

# 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, but 1 or more dispenser(s) are not in use:**

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. User guides can be found in the following links:
  - a. [9100 User Guide](#)
  - b. [9000 User Guide](#)
  - c. [8000 User Guide](#)
  - d. [7100 User Guide](#)
  - e. [7000 User Guide](#)
2. 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).
3. Ensure the nozzle and injector ring of each dispenser are cleaned according to the user guide recommendations (see links above).
4. **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.
5. 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 Barq's Root Beer beverages (flavor of your choice) for 5 seconds each
  - c. Pour 2 Dasani Lime beverages for 5 seconds each
  - d. Pour 2 Hi-C beverages (flavor of your choice) for 5 seconds each

## **Assistance:**

Should you need assistance completing any or all of these tasks, please call the MyCokeTech support line at 1-800-241-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 or your dispenser is not being used 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.