

# USER MANUAL S700

FCS4067

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**FRANKE**

## 12 TROUBLESHOOTING

### 12.1 Tips for good coffee drinks



#### NOTICE

##### Poor drink quality

The oil from the coffee beans is deposited on the inside of the bean hopper as a thin film of oil. This deposited oil ages quickly and impairs the taste of the drinks produced.

- a) Remove the oil film from the inside of the bean hopper on a daily basis.
- b) To do this, use a dry cloth or a cloth moistened only with water.
- c) Do not use any cleaners, as these alter the taste of the coffee.



The aromas of the coffee beans evaporate in the bean hopper as a result of heat and air exchange. The quality will have already deteriorated after 3 hours.

### 12.2 Help with problems concerning product quality

Problem	Possible causes	Possible solutions
Coffee tastes stale	Grind too coarse	Select a finer grind (see <i>Setting the grind coarseness</i> [▶ 27])
	Too little coffee	Increase the amount of coffee
	Temperature too low	Increase the temperature
	Coffee is old	Use fresh coffee
	Bean hopper not locked correctly	Check the bean hopper locking mechanism (see <i>Emptying the bean hopper</i> [▶ 26], <i>Setting the grind coarseness</i> [▶ 27])
Coffee tastes strange	Poor grind	Contact customer service
	Minimal coffee usage	Pour a small amount of coffee beans into the bean hopper
	Spoiled coffee beans	Replace coffee beans
	Residual cleaner	Rinse the machine
	Dirty cup	Check dishwasher
	Poor water quality (chlorine, hardness, etc.)	Have the water quality checked (see <i>Water quality</i> [▶ 23])
Coffee tastes bitter	Temperature too high	Lower coffee temperature
	Grind too fine	Select a coarser grind (see <i>Emptying the bean hopper</i> [▶ 26], <i>Setting the grind coarseness</i> [▶ 27])
	Coffee quantity too low	Increase the amount of coffee
	Roast too dark	Use lighter coffee roast
Coffee tastes sour	Temperature too low	Increase coffee temperature
	Roast too light	Use darker coffee roast

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	Grind too coarse	Select a finer grind (see <i>Emptying the bean hopper</i> [▶ 26], <i>Setting the grind coarseness</i> [▶ 27])

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#### See also

 *Emptying the bean hopper* [▶ 26]