

# Memo: Coca-Cola Freestyle Extended Shutdown (72 Hours or more) Re-open Procedures (7000)



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 7000 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:

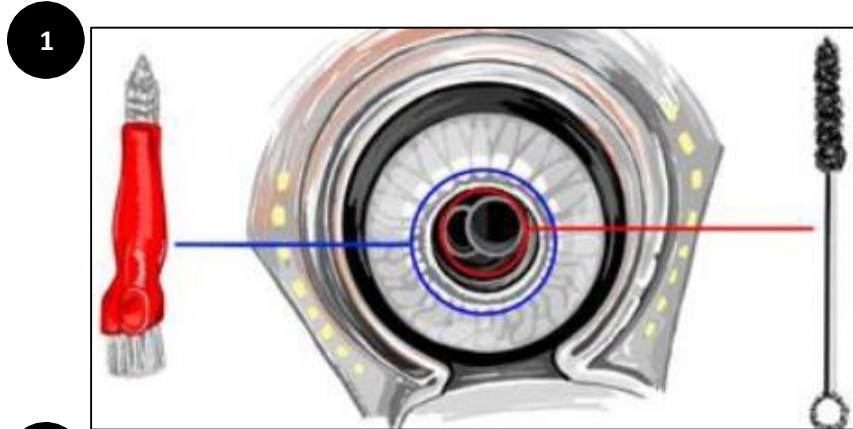
- Clean and sanitize the ice bin and lid
- If an ice maker is installed, follow the specific manufacturer guidelines for cleaning of ice maker
- Follow established cleaning procedures for ice chute and exterior surfaces. (*refer to the Freestyle 7000 User Guide if help is needed on this step*)

## 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.



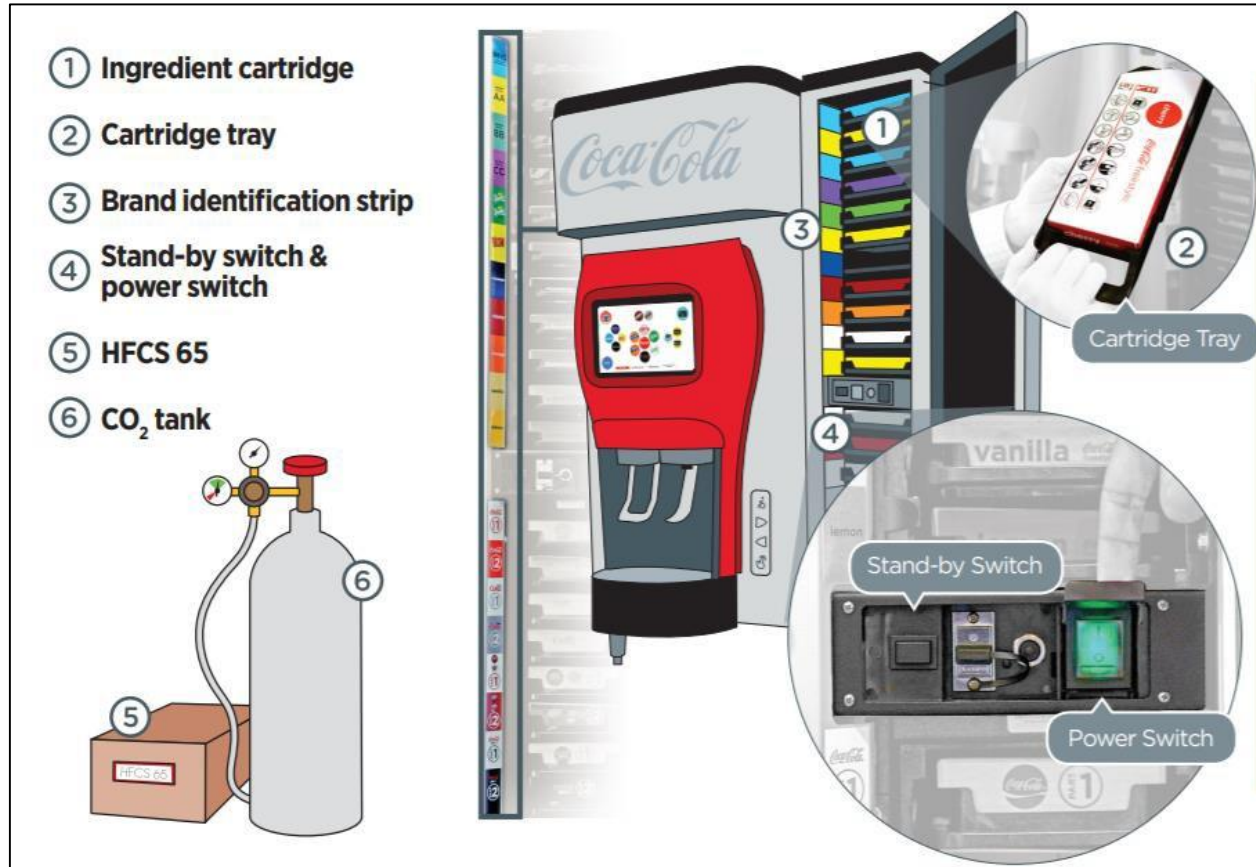
- Use both ends of the brush and clean the nozzle injector ring vigorously at an angle. A stabbing motion can be used to remove clogs from the holes. The blue ring in picture 1 below notes the location of holes. Picture 2 also shows the location of the nozzle injector ring holes for scrubbing.
  - Soak 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.

### internal and under the counter components



- **IN THE BACK ROOM:**
  - Turn on water to allow the lines to be flooded with municipal water, which includes chlorine.
  - Plug in the water booster
  - Turn on CO<sub>2</sub> at the source (regulator or tank)
- **AT DISPENSER:**

If the dispenser is powered off:

  - Plug in dispenser, if unplugged from the wall outlet
  - Open the door with the key provided
  - 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



- 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. Prime from the crew dashboard.
- Check NNS (Non-Nutritive Sweetener) enjoy by date. Replace if empty or past the enjoy by date. Prime from the crew dashboard.
- 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 screen to prime the ingredients replaced.
- Ingredients should not have been removed, but if there are empty slots, please follow the ingredient map located beside the cartridge slots and be sure to clean/sanitize probes and insert cartridges in the proper location.
- 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.

- **SPECIAL STEPS FOR BOOST EQUIPMENT:**
  - Check ingredient quantity and enjoy by date. **PLEASE NOTE: An ingredient can be used 15 days past the enjoy by date printed on the BIB.** Replace if necessary.
  - If the Boost tray contains BIB brand beverage (ie, Barq's Old Style Root Beer), pour each BIB beverage for 3 seconds each
  - If the Boost tray contains NNS beverages (low calorie drinks), no additional pours are needed
  - If the Boost tray contains both BIB brand beverage (ie, Barq's Old Style Root Beer) AND NNS beverages, pour each BIB beverage for 3 seconds each

**NOTE: If any ingredients will not pour, verify that the cartridge is not empty by checking the ingredient remaining information on the dashboard. 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 tip.

#### Taste Test

- Taste several beverages

**NOTE: Carbonation requires cold temperatures. If the ice maker was turned off or the manual fill bin 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!**