



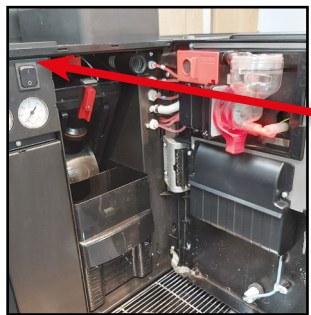
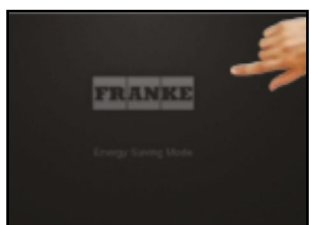



Cleaning and use of the coffee machine - FRANKE A800

- with or without decaf and hot chocolate dispense

- Covered by primary authority assured advice

Cloth	Blue
PPE	• Disposable gloves • Safety glasses  
Chemicals	• Coffee machine cleaning tablets • Milk tube cleaning solution • Sanitiser • Washing up liquid • Glass cleaner • Sterile probe wipes • Sanitiser (Powder) • Quash lipstick remover kit
Reference	• Safety policies • COSHH manual • Risk assessment manual • DMLB • SOP B0040 – Use and cleaning of the coffee cup dishwasher • SOP B0057 – Setting up and cleaning the self-service coffee station • SOP B0061 – Coffee grounds and bar fruit recycling • SOP K0006 – How to use a temperature probe • SOP OF0002 – Use of disposable cloths
Equipment	• Blue roll • Day dots • Airtight container • Cleaning container • Cleaning brushes • Food temperature probe • FRANKE coffee cleaning kit • Green scourer • Stainless steel bucket • Wrap-around splash guard • Coffee grounds caddy • Clean plastic lidded containers
Model reference	 • FRANKE A800 (milk fridge styles may vary)
VideoSOP	To be used together with this written SOP. Tap here to play 

Step 1	 	<p>Daily use of the coffee machine:</p> <ul style="list-style-type: none"> • Ensure that the machine is switched on. • Push the button on the top of the machine to open the door. • The on/off button is inside the machine to the left. • After switching the machine on, tap the screen. • Ensure that the coffee bean hoppers are filled with the correct type of coffee beans. Where installed, only decaf coffee beans are to be used in the decaf bean hopper. • Where installed, ensure that the hot chocolate powder hopper is filled with hot chocolate powder. Do not place more than half a bag of hot chocolate powder into the hopper. • Any opened bags of hot chocolate powder must be stored in a clean, airtight container labelled with a day dot for 5 days. • The hoppers are airtight and therefore coffee beans and hot chocolate powder can be left in the hoppers overnight. Ensure that lids are secured in place.
Step 2		<ul style="list-style-type: none"> • Open the door to the milk compartment and ensure that the fridge is switched on. Depending on the model, the switch or temperature display is illuminated when the fridge is on. • Remove the milk container and fill with cold milk. • Ensure that any spillages are cleared up immediately. • Slide the milk container back into position. • Close the door. • There is also a power switch in the milk compartment for the heated plate on top of the fridge unit. This must be switched off at all times.

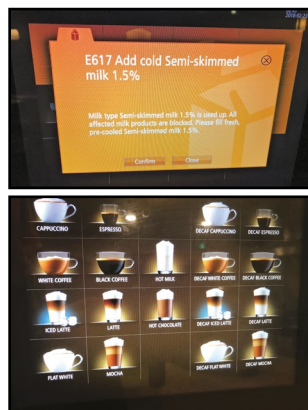
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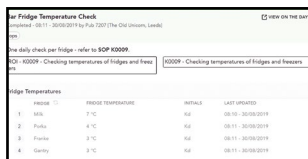
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Step 3



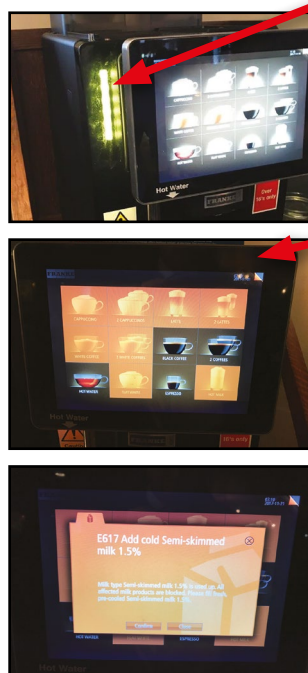
- Touch the top right hand corner of the screen.
- The add milk warning message will be displayed on the screen.
- Press 'Confirm'.
- When all of the drink icons are illuminated on the screen, the machine is ready to use.

Step 4



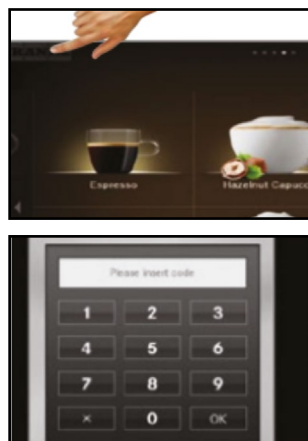
- Using a temperature probe, record the temperature of the milk in the 'Bar Fridge Temperature Check' section of the DMLB.
- If the milk is found to be warmer than +8°C (+5°C in ROI), it must be removed from the machine and disposed of immediately.
- If the milk compartment continually fails to hold temperature, a call out must be raised via the property maintenance system.

Step 5



- During service, if the lights on either side of the display screen constantly flash the same colour, then action is required:
 - If the lights continually flash orange, then the coffee machine only has limited functionality.
 - If the lights continually flash red, then the coffee machine has stopped working.
- Touch the top right hand corner of the screen to view the error message(s).
- The error message(s) will be displayed as tabs on the screen and will detail what action is required, eg fill the fridge with fresh milk.
- Once the actions have been completed, press the 'Confirm' button to return the coffee machine to service.
- The duty manager must allocate employees on the daily planner to complete a coffee station and coffee machine check every half hour as a minimum.

Step 6



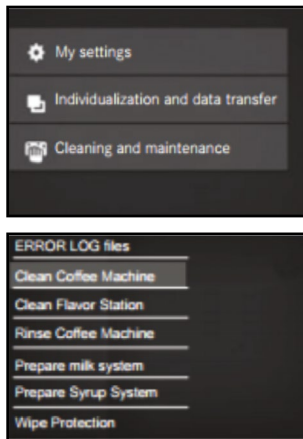
- The machine will force a daily clean to be completed at 00:15 if no clean has been completed during the day. The machine must be cleaned at the end of the trading session to ensure that no milk is left in any of the tubes.
- **Only team leaders, shift leaders or managers are permitted to clean the coffee machine.**
- The 'Preventing callouts on the Franke coffee machine' e-learning must be completed prior to cleaning the coffee machine.
- To complete the daily clean:
 - Press 'FRANKE' in the top left hand corner of the screen.
 - Enter '1111' then press 'OK'.

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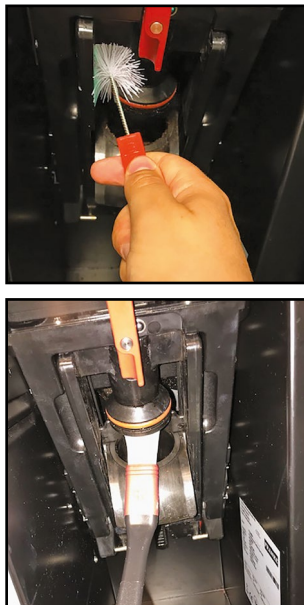
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Step 7



- Press 'Cleaning and maintenance'.
- Press 'Clean Coffee Machine'.
- Press 'Yes'.
- Open the front of the machine.

Step 8



- Remove the grounds container and discard the contents in a coffee grounds caddy. Refer to SOP B0061 – Coffee grounds recycling.
- Using the cleaning brushes:
 - Remove any loose coffee grounds from the piston.
 - Remove any loose coffee grounds from the outside of the brew unit.
- Using damp blue roll, wipe out any coffee grounds from inside the base of the machine. Take care not to sweep any grounds down the drip tray drain.
- Rinse out the grounds container with warm water.
- Dry the grounds container with blue roll before replacing.
- Using a blue cloth sprayed with sanitiser, wipe the inside of the machine door.
- Close the front of the machine.
- Press 'Continue'.

Step 9



For machines with hot chocolate dispense:

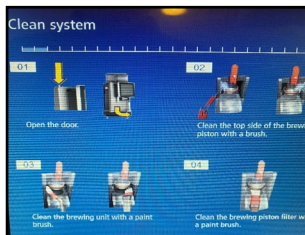
To clean the hot chocolate chamber:

- Pull the filter section out and brush it down. Do not use water on the filter section.
- Replace the filter section.
- Carefully remove the outlet tube.
- Unlock the red mechanism by turning it anticlockwise and then remove the hot chocolate chamber.

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Step 10



For machines with hot chocolate dispense:

- When prompted, remove the head from the hot chocolate chamber.
- Use a cleaning brush to remove any excess chocolate powder.
- Rinse the hot chocolate chamber under warm water.
- Dry the hot chocolate chamber using blue roll.
- Re-assemble the hot chocolate chamber. Using a blue cloth sprayed with sanitiser and a cleaning brush to remove any build-up from the red mechanism.
- Re-fit the hot chocolate chamber and turn the red mechanism clockwise to lock into place.
- Re-fit outlet tube, making sure it is securely connected.

Step 11



- Remove the dispenser head by holding either side and pulling firmly downwards.
- Remove the rubber foamer from inside the dispenser head by pulling it out.
- Clean the dispenser head and rubber foamer using warm water and a cleaning brush.
- Push the rubber foamer back into the dispenser head.
- Replace the dispenser head.

Step 12



- Prior to commencing the next stage of the cleaning cycle, the wrap-around splash guard must be put in place to help reduce the risk of customer injury.
- Wearing suitable PPE, insert a cleaning tablet into the cleaning chute which is located at the front of the hopper in the middle.
- Press 'Continue'.

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Step 13



- Remove the drip tray from the bottom of the milk compartment.
- Remove the milk container from the machine.
- Decant any remaining milk from the milk container into a clean, lidded container. Apply a day dot (24 hours) and store in a suitable fridge.
- Clean the milk container, milk tube and drip tray with hot soapy water.
- Rinse with fresh water and allow to air dry.
- Place the empty cleaning container into the milk compartment, ensuring that the milk tube is connected to the machine and the end is inside the cleaning container.
- If the pub has multiple milk tubes, ensure these are alternated each day.
- Press 'Continue'.

Step 14



- When prompted, open the milk compartment and discard the contents of the cleaning container down the coffee machine drain.
- For fridge units mounted on the left hand side of the machine - whilst wearing suitable PPE, pour 50ml of the milk tube cleaning solution into the cleaning container. This is via a measured dispense on the chemical bottle.
- For under-counter fridge units or fridge units mounted on the right hand side of the machine - whilst wearing suitable PPE, pour 75ml of the milk tube cleaning solution into the cleaning container. This is via a measured dispense on the chemical bottle.
- For under-counter Foster fridge units - whilst wearing suitable PPE, pour 100ml of the milk tube cleaning solution into the cleaning container. This is via a measured dispense on the chemical bottle.
- **Place the cleaning container back into the milk compartment, ensuring that the milk tube that has been in use that day is inside the cleaning container.**
- Press 'Continue'.
- Once the cleaning cycle has finished, remove the cleaning container.
- Rinse the cleaning container with warm water and allow to air dry.
- Store the cleaning container in a safe location.
- Using a blue cloth sprayed with sanitiser, wipe out the inside of the fridge.
- Using blue roll, dry the inside of the fridge.
- Place the milk container, clean milk tube and drip tray back into the machine.
- Remove the wrap around splash guard and store it in a safe location.

Step 15



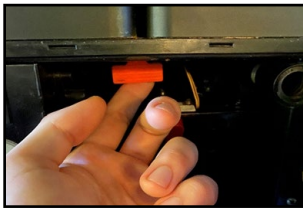
- Open the door on the front of the machine.
- Use the on/off button to switch off the coffee machine.
- Remove the grounds container.
- Release the brewing unit by turning the lever anticlockwise.
- Holding the sides of the brewing unit, lift it out of the machine.
- Rinse the brewing unit with warm water.
- Ensure that the retaining clip on the side of the brew unit remains hooked over the sliding bolt.
- Replace the brewing unit and lock in place by turning the lever clockwise.
- Replace the grounds container.

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Step 16



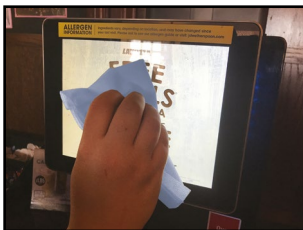
- Pull the locking slide all the way to the front to release the hoppers.
- Lift the hopper assemblies off the machine and empty them into clean containers. Ensure that coffee beans, decaf coffee beans and hot chocolate powder are placed into separate containers.
- Wipe out the hoppers with a dry blue cloth. Do not get the inside of the hoppers wet.
- Ensure that the hoppers are completely dry.
- Replace each hopper assembly onto the machine.
- Ensure the 'power slider' is placed in the hot chocolate hopper correctly, with the sliding unit sat on the stainless-steel pin.
- Push the locking slide back in.
- Refill the hoppers with coffee beans or hot chocolate powder as required and replace the lids. **Do not fill the hot chocolate hopper more than half way.**
- Close the door on the front of the machine.

Step 17



- Lift the drip tray grill off the front of the machine.
- Wipe the inside of the drip tray using a clean blue cloth sprayed with sanitiser.
- Clean the drip tray grill using hot soapy water.
- Allow to air dry before replacing.
- Do not put any parts through the glass washer or dishwasher.

Step 18



- Using a blue cloth sprayed with sanitiser, clean the following areas on and around the machine:
- All exterior panels including the screen.
 - The top of the machine, and around the hopper.
 - The area behind the hot water dispense arm.
 - The shelf area directly underneath the machine.
 - If a significant amount of coffee grounds (not coffee beans) are found directly under the coffee machine, this may indicate a fault with the machine. Ensure that the coffee machine remains switched off, and raise an emergency callout with FRANKE via the property maintenance system.
 - Using a blue roll sprayed with the glass cleaner, polish the front of the machine.

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Step 19



Cleaning coffee cups:

- Coffee cups must be washed in the designated coffee cup dishwasher if available. Refer to SOP B0040 – Use and cleaning of the coffee cup dishwasher.
- If a designated coffee cup washer is not available, all coffee cups must be washed in the kitchen dishwasher.
- Check all crockery is clean and not chipped prior to use.
- Ensure all crockery is free from liquid and debris prior to placing into the machine.
- Lipstick must be removed using a designated crockery Quash lipstick remover kit.

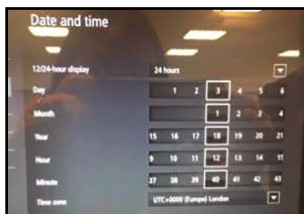
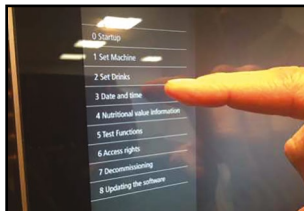
If staining is noted on mugs:

- Using a green scourer and hot soapy water, scrub the inside of the mugs, ensuring that all staining is removed.

If staining remains:

- Wearing rubber gloves and safety glasses, fill a stainless steel bucket with powdered sanitiser solution and warm water. The dilution rate is 6g of powdered sanitiser per litre of warm water.
- Place the stained mugs into the bucket, ensuring that they are fully covered by the liquid.
- Leave to soak for a minimum of 20 minutes.
- Remove the mugs from the sanitiser solution, and using a green scourer, scrub the inside of the mugs, ensuring that all staining is removed.
- Rinse the mugs under clean running cold water to remove any sanitiser residue.
- Before using the mugs for service, wash them using the coffee cup dishwasher (if available) or kitchen dishwasher.

Step 20



To change the time on the coffee machine:

- Press 'FRANKE' in the top left hand corner of the screen.
- Enter '1111' then press 'OK'.
- Select 'My settings'.
- Press 'Date and time'.
- Move the sliders to set the correct date and time.
- Press 'Save'.
- Press 'FRANKE' in the top left hand corner of the screen to exit the technical menu.

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Step 21



- Ensure that hand contact points are sanitised at regular intervals during service and at the end of the day.
- Report any maintenance issues via the property maintenance system.
- Additional FRANKE cleaning kits can be ordered via the property maintenance system - supply only order.
- Additional cleaning tablets and milk tube cleaning solution can be ordered via the property maintenance system - supply only order.
- Do not store any of the coffee machine cleaning chemicals in the self-service coffee station cupboards. These must be stored back of house.
- Do not use a green scourer or any abrasive materials for cleaning the coffee machine.
- Do not clean cups or parts of the coffee machine in the glasswasher.
- Ensure that warning and allergen stickers are clearly displayed on the front of the coffee machine.
- Customers under the age of 16 are not permitted to use the coffee machine or hot water boiler.
- Do not switch the milk fridge off.