

Diagnosing a false sold-out

When a brand is unavailable to the customer and the crew screens indicate a sold out, BUT when removed, the cartridge still contains product.

Follow these easy steps to fix a false sold out:

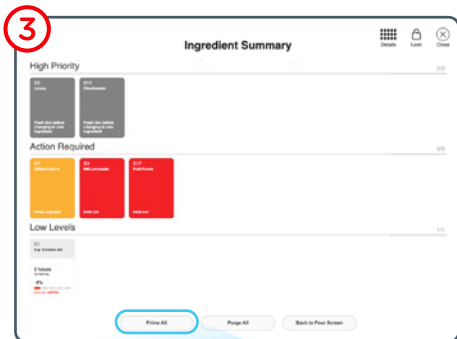


Scrub and sanitize the nozzle and injector ring.



For the cartridge showing a false sold-out:

- ✓ Check and ensure cartridges are inserted into the correct slot.
- ✓ Remove and reinsert the cartridge showing a false sold-out.



Prime All

Follow the procedures to complete the cartridge prime process.

- ✓ If the prime was successful, test the beverage from the consumer view.
- ✗ If the prime failed—proceed to step 4.



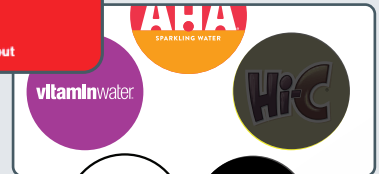
Insert a new cartridge.

- ✓ If the prime was successful, read the “Helpful Hints!” section for instructions on how to receive a credit for the old cartridge.
- ✗ If priming of new cartridge failed, please call 1-800-241-COKE to speak with a Senior Technician.

S17
Fruit Punch

Sold out

Sold-out ingredient badge.



Sold-out brand button on consumer screen.

Helpful Hints!

Returning cartridges

Need to return a cartridge?

Simple! Request a return kit by phone or email at:

- 1-800-241-2653 (COKE)
- FreestyleCustomerService@coca-cola.com

To receive credit, please mark the following on the white label in your kit:

- Credit reference number
- A valid reason for return



DO NOT physically separate double cartridges before inserting into plastic trays. If cartridges are separated, the dispenser will not prime the cartridge. Call service at 800.241.COKE to flush lines.

It's wise to re-prime

save \$\$\$ | save time

Learn more by watching tutorial videos in English or Spanish on iLearnCoca-ColaFreestyle.com

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Crew Connect Quick Tip | False Sold Outs