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READ AND UNDERSTAND THE CONTENTS OF THIS MANUAL BEFORE ATTEMPTING TO OPERATE.

This operation manual contains important instructions and safety information about the BKON™ Craft Brewer.

Observe the following dangers, warnings, cautions and notices when operating the BKON Craft Brewer:

EXPLANATION OF SAFETY SYMBOLS



DANGER

Indicates potentially life-threatening danger or grave injury.



DANGER

Indicates potentially life-threatening danger or grave injury from electrocution.



WARNING

Indicates risk of injury.



WARNING

Indicates risk of injury from Heat / Hot Surface.



CAUTION

Indicates risk of minor injury.

FOR YOUR SAFETY

This documentation has been created exclusively for training the use of, and operating, the BKON Craft Brewer..



DANGER

Electrical System

- Energized electrical circuits present a potentially life threatening hazard.
- Ensure all electrical power circuits connected to the unit and supply outlets or connections are completely de-energized before performing any installation work around power outlets or connections.
- Follow all lockout / tagout procedures for all electrical circuits.



WARNING

Hot Water System



WARNING

Risk of burning or scalding

- Hot water and steam are released repeatedly during the cleaning cycle.
- Keep hands away from the outlet (purge valve) while in operation.
- The glass cylinder may be HOT to the touch.
- Do not disconnect "Hot Water" line before purging lines of hot water or allowing sufficient time for water in lines to cool.



WARNING

Risk of injury and / or damage to the machine

Making improper changes in the form of modifications or unauthorized repairs can lead to injury or damage to the machine.

- Programming and settings may only be preformed by authorized service technicians.
- Retrofits and repairs may only be preformed by authorized service technicians.
- Do not make any modifications to the machine that are not authorized by documentation provided by Franke Foodservice Solutions, Inc.



CAUTION

Possible health hazard from heavy lifting

Lifting heavy objects can cause injury.

- Do not lift or move the machine without appropriate help or equipment.

NOTICE

Improperly transporting the machine can cause faults or damage.

- Always transport in an upright position.
- Transport the machine so that it is protected from the elements, such as rain and moisture.

NOTICE

Using inappropriate tools can damage components of the machine.

NOTICE

General Reminders.

- Do not discard any loose parts as they may be required for proper installation and operation.

GENERAL

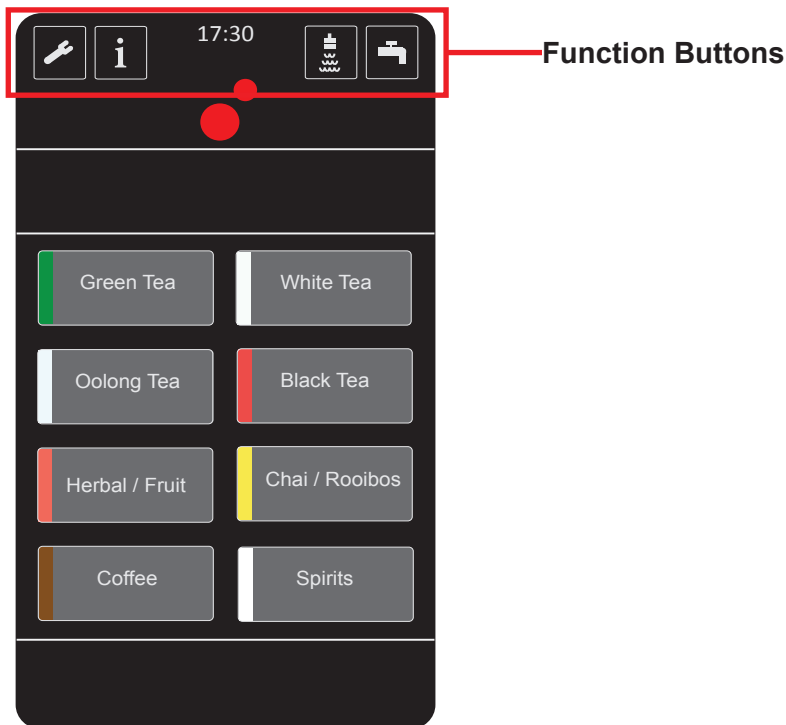
The BKON™ Craft Brewer is designed for high volume use, for the creation of “quick serve / on demand” drinks prepared by a Barista (operator). The machine ships from the factory in two parts: tower and supply center. The tower is where the product is brewed and dispensed. A brew handle is used to hold product during a brew cycle.

Cold water should be supplied to the unit. During a cycle, 8 to 20 oz. of water passes through a process that will ultimately deliver an expertly crafted beverage. A water supply connection is located on the front of the supply center and should be connected by the certified installer per national and local municipality codes and regulations.

KEY COMPONENTS



FUNCTION BUTTONS



Wrench Icon

Is used to access the Maintenance / Service menu. This menu provides the means to:

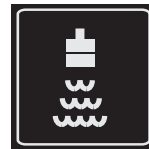
- Perform Cleaning
- Test Tea Recipes
- Update/Export Tea Recipes
- Update Time and Date
- Descale



Information Icon

This icon will list the follow information:

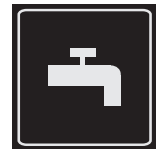
- BKON version number
- Software versions
- Menu file name
- Brew counts



Rinse Icon

This function is used to perform a manual rinse.

If the automatic rinse was unable to remove some beverage ingredients from the side of the brew cylinder, press the rinse button to perform an addition rinse to remove ingredients.



Purge Icon

This function is used to perform a manual purge.

If the automatic purge was unable to remove all the liquid from the brew cylinder, press the manual purge to perform an addition purge to push out the liquid.

DAILY OPERATIONS

Operating Controls

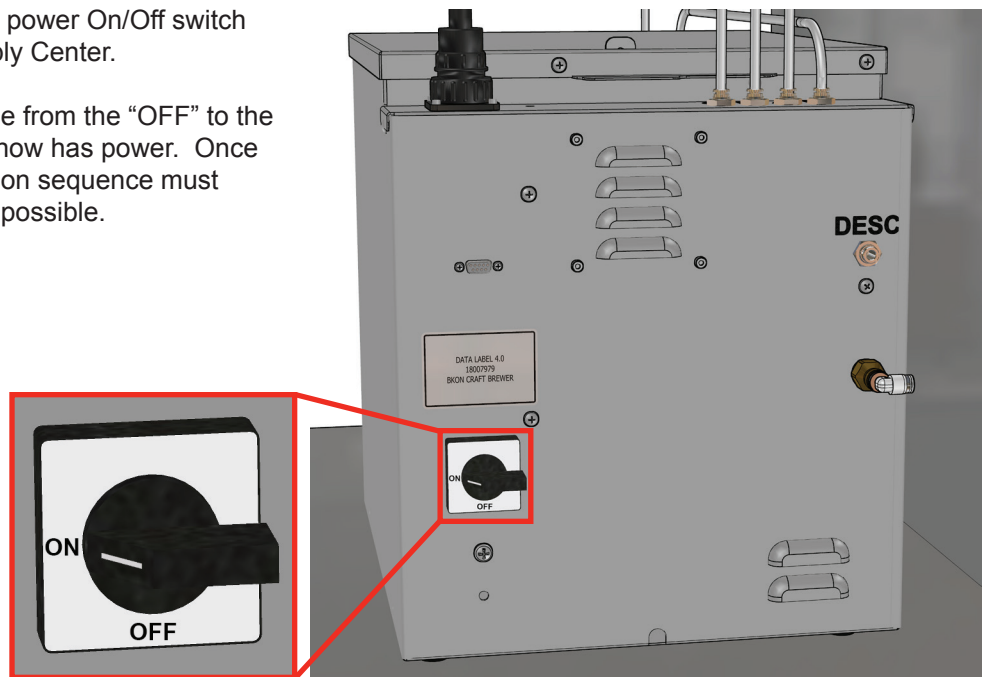
1. Power - Start Up

NOTICE

When turning on machine, it is necessary to have the Brew Basket and Brew Handle out of the machine until the User Interface is ready and menus are available.

The BKON™ Craft Brewer has a power On/Off switch mounted on the front of the Supply Center.

Rotate the black handle clockwise from the “OFF” to the “ON” position. The craft brewer now has power. Once power is turned on, the initialization sequence must finish before drink preparation is possible.

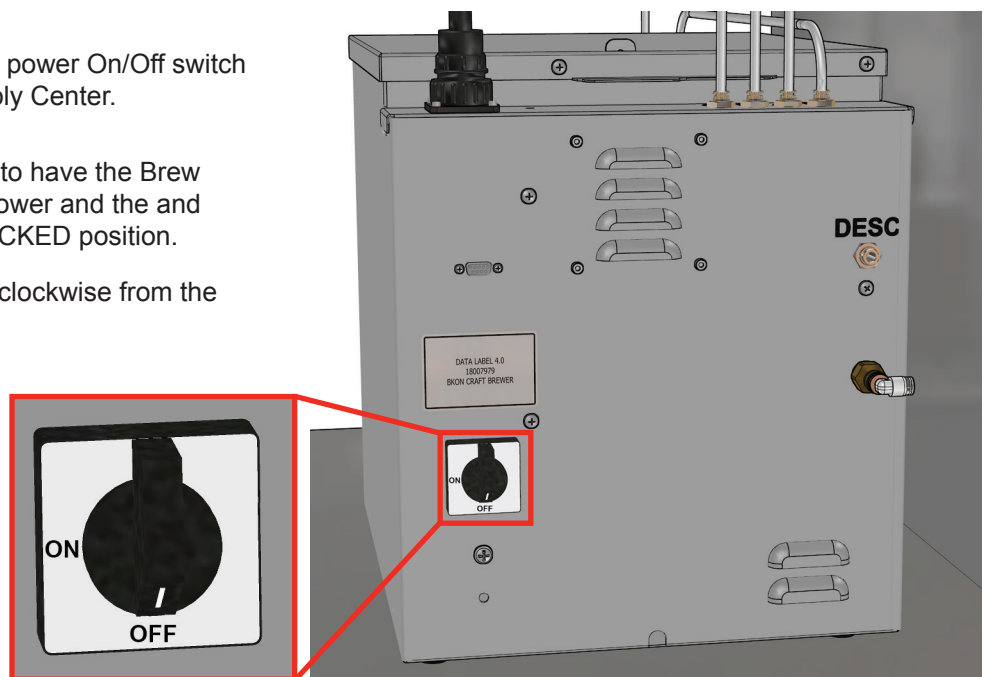


2. Power - Shut Down

The BKON™ Craft Brewer has a power On/Off switch mounted on the front of the Supply Center.

When turning off, it is necessary to have the Brew Basket and Brew Handle in the tower and the locking handle in the UP / UNLOCKED position.

Rotate the black handle counter clockwise from the “ON” to the “OFF” position.



BKON™ Color Method

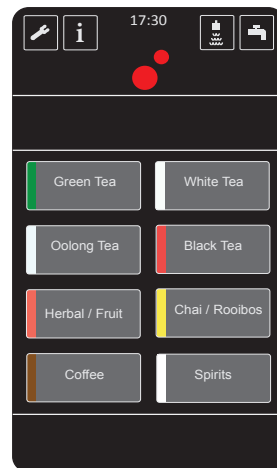
Important: A color-coding system has been created to help ease workflow and to avoid cross-contamination when brewing with materials that may carry flavors over to other products. Below is a color method applied to a tea program. The same logic may be used for a coffee and tea program or for any other means to separate products by colors.



Four colored brew handles and baskets are provided with each BKON brewer. Black, Green and Orange can be used for tea and other craft brew beverages. The Brown handle and baskets should be used for Coffee.

The color of the touch screen buttons can also be customized to identify which basket should be used for a particular product. This can be adjusted during recipe development within the Craft Cloud.

Disclaimer: Screen appearance will vary according to customer-specific menus.



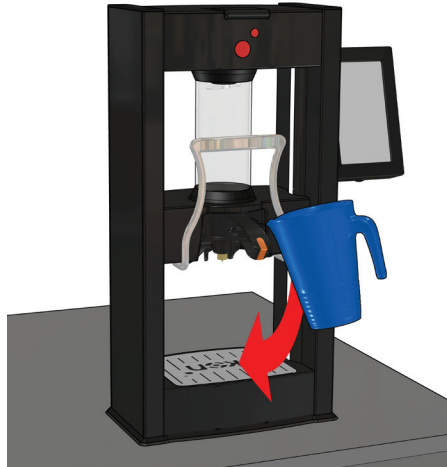
HOW TO MAKE A CRAFT BEVERAGE

If the craft brewer has been idle or the brew chamber has been left open, a rinse cycle should be preformed to preheat the brew cylinder before preparing a craft beverage.

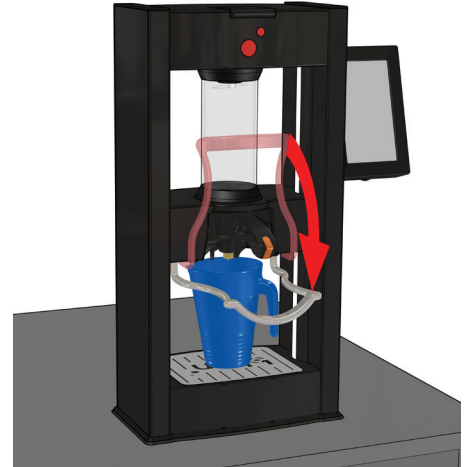
Preheat the Brew Cylinder



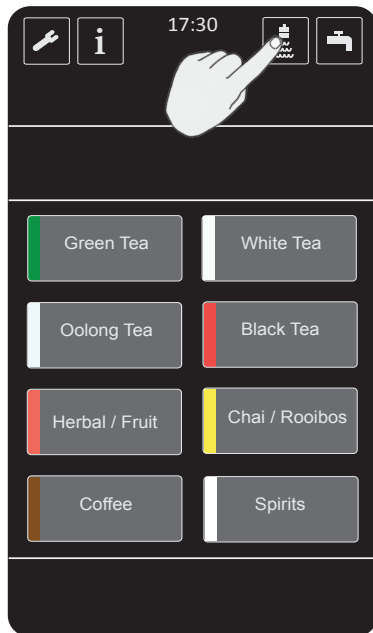
1. Insert an empty brew basket and handle



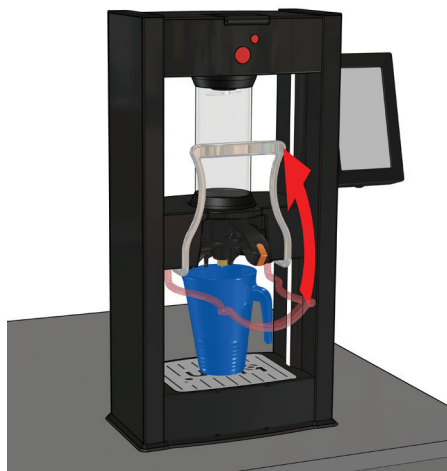
2. Insert a pitcher under the brew handle



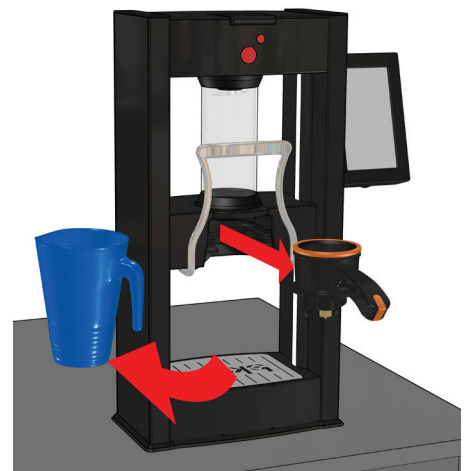
3. Lower the brew handle locking handle



4.. Select the manual rinse icon



5. Raise the brew handle locking handle



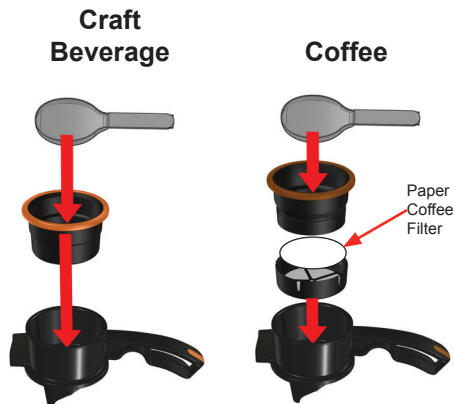
6. Remove pitcher and brew handle, empty pitcher
Brew cylinder is now preheated

Make a Beverage

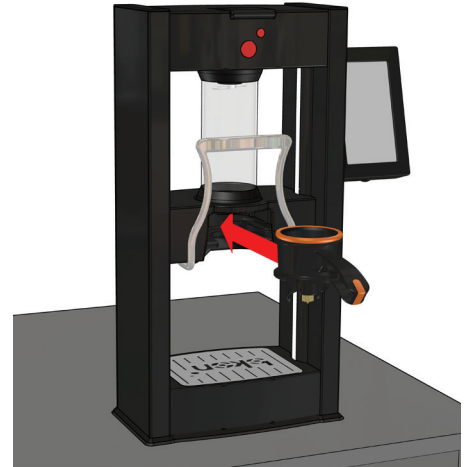
Ensure the basket and handle colors match



1. Prepare purge valve. Lightly press tip handle into valve to clear debris



2. Place measured product in brew basket and place brew basket with measured product inside the brew handle



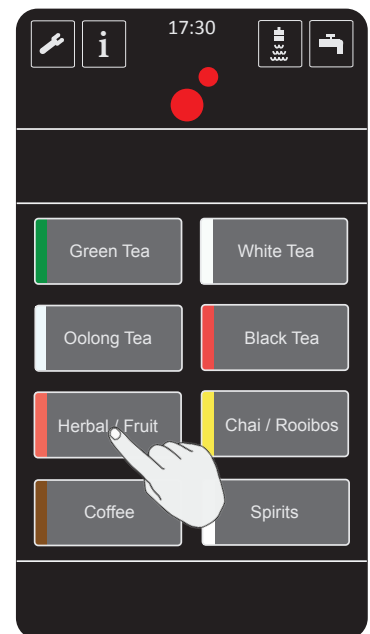
3. Insert new brew handle into tower (with product)



4. Place cup under outlet



5. Lower locking handle fully to seal brewing cylinder

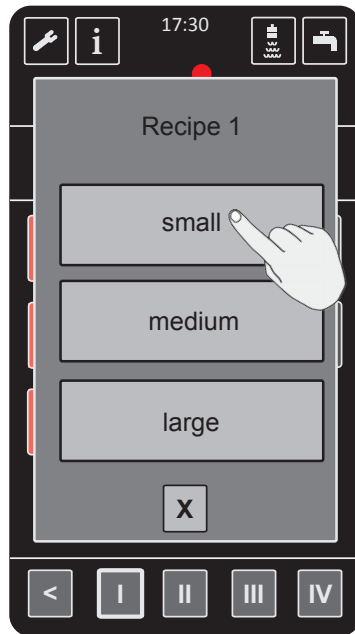


6. Select beverage type

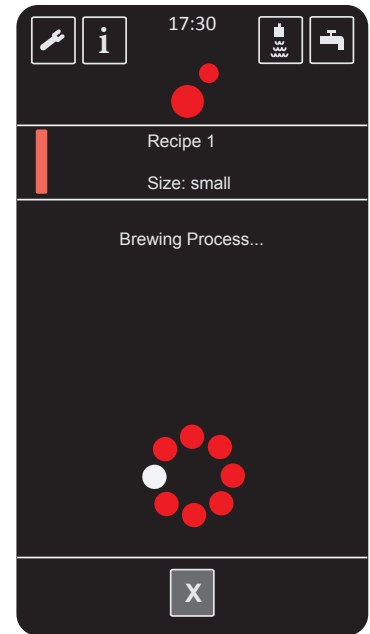
How to make a craft beverage



7. Select beverage recipe



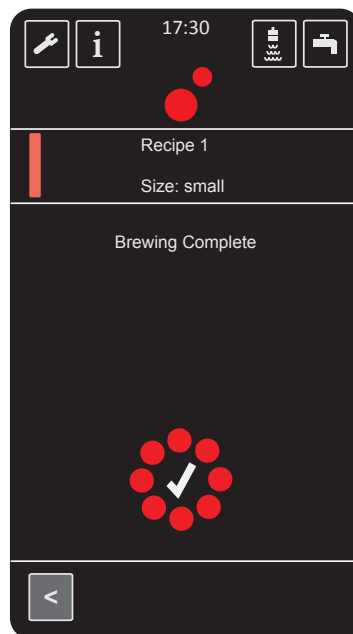
8. Select drink size



9. Brew process begins



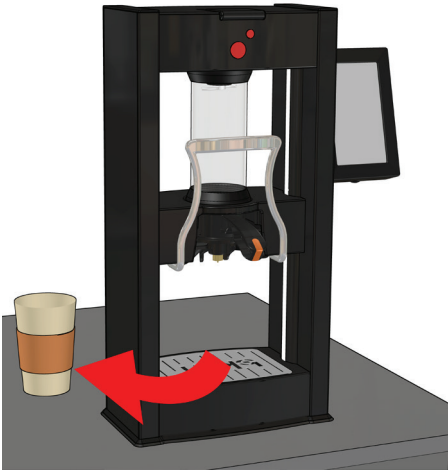
10. Beverage dispenses into cup



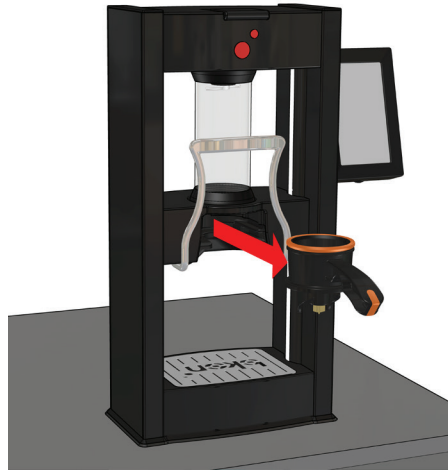
11. Brew process is complete



12. Raise locking handle (unlocked)



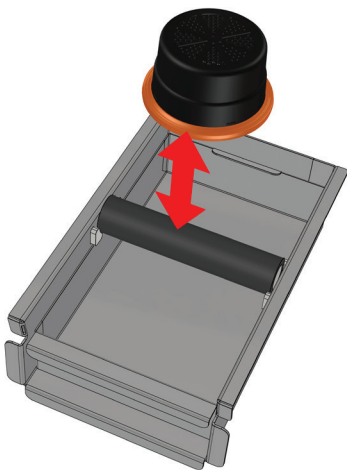
13. Serve beverage



14. Remove brew handle from tower



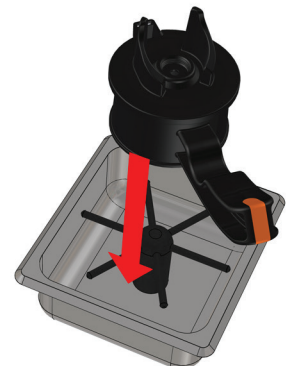
15. Remove brew basket from handle



16. Empty product into knock box



17. Rinse brew basket

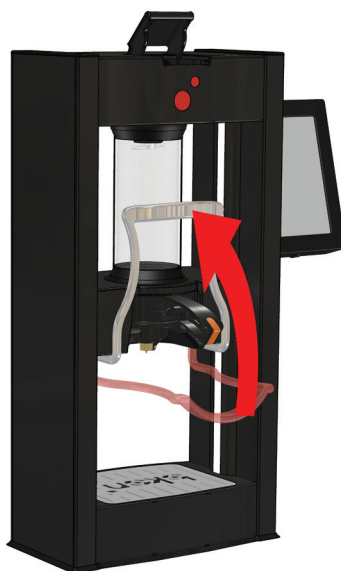


18. Rinse brew handle

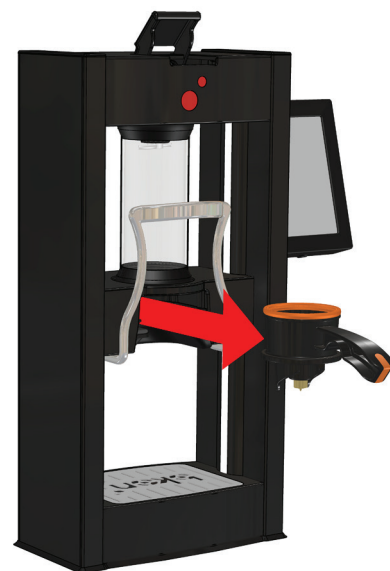
BREW CYLINDER REMOVAL



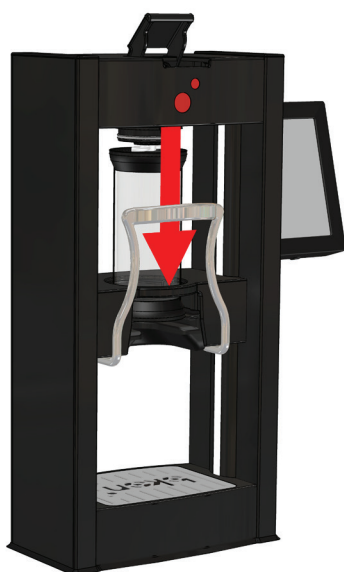
- 1. Raise cylinder locking handle -**
- Raise cylinder locking handle to release upper O-ring



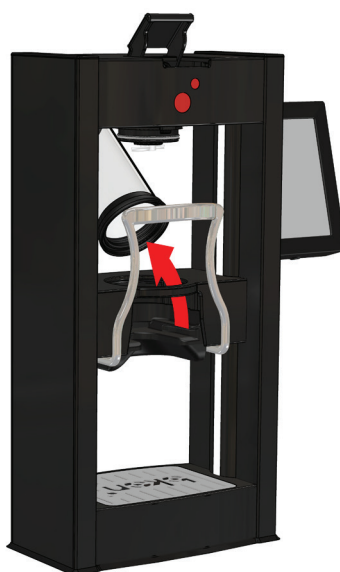
- 2. Raise locking handle -**
- Raise locking handle to provide more space to remove cylinder



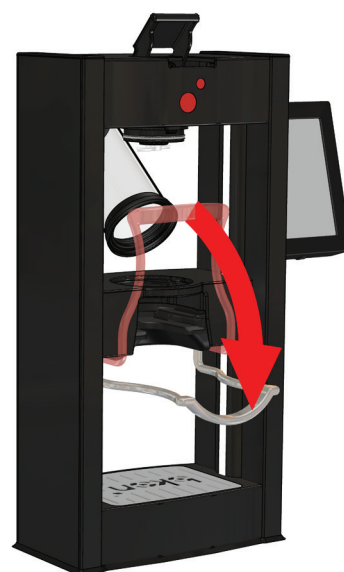
- 3. Remove brew basket and handle -**
- Remove the brew basket and handle if one is in place



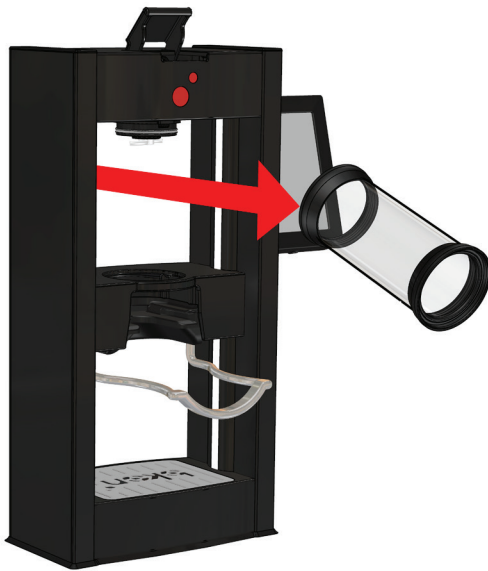
- 4. Lower cylinder -**
- Lower glass cylinder from upper O-ring



- 5. Angle and remove cylinder -**
- Carefully angle back and lift up cylinder



- 6. Lower locking handle**
- Lower locking handle to provide more space to angle and remove cylinder

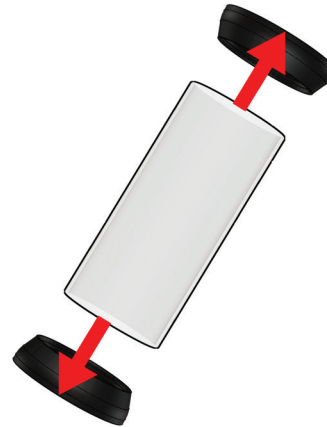


7. Lower locking handle

- Lower locking handle to provide more space to angle and remove cylinder

8. Remove rubber flanges -

- Remove both rubber flanges
- Clean the glass cylinder and rubber flanges



9. Reassemble -

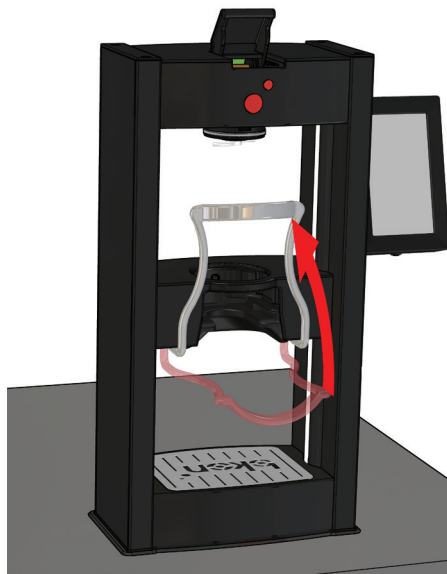
- Allow glass cylinder and rubber flanges to dry
- Reattach the flanges to the cylinder
- Reinstall cylinder in reverse order of removal

BREW CYLINDER INSTALLATION



1. Raise cylinder locking handle -

- Raise cylinder locking handle



2. Raise locking handle -

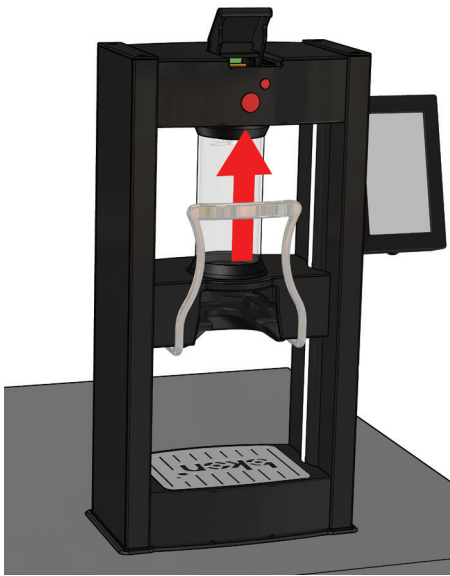
- Raising locking handle will provide more space to insert brew cylinder



3. Angle and insert cylinder -

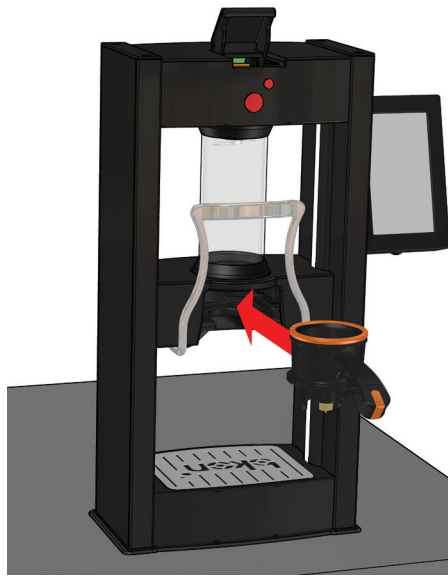
- Carefully insert glass cylinder in place from the customer side of brew tower

Brew Cylinder Installation



4. Raise cylinder -

- Raise cylinder in place to ensure a tight seal on top



5. Insert a brew basket and handle -

- Combine handle and basket, insert under cylinder



6. Lower locking handle

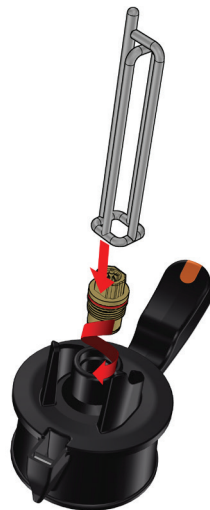
- Lower locking handle to seal lower cylinder in place



7. Lower cylinder locking handle -

- Lower cylinder locking handle to complete installation

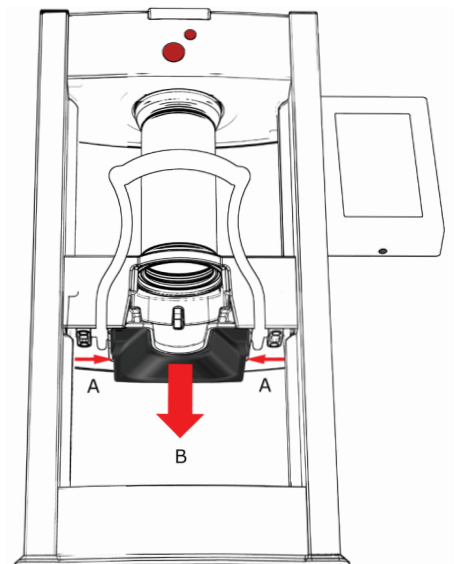
Purge Valve Installation



1. Insert purge valves into brew handles -

- Secure the purge valve into the brew handle using the purge valve tool

Splash Guard Removal



1. Press sides and lower splash guard -

- A.) Lightly press sides of splash guard inward
- B.) Lower splash guard
- Install in reverse order

DAILY CLEANING

External Surfaces and Accessories

EXTERNAL SURFACES AND ACCESSORIES:

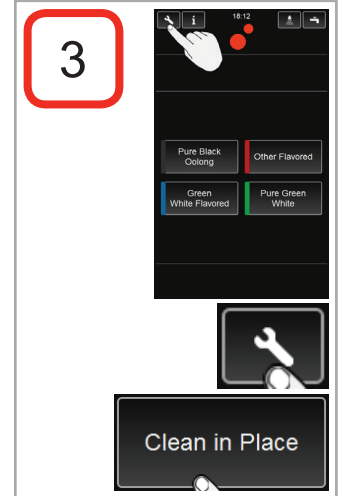
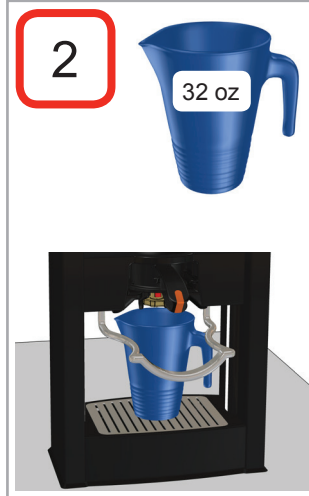
1. Insert brew basket and handle with purge valve seated in place in the handle.
2. Lower locking handle.
3. Run manual rinse cycle twice.
(Repeat steps 1-3 for each brew handle).
4. Wipe exterior surfaces (4a-4d) with a clean, damp cloth.
(Do not use excessive moisture. Ensure screen (4d) is dry after cleaning.)
5. Wash accessories.
(Parts shown are dishwasher safe. After washing, rinse and sanitize all parts, and allow to air dry prior to reassembly.)



WEEKLY CLEANING

Brew Cylinder and Components

BREW CYLINDER AND COMPONENTS:



4

Follow the on-screen instructions

STEP 1/4: CLEANING

Operator attention is required to empty the pitcher when prompted.

- 1-Insert brew basket in brew handle.
- 2-Place one BKON Cleaning Tablet in the basket.
- 3-Insert brew handle and lock in place.
- 4-Place a 32 oz (950 ml) pitcher under outlet and press Continue..

CANCEL

CONTINUE

STEP 2/4: RINSE 1 OF 2

CAUTION: WATER is extremely hot.
Empty pitcher and return under outlet.
Make sure the lock handle is in the down position.
Press Continue when ready..

CONTINUE

STEP 3/4: RINSE 2 OF 2

CAUTION: WATER is extremely hot.
Empty pitcher and return under outlet.
Make sure the lock handle is in the down position.
Press Continue when ready..

CONTINUE

STEP 4/4: SANITIZE

CAUTION: WATER is extremely hot.
Empty pitcher and return under outlet.
Make sure the lock handle is in the down position.
Press Continue when ready..

CONTINUE

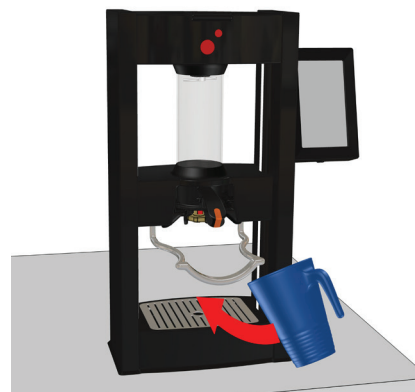
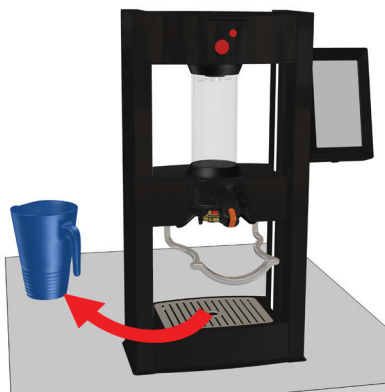
CLEANING COMPLETE

CAUTION: WATER is extremely hot.
Empty and clean pitcher.
Clean basket and brew handle.
Continue with the daily cleaning tasks.
Press Finish..

FINISH

NOTICE: On-screen instructions may vary by software version. Follow instructions on screen.

Emptying and Replacing Pitcher (as described in on-screen instructions)



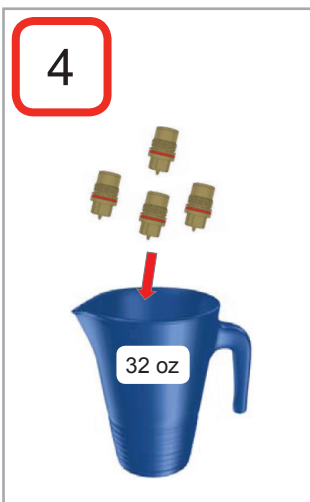
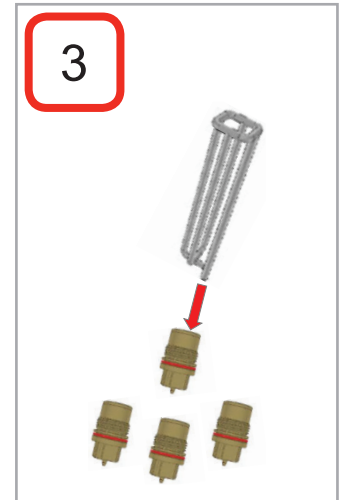
NOTICE:

Failure to perform cleaning or descaling procedures, as indicated per instructions, may void warranty.

Purge valves

PURGE VALVES:

1. After wash cycle is complete, remove purge valves from all brew handles using the purge valve tool.
2. Make cleaning solution by placing one (1) BKON cleaning tablet into one (1) 32 oz pitcher of hot water.
3. Poke each purge valve with the purge valve tool.
4. Place purge valves into cleaning solution, and allow to soak overnight.
5. After soaking overnight, thoroughly rinse cleaning solution from purge valves.
6. Using the purge valve tool, insert purge valves into brew handles. (Do not overtighten.)



QUARTERLY CLEANING

Descaling

DESCALING:

1. Install suction cap and tubing to descaling bottle, and connect suction tube to descaling port (as shown). Leave the main water line connected.
2. Insert an empty brew basket and handle. Place pitcher under purge valve. Lower brew basket locking handle.
3. Select the “WRENCH” icon.
4. Select “Descaling”.

Note: For the remainder of the descaling process, follow the on-screen instructions. Entire descaling process may take up to 20 minutes and will require periodic operator interaction.

5. Empty and wash the brew handle, basket, and pitcher.
6. Remove descaling bottle, and dispose of properly. To disconnect tubing, press in the retaining ring, and remove the tubing.

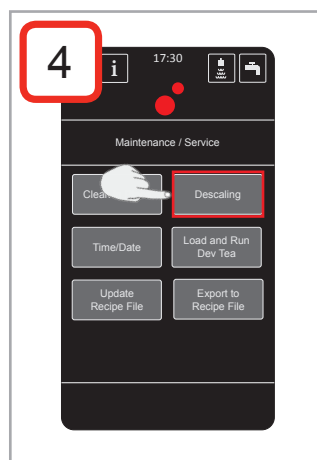
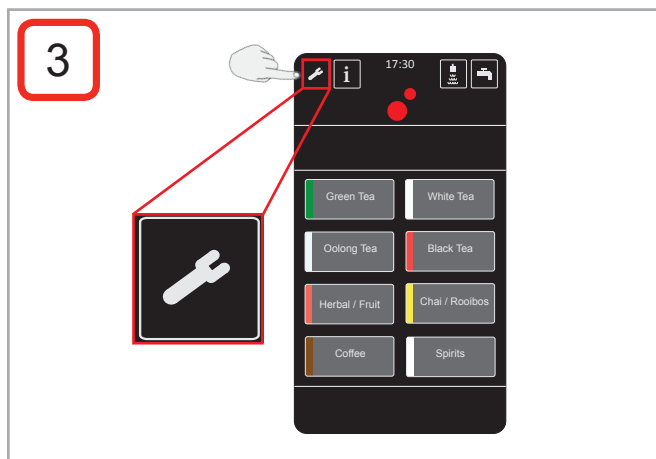
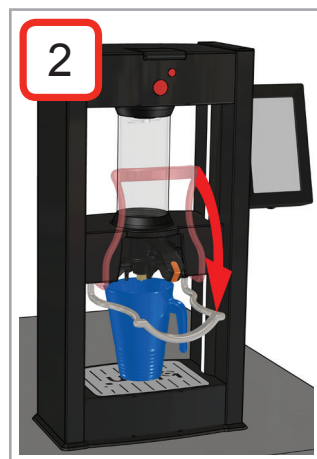
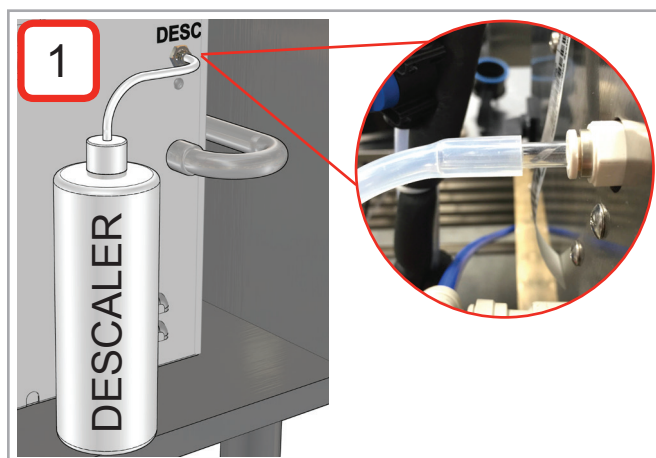
WARRANTY REQUIREMENT:
Run descaling cycle at least once every 3 months.

NOTICE:
Failure to perform cleaning or descaling procedures, as indicated per instructions, may void warranty.



CAUTION

Read and understand the safety and first aid instructions on descaling label before performing this process. Use only BKON recommended descaling products. Make sure pitcher is in place under brew basket during entire descaling process. Wash pitcher thoroughly after use.



TROUBLESHOOTING

Error Messages on User Interface Screen		
Error Code	Possible Cause	Solution
Brew Chamber Glass C:1 M:5	Brew Chamber not installed correctly	1. Remove and reinstall Brew Chamber. 2. Call for service.
Brew Handle C:2 M:5	Brew Handle not detected	1. Ensure brew handle and basket are in place when brewing. 2. Call for service.
Chamber Not Sealed C:3 M:5	Purge valve may be struck open or clogged with debris	1. Poke purge valve with purge valve tool to ensure ball moves and is free of debris. Try a different purge valve or brew handle. 2. Ensure brew handle and basket are in place and free of debris. 3. Ensure brew basket locking handle is down and in place.
	Brew chamber not sealed	4. Call for service
Temp. Sensor C:11 M:5 thru C:22 M:5	Temperature check failed	1. Restart machine and try again. 2. Call for service.
Flow Meter C:40 M:5	No water flow detected	1. Check supply water. 2. Ensure drain from tower and drain from WVCS are not connected to each other. Both should be connected to store drain.
	Air in water lines	3. Cycle power and allow machine to reboot, purging air from lines. Repeat up to 4 times. 4. Call for service.

General Troubleshooting		
Symptom	Possible Cause	Solution
User Interface not on	Main power off	1. Check power cord and breaker. 2. Check connection on tower and WVSC.
	Communication cable disconnected	3. Call for service.
Water leak	Leak Between Tower and WVSC	1. Check water line connections
	Drain lines leak	2. Check drain line connections on Tower, WVSC and store drain
	Leaking from inside WVSC	3. Call for service
Did not purge drink	Purge valve is stuck in the closed position	1. Use manual purge or remove purge valve per instructions, using purge valve tool. Once valve is removed, use manual purge.
		2. Punch with purge valve opener from inside brew handle.
		3. Try a different purge valve. Call for service
Purge or dripping during brew cycle	Debris in purge valve	1. Use purge valve tool to remove debris from purge ball.
	Purge valve spring has become too weak	2. Replace purge valve. 3. Call for service.
Beverage level is incorrect	Corrupt recipe	1. Try a different recipe in the same size.
	Flowmeter malfunction	2. Call for service.
Consistent poor beverage quality	Wrong amount of tea / coffee	1. Check recipe and product measurement.
	Poor incoming water quality	2. Make sure incoming water is in spec.
	Corrupt recipe	3. Check recipe.
	Chamber was locked during startup (result in calibration error)	4. Restart machine and ensure brew basket and handle are not installed during start up.
	Beverage too hot or cold	5. Check recipe. 6. Call for service.

ACCESSORIES



19006258
Plunger Gasket



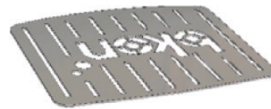
19006590
Brew Chamber
(Glass Only)



18007897
Brew Chamber Assembly
(glass and rings)



19006722
Drip Tray
Screen



20.210001283
Drip Tray Cover



27801749
Purge Valve Tool



19006993
Brew Basket
Black



19006996
Brew Basket
Green



19006994
Brew Basket
Orange



19006802
Coffee Basket



19006803
Coffee Cap



19006364
Brew Handle
(no color clip)



19006305
Purge Valve



19007372
Cleaning Tablets



18008316
Coffee Brew Kit



19006351
Splash Guard



18008739
Coffee Filters
(500 pcs)



18008925
Descaler Kit
(liquid and tube)



151044
Cleaning Brush



18009328
Brew Handle Clips
(Black, Green,
Orange, Brown)

Franke Limited Warranty

Franke Foodservice Solutions ("Franke") warrants new equipment manufactured in Franke's own facilities and installed in the United States and Canada to be free of defects due to poor materials or workmanship for the period of time listed below (following the date of original installation):

Franke-Manufactured Equipment

- 1 Year Parts and Labor

Exclusions: Certain Franke parts that are expendable by nature and that need to be replaced frequently may not be covered. Franke is not liable under these warranties for repairs or damages due to improper operation, attempted repairs or installation by unauthorized persons, alterations, water quality, abuse, fire, flood or acts of God.

Additionally, this warranty may be voided in the case of:

- Failure to follow Franke instructions for use, care or maintenance
- Removal, alteration or defacing of the Franke-affixed serial number
- Service by a non-authorized service company
- Use of non-OEM (Original Equipment Manufactured) parts

This warranty is conditional upon Franke receiving notice of any defect subject to this warranty within thirty (30) days of its original discovery by the Buyer.

For Support, please call:
Tel + 1-800-5-FRANKE, opt. 2
(1-800-537-2653, opt. 2)

Franke Foodservice Solutions Inc.
800 Aviation Parkway
Smyrna, TN 37167
www.frankeamericas.com

Franke Group, which includes both Franke Foodservice Solutions and Coffee Systems divisions, is one of the worlds leading suppliers of fully automatic coffee machines and innovative, out-of-home hot-beverage solutions. Franke is BKON's exclusive global partner, providing engineering, manufacturing, distribution and support for commercial systems that use BKON's patented Reverse Atmospheric Infusion™ brewing technology.

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(19006370 Rev. C, March 21, 2016)

