

PURA PRONTO & FRESCO

Original Operating Instructions



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



Dear customer,

Congratulations on your purchase of a Pura coffee machine.
Thank you for your confidence in us.

Pura is a powerful and space-saving coffee machine. It adapts to your needs perfectly.
Your customers will be impressed as you quickly prepare high-quality, customized coffee specialties.

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

Sincerely, FRANKE Kaffeemaschinen AG

Table of contents

EXPLANATION OF SYMBOLS	3	CLEANING, RINSING AND SERVICING	33
SYMBOLS FROM THE OPERATING INSTRUCTIONS.	3	CLEANING THE WATER TANK	34
SYMBOLS USED IN THE SOFTWARE	4	CLEAN THE BREWING UNIT	35
FOR YOUR SAFETY	6	PURA FRESCO – CLEAN THE MIXING CHAMBER	36
GENERAL SAFETY CONCERNS WHEN USING THE PURA	7	ACTIVATE WIPE PROTECTION	38
SCOPE OF DELIVERY AND IDENTIFICATION	9	RINSING THE COFFEE AND POWDER SYSTEM MANUALLY	38
SCOPE OF DELIVERY	9	WATER FILTER	39
IDENTIFICATION	11	MAINTENANCE PLAN	43
DESCRIPTION OF THE MACHINE	12	CONFIGURATION.	44
PURA MACHINE	12	INTRODUCTION TO PROGRAMMING	44
PURA COMPONENTS	13	1 PRODUCTS	45
TOUCH DISPLAY.	14	2 CLOCK.	48
ADD-ON UNITS	15	3 TEMPERATURES	49
INSTALLATION AND TECHNICAL DATA	16	4 OPERATING MODE.	49
START-UP, FILLING AND EMPTYING	19	5 COUNTERS	50
DAILY START-UP OF PURA	19	8 CONTROL PANEL.	51
FILLING THE PURA	20	9 PINS.	54
EMPTYING THE PURA.	22	SHUT DOWN AND DISPOSAL	55
PREPARING DRINKS.	28	SHUT-DOWN FOR LONGER PERIODS AND STORAGE	55
PREPARING A STANDARD DRINK	28	DISPOSAL	55
PREPARING TWO DRINKS AT ONCE	29	TROUBLESHOOTING	56
DRINK PREPARATION USING THE QUEUE FUNCTION (IF ENABLED)	30	IN THE EVENT OF MACHINE ERRORS	56
DRINK PREPARATION WITH PRESELECTION (IF ENABLED)	31	HELP WITH MACHINE ERRORS.	57
HOT WATER DISPENSER	32	HELP WITH PROBLEMS CONCERNING PRODUCT QUALITY	58
		INDEX	59

Explanation of symbols

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

Symbols from the Operating instructions

 **DANGER** DANGER indicates potentially life-threatening danger or grave injury.

 **WARNING** WARNING indicates risk of injury.

 **CAUTION** CAUTION indicates risk of minor injury.

 **NOTICE** NOTICE indicates possibility of damage to the machine.



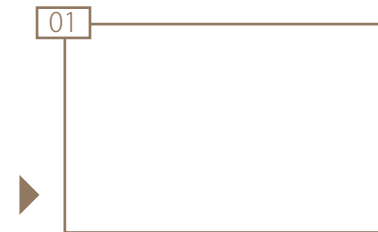
"Cleaning" the add-on unit or individual components.



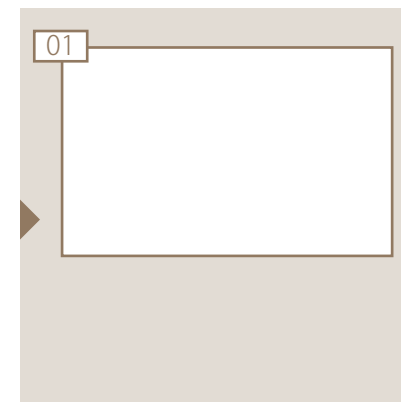
Thorough "rinsing" of removable parts.



This symbol indicates tips, shortcuts and additional information.







Describes in text and pictures a step that you must perform.





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

Symbols used in the software






Products

Symbol	Designation	Description
	Cancel	Press to cancel a product or setting.
	Product repetition	Press to prepare two of the same product at the press of a button. The products are prepared one after another.
	Powder type	Press to select the desired powder type.
	Coffee type	Press to select the desired coffee type.






Caring for the machine

Symbol	Designation	Description
	Standby	Press to put the machine in standby mode.
	Activate wipe protection	Deactivates the display for 20 seconds. For non-hazardous wiping of the control panel.
	Rinse	Press to start the rinsing process.
	Clean	Press to start the cleaning process.
	Descalc	Press to start the descaling process.
	Rinse water filter	Press to rinse the water filter.
	Info	Press for machine information (software version, machine type, serial number, installation number).
	Program	Press to access the Programming menu.





Navigation

Symbol	Designation	Description
	Product level	Press to switch to the Product level to prepare drinks.
	Maintenance level	Press to switch to Maintenance level to perform maintenance tasks or adjust the configuration.
	Next page/Previous page	Press to scroll through menus with multiple pages.
	Up one level	Press this button to move up one level in the menu.
	Language selection	Press to change the language (if programmed).






Status

Symbol	Designation	Description
	Water tank	Operation with a water tank
	Water connection	Operation with a water connection
	Heating	Boiler 1 is heating.
	Pump	Pump 1 is pumping water.
	Fresh milk	Fill level and temperature of fresh milk (Pura fresco only)

Configuration

Symbol	Designation	Description
	OK	Press to confirm values or input.
	DEL	Press to delete individual characters in the input field.
	CLEAR	Press to clear all information in the input field.
	EXIT	Press to cancel input and exit the menu. Values that have been changed will not be saved.

Events

Symbol	Designation	Description
	Information	Press to display information and help in the event of machine errors.
	Close	Press to exit the Information level.
	Coffee beans	Add beans.
	Powder	Add powder.
	Fresh milk	Add fresh milk.
	Water tank	Add water.

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 remaining risks from use of the machine.

Proper use and foreseeable improper use

Pura

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

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

Refrigeration unit/Milk systems (optional)

Milk systems are optional add-on units for Pura coffee machines. They are to be used only to cool milk in conjunction with preparing coffee drinks with a Pura 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 Pura coffee machines. 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.

Important

- Do not operate the coffee machine or add-on units until you have completely read and understood these instructions.
- Keep these instructions near your coffee machine.
- Your Pura coffee machine is intended for use by trained personnel. Each operator of the Pura must have read and understood the instructions. This does not apply to self-service customers. Self-service machines must always be monitored to protect the users.
- Children or physically or mentally challenged persons must never approach the device alone and must always be supervised.
- Have the machine serviced at regular intervals. Regular maintenance will ensure the safe operation and high performance of your Pura.
- 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.
- You will find statements regarding the conformity of your coffee machine in the accompanying Declaration of conformity (1N330084).
- Additional accessories may be obtained directly from your retailer or from FRANKE Kaffeemaschinen AG in Aarburg, Switzerland.



If you need more information or if specific problems occur that cannot be resolved using these instructions, contact your local customer service representative for the required information or contact FRANKE Kaffee-maschinen AG in Aarburg, Switzerland, directly.

General safety concerns when using the Pura

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), immediately 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 special power cord.

- 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 a 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 empty the grounds container or fill/empty the water tank).
- Exercise care and caution when working in an open machine.
- Only service personnel should open the machine for any other reason.

WARNING

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.
- Never poke any object around in the bean hopper, powder container or grinder.

WARNING

Risk of burns!

The coffee and milk dispensers and the hot water nozzle are hot.

- Do not touch the outlets or nozzles.

The surfaces of the cup warmer are hot.

- Do not touch these surfaces.

WARNING

Risk of scalding!

During cleaning, hot water and steam are released repeatedly.

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

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

- Always be careful with hot drinks!

CAUTION

Illness due to bacteria build-up!

Using a water filter for too long can lead to build-up of algae.

- Replace the water filter as per the maintenance instructions.

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 "Cleaning and Rinsing."

CAUTION

Risk of contamination!

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

- Rinse the coffee machine and add-on units before initial use, when not in use for extended periods (more than 2 days) as well as after each cleaning and descaling operation.

NOTICE

Damage from foreign objects!

Putting foreign objects into the brewing unit can cause damage to the machine.

- Never insert any object except cleaning tablets.

NOTICE

Damage from water jets!

The coffee machine is not protected from water jets.

- Do not use water jets or high-pressure cleaners to clean the machine.
- Read the chapter "Cleaning and Rinsing."

NOTICE

Damage to the 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.

The power supply cable can pose a risk of tripping or be damaged.

- Never let the power supply cable hang loose.

A leaking water connection could lead to a machine defect.

- Use a water connection with a shut-off tap and a check valve!

Scope of delivery and identification

The Pura 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



Pura

Basic model.



Cleaning tablets

To clean and protect your coffee system.

Item no.: 1P 315 195



Cleaning solution

(Pura fresco only)

To keep your milk system clean and hygienic.

Item no.: BK 301 732



Cleaning brushes

To clean the dispenser system.

Item no.: 1L 301 376



Brush

For cleaning the powder drawer.

Item no.: 1H 325 974



Microfiber cloth

To clean and protect the external parts of the machine.
Item no.: 1H 325 974

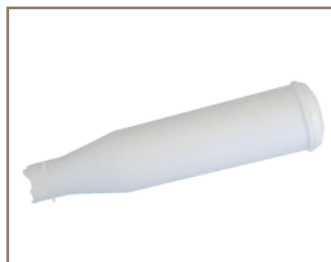


Adapter

(for CLARIS water filter)

For using the CLARIS water filter in the water tank.

Item no.: 1N 330 385



CLARIS water filter

(for water tank operation)

For consistently optimum water quality.

Item no.: 1P 315 694



Measuring strip

For determining the water hardness.

Item no.: 1N 330 577



Operating Instructions

Operating Instructions

Item no.: 1N 330 009 (Pura fresco)

Item no.: 1N 330 024 (Pura pronto)

Item no.: 1N 330 590 (Pura fresco)¹

Also refer to the chapter "Cleaning and Rinsing."

Other manuals can be downloaded via the Internet.
www.franke.com



Milk lance tube (2 pcs.)

For conveying milk.



Key

To lock the door.



Grinder adjustment tool

For setting the degree of grinding

(Grind coarseness may only be adjusted by a service technician.)



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.

¹ for USA and Canada.

Identification

Type plate (Pura fresco as an example)

1

FRANKE Typ 648
Commercial Coffee Machine
C 2M 1P H CE W
220-240V~ 1950-2300W 50-60Hz
ER5
Franke Kaffeemaschinen AG, Franke-Strasse 9, CH-4663 Aarburg
MADE IN SWITZERLAND 2010

2

3

1

FRANKE Typ 648
Commercial Coffee Maker
C 2M 1P H CE W
208V A.C. only 60Hz 4400W
ETL LISTED
CONFORMS TO UL STD 197
CONFORMS TO NSF STD 4
CERTIFIED TO CAN/CSA STD C22.2 NO. 109
MADE IN SWITZERLAND 2011

2

3

Chill & Cup type plate (as an example for add-on units)

3

FRANKE Franke Kaffeemaschinen AG
Franke-Strasse 9
CH-4663 Aarburg
Switzerland
COFFEE SYSTEMS

9

Name Chill&Cup
(to Commercial Coffee Machine)

4

Serial-No. 00000429

5

Install-No. 469182

1

ID-No. 40.000.001

6

Type: CC 1 CE C

2

Class: N

1

Voltage: 220-240V

6

Frequency: 50/60Hz

2

Power: 150W

2

Input current 1.0A

2

Refrigerant R134a

2

Charge 50g

2

CE

2

Barcode

1

Model (for model codes, see below)

2

Technical data

3

Manufacturer

4

Identification code

5

Apparatus number

6

Climate zone

8

Item number

9

Machine number

Item and serial numbers

8

Art.Nr. KS200101

9

7 612644 863908
(01)KS200101200000(21)E29A0031003254

Position of type plate



Model code

Model code	Component
C	Pura (Model 647/648)
2M	Number of grinders
2P	Number of double powder containers
H	Hot water
W	Water connection (optional)
CE	Milk foam, warm and cold milk (Pura fresco only)
KE	Refrigeration unit (optional)
TW	Cup warmer (optional)
CC	Chill & Cup, refrigeration unit with cup warmer (optional)

Description of the machine

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

Pura machine

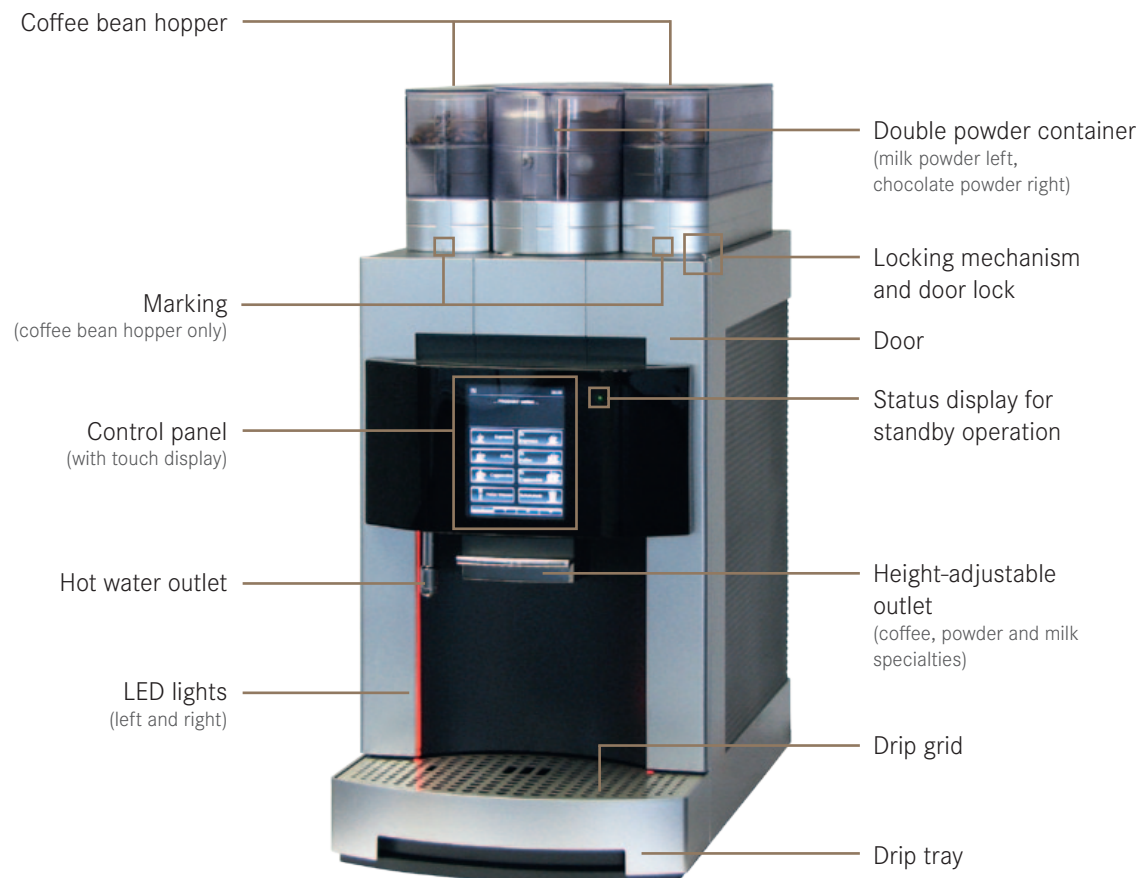
Introduction

The Pura is available in two models. The coffee machine can be configured to use a water tank or a water connection. In order for you to obtain an overview of your machine, we are presenting here the standard version.

Please note that your coffee machine may look different from the configuration shown here.

Capacities

Specialty	Hourly capacity
Espresso	120 cups/h
Café crème	120 cups/h
Cappuccino	120 cups/h
Latte	120 cups/h
Latte macchiato	80 cups/h
Chocolate	80 cups/h
Hot milk	80 cups/h
Hot water	20 liters/h

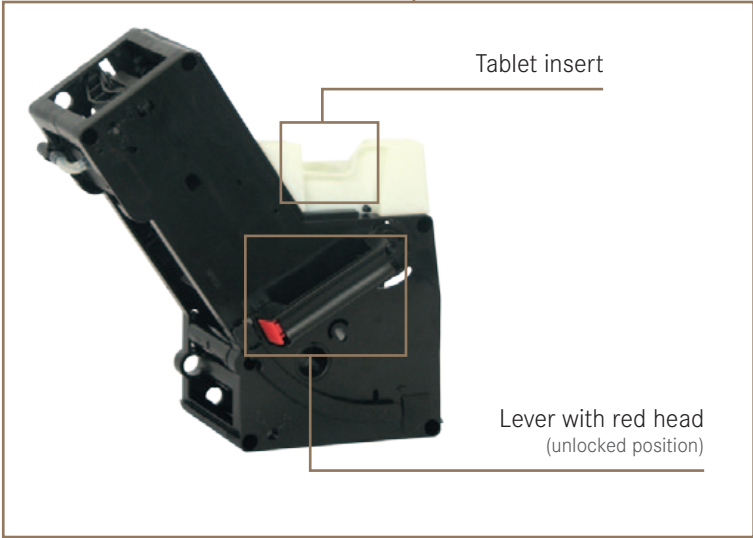


Pura components

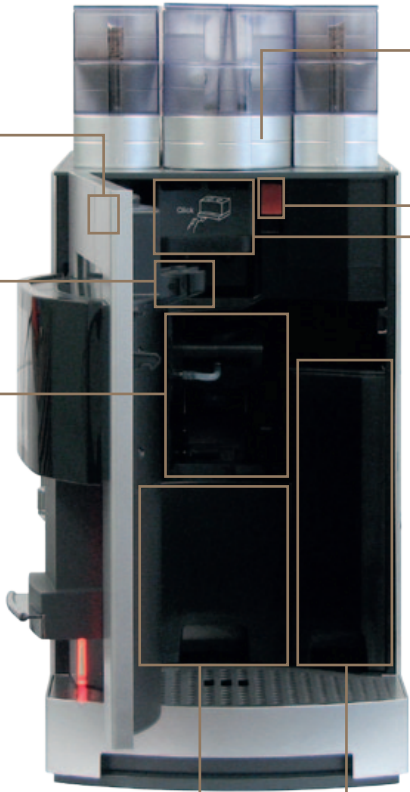
Telescopic outlet



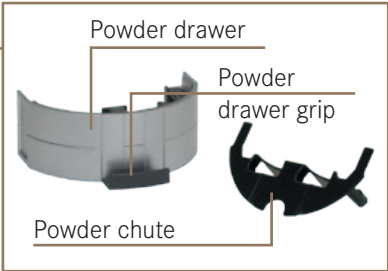
Brewing unit



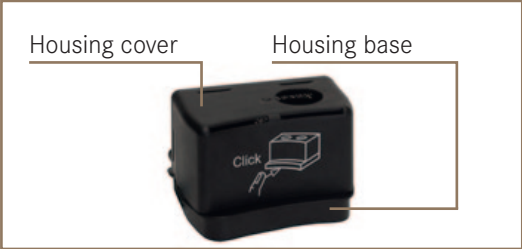
On/Off switch (behind door)



Powder drawer



Mixing chamber



Water tank



Grounds container

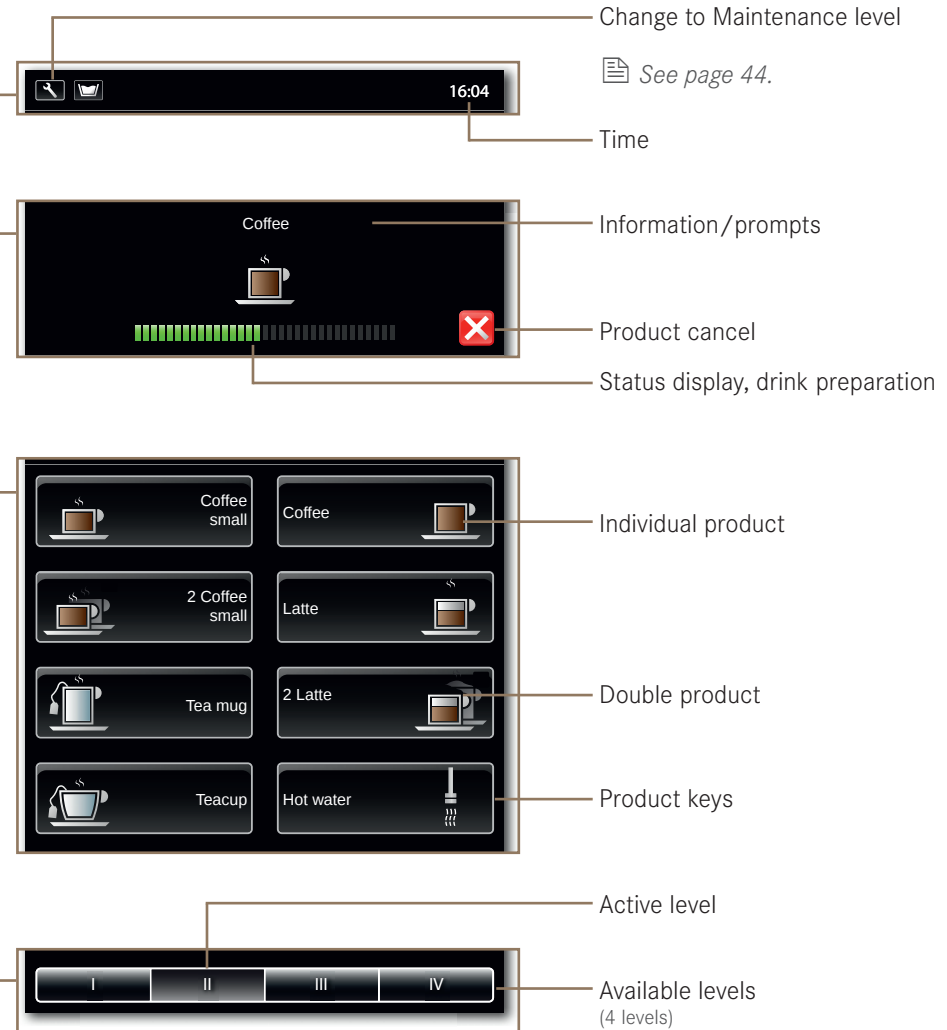


Touch display

Display structure



Product preparation display (as an example)



Detailed information on the operation and functions of the touch display can be found in the chapter „Configuration“.

Add-on units



Refrigeration unit (optional)

In many regions, milk is part of a good cup of coffee.
You can connect the milk cooler directly to the Pura to make sure the milk doesn't spoil.

On/Off switch (located on the rear of the machine)



Chill & Cup (optional)

In many regions, milk is part of a good cup of coffee.
Chill & Cup is a combination refrigeration unit and cup warmer. You can connect the Chill & Cup directly to your Pura so the milk doesn't spoil and you have pre-warmed cups for coffee at its best.

On/Off switch (behind door)

- Refrigeration unit (left switch).
- Cup warmer (right switch).



Cup warmer (optional)

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

On/Off switch

Installation and technical data

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

Installation

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 with a check valve and filter and must meet the requirements of the technical data and of local regulations. (Only when being used with a water connection)
- The water for coffee preparation should always be fresh, oxygenated and rich in minerals.
- 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.

Installation

You must have completed these preparations before one of our service technicians can install the coffee machines for you. One of our service technicians will install your coffee machines and put them into operation for the first time. The technician will walk you through the basic functions.

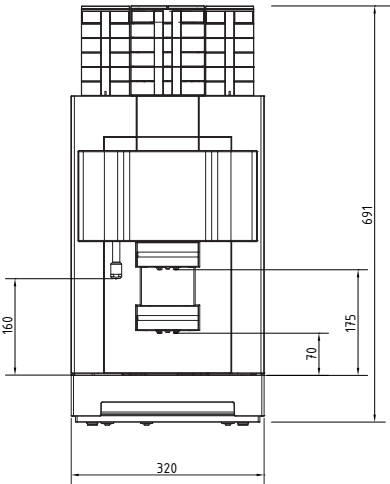
Pura Technical Data

Coffee bean hopper	0.65 kg per hopper (optional: lockable)
Powder container	0.55 kg milk powder, 0.75 kg cocoa powder (optional: lockable)
Water tank	4.5 liters
Grounds container	45 cakes (optional: grounds ejection)
Drip tray (monitored)	1.8 liters
Boiler volume	0.6 liters (coffee) 0.9 liters (hot water, steam)
Electrical connection	220 - 240 V 1LNPE 1.95 - 2.3 kW 50/60 Hz Fuse: 16 A 208 V 1LNPE 4.4 kW 60 Hz Fuse: 30 A
Electric cable	l = 2000 mm
Supply line (optional)	Metal hose with union nut G 3/8", l = 1500 mm
Waste-water hose (optional)	d = 16 mm, l = 2000 mm not permanently attached to the drain (vented)
Noise emission	< 70 dB (A)
Weight	approx. 30 kg
Width	320 mm
Depth	590 mm
Height ¹	691 mm
Water connection (optional)	G 3/8" outside thread
Water pressure	80 - 800 kPa (0.8 - 8.0 bar)
Water shut-off	with check valve and filter
Water hardness	max. 70 mg CaO/l water (7 dH, 13 °fH)
Chlorine content	max. 0.1 mg/l World Health Organization: max. 0.5 mg/l
Ideal pH value	7
Funnel	d = 50 mm with siphon
Drain pipe	dmin = 1"
Ambient conditions	Humidity: max. 80% Ambient temperature: 10 - 35 °C

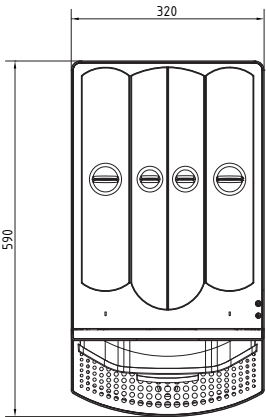
¹ Height without adjustable feet.

Dimensions of the Pura

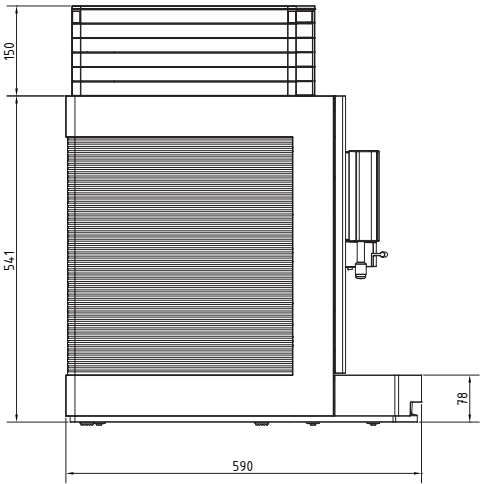
Front view



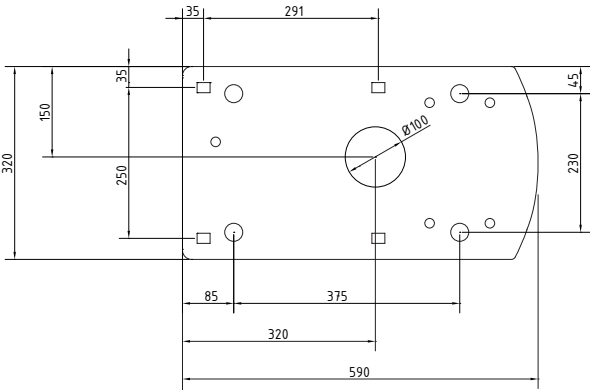
Top view



Side view



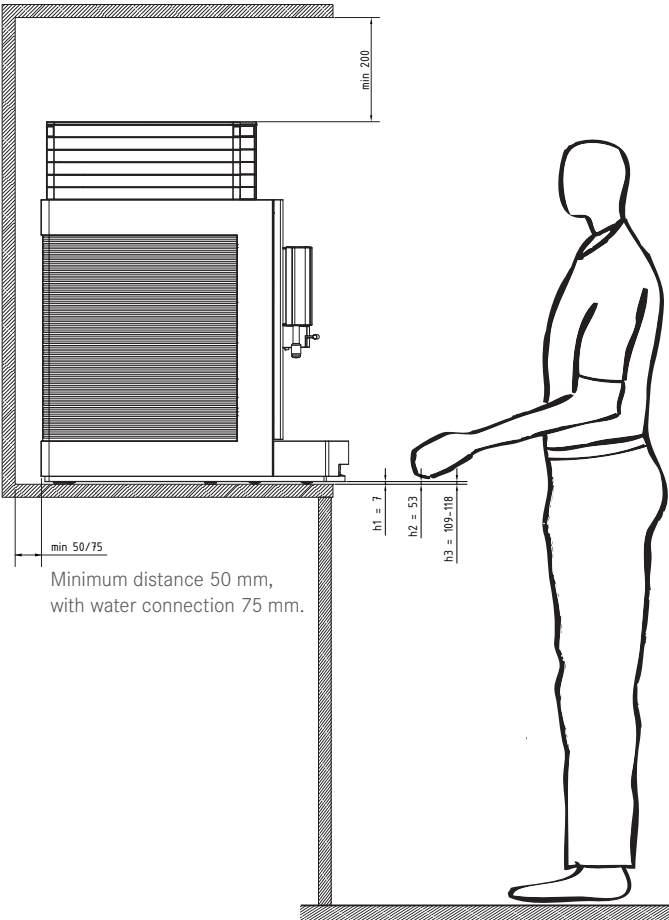
Cross-section from above (grommet hole)



Adjustable feet (optional)

40 mm foot (h2)	691 mm + 53 mm = 744 mm
100 mm foot (h3)	691 mm + 109 - 118 mm = 800 - 809 mm

Installation dimensions of the Pura



Prepare a stable, ergonomic surface (min. load capacity: 150 kg). The control unit should be at eye level.

Distance to the wall must be at least 50 mm. When used with a water connection, we recommend a distance of 75 mm to the wall. 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 355 mm may be required per add-on unit.

Observe the connection requirements of the add-on units.

 see page 18.

Technical data for the refrigeration unit

Milk container	5 liters
Electrical connection	220 - 240V 1LNPE 88 W 50/60Hz Fuse: 10 A
Electric cable	1800 mm
Ambient conditions	Humidity: max. 80%
	Ambient temperature: 5 - 32 °C
Weight	approx. 13 kg
Width	225 mm
Depth	453 mm
Height ¹	330 mm

Chill & Cup technical data

Milk container	5 liters
Capacity	up to 80 cups (depending on size)
Electrical connection	220 - 240V 1LNPE 160 - 170 W 50/60Hz Fuse: 10 A
Electric cable	1800 mm
Ambient conditions	Humidity: max. 80%
	Ambient temperature: 5 - 32 °C
Weight	approx. 40 kg
Width	334 mm
Depth	471 mm
Height ¹	540 mm

Cup warmer technical data

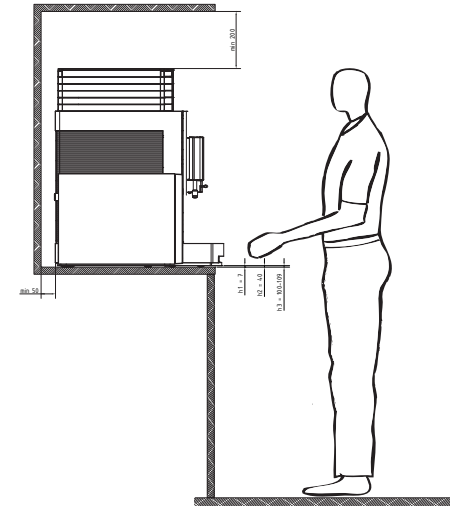
Capacity	up to 180 cups (depending on size)
Electrical connection	200 - 240V 1LNPE 170 W 50/60Hz Fuse: 10 A
Electric cable	1800 mm
Weight	approx. 10 kg
Width	320 mm
Depth	490 mm
Height ¹	540 mm

Adjustable feet (optional)

40 mm foot (h2)	330 mm + 40 mm = 370 mm
100 mm foot (h3)	330 mm + 100 - 109 mm = 430 - 439 mm

¹ Height without adjustable feet.

Add-on unit installation dimensions



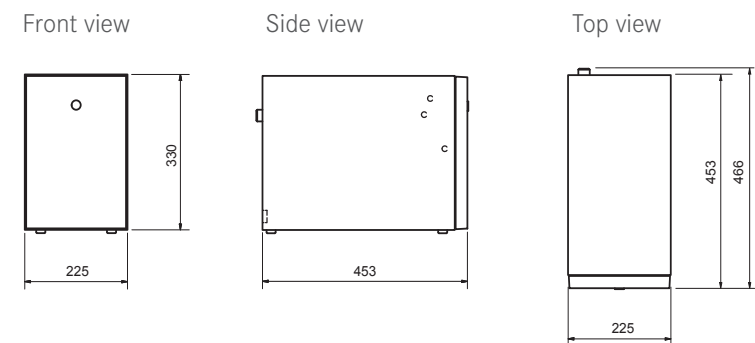
Place the add-on units in line with the Pura and at eye level.

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 355 mm may be required per add-on unit.

Refrigeration unit dimensions (as an example)



Start-up, Filling and Emptying

In this chapter you will learn how to start up your Pura coffee machine for the first time. In addition to the start-up procedure, you will learn about processes that take place automatically during start-up and about additional preparations. Get primed for a busy day!

Daily start-up of Pura



Press the release button and open the door.



Operation with water tank is indicated with a symbol in the status display.

See page 4.

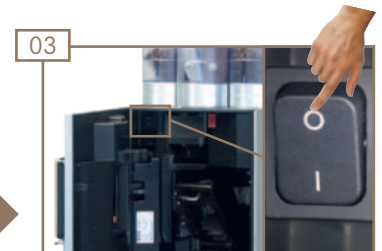


Fill water tank up to fill mark.

See page 21.

WARNING

Risk of scalding!
from hot water, splatters and
hot steam.
Do not touch the outlets or the
area under the outlets.



Switch on the coffee machine using the **On/Off** switch.



Close the door.
Press touch display for 2
seconds.

Machine starts.



**The machine automatically
vents the boiler system while
heating.**

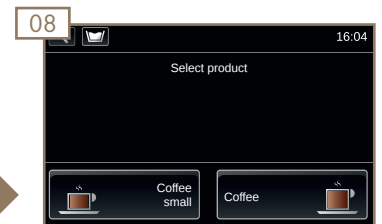


**Machine automatically rinses
coffee and powder systems.**



Add coffee beans, powder and
milk, if necessary.

See page 20.



The machine is ready.

Filling the Pura

Filling the coffee bean hopper

WARNING

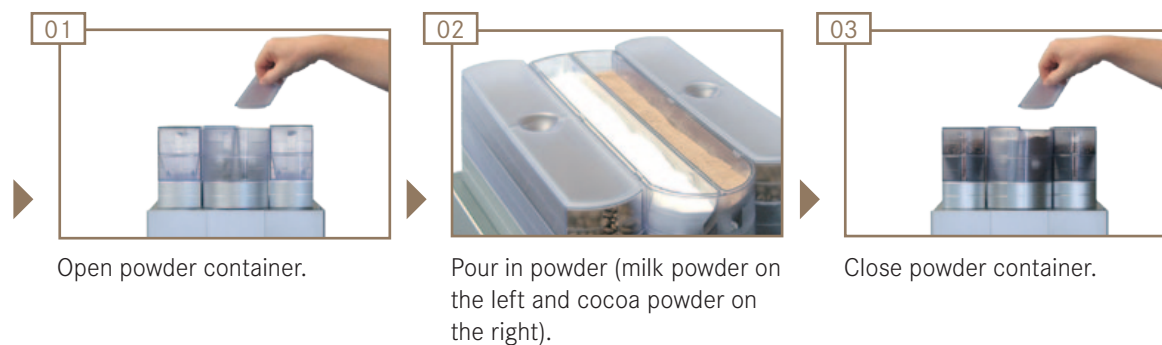
Risk of injury, eye injury and damage to the machine!
Objects in the bean hopper or grinder may splinter and be ejected, leading to damage to the machine or injury.
Never put any objects in the coffee bean hopper or grinder.
Never poke around in the coffee bean hopper or grinder with any object.



Add powder

WARNING

Risk of injury, eye injury and damage to the machine!
Objects in the powder container may splinter and be ejected, leading to damage to the machine or injury.
Never put anything into the powder container.
Never poke any object around in the powder container.



Filling the water tank (optional)

WARNING

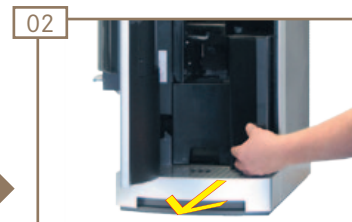
Risk of injury!

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

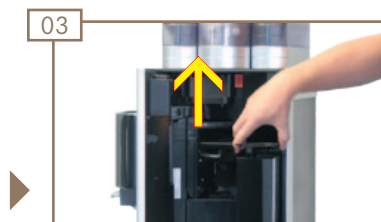
Exercise care and caution when working in an open machine.



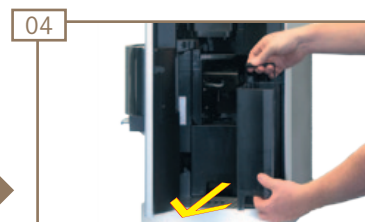
Press the release button and open the door.



Pull the water tank forward until it is halfway removed.



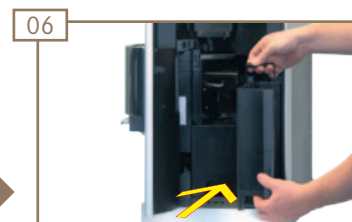
Remove the cover.



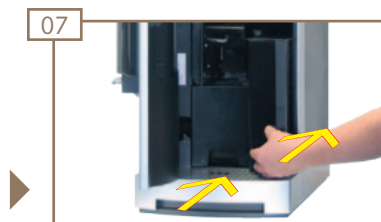
Fold open the handle.
Remove water tank.



Fill water tank up to fill mark.



Insert the water tank to the half-way point and seal with the cover.



Push the water tank into the machine until it hits the stop.



Close the door.



Information on inserting and replacing the water filter can be found in the chapter „*Cleaning, rinsing and servicing*“.

Emptying the Pura

Empty grounds container

NOTICE

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



01 Press the release button and open the door.



02 Remove grounds container.



03 Empty, clean and dry the grounds container.



04 Replace the grounds container.



05 Close the door.

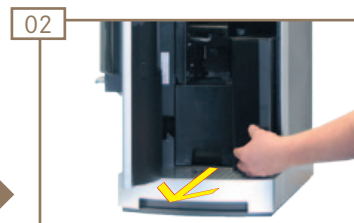
Emptying the water tank (optional)

⚠ WARNING

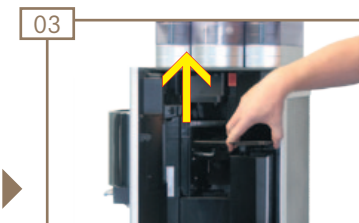
Risk of injury!
Reaching into the machine may result in abrasions or crushing injuries from interior components.
Exercise care and caution when working in an open machine.



01 Press the release button and open the door.

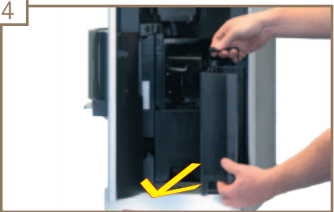

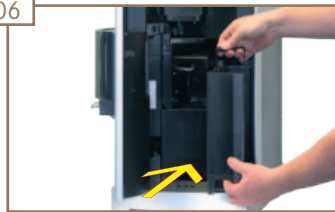




02 Pull the water tank forward until it is halfway removed.







03 Remove the cover.

Emptying the water tank (cont.)

- 04  Fold open the handle.
Remove water tank.
- 05  Empty, clean and dry the water tank.
- 06  Insert the water tank to the half-way point and seal with the cover.
- 07  Push the water tank into the machine until it hits the stop.
- 08  Close the door.

Emptying the coffee bean hopper

- 01  Press the release button and open the door.
- 02  Pull red unlocking lever forward.
- 03  Push powder container forward to limit stop and remove by pulling straight up.
- 04  Close the door.

NOTICE

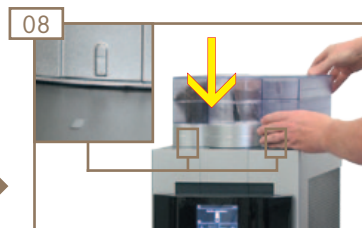
The quality of the coffee may be impaired!
Dry the coffee bean hopper well after cleaning it.
There must not be any residue from cleaning agents.

- 05  Remove the cover.
- 06  Empty, clean and dry the bean hopper.
- 07  Seal the coffee bean hopper with the cover.

Emptying the coffee bean hopper (cont.)



The machine will only function if both bean hoppers are installed correctly.



Place the coffee bean hopper on the machine (observe marking).



Slide the coffee bean hopper back to the limit stop.

Emptying the powder container

NOTICE

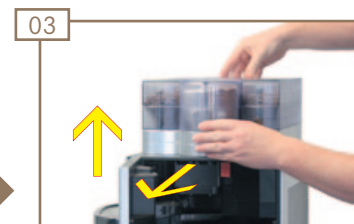
Powder may escape.
Always transport the powder container closed in an upright position.



Press the release button and open the door.



Pull red unlocking lever forward.



Push powder container forward to limit stop and remove by pulling straight up.



Close the door.

CAUTION

Risk of injury!
From the powder container's screw conveyor.
Exercise care when cleaning the powder container.



Remove the cover.

NOTICE

The quality of drinks may be impaired.
Dry the powder container well after cleaning it.
There must not be any residues from cleaning agents.

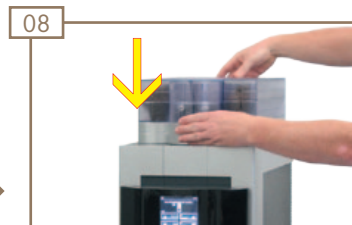
Empty powder container (cont.)



Empty, clean and dry the powder container.



Seal powder container with cover.



Place the powder container on the machine.



Slide powder container back to limit stop.



If the powder container is not properly installed on the machine, the message Please replace powder container! will be displayed.

Emptying the drip tray (optional)

NOTICE

Water may spill out!
Always transport the drip tray horizontally.



Remove the drip tray.

WARNING

Risk of scalding!
from hot water and splatters.
Transport carefully and allow to cool down, if necessary.
Empty slowly and carefully.



Remove the drip grid and empty the drip tray.



Clean and dry the drip tray and drip grid.



Insert the drip grid.

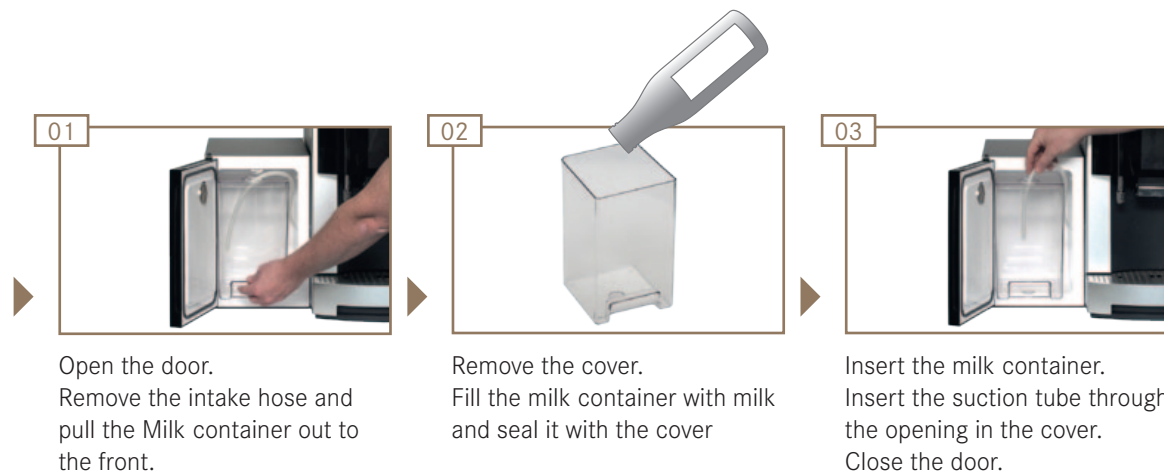


Replace drip tray.

Filling the milk container (optional)

NOTICE

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

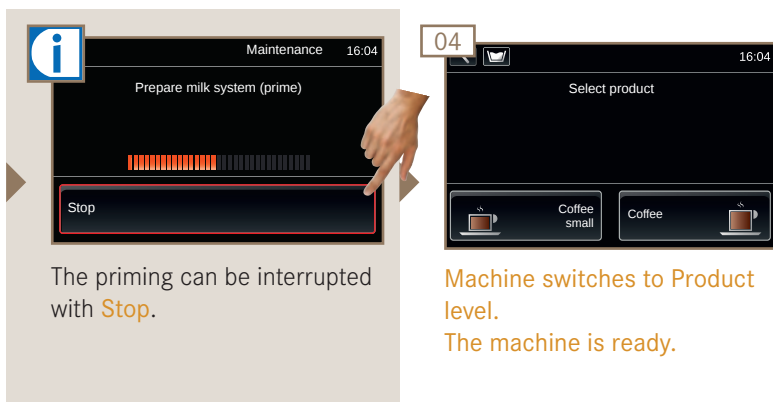


Prepare milk pump (prime)



Priming milk

For optimum drink quality, there must be milk in the feed lines from the start.
You must prime the machine so that milk is drawn back into the lines after each replacement and after cleaning.



Emptying the milk container (optional)

NOTICE

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



01
Open the door.
Remove the intake hose and
pull the Milk container out to
the front.

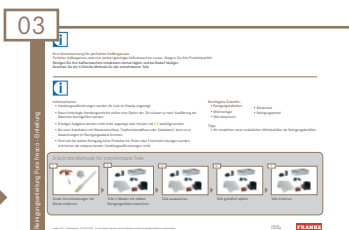


02
Remove the cover.
Store the milk in a refrigerator
or dispose of it, if necessary.

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 milk system at least once daily.



03
Clean the Pura milk system.

See *Pura fresco cleaning
instructions*.



04
Clean the milk container and
the refrigeration unit.



05
Seal the milk container with the
cover.



06
Insert the milk container.
Insert the suction tube through
the opening in the cover.
Close the door.



07
Press **On/Off** to switch the
refrigeration unit off.

Preparing drinks

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

Preparing a standard drink



Place an appropriate cup or glass under the outlet.



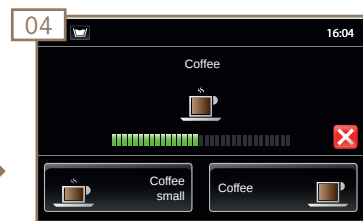
Setting outlet height.

WARNING

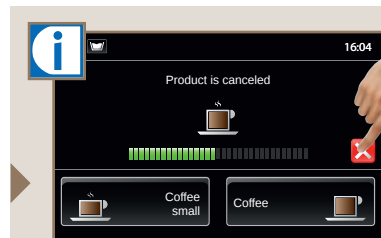
Risk of scalding or burning!
The dispensers and drinks are hot.
Do not touch the area under the outlets.
In case of scalding or burns, immediately cool the affected area and, depending on the severity of the injury, consult a doctor.



Press product button desired.



Preparation begins.



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



The drink is ready.

Preparing two drinks at once



Place two appropriate cups or glasses under the outlet.



Setting outlet height.

WARNING

Risk of scalding or burning!

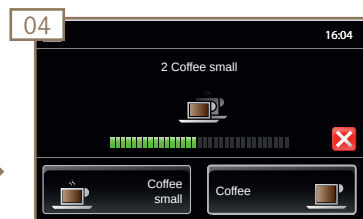
The dispensers and drinks are hot.

Do not touch the area under the outlets.

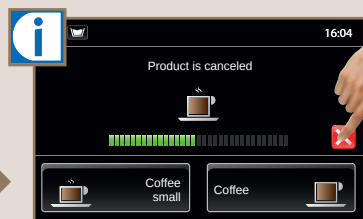
In case of scalding or burns, immediately cool the affected area and, depending on the severity of the injury, consult a doctor.



Press product button desired.



Preparation begins.



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



The drinks are ready.

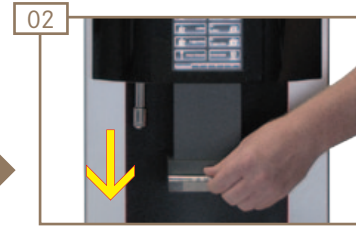
Drink preparation using the queue function (if enabled)



You can start the preparation of up to 11 products using the queue function. Pay attention and work carefully to avoid scalds. Drink preparation with preselection must be enabled. Only an authorized service technician can enable preprogrammed settings. Contact your service technician.



Place an appropriate cup or glass under the outlet.
Keep appropriate cups and glasses handy for additional drinks.



Setting outlet height.

WARNING

Risk of scalding or burning!

The dispensers and drinks are hot.

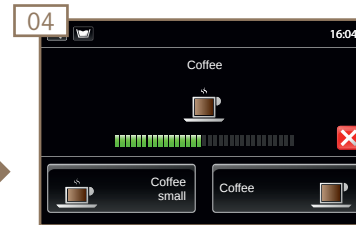
With the queue function, the next product starts automatically.

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.



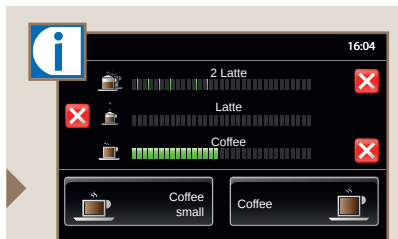
Press product button desired.



Preparation begins.



Other drinks can be preselected while the drink is being prepared.



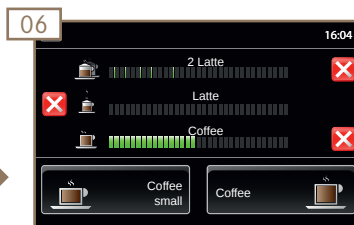
The preselected drinks are listed in the display.
The current drink is listed at the bottom.

WARNING

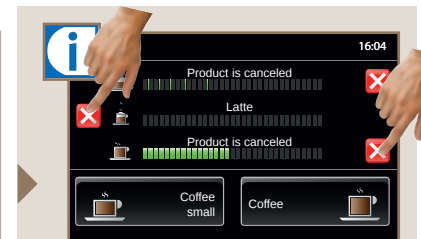
Risk of scalding!

The next drink starts automatically.

Pay attention and work carefully.



Next preparation begins.



Preparation of the drink can be canceled or products removed from the queue by pressing **Cancel**.

Drink preparation with preselection (if enabled)



Example of use of preselection

The Pura makes the following preselection possibilities available:



2x: Selected product is prepared twice. Serial preparation.



Powder: Preselection of powder type.



Coffee: Preselection of coffee type.



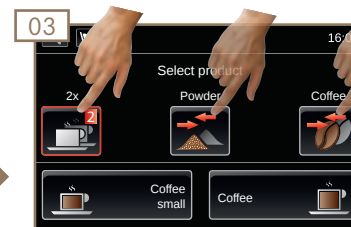
Place an appropriate cup or glass under the outlet.



Setting outlet height.



You may select one or more preselection functions.



Press preselection button desired.



When **2x** is preselected, have appropriate cup or glass ready.

WARNING

Risk of scalding or burning!

The dispensers and drinks are hot.

When product repetition is preselected, the second product starts automatically.

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.

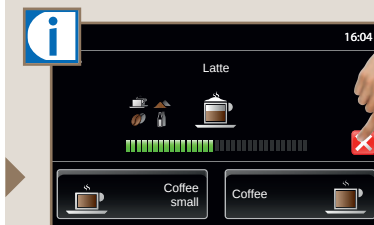
Pay attention and work carefully.



Press product button desired.



Preparation begins.



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

Hot water dispenser



If the simultaneous drink preparation function is not activated, all other products are blocked during hot water dispensing. Only an authorized service technician can enable preprogrammed settings. Contact your service technician.



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

WARNING

Risk of scalding or burning!

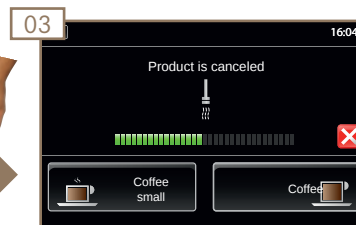
The dispensers and drinks are hot.

Do not touch the area under the outlets.

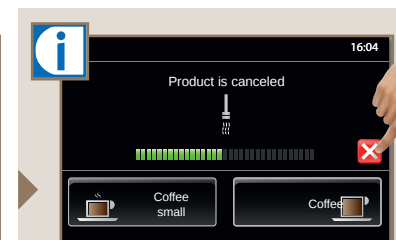
In case of scalding or burns, immediately cool the affected area and, depending on the severity of the injury, consult a doctor.



Press the **Hot water** product button.



Preparation begins.



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

Cleaning, rinsing and servicing

Even a coffee machine like the Pura must be cared for. To ensure high-quality flavor, the Pura must be cleaned at least once daily and serviced at regular intervals. To keep you from spending too much time cleaning your machine, we developed our Clean & Clever cleaning system.

Overview of the separate instructions for cleaning and descaling



Select the correct cleaning and descaling instructions for your system, taking the functions of your coffee machine into consideration.



Pura pronto

Pura fresco

Cleaning Instructions (for daily cleaning of the coffee system)	1N 330 014	1N 330 019/1N 330 587 ¹
Descaling Instructions	1N 330 029	1N 330 029

5-step method for removable parts



¹ for USA and Canada.

Cleaning the water tank (weekly and additionally as needed, if tank operation)

WARNING

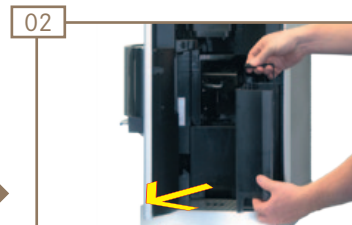
Risk of injury!

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

Exercise care and caution when working in an open machine.



01 Press the release button and open the door.



02 Remove and empty the water tank.



When operating with a water filter, the filter must be removed from the water tank before cleaning.

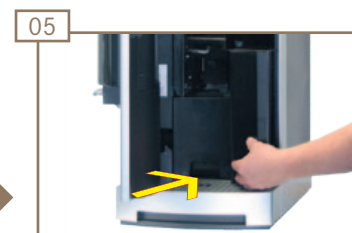
 See page 42.



03 Clean the water tank using the 5-step method.



04 Fill water tank up to fill mark.



05 Replace water tank.



06 Close the door.

Clean the brewing unit (weekly and additionally, as required).

WARNING

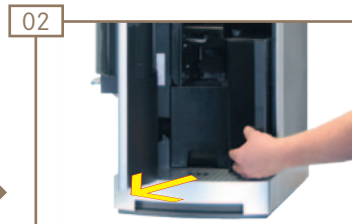
Risk of injury!

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

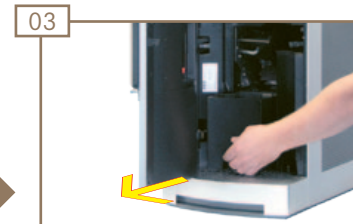
Exercise care and caution when working in an open machine.



Press the release button and open the door.



Remove water tank.

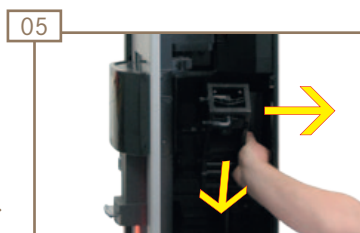


Remove grounds container.



Press and hold down the red button while at the same time turning the lever forward.

Brewing unit is unlocked.



Pull the brewing unit right and forward to remove.

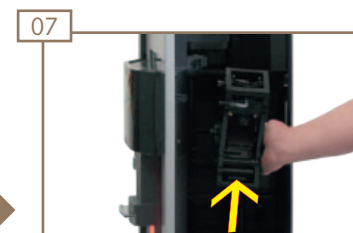
NOTICE

Brewing unit is not dishwasher-safe.

Always rinse out the brewing unit under a water tap.



Rinse the brewing unit from all sides and clean using the 5-step method.



Insert brewing unit, white parts facing upward.



Push the brewing unit to the left.

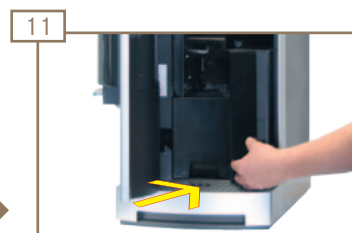


Press and hold down the red button while at the same time turning the lever to the rear until it hits the stop.

The brewing unit is locked.



Replace grounds container.



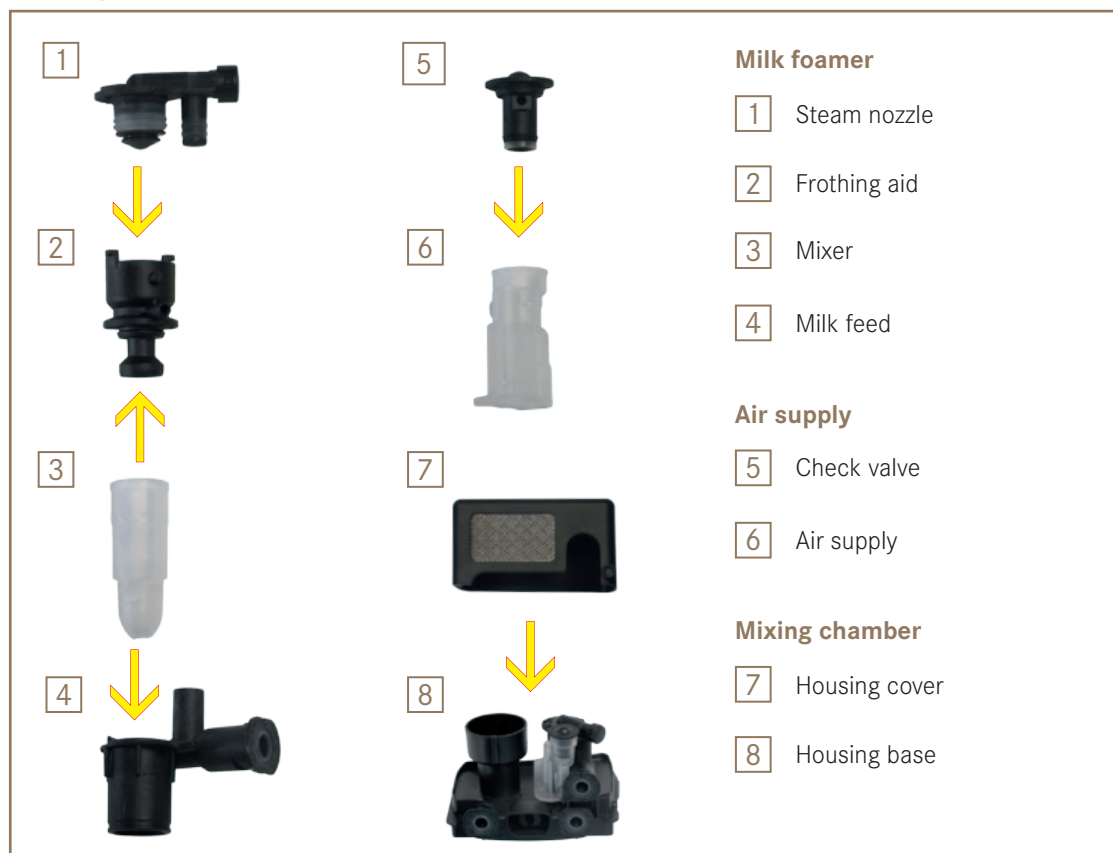
Replace water tank.



Close the door.

Pura fresco - Clean the mixing chamber (weekly and additionally, as required).

Mixing chamber components



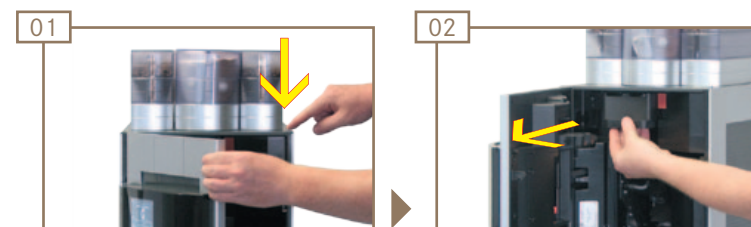
⚠ WARNING

Health risks and damage to the machine!

Powder left in the mixing chamber can cause clogging and lead to the formation of germs.

Clean the mixing chamber weekly and additionally, as required.

Clean the powder container every two months and additionally, as required if the machine is used frequently.

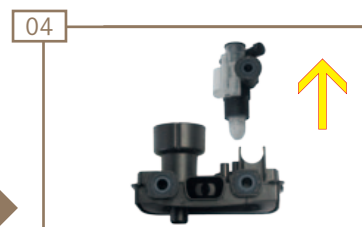


Press the release button and open the door.

Unlock the mixing chamber at the bottom and pull forward to remove.



Lift the mixing chamber cover up to remove.



Remove the milk foamer from the lower part of the housing.



Disconnect air supply from milk foamer.



Remove the check valve from the air supply.



Remove the steam nozzle from the milk feed.

Continued: Pura fresco - Clean the mixing chamber (weekly and additionally, as required).

04e

(+)

04f

(+)

05

06

06b

(+)

Remove the frothing aid from the mixer.

Unlock the bayonet lock. Remove the steam nozzle from the frothing aid.

Clean mixing chamber components using the 5-step method.

Insert the frothing aid in the mixer.

Insert the steam nozzle in the frothing aid. Lock the bayonet lock.

06c

(+)

06d

(+)

06e

(+)

06f

(+)

06g

(+)

Insert the steam nozzle in the milk feed.

Replace check valve in air supply.

Place air feed on milk foamer.

Correctly assembled milk foamer.

Insert the milk foamer in the lower part of the housing.

07

08

09

Reassemble mixing chamber.

Insert the mixing chamber up to limit stop.
The mixing chamber will lock into place with an audible click.

Close the door.

Activate wipe protection



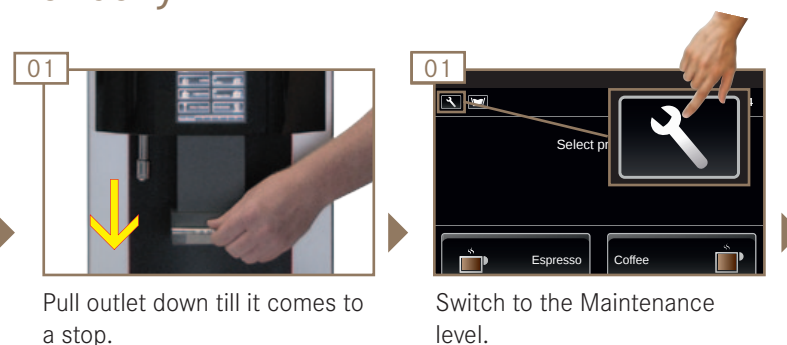
The wipe protection function deactivates the touch display for 20 seconds so it can be safely cleaned.



Rinsing the coffee and powder system manually



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



WARNING

Risk of scalding!
from hot water.
Do not touch the outlets or the area under the outlets.


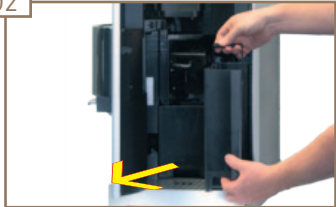







Water filter



The water filter ensures for consistently optimal water quality.
Using an upflow filtration design ensures
a long service life.

Inserting the adapter in the water tank

- 01  Press the release button and open the door.
- 02  Remove and empty the water tank.
- 03a  03b  Set the adapter on the channel in the water tank (view from above into the water tank).
- 04  Slide adapter into opening.
The adapter will lock into place with an audible click.
- 05  Replace water tank.
- 06  Close the door.

 *Insert water filter, see page 40.*

Inserting the water filter



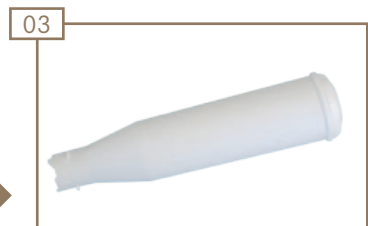
Press the release button and open the door.



Remove and empty the water tank.

NOTICE

Damage to the machine may result from improper handling or installation.
The water filter must be installed correctly.



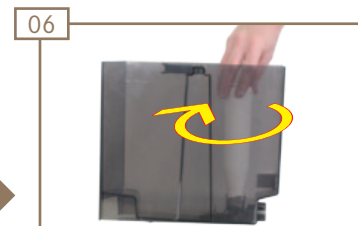
Unpack the water filter.



Twist the filter cap to display the month the filter was installed.



Fill the water filter with water.



Insert the water filter into the adapter and rotate it clockwise until it hits the stop.
Water filter is installed.



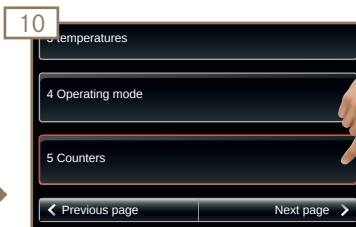
Fill water tank up to fill mark.



Replace water tank.



Close the door.



Reset the water filter counter.

 See page 50.



Pull outlet down till it comes to a stop.



Switch to the Maintenance level.

Inserting the water filter (cont.)

13

Select **Rinse water filter**.

14

Confirm the prompt Rinse water filter by pressing **Yes**.

15

A list with subsequent steps is displayed.

16

Remove, empty and replace the drip tray.

17

Press the release button and open the door.

18

Remove and empty the water tank.

19

Fill water tank up to fill mark.

20

Replace water tank.

WARNING

Risk of scalding!
from hot water and hot steam.
Do not touch the outlets or the
area under the outlets.

21

Close the door.

22

Water filter is rinsed.

23

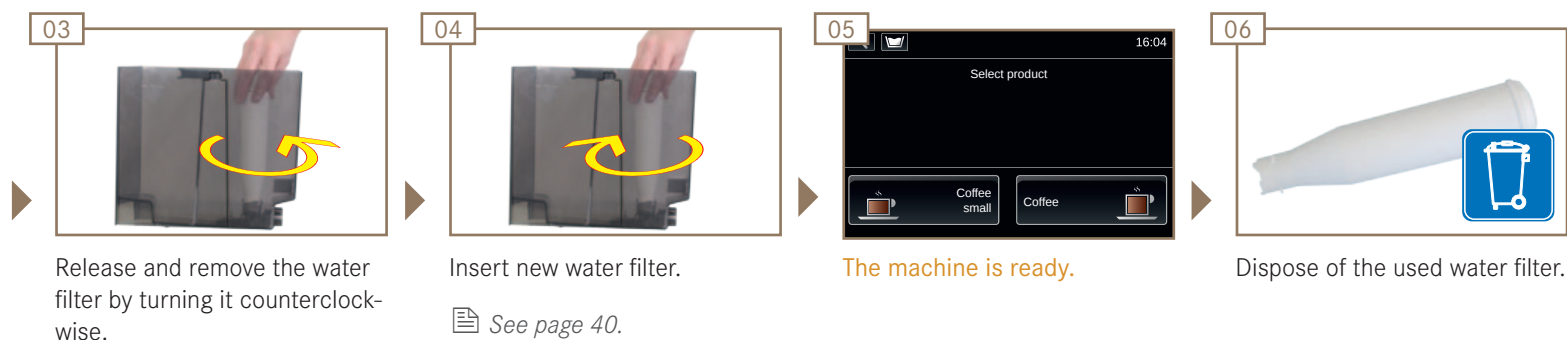
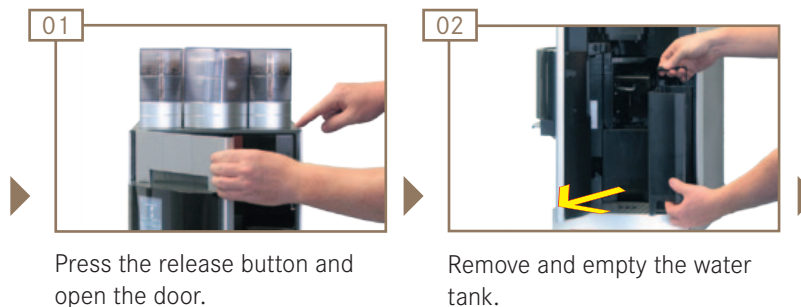
Machine switches to Product level.
The machine is ready.

Removing the water filter

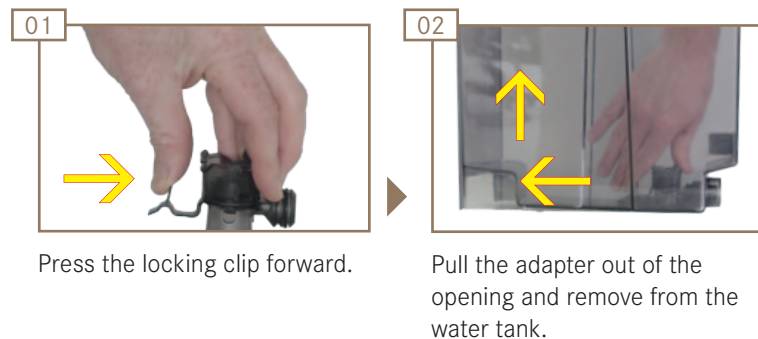
⚠ CAUTION

Illness due to bacteria build-up!

Using a water filter for too long can lead to build-up of algae.
Replace the water filter as described in the maintenance list.



Removing the adapter



During occasional periods when it is not in use, store the water filter in a glass of water in the refrigerator.

Maintenance plan

Frequency	Task	Information	Completed
Daily	Clean machine	See Cleaning Instructions (1N330014 Pura pronto, 1N330019/1N330587 ¹ Pura fresco)	<input type="checkbox"/>
Daily	Rinse the machine	See page 38	<input type="checkbox"/>
Weekly and additionally, as required	Clean water tank	See page 34	<input type="checkbox"/>
Weekly and additionally, as required	Clean brewing unit	See page 35	<input type="checkbox"/>
Weekly and additionally, as required	Clean mixing chamber (Pura fresco)	See page 36	<input type="checkbox"/>
Monthly	Clean the coffee bean hopper	See page 23	<input type="checkbox"/>
Monthly	Clean the powder container	See page 24	<input type="checkbox"/>
Every 2 months, or as necessary	Change water filter	See page 39	<input type="checkbox"/>
Annually, after every 30,000 products, or as necessary	Maintenance by service technician	Contact a service technician.	<input type="checkbox"/>
As necessary	Descale machine	See Descaling Instructions (1N330029)	<input type="checkbox"/>

¹ for USA and Canada.

Configuration

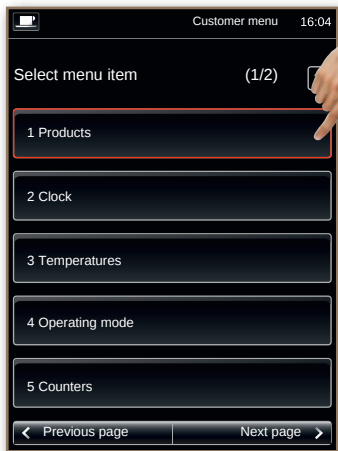
Your Pura is completely and individually programmable – so that the Pura is just as flexible as you. We have kept the programming simple to make your job easier. Try it for yourself.

Introduction to programming



- All programming menu items are shown on the following pages. Some of these menu items may not feature on your Pura depending on the configuration.
- Information on the symbols and controls can be found in the chapter „*Explanation of symbols*“.

1 Products



Before you can adjust the product setting, you must select a product under the menu item **1.1 Select product key**.

1.1 Select product key

1.2 Modify product settings

Basic product coffee

Brewing water quantity

Grind quantity coffee type left

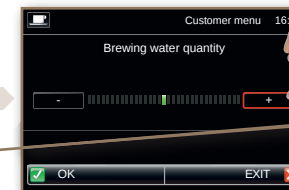
Pre-inject

Temperature

Prepare test product

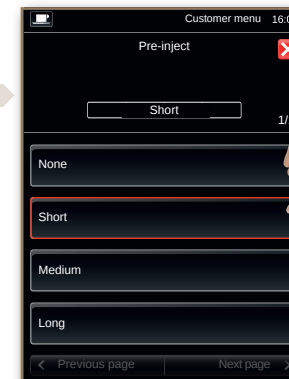


► Select product.



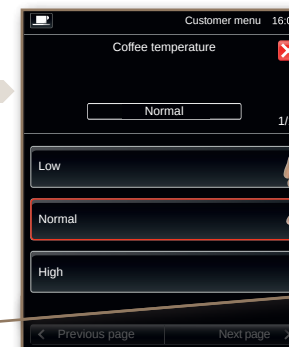
► Adjust the quantity using **+/-**.

- Correction of the brewing water and grind quantity.
- Max. adjustment **+/- 20%** of set value.



► Select parameter.

- Wait time between pre-injection and actual brewing process.
- **None**: No pre-injection.
- **Short**: Wait time 1.0 second.
- **Medium**: Wait time 1.5 seconds.
- **Long**: Wait time 2.0 seconds.



► Select parameter.

- Boiler temperature correction.
- **Low**: - approx. 5 °C.
- **Normal**: No correction.
- **High**: + approx. 5 °C.



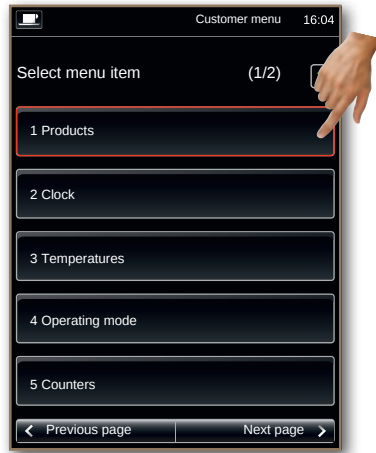
Changes can be checked without leaving the menu by pressing **Prepare test product**.

The source of supply is always shown under the menu item **Grind quantity coffee type left**. Depending on the configuration, the source of supply may vary.

Confirm changes by pressing **OK**. Changes are canceled by pressing **EXIT**.

Continued on next page.

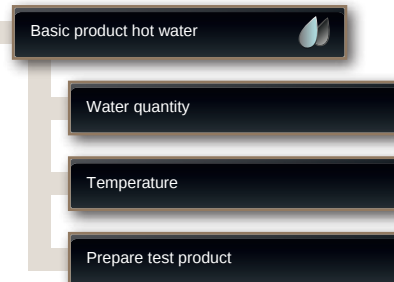
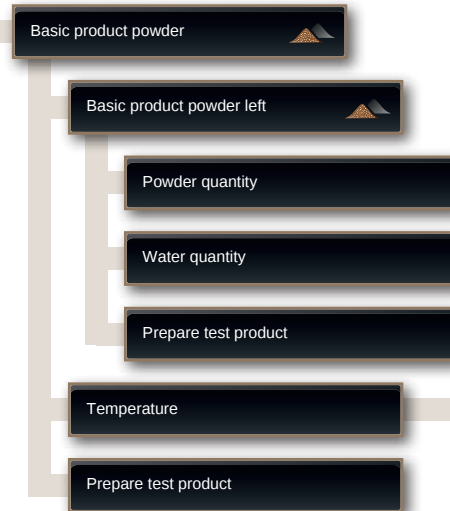
1 Products, continued



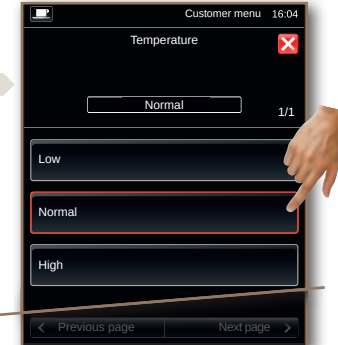
Changes can be checked without leaving the menu by pressing **Prepare test product**.

The source of supply is always shown under the menu item **Basic product powder left**. Depending on the configuration, the source of supply may vary.

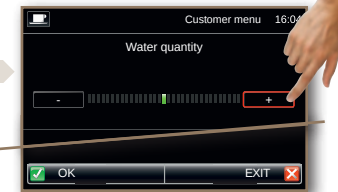
Confirm changes by pressing **OK**. Changes are canceled by pressing **EXIT**.



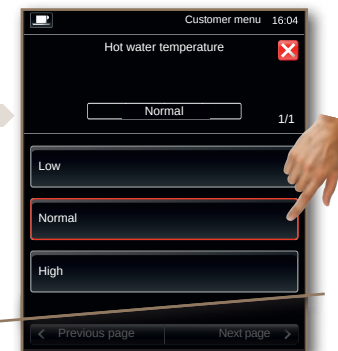
- ▶ Adjust the quantity using **+/-**.
 - Correction of the powder and water quantity.
 - Max. adjustment $\pm 20\%$ of set value.



- ▶ Select parameter.
 - Boiler temperature correction.
 - **Low**: - approx. 10 °C.
 - **Normal**: - approx. 5 °C.
 - **High**: No correction.



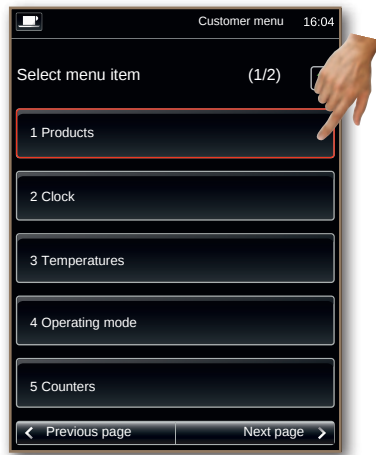
- ▶ Adjust the quantity using **+/-**.
 - Correction of the water quantity.
 - Max. adjustment $\pm 20\%$ of set value.



- ▶ Select parameter.
 - Boiler temperature correction.
 - **Low**: - approx. 5 °C.
 - **Normal**: No correction.
 - **High**: + approx. 5 °C.

Continued on next page.

1 Products, continued



Changes can be checked without leaving the menu by pressing **Prepare test product**.

Confirm changes by pressing **OK**. Changes are canceled by pressing **EXIT**.

Pura fresco only

Basic product milk

Milk quantity

Temperature

Prepare test product

Pura fresco only

Basic product milk foam

Foam quantity

Temperature

Prepare test product

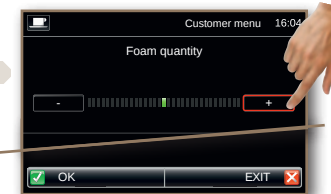
Price

Free

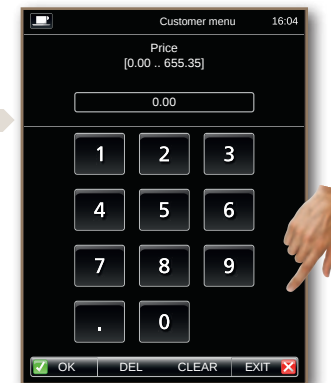
Prepare test product



- ▶ Adjust quantity and temperature using **+/-**.
 - Boiler temperature and milk quantity correction.
 - Max. adjustment $\pm 20\%$ of set value.



- ▶ Adjust quantity and temperature using **+/-**.
 - Boiler temperature and foam quantity correction.
 - Max. adjustment $\pm 20\%$ of set value.

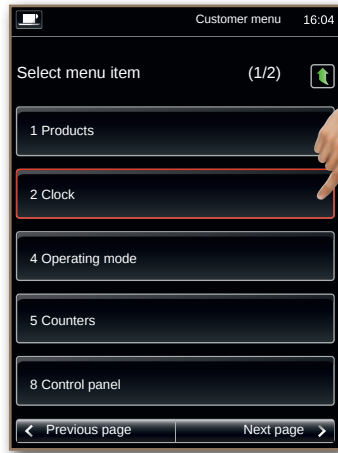


- ▶ Enter price.
 - **Price** appears on the **Product** button (if accounting system is activated under 4 Operating mode).



- ▶ Select parameter.
 - **Yes**: Product is not entered in accounting.
 - **Free** appears on the **Product** button (if accounting system is activated under 4 Operating mode).

2 Clock



Always press **CLEAR** before entering a value.

Using the **date** and **time** as well as the **timer function**, the Pura can be automatically switched on or off.

Confirm changes by pressing **OK**. Changes are canceled by pressing **EXIT**.

2.1 Date/time

Time

Date

Daylight Saving Time/Standard Time

2.2 Timer 1

Time On

Weekdays On

Time Off

Weekdays Off

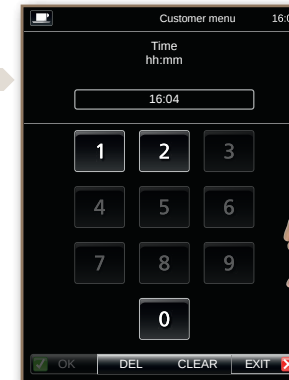
2.3 Timer 2

Time On

Weekdays On

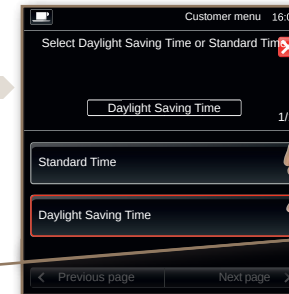
Time Off

Weekdays Off



► Set the date and time.

- Set Daylight Saving Time/Standard Time before setting the time.



► Select parameter.

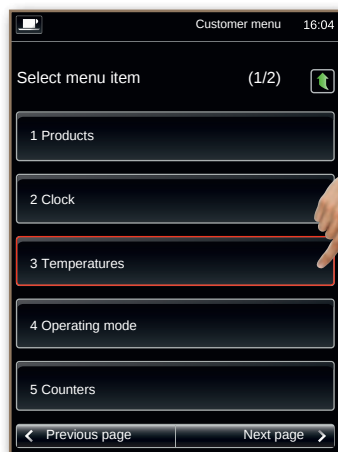
- **Standard Time**: Clock falls back one hour.
- **Daylight Saving Time**: Clock springs ahead one hour.



► Set the timer.

- Machine switches on/off automatically.
- First entry = Monday.
- Last entry = Sunday.
- **0** = Machine on.
- **1** = Machine off.

3 Temperatures

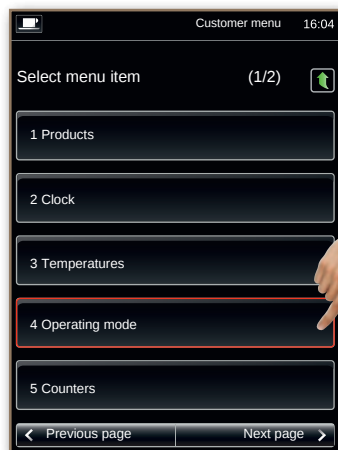


3.1 Correction milk pump 1



- ▶ Adjust temperature with \pm .
- Correction of the milk temperature for all products.
- Max. adjustment \pm 20% of set value.

4 Operating mode

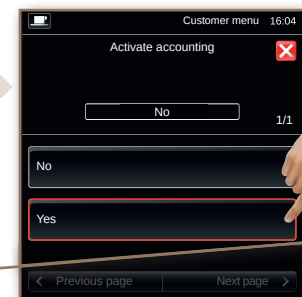


Activate accounting system?

Select water supply

Water tank

Water connection

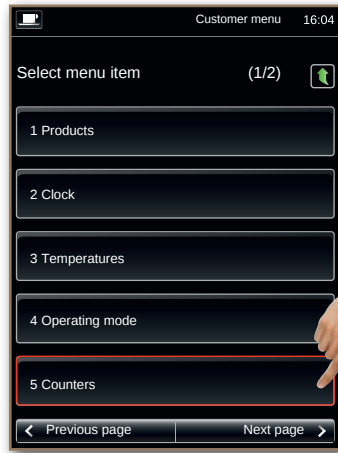


- ▶ Select parameter.
- Activate accounting system (if programmed).



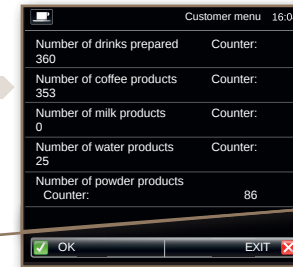
- ▶ Select parameter.
- Select operating mode.

5 Counters



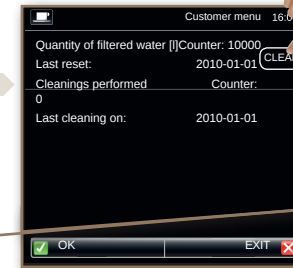
Confirm changes by pressing **OK**. Changes are canceled by pressing **EXIT**.

5.1 Product groups



► Counter status of the product groups is displayed.

5.2 Maintenance



► Reset Maintenance counter by pressing **CLEAR**.

5.3 Individual products

Products 1 - 8

Products 9 - 16

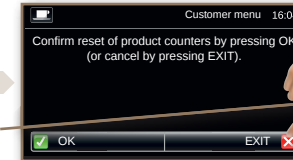
Products 17 - 24

Products 25 - 32

Resetting product counters

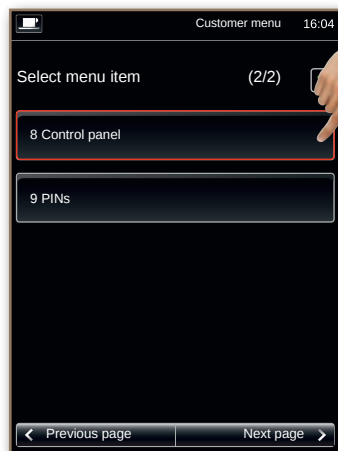


► Counter status of the products is displayed.



► Press **OK** to reset product counters or press **EXIT** to cancel the procedure.

8 Control panel



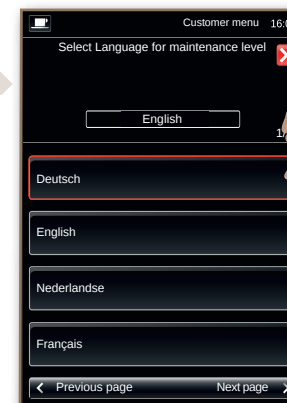
You can use **Next page** and **Previous page** to scroll through the menu levels.

Confirm changes by pressing **OK**. Changes are canceled by pressing **EXIT**.

8.1 Language

Language for maintenance level

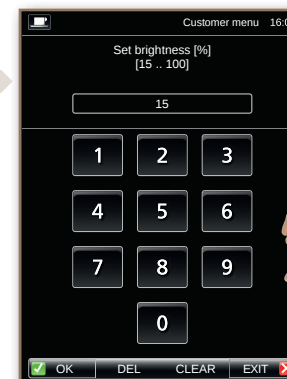
Language for product level



► Select parameter.

- Set language for Maintenance and Product level.

8.2 Display brightness

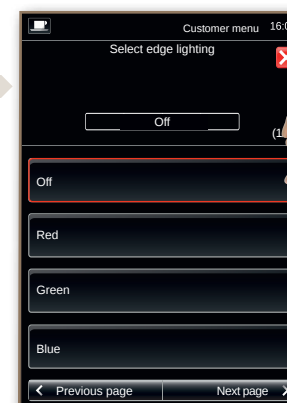


► Sets the brightness of the display.

- **15%:** Display dark.
- **100%:** Display bright.

8.3 Edge lighting

Color

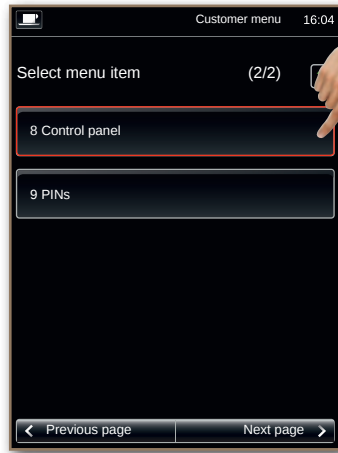


► Select parameter.

- Set the color of the edge lighting.
- **Off:** No edge lighting.

Continued on next page.

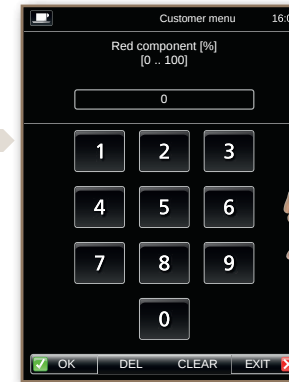
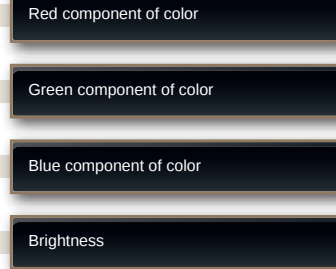
8 Control panel, continued



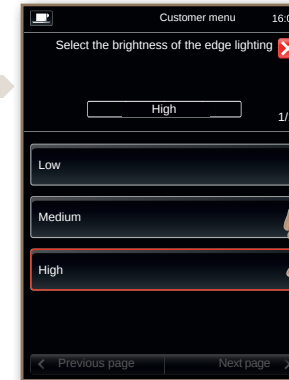
You can use **Next page** and **Previous page** to scroll through the menu levels.

Confirm changes by pressing **OK**. Changes are canceled by pressing **EXIT**.

If you select **Custom** in the **Color** menu, the following additional menu items are displayed.

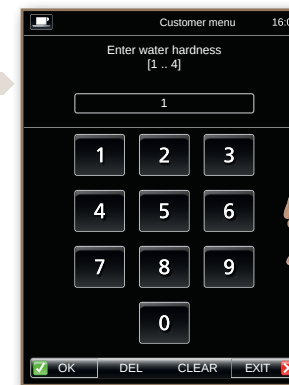


- ▶ Set user-defined color of the edge lighting.
 - Free selection of the edge lighting color.



- ▶ Select parameter.
 - Set the brightness of the edge lighting.

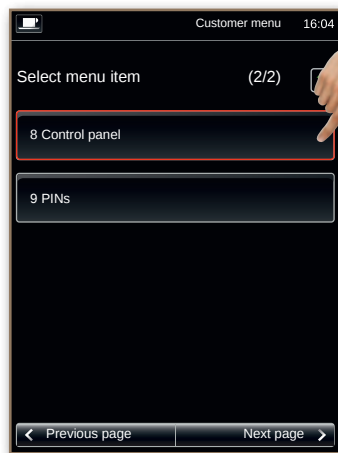
8.4 Water hardness



- ▶ Set the water hardness.
 - Water hardness in German degrees (°dH) and grains per gallon (gpg).
 - **1**: Water hardness up to 8 °dH (gpg).
 - **2**: Water hardness up to 15 °dH (gpg).
 - **3**: Water hardness up to 23 °dH (gpg).
 - **4**: Water hardness up to 29 °dH (gpg).

Continued on next page.

8 Control panel, continued



You can use **Next page** and **Previous page** to scroll through the menu levels.

Confirm changes by pressing **OK**. Changes are canceled by pressing **EXIT**.

8.5 Acoustic signals

Key tone

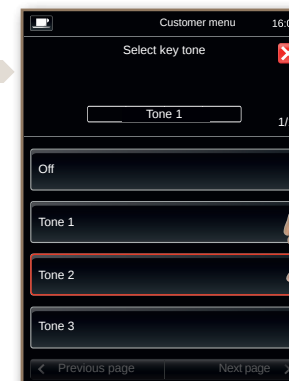
Activate system messages

Activate rinsing process

Activate prompts

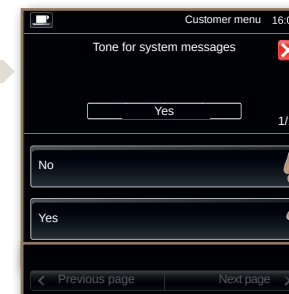
Activate cleaning process

8.6 Cleaning dialog



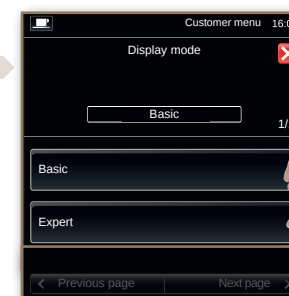
► Select parameter.

- Select the type of key tone
- **Off**: No tone.
- **Tone 1**: Deep tone.
- **Tone 2**: High tone.
- **Tone 3**: Dual tone (deep, high).



► Select parameter.

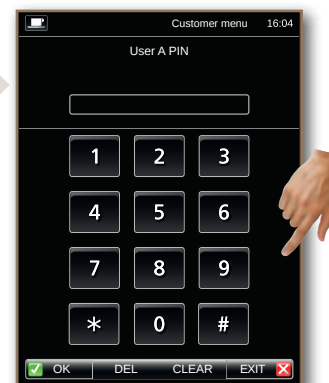
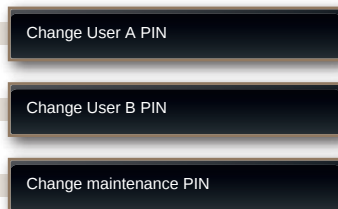
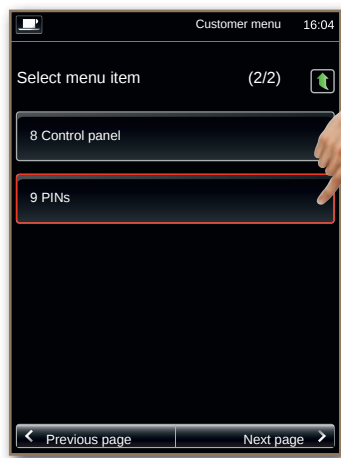
- Select tone for messages, processes and prompts.
- **No**: No tone.



► Select parameter.

- Select display mode for cleaning process.

9 PINs



- Set or change PIN.
- Max. 6 characters.



You can use **Next page** and **Previous page** to scroll through the menu levels.

Confirm changes by pressing **OK**. Changes are canceled by pressing **EXIT**.

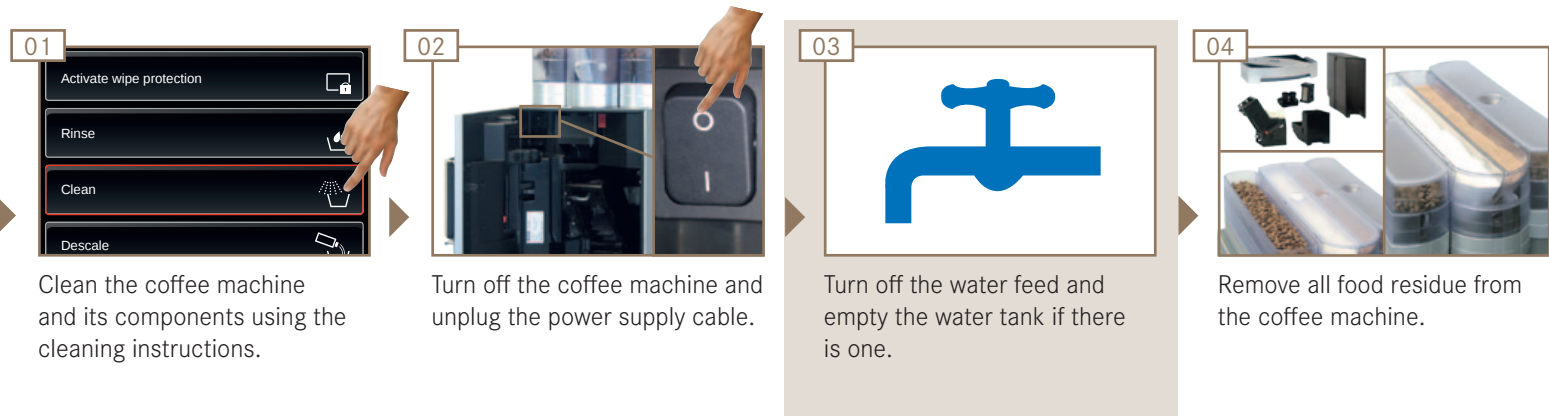
Shut down and disposal

Do you want to shut down your Pura for longer periods or take it out of service? Contact our service department. We recycle our coffee machines at a rate of nearly 100%, in order to protect the environment and resources.

Decommissioning



If you plan to take your coffee machine out of service for a longer period of time, take advantage of our service.



Shut-down for longer periods and storage

NOTICE

Risk of damage to the machine!

Contact your FRANKE service team for proper storage.

Observe the storage conditions and drain your coffee machines.

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 machines 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

Observe local disposal regulations when disposing of consumable materials and waste.

Disposing of the coffee machine

You can return your coffee machine directly to your retailer at no charge. We will take care of the rest for you. For environmental protection reasons, we ask you not to dispose of the machine yourself.

Troubleshooting

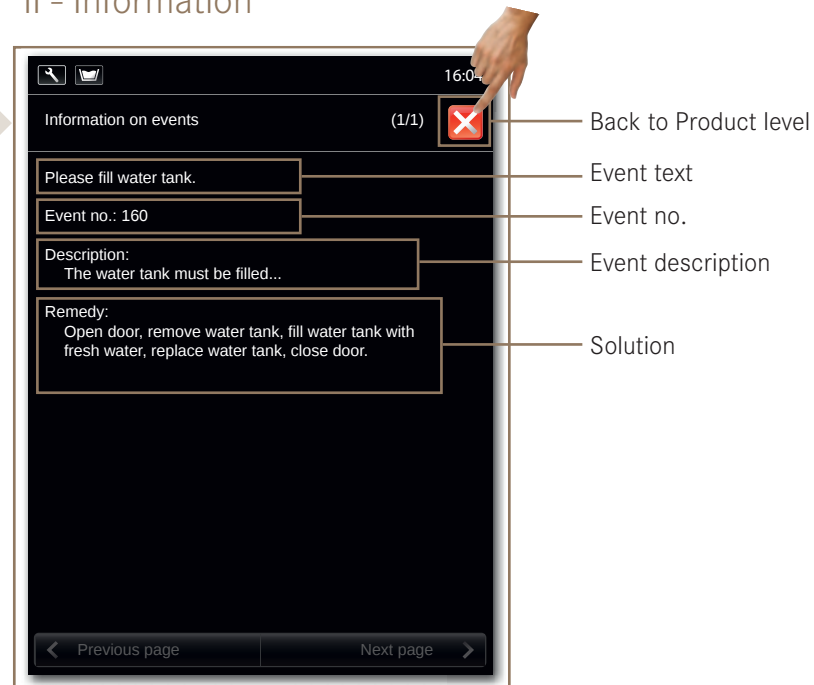
If a problem occurs, your Pura coffee machine will give you instructions. Events and information are shown on the display. Should you be unable to resolve a problem despite all best efforts, please contact our service department.

In the event of machine errors

I - Event



II - Information



Help with Machine Errors

Event no.	Event text	Solution	Instructions
1-99	Various events and information	Contact a service technician.	
129	Please close door.	Close the door.	
130	Please replace bean hopper.	Replace coffee bean hopper.	see page 24
131	Please replace powder container.	Replace powder container.	see page 25
132	Please replace mixing chamber.	Insert mixing chamber.	see page 37
133	Please replace brewing unit.	Replace brewing unit.	see page 35
134	Please replace water tank.	Replace water tank.	see page 21
135	Please replace grounds container.	Replace grounds container.	see page 22
136	Please replace drip tray.	Replace drip tray.	see page 25
158/159	Please fill bean hopper.	Pour in coffee beans.	see page 20
160	Please fill water tank.	Add water.	see page 21
161	Please fill powder container.	Add milk powder.	see page 20
162	Please fill powder container.	Add chocolate powder.	see page 20
163	Milk container 1 is empty...	Add milk.	see page 26
164	Please fill milk container 1.	Add milk.	see page 26
165	The water tank is empty...	Add water.	see page 21
166	Please empty drip tray.	Empty drip tray.	see page 25
167	The grounds container is full...	Empty grounds container.	see page 22
168	Please empty grounds container.	Empty grounds container.	see page 22
169	The brewing unit is empty...	Contact a service technician.	
170	The brewing unit is full...	Contact a service technician.	
178/179	Boiler 2/1 temperature too low	If this error message is visible for an extended period, contact a service technician.	
180/181	Boiler 2/1 heating	If this error message is visible for an extended period, contact a service technician.	
188	Machine must be cleaned...	Clean machine (request).	see Cleaning Instructions
189	Please clean the machine.	Clean machine (force).	see Cleaning Instructions
190	Please replace the water filter.	Insert water filter.	see page 42
191	Please descale the machine.	Descal machine.	see Descaling Instructions
192	Please service the machine.	Contact a service technician.	
193	Please calibrate water flow.	Contact a service technician.	
194	Please calibrate milk pump.	Contact a service technician.	
196	Repeat cleaning.	Repeat cleaning cycle.	see Cleaning Instructions
197	Repeat descaling.	Repeat descaling cycle.	see Descaling Instructions
198-200	Please rinse machine.	Rinse the machine.	see page 38
250	Energy Saver Mode is activated.	Contact a service technician.	
251	The ceramic valve is not ready...	Contact a service technician.	

Help with problems concerning product quality

Tasteless coffee

Possible causes	Solution
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

Possible causes	Solution
Poor grind quality	Contact customer service
Minimal coffee usage	Load smaller amount of coffee
Coffee beans bad	Replace coffee beans
Residual cleaning solution	Rinse the machine
Cup dirty	Check dishwasher
Water (chlorine, hardness, ...)	Have water quality checked

Consistency of powder products

Possible causes	Solution
Viscous	Use less powder
	Use more water
Watery	Use more powder
	Use less water
Lumpy	Clean the powder system

Coffee tastes bitter

Possible causes	Solution
Temperature too high	Decrease coffee temperature
Grind too fine	Select a coarser grind
Too little powder	Increase amount of coffee
Roast too dark	Change coffee

Coffee tastes sour

Possible causes	Solution
Temperature too low	Increase coffee temperature
Roast too light	Change coffee
Grind too coarse	Select a finer grind

Taste of powder products

Possible causes	Solution
Too sweet	Use less powder
	Use more water
Not sweet enough	Use more powder
	Use less water
Strange taste	Clean the powder system

Index

A

ADAPTER	10
INSTALLING.	39
REMOVING	42
ADDING MILK	26
ADD-ON UNITS.	15
ADD POWDER	20

B

BREWING UNIT.	13
-----------------------	----

C

CHILL & CUP	15
CLEAN.	33
BREWING UNIT.	35
MIXING CHAMBER	36
CLEAN WATER TANK	34
CLOCK.	48
COMMISSIONING	19
CONFIGURATION.	44
CONTROL PANEL	51
COUNTERS	50
CUP WARMER	15

D

DAILY START-UP.	19
DECLARATION OF CONFORMITY	6
DECOMMISSIONING.	55
DESCALE	33
DESCRIPTION OF THE MACHINE	12
COMPONENTS.	13
PURA	12
TOUCH DISPLAY.	14
DIMENSIONS	17
ADJUSTABLE FEET.	17, 18
PURA	17
REFRIGERATION UNIT.	18
DISPENSER HEAD	13
DISPOSAL.	55

E

ELECTRICAL CONNECTION.	16
EMPTYING.	22
COFFEE BEAN HOPPER.	23
DRIP TRAY	25
GROUNDS CONTAINER.	22
MILK	27
WATER TANK.	22

EMPTYING MILK	27
EMPTYING THE POWDER CONTAINER	24
EXPLANATION OF SYMBOLS	3
OPERATING INSTRUCTIONS	3
SOFTWARE	4

F

FILLING	20
COFFEE BEANS AND POWDER	20
WATER TANK.	21

G

GROUNDS CONTAINER	13
-----------------------------	----

H

HOT WATER DISPENSER	32
-------------------------------	----

I

IDENTIFICATION	11
IDENTIFICATION CODE	11
INSTALLATION	16

INSTALLATION DIMENSIONS	17
ADD-ON UNITS	18
PURA	17
ITEM NUMBER	11

M

MACHINE ERRORS	56
MACHINE NUMBER	11
MAINTENANCE PLAN	43
MIXING CHAMBER	13
MODEL CODE	11

N

NOISE EMISSION	16
--------------------------	----

O

ON/OFF SWITCH	13
ADD-ON UNITS	15
PURA	13

P

PINS	54
POWDER CHUTE	13
POWDER DRAWER	13
PREPARE MILK PUMP	26
PREPARING DRINKS	28
PREPARING TWO DRINKS AT ONCE	29
PRESELECTION	31
PRODUCT CANCEL	14

PRODUCT QUALITY	58
COFFEE TASTES BITTER	58
COFFEE TASTES SOUR	58
COFFEE TASTES STRANGE	58
CONSISTENCY OF POWDER PRODUCTS	58
TASTELESS COFFEE	58
TASTE OF POWDER PRODUCTS	58
PRODUCT SETTING	45

Q

QUEUE	30
-----------------	----

R

REFRIGERATION UNIT	15
RINSE	33
RINSE COFFEE SYSTEM	38
RINSE POWDER SYSTEM	38

S

SAFETY	6
SCOPE OF DELIVERY	9
SERVICE	33

T

TABLET INSERT	13
TECHNICAL DATA	16
CHILL & CUP	18
CUP WARMER	18
PURA	16
REFRIGERATION UNIT	18

TELESCOPIC OUTLET	13
TEMPERATURE	49
TOUCH DISPLAY	14
TROUBLESHOOTING	56
TYPE PLATE	11

W

WATER FILTER	39
INSERTING	40
INSERTING THE ADAPTER	39
REMOVING	42
REMOVING THE ADAPTER	42
WATER TANK	13
WEIGHT	16
WIPE PROTECTION	38



Franke Kaffeemaschinen AG
Franke-Strasse 9
4663 Aarburg – Switzerland
Tel. +41 (0) 62 787 36 07
www.franke.com

Your distribution partner:

Issued: 05.11 / order number: 1N330 004 / revision A



COFFEE
SYSTEMS



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.



Information:

- Actions required are displayed in a list.
- Steps on a brown colored background are optional. They must be performed depending on the model of your machine.
- Completed actions are no longer displayed or must be confirmed by pressing **OK**.
- Installations with a water connection, drip tray outlet or grounds ejection may deviate from the cleaning process described here.
- If no products have been made with powder or fresh milk since the last cleaning, the corresponding steps will not be displayed.

Accessories required:

- Cleaning tablets
- Cleaning solution
- Microfiber cloth
- Brush set
- Cleaning brush

Tip:

- We recommend an additional milk container as a cleaning container.

5-step method for removable parts



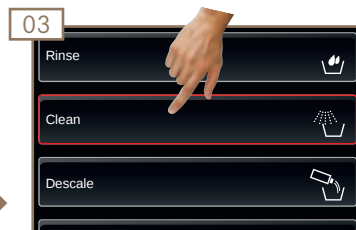
We recommend the following sequence of steps:



Pull outlet down till it comes to a stop.



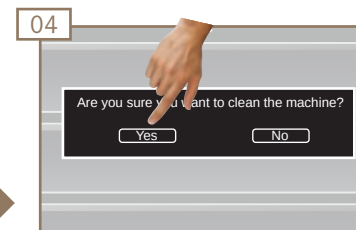
Switch to the Maintenance level.



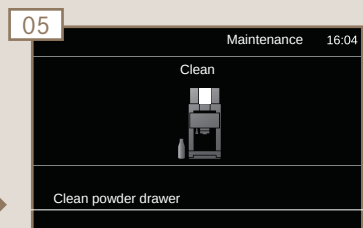
Select **Clean**.

WARNING

Risk of scalding!
from hot water and hot steam.
Do not touch the outlets or the
area under the outlets.



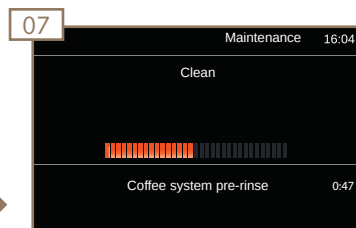
Confirm cleaning by pressing
Yes.



The prompt **Clean powder drawer** is displayed.



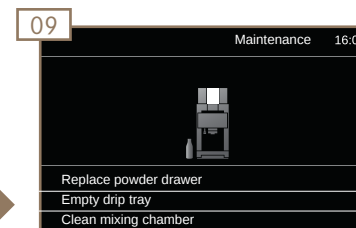
Grasp the powder drawer by
the handle.
Remove powder drawer toward
to the front.
Rinsing starts.



Machine rinses.



Clean the powder drawer with
a brush.



A list with subsequent steps is
displayed.



Replace powder drawer in pow-
der container.



Remove and empty the drip
tray.



Clean the drip tray and drip grid
using the 5-step method.



Replace drip tray.



Press the release button and
open the door.

15



(+)



(+)



(+)



(+)



Unlock the mixing chamber at the bottom and pull forward to remove.


Lift the mixing chamber cover up to remove.

Clean mixing chamber using the 5-step method.


Reassemble mixing chamber.

Insert the mixing chamber up to limit stop.
The mixing chamber will lock into place with an audible click.


16




(+)




(+)



(+)



(+)



Release outlet insert from red holder and pull out towards the top.


Close the door.
Push outlet upwards until it hits the stop.

Unlock dispenser head on both sides.


Remove dispenser head towards the bottom.

Clean the telescopic outlet using the 5-step method and clean the openings with an appropriate brush.


(+)



(+)



(+)




Replace the dispenser head in the outlet and lock it in place.
The dispenser head will lock into place with an audible click.

Press the release button and open the door.


Guide the outlet insert into the dispenser head. Set the outlet insert in the red holder.
The outlet insert will lock into place with an audible click.

17



Remove water tank.

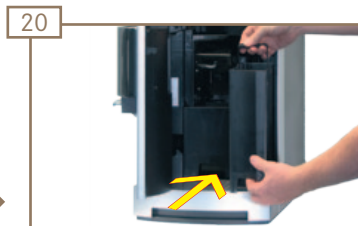
18



Insert a cleaning tablet in the white opening of the brewing unit.



Fill the water tank with water up to fill mark (only if operating with a water tank).



Replace water tank.



Remove grounds container and empty it.



Clean the grounds container using the 5-step method.



Replace the grounds container.



Open the door.
Remove the intake hose and remove the container.
Store the milk in a refrigerator or dispose of it, if necessary.



Clean the container using the 5-step method.



Fill container with 1 liter of cold water and an additional 50 ml of cleaning solution.



Insert the container and guide the intake hose in.
Close the door.



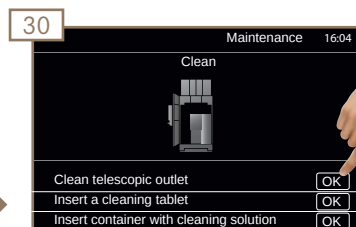
Close the door.



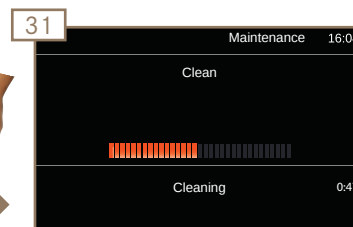
Pull outlet down till it comes to a stop.

WARNING

Risk of scalding!
From hot water and hot steam.
Do not touch the outlets or the area under the outlets.



Confirm completed tasks by pressing **OK**.
Cleaning starts.



Machine cleans.



A list with subsequent steps is displayed.



Remove, empty and replace the drip tray.



Open the door.
Remove the intake hose and remove the container.
Rinse out thoroughly with water.



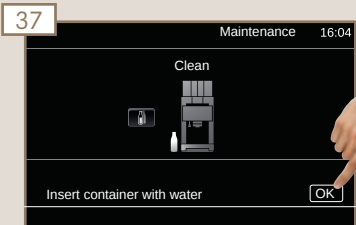
Fill container with 1 liter of cold water.



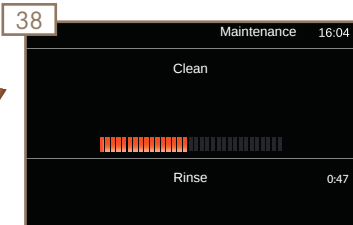
Insert the container and guide the intake hose in.
Close the door.

⚠ WARNING

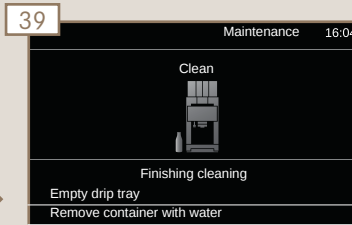
Risk of scalding!
From hot water and hot steam.
Do not touch the outlets or the area under the outlets.



Confirm the completed task by pressing OK.
Rinsing starts.



Machine rinses.



A list with subsequent steps is displayed.



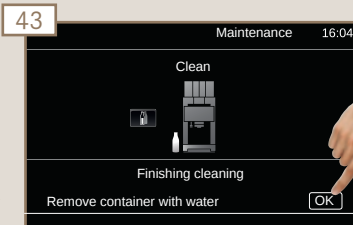
Remove, empty and replace the drip tray.



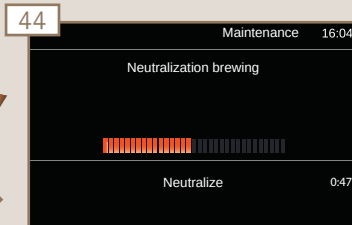
Open the door.
Remove the intake hose, remove and empty the container.



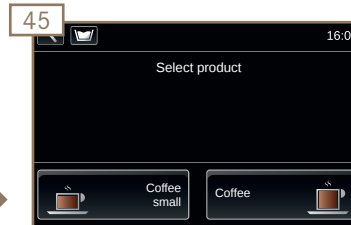
Add milk to the container, if necessary.
Insert the container and guide the intake hose in.
Close the door.



Confirm the completed task by pressing OK.
Clean cycle is ending.



An optional neutralization brewing cycle is carried out.



Machine switches to Product level.
The machine is ready.
Before drink preparation, prepare with milk pump (priming) and fill milk lines.



Information on cleaning the water tank, brewing unit, mixing chamber, bean hopper and powder container can be found in the Pura operating instructions (item number 1N330004).

See Operating instructions, chapter Start-up, Filling and Emptying.

PURA PRONTO & FRESCO

Descaling Instructions



Read the descaling instructions before you operate the machine. Keep the descaling instructions near the machine.





Your responsibility for the perfect coffee experience

The perfect coffee experience depends on a perfectly maintained coffee machine.

Increase the quality of your products!

Descale your coffee machine at least once a year or after every 30,000 products, or more frequently if necessary.

Always use a water filter to increase the service life of your coffee machine.



Information:

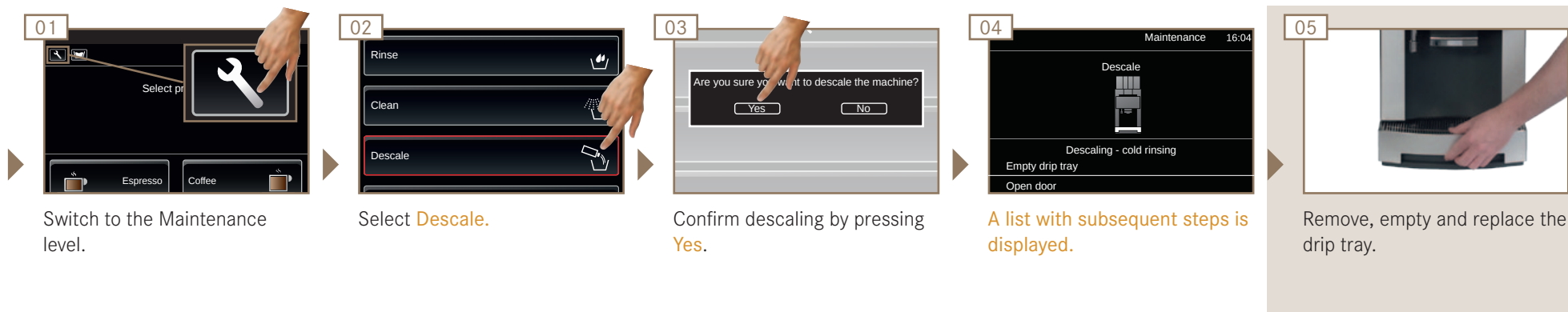
- Actions required are displayed in a list.
- Steps on a brown colored background are optional. They must be performed depending on the model of your machine.
- Completed actions are no longer displayed or must be confirmed by pressing **OK**.
- Installations with a water connection, drip tray outlet or grounds ejection may deviate from the descaling process described here.
- Descaling takes approx. 2-½ hours.

Accessories required:

(Not included in the scope of delivery)

- Descaling solution (Item no. 1N 330 512)
- Measuring cup
- Safety equipment (protective gloves and protective goggles)
- Collection container: Content min. 3.5 Liter, max. height 160 mm.

We recommend the following sequence of steps:

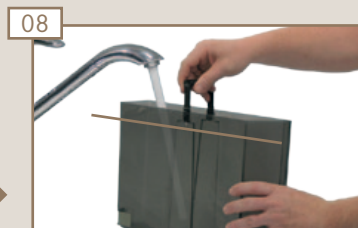




Press the release button and open the door.



Remove water tank.



Fill water tank up to fill mark with water.



Replace water tank.



Remove, empty and replace the grounds container.

CAUTION

Powder may clump!
Hot steam may cause powder to clump and come into contact with the descaling solution. Remove the powder container according to the instructions.



Pull red unlocking lever forward.



Push powder container forward to limit stop and remove by pulling straight up.



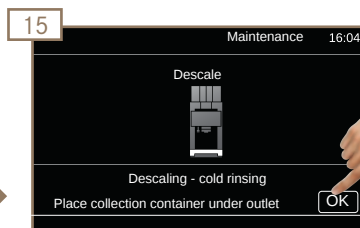
Close the door.



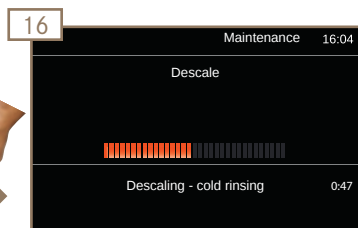
Place collection container under the outlet and hot water outlet.

WARNING

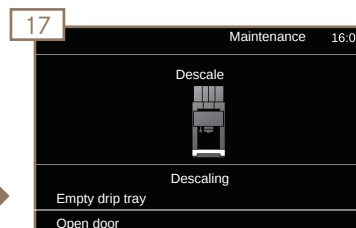
Risk of scalding!
From hot water and hot steam. Do not touch the outlets or the area under the outlets.



Confirm the completed task by pressing **OK**.
Cold rinse starts.



Machine rinses.



A list with subsequent steps is displayed.



Remove and empty the collection container.



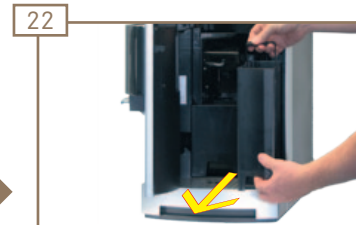
Remove, empty and replace the drip tray.



Press the release button and open the door.



Remove, empty and replace the grounds container.



Remove the water tank and empty it if necessary.



Release and remove the water filter by turning it counterclockwise.

⚠ WARNING

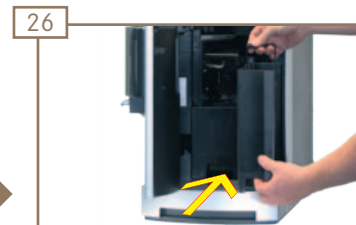
Danger of irritation!
Contact with the descaling solution could irritate skin and eyes.
Wear protective gloves and protective goggles.



Measure out 2 liters of cold water with the measuring cup and pour them into the water tank.



Pour the complete bottle contents of the descaling solution carefully into the water tank.



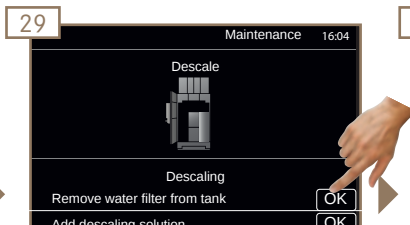
Replace water tank.



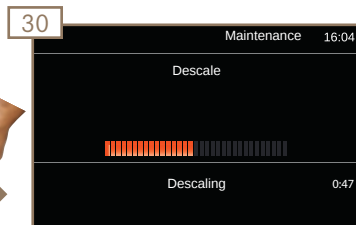
Close the door.



Place collection container under the outlet and hot water outlet.



Confirm the completed task by pressing **OK**.
Descaling starts.




The machine is being descaled.



A list with subsequent steps is displayed.




Remove and empty the collection container.




33

Remove, empty and replace the drip tray.



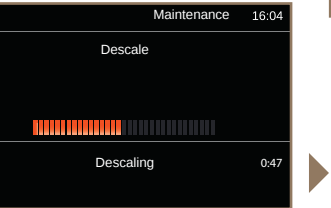
34

Place collection container under the outlet and hot water outlet.



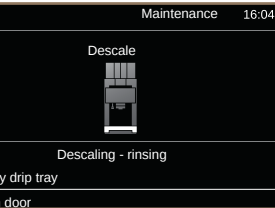
35

Confirm the completed task by pressing **OK**.




36

The machine is being descaled.




37

A list with subsequent steps is displayed.




38

Remove and empty the collection container.



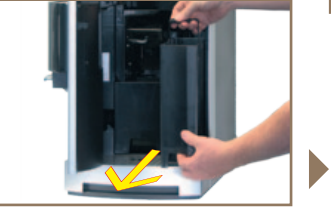
39

Remove, empty and replace the drip tray.




40

Press the release button and open the door.




41

Remove the water tank and rinse it thoroughly.




42

Fill water tank up to fill mark with water.




43

Replace water tank.



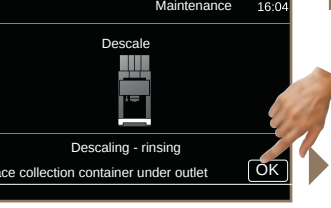
44

Close the door.



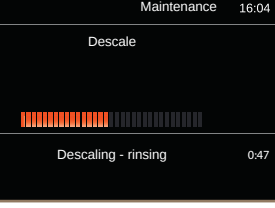
45

Place collection container under the outlet and hot water outlet.



46

Confirm the completed task by pressing **OK**.
Rinsing starts.



47

Machine rinses.



Depending on requirements, the drip tray and/or the collection container must be emptied and the water tank filled. Follow the instructions on the machine.

Instruction: Please empty drip tray!



A list with subsequent steps is displayed.



Remove and empty the collection container.

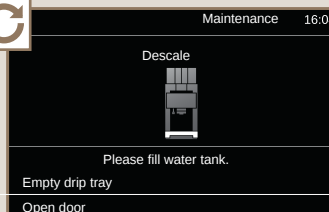


Remove, empty and replace the drip tray.



Place collection container under the outlet and hot water outlet.

Instruction: Please fill water tank!



A list with subsequent steps is displayed.

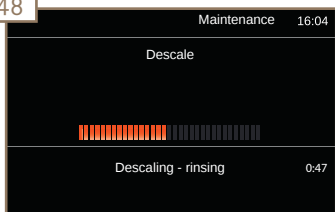


Remove and empty the collection container.



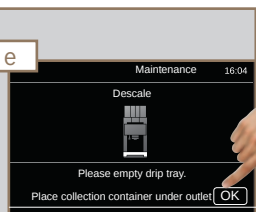
Remove, empty and replace the drip tray.

48



Machine rinses.

e



Confirm the completed task by pressing **OK**.
Rinsing starts.

d



Press the release button and open the door.

e



Remove water tank.

f



Fill water tank up to fill mark with water.

g



Replace water tank.


h



Close the door.


(+)

i



(+)

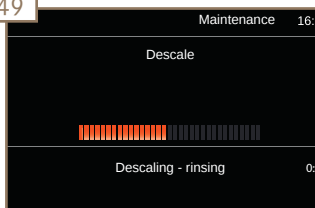
k



Place collection container under the outlet and hot water outlet.


Confirm the completed task by pressing **OK**.
Rinsing starts.

49



Machine rinses.

50




A list with subsequent steps is displayed.

51



Remove and empty the collection container.

52



Remove, empty and replace the drip tray.

53



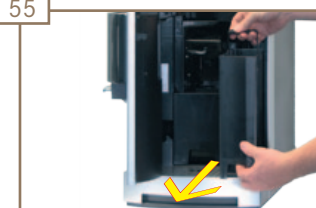
Press the release button and open the door.

54




Remove, empty and replace the grounds container.

55



Remove the water tank and empty it if necessary.

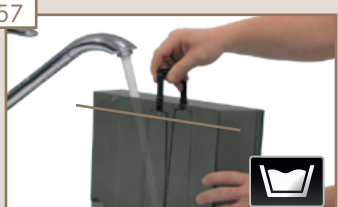
56



Insert water filter.

See Operating Instructions, chapter Cleaning, Rinsing and Servicing.

57



Fill the water tank with water up to fill mark (only if operating with a water tank).

58



Replace water tank.

WARNING


Risk of scalding!
from hot steam.
Do not touch the outlets or the area under the outlets.

59

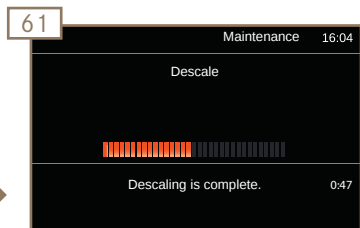


Close the door.

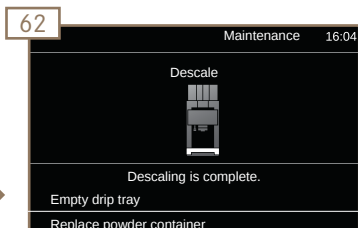
60



Confirm the completed task by pressing **OK**.
Rinsing starts.



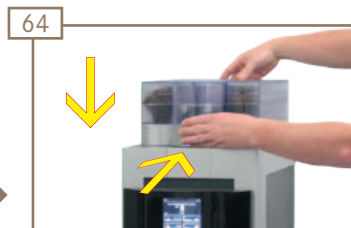
Machine releases steam.
(Machine adjusts water level in steam boiler.)



A list with subsequent steps is displayed.



Remove, empty and replace the drip tray.



Place the powder container on the machine and slide it back to the limit stop.



Press the release button and open the door.



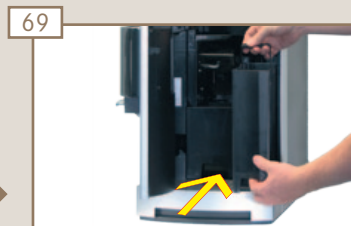
Remove, empty and replace the grounds container.



Remove water tank.



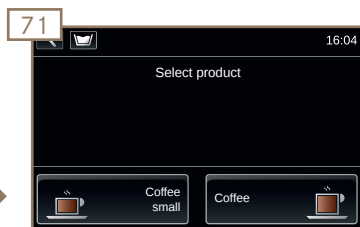
Fill the water tank with water up to fill mark (only if operating with a water tank).



Replace water tank.



Close the door.
Descaling is ending.



Machine switches to Product level.
The machine is ready.



Information on inserting and rinsing the water filter can be found in the Pura Operating instructions (item number 1N330004), chapter Cleaning, Rinsing and Servicing.