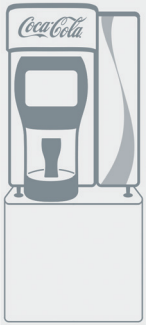
Coca-Cola freestyle 7000 | User Guide



This guide provides general tips and proper maintenance procedures for your Coca-Cola Freestyle® 7000 dispenser.

Coca-Cola Freestyle® 7000 is the newest addition to a family of dispensers utilizing micro-dosing technology. This technology stores all beverage components separately until the moment the drink is poured, ensuring a fresh, great tasting beverage every time.

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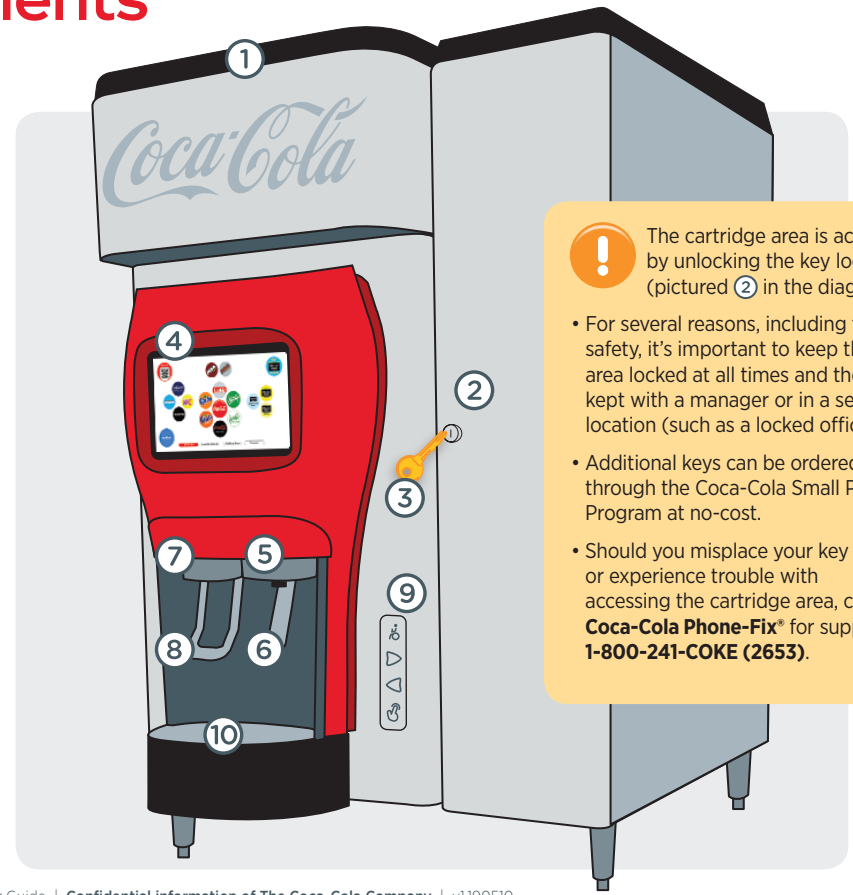
For crew training videos, visit iLearnCoca-ColaFreestyle.com

external components

1. **Ice bin lid***
2. **Cartridge access door**
3. **Key (access door)**
4. **Touch screen**
5. **Nozzle**
6. **Beverage dispense lever**
7. **Ice chute**
8. **Ice dispense lever**
9. **ADA interface**
10. **Cup rest and drain pan**

* Not applicable with top mounted ice maker.

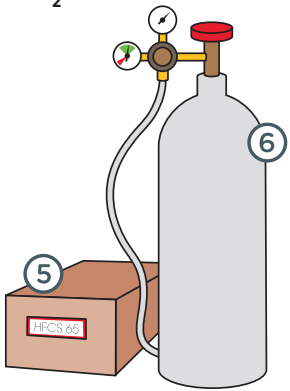


The cartridge area is accessible by unlocking the key lock (pictured 2 in the diagram).

- For several reasons, including food safety, it's important to keep this area locked at all times and the key kept with a manager or in a secured location (such as a locked office).
- Additional keys can be ordered through the Coca-Cola Small Parts Program at no-cost.
- Should you misplace your key or experience trouble with accessing the cartridge area, call **Coca-Cola Phone-Fix®** for support at **1-800-241-COKE (2653)**.

internal and under the counter components

1. **Ingredient cartridge**
2. **Cartridge tray**
3. **Brand identification strip**
4. **Stand-by switch & power switch**
5. **HFCS 65**
6. **CO_2 tank**

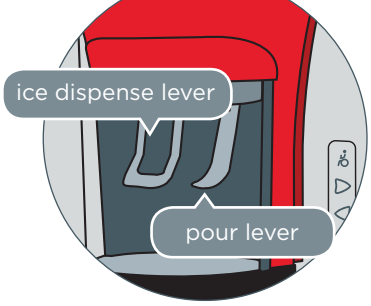


The dispenser is equipped with two stand-by modes:

1. Power Saver Mode
If the dispenser is inactive for 20-minutes the touchscreen will go dark. Simply tap the touchscreen anywhere to wake it up.

2. Locked Mode
Lock the dispenser by pressing the lock icon in the top right corner of the crew dashboard. This mode locks the touch screen and prohibits dispensing during non-operating hours. Choose to lock manually or set an automated time window.

Power Switch
The power (on/off) switch is located on the right-hand side underneath a square plastic flap. **CAUTION! DO NOT POWER OFF** unless instructed to do so by a Coca-Cola technician.



operations

pouring a drink

Step one

Place your cup under the ice chute and press lever to dispense ice.

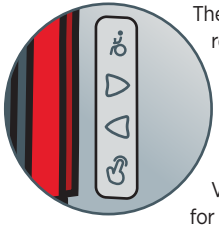
Step two

Find your favorite beverage using the touch screen. Note the touch screen will time out after 10 seconds and return to the home screen.

1. Select a brand to see all available flavor options.

2. Pick your favorite flavor and then use the pour lever to dispense your beverage.

Using the ADA interface



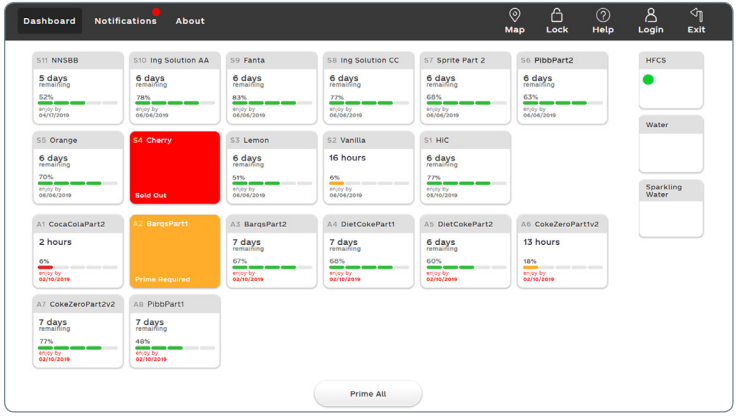
The ADA interface allows people with reach challenges (such as those in wheelchairs) to use the Coca-Cola Freestyle® dispenser without having to reach the touch screen.

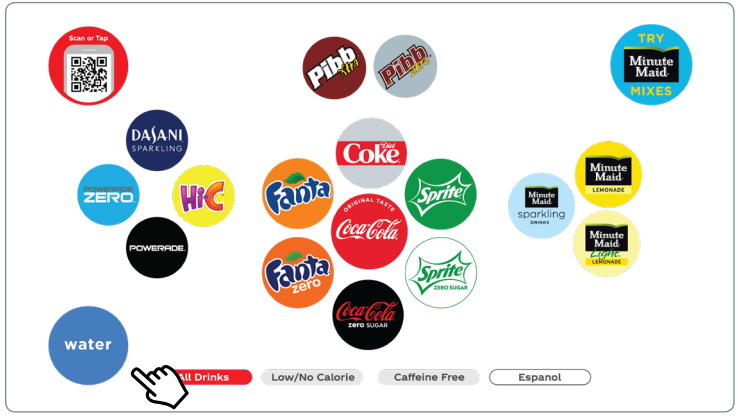
Visit ilearncoca-colafreestyle.com for a script to assist helping visually impaired guests.

1. Press to activate the ADA Interface
2. Press arrow to browse to the right and press arrow to browse left
3. Press to pour beverage selected

NOTE: The ADA screen will revert back to the standard home screen after one minute of inactivity, or press “ADA Exit Button” in the upper right corner.

access the crew dashboard





Crew Dashboard

There are two ways to access the crew dashboard:

1. Secret Handshake
2. Opening the cartridge access door.

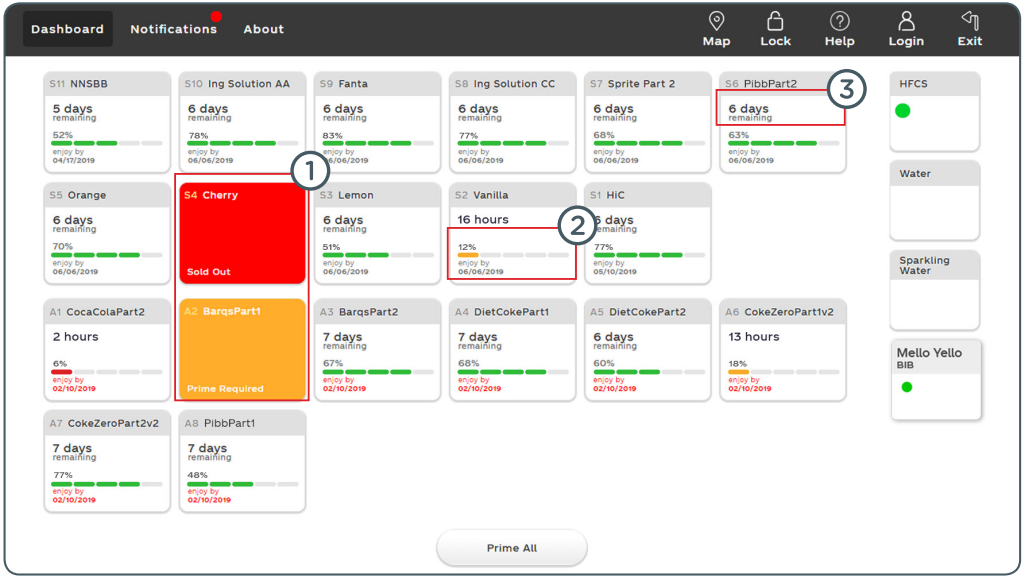
Secret handshake

On the all brands consumer screen, place a finger on the lower left of the screen between the water icon and the red all brands button. Hold for five seconds to launch the crew dashboard.

using the freestyle operating system

1. Bold alerts provide clear direction when maintenance is required.
2. Improve cartridge changeout management and reduce product waste, by reading each ingredient cartridge's color-coded fuel gauge displaying the remaining product percentage and enjoy by date.

   Keep in mind, the percentage remaining and time before changing the ingredient cartridge may vary significantly. For example, a flavor cartridge with 6% may have several days remaining, while a heavily used ingredient cartridge, like Coca-Cola, may last only a few hours with 6%.
3. A time remaining feature provides an accurate reading when each cartridge will likely run out. This new feature is calculated using the dispensers consumption activity and daypart data to deliver a dynamic and precise reading throughout the day.



handling ingredient cartridges

SmartPAK™ (paperboard) cartridges replace your BIB packaging, except for HFCS (sweetener) BIB. HFCS will be the only ingredient located outside of the Coca-Cola Freestyle® dispenser.

- Always remove and replace **ONE CARTRIDGE** at a time to avoid inserting it into the incorrect slot.
- Black plastic cartridge trays should be “hand washed” only using detergent cleanser and Kay-5 sanitizer or an approved equivalent and **NEVER PLACED IN A DISHWASHER**. Placing trays in a dishwasher may warp the trays over time.
- Staging of ingredient cartridges and plastic trays for your most popular brands and flavors will make the cartridge change-out process more efficient and avoid delays during peak periods.
- Never stack cartridges more than six (6) high.
- Always rotate ingredient cartridges after each delivery.
- Always use your oldest ingredient cartridges on hand first, i.e. **“FIRST-IN ~ FIRST-OUT”.**
- Avoid placing cartridges near any heat source, standing water, or cleaning solutions.

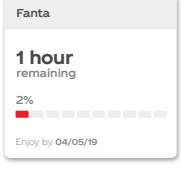
Proper handling of the ingredient cartridges and plastic trays is extremely important to ensure proper operation of the Coca-Cola Freestyle® 7000 dispenser.

when to replace cartridges and how to prime

Replacing ingredient cartridges starts with knowing when a cartridge is empty or unavailable.

1. The example above shows the Hi-C ingredient cartridge is empty, as a result the flavor icon is **grayed out** and will say "**Not Available"** when selected.

2. Access the crew dashboard to view the color-coded fuel gauge displaying the remaining product percentage.



Keep in mind, the percentage remaining and time before changing the ingredient cartridge may vary significantly. For example, a flavor cartridge with 6% may have several days remaining while a heavily used ingredient cartridge, like Coca-Cola, may last only a few hours with 6%.

NOTE: Time remaining is an estimate based on the dispensers consumption activity and daypart data.

Cartridge prime procedure.

Priming an ingredient cartridge simply removes any trapped air in the line and ensures guests receive a consistent, quality beverage. After replacing an empty cartridge, follow the on-screen messages outlined below:

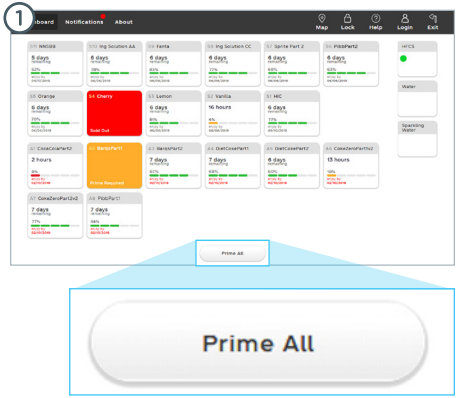
1. Confirm the cartridge was inserted into the correct slot and prime by pressing the orange box on the crew dashboard or press **"Prime All"** to prime multiple cartridges.

REMINDER: ***The prime process lasts approximately 5-10 seconds depending on cartridge size, i.e., single or double. The process should NEVER be interrupted.***

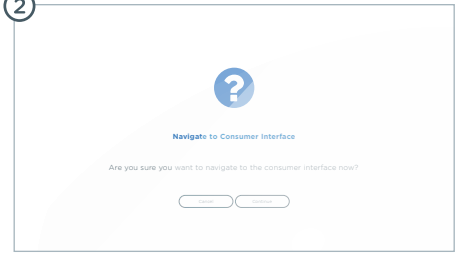
2. When priming is complete, press exit at the upper right of the screen. Follow subsequent prompt on the screen to return to the main screen.

NOTE: Only press the **"Prime All"** button ONCE! Pressing it more than once will needlessly repeat the prime process.

1



2



replacing an ingredient cartridge

Until you become familiar with the cartridge replacement process, always pay close attention to the instruction (icons) provided on the side of each ingredient cartridge.

1. Always remember to shake each cartridge **vigorously** for **10 seconds** prior to placing it into the plastic cartridge tray and Coca-Cola Freestyle dispenser.*
2. Press black lever on the left of the cartridge tray (highlighted yellow in the diagram to the right) to remove from the cartridge shelf.
   REMINDER: When empty, separate cartridge from plastic tray and recycle the outer paperboard box.
3. Clean tray with Kay-5 sanitizer or detergent cleanser and wipe probe that inserts into cartridge with Kay-5 until cloth comes away clean.
4. Open cartridge using perforated cartridge opening flap.
5. Remove (outer) white dust-cap prior to placing cartridge into plastic tray.
6. Always place cartridge into plastic tray and ensure plastic fitment from cartridge pouch aligns with tray.
7. Ensure the ingredient cartridge is aligned with the slot found on the plastic tray.
8. **Remove safety seal prior to inserting into the dispenser.***
9. Press black lever on left of cartridge tray to reinsert back into the dispenser.
10. Follow on-screen instructions to complete the **cartridge prime process** (instructions on page 9).

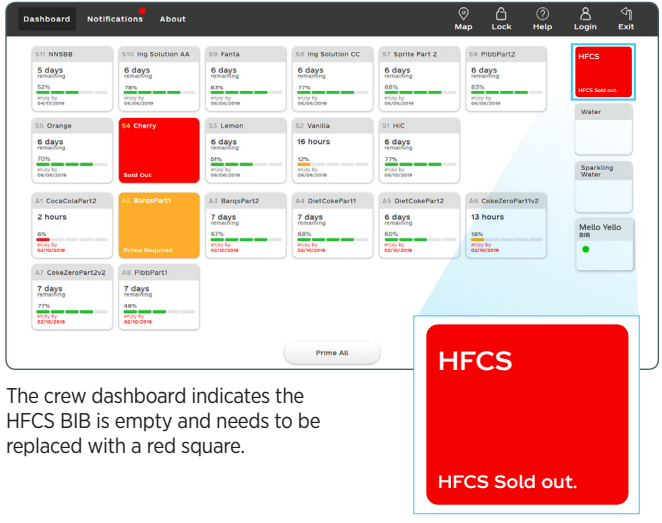
* Be sure to leave the safety seal on the cartridge during the 10-second cartridge shake process and REMOVE the safety seal prior to inserting the cartridge into the dispenser.

HFCS (sweetener) dashboard reset

When the HFCS BIB is empty, you will need to replace it and RESET the HFCS module following these steps:

1. Ensure HFCS is empty, check the crew dashboard to see if the HFCS indicator has turned red and says **"HFCS Sold out."**
2. Replace the HFCS (instructions on page 11).
3. Once the new HFCS box is installed, touch the red HFCS box to reset and the prime function will automatically follow.
4. The HFCS BIB indicator changes to a green dot when successfully reset.

NOTE: When the HFCS BIB is empty, all full calorie beverage icons on the home screen will **GRAY OUT**.



The crew dashboard indicates the HFCS BIB is empty and needs to be replaced with a red square.

replacing sweetener (HFCS & NNS)

Coca-Cola Freestyle® 7000 uses two sweetener sources

HFCS (High Fructose Corn Sweetener)

Used for all full-calorie beverages

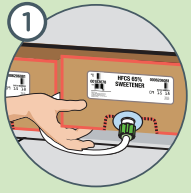
- HFCS (sweetener) is delivered by your local distributor in a 5-Gallon BIB.
- Replacement of the HFCS BIB is identical to changing your BIB syrup boxes. HFCS BIB will be located either underneath the Coca-Cola Freestyle® 7000 dispenser or in the back room.
- Always monitor your HFCS usage and **NEVER** let it become completely empty.

NNS (Non-Nutritive Sweetener)

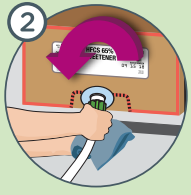
Used for all low/no-calorie beverages

- NNS will arrive in a SmartPAK™ cartridge and is replaced just like other ingredient cartridges (instructions on page 7).
- NNS will always be in the number one (1) or top slot in the cartridge shelf (see the brand identification strip on page 3).

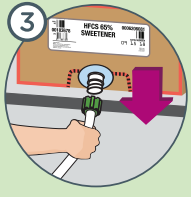
PROCEDURE TO REPLACE HFCS BIB



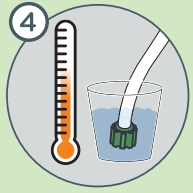
Double check to see how much product is left by lifting the box.



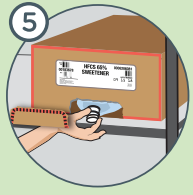
Use a cloth to catch any spills, and turn connector counterclockwise to loosen.



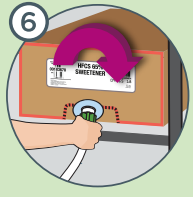
Remove connector and replace with new HFCS sweetener BIB.



Scrub using the blunt end of the nozzle & injector ring brush (#149326) and soak in approved sanitizer solution (Kay-5). Wait two minutes and repeat with clean sanitizer.



Open the box and pull out the fitment.
CAUTION: **DO NOT USE A SHARP OBJECT TO OPEN**



Attach the connector to the fitment and turn clockwise to tighten.

Freestyle Boost (optional equipment)

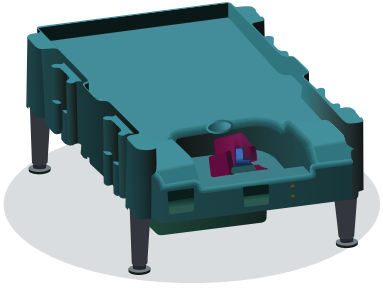
Add additional brands to your 7000 dispenser with Coca-Cola Freestyle Boost

Brands currently available:

- Barq's Olde Style Root Beer
- Minute Maid Lemonade w/ Real Sugar
- Blue Sky Lemonade
- vitaminwater XXX
- vitaminwater XXX Zero

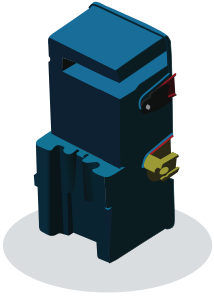
NOTE: Brands which are available in cartridges (KO, DKO, Sprite, DP, etc.) are not eligible to be used on Boost.

Equipment



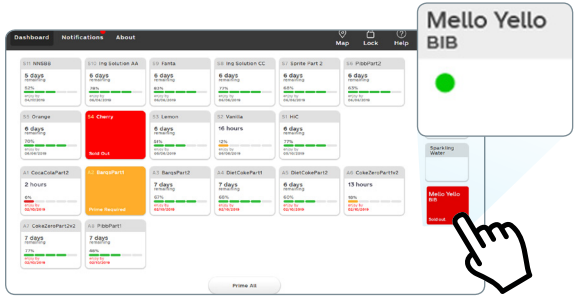
CCFS Boost TRAY

BIB pump



How to replace a Coca-Cola Freestyle® Boost BIB

1. When a Boost BIB package is sold-out, it will appear in a similar manner as sold-out cartridges.
2. Replace the Boost BIB package, manually.
3. Once the BIB is replaced, tap on the ingredient location to reset.
4. Once successfully reset, the Boost BIB indicator will change to a green dot.



Successful reset and healthy status icon.

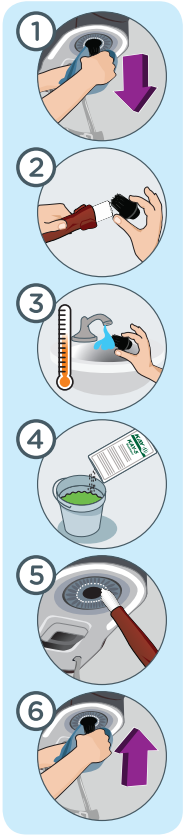
A red square on the crew dashboard indicates Boost BIB is empty and needs to be replaced.

cleaning nozzle and check/refill ice

How to properly clean the Coca-Cola Freestyle® nozzle and injector ring

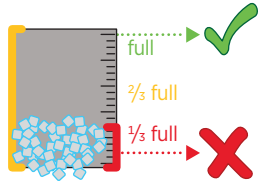
1. Locate the nozzle. Using a clean cloth to protect your fingers, twist nozzle counter-clockwise, and then pull down to remove.
2. Scrub the nozzle at a 45° angle with detergent cleanser using an approved nozzle brush (Coke part #149326).
3. Rinse nozzle in warm, clean, drinkable water.
4. Place nozzle in approved sanitizer solution (Kay-5). Shake nozzle tip when submerging to remove any air bubbles and soak the nozzle for no more than 5 minutes. **CAUTION: DO NOT SOAK NOZZLES OVERNIGHT!**
5. Scrub underneath the injector ring (area where the nozzle connects) using the nozzle & injector ring brush at a 45° angle and a clean cloth. For the nozzle upper ring, scrub using the pointed end of the nozzle & injector ring brush. Focus at the small holes where ingredient comes out. Use the blunt end of the brush for the nozzle tip. Allow to sit for 2 minutes. Then repeat with clean sanitizing solution.
6. Allow the nozzle and injector ring area to **"AIR DRY"**, then use a clean cloth to reinstall nozzle and lock into place turning clockwise.

   NOTE: Take extra care to ensure the nozzle is inserted completely and locked into place.



How to check/fill ice

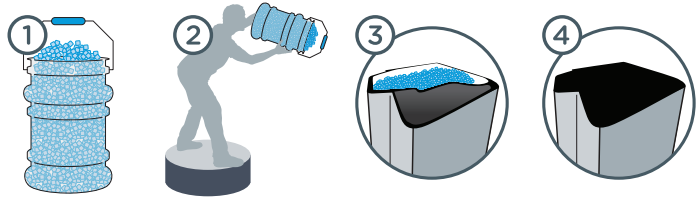
Maintaining the proper ice level is critical to ensuring your guest receives a quality beverage. If using a top-mount ice maker, follow established procedures for checking ice level. If you fill the ice manually, check to ensure ice is at least 1/3 full at all times. Fill the ice bin by following the steps illustrated below:



*Ice bin should **NEVER** be less than* one-third *full*

1. Fill a clean bucket with ice.
2. Safely lift and remove ice bin lid.
3. Dump the ice in the ice bin and fill until full. (approximately 2" from the top – do not overfill)
4. Replace ice bin lid.

NOTE: Store bought or "bagged ice" **SHOULD NEVER BE USED** as it may seriously damage the Coca-Cola Freestyle® 7000 dispenser ice bin.



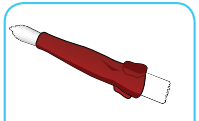
small parts and cleaning tips

Customers may order up to $25 worth of the following small parts per location.

Call The Coca-Cola service number 1-800-241-COKE (2653) and request a small parts order.

NOTE: Shipping request other than standard ground transportation may be charged to your outlet.

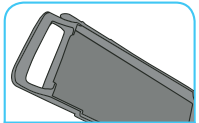
nozzle tip
#144770



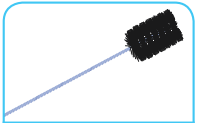
nozzle & injector ring brush
#149326

microfiber cloth
#127723

cartridge door key
#141343

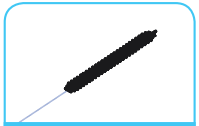


SmartPAK® Cartridge Tray
#141103



ice chute brush
#143257

Kay-5 Sanitizer
#24041



wire handled nozzle brush
#16586

Coca-Cola recommends Kay-5® Sanitizer, or a comparable food-grade chlorine sanitizer.

If using Kay-5 brand, add 1 oz. packets of Kay-5 to 2.5 gallons of clean, warm water in a clean, 5-gallon bucket.

CAUTION: When using a chlorinated detergent other than Kay-5, follow the instructions to produce a 100 ppm chlorine sanitizer solution.

REMINDER: Kay-5 Sanitizer, cleaning brush and replacement nozzle can be ordered by calling **1-800-241-COKE (2653)**.

CAUTION: WHAT NOT TO DO...

DO NOT use bleach, or any unapproved chemicals!

DO NOT soak any parts overnight!

DO NOT use scouring pads, steel wool or any abrasive material. It will scratch the surface and result in rusting/ pitting!

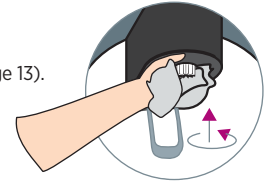
DO NOT use paper towels. They may break apart and clog the drain!

DO NOT pour hot liquids into the drain! (greater than 125˚F – 51.6˚C)

daily, weekly, and monthly tasks

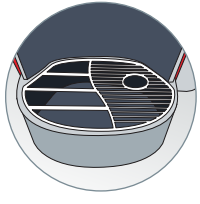
Daily tasks

Clean and sanitize nozzle and nozzle ring
(See How to Remove/Clean/Replace Nozzle on page 13).



- Clean ice chute with clean cloth or clean brush and approved sanitizer solution.
- Clean and sanitize Ice and Beverage Levers.
- Pour warm sanitizer solution **SLOWLY** down the drain.
- Check the cup rest periodically throughout the day and clean as needed.
- Using a clean soft cloth and approved sanitizing solution, wipe down all exterior surfaces, including:
  - » Touch screen
  - » Splash plate
  - » Exterior of drain pan (if applicable)
  - » ADA interface and front/side panels

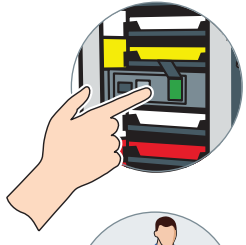
  REMINDER: Always clean the Touch Screen periodically throughout the day.
- Wash and rinse the cup rest and drain pan in an approved sanitizing solution using a clean cloth. Then allow to air dry.



Weekly tasks

- Clean ingredient cartridge trays with an approved sanitizer solution.
- Remove and clean manual ice fill lid with warm water and approved sanitizer solution.
- Clean exterior surfaces of top mount ice maker (if applicable).

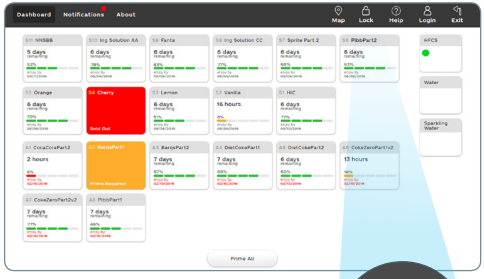
Monthly Tasks



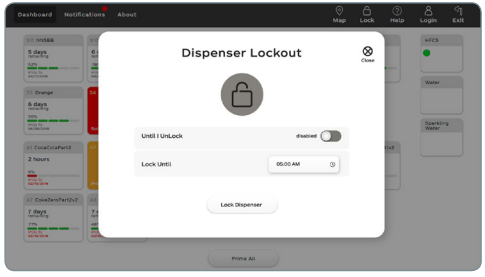
- Turn off ice maker.
- Remove ALL ice by using the ice dispense lever.
- Pour warm water slowly into the bin (not over the ice chute) to melt the remaining ice on the cold plate.
- Spray surfaces of ice bin. Remove agitator bar, paddlewheel and divider.
- Using a cloth, clean areas within reach inside the bin.
- Spray approved sanitizing solution on all internal surfaces again, allow draining and air dry.
- Return to normal operation.

prohibit dispense

Managers can lock the Coca-Cola Freestyle dispenser to prevent drinks from being poured without having to manually power off the unit.

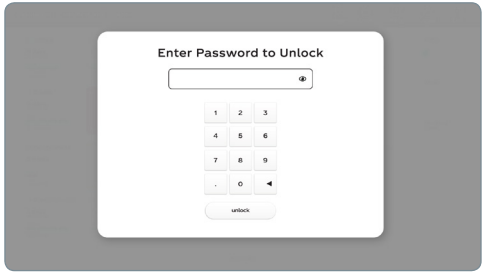


1. Access the crew dashboard (instructions on page 5), tap 'Lock' icon in top right corner to launch the configuration screen.



2. There are two ways the dispenser can be locked:

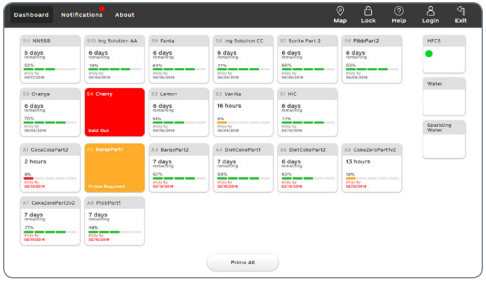
   - **Manual Setting**
     Select 'Until I Unlock' to lock the dispenser until the manager passcode is entered
   - **Time Setting**
     Tap the button next to 'Lock Until' and set a time for the dispenser to unlock automatically.



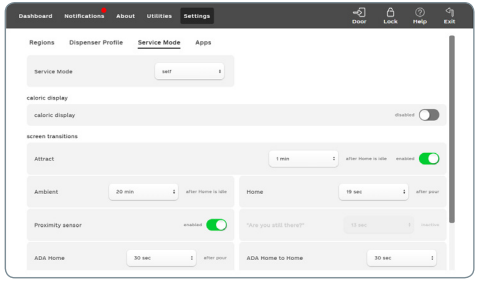
3. Once the dispenser is locked, you may unlock the user interface by using the manager passcode (2653).

activate calorie counter display feature

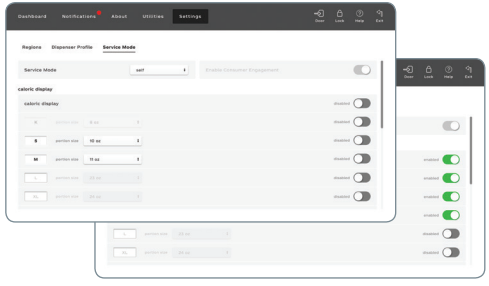
Follow these steps for an easy way to help comply with the FDA menu-labeling regulations for chain establishments with 20 or more outlets:



1. Access the crew dashboard. Then tap login, in the header, and type the manager passcode 2653.

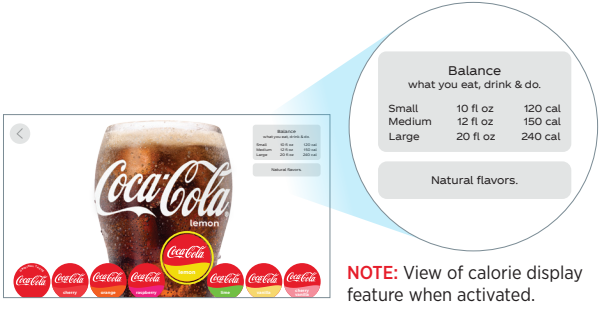


2. Select the settings and then choose Service Mode in the secondary navigation.



3. Slide caloric display toggle to enabled to activate. Slide toggle icons to create a portion size. Green/right is enabled; Gray/left is disabled.

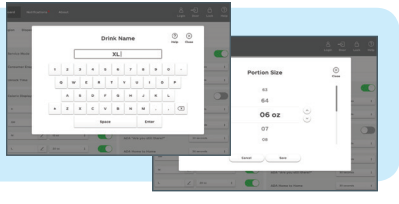
NOTE: The initial setting for the caloric display feature will be disabled



NOTE: View of calorie display feature when activated.

CREATE A CUSTOM NAME AND SIZE

Tap on the drink name or portion size to adjust (e.g. S/M/L/XL) then click exit to return to the consumer interface



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