Refrigeration unit: FCS4053



Read the Operating Instructions and the chapter "For your safety" before operating the machine.

Keep the Operating Instructions with the machine and pass them along to the next user if the machine is sold or transferred to a third party.



MAKE IT
Wonderful!

FRANKE

Dear Customer,

Congratulations on your purchase of an A1000. Thank you for your confidence in us.

The A1000 is a powerful and space-saving coffee machine that adapts to your needs perfectly. The A1000 will enable you to offer high-quality coffee specialties rapidly and individually. Your customers will be impressed.

We hope you enjoy your coffee machine and that it brings you many satisfied customers.

Sincerely, Franke Kaffeemaschinen AG

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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 us, a high degree of safety goes without saying. Protect yourself against residual risks arising from the functions of the machine.

Proper use

A1000

The coffee machine is a commercial machine for preparing drinks and is intended for use in food services, offices and other similar environments.

The coffee machine is designed to process whole coffee beans, ground coffee, powder that is suitable for automatic devices, and fresh milk.

The coffee machine is intended for the commercial preparation of drinks in accordance with these instructions and the technical data.

The coffee machine is intended exclusively for operation in interior rooms.

The machine is not suitable for outdoor use or the storage of alcoholic or explosive substances.

Refrigeration unit

The refrigeration unit is used exclusively to keep milk cool while preparing coffee drinks with a coffee machine.

Use only pre-cooled milk (2 - 5°C or 36 - 41°F).

Only use FRANKE Clean solution. Other cleaning agents may leave residues in the milk system.

Cup warmer (optional)

The cup warmer is intended solely for preheating the coffee cups and glasses that are required for 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.

Flavor Station (optional)

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

The Flavor Station is not designed to pump more viscous fluids such as sauces (e.g. chocolate sauce).

Payment system (optional)

The payment system can be used for various methods of payment.

Examples: Payment with coins, cards, or mobile payment systems.



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

Important

- Do not operate the coffee machine or add-on units until you have completely read and understood these instructions.
- Do not use the machine:
 - If you are not familiar with its functions.
 - If the machine or the connection lines are damaged.
 - If the machine has not been cleaned or filled as intended.
- The A1000 is intended for use by trained personnel. Each operator of the A1000 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.
- Children under the age of 8 years are not permitted to use the machine.
- Children or persons who are challenged with respect to physical, sensory or mental abilities are not permitted to use the machine except under supervision, nor should they be permitted to play with the machine.
- Children are not permitted to carry out any cleaning on the machine.
- Have the machine serviced at regular intervals. Regular maintenance will ensure the safe operation and high performance of the machine.

General safety concerns when using the A1000

DANGER

Risk of death by electrocution!

- Ensure that the power supply cable is not pinched and does not rub against sharp edges.
- Ensure that the machine and power supply cable are not near any hot surfaces such as gas or electric stoves or ovens!
- Never operate a machine that has been damaged or has a damaged power supply cable!
- If the mains connection cable of the machine is damaged, it must be replaced by a mains connection cable intended for that purpose.
- If the mains connection cable is not permanently attached, contact the service technician.
- If the mains connection cable is not permanently attached, order and use a new, original mains connection cable. (See section: Original parts).
- If you suspect damage to the machine (for instance, a hot or burning odor), unplug the machine from the outlet immediately and contact your service technician!
- Never open or attempt to repair the machine yourself! The machine contains electrically conductive parts.
- Do not make any modifications to the machine that are not described in the Operating Instructions.
- Have repairs on electrical parts carried out by service technicians using original spare parts.
- Have service work carried out by authorized persons only. Authorized persons can demonstrate that they have corresponding qualifications.

WARNING

Risk of injury

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

- Open the machine only if daily work requires it (e.g. to clean the powder system or to empty the grounds container).
- Exercise care and caution when working in an open machine.
- Only service technicians should open the machine for any other reason.

Risk of injury, eye injury and damage to the machine

Objects in the bean hopper, powder container or grinder may splinter and be ejected, leading to damage to the machine or injury.

- Never introduce any objects into the bean hopper, powder container or grinder.

Danger of burns

The coffee and milk dispensers, the hot water dispenser and the steam dispenser become hot.

- Do not touch the outlets or nozzles.

The surfaces of the cup warmer are hot.

- Do not touch these surfaces.

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 themselves pose a risk of scalding.

- Always be careful with hot drinks.

CAUTION

Risk of spoiled food residue

If the machine is not cleaned regularly, milk and coffee residue may accumulate in the machine, clog the outlets or find their way into drinks.

- Clean the coffee machine and add-on units at least once a day.
- Read the chapter "Care of the A1000".

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 irritation with cleaning agents

Descaler and Clean solution could lead to irritations.

- Observe the information enclosed with the cleaning agent.
- Observe the notes on the machine during the cleaning process.
- Avoid contact with skin or eyes.
- Wash your hands before your breaks and after you have completed your tasks.

NOTICES

Damage from water jets

The coffee machine is not protected against water jets.

- Avoid using water jets for cleaning and do not use high-pressure cleaners.

Damage to the coffee machine

- Set the machine up out of the reach of children.
- Do not expose the machine to the elements, such as rain, frost or direct sunlight.

Danger of tripping over the power supply cable

- Never let the power supply cable hang loose.

Blockage in the powder system caused by incorrect raw materials

- Ensure that the powder and beans are poured into the correct containers. Observe the machine equipment.

EXPLANATION OF SYMBOLS

So that you can get the most out of your A1000, we would like to familiarize you with the symbols used in the Operating Instructions and software. For us, thorough information and open communication go without saying.

Symbols from the Operating Instructions



DANGER indicates potentially life-threatening danger or grave injury.



WARNING indicates risk of injury.



CAUTION directs your attention to a danger of minor injuries.

NOTICE

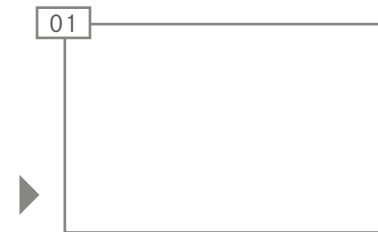
NOTICE makes you aware of the risk of damaging the machine.



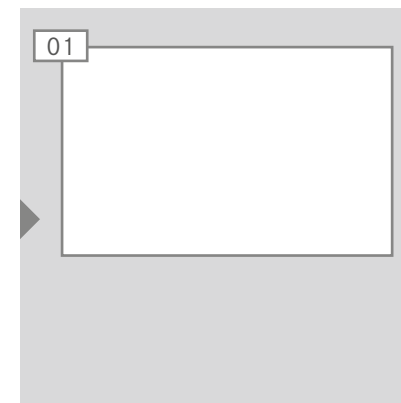
Clean components with the five-step method (see «Care of the A1000» on p. 35).



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



Describes and illustrates an operating step that you must perform.



Steps on a colored background are optional. They must be performed depending on the model of your machine.

Symbols used in the software

Symbols on the dashboard

Symbol	Name	Description
	Franke	Call up Maintenance level
	Servicing/Cleaning	Machine must be cleaned and/or serviced
	Milk	Milk container is empty or not installed correctly
	Coffee bean	Bean hopper is empty or not installed correctly
	Grounds container	Grounds container must be emptied
	Product	
	Brightness	Set brightness
	Info	
	Inactive	
	Standby	Switch the machine to standby
	Service/Configuration/Administration	
	Double product	Prepare double drink quantity (double dispensing)
	Cold milk	
	Ground coffee	Selection button for ground coffee
	Extra Shot	

Navigation

Symbol	Name	Description
	Cancel button	Cancel preparation
	Start button	Start preparation
	Page backwards/forwards	Scroll through menus with multiple pages.

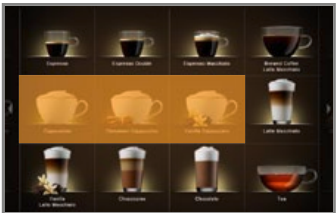
Switching language

- Touch the flag
- Select the flag

The language is changed for the operating interface.



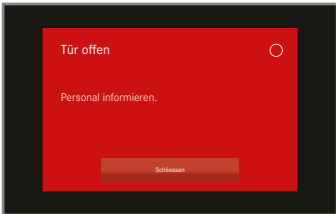
Depiction of error messages



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

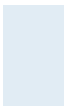


Highlighted products cannot be prepared.
The banderole in the corner takes you to the error message.



If the entire system is affected by an error, then 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.



If a symbol is illuminated on the dashboard, tapping on the symbol will display additional information and instructions.
If an error occurs, please refer to the *«Troubleshooting»* chapter for help.

SCOPE OF DELIVERY AND IDENTIFICATION

The A1000 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



A1000



The configuration of your coffee machine may differ from that shown in the instructions. Additional accessories may be obtained directly from your retailer or from FRANKE Kaffeemaschinen AG in Aarburg, Switzerland.

	Designation	Item no.
	Cleaning tablets (100 pcs.)	BK328400
	Cleaning agent for milk systems	1Z365033
	Cleaning brushes	1L301376
	Cleaning brush	1L301160
	Microfiber cloth	1H325974
	Key for grind coarseness adjustment	1N330253
	Key for Neoperl jet regulator	1H327863
	USB stick (4 GB)	1H329064
	Original Operating Instructions	1C345952

Identification

Position of type plates

A1000



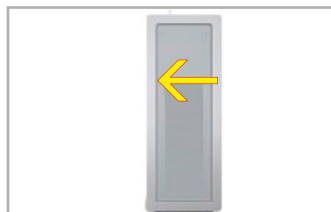
The type plate is located to the right of the grounds container on the right interior wall of the machine.

SU12 FM



The type plate for the SU12 is located in the cooling room.

FS60



The type plate for the Flavor Station is located in the interior.

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 A1000 (FCS4059)

A1000	Coffee machine (fully automatic device)
1C1M	1 coffee machine, 1 milk type
3G	Number of grinders (max. 3)
2P	Number of powder containers (max. 2)
H1	Hot water
S1	Steam wand
S2	Autosteam
S3	Autosteam Pro

Add-on units

SU12	Refrigeration unit with FoamMaster (cold and warm milk, cold and warm milk foam)
CW	Cup warmer
AC	Payment device
FS	Flavor Station

DESCRIPTION OF MACHINE

Congratulations on selecting the A1000 for the single-serve coffee experience you have been waiting for. Here you will get to know the components of your coffee machine and learn more about its functions and options.

Coffee machine A1000

Introduction

The A1000 coffee machine has numerous options. To give you an overview of your machine, a sample configuration is illustrated below. Please note that your coffee machine may look different from the configuration shown here.

Operating interface

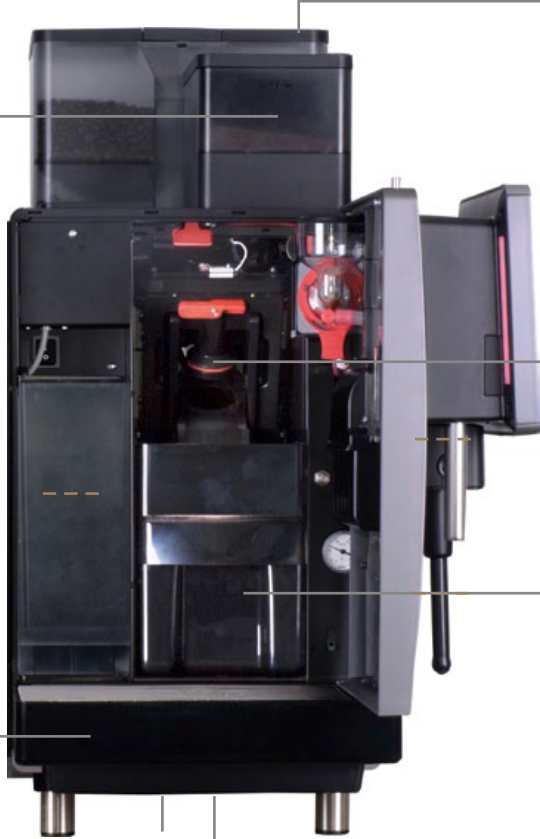
- 10.4-inch operator panel
- Multimedia compatible (audio/video)
- Audio output for powered speakers
- Nutritional value information for drinks
- Switching language

Options

- Two or three grinders with lockable bean hoppers
- One or two lockable powder dosing units
- Steam wand
- Autosteam function for automatically heating milk
- Autosteam Pro function for automatically foaming milk
- Coffee ground chute
- Cup sensor (optional)
- Height-adjustable feet
- M2M/telemetry preparation

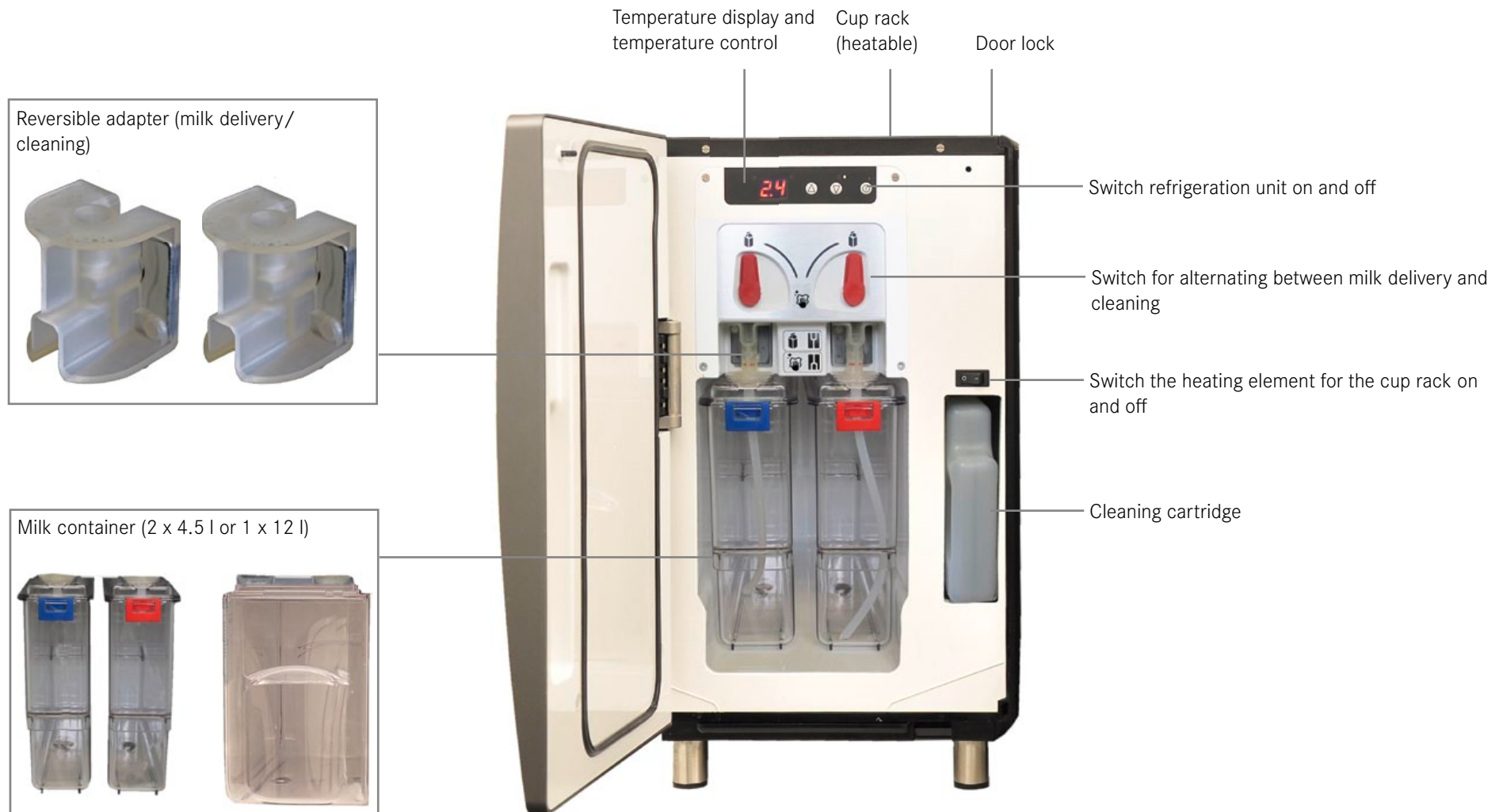


Components of the A1000



Water connection

Components of the refrigeration unit (SU12)



Add-on units

Refrigeration unit SU12 FM

- Automatic cleaning system
- Connection to the left and right of the machine possible
- Lockable

Models:

- SU12 with 12 l milk container
- SU12 with 2 x 4.5 l milk containers for the use of 2 milk types
- SU12 Twin with 2 x 4.5 l milk containers for connecting 2 coffee machines
- UT12 FM under-counter refrigeration unit with 12 l milk container
- UT12 FM Twin under-counter refrigeration unit with 2 x 4.5 l milk containers for connecting 2 coffee machines
- MUT (mounted under the counter)



Cup warmer (optional)

To enjoy coffee at its best, you need pre-heated cups.

The cup warmer with four heatable shelves fits seamlessly into your A1000.

Flavor Station FS60 (option)

Our Flavor Station is available to you as an option for unusual creations.

You can use the Flavor Station to extend your range with up to six different flavors.



Payment system (optional)

For recording payment data.

Interfaces:

- VIP

Payment systems:

- Coin validator
- Coin changer
- Card readers



The operating interface

Menu elements of the operating interface, using Quick Select as an example

The FRANKE button is used to switch between Maintenance level and Product level.



Scroll forwards/backwards.

Navigation



To select an option, tap on the respective field.

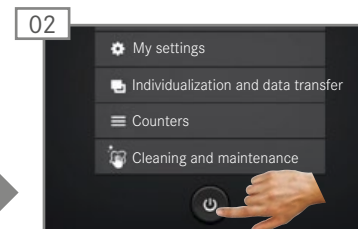


For scrolling, press the arrow keys on the right-hand and left-hand sides of the screen.

Switching to Energy saver mode



Switch to Maintenance level.



Select Standby button and confirm.



To finish Energy saver mode, tap on the operating interface.

Overview of operating modes

Cash Register

Non-self-service



Cash Register is the operating mode for non-self-service utilization. While your coffee machine is preparing a product, you can already add additional orders.

Structure of the operating interface:

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

Individual adaptations:

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

Quick Select

(optional with Credit Mode)

Self-service



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

Structure of the operating interface:

- Level 1: Product selection, up to 5 pages
- Level 2: Drink Selection status, 6, 12 or 20 product keys per page, select product options, start preparation (if activated)

Individual adaptations:

- Display: 2x3, 3x4 or 4x5 products per page
- Activate Credit Mode
- Customer-specific positioning of beverages

Inspire Me

Self-service



The Inspire Me operating mode is particularly suitable for self-service. It inspires your customers to find the perfect drink for themselves.

Structure of the operating interface:

- Level 1: Up to 6 menu cards with pre-filtered selection
- Level 2: up to 5 pages per menu card
- Level 3: 6 or 12 product keys per page

Individual adaptations:

- Customer-specific positioning of beverages

Cash Register - product selection



Quick Select - product selection



Inspire Me - Menu cards



Product selection



The suitable operation mode is dependent on the utilization of your coffee machine, your product range and the preferences of your customers.

Operating modes for multimedia functions: Inspire Me, Quick Select
Operating modes without multimedia functions: Cash Register, Custom Mode

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

Status Drink Selection (if activated)



Function:

- Product preview
- Display product options
- Start preparation

Credit Mode in the Quick Select operating 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, 1.5 Payment**. Select **Activate payment**.

INSTALLATION AND TECHNICAL DATA

Your A1000 must be properly installed so that you can operate it correctly – your service technician will gladly do that for you. You'll have to take care of a few things first. You'll find the requirements for problem-free enjoyment of your coffee machine here.

Preparations

- The power connection for the coffee machine must be protected by a ground fault circuit interrupter (FI).
- Each terminal of the power supply must be able to be interrupted by a switch.
- The fixed water connection must have a water shut-off with a check valve and filter that can be inspected and must meet the requirements of the technical data.
- The fixed water connection to your coffee machine must be done using the hose set that is supplied with it. Do not use any other water hoses that happen to be present.

Installation

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. The technician will walk you through the basic functions.

Capacities (in accordance with DIN 18873-2)

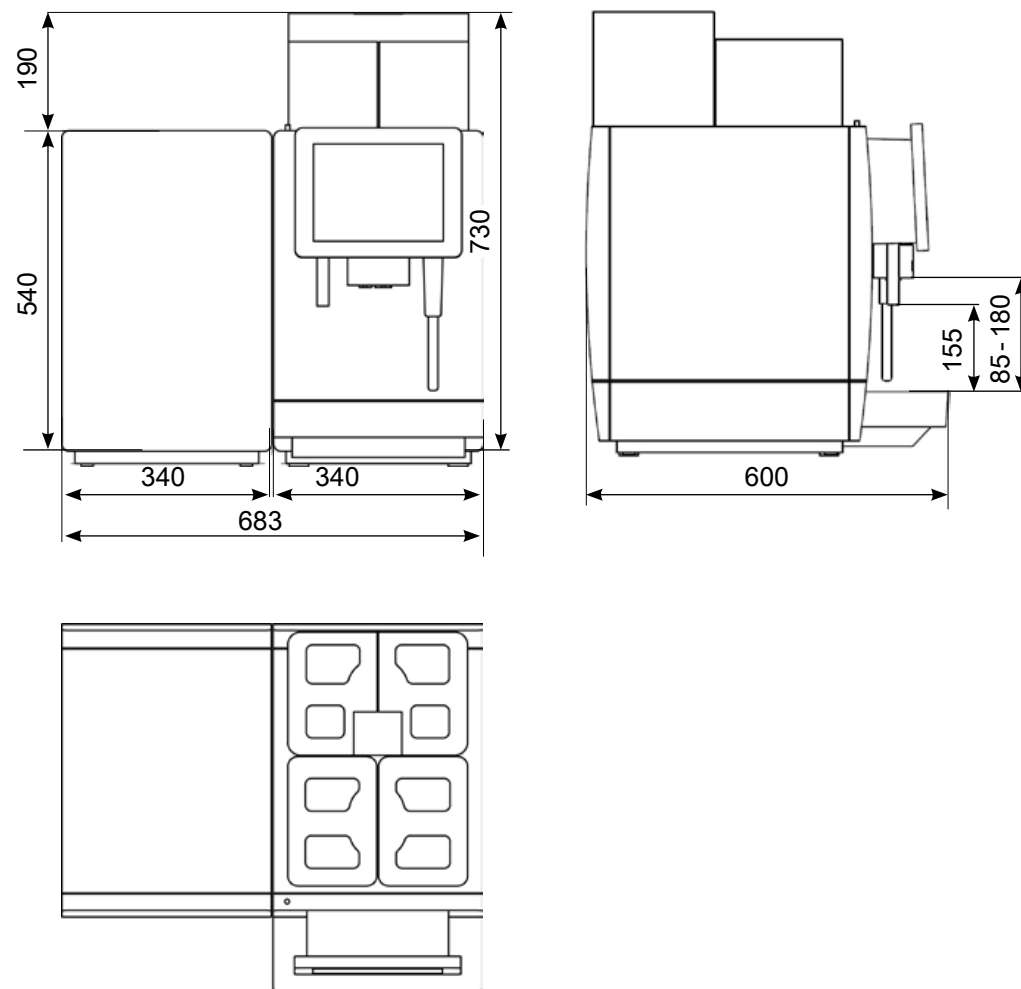
Hourly capacity Cups/h	Single preparation	Double preparation
Espresso	160	238
Coffee/café crème	109	141
Milk coffee	158	260
Cappuccino	149	200
Latte macchiato	114	200
Hot chocolate	129	-
Hot water	165	-

A1000 technical data (FCS4059)

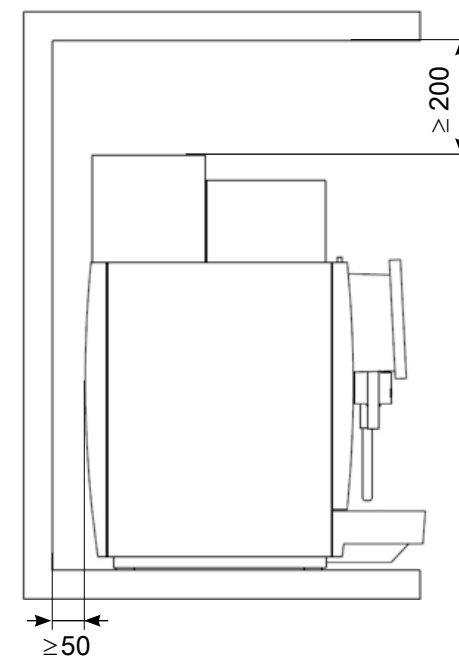
Bean hopper	1.2 kg per grinder
Powder container	1.2 kg (may differ from this, depending on the powder used)
Grounds container	60 – 110 cakes, depending on the grind quantity (grounds ejection option)
Boiler	Coffee: 0.9 l; 2.5 kW (at 230 V); operating pressure 800 kPa (8 bar) Hot water: 0.9 l; 2.5 kW (at 230 V) operating pressure 800 kPa (8 bar) Steam: 0.9 l; 2.5 kW (at 230 V) operating pressure 100 kPa (1 bar)
Noise emission	< 70 dB
Weight	Approx. 58 kg without packaging; approx. 64 kg with packaging
Water connection	G 3/8" outside thread
Water pipeline pressure	0.8 – 8.0 bar
Water shut-off	With check valve and filter
Water hardness	4 – 8° dH (German total hardness) 7 – 14° fH (French total hardness) 70 – 140 ppm (mg/l)
Chlorine content	< 0.5 mg/l
Acid content/ph value	6.5 – 7.5 pH
Funnel	d = 50 mm with siphon
Drain line	d _{min} = 1 "
Ambient conditions	Humidity: max. 80 % Ambient temperature: 10 – 32° C
Energy loss/day (incl. refrigeration unit SU12 FM)	3.165 kW

Electrical connection (see type plate)	CH/GB/EU	380 – 415 V/50 – 60 Hz 3L N PE 6.3 – 7.5 kW 220 – 240 V/50 – 60 Hz 1L N PE 2.6 – 3.0 kW 220 – 240 V/50 – 60 Hz 1L N PE 4.4 – 5.0 kW 220 – 240 V/50 – 60 Hz 3L PE 5.6 – 7.9 kW
	USA (UL)	220 – 240 V/60 Hz 2L PE 4.5 – 5.3 kW
	JP	200 – 220 V / 50 – 60 Hz 2L PE 4.5 – 6.3 kW 200 – 220 V / 50 – 60 Hz 3L PE 6.8 – 8.1 kW
	CN	380 V/50 Hz 3L N PE 6.3 kW

Dimensions of the A1000 with refrigeration unit SU12



Installation dimensions of the A1000



The dimensions are specified in mm.

Prepare a stable, ergonomic surface (min. load capacity: 150 kg or 330.7 lb). The operator panel should be at eye level.

Minimum clearances:

- To the rear wall: 50 mm
- Upwards: 200 mm (filling and removal of coffee bean hopper)

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

Adjustable feet

	Total height
40 mm (standard)	730 mm + 40 mm = 770 mm
70 mm (optional)	730 mm + 70 mm = 800 mm (optional)
100 mm (optional)	730 mm + 100 mm = 830 mm (optional)

Refrigeration unit SU12 FM/SU12 FM Twin (optional)

Device type		FCS4053	
Milk container		12 l or 2 x 4.5 l	
Electrical connection	EU	220 – 240 V	1LNPE 50/60 Hz
		SU12 FM	Current consumption: 0.72 A
	Japan	100V	1LNPE 50/60Hz
		SU12 FM	Current consumption: 01.7 A
	USA	100 – 127 V	1LNPE 60Hz
		SU12 FM	1.7 – 1.95 kW
		SU12 FM	Current consumption: 1.5 – 1.7 A
	China	220 V	1LNPE 50 Hz
		SU12 MS	Current consumption: 0.8 A
Electric cable		1800 mm	
Ambient conditions		Humidity: max. 80%	
		Ambient temperature: 10 – 32°C	
Coolant		R134a/30 g	
Climate class		N (temperate climate)	
Noise emission		< 70 dB(A)	
Cooling temperature		2.0–5.0 °C	
Empty weight (basic version)		25.7kg	
Width/Depth/Height		340 mm/475 mm/540 mm	

Under-counter refrigeration unit UT12 FM/UT12 FM Twin (optional)

Weight	25.7 kg
Width/Depth/Height	320 mm/467 mm/547 mm

Flavor Station FS60 (option)

Device type	FCS4055
Capacity	Up to 6 varieties of syrup
Bottle height	Max. 330 mm
Electrical connection	230 V 1LNPE 50 W 50/60 Hz Fuse: 10 A
Electric cable	1800 mm
Ambient conditions	Humidity: max. 80 % Temperature: 10 – 32°C
Weight	Approx. 25 kg
Width/Depth/Height	200 mm/452 mm/545 mm (540 mm without key)

Cup warmer CW (optional)

Device type	FCS4054
Capacity	Up to 120 cups (depending on cup size)
Electrical connection	220 – 240 V 1LNPE 120 W 50/60 Hz Fuse: 10 A
Weight	Approx. 20 kg
Width/Depth/Height	270 mm/475 mm/540 mm

Payment system AC (option)

Device type	FCS4056
Electrical connection	85–264 V 1LNPE
Weight	Approx. 18 kg
Width/Depth/Height	200 mm/451 mm/542 mm

COMMISSIONING

In this chapter you will learn how to start up your A1000 coffee machine for the first time.

Initial commissioning of the A1000



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 A1000

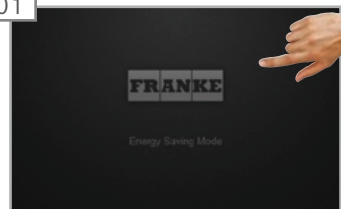
WARNING

Risk of scalding

The machine releases hot water and hot steam.

- Do not touch the outlets or the area beneath them.

01



Tap the operating interface.

02



The coffee machine automatically vents the boiler system and rinses while heating.



If necessary, add coffee beans, suitable powder for automatic machines, milk and syrup. Also fill up the machine with water for operation with the external water tank.

03



The coffee machine is ready for operation.

FILLING AND EMPTYING

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

Beans, powder

Filling the bean hopper and powder container

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 place any objects in the bean hopper or grinder.



Fill the bean hopper with coffee beans.

Fill the powder container with powder suitable for automatic coffee makers.



Emptying the bean hopper, setting the grind coarseness



Pull the locking slide all the way to the front.



Lift and remove the bean hopper.
Empty, clean and dry the bean hopper.



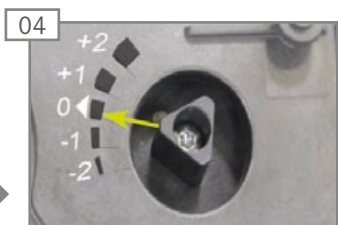
For notes on cleaning the bean hopper, see Chapter «Care of the A800», «*Cleaning the bean hopper and powder container*» on p. 40.



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



Set the grind coarseness with the grinder adjustment wrench.



+2 = Very coarse
0 = Normal
-2 = Very fine



Attach the bean hopper.
Push the locking slide all the way in.

NOTICE

Impairment of function

If the bean hopper and powder container are not locked correctly, this may impair both the function of the coffee machine and the product quality.

- Push the locking slide all the way in.

Emptying the powder container

NOTICE

Soiling

Powder may escape.

- Always transport the powder container closed in an upright position.

01



Pull the locking slide all the way to the front.

02



Lift and remove the powder container.
Empty the powder container.

CAUTION

Cutting injuries/crushing

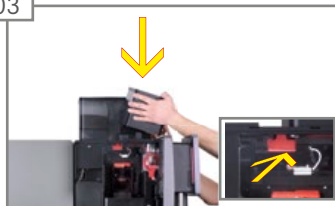
The powder container's conveyor mechanism can cause cuts or crushing injuries.

- Exercise care when cleaning the powder container.



For notes on cleaning, see Chapter «Care of the A1000».

03



Attach the powder container.
Push the locking slide all the way in.

NOTICE

Impairment of function

If the bean hopper and powder container are not locked correctly, this may impair both the function of the coffee machine and the product quality.

- Push the locking slide all the way in.

Emptying the grounds container

NOTICE

Formation of mildew

Coffee residue can lead to the formation of mildew.

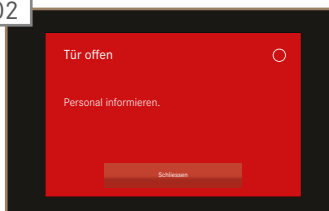
- Empty and clean the grounds container at least once daily.

01



Open the door and remove the grounds container.

02



The message **Door open** appears on the operating interface.

03



Empty, clean and dry the grounds container.

04



Insert the grounds container and close the door.

Milk

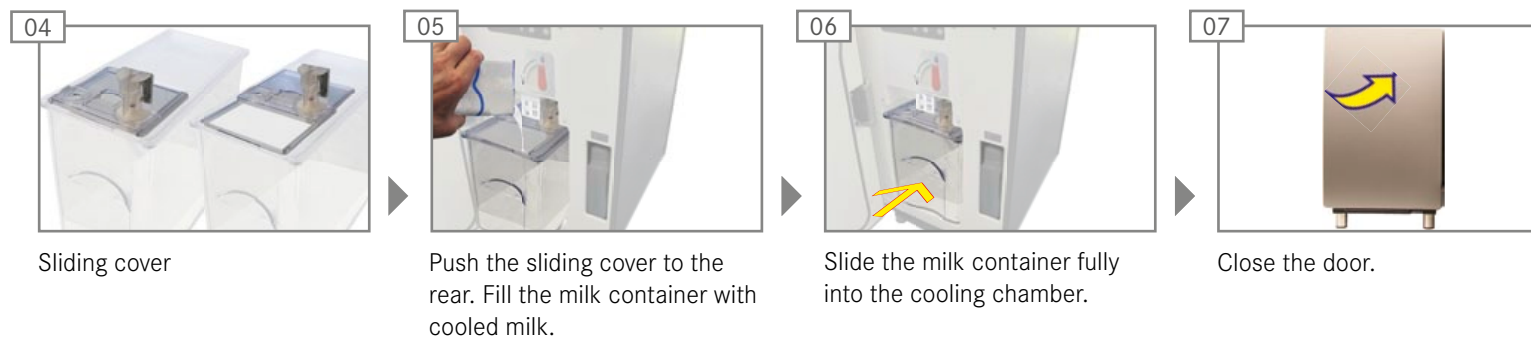
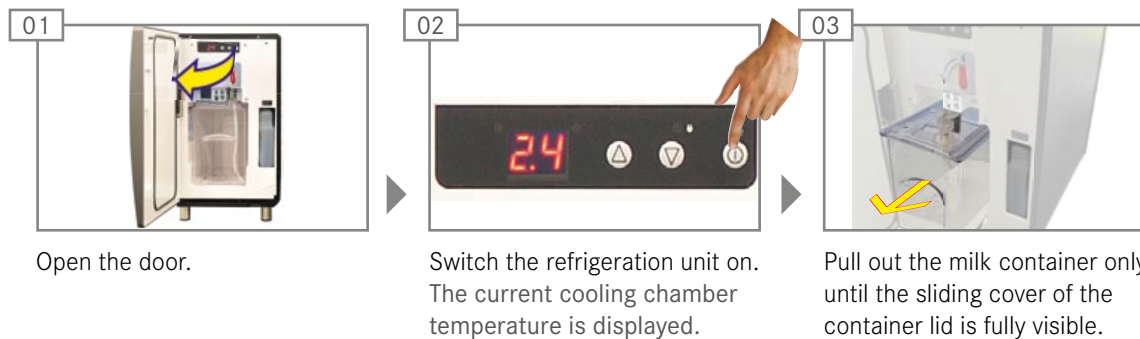
Filling the refrigeration unit

NOTICE

Drink quality

Incorrect handling of milk can lead to quality problems.

- Pour milk only into clean containers.
- Use only pre-cooled milk (2 - 5 °C or 36 - 41 °F).
- Touch the inside of the milk container and the milk lid only after sanitizing your hands, or wear disposable gloves.



For notes on cleaning the milk system, see Chapter «Care of the A1000».

Preparing the milk system



The milk system is prepared semi-automatically after a cleaning or a filling procedure.

Please observe the instructions in the error event messages.

Access to the error event messages is through the dashboard and requires no login.

Emptying the refrigeration unit

NOTICE

Milk quality

The refrigeration unit is intended solely for keeping the milk cool during use.

- Remove the milk and store it in a refrigerator when the coffee machine is not going to be used for a prolonged period, e.g. overnight.



01 Open the door.



02 Pull out the milk container.



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

CAUTION

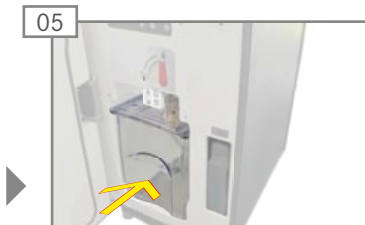
Health risks due to spoiled milk

Milk residue could build up in the device as the result of insufficient cleaning. This residue could clog outlets or make its way into the products.

- Clean the milk system at least once a day using the automatic cleaning program. Follow the instructions on the operating interface.
- Clean the cooling chamber, the parts that come into contact with milk and the milk container at least once a day using the five-step method.



04 Clean the milk container, the parts that come into contact with milk and the cooling chamber.



05 Insert the milk container.



06 Switch off the refrigeration unit if no longer required. After switching off, do not close the refrigeration unit door all the way, but leave it slightly open in order to prevent the formation of odors.

Syrups (Optional)

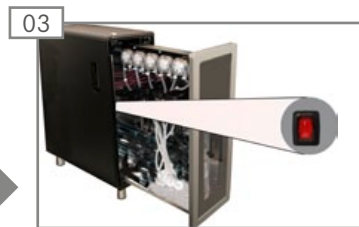
Filling the Flavor Station



Use the key to unlock the Flavor Station.



Open the Flavor Station.



Switch on the Flavor Station

 The switch is located inside the Flavor Station, to the left-hand side of the rear wall.



Hoses for Flavor 1 - 6.



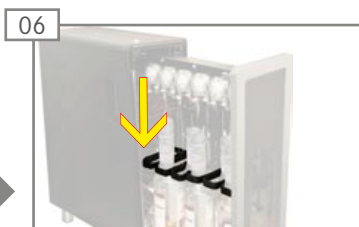
The hoses for Flavor 1 - 6 are numbered. In the **My settings** menu under **1.11 Flavor**, each type of syrup must be assigned to the numbering accordingly.



Lift the bottle holders.



Place the bottles in the Flavor Station.



Pull the bottle holders down.



Slide the hose connection upwards and onto the hose.



Insert the hose into the bottle.



Push the hose connection into the top of the bottle.



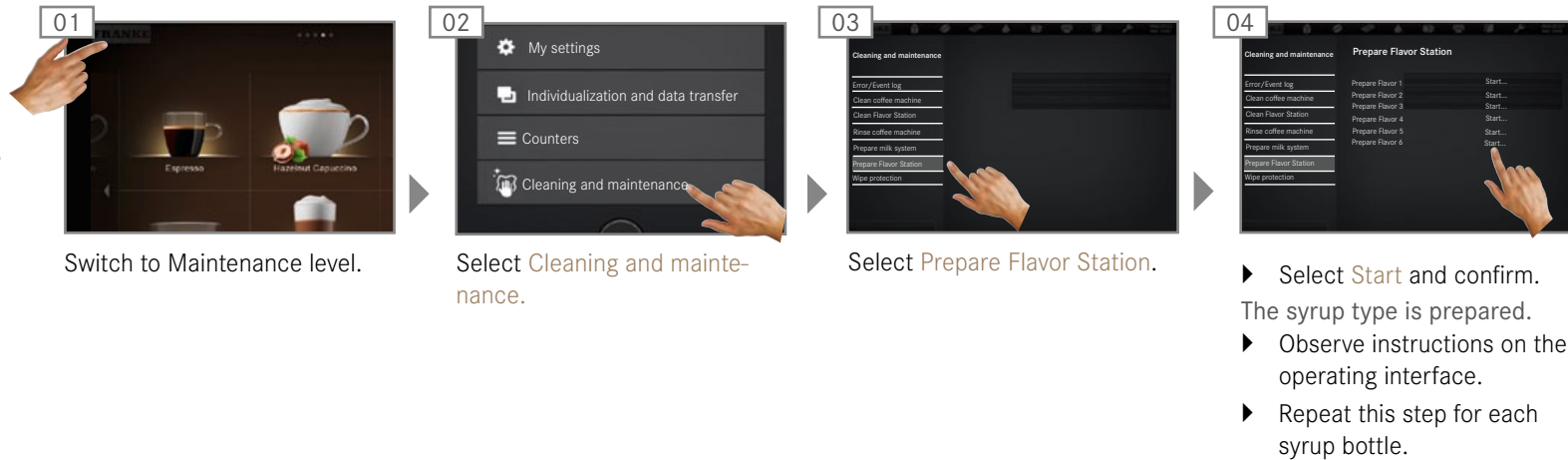
Close the Flavor Station.

Preparing the Flavor Station



Prepare Flavor Station must be executed:

- During the initial commissioning phase
- Every time a syrup bottle is replaced



Emptying the Flavor Station

- ▶ Clean the Flavor Station: see «Care of the A1000», «Starting cleaning of the Flavor Station» on p. 41.
- ▶ After cleaning, do not re-insert the hoses into the bottles.
- ▶ Remove the bottles from the Flavor Station.
- ▶ Close the Flavor Station.

PREPARING DRINKS

You chose the A1000 because you love coffee and want to offer your customers something special. In this section you will find information about drink preparation and the possible variations for your specialty drinks.

Preparing drinks with Quick Select



Place the appropriate cup or glass under the outlet.

WARNING

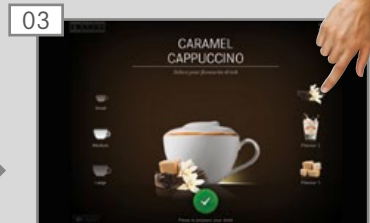
Risk of scalding or burning!

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 consult a doctor depending on the severity of the injury.



Select product.



The **Drink Selection** product preview appears.
Select product options.



Start preparation with the green button.



The outlet moves downwards.
Preparation begins.



Product selection appears when the drink is ready.

Preparing drinks with Cash Register



When you prepare several products one after the other, be sure to observe the following:

- Have sufficient glasses or cups ready to use.
- You can continuously add new products to the waiting list during the preparation.
- You can select and clear products from the waiting list.



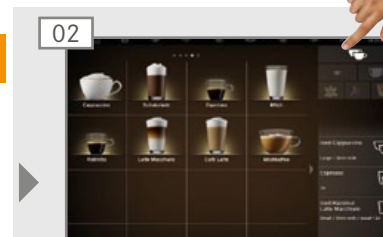
Place the appropriate cup or glass under the outlet.

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 consult a doctor depending on the severity of the injury.



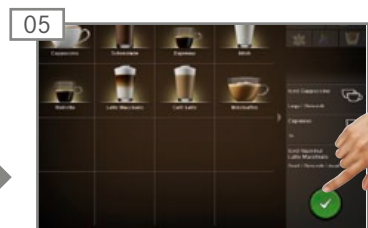
Select product options.



Select 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.

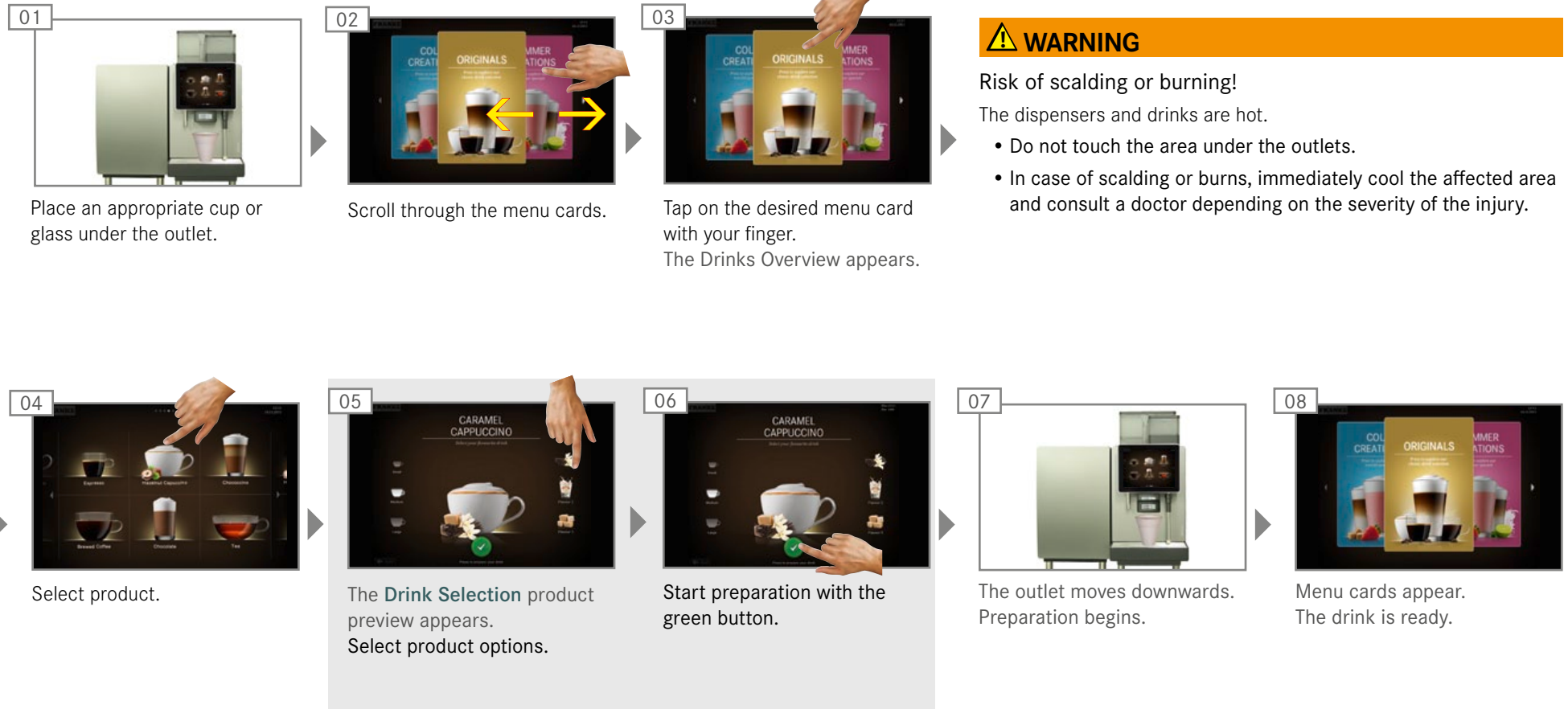


The outlet moves downwards.
Next preparation begins.



Product selection appears.
All products are ready.

Preparing drinks with Inspire Me



⚠ 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 consult a doctor depending on the severity of the injury.

Preparing drinks with ground coffee

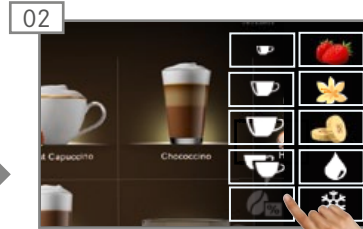
Example: Quick Select



Only ground coffee – decaffeinated or with caffeine – may be used. Soluble instant coffee made from dried coffee extract cannot be used.



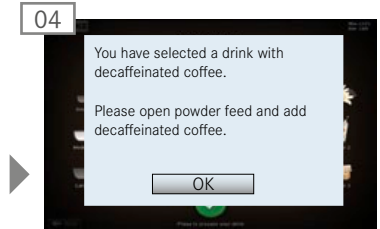
Place an appropriate cup or glass under the outlet.



Press the **Decaffeinated coffee** selection key.



The **Decaffeinated coffee** selection key lights up.



Message: **Open powder feed and add decaffeinated coffee.**



Open the powder feed.



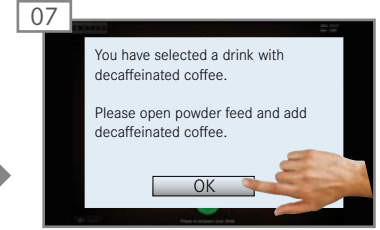
Add powder.
Close the powder feed.

WARNING

Risk of scalding or burning!

The dispensers and drinks are hot.

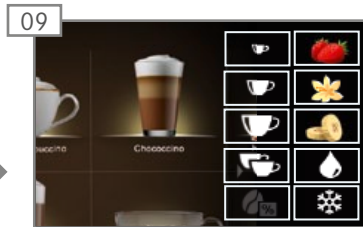
- Do not touch the area under the outlets.
- In case of scalding or burns, immediately cool the affected area and consult a doctor depending on the severity of the injury.



Confirm with **OK**.



The outlet moves downwards.
Preparation begins.



Product overview appears.
Product is ready.

Preparing water for tea

Example: Quick Select



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

WARNING

Risk of scalding or burning!

The dispensers and drinks are hot.

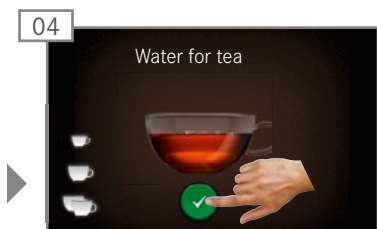
- Do not touch the area under the outlets.
- In case of scalding or burns, immediately cool the affected area and consult a doctor depending on the severity of the injury.



Select **water for tea**.



Select cup size.



Start preparation.



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

Steam dispenser (Autosteam/Autosteam Pro)

Example: Quick Select



Autosteam 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.

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 consult a doctor depending on the severity of the injury.

02



Select the **steam dispenser**.
The steam dispenser starts immediately.

03



Depending on the model of the steam wand, the steam dispenser is automatically ended when your drink has reached the specified temperature (Autosteam/Autosteam Pro) or the steam dispenser cycle has ended (steam wand).

Independent of this, the steam dispenser can be ended at any time by pressing the cancel button.

04



The drink has reached the specified temperature.
The Drinks Overview appears.

05



After each use:

- Wipe the steam outlet with a damp cloth.
- Start the steam dispenser briefly to clean the nozzle.

CARE OF THE A1000

Even a coffee machine like the A1000 must be cared for. To ensure high-quality flavor, the A1000 must be cleaned at least once a day and serviced at regular intervals.



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
- Brush set
- Cleaning agent for milk systems



5-step method for removable parts



Cleaning and maintenance plan

Frequency	Task	Information
Daily	Clean the A1000 and refrigeration unit	See p. 37
	Clean the steam wand	See p. 39
	Clean the external water tank/wastewater tank and connecting lines	See p. 39
	Clean the milk container, milk hoses and reversible adapter	See p. 38
Weekly	Clean the interior, the inside of the door and the door seal in the refrigeration unit	
	Clean bean hopper	See p. 40
	Clean the powder container and powder chute	See p. 40
If needed/prompted	Clean Flavor Station	See p. 41
	Cleaning the brewing unit	See p. 42
	Rinse the A1000	See p. 37
	Descale the jet regulator for hot water	See p. 39
	Cleaning the monitor screen	See p. 42
Every six months or every 80,000 products	Maintenance by service technician	Contact a Service technician

Starting automatic cleaning of the A1000 and the refrigeration unit

There are two ways of starting the automatic cleaning process:

1. On the refrigeration unit SU12 FM
2. Via the **Cleaning and maintenance** menu

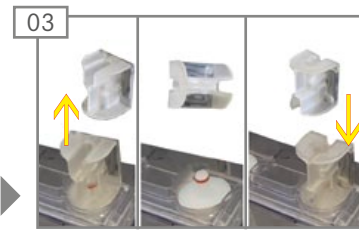
Starting automatic cleaning on the refrigeration unit



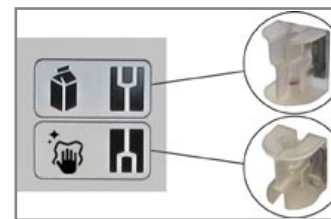
Open the door.



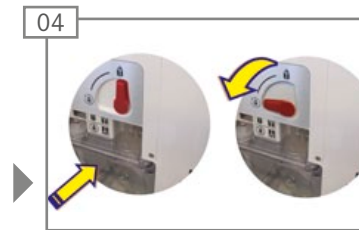
Pull the milk container forwards.



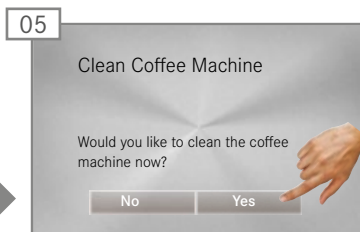
- Pull the reversible adapter upwards from the suction fitting.
- Turn the reversible adapter 180°.
- Place the reversible adapter on the suction fitting.



The symbols indicate the correct position of the reversible adapter for milk delivery and cleaning.



- Slide the milk container all the way in.
- Slide the cleaning lever to the "Cleaning" position.



The machine automatically switches to the cleaning mode. Press **Yes** to start the cleaning process.

WARNING

- Risk of scalding!
During cleaning, hot water and steam are released repeatedly.
- Do not touch the outlets or the area beneath them.



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

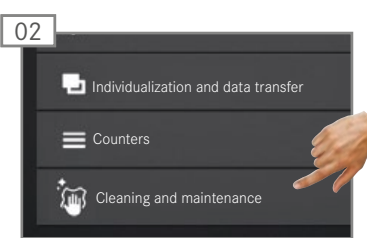


After the cleaning cycle, the machine switches back to either the maintenance level or to the energy saver mode. Your service technician can set the desired option for you.

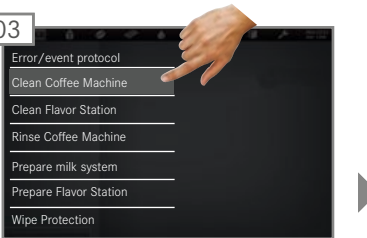
Starting automatic cleaning on the operating interface



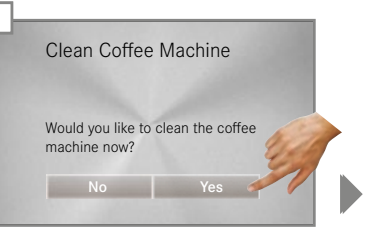
01



02



03



04

Switch to Maintenance level. Authenticate with the PIN code if necessary (default: 1111).

Select **Cleaning and maintenance**.

Select and confirm **Clean Coffee Machine**.

Press **Yes** to start the cleaning process. Follow the instructions on the operating interface and confirm with **Continue**. The machine guides you to the next step.



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

Cleaning the milk container, suction line and reversible adapter



01

Open the door.



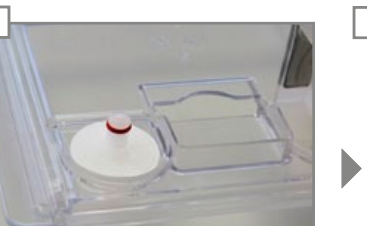
02

- Pull the milk container forwards.
- Remove the milk container from the refrigeration unit.



03

Pull the reversible adapter upwards from the suction fitting.



04

Turn the suction fitting counter-clockwise until it disengages.



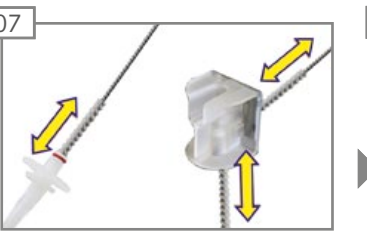
05

- Pull the suction line upwards.
- Remove the container lid.



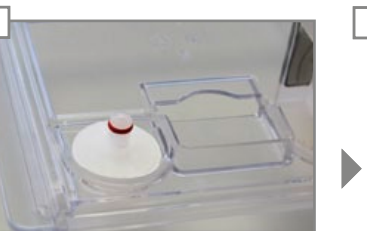
06

Clean all of the parts.



07

Also clean the suction line and reversible adapter inside with a brush.



08

Assemble parts. Make sure the suction fitting engages in place.



09

Close the door.

NOTICE

Impairment of function
Soiled accessories can have a negative affect on the function and quality of the drinks.

- Clean all parts using the 5-step method.
- All parts are dishwasher-safe.
- The number of parts may vary, depending on the configuration.

Clean the steam wand

- 01 
Fill container to approx. 5 cm with cold water and 30 ml of Clean solution.
Place under the steam wand for approx. 1 minute.
- 02 
Select Autosteam/Steam.
The steam wand is being cleaned.
- 03 
Empty the container.
Fill the container with cold water and place under the steam wand.
- 04 
Select Autosteam/Steam.
The steam wand is being rinsed.
- 05 
Empty the container
Wipe the steam wand with a cloth.

Cleaning the accessories

NOTICE

Impairment of function

Soiled accessories can have a negative affect on the function and quality of the drinks.

- Clean the accessories using the 5-step method.
- Follow these instructions for accessories.

- 01 
Clean the water tank/wastewater tank and connecting lines.
- 02 
Remove the jet regulator for hot water with the tool and descale.

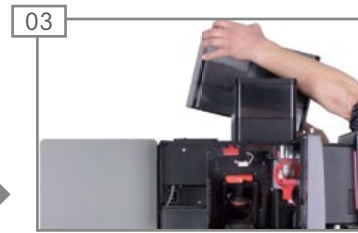
Cleaning the bean hopper and powder container



Open the door.



Pull the locking slide all the way to the front.



Lift up the bean hopper.
Empty the bean hopper.

NOTICE

Soiling, formation of mildew

The containers dry slowly and can still release moisture when they are re-fitted.

- Do not place the containers in direct contact with water.
- Only use a damp cloth for cleaning.
- Use detergent if necessary.
- Remove detergent residue.



Clean the bean hopper and rub it down with a dry cloth.



Attach the bean hopper.



Lift the powder container up.
Empty the powder container.

CAUTION

Cutting injuries/crushing

The powder container's conveyor mechanism can cause cuts or crushing injuries.

- Exercise care when cleaning the powder container.



Clean the powder container and rub it down with a dry cloth.



Pull the powder chute upwards and clean it by using the 5-step method.



Attach the powder container.



Push the locking slide all the way in.

NOTICE

Impairment of function

If the bean hopper and powder container are not locked correctly, this may impair both the function of the coffee machine and the product quality.

- Push the locking slide all the way in.

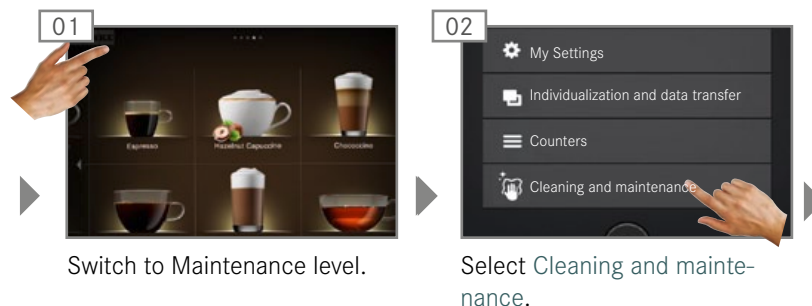


Close the door.

Rinse Coffee Machine



- Rinsing is not a substitute for daily cleaning! Rinsing is necessary to remove residue build-up in the coffee and milk systems.
- The A1000 automatically rinses after certain time intervals as well as when it is switched on or off.

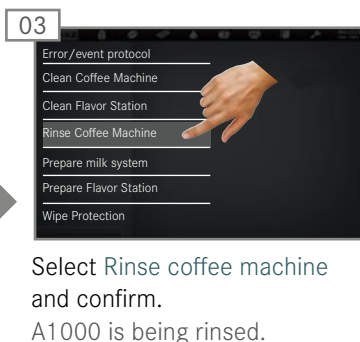


WARNING

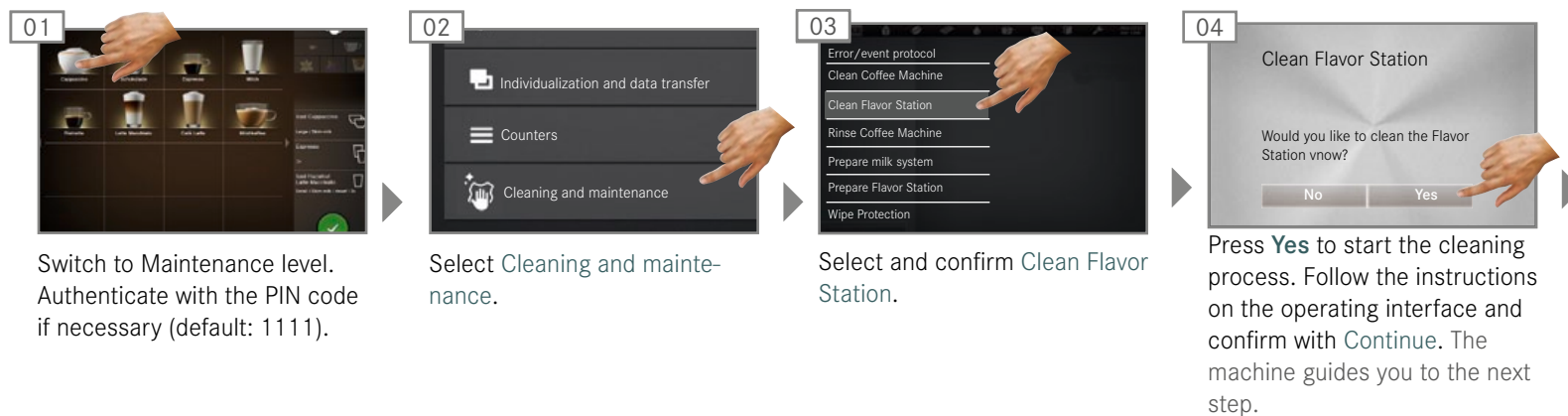
Danger of scalding!

Hot water is released during rinsing.

- Do not touch the outlets or the area beneath them.
- Do not place anything on the drip grid.

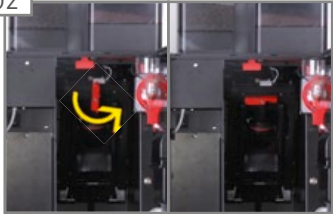
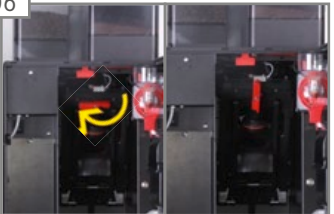


Starting cleaning of the Flavor Station

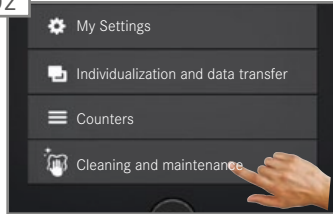
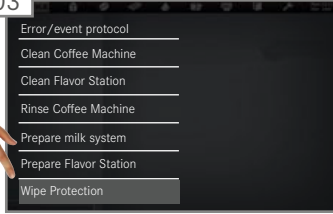
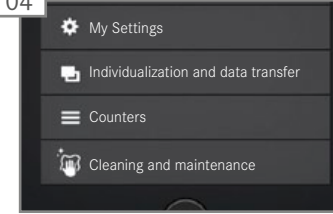


After the cleaning cycle, the machine switches back to either the maintenance level or to the energy saver mode. Your service technician can set the desired option for you.

Cleaning the brewing unit (as required)

- 01  Open the door.
- 02  Release the brewing unit lock in counterclockwise direction.
- 03  Remove the brewing unit.
- 04  Clean the brewing unit.
- 05  Insert the brewing unit.
- 06  Lock the brewing unit in clockwise direction.

Cleaning the monitor screen

- 01  Switch to Maintenance level.
- 02  Select **Cleaning and maintenance**.
- 03  Select **Wipe Protection**. The operating interface is locked for 20 seconds.
- 04  Clean the monitor screen. Maintenance level appears.



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

CONFIGURING

Your A1000 can be programmed individually – so that the coffee machine 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



- All programming menu items are shown on the following pages. Some of these menu items may not be featured on your A1000, depending on the configuration.
- Default PIN codes are assigned from 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/Access rights](#) menu.



Switch to Maintenance level.

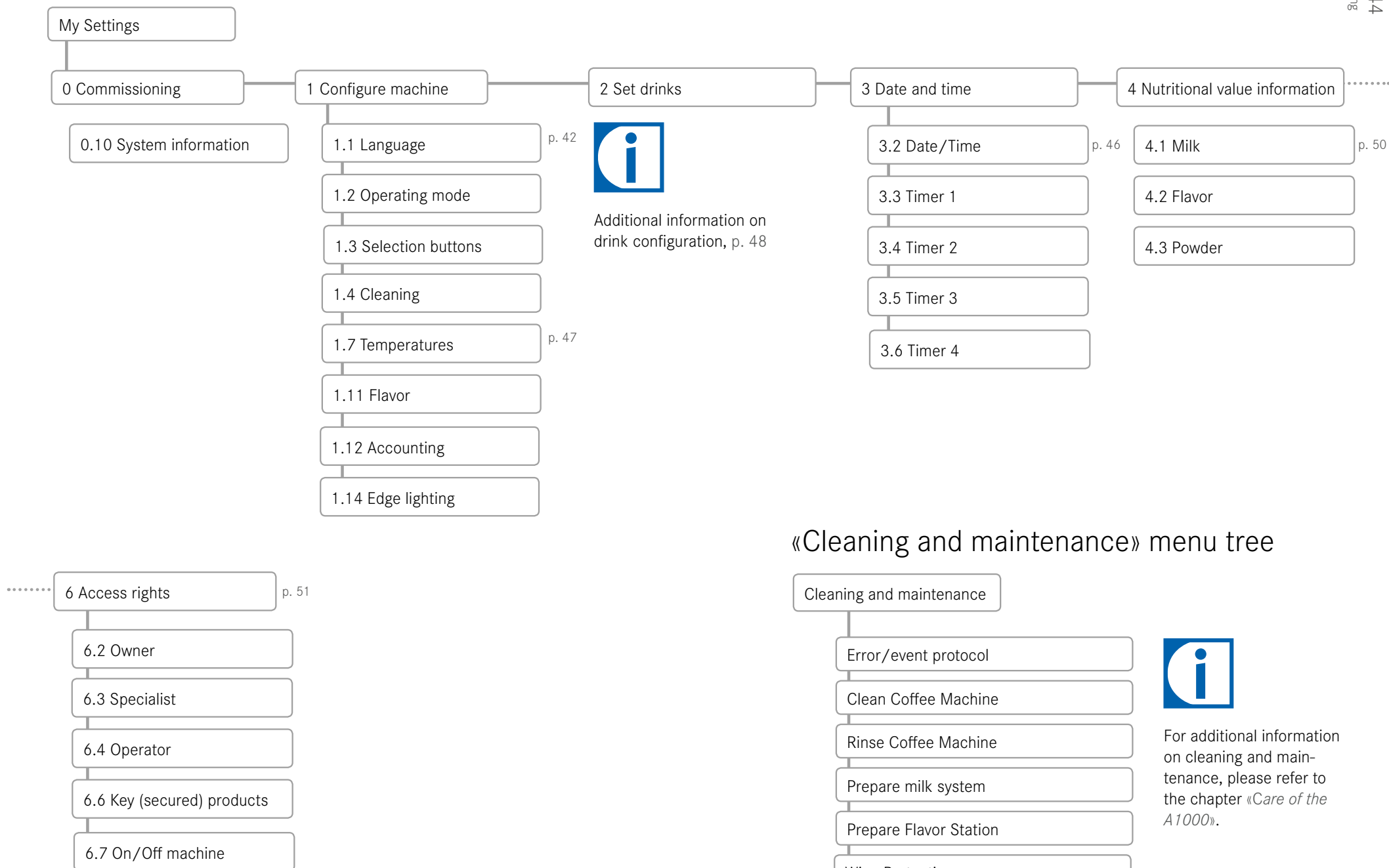
Authenticate with PIN.

Select the menu.

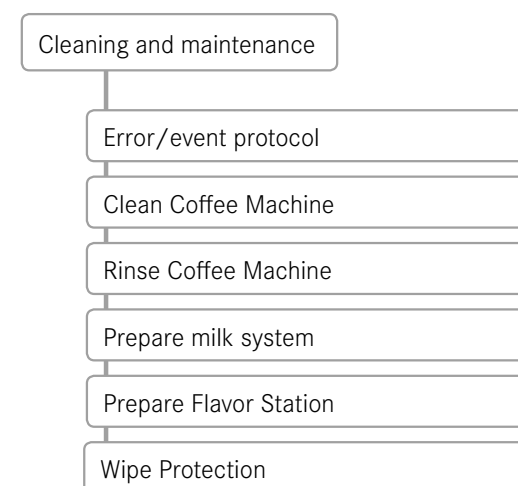


Confirm each of the changes with **Save**.

"My Settings" menu tree



«Cleaning and maintenance» menu tree



My Settings

Set machine

My Settings

1 Set Machine

1.1 Language

1.2 Operating mode

Parameters	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)

Parameters	Value range	Remarks
Operating mode: Usage scenario	- Non-self-service - Self-service	
Operating mode	- Quick Select - Inspire Me - Cash Register	- For the Self-service usage scenario, a selection can be made between Quick Select and Inspire Me - The only operating mode available in the non-self-service usage scenario is Cash Register
Products per page	- Cash Register: 4, 9, 16 - Quick Select/Inspire Me: 6, 12, 20	- Number of products displayed simultaneously - Default: 16 or 12
Adapt drinks	Yes/No	- Possibility for self-service customers to modify the selected drink in accordance with the allocation of the selection buttons - Default: No
Custom images	Yes/No	- Activate customer-specific images - For the Self-service usage scenario, Quick Select and Inspire Me operating modes - Default: No
Options: Display the cancel button	Yes/No	Display the button for canceling the product Default: No
Acoustic signal for drink preparation	Yes/No	Beeps when the product is ready
Acoustic signal for error messages	Yes/No	Beeps in a 3-second cycle if a resource is missing

Set machine (continued)

1.3 Selection buttons

<i>Parameters</i>	<i>Value range</i>	<i>Remarks</i>
Product options	• Small • Medium • Large • 2 x • Decaf • Flavor 1 - 6 • Extra Shot • Iced • Other milk type	• The maximum twelve selection buttons can be assigned with various product options in the service menu. The product options appear in the Drink Selection status • With up to eight configured selection buttons, buttons 1 - 4 are displayed on the left side; the rest on the right • If more than eight selection buttons are configured, buttons 1 - 6 are displayed on the left side and the rest of the buttons are displayed on the right side • Nine and more buttons are displayed at a reduced size
Text display	• Function • Free text • No text	• Default: Function: Labeling corresponds to the name of the selected product option. • Free text: your own labeling of the selection buttons. • No text: Labeling disabled.
Price	• Amount	• Surcharge for the option. • The total price is calculated by the machine.
PLU	• PLU No.	• PLU number for price calculation (if PLU numbers are used).

1.4 Cleaning

<i>Parameters</i>	<i>Value range</i>	<i>Remarks</i>
Process behavior: Buzzer	Yes/No	• Acoustic prompts for actions during cleaning • Default: No

Set machine (continued)

1.7 Temperatures

Parameters	Value range	Remarks
Coffee	-20 ... +20	- The temperature in the coffee boiler is preset by the service technician - The set temperature can be adjusted by percentages using the sliding controller
Hot water/ steam	-20 ... +20	- The temperature in the hot water/steam boiler is preset by the service technician - The set temperature can be adjusted by percentages using the sliding controller
Tea water	-20 ... +20	- The temperature in the hot water boiler is preset by the service technician - The set temperature can be adjusted by percentages using the sliding controller

1.11 Flavor

Parameters	Value range	Remarks
Flavor: Counting is active	Yes/No	Switching the counting of the Flavor products On/Off
Flavor 1 - 6	[list of the syrup varieties] - User-defined	- Only the Flavor types stored here will be available later for the drinks settings - If User-defined is selected, the Flavor types can be named according to preference

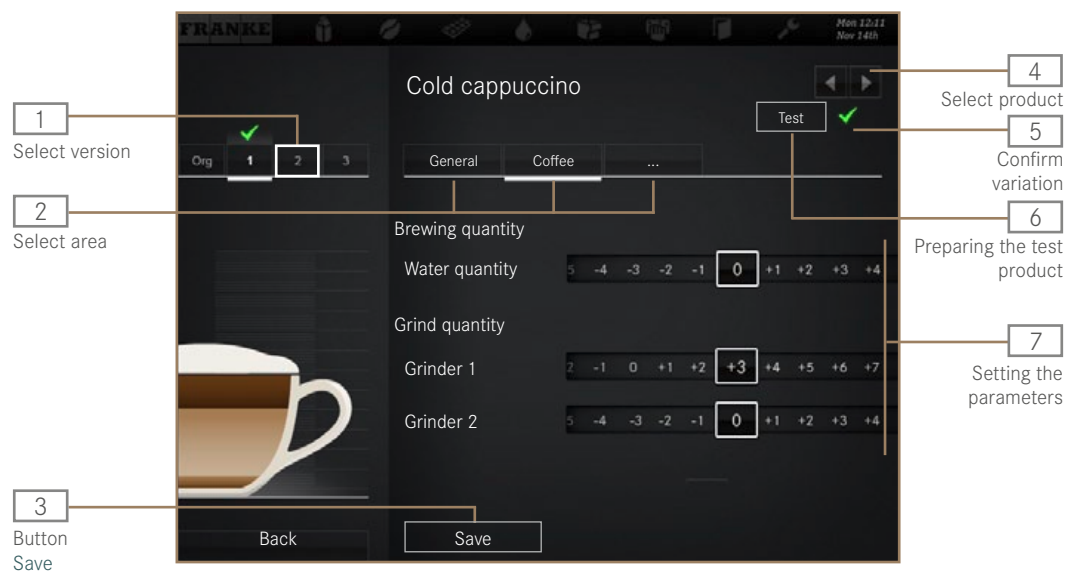
1.12 Accounting

Parameters	Value range	Remarks
Select payment type	On/Off	Switch Payment On/Off
Pay popup: Show popup	Yes/No	Activate/deactivate the display of the popup window

1.14 Edge lighting

Parameters	Value range	Remarks
Select lighting	- Off - Red, green, blue	Default: Color gradient
Error display on edge lighting	Yes/No	

Set drinks



- You can save each product in three user-specific versions. 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 "Help with problems concerning product quality" chapter, p. 63.

Task	Menu item	Information / Instruction	Number
Selecting a product		Use the selection arrows to select the product to be defined, then select the version to be edited	4, 1
Changing the product designation and product text	General	Enter the product designation and select the product text	2, 7
Determining the price (only available when payment is activated)	General	Determining PLU, prices and tokens; select the Free option	7
Adjusting the water quantity, grinders, pre-brewing and pressure amounts	Coffee	Adapting the parameters	2, 7
Adjusting the milk quantity	Milk	Adjusting the milk quantity by percentages	2, 7
Adjusting the foam quantity	Foam	Adjusting the foam quantity by percentages	2, 7
Changing the powder options	Powder	Adjusting the water quantity of 1 and 2, powder quantity of 1 and 2 by percentages	2, 7
Adding/deleting syrups	Flavor	Adjusting the syrup quantity of the various flavors by percentages	2, 7
Preparing the test product	Test	Use Test to prepare the selected product using the modified settings	6
Assigning drink variation that is to be prepared with this product selection		Select the version, then confirm with the checkmark	1, 5
Saving drink settings	Save	Use Save to save the drink configuration	3

Date and Time

3 Date and time

3.2 Date and time

<i>Parameters</i>	<i>Value range</i>	<i>Remarks</i>
Display	12 h/24 h	-
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
Minutes	0 - 59	Configure minutes
Time zone		Set time zone

3.3 - 3.6 Timer 1 - 4

<i>Parameters</i>	<i>Value range</i>	<i>Remarks</i>
Active	Mo, Tu, We, Th, Fr, Sa, Su	Activate or deactivate days by tapping
On/Off hours	0 - 23/0-11	Switch-on time (hour)
On/Off minutes	0 - 59	Switch-on time (minute)
Monday - Sunday	Yes/No	Days on which the machine will switch on automatically

4 Nutritional value information

4.1 Milk

<i>Parameters</i>	<i>Value range</i>	<i>Remarks</i>
Sugar (g)	Number	Enter value per 100 ml
Fat (%)	Number	Enter value per 100 ml
Protein (g)	Number	Enter value per 100 ml
Calories (kcal)	Number	Enter value per 100 ml
Ingredients	Yes/No	Default list of ingredients. Specify whether ingredient is contained in the selected resource.
Special allergens	Characters	Enter ingredients or allergens that are not included in the list.

4.2 Flavor

<i>Parameters</i>	<i>Value range</i>	<i>Remarks</i>
Sugar (g)	Number	Enter value per 100 ml
Fat (%)	Number	Enter value per 100 ml
Protein (g)	Number	Enter value per 100 ml
Calories (kcal)	Number	Enter value per 100 ml
Ingredients	Yes/No	Default list of ingredients. Specify whether ingredient is contained in the selected resource.
Special allergens	Characters	Enter ingredients or allergens that are not included in the list.

4.3 Powder

<i>Parameters</i>	<i>Value range</i>	<i>Remarks</i>
Sugar (g)	Number	Enter value per 100 ml
Fat (%)	Number	Enter value per 100 ml
Protein (g)	Number	Enter value per 100 ml
Calories (kcal)	Number	Enter value per 100 ml
Ingredients	Yes/No	Default list of ingredients. Specify whether ingredient is contained in the selected resource.
Special allergens	Characters	Enter ingredients or allergens that are not included in the list.

6 Access rights

6 Access rights

6.2 Owner

Parameters	Value range	Remarks
Set PIN	0 - 9	• Authorizations: Access to My Settings; call up counter values • Default PIN: 1111

6.3 Specialist

Parameters	Value range	Remarks
Set PIN	0 - 9	• Authorizations: Limited access to My Settings; call up the counter values of All products • Default PIN: 2222

6.4 Operator

Parameters	Value range	Remarks
Set PIN	0 - 9	• Authorization: Call up the counter value of All products • Default PIN: 7777

6.6 Key (secured) products

Parameters	Value range	Remarks
Set PIN	0 - 9	Authorization: Lock and unlock key (secured) products Default PIN: 8888

6.7 On/Off Machine

Parameters	Value range	Remarks
Set PIN	0 - 9	Authorization: Switch the coffee machine On/Off Default PIN: 9999

Counters

	Owner menu items	Specialist menu items	Operator menu items
Without VIP system (Standard)	4.1 Machine total	-	-
	4.2 Cycles		
	4.3 Water filter	-	-
	4.4 Grinders/dosing units		
	4.5 Cleanings	-	-
	4.6 Coffee products	-	-
	4.7 Milk products	-	-
	4.9 Water products	-	-
	4.10 Powder products	-	-
	4.11 Flavor products	-	-
	4.12 All products	4.12 All products	4.12 All products
	4.13 Maintenance	-	-
With VIP system	4.3 Water filter	-	-
	4.5 Cleanings	-	-
	4.13 Maintenance	-	-
	4.15 Product counters	4.15 Product counters	4.15 Product counters
	4.16 Total product counters	4.16 Total product counters	4.16 Total product counters
	4.17 List counters	4.17 List counters	4.17 List counters
	4.18 List counters total	4.18 List counters total	4.18 List counters total
	4.19 Sales	4.19 Sales	4.19 Sales
	4.20 Exporting	4.20 Exporting	4.20 Exporting
	4.21 Resetting	4.21 Resetting	4.21 Resetting

INDIVIDUALIZATION AND DATA TRANSFER

Your A1000 opens up versatile possibilities for individualization.
Use the advantages of the touchscreen for your sales ideas.

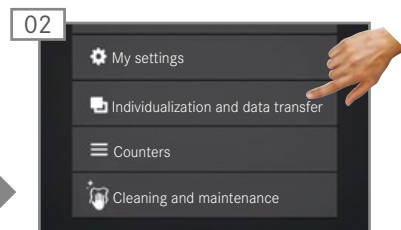
Overview



- All of the menu items of the Individualization and data transfer menu are depicted on the following pages.
- The PIN code for the Individualization and data transfer menu is identical with the PIN code for the Settings menu. The factory-set PIN code is 1111. We recommend that you note the PIN code for the Individualization and data transfer menu here:



Switch to Maintenance level.



Select Individualization and data transfer.



Confirm each of the changes
with Save.

General functions

- 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 or of the screen savers.
- Saving settings.
- Create regular backups of your A1000 to a USB stick.

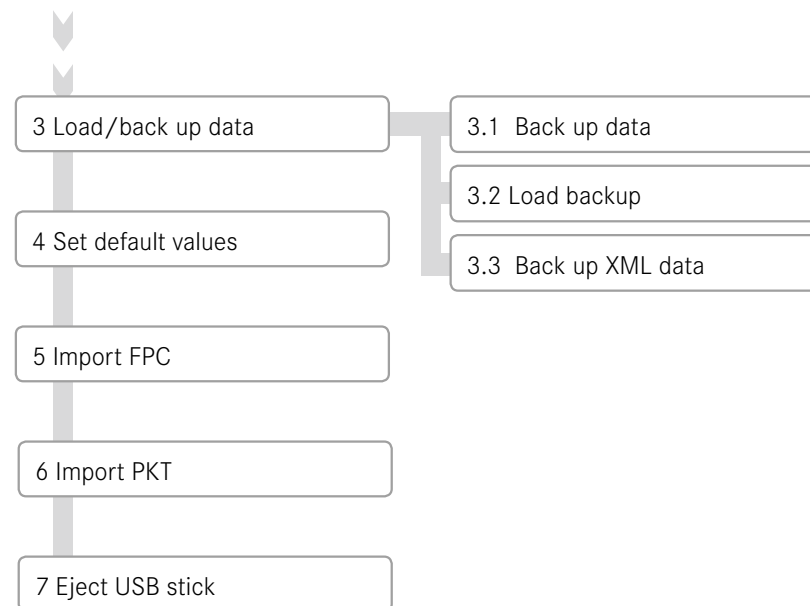
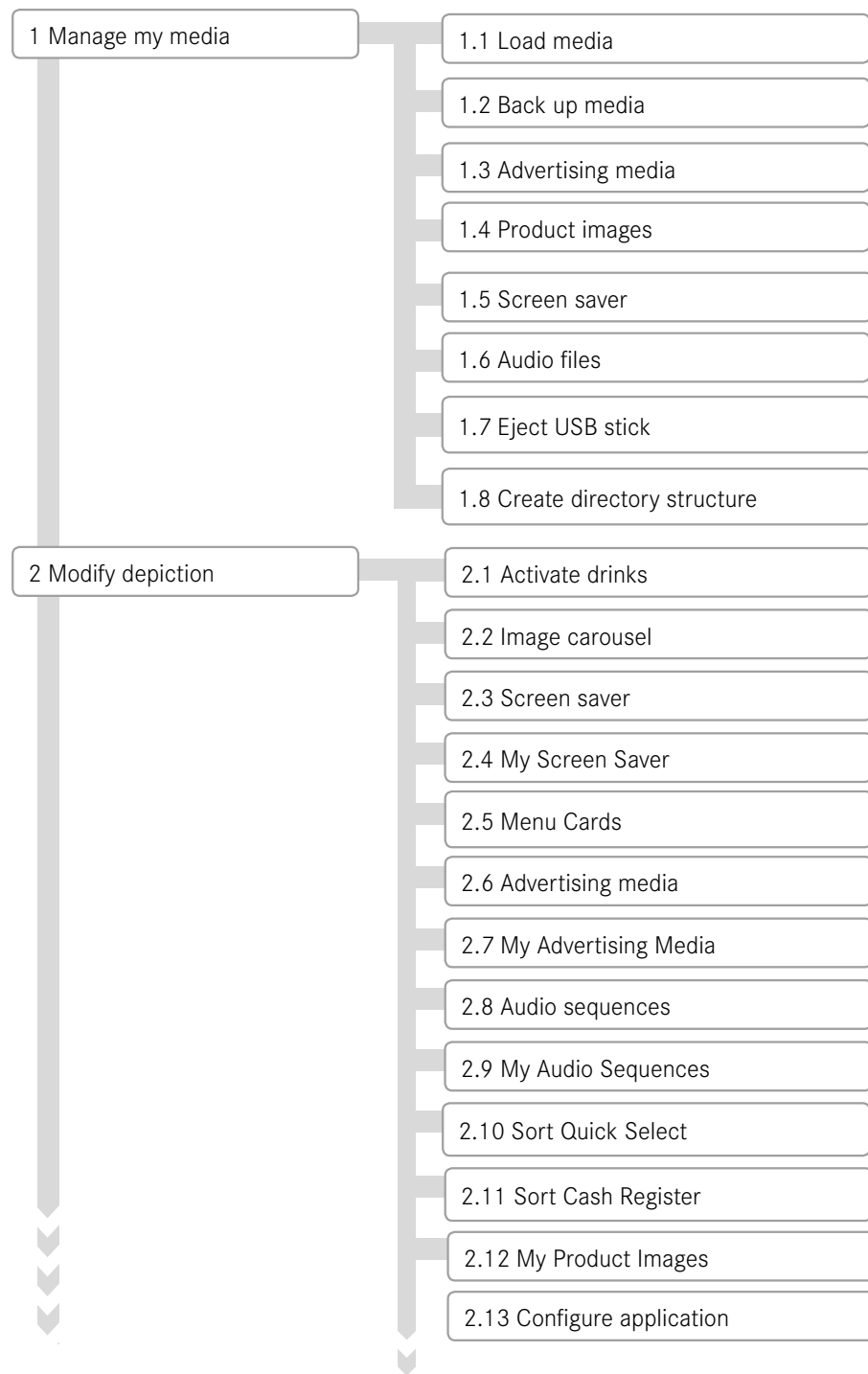
Multimedia functions

- Use image files or video files as an advertising medium.
- Use image files or video files as a screen saver.
- Use audio files as a screen saver, advertising medium or background music.

Individualization and data transfer

	Owner menu items	Specialist menu items	Operator menu items
1 Manage my media	1.1 Load media 1.2 Back up media 1.3 Advertising media 1.4 Product images 1.5 Screen saver 1.6 Audio files 1.7 Eject USB stick 1.8 Create directory structure	1.1 Load media 1.2 Back up media 1.3 Advertising media 1.4 Product images 1.5 Screen saver 1.6 Audio files 1.7 Eject USB stick 1.8 Create directory structure	-
2 Modify depiction	2.1 Activate drinks 2.2 Image carousel 2.3 Screen saver 2.4 My Screen Saver 2.5 Menu cards 2.6 Advertising media 2.7 My Advertising Media 2.8 Audio sequences 2.9 My Audio Sequences 2.10 Sort Quick Select 2.11 Sort Cash Register 2.12 My Product Images 2.13 Configure application	- - - 2.4 My Screen Saver - - 2.7 My Advertising Images - 2.9 My Audio Sequences - - - -	-
3 Load/back up data	3.1 Back up data 3.2 Back up XML data	3.1 Back up data 3.2 Back up XML data	-
4 Set default values	4 Set default values	-	-
5 Import FPC	-	-	-
6 Import PKT	-	-	-
7 Eject USB stick	-	-	-

Individualization and data transfer menu tree



- With 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.
- 7 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 available only in the Inspire Me and Quick Select operating modes.

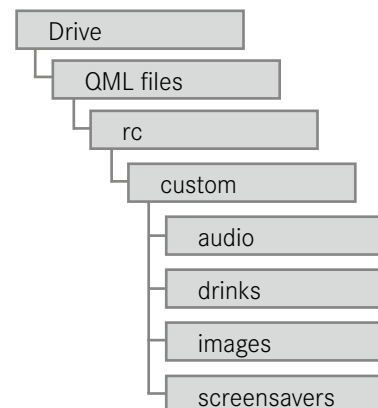
Requirements for your own media

Media	Advertising images (Advertising media)	Product images	Screen saver	Audio files	Video files (Advertising media)
Size	800 x 600 px	430 x 274 px	800 x 600 px	—	Max. 800 x 600 px (4:3) or 800 x 450 px (16:9)
Data formats	PNG with 24-bit	PNG with 24-bit and 8-bit alpha channel if necessary	PNG with 24-bit	MP3 Bit rate: max. 128 kbps Sampling frequency: max. 44.1 kHz, 16 bit (stereo) Speaker connection: 3.5 mm rca jack	AVI (Codec H263, DivX/Xvid, MPEG-4 Part 2) Bit rate: max. 200 kbps Image frequency: max. 25 fps
Storage location on USB stick	Drive:\QML-Files\rc\cus- tom\ images	Drive:\QML-Files\rc\cus- tom\ drinks	Drive:\QML-Files\rc\cus- tom\ screensavers	Drive:\QML-Files\rc\custom\ audio	Drive:\QML-Files\rc\custom\ images

Required folder structure on the USB stick

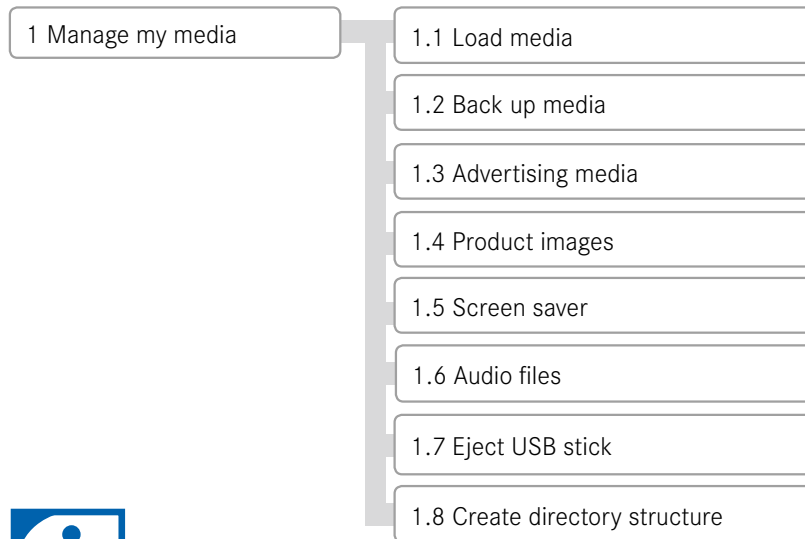


You must maintain a specific directory structure so that the A1000 can recognize your media without difficulty. Create the folder structure one time, save it and it will be quickly available. You can also generate this directory structure automatically. For this, use the menu item 1.8 [Generate directory structure](#).

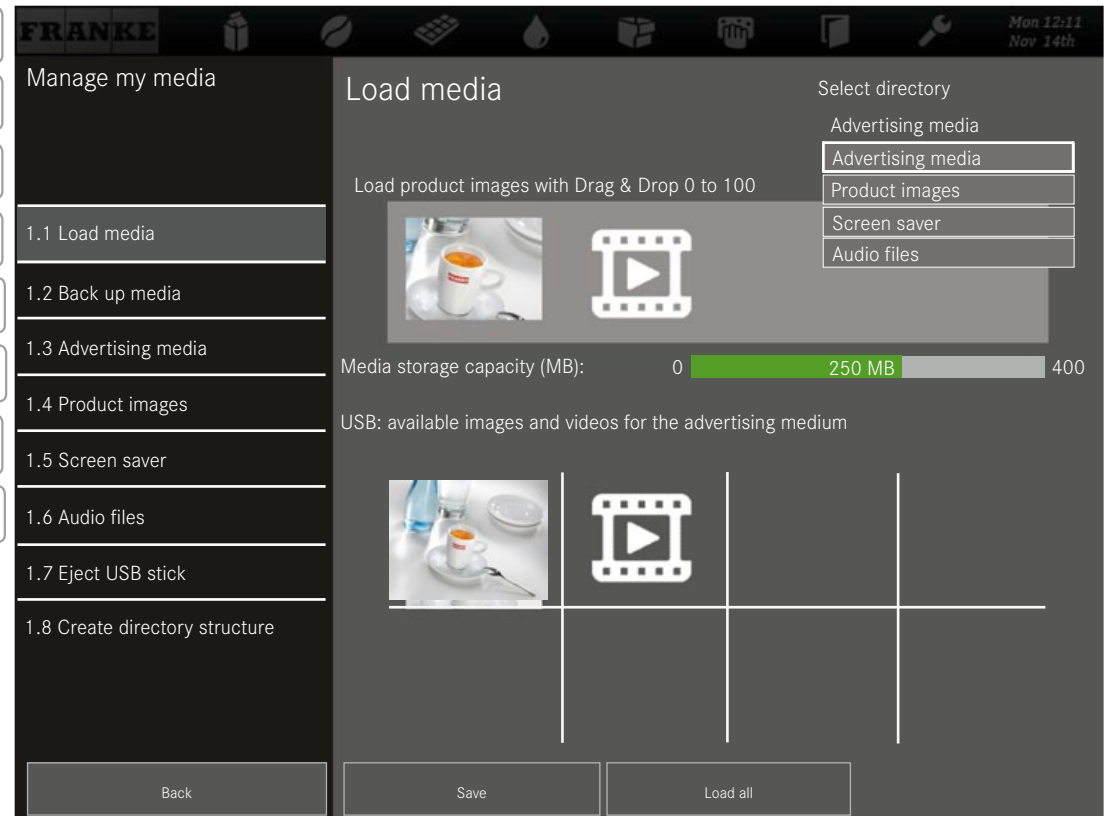


For the use of audio files and video files, please contact your Franke sales representative.

Loading or deleting your own media



- The upload process is the same for all media.
- Free space: 400 MB
- The images on the USB stick must be present in the required folder structure, have the correct data format and the correct size, see p. 56.



Desired action	Menu item	Information / Instruction
Loading media onto the machine	1.1 Load media	• Insert a USB stick with the required directory structure. • Select the media type from the Select directory drop-down menu (Advertising media Product images Screen savers Audio files). • Select the media that you wish to load onto the machine using Drag&Drop and press Save.
Backing up media from the machine	1.2 Back up media	• Insert a USB stick. • Select the media type. • Save individual media or all media onto the USB stick.
Deleting media	1.3 Advertising media 1.4 Product images 1.5 Screen saver 1.6 Audio files	• Open the desired menu. • Select the media that is no longer required and delete it by pressing the Clear button. • Drag a medium from the selection below to an existing medium above. The existing medium is replaced.

Using your own media

Configuring my screen saver



If your screen saver contains a video with a soundtrack, this video will cross-fade any audio sequence that has been set as background music.

Desired action	Menu item	Information / Instruction
Using media	2.4	Tap the medium that you wish to use in the lower section and drag it to the top.
Removing used media	2.4	Tap a medium that you no longer wish to use in the upper section and drag it to the bottom.
Viewing selection	2.4	Select Preview to check your selection.
Set wait time	2.4	Select Change time to set the wait time for the screen saver. Or Select Start screen saver immediately after a drink preparation.

Configuring your own advertising media

2 Modify depiction

2.1 Activate drinks

2.2 Image carousel

2.3 Screen saver

2.4 My Screen Saver

2.5 Menu cards

2.6 Advertising media

2.7 My Advertising Media

2.8 Audio sequences

2.9 My Audio Sequences

2.10 Sort Quick Select

2.11 Sort Cash Register

2.12 My Product Images

2.13 Configure application

FRANKE

Adapt depiction

2.1 Activate drinks

2.2 Image carousel

2.3 Screen saver

2.4 My Screen Saver

2.5 Menu cards

2.6 Advertising media

2.7 My Advertising Media

2.8 Audio sequences

2.9 My Audio Sequences

2.10 Sort Quick Select

Back

My advertising media

Change

Preview

Select images and videos with drag & drop 0 .. 50



Available advertising images and videos



Save



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

Desired action	Menu item	Information / Instruction
Using media	2.7	Tap the medium that you wish to use in the lower section and drag it to the top.
Removing used media	2.7	Tap a medium that you no longer wish to use in the upper section and drag it to the bottom.
Viewing selection	2.7	Select Preview to check your selection.
Activate advertising media	2.7	Select Change to activate the selected advertising media.

Configuring your own audio sequences

2 Modify depiction

2.1 Activate drinks

2.2 Image carousel

2.3 Screen saver

2.4 My Screen Saver

2.5 Menu cards

2.6 Advertising media

2.7 My Advertising Media

2.8 Audio sequences

2.9 My Audio Sequences

2.10 Sort Quick Select

2.11 Sort Cash Register

2.12 My Product Images

2.13 Configure application



- The activated advertising media can be switched on for each drink by selecting **My Settings > Set Drinks**.
- If your screen saver contains a video with a soundtrack, this video will cross-fade any audio sequence that has been set as background music.

Desired action	Menu item	Information / Instruction
Using media	2.9	• Select what you want to use the media for from the drop-down menu (Screen savers Advertising media Background). • Tap the medium that you wish to use in the lower section and drag it to the top.
Removing used media	2.9	Tap a medium that you no longer wish to use in the upper section and drag it to the bottom.
Activating audio sequences	2.9	Select Activate to activate the selected audio files.

Assigning my product images

2 Modify depiction

2.1 Activate drinks

2.2 Image carousel

2.3 Screen saver

2.4 My Screen Saver

2.5 Menu cards

2.6 Advertising media

2.7 My Advertising Media

2.8 Audio sequences

2.9 My Audio Sequences

2.10 Sort Quick Select

2.11 Sort Cash Register

2.12 My Product Images

2.13 Configure application

FRANKE

Adapt depiction

2.3 Screen saver

2.4 My Screen Saver

2.5 Menu cards

2.6 Advertising media

2.7 My Advertising Media

2.8 Audio sequences

2.9 My Audio Sequences

2.10 Sort Quick Select

2.11 Sort Cash Register

2.12 My Product Images

Back

2.10 My Product Images

Preview

Remove image

Load images using Drag & Drop 2 to 20

Café Crème

Espresso

Café Latte

Espresso macchiato

Chococcino

Fruit Milk

Flavor

Cappuccino

Milk foam

Milk Berry



- An image must be assigned to each available product.
- The images can be activated through the menu item *My Settings > Set Machine > Operation 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 image	2.12	Tap the image and press Select image .
Remove image	2.12	Tap the image and press Remove image .

Displaying languages and configuring nutritional values

2 Modify depiction

2.1 Activate drinks

2.2 Image carousel

2.3 Screen saver

2.4 My Screen Saver

2.5 Menu cards

2.6 Advertising media

2.7 My Advertising Media

2.8 Audio sequences

2.9 My Audio Sequences

2.10 Sort Quick Select

2.11 Sort Cash Register

2.12 My Product Images

2.13 Configure application

Adapt depiction

Configure application

2.4 My Screen Saver

2.5 Menu cards

2.6 Advertising media

2.7 My Advertising Media

2.8 Audio sequences

2.9 My Audio Sequences

2.10 Sort Quick Select

2.11 Sort Cash Register

2.12 My Product Images

2.13 Configure application

Version: 01.90

Default language: de-DE

Language settings

Switching language ☒

Timeout for switching language s

Language 1

Language 2

Language 3

Language 4

Language 5

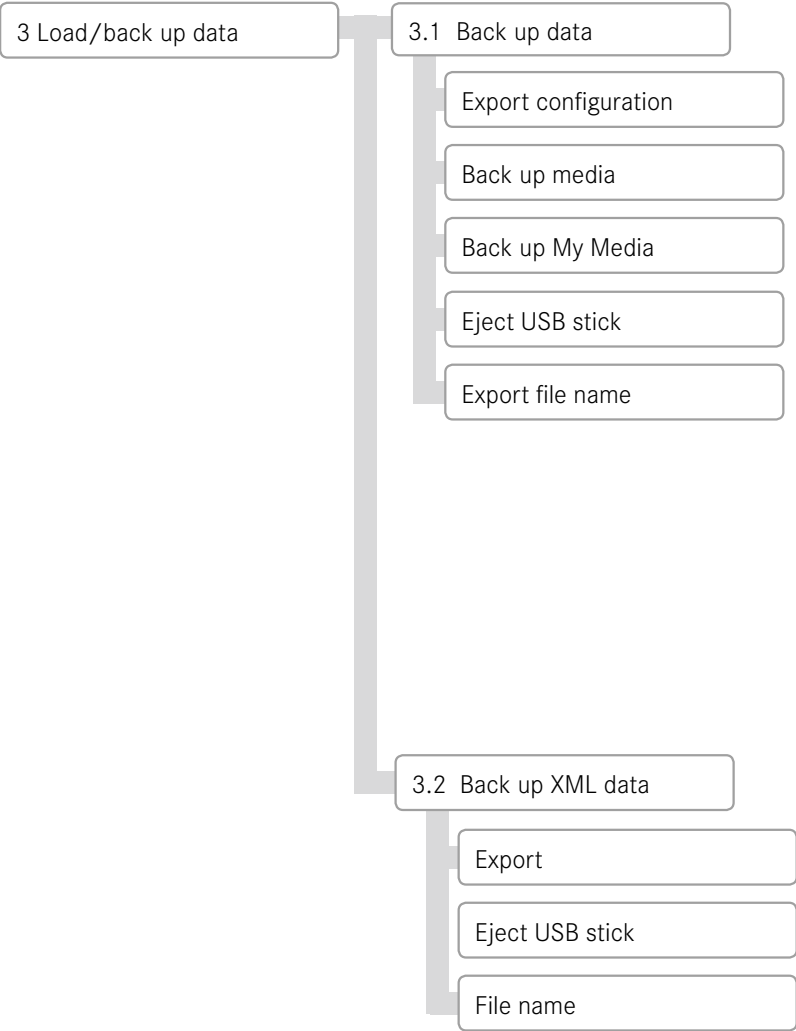
Language 6

Nutritional value settings

Display nutritional value information ☒

Desired action	Menu item	Information / Instruction
Switching languages	2.13	• Activate language switching • Select languages to be displayed
Setting the wait time for language switching	2.13	Set the Timeout until the system switches back to the default language.
Display nutritional value information	2.13	Activate the display of nutritional value information

Load/back up data



Load/back up data

Backing up data

3.1 Back up data	Configuration	Export
3.3 Back up XML files	Back up media	Yes
	Back up My Media	Yes
	Eject USB stick	Yes
	Export file name (.FCS4059 cfg)	FCS4059_FoamMaster_00000_20160927

Desired action	Menu item	Information / Instruction
Exporting a configuration and media	3.1	- Export configuration - Back up Franke media - Back up your own media - Eject USB stick

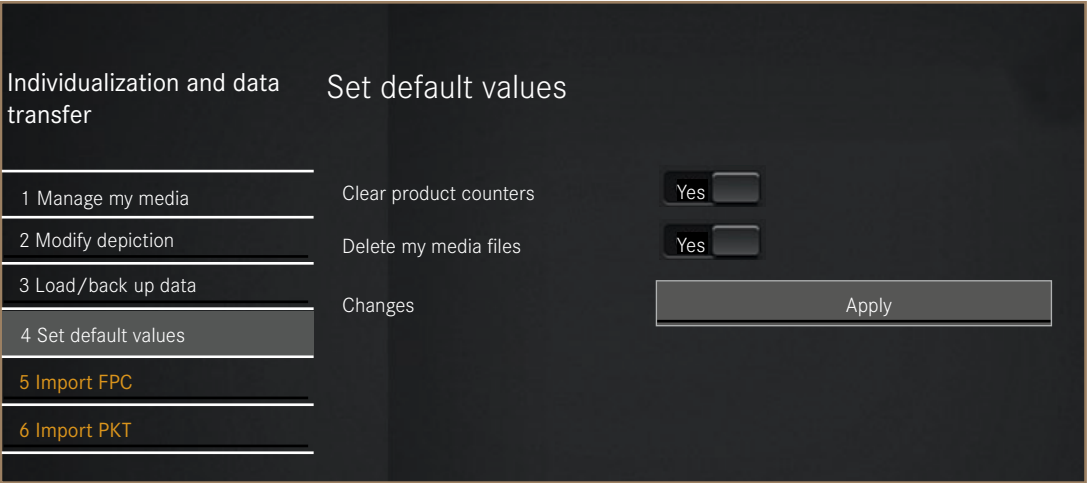
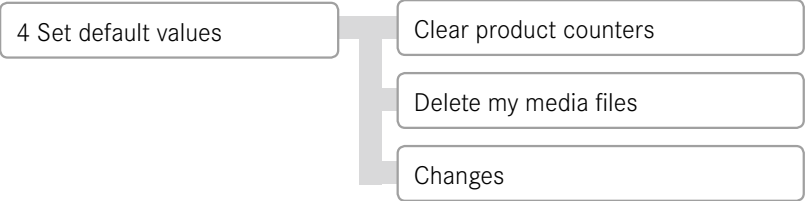
Load/back up data

Back up XML data

3.1 Back up data	Export	Export
3.3 Back up XML data	Eject USB stick	Yes
	File name (.FCS4059 cfg)	FCS4059_FoamMaster_00000_20160927

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

Restoring default values



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

DECOMMISSIONING AND DISPOSAL

Do you want to shut down your coffee machine for longer periods or dispose of it?
Benefit from our service.

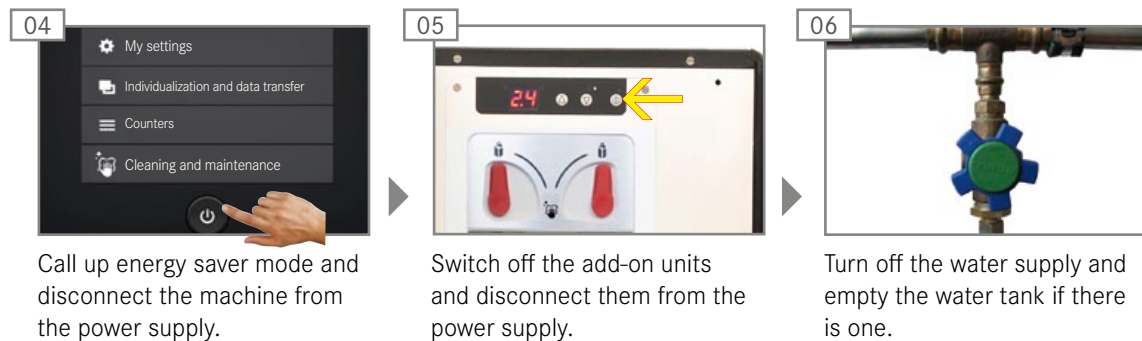
Decommissioning

For all you decommissioning needs



For a temporary decommissioning of up to 3 weeks – continue with Step 04.
For a longer or a permanent decommissioning – see notes on the next page.

Temporary decommissioning (up to 3 weeks)



Long-term decommissioning and storage

NOTICE

Ensure functional capability!

Contact the FRANKE Service team for proper decommissioning and storage.

Have your coffee machine drained by your service technician and observe the storage conditions:

Storage temperatures: -10°C to 50°C

Humidity: max. 80%

If you plan to start using your machine again later, taking advantage of our service is essential.

The coffee machine must be maintained, installed and cleaned prior to drink preparation.

Proper coffee machine functioning cannot otherwise be ensured.

Disposal

Disposing of consumable materials

- Beans, powder and coffee grounds can be composted.
- The information enclosed with the detergent applies for the disposal of unused cleaning tablets, Clean solution and descaler.

Disposing of the coffee machine and add-on units



The A800 coffee machine is in compliance with the European Directive 2012/19/EU regarding waste electrical and electronic equipment (WEEE) and may not be disposed of with domestic refuse.

The tetrafluorethane (R134a) coolant used for the refrigeration unit requires no special means of disposal.



Dispose of electronic parts separately.



Dispose of plastic parts in accordance with their labels.



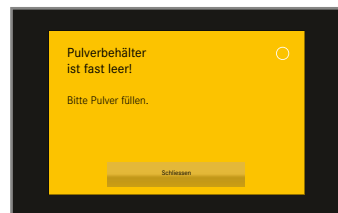
Two people are required for transporting the coffee machine.

TROUBLESHOOTING

Help is available from your machine in the event of problems. Events and information are displayed on the monitor screen. If you are still unable to resolve the problem despite your best efforts, please contact our Service department.

Elimination of machine errors

Non-self-service mode



An error is displayed using a symbol highlighted with a color in non-self-service mode.

A message with instructions.



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

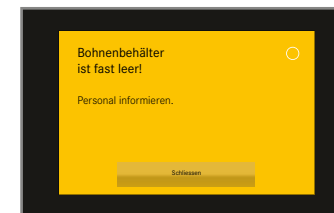
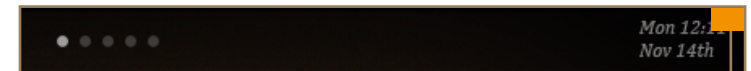


The machine must be restarted in the event of serious errors. To restart the machine, switch it off with the main switch, then switch it on again after one minute.

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.

Self-service mode



An error is displayed using a colored corner in self-service mode.

A Message with instructions for your customer.

Color code for error messages



Temporary interruption



System still fully functional.



System has limited functionality.



Some or all resources are locked.

Help with problems concerning product quality

	Possible causes	Possible solutions
Coffee tastes stale	Grind too coarse	Select a finer grind (see <i>p. 23</i>)
	Too little coffee	Increase amount of coffee
	Temperature too low	Increase temperature
	Coffee is too old	Use fresh coffee
	Bean hopper not locked correctly	Check bean hopper locking mechanism (see <i>p. 23</i>)
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 cleaning solution	Rinse the machine
	Dirty cup	Check dishwasher
	Water (chlorine, hardness etc.)	Have water quality checked
Coffee tastes bitter	Temperature too high	Lower the coffee temperature
	Grind too fine	Select a coarser grind (see <i>p. 23</i>)
	Coffee quantity too low	Increase 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
	Grind too coarse	Select a finer grind (see <i>p. 23</i>)
Consistency of powder products	Viscous	Use less powder, use more water
	Watery	Use more powder, use less water
	Powder clumping or moist	Clean and dry the powder system
Taste of powder products	Too sweet	Use less powder, use more water
	Not sweet enough	Use more powder, use less water
	Strange taste	Clean the powder system

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