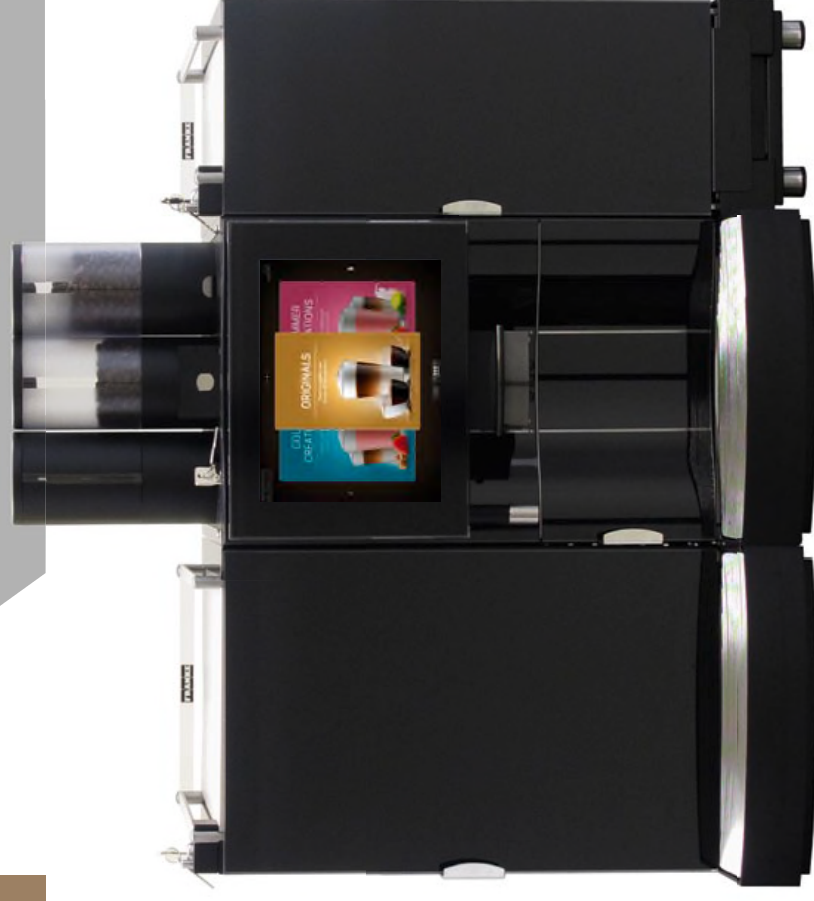


# FM800

## Original Operating Instructions



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



# Troubleshooting

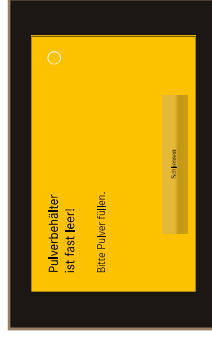
Help is available from your FM800 in the event of problems. Events and information are shown on the monitor screen. Should you be unable to resolve a problem despite all best efforts, please contact our Service department.

## 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.

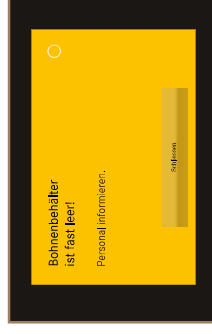


Message with an instruction.

### 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 still fully functional.



System has limited functionality.

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 Too little powder Temperature too low Coffee is too old	Select a finer grind Increase amount of coffee Increase temperature Store coffee properly
Coffee tastes strange	Poor grind Minimal coffee usage Coffee beans are bad Residual cleaning solution Cup dirty Water (chlorine, hardness, etc.)	Contact Customer Service Load small amount of coffee Replace coffee beans Rinse the machine Check dishwasher Have water quality checked
Coffee tastes bitter	Temperature too high Grind too fine Too little powder Roast too dark	Lower coffee temperature Select a coarser grind Increase amount of coffee Change coffee
Coffee tastes sour	Temperature too low Roast too light Grind too coarse	Increase coffee temperature Change coffee Select a finer grind
Consistency of powder products	Viscous Watery Lumpy	Use less powder, use more water Use more powder, use less water Clean powder system
Taste of powder products	Too sweet Not sweet enough Strange taste	Use less powder, use more water Use more powder, use less water Clean powder system