

Memo: Coca-Cola Freestyle Extended Shutdown (72 Hours or more) Re-open Procedures (9000)



We understand that business needs are changing rapidly in the food service environment. As a result of the COVID-19 crisis, your Coca-Cola Freestyle dispenser may require additional steps to begin normal operation again. The following procedures provide additional guidance for your 9000 dispenser(s). Should you need additional help or support, please contact **myCokeTech** at **1-800-318-COKE (2653) - Phone Fix and Video Chat**. We appreciate your continued partnership and business!

Basic Cleaning

The following helpful parts for the basic cleaning protocols are available through Coca-Cola Freestyle Small Parts Program. If you do not have the newest version of the nozzle and injector ring brush part as shown below, previous versions of this part can be used.



Basic cleaning protocols for re-open include:

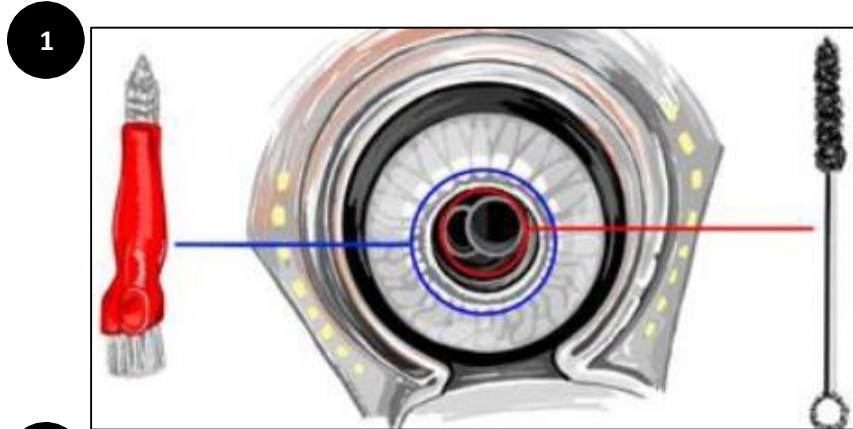
- Clean and sanitize the ice bin and lid
- If an ice maker is installed, follow the specific manufacturer guidelines for cleaning of ice maker
- Follow established cleaning procedures for ice chute and exterior surfaces. *(refer to the Freestyle 9000 User Guide if help is needed on this step)*

Unclogging the Nozzle

- **As a result of the extended down time and reduced dispenser usage, more extensive procedures are recommended for the nozzle injector ring and nozzle tip in order to clear clogs and ensure quality beverages are pouring for guests.**
 - Remove the nozzle tip and soak it in warm water with food grade sanitizer
 - While the nozzle tip is soaking:
 - Wet both ends of the angled nozzle brush in hot water.

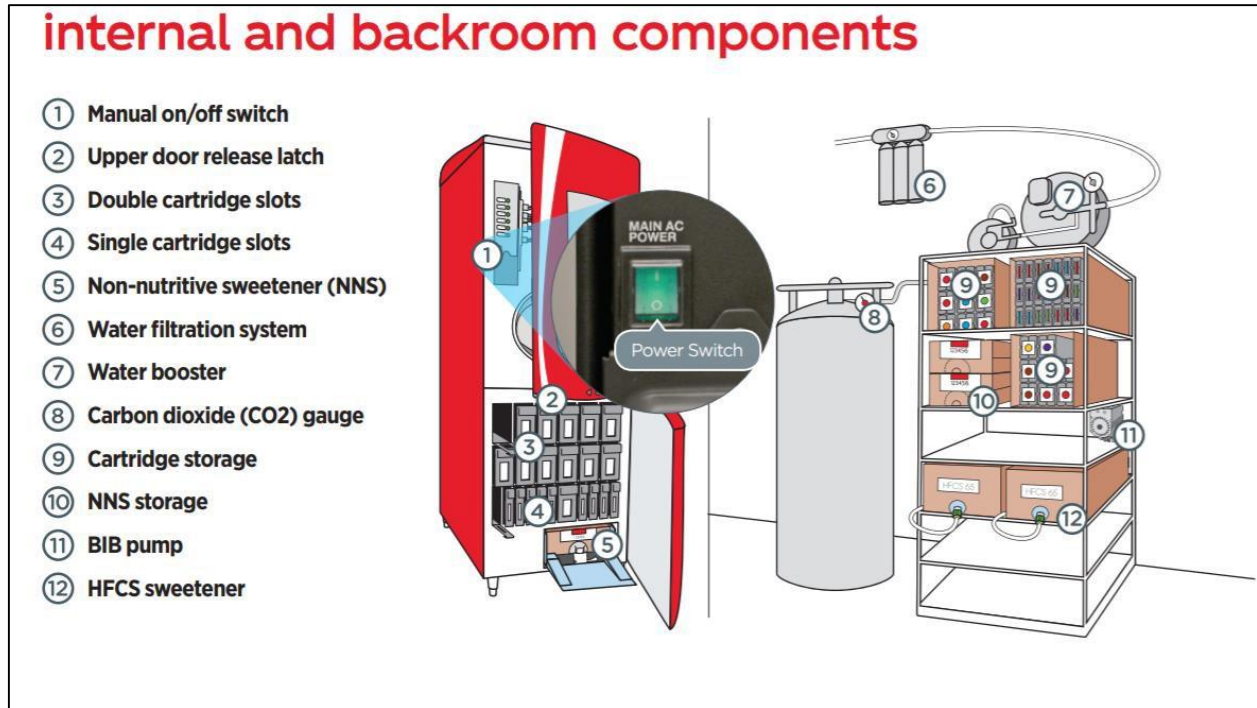


- Use both ends of the brush and clean the nozzle injector ring vigorously at an angle. A stabbing motion can be used to remove clogs from the holes. The blue ring in picture 1 below notes the location of holes. Picture 2 also shows the location of the nozzle injector ring holes for scrubbing.
 - Soak a clean microfiber cloth in hot water and hold it against the nozzle injector ring for 10 seconds and squeeze water into the holes
 - Repeat these steps as often as necessary to loosen clogs
- Re-attach the nozzle tip



Water and Carbonation Systems

The following internal and backroom components illustration may be helpful in identifying equipment during this next section of procedures.



- **IN THE BACK ROOM:**
 - Turn on water
 - Plug in the water booster
 - Ensure the CO2 valve is turned on
- **AT DISPENSER:**
 - If the dispenser is powered off, the door will need to be opened manually to access the power button:
 - Engage the manual door release at the lower left of the bottom door. A screwdriver or other sturdy tool that fits in the hole can be used. Once the bottom door is open, there is a manual door release at the bottom left of the upper door. The power button is at the lower left just inside the top door.

- o Turn on the CO2 at the dispenser (see image below). The CO2 lever should face horizontal as shown.



- o Plug in dispenser, if unplugged from the wall outlet
- o Power on the dispenser with the green power switch

Ice and First Test Pour

- Check that the ice maker is working and re-set per manufacturing instructions, if needed. If it was turned off, turn on ice maker or manually fill the ice bin with ice.
- Navigate to the consumer mode screen on the dispenser (as shown below)



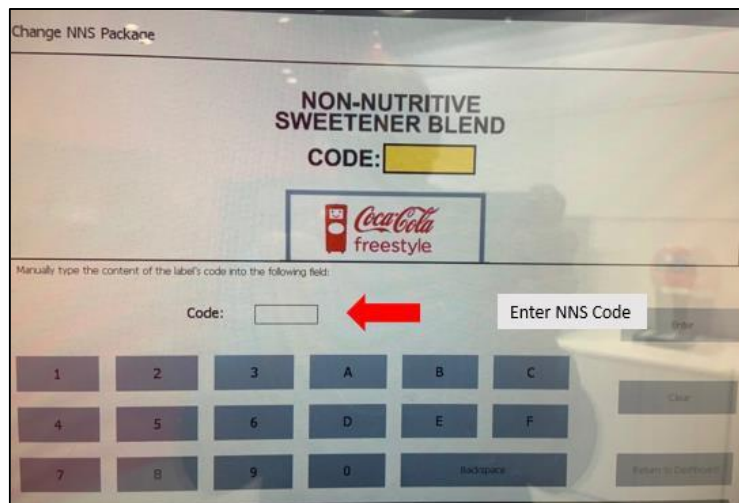
- Pour enough still water to fill a 32-ounce cup 4 times (or a total of 128 ounces).
- Pour enough Dasani Sparkling water or sparkling water to fill a 32-ounce cup 4 times (or a total of 128 ounces). This may require more than one pour.

Ingredients

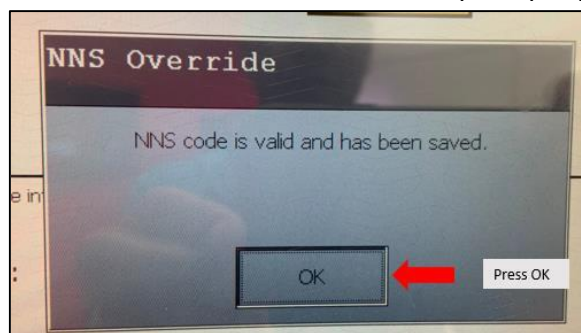
- Check HFCS (High Fructose Corn Syrup) enjoy by date. Replace if empty or past the enjoy by date.
- Check NNS (Non-Nutritive Sweetener) enjoy by date. Replace if empty or past the enjoy by date. Next, follow the procedures outlined below to ensure NNS is flowing smoothly in your dispenser(s).
 - Access the Crew Dashboard
 - On the Crew Dashboard, select “Service Menu,” then select “Cartridge or Package Replacement,” then select the “NNS” option.



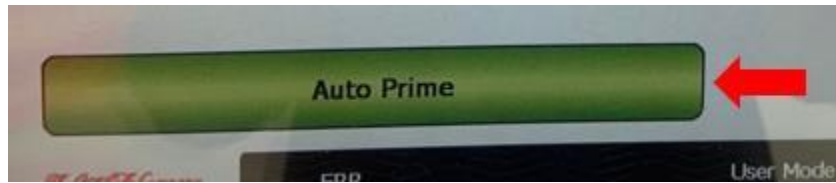
- Next, enter the NNS code found on the NNS box



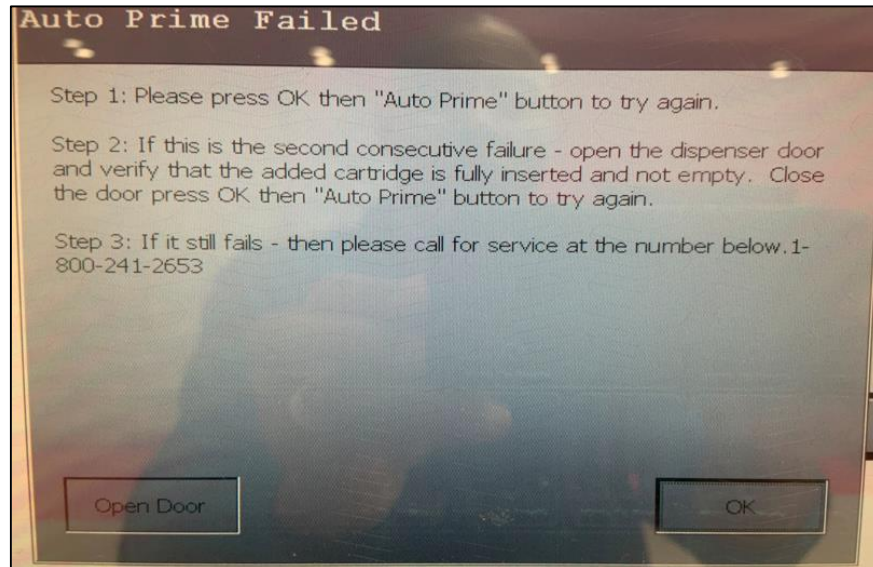
- Select “OK” when the NNS Override prompt appears on the screen



- o Then, select the green “Auto Prime” option



- o In the event the “Auto Prime” function fails, you will see the screen image shown below. Please follow the steps as listed. Additional help is available by calling **1- 800-318-COKE (2653)**.



- Check ingredient cartridge quantity and enjoy by date. **PLEASE NOTE: Per the Customer Relief Package developed due to COVID-19, Coca-Cola is able to offer a ONE TIME PRODUCT SHELF LIFE EXTENSION on applicable BIB & Freestyle products to minimize out of date product and write offs. An ingredient cartridge can be used 15 days past the enjoy by date printed on the cartridge. HFCS and NNS BIBs are not included in the 15-day extension.** Replace if necessary. Follow the prompts on the crew screen to prime the ingredients replaced.
- Ingredients should not have been removed, but if there are empty slots, please clean/sanitize the probe (as shown in the image to the right), and insert cartridges in the proper location by scanning the RFID tag and allowing the dispenser to show where to insert the cartridge (flashing light on the correct cartridge slot).



- You can access the crew dashboard three different ways, as outlined below.



- Holding the RFID tag on the ingredient cartridge in front of the reader (as shown above) will also cause a red light to flash at the proper slot inside the dispenser (see image on the right) If help is still required, call **1-800-318-COKE (2653)**
- Pour enough still water to fill a 32-ounce cup 4 times (or a total of 128 ounces).
- Pour enough Dasani Sparkling water or sparkling water to fill a 32-ounce cup 4 times (or a total of 128 ounces). This may require more than one pour.
- Do a test pour on beverages, being sure to include diet drinks.

NOTE: If any ingredients will not pour, verify that the cartridge is not empty by checking the ingredient remaining information on the crew screen (see image on the right). If it is not empty and a drink still will not pour, it may be necessary to repeat the nozzle injector ring steps as discussed in the “Unclog the Nozzle” section.



Additional Cleaning Step

- Perform daily cleaning and sanitization of the nozzle ring and nozzle tip.

Taste Test

- Taste several beverages.

NOTE: Carbonation requires cold temperatures. If the ice maker was turned off or the manual fill bin is empty, it may take a few hours before the drinks taste like they have enough carbonation.



Assistance:

Should you need assistance completing any or all these tasks, please call the **MyCokeTech** support line at **1-800-318 -COKE (2653)** and ask to speak with a Senior Technical Advisor. Senior Technical Advisors are ready to help 24/7/365 with **Phone Fix & Video Chat!**