

*Coca-Cola* freestyle. 8000 | User Guide



This guide provides general tips and proper maintenance procedures for your Coca-Cola Freestyle® 8000 dispenser.

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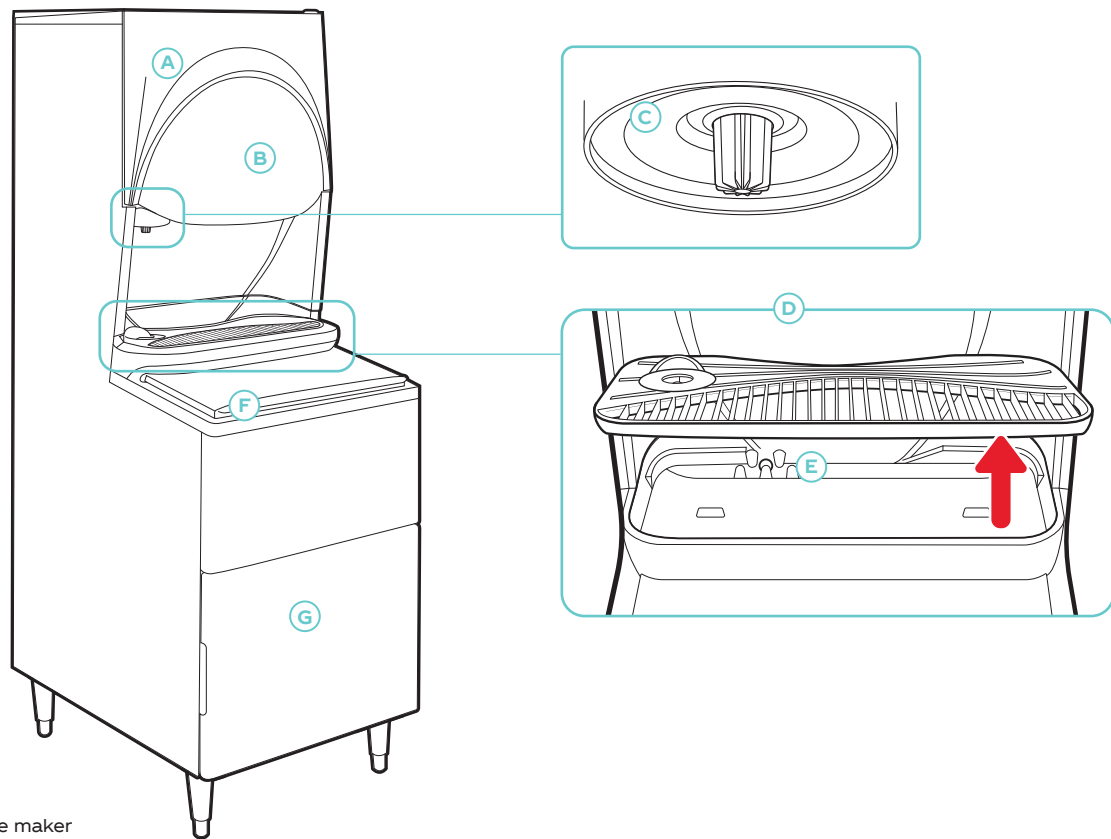


For crew training videos, visit [crewconnect.coca-cola.com](https://crewconnect.coca-cola.com).



## External components

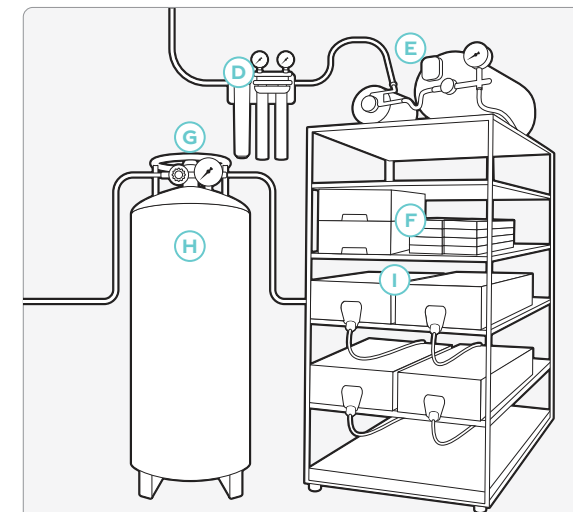
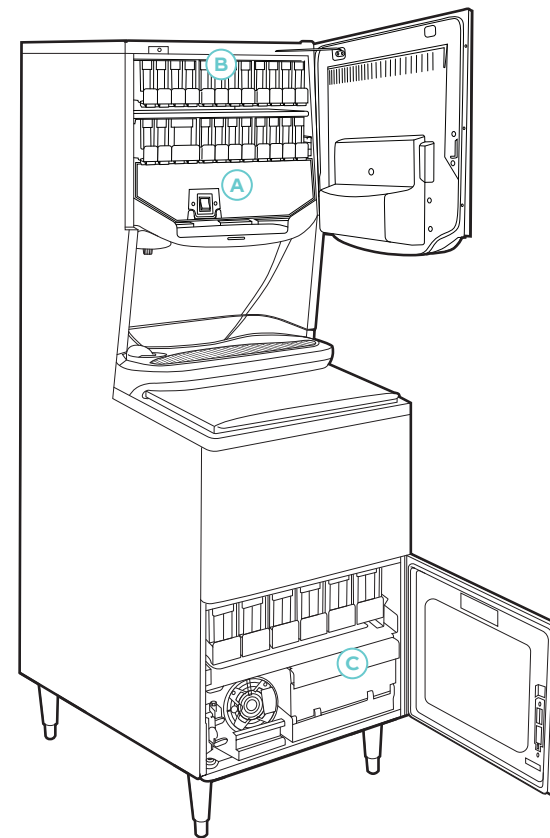
- A Upper door
- B Touch screen
- C Nozzle and injector ring
- D Removable cup support
- E Drain
- F Ice bin lid
- G Lower door



\* Not applicable with top-mounted ice maker

## Internal and backroom components

- A Power switch
- B Product cartridges
- C Non-nutritive sweetener (NNS)



### Backroom components

- D Water filtration system
- E Water booster
- F Cartridge storage
- G Carbon dioxide (CO<sub>2</sub>) gauge
- H CO<sub>2</sub> tank
- I HFCS sweetener

# Understanding the user interface


## A Primary brands

When a primary brand is selected.

## B Empty or unavailable brands

Grayed-out brand buttons covered with a red X indicates the brand is out and unavailable for dispensing.


## C Summary

Pressing the **Summary Button**  opens the Ingredient Summary screen.

## D Brand flavors

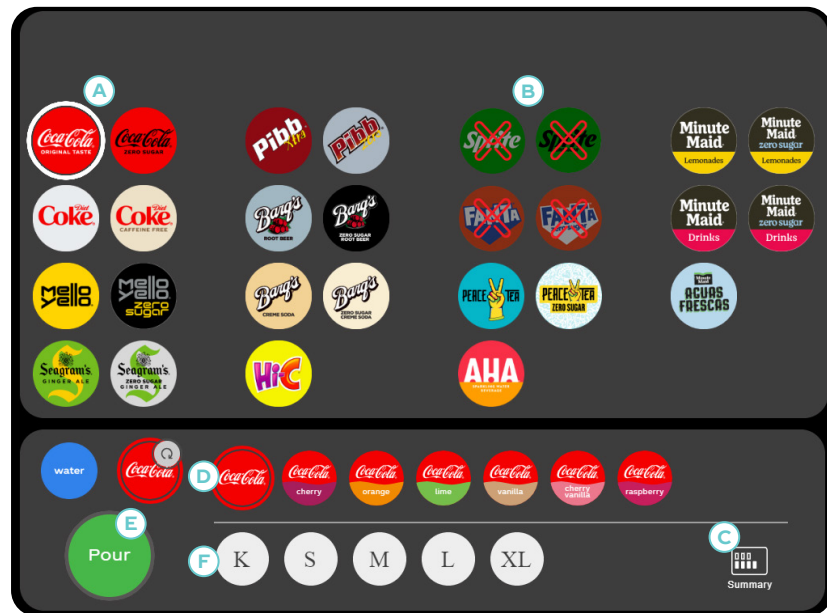
Flavors available for the selected primary brand. The selected flavor is indicated by an outline around the button.

## E Manual pour button

Pressing the **Manual Pour Button**  will begin dispensing beverage. Pressing the button once will start the pour and pressing the button a second time will stop the pour.

## F Cup choices

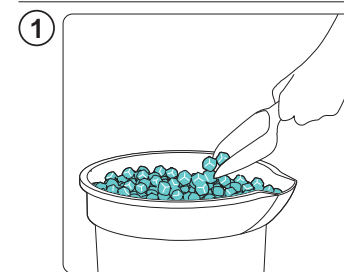
Displays cup sizes available for dispensing. Pressing any of the cup sizes after the primary brand and brand flavors are selected will auto-fill the cup.



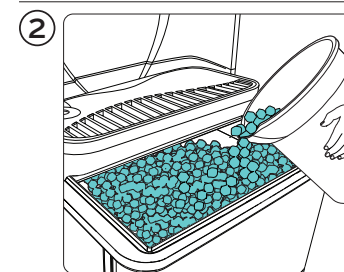
# Filling the ice bin

## How to check and fill the ice bin

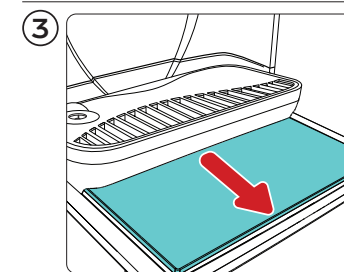
Maintaining the proper ice level is critical to ensuring guests receive a quality beverage. Check to ensure ice is at least 1/3 full at all times. Fill the ice bin by following these steps.




Fill a clean bucket with ice and slide open ice bin lid.



Dump the ice in the ice bin and fill until full (approximately 2" from the top). Do NOT overfill.



Close ice bin lid.  
**NOTE:** Always keep the ice bin lid closed when not in use. This will reduce ice melting and prevent objects from falling into the ice bin.

 Store-bought or “bagged ice” should NEVER be used as it may seriously damage the Coca-Cola Freestyle® 8000 dispenser ice bin.

# Pouring a drink

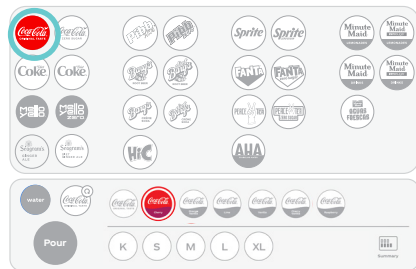
## 1 Add ice

- Open ice bin lid and fill cup up 1/3 of the way with ice and close ice bin lid.
- Place filled cup on cup rest.



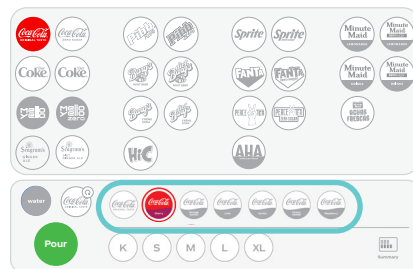
## 2 Select primary brand

Choose primary beverage brand by pressing the desired **Brand Button**.



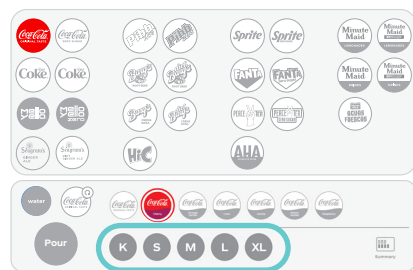
## 3 Select brand flavor

Select brand flavor by pressing **Flavor Button**.



## 4 Select a cup size

Select **Cup Size Button** to start filling the cup using auto-fill smart pouring.



## Manual pour

In addition to smart pour selections, cups can be filled manually. Press the **Manual Pour Button** once to start the pour. Press the button a second time to stop the pour.

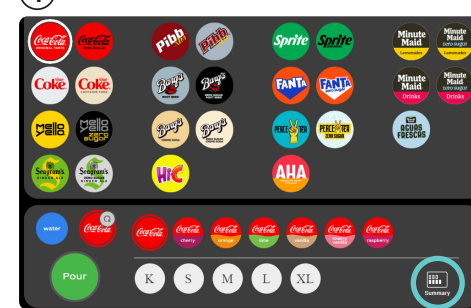


## Pour water

Place cup on the water cup rest. Press the **Water Button** once to start the pour, press it a second time to stop the pour.

# Accessing the Ingredient Summary and Crew Dashboard

## 1 Access Ingredient Summary



### Pour screen

From the pour screen press the **Summary Button** in the bottom right of the screen. This will open the Ingredient Summary screen.

The Ingredient Summary screen can also be accessed from the pour screen by opening the upper or lower dispenser door.

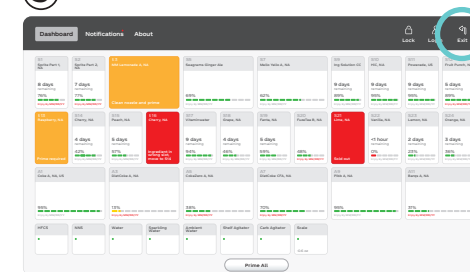
## 2 Access Crew Dashboard



### Ingredient Summary

From the Ingredient Summary screen - press the **Details Button** to open the Crew Dashboard.

## 3 Return to pour screen



### Crew Dashboard

Return to the pour screen, press the **Exit Button** at the top right and continue to follow the on-screen instructions.

★ If the Ingredient Summary screen or crew dashboard has not been accessed within the past 24 hours, a cleaning instructions screen will appear.

# Understanding the Ingredient Summary

## A High Priority

Items requiring immediate attention to resume function. Reach out to the support team for assistance at 1-800-241-COKE (2653). In Canada, call 1-800-318-COKE (2653).

## B Action Required

Items requiring action:

- Change the cartridge if the ingredient is shown in a red sold out status.
- Select the **Prime All Button** to prime the lines for the orange prime required gauges.

## C Low Levels

Highlights ingredients (less than 20%) that are running low and will need to be replaced soon.

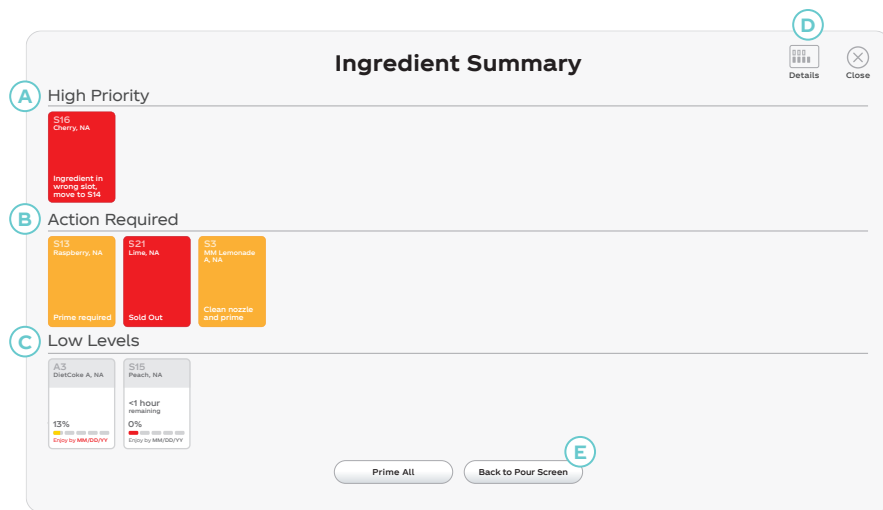
## D Details

Use to access the Crew Dashboard.

## E Back to Pour Screen (Close)

To return to the Pour Screen, select **Close** or the **Back to Pour Screen Button**.

Remember, the lower door must be closed to get back to pour screen.



# Understanding the Crew Dashboard

When crew members require a complete view of the status of all ingredients, the crew dashboard screen can be accessed.

## A Bold Alerts

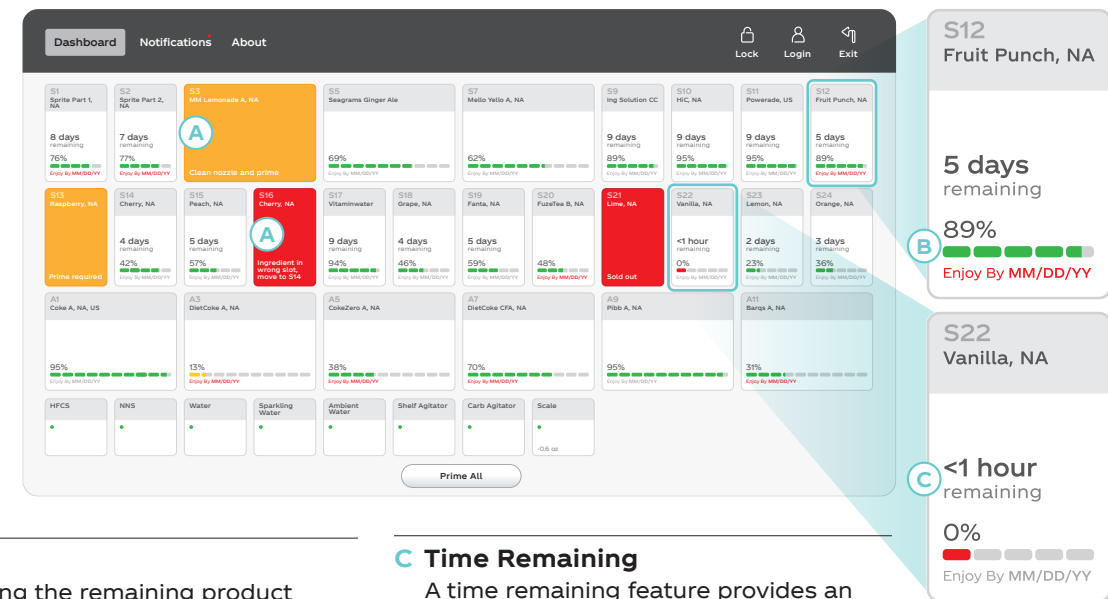
Review items requiring attention to resume ingredient function, such as sold out, prime, or purge.

Contact the support team if you need assistance at 1-800-241-COKE (2653). In Canada, call 1-800-318-COKE (2653).

## B Fuel Gauges

Color-coded gauges displaying the remaining product percentage and Enjoy By Date of each cartridge improve cartridge change-out management for crew members and reduce product waste.

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



## C Time Remaining

A time remaining feature provides an accurate reading for when each cartridge will likely run out. This new feature is calculated using the dispenser's consumption activity and daypart data to deliver a dynamic and precise reading throughout the day.

## Cartridge prime procedure

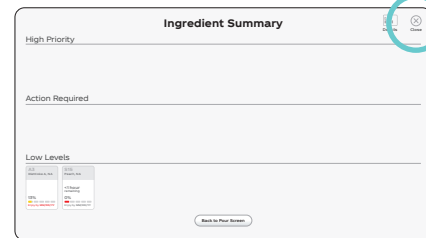
Priming a product cartridge simply removes any trapped air in the line and ensures guests receive a consistent, quality beverage.

- 1 Confirm the cartridge has been inserted into the correct slot and press **Prime All** at the bottom of the screen.



Prime All

- 2 When priming is complete, press **Close** in the top right of the screen. Follow the prompts on the pop-up to continue to the pour screen.



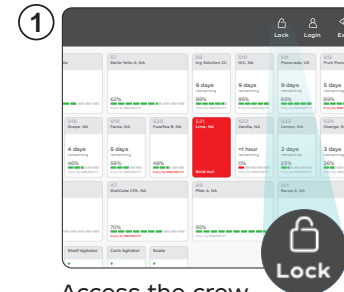
**NOTE:** Only press the **Prime All Button ONCE!** Pressing it more than once will needlessly repeat the prime process.

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

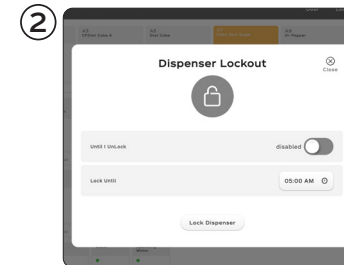
## Manager lock mode

### Manager lock mode

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

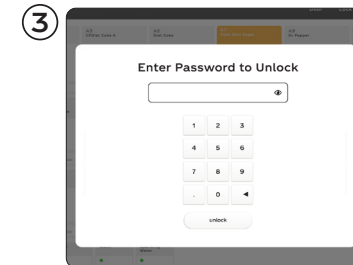


Access the crew dashboard. Then tap the 'Lock' icon in the top right corner.



There are two ways the dispenser can be locked:

- **Manual setting:** Slide the 'Until I Unlock' toggle switch to enable the manual unlock feature. Once enabled, the manager must enter the passcode to unlock.
- **Time setting:** Tap the button next to 'Lock Until' and set a time for the dispenser to unlock automatically when 'Until I Unlock' is disabled.



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

# Using & pairing with myCoke mobile app

## myCoke Mobile App

Enables crew members to monitor dispenser ingredients via their smart devices, with no disruption to dispenser function. It helps crews efficiently maintain the dispenser by notifying them of required cartridge change-outs & cleaning tasks.

### My Equipment

Shows the status of all machines in a particular outlet.

### Ingredient Status Gauges

Highlights important information such as sold-out product, prime needed, and time remaining.

### Cleaning Check Lists

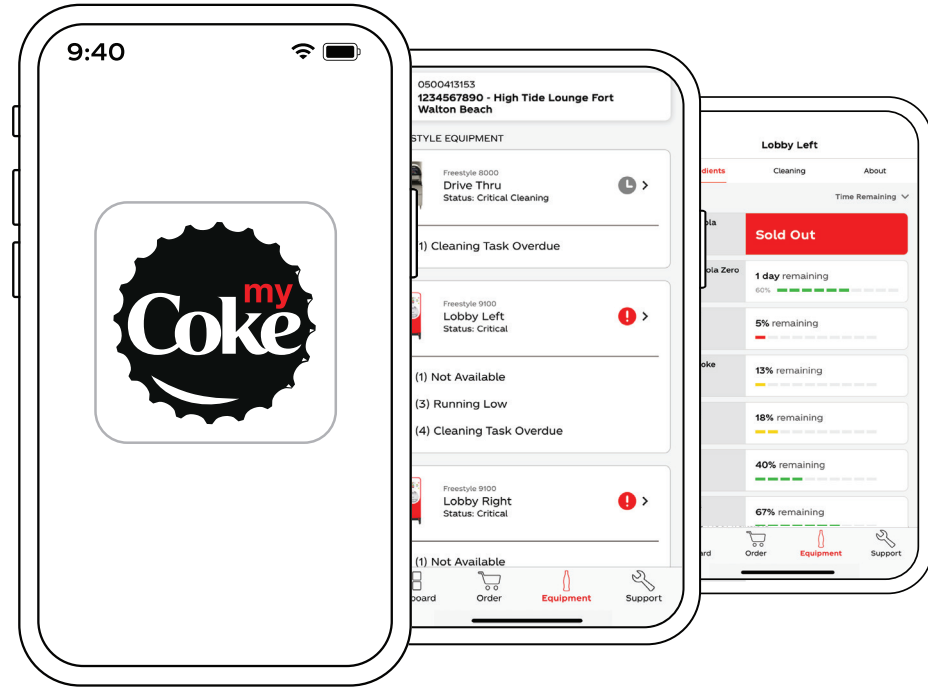
Syncs status of cleaning and maintenance tasks between crew members.

### About

Provides specific and detailed information for each dispenser.

### Training

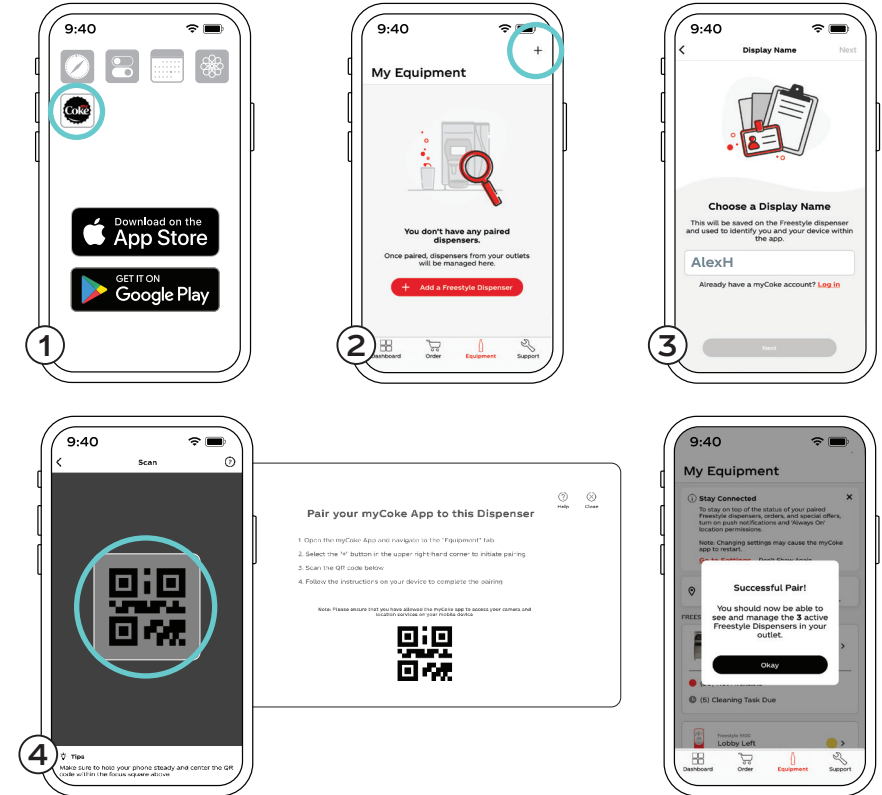
Creates easy access for crew to platform-specific training materials and troubleshooting guides on Crew Connect.



# Using & pairing with myCoke mobile app

## Pairing with app

- 1 **Download myCoke app**  
Available in the App Store or Google Play.
- 2 **Add a dispenser**  
Using the Equipment tab, click Add a Dispenser, or the + symbol to pair with your device.
- 3 **Enter a display name**  
This name will be visible to other crew members.
- 4 **Scan QR code**  
myCoke will walk through a series of instructions for the dispenser's dashboard to display the QR code. Scan the QR Code shown on the dispenser to complete the pairing process. The myCoke app will automatically pair with other dispensers in outlet.  
**NOTE:** When prompted, be sure to allow camera access and notifications.





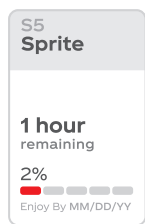
# Replacing cartridges

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

1 The screenshot shows that the Sprite ingredient is empty. As a result, the flavor icon is grayed out with a red X and will say “Not Available” when selected.



2 View the amount of ingredient remaining within each cartridge by accessing the dashboard.

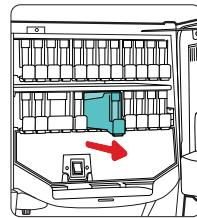


Reference the level indicator next to the brand.

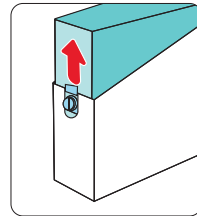
**NOTE:** Time remaining is an estimate based on historical consumption data. This feature may take up to three weeks after install.

★ For best practices regarding cartridge maintenance, see page 26.

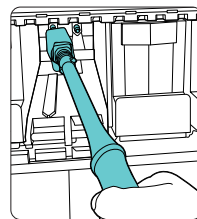
3 Remove the cartridge tray with empty product cartridge from the dispenser.



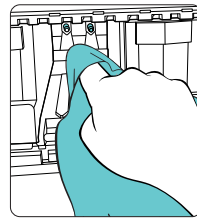
4 Separate the empty product cartridge from the plastic tray and recycle the outer paperboard box. Then clean tray with dish soap, followed by approved sanitizer solution (Kay-5 Sanitizer®).



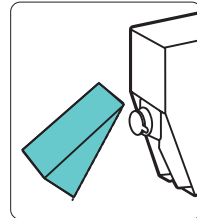
5 Using the cartridge slot cleaning tool and sleeve (part #149324 and #149325), clean the cartridge slot area.



6 Dip a clean cloth in approved sanitizer solution, wipe the probes (that insert into cartridges), then dip a new clean cloth into the sanitizer solution and wipe the probes again to sanitize.



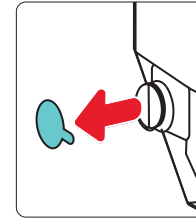
7 Open new cartridge using perforated cartridge opening flap.



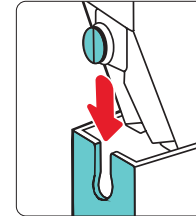
**CAUTION:** DO NOT use a sharp object to open.

⚠ **REMINDER:** Do NOT separate double cartridges.

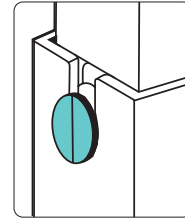
7 Remove (outer) white dust cap prior to placing cartridge into plastic tray.



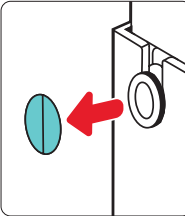
8 Place product cartridge into plastic tray and ensure plastic fitment from cartridge pouch aligns with tray.



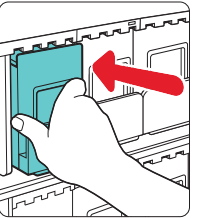
9 Ensure the product cartridge is aligned with the slot found on the plastic tray.



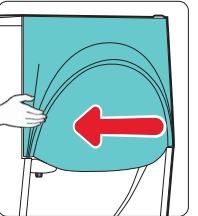
10 Remove foil safety seal prior to inserting into the dispenser.



11 Insert the cartridge tray into the slot and push until you hear the white latch click into place.



12 Close the door and follow on-screen instructions to complete the cartridge prime process. (See page 12).



★ Always replace any missing or damaged plastic trays immediately to prevent dispensing issues. Plastic trays can be ordered by calling 1-800-241-COKE (2653). In Canada, call 1-800-318-COKE (2653).

# Replacing HFCS (high fructose corn syrup)

## When to replace HFCS

There are several ways to determine if the HFCS BIB (bag-in-box) needs to be replaced.

### Pour screen

All sweetened beverage buttons will be grayed out.

### Ingredient summary page

The HFCS BIB square will turn red and feature the message “HFCS Sold out.”

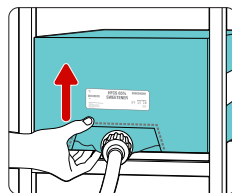
### Resetting HFCS

Once the new HFCS box is installed, press the red HFCS box to reset, and the prime function will automatically follow.



## Replacing HFCS and cleaning connector

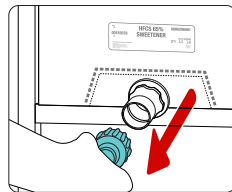
- 1 Double check to see how much product is left by lifting the box.



- 2 Use a cloth to catch any spills, and turn connector counter-clockwise to loosen.



- 3 Remove connector and replace with new HFCS sweetener BIB. **NOTE:** Always check product is within the Enjoy By Date.



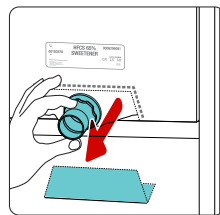
- 4 Scrub using the blunt end of the nozzle brush (#149326) and soak in approved sanitizer solution (Kay-5 Sanitizer®).



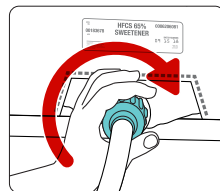
Wait two minutes and repeat with clean sanitizer, then air dry.

- 5 Open the box and pull out the fitment.

**CAUTION:** DO NOT use a sharp object to open.



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



# Replacing NNS (non-nutritive sweetener)

## When to replace NNS

There are several ways to determine if the NNS BIB (bag-in-box) needs to be replaced.

### Pour screen

All low/no-calorie beverage buttons will be grayed out.

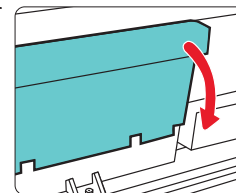
### Ingredient summary page

The NNS square will turn red and feature the message “NNS Sold out.”

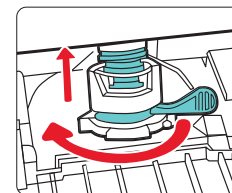


## Replacing NNS

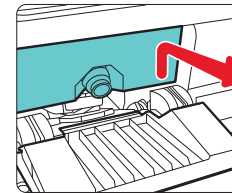
- 1 Open the lower door and pull down the front door of the NNS compartment.



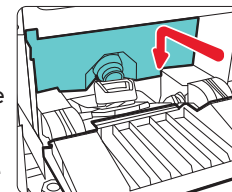
- 2 Then release the locking lever (lever moves from right to left). Pull spout out.



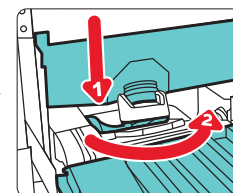
- 3 Remove empty NNS package and follow instructions for cleaning the NNS compartment and connector. See page 26 for cleaning.



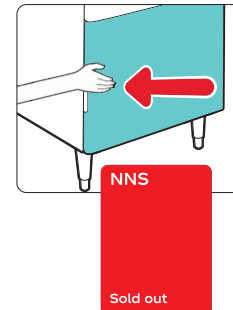
- 4 Remove cap from the new NNS package. Place box in the compartment with arrows on the package facing up. **NOTE:** Always check product is within the Enjoy By Date.



- 5 Reattach the NNS connector then move the lever to secure. Lift up front door of NNS compartment to close.



- 6 Close the lower door when finished. Then press the red box on the dashboard to reset the NNS.



**NOTE:** Always dispense one diet drink to ensure proper operation of dispenser.

## Helpful cleaning tips

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

If using Kay-5 Sanitizer, add 1oz (28.4g) packet of Kay-5 Sanitizer to 2½-gallons (9.5L) of fresh, warm water in a clean bucket.



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

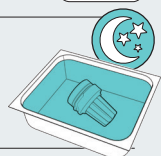
★ Kay-5 Sanitizer, cleaning brush and replacement nozzle can be ordered by calling 1-800-241-COKE (2653). In Canada, call 1-800-318-COKE (2653).

**CAUTION: What NOT to do...**

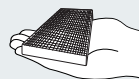
**DO NOT** use bleach or any unapproved chemicals!



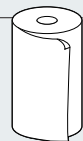
**DO NOT** soak any parts overnight!



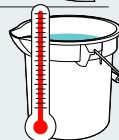
**DO NOT** use scouring pads, steel wool or any abrasive material. It will scratch the surface and result in rusting/pitting!



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

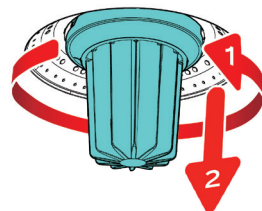


**DO NOT** pour hot liquids into the drain (greater than 125°F / 51.6°C)!

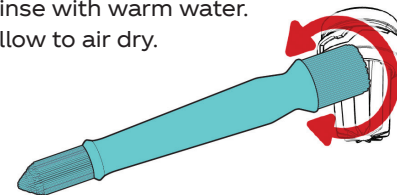


## Cleaning nozzle and injector ring

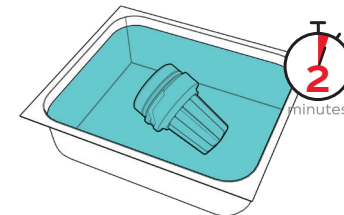
① Using a clean cloth, twist nozzle counter clockwise and pull down to remove.



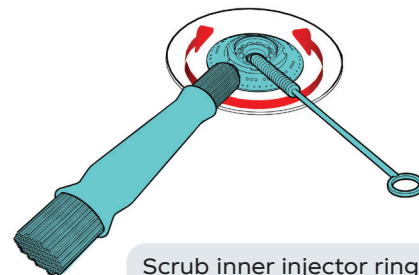
② Scrub nozzle with blunt end of nozzle brush and soap. Rinse with warm water. Allow to air dry.



③ Submerge nozzle in sanitizer for 2 minutes. Agitate to remove air pockets.



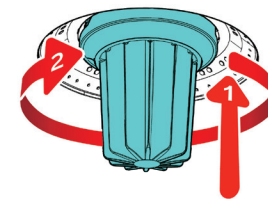
④ Scrub ring area, including holes with pointed end of nozzle brush, dipped in sanitizer.



Scrub inner injector ring with wire-handled brush dipped in sanitizer.

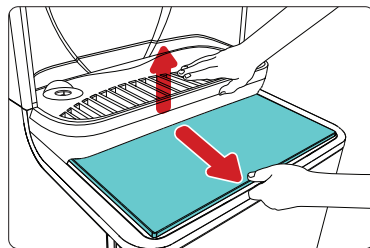
⑤ Wipe ring with clean cloth and sanitizer until it comes away clean. Wait 2 minutes. Repeat scrubbing and wiping ring with clean sanitizer.

⑥ Re-insert nozzle by pushing upward and rotating clockwise. Pour remaining sanitizer down dispenser drain. Allow to air dry.

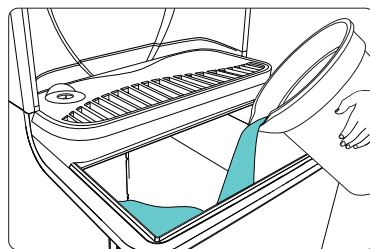


## Cleaning ice bin

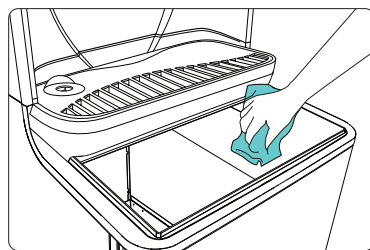
- ① Remove ice bin lid by lifting up the drip tray slightly and pulling out the lid.



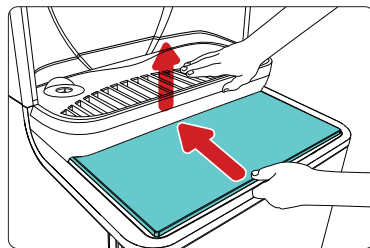
- ② Empty all ice and pour warm water slowly into the bin to melt the remaining ice.



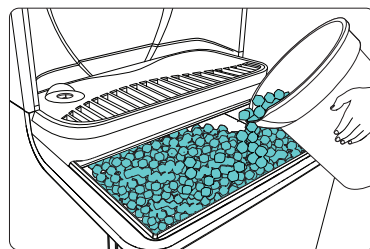
- ③ Dip a clean cloth in approved sanitizer solution and wipe inside of the ice bin and ice bin lid. Wait 2 minutes and repeat with fresh sanitizer solution.



- ④ Allow the ice bin to air dry before refilling with ice. Replace the lid by lifting up on the drip tray slightly and pushing in the lid.

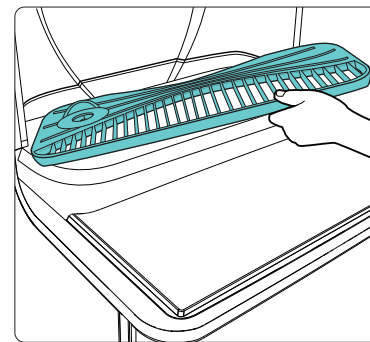


- ⑤ Refill the ice bin with fresh ice and close lid. See page 7 on how to fill the ice bin.

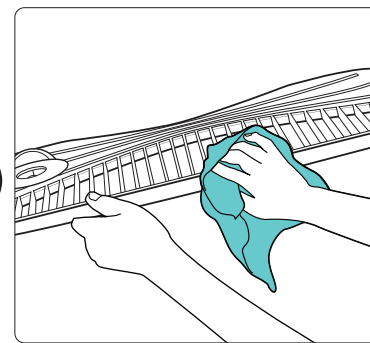


## Cleaning drain and cup rest

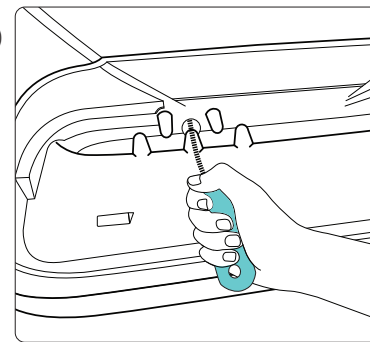
- ① Remove the cup rest.



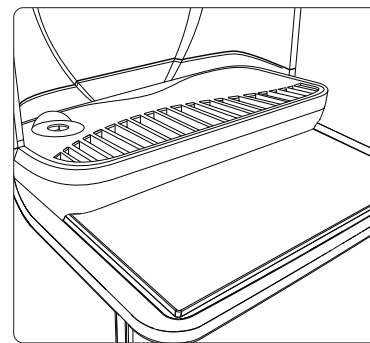
- ② Dip a clean cloth in approved sanitizer solution. Clean the cup rest. Wait 2 minutes and repeat with fresh sanitizer solution. Allow to air dry.



- ③ Use the drain cleaning brush (small part #144925) to scrub the dispenser drain. Pour remaining sanitizer solution slowly down drain. Ensure the drain empties properly.

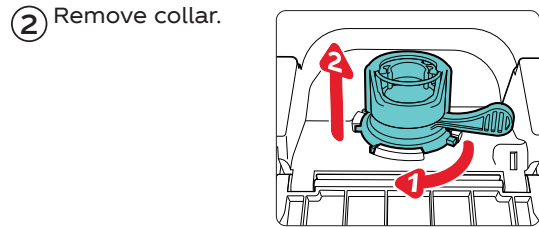
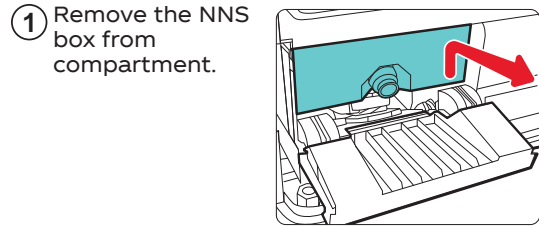


- ④ Replace cup rest.

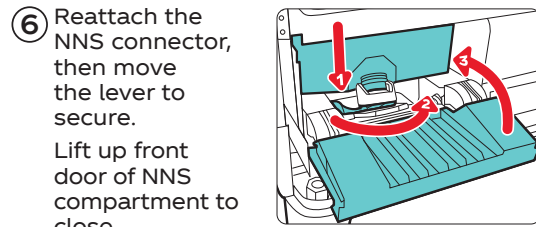
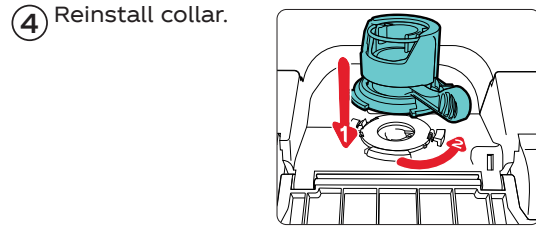


## Cleaning the NNS compartment and connector

This cleaning task should be completed every time a box of NNS is changed and whenever you notice “white” crystals forming on the NNS connector.

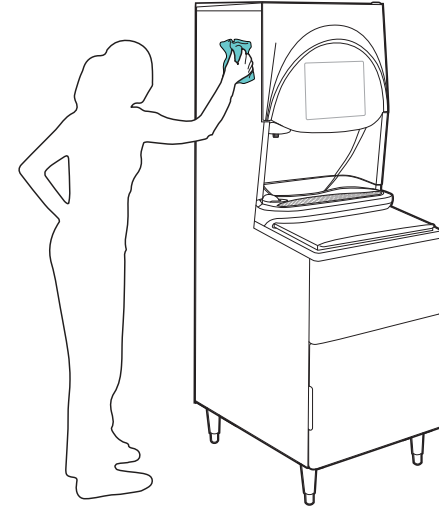


③ Clean collar, probe, and compartment with cloth dipped in approved sanitizer solution. Wait 2 minutes and repeat with fresh sanitizer solution. Allow to air dry.

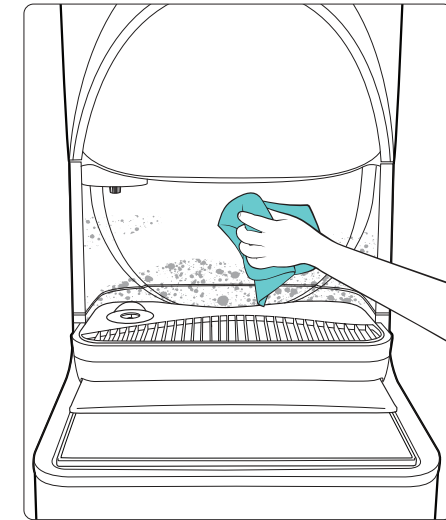


## Cleaning exterior surfaces

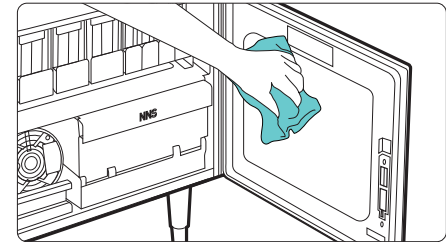
① Using a clean cloth and approved sanitizer solution, wipe all exterior surfaces.



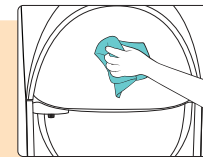
② Crew should frequently clean areas that accumulate drips, such as backsplash and edge of ice bin.



③ Wipe interior of upper and lower doors as needed.



⚠ Frequently clean high touch point areas such as touch screen and ice bin lid.



## Cartridge maintenance

SmartPAK™ (paperboard) cartridges are lightweight, recyclable, and designed to optimize backroom storage space.

### Inventory and quick replacements

- Be prepared during rush periods! Place fast-moving product cartridges in extra trays and stage near dispenser for fast change outs.
- Use your oldest product cartridges on hand first, i.e. **“First-in, First-out.”**
- Always ensure product cartridges are organized by “Enjoy By Date” to effectively manage inventory.

### Push-click trays

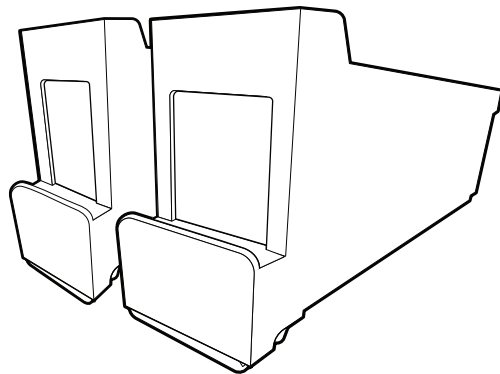
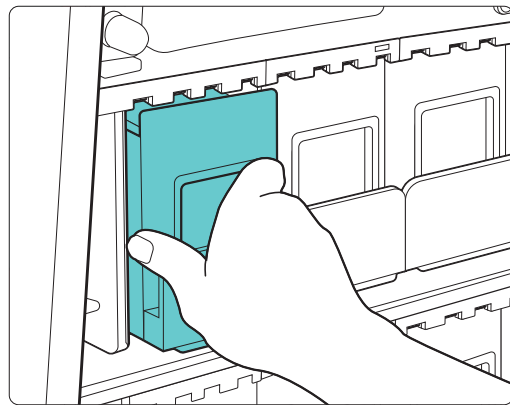
The Coca-Cola Freestyle® 8000 uses the black plastic, push-click cartridge trays. The trays are designed to hold a single or double product cartridge.

### Storage conditions

Avoid storing cartridges and plastic trays near any heat source, standing water, or cleaning solutions.

### Cleaning trays

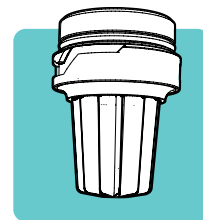
Push-click cartridge trays should be ‘hand washed’ before insertion of a cartridge. **NEVER PLACE IN A DISHWASHER.** Placing trays in a dishwasher may warp the trays over time. Use dish soap, followed by Kay-5 Sanitizer® or approved equivalent and allow to air dry.



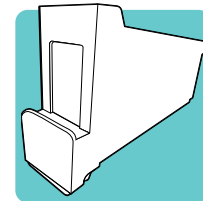
## Small parts

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

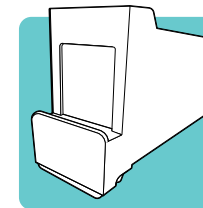
To request a small parts order, call the support team at 1-800-241-COKE (2653). In Canada, call 1-800-318-COKE (2653). More information can be found at [crewconnect.coca-cola.com](https://crewconnect.coca-cola.com).



Nozzle Tip  
#144700



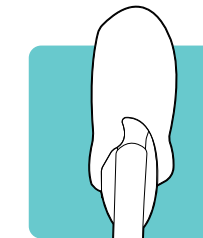
Single  
Cartridge Tray  
#160860



Double  
Cartridge Tray  
#160861



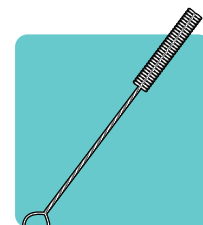
Microfiber  
Cloth  
#127723



Microfiber  
Cartridge Sleeve  
#149325



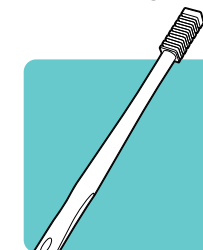
Kay-5  
Sanitizer  
#24041



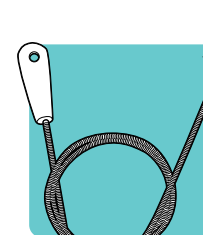
Wire Handled  
Nozzle Brush  
#1145555



Nozzle &  
Injector  
Ring Brush  
#149326



Cartridge Slot  
Cleaning Tool  
#149324



Drain Cleaning  
Brush  
#144925

\*NOTE: Shipping requests other than standard ground transportation may be charged to your outlet.

# CREW CONNECT

We are committed to maximizing the operational and business performance of your Coca-Cola Freestyle® by providing your crew with the support they need.

## Premium Support Solutions

### TRAINING

Training resources to keep your crew in-the-know, from first installation, through new hires, to new upgrades in equipment or processes.

- » Live Crew Onboarding
- » Crew Connect
- » Crew Training Reference Guide
- » Troubleshooting Guides

### TOOLS

Our materials and support infrastructure make maintenance and cleaning easier – and keep your dispensers running smoothly.

- » Small Parts **1-800-241-COKE** (2653)  
In Canada, call **1-800-318-COKE** (2653)
- » QR Video Decals
- » Crew Reminders & Checklists
- » On-Dispenser Instructions
- » myCoke App

### SERVICE

We are constantly innovating to better serve your operational and business needs with 24 hours 7 days a week support at **1-800-241-COKE** (2653) and turnkey technological solutions. In Canada, call **1-800-318-COKE** (2653).

- » MyCokeTech
- » On-Site Service
- » Remote Software Diagnostics & Analytics



To find out what **Coca-Cola Freestyle Crew Connect** can do for your business, contact your Coca-Cola Sales Representative.



For crew training videos, visit [crewconnect.coca-cola.com](https://crewconnect.coca-cola.com)







THE *Coca-Cola* COMPANY