

# Troubleshooting Franke A200

## TROUBLESHOOTING

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

### Help with machine errors



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







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



- If the entire system is affected by an error, then error messages will appear automatically.
- The machine must be restarted in the event of severe errors. Check the power supply if the machine fails to start.
- Contact your Service technician if the machine cannot be started or if you are unable to rectify the error.

### Color code for error messages

	Temporary interruption		System has limited functionality.
	System still fully functional for the time being.		System not functioning.

Displayed	Possible cause	Measures / remedial action
Coffee tastes dull	<ul style="list-style-type: none"> <li>•Grind too coarse</li> <li>•Too little powder</li> <li>•Temperature too low</li> <li>•Coffee is too old</li> </ul>	<ul style="list-style-type: none"> <li>•Select a finer grind</li> <li>•Increase amount of coffee</li> <li>•Increase temperature</li> <li>•Store coffee properly</li> </ul>
Coffee tastes strange	<ul style="list-style-type: none"> <li>•Poor grind</li> <li>•Minimal coffee usage</li> <li>•Coffee beans are bad</li> <li>•Residue from cleaning agents</li> <li>•Cup dirty</li> <li>•Water (chlorine, hardness, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>•Contact customer service</li> <li>•Load smaller coffee quantity</li> <li>•Replace coffee beans</li> <li>•Rinse the machine</li> <li>•Check dishwasher</li> <li>•Have water quality checked</li> </ul>
Coffee tastes bitter	<ul style="list-style-type: none"> <li>•Temperature too high</li> <li>•Grind too fine</li> <li>•Too little powder</li> <li>•Roast too dark</li> </ul>	<ul style="list-style-type: none"> <li>•Lower coffee temperature</li> <li>•Select a coarser grind</li> <li>•Increase amount of coffee</li> <li>•Change coffee</li> </ul>
Coffee tastes sour	<ul style="list-style-type: none"> <li>•Temperature too low</li> <li>•Roast too light</li> <li>•Grind too coarse</li> </ul>	<ul style="list-style-type: none"> <li>•Increase coffee temperature</li> <li>•Change coffee</li> <li>•Select a finer grind</li> </ul>

# Troubleshooting Franke A600

## TROUBLESHOOTING

Help is available from your A600 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.



Contact your service technician if the machine cannot be started or if you are unable to rectify the error.



The machine must be restarted in the event of serious errors. Check the power supply if the machine fails to start.

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

#### 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.

Displayed	Possible cause	Measures / remedial action
Coffee tastes stale	<ul style="list-style-type: none"> <li>•Grind too coarse</li> <li>•Too little coffee</li> <li>•Temperature too low</li> <li>•Coffee is too old</li> <li>•Bean hopper not locked correctly</li> </ul>	<ul style="list-style-type: none"> <li>•Select a finer grind (see p. 22)</li> <li>•Increase amount of coffee</li> <li>•Increase temperature</li> <li>•Use fresh coffee</li> <li>•Check bean hopper locking mechanism (see p. 22)</li> </ul>
Coffee tastes strange	<ul style="list-style-type: none"> <li>•Poor grind</li> <li>•Minimal coffee usage</li> <li>•Spoiled coffee beans</li> <li>•Residual cleaning solution</li> <li>•Dirty cup</li> <li>•Water (chlorine, hardness etc.)</li> </ul>	<ul style="list-style-type: none"> <li>•Contact customer service</li> <li>•Pour a small amount of coffee beans into the bean hopper</li> <li>•Replace coffee beans</li> <li>•Rinse the machine</li> <li>•Check dishwasher</li> <li>•Have water quality checked</li> </ul>
Coffee tastes bitter	<ul style="list-style-type: none"> <li>•Temperature too high</li> <li>•Grind too fine</li> <li>•Coffee quantity too low</li> <li>•Roast too dark</li> </ul>	<ul style="list-style-type: none"> <li>•Lower coffee temperature</li> <li>•Select a coarser grind (see p. 22)</li> <li>•Increase amount of coffee</li> <li>•Use lighter coffee roast</li> </ul>
Coffee tastes sour	<ul style="list-style-type: none"> <li>•Temperature too low</li> <li>•Roast too light</li> <li>•Grind too coarse</li> </ul>	<ul style="list-style-type: none"> <li>•Increase coffee temperature</li> <li>•Use darker coffee roast</li> <li>•Select a finer grind (see p. 22)</li> </ul>
Consistency of powder products	<ul style="list-style-type: none"> <li>•Viscous</li> <li>•Watery</li> <li>•Powder clumping or moist</li> </ul>	<ul style="list-style-type: none"> <li>•Use less powder, use more water</li> <li>•Use more powder, use less water</li> <li>•Clean and dry powder system</li> </ul>
Taste of powder products	<ul style="list-style-type: none"> <li>•Too sweet</li> <li>•Not sweet enough</li> <li>•Strange taste</li> </ul>	<ul style="list-style-type: none"> <li>•Use less powder, use more water</li> <li>•Use more powder, use less water</li> <li>•Clean powder system</li> </ul>

# Troubleshooting Franke A600

## Filling the water tank (optional)



01 Pull out the water tank.  
Remove the lid.



02 Fill water tank up to marking  
with fresh water.  
The surface of the sensor must  
be dry.



Information on inserting and  
replacing the water filter can be  
found in the chapter  
"Care of the A600", p. 36.



03 Attach lid.  
Slide water tank in.

### NOTE

Machine damage  
Incorrect filling of the machine causes  
damage to the machine.

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

## Emptying the bean hopper, setting the grind coarseness



01 Pull the locking slide towards  
the front up to the stop.



02 Remove bean hopper upwards.  
Empty, clean and dry the bean  
hopper.



For notes on cleaning the bean  
hopper, see Chapter "Care of  
the A600", p. 35.



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



03 Set the grind coarseness with  
the grinder adjustment wrench.



+2 -> very coarse  
0 -> normal  
-2 -> very fine



05 Attach the bean hopper.  
Push the locking slide up to the stop.

### NOTE

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.

# Troubleshooting Franke A800

## 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 has limited functionality.
	System still fully functional.		System not functioning.

Displayed	Possible cause	Measures / remedial action
Coffee tastes stale	<ul style="list-style-type: none"> <li>•Grind too coarse</li> <li>•Too little coffee</li> <li>•Temperature too low</li> <li>•Coffee is too old</li> <li>•Bean hopper not locked correctly</li> </ul>	<ul style="list-style-type: none"> <li>•Select a finer grind (see Below)</li> <li>•Increase amount of coffee</li> <li>•Increase temperature</li> <li>•Use fresh coffee</li> <li>•Check bean hopper locking mechanism (see Below)</li> </ul>
Coffee tastes strange	<ul style="list-style-type: none"> <li>•Poor grind</li> <li>•Minimal coffee usage</li> <li>•Spoiled coffee beans</li> <li>•Residual cleaning solution</li> <li>•Dirty cup</li> <li>•Water (chlorine, hardness etc.)</li> </ul>	<ul style="list-style-type: none"> <li>•Contact customer service</li> <li>•Pour a small amount of coffee beans into the bean hopper</li> <li>•Replace coffee beans</li> <li>•Rinse the machine</li> <li>•Check dishwasher</li> <li>•Have water quality checked</li> </ul>
Coffee tastes bitter	<ul style="list-style-type: none"> <li>•Temperature too high</li> <li>•Grind too fine</li> <li>•Coffee quantity too low</li> <li>•Roast too dark</li> </ul>	<ul style="list-style-type: none"> <li>•Lower coffee temperature</li> <li>•Select a coarser grind (see Below)</li> <li>•Increase amount of coffee</li> <li>•Use lighter coffee roast</li> </ul>
Coffee tastes sour	<ul style="list-style-type: none"> <li>•Temperature too low</li> <li>•Roast too light</li> <li>•Grind too coarse</li> </ul>	<ul style="list-style-type: none"> <li>•Increase coffee temperature</li> <li>•Use darker coffee roast</li> <li>•Select a finer grind (see Below)</li> </ul>
Consistency of powder products	<ul style="list-style-type: none"> <li>•Viscous</li> <li>•Watery</li> <li>•Powder clumping or moist</li> </ul>	<ul style="list-style-type: none"> <li>•Use less powder, use more water</li> <li>•Use more powder, use less water</li> <li>•Clean and dry powder system</li> </ul>
Taste of powder products	<ul style="list-style-type: none"> <li>•Too sweet</li> <li>•Not sweet enough</li> <li>•Strange taste</li> </ul>	<ul style="list-style-type: none"> <li>•Use less powder, use more water</li> <li>•Use more powder, use less water</li> <li>•Clean powder system</li> </ul>

# Troubleshooting Franke A800

Emptying the bean hopper, setting the grind coarseness



01 Pull the locking slide towards the front up to the stop.



02 Remove bean hopper upwards. Empty, clean and dry the bean hopper.



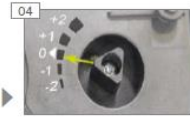
For notes on cleaning the bean hopper, see Chapter "Care of the A800", p. Cleaning the bean hopper and powder container, p. 36.



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



03 Set the grind coarseness with the grinder adjustment wrench.



04  
+2 -> very coarse  
0 -> normal  
-2 -> very fine



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

## NOTE

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.