

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 closes for an extended period (72 hours+)

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. User guide links are referenced below, and can also be found at <https://ilearncoca-colafreestyle.com/>.
 - 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 & 7100 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 on-site.
 - a. Ensure your CO2 (carbon dioxide) source is on until the last step in this sequence.
 - b. Either bypass or remove your water filter (this may require you to shut off the water supply, but then turn it back on until directed to shut off in step f.)
 - c. From the dispenser(s), pour plain water for ~1 minute. Then, pour a sparkling beverage (preferably sparkling water) for ~ 1 minute.
 - d. Remove nozzle tip from the dispenser(s) and clean. Then clean the nozzle injector ring on the dispenser(s).
 - e. Unplug the water booster from the wall outlet in the backroom.
 - f. Shut off the water supply to the dispenser(s) in the back room.
 - g. Turn off the CO2 source. For the 9100, 9000, and 8000 series dispensers, the CO2 valve is at the lower left of the dispenser in the bottom cabinet. For the 7000 and 7100, turn off the CO2 in the back room at the regulator.
3. Power off the dispenser using the green power button. Reference the dispenser user guides to review where the power button is for each dispenser. User Guides can be found by clicking the following links:
 - a. [9100 User Guide](#)
 - b. [9000 User Guide](#)
 - c. [8000 User Guide](#)
 - d. [7100 User Guide](#)
 - e. [7000 User Guide](#)



4. If your outlet has the Coca-Cola Freestyle Boost equipment (under the counter Bag-in-Box/BIB tray) there are no additional steps required for shut down.

Assistance:

Should you need assistance completing any or all 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. 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.