FM800

Original Operating Instructions

Read the operating instructions and the chapter
on safety information before operating the machine.
Keep the operating instructions near the machine.

COFFEE
SYSTEMS

FRANKE

Dear Customer,

Congratulations on your purchase of an FM800 coffee machine. Thank you for your confidence in us.

The FM800 is a powerful and space-saving coffee machine that adapts to your needs perfectly. The FM800 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 will bring you many happy customers.

Sincerely, FRANKE Kaffeemaschinen AG

Table of contents

Explanation of symbols 3
- Symbols used in the Operating instructions 3
- Symbols used in the software 4
- Depiction of error messages 4
- Color code for error messages 4

For your safety 5
- Proper use 5
- General safety concerns when using the FM800 6

Scope of delivery and identification 8
- Scope of delivery 8
- Identification 9

Description of the machine 10
- Coffee machine FM800. 10
- Add-on units 11
- The operating interface. 12
- Overview of operating modes. 13

Installation and technical data 15

Commissioning 18
- Initial commissioning of the FM800. 18
- Daily commissioning of the FM800 18

Filling and emptying 19
- Beans and powder. 19
- Milk 21
- Syrups (optional) 23

Preparing drinks 24
- Preparing drinks with Quick Select 24
- Preparing drinks with Cash Register 25
- Preparing drinks with Inspire Me 26
- Product with ground coffee -- Example: Quick Select. 27
- Steam dispenser (Autosteam) -- Example: Quick Select 28

Care of the FM800. 29
- Introduction to the automatic cleaning 29
- Rinsing the FM800 manually 31
- Cleaning the monitor screen 31
- Maintenance plan 32

Configuring 33
- Introduction to programming 33
- My settings 34
- Individualization and data transfer 37
- Cleaning and maintenance. 43
- Counters 44

Decommissioning and disposal 45
- Shut-down. 45
- Disposal 46

Troubleshooting 47
- Overview of machine errors 47
- Help with machine errors 48
- Help with problems concerning product quality 48

Index 49

Explanation of symbols

So that you can get the most out of your FM800, 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 used in 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.

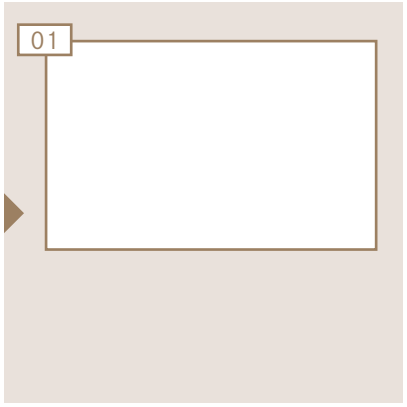
NOTE

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

Cleaning the add-on unit or individual components.

This symbol indicates tips, shortcuts and additional information.

Describes and illustrates a 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

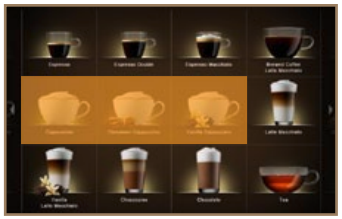
Navigation

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

Symbols on the dashboard (non-self-service mode)

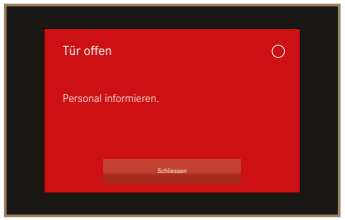
Symbol	Designation	Description
FRANKE	Franke	Switch between Maintenance level and Product level.
	Milk	Milk container is empty or not installed correctly.
	Coffee bean	Bean hopper is empty or not installed correctly.
	Hot chocolate	Powder container is empty or not installed correctly.
	Drop	Flavour Station is not available or must be cleaned.
	Grounds container	Grounds container must be emptied.
	Cleaning and maintenance	Maintenance must be performed on the machine.
	Grounds door	Grounds door is open.
	Screw wrench	Service technician must be contacted.

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.

System not functioning.

If a symbol is illuminated on the dashboard, then tipping on the symbol will cause additional information and instructions to be displayed.
If an error occurs, you will find help in the "Troubleshooting" chapter.

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

FM800

The FM800 is a coffee machine for use in food service, offices and similar environments. It is designed to process whole coffee beans, powder suitable for automatic devices and fresh milk.

Your coffee machine is designed exclusively for preparing coffee drinks, powder drinks and hot water in accordance with these instructions and the technical data.

Refrigeration unit

A refrigeration unit is part of your FM800. It is to be used only to cool milk in conjunction with preparing coffee drinks with a FM800 coffee machine.

Only use pre-cooled milk (2 - 5 °C or 36 - 41 °F). Only use FRANKE cleaning solution. 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.

Flavour Station (optional)

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

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

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 FM800

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.
- The FM800 is intended for use by trained personnel. Each operator of the FM800 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.
- 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.
- Have the machine serviced at regular intervals. Regular maintenance will ensure the safe operation and high performance of your FM800.
- If the machines are sold or transferred to a third party, give the operating instructions to the next user.
- The configuration of your coffee machine may differ from that shown in the instructions. Please refer to your purchase agreement. Additional accessories may be obtained directly from your retailer or from FRANKE Kaffeemaschinen AG in Aarburg, Switzerland.
- 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.

If the power supply cable to this machine is damaged, it must be replaced by a suitable power supply cable.

- Only a qualified Service technician should replace the power supply cable.
- Ensure that the machine and power supply cable are not near any hot surfaces such as gas or electric stoves or ovens.
- Ensure that the power supply cable is not pinched and does not rub against sharp edges. The machine contains electrically conductive parts. Opening the machines can pose risk of death.
- 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 your 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.

- Only open the machine when 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 put anything 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.

Danger 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 its way into drinks.

- Clean the coffee machine and add-on units at least once a day.
- Read the chapter "Care of the FM800"

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).

NOTES

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

- Take care to ensure that powder and beans are filled into the correct containers. Observe the machine equipment.

Scope of delivery and identification

The FM800 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 delivery.

Scope of delivery

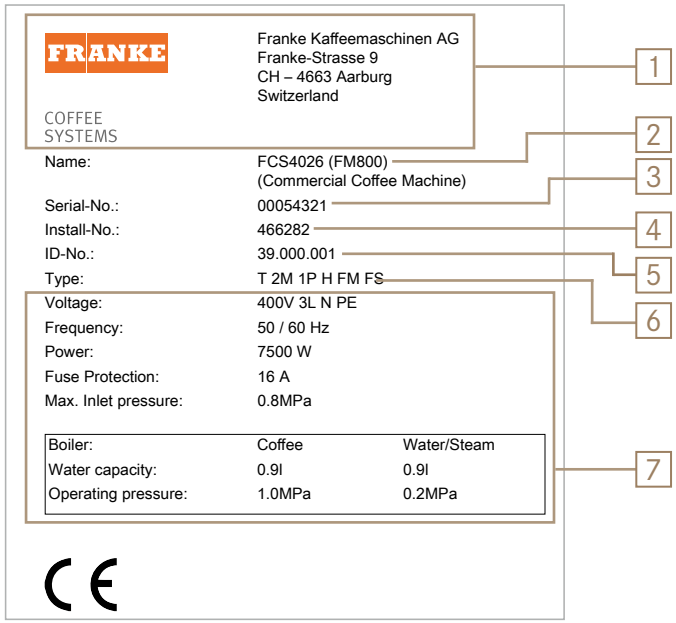
Basic version of FM800 with refrigeration unit, left

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

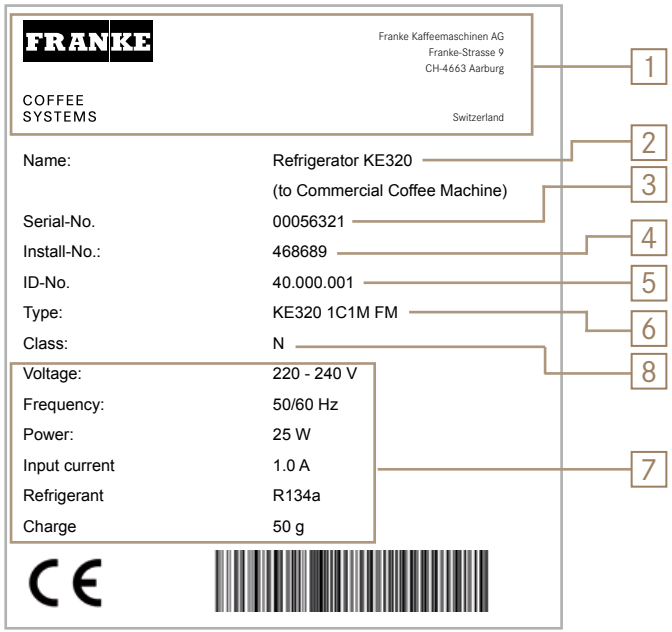
Item	Designation	Item no.
	Cleaning tablets (25 pcs.)	BK328399
	Cleaning solution	1L301219
	Cleaning brushes	1L301376
	Cleaning brush	1L301160
	Microfiber cloth	1H325974
	Key for door Key for dosing unit (optional)	1L196255 1P315206
	Cleaning container	1H327369
	USB stick FM800 (4GB)	1H329064
	Operating instructions	1H328880

Identification

Type plate (example)



Type plate KE (example for the add-on units)



1. Manufacturer
2. Product name
3. Serial number / Machine number
4. Install number
5. Apparatus number
6. Type (for type key, see below)
7. Technical data
8. Climate zone

Position of type plate

Type key

Type key	Component
FM800	Machine name
T	Touch operator panel
2M	Number of grinders (max. 3)
1P	Number of powder containers (2P: Double powder dosing unit)
H	Hot water
FM	Warm and cold milk foam, warm and cold milk
TW	Cup warmer (optional)
D	Steam wand
AS	Autosteam
FS	Flavour Station

Description of machine

You have chosen enjoyment of every single coffee with the FM800. In this section you will learn more about the functions and options of your coffee machine and where the controls are located.

Coffee machine FM800

Introduction

The 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.

Capacities in accordance with DIN 18873-2

Specialty	Hourly capacity Cups/h (double dispensing)
Espresso	162 (232)
Café crème	115 (151)
Cappuccino	161 (232)
Hot chocolate (powder)	156
Hot water (200 ml)	168

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 FM800 to make sure the milk stays fresh.

On/Off switch
(behind the door)

Cup warmer (optional)

To enjoy coffee at its best, you need pre-heated cups. The cup warmer fits perfectly on your FM800.

On/Off switch

Flavour Station (optional)

Our Flavour Station is available to you as an option for unusual creations. You can use the Flavour Station to extend your offerings with up to three different flavors.

On/Off switch (on the inside of the rear panel)

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

FRANKE switches between Maintenance level and Product level.

Scroll forwards/backwards. Alternatively, you can also stroke the screen to the right or to the left with your finger.

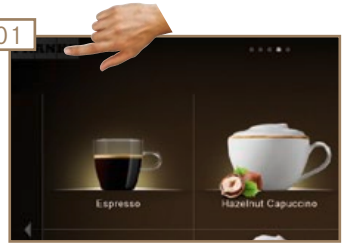
Navigating

To select an option, tip on the respective field.

To scroll, stroke the operating interface.

Switching to Energy saver mode?

01



Switch to Maintenance level.

02

Select ⏻ button and confirm.

To exit Energy saver mode, tip 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. Column with the possible options, the production status and the waiting list

Individual modifications:

- Display: 2x2, 3x3 or 4x4 products per page

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 adjust it in the second step, insofar as product options are activated.

Structure of the operating interface:

- Level 1: Product selection
- Level 2: Drink Selection status, select product options, start preparation (if activated)

Individual modifications:

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

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: Menu cards with prefiltered selection
- Level 2: Product selection
- Level 3: Drink Selection status

Cash Register

Product selection

Quick Select

Product selection

Inspire Me

Menu cards

Product selection

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 setting.
- You can activate Credit Mode in the My Settings menu under 1 Configure machine , 1.5 Accounting. Select Activate accounting.

The suitable operating mode is dependent on the utilization of your coffee machine, your product range and the preferences of your customers.
Your Service technician will be happy to help you set the appropriate operating mode.

Installation and technical data

Your FM800 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 prerequisites 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 (GFCI).
- Each terminal of the power supply must be able to be interrupted by a switch.
- The water connection must have a shut-off cock with a check valve and filter and must meet the requirements of the technical data. (Only when being used with a water connection)
- If your coffee machine has an electrical connection other than the one described in the table opposite, you will have received additional information regarding the installation with your order confirmation.
- The water connection to your coffee machine must be accomplished with 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 put it into operation for the first time. The technician will walk you through the basic functions.

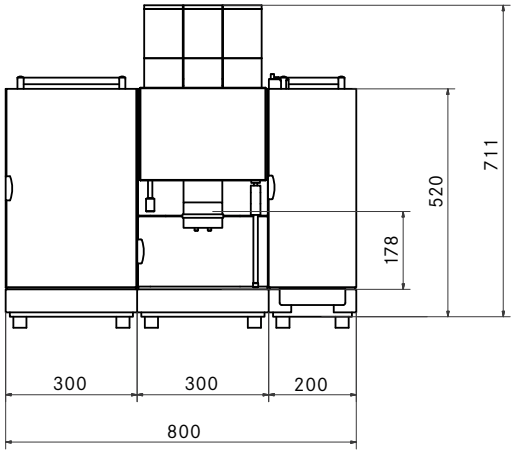
FM800 technical data

Bean hopper	1.2 kg per grinder
Powder container	1 kg per container 2 x 0.5 kg (optional double powder dosing unit)
Grounds container	45 cakes (optional: coffee ground chute)
Boiler volume	Coffee 0.9 liters at 2.5 kW Hot water or steam 0.9 liters at 2.5kW
Thermoblock	2 kW
Electrical connection	400 V 3L N PE 7.5 kW 50/60 Hz Fuse: 16 A
	220 – 240 V 1L N PE 4.5 kW – 5.4 kW 50/60 Hz Fuse: 30 A (locked)
	200 – 240 V 3L PE 3.6 kW – 5.4 kW 50/60 Hz Fuse: 30 A (locked)
Noise emission	< 70 dB (A)
Weight	Approx. 55 kg
Cold water connection (optional)	G 3/8" outside thread
Water pressure	80 – 800 kPa (0.8 – 8.0 bar)
Shut-off cock	With check valve and filter
Water hardness	Max. 70 mg CaO/1 l water (7 dH, 13 °fH)
Ideal pH value	7
Funnel	d = 50mm (2") with siphon
Drain pipe	dmin = 1"
Ambient conditions	Humidity: max. 80% Ambient temperature: 5 - 35 ° C
Energy loss per day*	FM800 with KE300: 1.98kWh

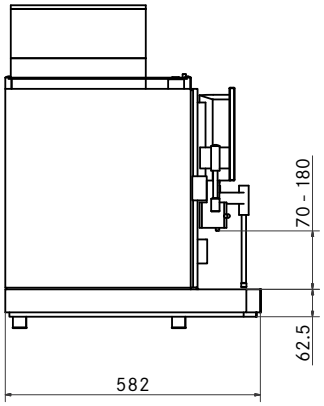
* as per DIN 18873-2

Dimensions of the FM800

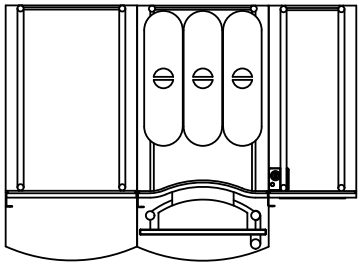
Front view



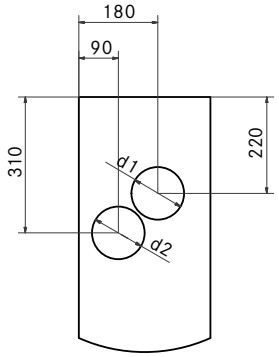
Side view



Top view



Cross-section from above (Buffet feed-through)

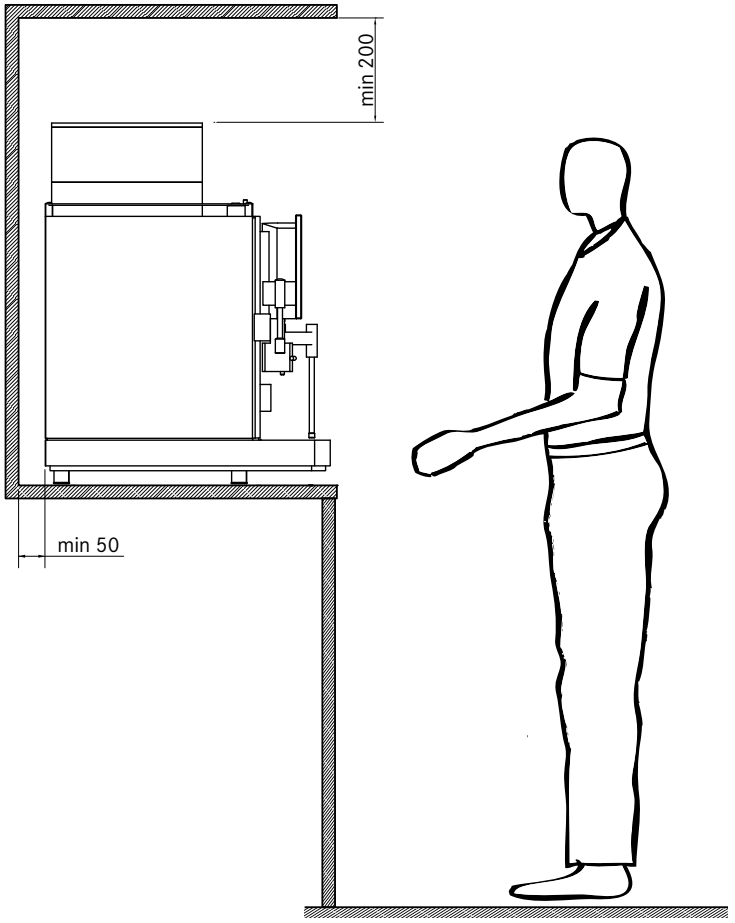


d1	Hole for cables and feed lines	120 mm
d2	Hole for coffee ground chute	120 mm

Adjustable feet (optional)

40 mm	520 mm + 40 mm = 560 mm
70 mm	520 mm + 70 mm = 590 mm
100 mm	520 mm + 100 mm = 620 mm

Installation dimensions of the FM800



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.

Distance to the wall must be at least 50 mm. Clearance above the machine must be at least 200 mm.

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

If optional add-on units are installed, up to an additional 300 mm may be required per add-on unit.

Observe the connection requirements of the add-on units.

Technical data for the refrigeration unit (optional)

Milk container	10 liters or 2 x 4.5 liters
Electrical connection	200–240 V 1L N PE 100 W 50/60 Hz Fuse: 10 A
Electrical cable	2000 mm
Ambient conditions	Humidity: max. 80%
	Ambient temperature: 5 – 32 °C
Weight	Approx. 24 kg
Width	300 mm
Depth	580 mm
Height	545 mm

Technical data for the cup warmer (optional)

Capacity	Up to 120 cups (depending on cup size)
Electrical connection	200–240 V 1L N PE 300 W 50/60 Hz Fuse: 10 A
Electrical cable	2000 mm
Weight	17 kg
Width	300 mm
Depth	580 mm
Height	545 mm

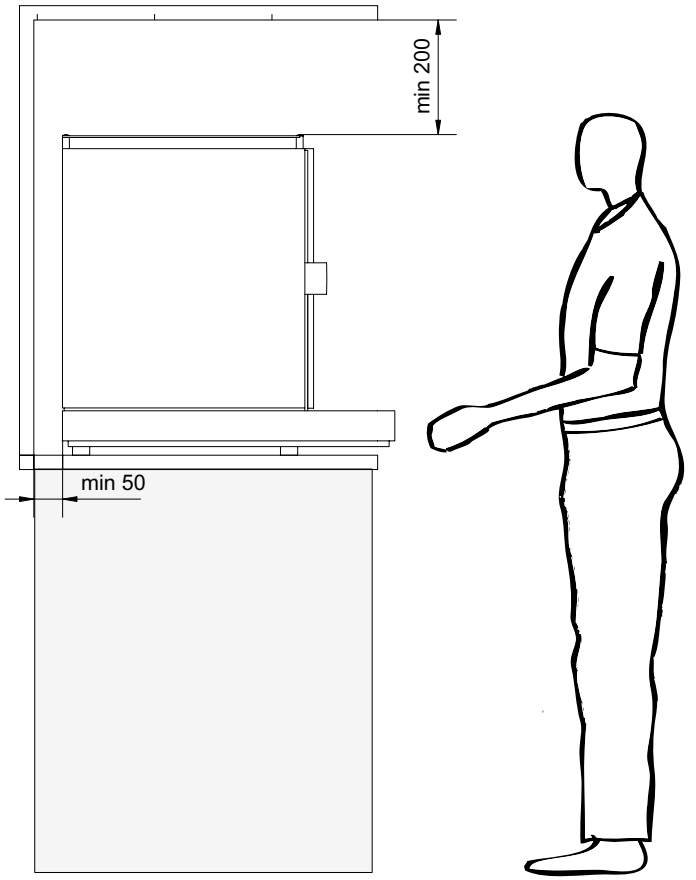
Technical data for the Flavour Station (optional)

Capacity	Up to 3 varieties of syrup
Electrical connection	100–240 V 1L N PE 75 W 50/60 Hz Fuse: 10 A
Electrical cable	2000 mm
Weight	20.4 kg
Width	200 mm
Depth	456mm
Height	553 mm

Adjustable feet (optional)

40 mm	520 mm + 40 mm = 560 mm
70 mm	520 mm + 70 mm = 590 mm
100 mm	520 mm + 100 mm = 620 mm

Add-on unit installation dimensions



Place the add-on units in line with the machine and at eye level.

Distance to the wall must be at least 50 mm. Clearance above the machine must be at least 200 mm.

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

If optional add-on units are installed, up to an additional 300 mm may be required per add-on unit.

Commissioning

In this chapter you will learn how to start up your FM800 coffee machine for the first time.

Initial commissioning of the FM800

Your Service technician will put your coffee machine in operation for the first time and instruct you in its operation.
Any recommissioning that may be necessary will by undertaken by your Service technician.

Daily commissioning of the FM800

⚠ WARNING

Risk of scalding!
The machine releases hot water and hot steam.
Do not touch the machine below the outlets or the outlets themselves.

01

Tip on the operating interface.

02

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

Add coffee beans, suitable powder for automatic machines, milk and syrup if necessary.

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.

Beans and powder

Filling the coffee bean and powder containers

⚠ 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

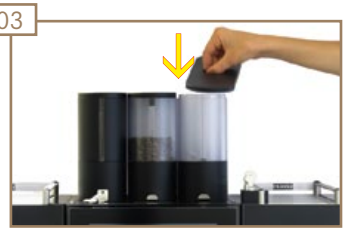
Raise lid.

Fill suitable powder for automatic machines in the powder dosing unit and coffee beans in the coffee bean hopper.

02

Fill coffee beans or powder, depending on the machine equipment.

03



Attach lid.

Emptying the bean hopper

01

Pull the safety slider forward until it stops.

02

Lift the coffee bean hopper straight up.

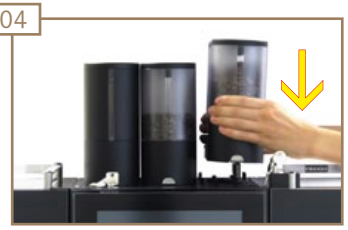
NOTE

The quality of the coffee may be impaired!
Dry the bean hopper well after cleaning it. There must not be any residue from cleaning agents.

03

Empty, clean and dry the bean hopper.

04



Replace the bean hopper. Slide the safety pusher back until it stops.

Emptying the powder container

NOTE

Powder may escape!
Always transport the powder container closed in an upright position.

01

Slide the powder container forward about 1 cm.

02

Lift the powder container straight up.

⚠ CAUTION

Risk of injury!
The screw conveyor of the powder container can cause cuts and crushing injuries.
Exercise care when cleaning the powder container.

03

Empty, clean and dry the powder container.

04

Attach powder container and push it back until it engages.

Emptying the grounds container

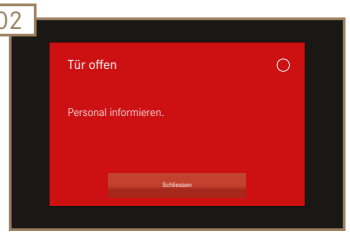
NOTE

Formation of mildew due to coffee residue!
Empty and clean the grounds container at least once daily.

01

Open the grounds container 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

Replace the grounds container and close the grounds container door.

Milk

Filling the refrigeration unit

NOTE

The quality of the milk may be impaired!
Only use pre-cooled milk
Only touch the intake hose after sanitizing hands or wear disposable gloves.

01

Open door if necessary.
Press the release button and open the refrigeration unit.

02

Take out the intake hose and pull away the milk container to the front.

03

Fill milk.

04

Slide the milk container back until it stops.

05

Make sure that the refrigeration unit is switched on.
Close the refrigeration unit.

Preparing milk system

The milk system is prepared semi-automatically after a cleaning or a filling procedure. Please observe the instructions in the event messages.
Access to the event messages is through the dashboard and requires no login.

Emptying the refrigeration unit

NOTE

The refrigeration unit may not be used to store milk!
Remove the milk when the refrigeration unit is not in use.

01

If necessary, unlock the door, press the release button and open the refrigeration unit.

02

Take out the intake hose and pull away the milk container to the front.

03

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

⚠ CAUTION

Health risks due to spoiled milk!
If the machine is not cleaned regularly, milk residue may accumulate in the machine, clog the dispensers or find its way into drinks.
Clean the refrigeration unit and the milk system at least once a day using the automatic cleaning program.

04

Clean the milk container and the refrigeration unit.

05

Insert milk container and guide the intake hose through the opening in the cover.

06

Switch the refrigeration unit off 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 Flavour Station

01

Press the release button and open the Flavour Station.

When you assign a new syrup type to a pump, do not forget to update the list with the new assignment in the "My settings" menu under "1.11 Flavour".

02

Place syrups in the Flavour Station and insert all hoses.

03

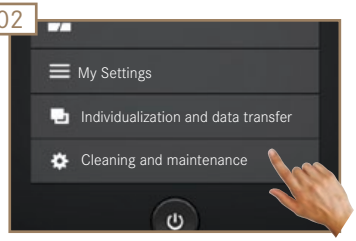
Switch on the Flavour Station. Close the Flavour Station.

Prepare syrup system

01

Switch to Maintenance level.

02



Select Cleaning and maintenance.

03

Select Prepare syrup system.

04

Select and confirm Starting.

05

Syrup type is being prepared.
Observe instructions on the operating interface.
When used with several types, repeat steps 4 and 5.

Emptying the Flavour Station

01

Press the release button and open the Flavour Station.

02

Remove the hose from the bottle and remove the bottle.

03

Clean the syrup system.

04

Switch the Flavour Station off if no longer required.
Close the Flavour Station.

Preparing drinks

You chose the FM800 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 drinks with Quick Select

01

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

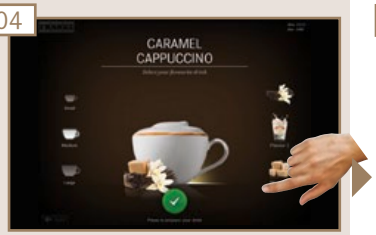
02

Select product.

03

The Drink Selection product preview appears.
Select product options.

04



Start preparation with the green button.

05

The outlet moves down.
Preparation begins.
Product selection appears.
Product is ready.

Preparing drinks with Cash Register

When you prepare several products one after the other, 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.

01

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

02

Select product options.

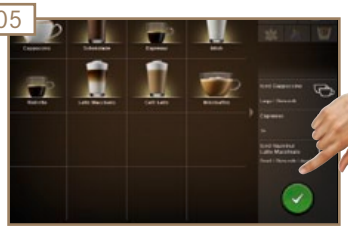
03

Select product.
Preparation begins.

04

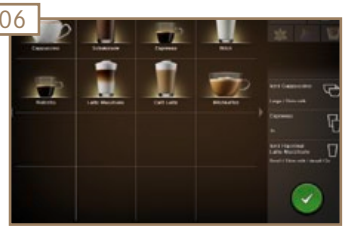
Add more products to the waiting list as needed.

05



Start preparation of each of the products in the waiting list by pressing the green button.
The outlet moves down.
Next preparation begins.

06



Product selection appears.
All products are ready.

Preparing drinks with Inspire Me

01

Place an appropriate cup or glass under the outlet.

02

Scroll through the menu cards.

03

Tip on the desired menu card with your finger.
Drinks overview appears.

⚠ 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.

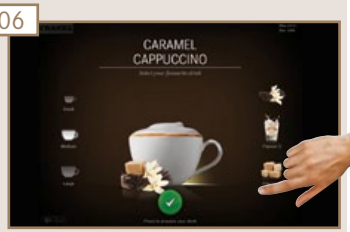
04

Select product.

05

The Drink Selection product preview appears.
Select product options.

06



Start preparation with the green button.

07

The outlet moves down.
Preparation begins.
Menu cards appear.
Product is ready.

Product with ground coffee –– Example: Quick Select

01

Place an appropriate cup or glass under the outlet.

02

Open powder lid.

03

Select product.

04

Select product options.

05

Add powder.
Close the powder lid.

⚠ 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

Start preparation with the green button.
The outlet moves down.
Preparation begins.

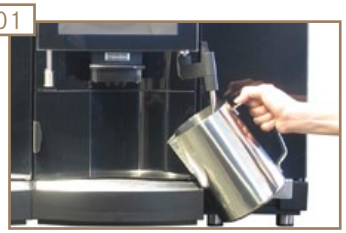
07

Product overview appears.
Product is ready.

Steam dispenser (Autosteam) –– 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.

02

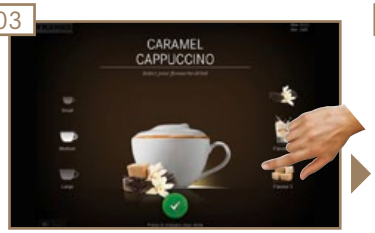
Select Autosteam.

⚠ 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 preparation takes place for as long as necessary for your drink to reach the specified temperature.

03

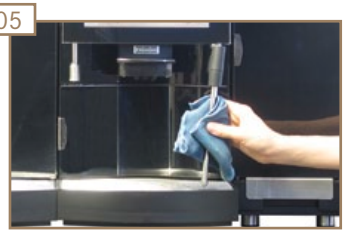


Start preparation with the green button.
Preparation begins.

04

The drink has reached the specified temperature.
The drinks overview appears.

05



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

Care of the FM800

Even a coffee machine like the FM800 must be cared for. To ensure high-quality flavor, the FM800 must be cleaned at least once a day and serviced at regular intervals.

Introduction to the automatic 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
- Brush set
- Cleaning container
- Cleaning solution

5-step method for removable parts

I

Remove coarse dirt with a brush.

II

Soak the parts in water with a mild detergent.

III

Wash the parts.

IV

Rinse the parts thoroughly.

V

Dry the parts.

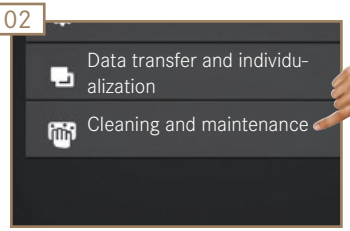
This is how you start the automatic cleaning

01

Switch to Maintenance level. Authenticate with the PIN code if necessary.

The factory-set PIN code is 1111.

02

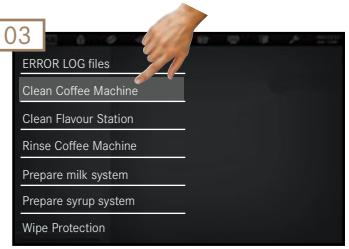


Select Cleaning and maintenance.

⚠ WARNING

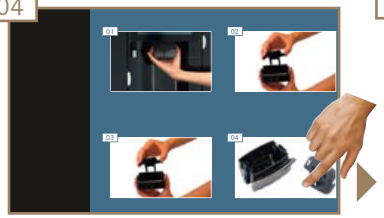
Danger of scalding!
During cleaning, hot water and steam are released repeatedly. Do not touch the machine below the outlets or the outlets themselves.

03



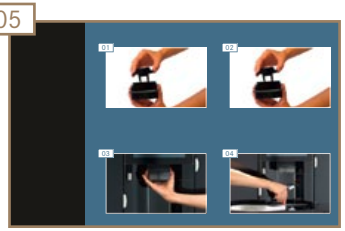
Select and confirm Clean Coffee Machine/Clean Flavour Station.

04



Follow the instructions on the operating interface and confirm with Continue.

05



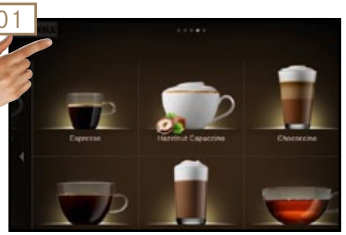
The machine guides you to the next step.

The machine can either switch back to the Maintenance level or go into energy saver mode. Your Service technician can set this option for you.

Rinsing the FM800 manually

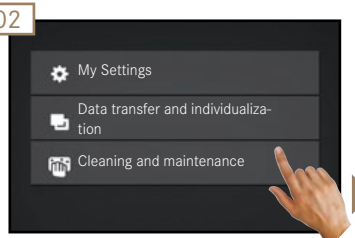
- Rinsing is no substitute for daily cleaning! Rinsing is necessary to remove residue build-up in the coffee and milk systems!
- The FM800 automatically rinses after certain time intervals, as well as when it is switched on or off.
- The machine should be rinsed before initial use and when not in use for extended periods (more than 2 days).

01



Switch to Maintenance level.

02

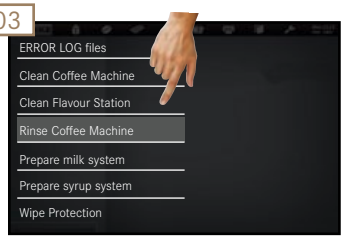


Select Cleaning and maintenance.

⚠ WARNING

Danger of scalding!
Hot water is released during cleaning.
Do not touch the machine below the outlets or the outlets themselves.
Do not place anything on the drip grid.

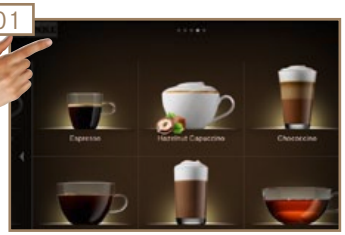
03



Select and confirm Rinse Coffee Machine.
FM800 is being rinsed.

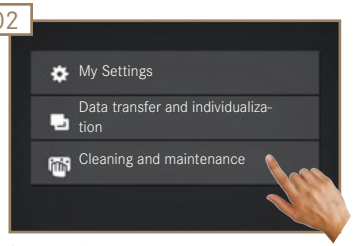
Cleaning the monitor screen

01



Switch to Maintenance level.

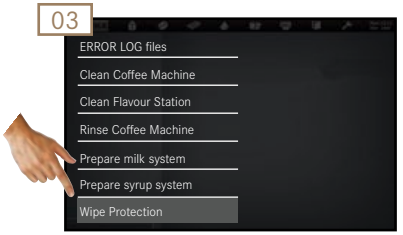
02



Select Cleaning and maintenance.

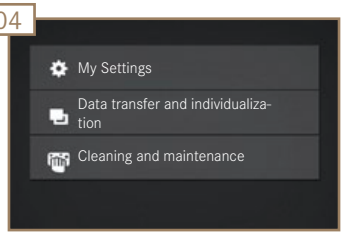
You cannot cancel the blocking of the operating interface. The blocking lasts 20 seconds.

03



Select Wipe Protection.
The operating interface is blocked for 20 seconds.

04



Clean the monitor screen.
Service level appears.

Maintenance plan

Frequency	Task	Information
Daily	Clean the FM800	See page 30
Daily	Rinse the FM800	See page 31
Weekly	Clean the coffee bean hopper	See page 20
Weekly	Clean the powder container	See page 20
Every six months, every 40,000 products or as necessary	Maintenance by Service technician	Contact a Service technician.

Configuration

Your FM800 is individually programmable – 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 feature on your FM800, depending on the configuration.
- Default PIN codes are assigned ex-works:

	Owner	Specialist	Operator
Default PIN	1111	3333	4444
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.

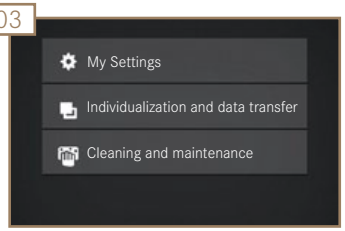
01

Switch to Maintenance level.

02

Authenticate with PIN.

03



Select menu.

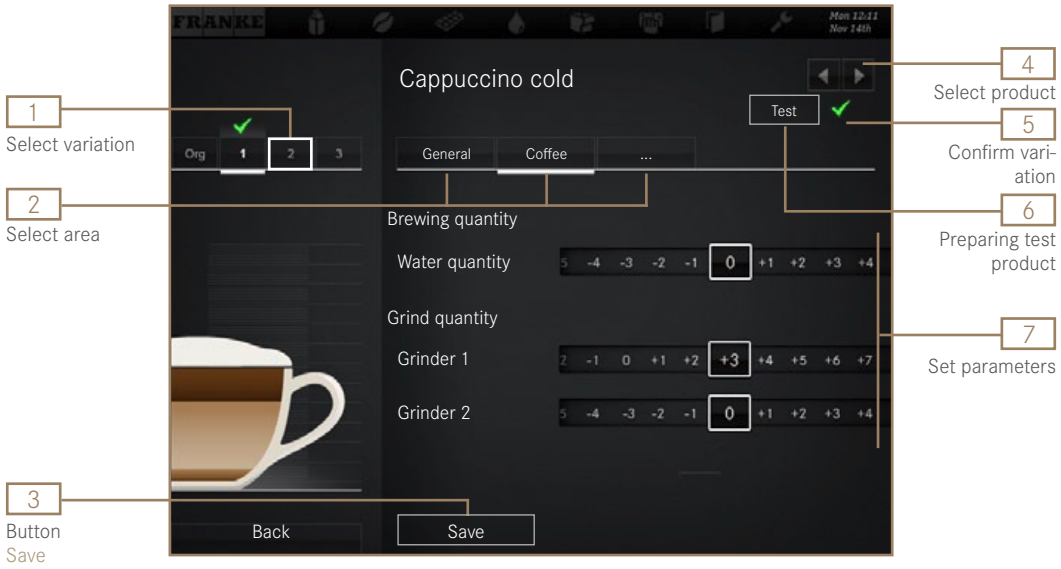
Confirm each of the changes with Save.

My Settings

	Owner menu items	Specialist menu items	Operator menu items
1 Set Machine	1.1 Language	1.1 Language	-
	1.2 Operation Mode	1.2 Operation Mode	-
	1.4 Cleaning	-	-
	1.7 Temperatures	-	-
	1.11 Flavour	-	-
	1.12 Accounting	-	-
	1.14 Edge lighting	-	-
2. Set Drinks	Set drinks	-	-
3 Date and Time	3.2 Date/Time	3.2 Date/Time	-
	3.3 Timer 1	3.3 Timer 1	-
	3.4 Timer 2	3.4 Timer 2	-
	3.5 Timer 3	3.5 Timer 3	-
	3.6 Timer 4	3.6 Timer 4	-
6 Access rights	6.2 Settings	-	-
	6.3 Specialist	6.3 Specialist	-
	6.5 Maintenance	6.5 Maintenance	-
	6.6 Key (secured) Products	-	-
	6.7 On/Off Machine	-	-

Desired action	Menu item	Information
Selecting the language	1.1 Language	Select language from the list.
Activating other operating mode	1.2 Operation Mode	Select utilization scenario and configure operating mode.
Changing number of products per page	1.2 Operation Mode	Change Products per page
Switching button tones On/Off	1.2 Operation Mode	Confirm with Yes/No
Shutting down buzzer while cleaning	1.4 Cleaning	Switch buzzer On/Off.
Changing basic temperature	1.7 Temperatures	Change the temperature by percentage, starting from the configured value
Changing syrup type	1.11 Flavour	Select type from list.
Activating accounting	1.12 Accounting	Confirm with On/Off
Changing the color of the machine edges	1.14 Edge lighting	Select color or option
Selecting between 12/24 h display	3.2 Date/Time	Selection
Setting the date and time	3.2 Date/Time	Set Day, Month, Year, Hour and Minute
Setting change day for Standard/ Daylight Savings time	3.2 Date/Time	Set the change day with Select
Setting change time for Standard/ Daylight Savings time	3.2 Date/Time	Set changeover time in minutes after midnight
Setting timers	3.3 to 3.6	Activate timer with On/Off Set the switch-on and switch-off times Set active days of the week
Changing the Pin code	6. Access rights	Select the text field and enter the new PIN code

Setting drinks



- You can save each product in three user-specific variations. The original cannot be changed.
- Only parameters that are relevant for the product are displayed.
- The percentage specifications are always based on the preset value.
- Tips for configuring the parameters can be found in the chapter "Help with problems concerning product quality".

Desired action	Menu item	Information / Instruction	Reference number
Selecting a product		Use the selection arrows to select the product to be defined, then select the variation to be edited	4, 1
Changing the product designation and product text	General	Enter product designation and select product text	2, 7
Determining price (available only when Accounting is activated)	General	Determine PLU, prices and token, select Free-of-charge option	7
Adjusting water quantity, grinders, pre-inject quantity and pressure	Coffee	Adjust parameters	2, 7
Adjusting milk quantity	Milk	Adjust milk quantity by percentage	2, 7
Adjusting foam quantity	Milk foam	Adjust foam quantity by percentage	2, 7
Changing powder options	Powder	Adjust Water quantity 1 and 2, Powder quantity 1 and 2 by percentage	2, 7
Adding, removing syrups	Flavour	Adjust the syrup quantity of the various flavors by percentage	2, 7
Preparing 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 variation, then confirm with the checkmark	1, 5
Saving drink settings	Save	Use Save to save the drink configuration	3

Individualization and data transfer

	Owner menu items	Specialist menu items	Operator menu items
1 Managing images	1.1 Load images	1.1 Load images	-
	1.2 Save images	1.2 Save images	-
	1.3 Advertising images	1.3 Advertising images	-
	1.4 Product images	1.4 Product images	-
	1.5 Screen saver	1.5 Screen saver	-
	1.6 Eject USB stick	1.6 Eject USB stick	-
	1.7 Create directory structure	1.7 Create directory structure	-
2 Modifying depiction	2.1 Activate Drinks	-	-
	2.2 Image carousel	-	-
	2.3 Screen saver	-	-
	2.4 My Screen Saver	2.4 My Screen Saver	-
	2.5 Menu Cards	-	-
	2.6 Advertising images	-	-
	2.7 My Advertising Images	2.7 My Advertising Images	-
	2.8 Sort Quick Select	-	-
	2.9 Sort Cash Register	-	-
	2.10 My Product Images	-	-
3 Backing up/loading data	3.1 Backing up data	3.1 Backing up data	-
4 Importing FPC	4 Import FPC	4 Import FPC	-
5 Ejecting USB stick	5 Eject USB stick	5 Eject USB stick	-

You can load and view your own image objects in the Individualization and data transfer menu. Furthermore, you can save your settings.
Use either the available Franke images or your own images for drinks, screen savers or as advertising images.
Configure the behavior of the various operation modes or of the screen saver.
Create backups of your FM800 on a regular basis. Simply insert a USB stick and start the process. Fast, simple and secure.

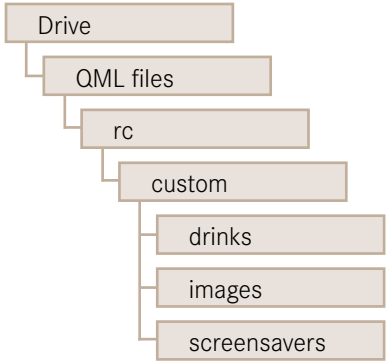
4 Import FPC becomes useful when a USB stick with a valid Franke product catalog is connected. At the present time, this is still reserved for Service technicians.
5 Eject USB stick logs off connected USB sticks. If a USB stick is logged on, the menu item will appear in green, otherwise orange.

Requirements of my image material

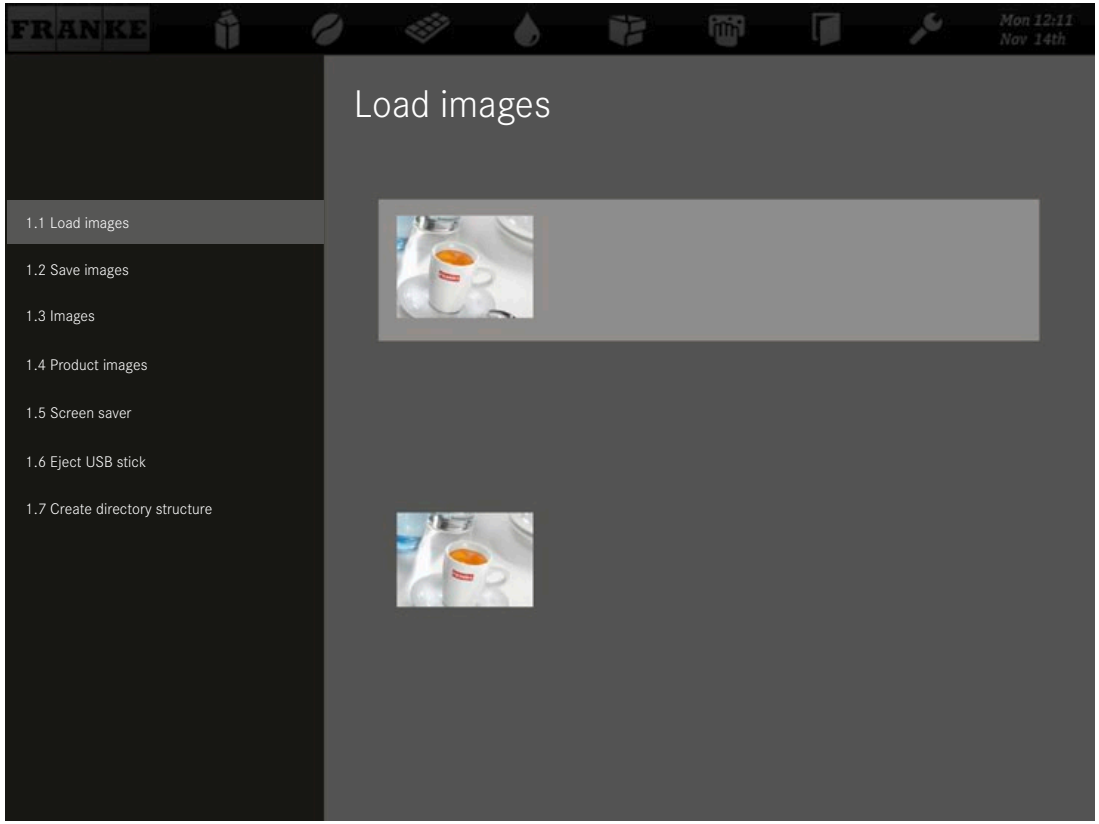
	Advertising images	Screen saver	Drink images
Image size (width x height)	800 x 600 px	800 x 600 px	430 x 274 px
Data format	PNG with 24 bit	PNG with 24 bit	PNG with 24 bit and 8 bit alpha channel as required
Orientation	—	—	Centered on vertical axis
Memory folder on USB stick	Drive:\QML-Files\rc\custom\images	Drive:\QML-Files\rc\custom\screensavers	Drive:\QML-Files\rc\custom\drinks

Necessary folder structure on the USB stick

You must adhere to a specific directory structure so that the FM800 can recognize your images without difficulty.
Create the folder structure once, save it and it will be quickly available.
You can also generate this directory structure automatically. For this, use the menu item "1.7 Generate directory structure".



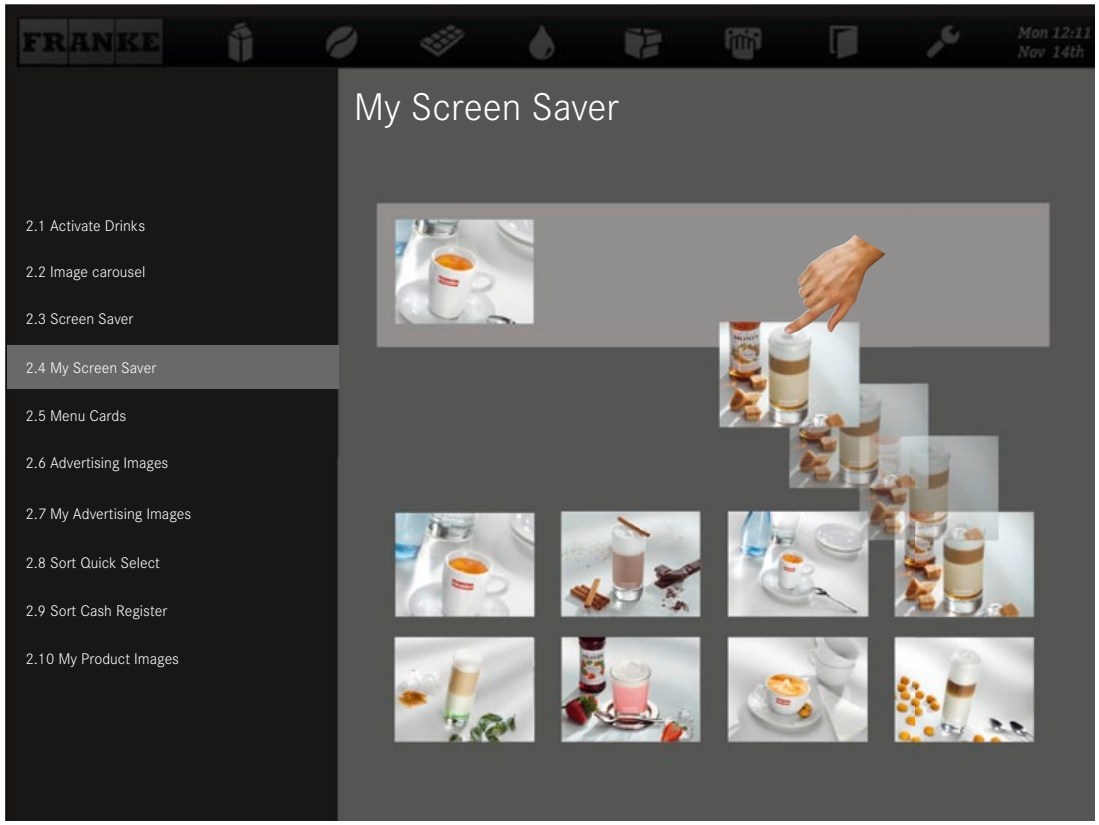
Loading or clearing my images



The upload process is the same for all images.
The images on the USB stick must be present in the required folder structure, have the correct data format and be of the correct size.

Desired action	Menu item	Information / Instruction
Loading images to the machine	1.1 Load images	• Insert a USB stick with the required directory structure. • Select the image type. • Load individual images or all images and save them.
Saving images from the machine	1.2 Save images	• Insert a USB stick. • Select the image type. • Save individual images or all images to the USB stick.
Clearing images	1.3 Images 1.4 Product images 1.5 Screen saver	• Open the desired menu. • Select the images that are no longer needed and delete them by tipping on the Clear button.

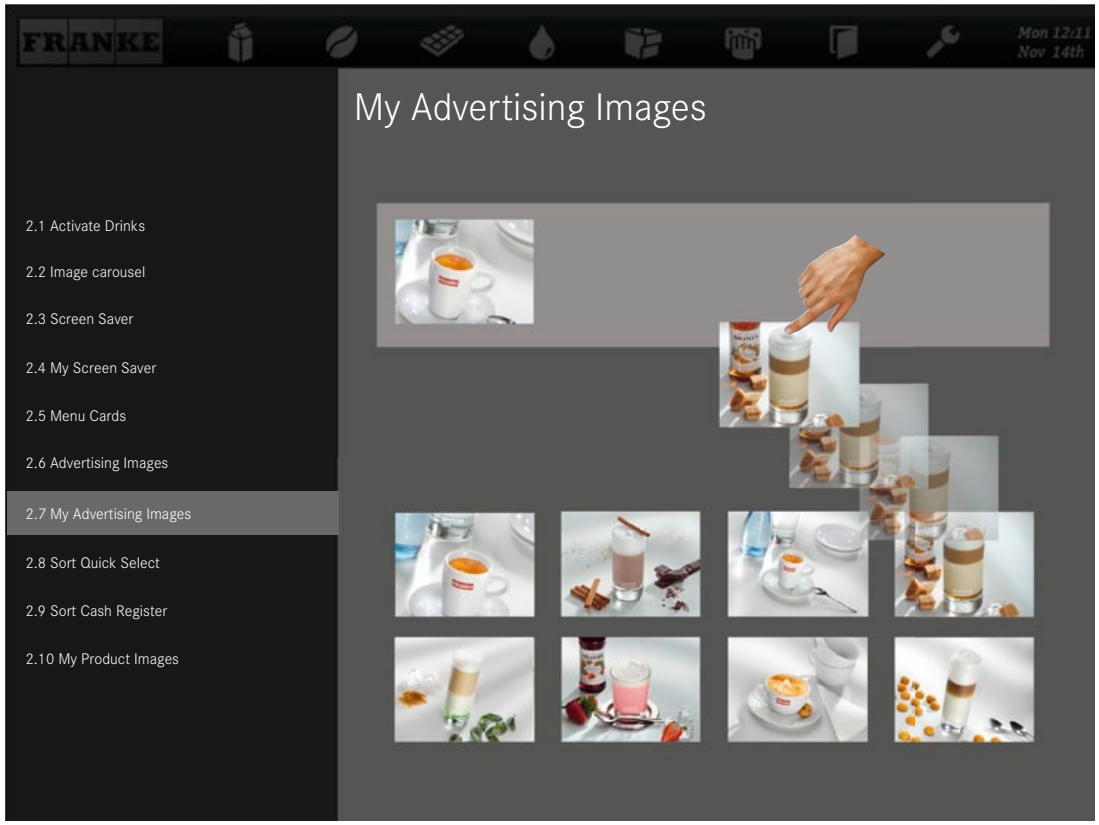
Configuring my screen saver



Make sure that the image carousel and the screen saver are deactivated.

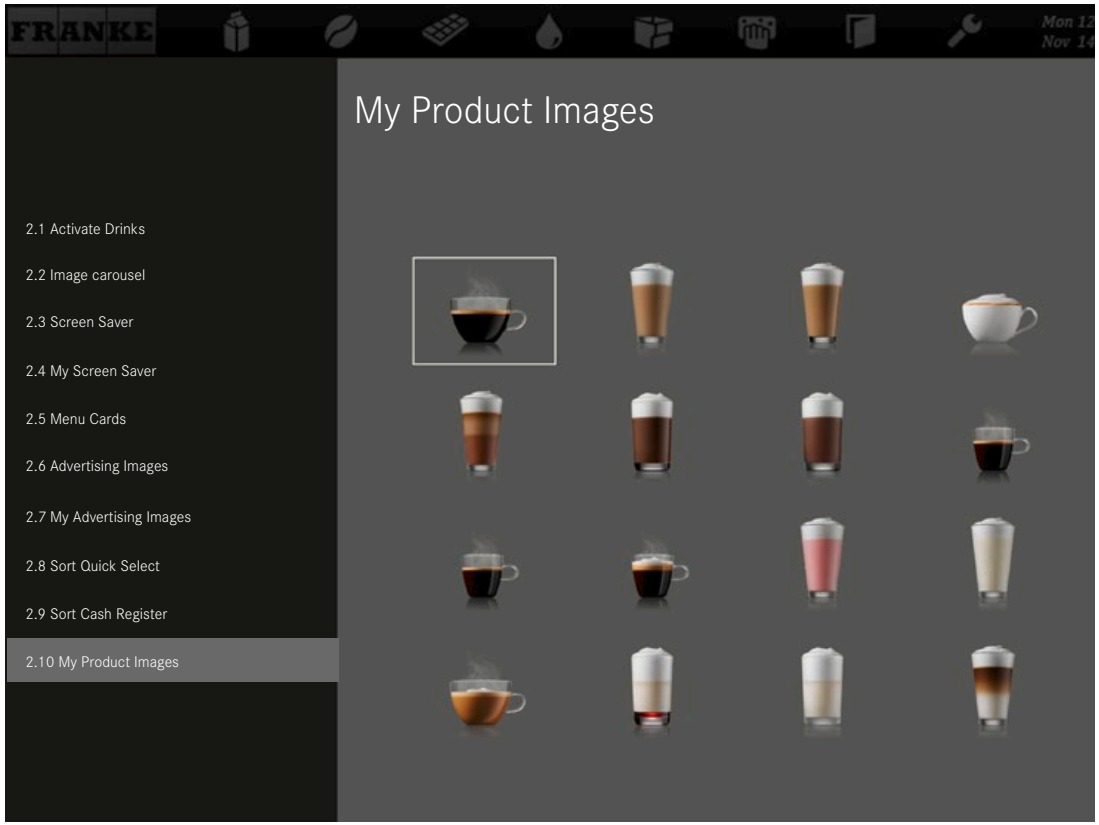
Desired action	Menu item	Information / Instruction
Using images	2.1 - 2.6	Tip on an image in the lower area that you wish to use, and drag it to the top.
Removing used images	2.1 - 2.6	Tip on an image in the upper area that you no longer wish to use, and drag it to the bottom.
Viewing selection	2.1 - 2.6	Select Preview in order to check your selection.

Configuring my advertising images



The activated advertising images can be activated for each drink in the menu item My settings > Set Drinks.

Assigning my product images



- An image must be assigned to each available product.
- The images can be activated through the menu item My Settings > Set Machine > Operation Mode.
- You can either use the Franke images or your own, but you cannot mix the two types with one another.

Cleaning and maintenance

	Owner menu items	Specialist menu items	Operator menu items
Cleaning and maintenance	Error log	Error log	Error log
	Clean Coffee Machine	Clean Coffee Machine	Clean Coffee Machine
	Clean Flavour Station	Clean Flavour Station	Clean Flavour Station
	Rinse Coffee Machine	Rinse Coffee Machine	Rinse Coffee Machine
	Preparing milk system	Preparing milk system	Preparing milk system
	Prepare syrup system	Prepare syrup system	Prepare Syrup System
	Wipe Protection	Wipe Protection	Wipe Protection

See chapter "Care of the FM800" for details.

Counters

	Owner menu items	Specialist menu items	Operator menu items
Without VIP system (standard)	4.1 Machine total	-	-
	4.3 Water filter	-	-
	4.5 Cleanings	-	-
	4.6 Coffee products	-	-
	4.7 Milk products	-	-
	4.9 Water products	-	-
	4.10 Powder products	-	-
	4.11 Flavour 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 Product counters total	4.16 Product counters total	4.16 Product counters total
	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

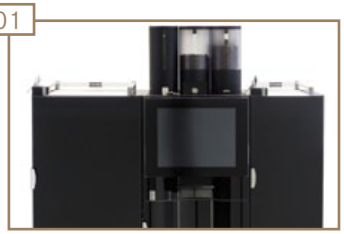
Decommissioning and disposal

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

Decommissioning

With every decommissioning

01



Clean the coffee machine and its components. You will find help for this in the chapter "Care of the FM800".

02

Empty the bean hopper and powder container.
Empty the milk container.

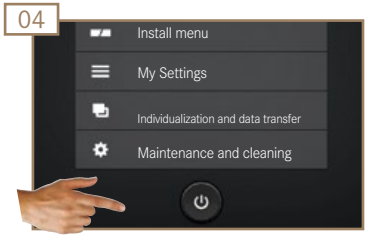
03

Empty the Flavour Station.

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.

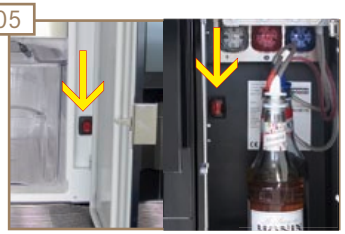
Temporary decommissioning

04



Call up energy-saver mode and disconnect the machine from the power supply.

05



Switch off the add-on units and disconnect them from the power supply.

06

Turn off the water supply and empty the water tank if there is one.

Long-term decommissioning and storage

NOTE

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 functioning of the coffee machine cannot be ensured otherwise.

Disposal

Disposing of consumable materials

- Beans, powder and coffee grounds can be composted.
- Unused cleaning tablets, cleaning solution and descaling agents should not be disposed of in the sewage system. Dispose of in accordance with official regulations.

Disposing of the coffee machine

Ask your Franke partner for information about the appropriate disposal option.

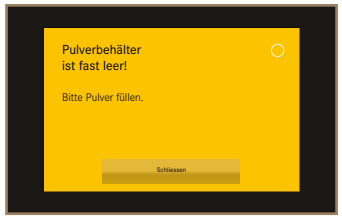
Troubleshooting

Help is available from your FM800 in the event of problems. Events and information are shown on the monitor screen. Should you be unable to resolve a problem despite all best efforts, please contact our Service department.

Overview of machine errors

Non-self-service mode

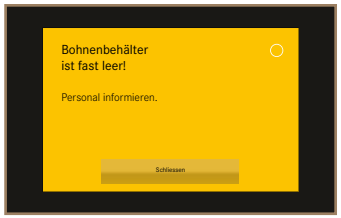
In non-self-service mode, an error is displayed by means of a symbol highlighted with a color.



Message with an instruction.

Self-service mode

In self-service mode, an error is displayed by means of a colored corner



Message with an instruction for your customer

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

Color code for error messages

- Temporary interruption
- System has limited functionality.
- System still fully functional.
- System not functioning.

Help with machine errors

An error is shown on the display:
Follow the instructions in the error description of the pop-up window.
The machine no longer boots up:
Make sure that the power supply is provided.

Help with problems concerning product quality

	Possible causes	Solution
Tasteless coffee	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 small amount of coffee
	Coffee beans are bad	Replace coffee beans
	Residual cleaning solution	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
Consistency of powder products	Viscous	Use less powder, use more water
	Watery	Use more powder, use less water
	Lumpy	Clean powder system
Taste of powder products	Too sweet	Use less powder, use more water
	Not sweet enough	Use more powder, use less water
	Strange taste	Clean powder system

Index

5

5-Step Method 29

A

Access rights 34

Add-on units 17

- Cup warmer 11
- Flavour Station 11
- Refrigeration unit 11
- Technical data 17

Adjustable feet 16

- Add-on units 17
- Coffee machine 16

Advertising images 41

Autosteam 28

B

Bean hopper 19

- Emptying 20
- Filling 19

C

Capacities 10

Care . . . . . see Cleaning

Cash Register 13

Cleaning 29

- 5-Step Method 29
- Automatic cleaning 30
- Monitor screen 31

Cleaning the monitor screen 31

Coffee, ground 27

Commissioning 18

- Daily commissioning 18
- Initial commissioning 18

Configuration 33

Configure machine 35

- Accounting 35
- Cleaning reminder 35
- Drink temperature 35
- Edge Lightning 35
- Keypad tones 35
- Language 35
- Products per page 35

Counters 44

Credit Mode 14

D

Data transfer 37

Date 34

Daylight Saving Time 37

Decommissioning 45

Description of the machine 10

- Add-on units 11
- Coffee machine 10

Dimensions 16

- Adjustable feet 16, 17
- Coffee machine 16

Disposal 46

E

Emptying 19

- Bean hopper 20
- Flavour Station 23
- Grounds container 21
- Milk 22
- Powder container 20
- Refrigeration unit 22

Emptying the grounds container 21

Energy saver mode 12

Error messages 4

- Color code 4
- Depiction 4

Explanation of symbols 3

F

Filling 19
- Bean hopper 19
- Flavour Station 23
- Milk 21
- Powder container 19
- Refrigeration unit 21

Flavour Station 11
- Emptying 23
- Filling 23

Functions 35

I

Identification 9

Images 40
- Clear images 39
- Data format 38
- Image size 38
- Load images 39
- Memory folder USB stick 38
- my image material 38
- Orientation 40
- Save images 39

Individualization and data transfer 37

Inspire me 13

Installation 15
- Preparations 15

Installation dimensions 16
- Add-on units 17
- Coffee machine 16

Install number 9

L

Locking 31
- Monitor screen 31

M

Maintenance 43

Maintenance level 12

Maintenance plan 32

Menu elements 12

Milk 21
- Emptying 22
- Filling 21

My Settings 34

N

Navigation 12

Non-self-service 13
- Cash Register 13
- Inspire me 13
- Quick Select 13
- Self-service 13

Operating interface 12

Operating mode 13

P

PIN Code 33
- Access rights 34
- Change 35
- Cleaning 30
- Default 33
- Factory Settings 30, 33
- My Settings 34
- Roles 33

Powder container 19
- Emptying 20
- Filling 19

Powder lid 27

Prepare milk system 22

Prepare milk system 22

Prepare Syrup System 23

Preparing drinks 24
- with Cash Register 25
- with Inspire me 26
- with Quick Select 24

Preparing products . . . . see Preparing drinks

Product images 42

Product level 12

Product quality 48

Programming . . . . . see Configuration

Q

Quick Select 13

R

Refrigeration unit 21
- Emptying 22
- Filling 21

Rinsing 31
- manual 31

Roles 33, 34

S

Safety information 5
- Coffee machine. 5
- Cup warmer 5
- Flavour Station 5
- Refrigeration unit. 5

Scope of delivery 8

Screen saver 40

Self-service 13

Set Drinks 34, 36

Standard Time 37

Standby Button 12

Steam dispenser 28

Storage 46

Symbols 3
- Dashboard 4
- Operating instructions 3
- Software 4

Syrup 23
- Emptying the Flavour Station 23
- Filling the Flavour Station 23

T

Tasks 35

Technical data 15
- Coffee machine. 15
- Cup warmer 17
- Flavour Station 17
- Refrigeration unit. 17

Time 34

Timers 37

Troubleshooting 47
- Machine error 48
- Product quality 48

Type key 9

Type plate 9
- Position 9

U

USB Stick 38

W

Wipe protection. 31

Consumable materials

Item	Order number
Cleaning tablets (25 pcs.)	BK 328 399
Cleaning tablets (100 pcs.)	BK 328 400
Cleaning solution	1L 301 219
Frother	1H 328465

Franke Kaffeemaschinen AG
Franke-Strasse 9
4663 Aarburg – Switzerland
Tel. +41 (0) 62 787 31 31
www.franke.com

Your distribution partner:

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