

Coca-Cola freestyle 9000 | User Guide





This guide provides general tips and proper maintenance procedures for your Coca-Cola Freestyle® 9000 dispenser.

Coca-Cola Freestyle® 9000 utilizes micro-dosing technology and 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

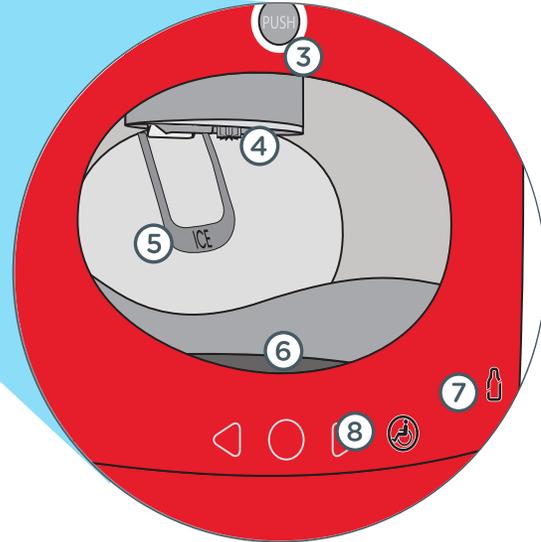
external components

- ① Ice bin lid*
- ② Touch screen
- ③ Push button
- ④ Nozzle & Injector Ring
- ⑤ Ice lever
- ⑥ Cup support
- ⑦ RFID reader
- ⑧ ADA interface 
- ⑨ Upper door
- ⑩ Status indicator
- ⑪ Lower door
- ⑫ Manual door release



The Coca-Cola Freestyle® 9000 Dispenser is equipped with a “Status Indicator” light in the upper right corner to notify the store operator when the dispenser is out of product, sweetener, or attention is required.

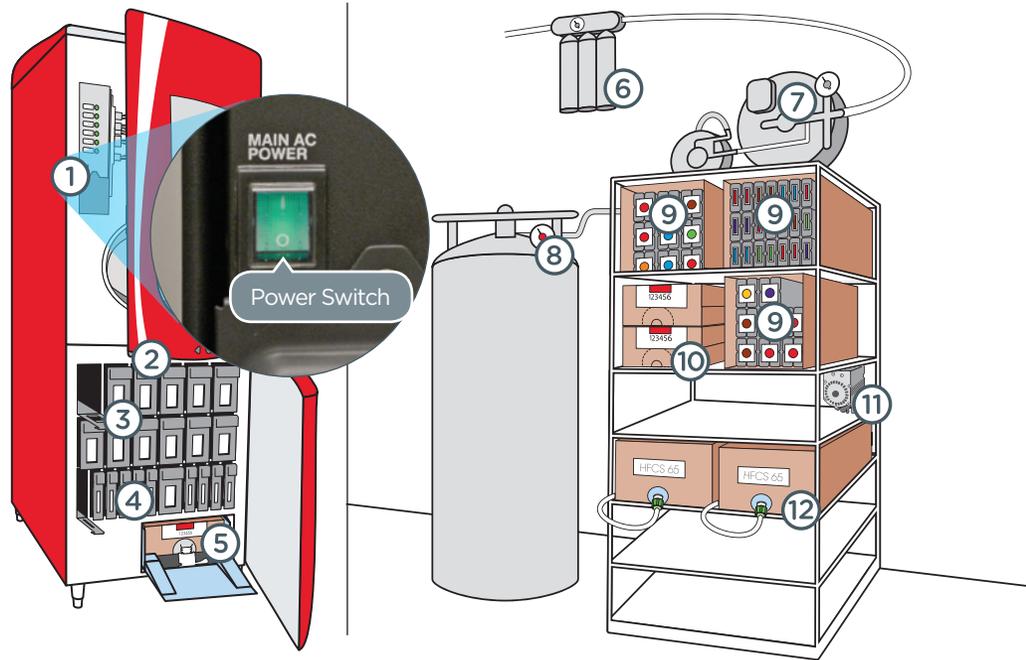
The “status indicator light” turns on as “solid red” or “flashing red” and generates an error code to signify attention is required (pictured ⑩ in the diagram).



* Not applicable with top mounted ice maker.

internal and backroom components

- ① Manual on/off switch
- ② Upper door release latch
- ③ Double cartridge slots
- ④ Single cartridge slots
- ⑤ Non-nutritive sweetener (NNS)
- ⑥ Water filtration system
- ⑦ Water booster
- ⑧ Carbon dioxide (CO₂) gauge
- ⑨ Cartridge storage
- ⑩ NNS storage
- ⑪ BIB pump
- ⑫ HFCS sweetener



● operations

pouring a drink

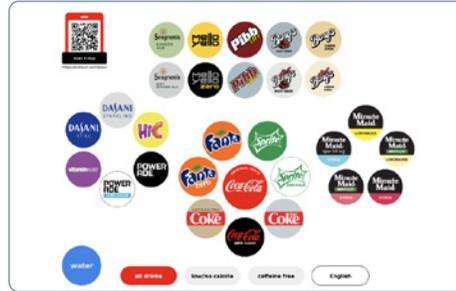


Step one

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.



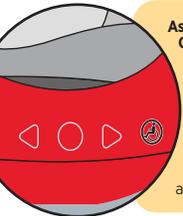
① Select a brand to see all available flavor options.



② Pick your favorite flavor and then use the push button 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.



Assisting Guests with the Coca-Cola Freestyle Dispenser

Some guests may need a little extra help choosing and dispensing his/her drink if you have the Coca-Cola Freestyle dispenser.

If someone looks like they might need assistance (e.g., he/she is visually impaired or height/reach challenged), tell your guest that you have the Coca-Cola Freestyle dispenser and that you would be happy to assist with his/her beverage choice.

It is up to you to determine whether the above satisfies your legal and operational obligations.

- 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.



mobile pour

Mobile Pour allows customers to use their mobile phones to dispense their favorite Coca-Cola Freestyle beverages without downloading a special app or membership.

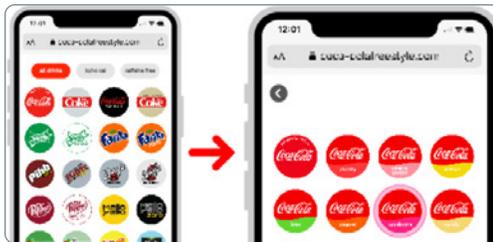
- ① Push lever for ice and place cup in dispenser



- ② Scan QR code on dispenser using your smart phone camera. Be sure to hold your phone in front of the QR code, **DO NOT** hold it lower than the dispenser screen



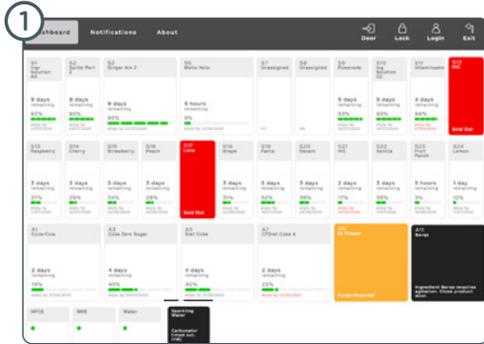
- ③ Select desired brand and drink



- ④ Press “hold to pour” button and release it to stop. **Keep button pressed until cup is full.**



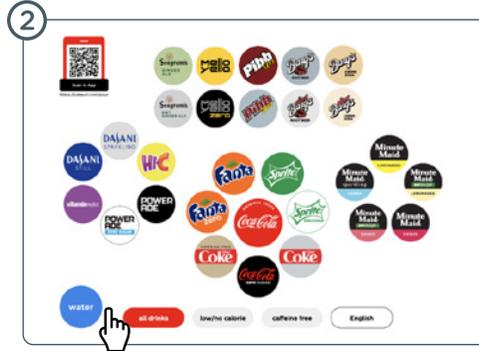
accessing the crew dashboard



Crew dashboard

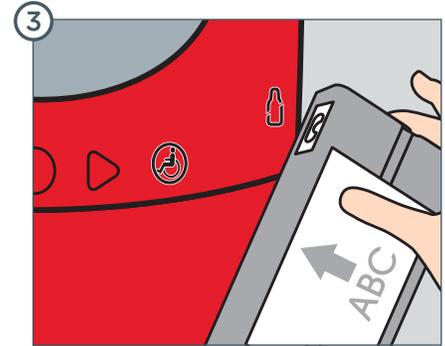
There are two ways to access the crew dashboard:

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



Secret handshake

On the all brands consumer screen, place your index finger on the lower left of the screen between the water icon and the red all brands button. Hold for 5-6 seconds to launch the crew dashboard.



Scanning cartridge

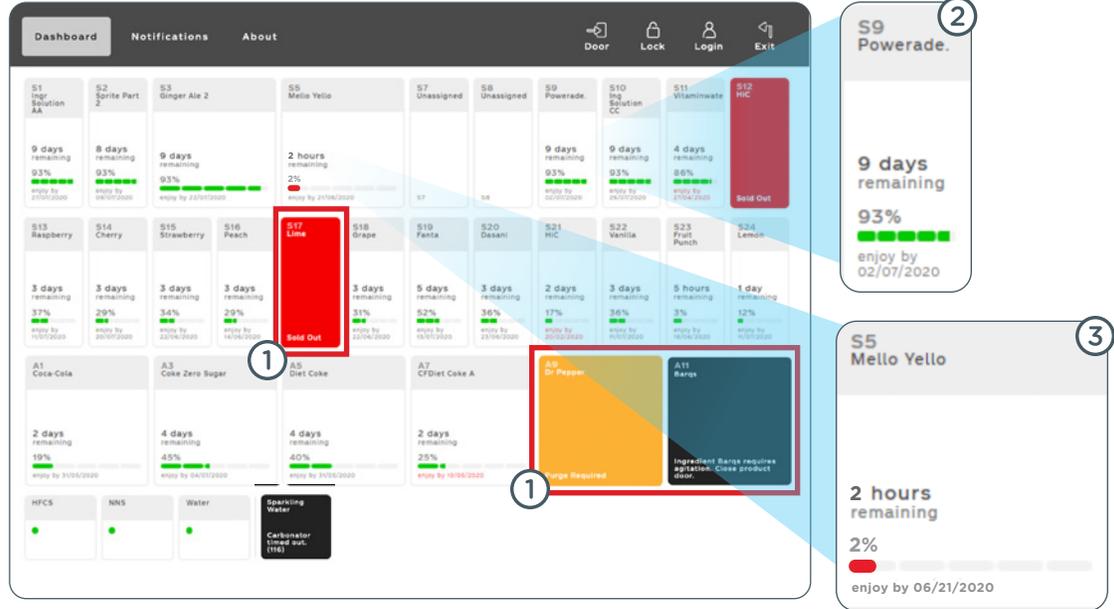
Locate the RFID Tag (white stripe along the top of cartridge), scan the RFID tag in front of the RFID Reader (Coca-Cola' Bottle image). This will open the lower door.

using the freestyle operating system

- 1 Bold alerts provide clear direction when maintenance is required.
- 2 Color-coded fuel 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 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 dispenser's consumption activity and daypart data to deliver a dynamic and precise reading throughout the day.



ingredient cartridge overview

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

Inventory & Quick Replacements:

- Be prepared during rush periods! Place fast moving ingredient cartridges in extra trays and stage near dispenser for fast change outs.
- Use your oldest ingredient cartridges on hand first, i.e. **“FIRST-IN - FIRST-OUT.”**

- Always ensure ingredient cartridges are organized by “enjoy by dates” to effectively manage inventory.

Storage Conditions:

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

Cleaning Trays:

- Black plastic cartridge trays should be ‘hand washed’ only. Use dish soap, followed by Kay 5 sanitizer or approved equivalent and allow to air dry. **NEVER PLACE IN A DISHWASHER.** Placing trays in a dishwasher may warp the trays over time.



NEW

Push & Click Ingredient Trays

Some outlets will convert to an updated Push & Click ingredient tray. To install these new trays follow the instructions below:

- ① Prior to installation, hand wash trays using only dish soap and Kay-5 sanitizer or an approved equivalent.
- ② Replace each cartridge one at a time. This is crucial to ensure ingredient cartridges remain in the proper slot.
- ③ Open the cartridge door and remove the cartridge tray.
- ④ If you're installing a Push & Click Tray, remove the cartridge door and thoroughly clean the cartridge slot and probe (see page 10).
- ⑤ Remove the ingredient cartridge from the existing tray and swap into the new Push & Click tray. Then, insert the cartridge into the slot and push until you hear the white latch click into place.
- ⑥ Once you install the new ingredient trays, close the dispenser door. On the Dashboard screen, select “Prime All.”



Traditional Trays



Push & Click Trays

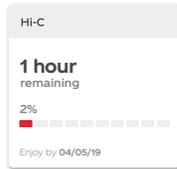
when to replace an ingredient cartridge

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 dispenser’s consumption activity and daypart data.

Cartridge prime procedure.

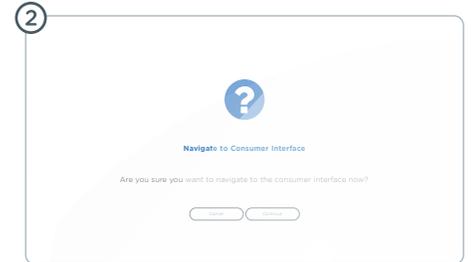
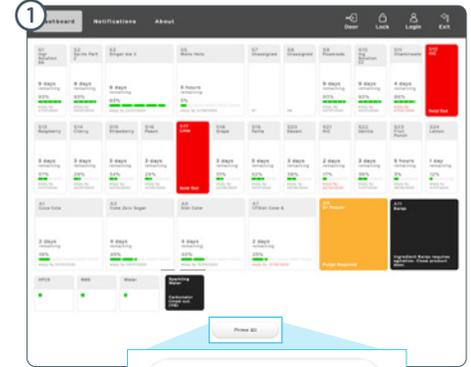
Priming an ingredient cartridge simply removes any trapped air in the line and ensures guests receive a consistent, quality beverage. After replacing an empty cartridge, follow the on-screen messages outlined below:

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 the 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.



how to replace an ingredient cartridge

Remove cartridge and tray from dispenser and separate cartridge from plastic tray and recycle the outer paperboard box.

- 1 Remove the empty ingredient cartridge from the plastic tray. And clean tray with dish soap, followed by approved sanitizer solution (Kay-5).
- 2 Using the cartridge slot cleaning tool (part #149324), clean the cartridge slot area. 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.
- 3 Open new cartridge using perforated cartridge opening flap.
- 4 Remove (outer) white dust-cap prior to placing cartridge into plastic tray.
- 5 Always place ingredient cartridge into plastic tray and ensure plastic fitment from cartridge pouch aligns with tray.
- 6 Ensure the ingredient cartridge is aligned with the slot found on the plastic tray.
- 7 Remove foil safety seal prior to inserting into the dispenser.
- 8 Insert cartridge and close the cartridge slot door.
- 9 Close the dispenser lower door and follow on-screen instructions to complete the cartridge prime process (instructions on page 9).



Be aware of the alert. A light appears in the top right corner to signify an ingredient cartridge is empty.



Reminder Always replace any missing or damaged cartridge doors or plastic trays immediately to prevent dispensing issues. Replacement doors and plastic trays can be ordered by calling 1-800-241-COKE (2655)

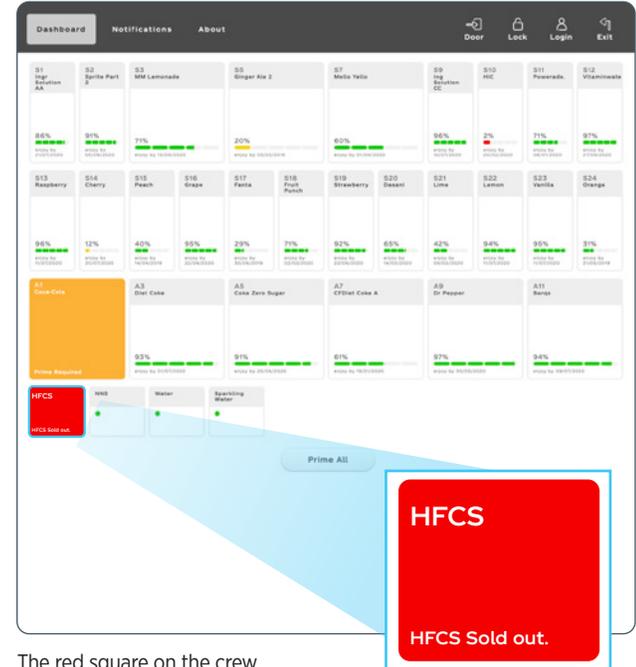
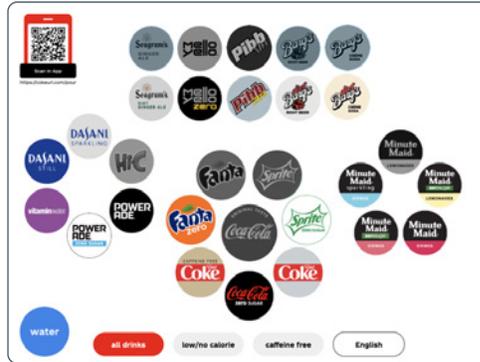


HFCS (sweetener) dashboard reset

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 14).
- 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 red square on the crew dashboard indicates when the HFCS BIB is empty and needs to be replaced.

replacing HFCS sweetener

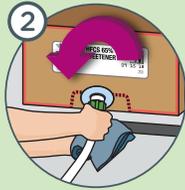
HFCS (High Fructose Corn Sweetener)

- Used for all full-calorie beverages
- HFCS comes in 5.0 gal BIB (same size as current BIB) and is identical to changing your BIB syrup boxes
- HFCS shelf life - 120 days
- Each 5.0 gal HFCS BIB will yield approximately 239 20 oz. finished beverages – number of servings varies by product mix

Procedure to replace HFCS BIB



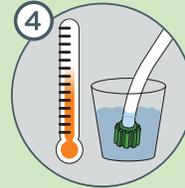
Double check to see how much product is left by lifting the box.



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



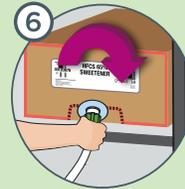
Remove connector and replace with new HFCS sweetener BIB.



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.

replacing NNS sweetener

NNS (Non-Nutritive Sweetener)

- NNS comes in 2.5 gal BIB (same size as current 2.5 gal BIB)
- NNS shelf life – 75 days
- Each 2.5 gal NNS BIB will yield approximately 830 20 oz. finished beverages – number of servings varies by product mix

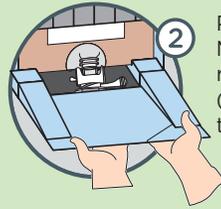


*Should you encounter issues with dispenser accepting NNS alphanumeric code, first try a different NNS package or contact MyCokeTech for assistance, 1-800-241-COKE (2653).

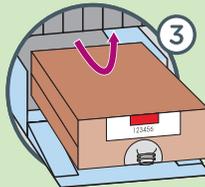
Procedure to replace NNS BIB



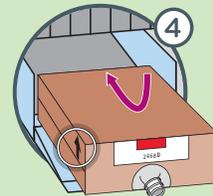
1 Use the secret handshake to access the dashboard (reference page 8). Click on Service Menu > Cartridge Packaging > NNS.



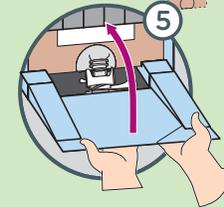
2 Pull down front door of NNS compartment and release locking lever (lever moves from right to left).



3 Remove empty NNS package and then use an approved sanitizer solution to clean the NNS white connector and storage area behind compartment door.



4 Remove cap from the new NNS package. Place box in the compartment with the arrows on the package facing up. Reattach the NNS connector then move lever to secure.



5 Lift up front door of NNS compartment to close.



6 Close the lower door when finished. Then touch the red box on the dashboard to reset and prime the NNS.

NNS

NNS Sold out.
Needs reset

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

cleaning nozzle, injector ring, and ice chute

How to properly clean the nozzle

- 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 dish soap using the blunt end of the nozzle brush (small parts #149326).
- 3 Rinse the nozzle in warm, clean, drinkable water.
- 4 Place nozzle in approved sanitizer solution (Kay-5). Shake nozzle when submerging to remove any air bubbles and soak the nozzle for a minimum of 2 minutes. **CAUTION: DO NOT SOAK NOZZLES OVERNIGHT!**
- 5 Dip the pointed end of the nozzle brush (small parts #149326) in sanitizer solution and scrub the injector ring at a 45° angle. Focus on the small holes where ingredient comes out and the area where the nozzle was connected (inner ring). To access the interior surfaces of the inner ring, use the wire handle nozzle brush (small parts #16586). Wipe injector ring with a clean cloth and sanitizer and allow to sit for 2 minutes. Then repeat with fresh sanitizer 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. Test by pouring a sparkling beverage.



How to properly clean the ice chute

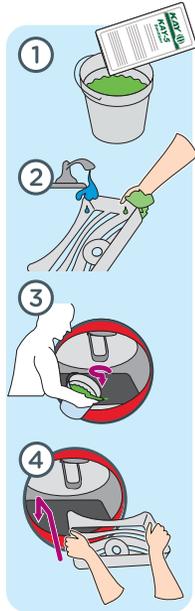
- 1 Unplug dispenser.
- 2 Remove the lower chute by carefully pulling on the front lip of the power chute. It should disengage and pull forward.
- 3 Remove the upper chute by carefully pulling on the upper lip of the upper chute. It should disengage and pull forward.
- 4 Wash the upper and lower chute and ice chute body area with approved sanitizer solution (Kay-5) and clean cloth.
- 5 Soak upper and lower chutes in approved sanitizer solution (Kay-5) for 2 minutes. Allow to air dry.
- 6 Use a clean cloth and fresh sanitizer to wipe the ice chute body area. Repeat with fresh sanitizer, then allow to air dry.
- 7 Reinstall the upper ice chute by pushing up and into the ice chute body until a click sound is made. When reinstalling the upper ice chute, ensure the arrow on outside of ice chute is pointing toward the dispenser and ice opening.
- 8 Reinstall the lower ice chute by pushing up and into the bottom of the upper ice chute until a click sound is made.
- 9 Turn on power to the dispenser, allowing a few minutes for dispenser to complete standard start-up procedure. Then test to ensure the dispenser is operating properly, i. e., dispense a small amount of ice into a cup.



cleaning drain and exterior surfaces

How to properly clean the drain

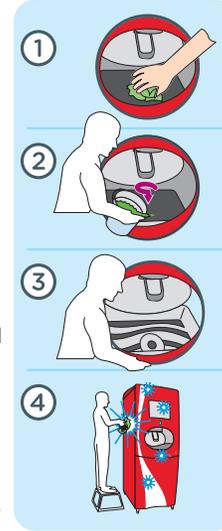
- 1 Prepare 1 packet of approved sanitizer solution (Kay-5) with 2.5 gallons of water.
- 2 Remove the cup rest. Clean and sanitize the cup rest and drain pan in an approved sanitizer solution using a clean cloth.
- 3 Use the drain brush (small parts #144925) to scrub the dispenser drain, then pour remaining sanitizer solution slowly down drain. Ensure the drain empties properly.
- 4 Replace the cup rest in the drain pan.



How to properly clean the exterior surfaces

NOTE: Reinforce with crew to always clean the touch screen, push button, lever, cup rest, and ADA interface area periodically throughout the day.

- 1 Remove the cup rest. Clean and repeat to sanitize the cup rest and drain pan in an approved sanitizer solution using a clean cloth. Then allow to air dry.
- 2 Pour remaining sanitizer solution slowly down the dispenser drain. Ensure the drain empties properly.
- 3 Replace the cup rest in the drain pan.
- 4 Using a clean cloth and approved sanitizer solution, wipe all exterior surfaces, including upper and lower cabinet doors, touch screen, push button, lever and ADA interface area.

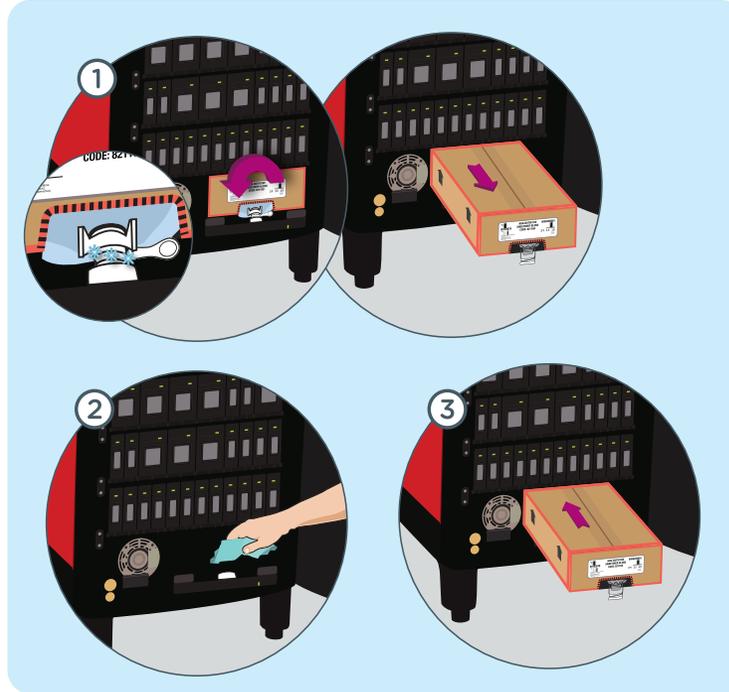


cleaning NNS area

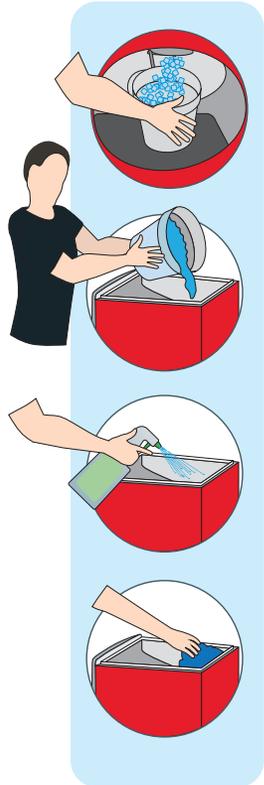
How to properly clean the NNS compartment and connector

NOTE: 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.

- 1 Remove the NNS box from compartment (reference page 13).
- 2 Remove collar. Clean collar, probe and compartment with cloth dipped in approved sanitizer. Wait 2 minutes and repeat with fresh sanitizer then allow to air dry.
- 3 Reinstall collar. Return or install NNS box to the compartment and connect it (reference page 13).



cleaning and filling ice bin



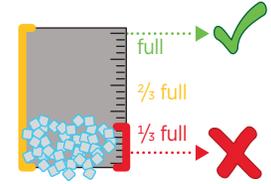
Ice bin cleaning best practices

- 1 Remove ALL ice by using the ice dispense lever (if a top mounted ice maker is installed, follow manufacturer's recommendation for cleaning)
- 2 Turn power off and unplug dispenser.
- 3 Remove ice bin lid.
- 4 Pour warm water slowly into the bin (not over the ice chute) to melt the remaining ice on the cold plate.
- 5 Spray approved sanitizer solution (Kay-5) onto all internal surfaces of ice bin and both sides of ice bin lid.
- 6 Wipe or scrub areas within reach inside the bin with either a clean cloth or an ice bin brush (small parts #149322). Spray approved sanitizer solution on all internal surfaces and lid again, allow draining and air dry.
- 7 Return to normal operation.

NOTE: For complete disassembly instructions, contact your Coke representative.

How to check/fill ice

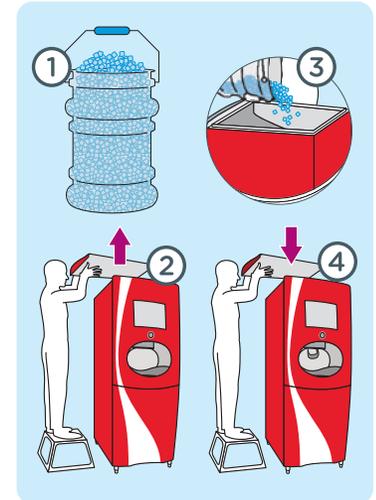
Maintaining the proper ice level is critical to ensuring your guest receives a quality beverage. If using a top-mount ice maker, follow established procedures for checking ice level. If you fill the ice manually, check to ensure ice is at least 1/3 full at all times. Fill the ice bin by following the 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® 9000 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.



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 checklist

Every Time

- ✓ Clean and sanitize ingredient cartridge trays and cartridge probes and cartridge slot (small parts #149324) with an approved sanitizer solution when cartridges are changed (refer to page 10).

Daily

- ✓ Clean and sanitize nozzle and injector ring (instructions on page 14).
- ✓ Pour warm sanitizer solution **SLOWLY** down the drain.
- ✓ Using a clean cloth and approved sanitizer solution, wipe down all exterior surfaces, including:
 - » Touch screen
 - » Push button
 - » Lever
 - » Splash plate
 - » Exterior of drain pan
 - » ADA interface
 - » Front and side panels
 - » Upper and lower doors

NOTE: Always clean and sanitize high frequency touch points periodically throughout the day.

- ✓ Wash and rinse the cup rest and drain pan in an approved sanitizer solution using a clean cloth.



Weekly

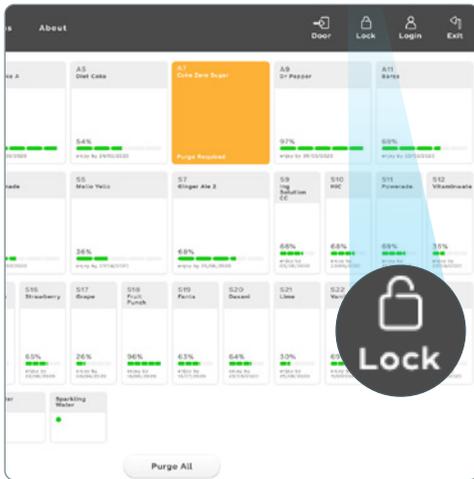
- ✓ Remove, then clean and sanitize ice chute with clean cloth and approved sanitizer solution (Kay-5) (instructions on page 14).
- ✓ Remove ice bin lid, then clean and sanitize both sides of lid with approved sanitizer solution.
- ✓ Clean exterior surfaces of top mount ice maker (if applicable).

Monthly

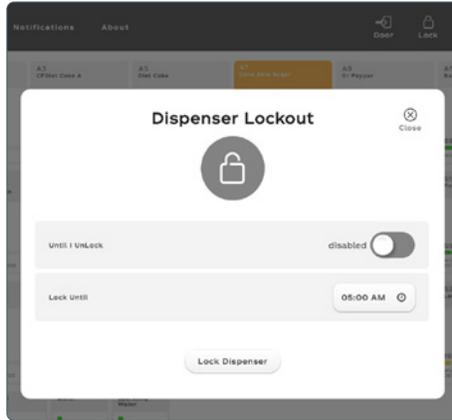
- ✓ Follow instructions for ice bin cleaning best practices (see page 17)

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.



① Access the crew dashboard (instructions on page 6), tap 'Lock' icon in top right corner to launch the configuration screen.



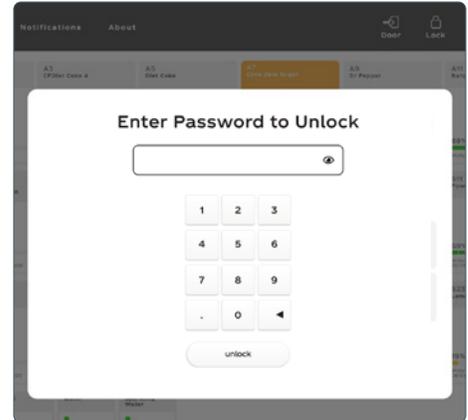
② There are two ways the dispenser can be locked:

- **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 the dispenser at any time.

- **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.



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

calorie counter display feature

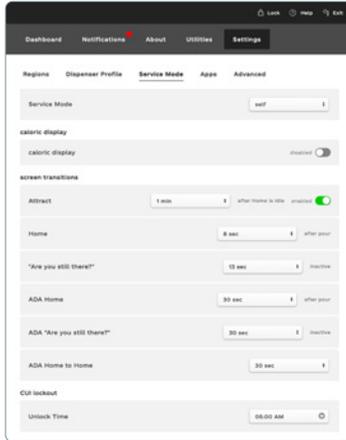
Follow these steps for an easy way to help comply with the FDA menu-labeling regulations for chain establishments with 20 or more outlets:



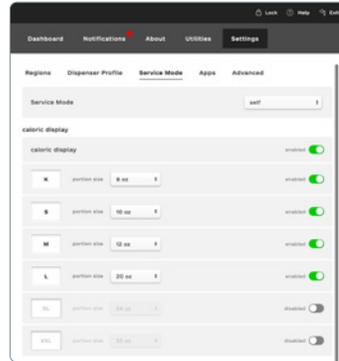
- 1 Access the crew dashboard. Then tap login, in the header, and type the manager passcode 2653.



NOTE: View of calorie display feature when activated.



- 2 Select 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

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



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
- » iLearnCoca-ColaFreestyle.com
- » Crew Training Reference Guide

TOOLS

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

- » Small Parts (1-800-241-COKE)
- » Crew Reminders & Checklists
- » On-Dispenser Instructions

SERVICE

We are constantly innovating to better serve your operational and business needs with 24 hours 7 days a week support @ 1-800-241-COKE and turnkey technological solutions.

- » 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



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