

# Memo: Maintaining Coca-Cola Freestyle Dispensers During Business Closures

In today's environment, we understand that business needs are changing rapidly in the food service environment, and that you may need to close all or parts of your outlet. To help you maintain your Coca-Cola Freestyle dispensers, the following updated procedures are recommended. We will continue to evaluate and develop recommendations as the situation evolves and we learn more. We appreciate your continued partnership and business!

## Outlet remains open for business:

1. If your outlet remains open, to maintain the Coca-Cola Freestyle dispenser(s) that is being used, you should continue to follow the cleaning and maintenance guidelines in your user guide.  
If your outlet remains open, but any one of your Coca-Cola Freestyle dispensers will not be in use (e.g. you continue to use your Coca-Cola Freestyle drive-thru dispenser, but discontinue use of the Coca-Cola Freestyle dining room dispenser(s)), crew members should continue to follow the cleaning and maintenance guidelines in your user guide with respect to the unused dispenser(s). Ensure the nozzle and injector ring of each dispenser are cleaned. **DO NOT power-off or unplug the dispenser(s)**. Powering off may result in additional time to bring your dispenser back on-line after an extended shut down.
2. Crew members should pour the following beverages daily (or as often as possible, but no more than once per day is necessary) from each unused dispenser:
  - a. Pour 2 Coca-Cola beverages (flavor of your choice) for 5 seconds each
  - b. Pour 2 Diet Bar's Root Beer beverages (flavor of your choice) for 5 seconds each **(if applicable)**
  - c. Pour 2 Dasani Lime beverages for 5 seconds each **(if applicable)**
  - d. Pour 2 Hi-C beverages (flavor of your choice) for 5 seconds each **(if applicable)**

## Outlet closes business for less than 72 hours:

1. If your outlet will close for less than 72 hours, to maintain your Coca-Cola Freestyle dispenser(s), **DO NOT power-off or unplug the dispenser(s)**. Powering off may result in additional time to bring your dispenser back on-line after an extended shut down.
2. Prior to closure, follow the daily cleaning guidelines for your Coca-Cola Freestyle dispenser(s) as outlined in the user guide for each dispenser.
3. Upon re-opening, navigate to the crew dashboard and prime any cartridges and sweeteners (non-nutritive and high fructose corn syrup) that have been inactive during this time.

## Outlet will close for a 72-hour period or more but crew members will have access to the account for maintenance operations:

1. In the event your outlet will close for 72 hours or more, to maintain your Coca-Cola Freestyle dispenser(s), **DO NOT power-off or unplug your dispensers(s)**. Powering off may result in additional time to bring your dispenser back on-line after an extended shut down.
2. Prior to closure, ensure you have performed the daily cleaning and maintenance tasks per the guidelines listed in your Coca-Cola Freestyle user guide. Ensure the nozzle and injector ring of each dispenser are cleaned.

3. During closure, crew members should pour the following beverages daily (or often as possible, but no more than once per day is necessary) from each dispenser:
  - a. Pour 2 Coca-Cola beverages (flavor of your choice) for 5 seconds each
  - b. Pour 2 Diet Barq's Root Beer beverages (flavor of your choice) for 5 seconds each **(if applicable)**
  - c. Pour 2 Dasani Lime beverages for 5 seconds each **(if applicable)**
  - d. Pour 2 Hi-C beverages (flavor of your choice) for 5 seconds each **(if applicable)**
  - e. If following procedures in 3a-d is not possible daily, then crew members should follow procedures 3a-d, along with the cleaning and maintenance recommendations in section 2, at least once every 72 hours.
  - f. Prior to re-opening, ensure you have performed the daily cleaning and maintenance tasks per the guidelines listed in your Coca-Cola Freestyle user guide. In addition, prime all cartridges and sweeteners (non-nutritive and high fructose corn syrup) that have been inactive for 72 hours or more.

**Outlet closes for business 72 hours or more with no crew member access:**

1. Prior to closure, follow the daily cleaning guidelines for your Coca-Cola Freestyle dispenser(s) as outlined in the user guide for each dispenser.
  - a. Pay close attention to cleaning exterior surfaces such as:
    - i. Touchscreen & Pour Button
    - ii. Nozzle & Injector Ring
    - iii. Ice Lever
    - iv. Pour Lever (7000 only)
    - v. Sides, Top, and Front of the dispenser(s)
  - b. Pour bucket of warm sanitizer solution slowly down the drain of the dispenser(s) as referenced in the user guides.
2. Due to extreme resource and supply constraints as a result of COVID-19, we are not recommending winterization of the dispenser(s). Instead, the following procedures should be performed to help maintain your Coca-Cola Freestyle dispenser(s) during an outlet closure of 72 hours or more, and no crew members will be onsite.
  - a. Ensure your CO2 (carbon dioxide) source is on until the last step in this sequence.
  - b. From the dispenser(s), pour plain water for ~1 minute. Then, pour a sparkling beverage (preferably sparkling water) for ~ 1 minute.
  - c. Remove nozzle tip from the dispenser(s) and clean. Then clean the nozzle injector ring on the dispenser(s).
  - d. Unplug the water booster from the wall outlet in the backroom.
  - e. Shut off the water supply to the dispenser(s) in the back room.
  - f. Turn off the CO2 source. For the 9000 and 8000 series dispensers, the CO2 valve is at the lower left of the dispenser in the bottom cabinet. For the 7000 turn off the CO2 in the back room at the regulator.
  - h. Power off the dispenser using the green power button. Reference the dispenser user guides to review where the power button is for each dispenser.



**Assistance:**

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

**Potential Delays:**

These recommendations are intended to help minimize the time it takes to make the dispenser operational again if your location is closing for an extended period. If circumstances prevent you from following the recommended protocols, it could result in additional time to bring your dispenser back on-line after an extended shut down. Thank you for your partnership as we work through these evolving times together.