

# *Coca-Cola* freestyle® 9000 | User Guide



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

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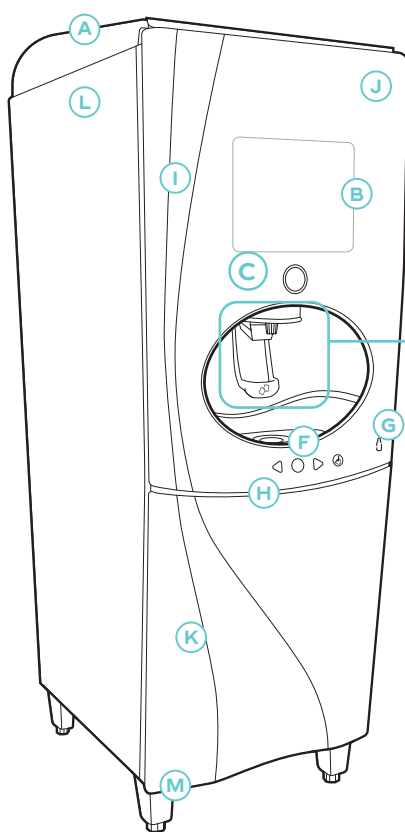


For crew training videos, visit  
[crewconnect.coca-cola.com](https://crewconnect.coca-cola.com)



## External components

- A** Ice bin lid\*
- B** Touch screen
- C** Touch to pour button
- D** Nozzle & injector ring
- E** Ice lever
- F** Cup rest
- G** RFID reader
- H** ADA interface
- I** Upper door
- J** Status indicator
- K** Lower door
- L** Ice lid hook\*
- M** Manual door release

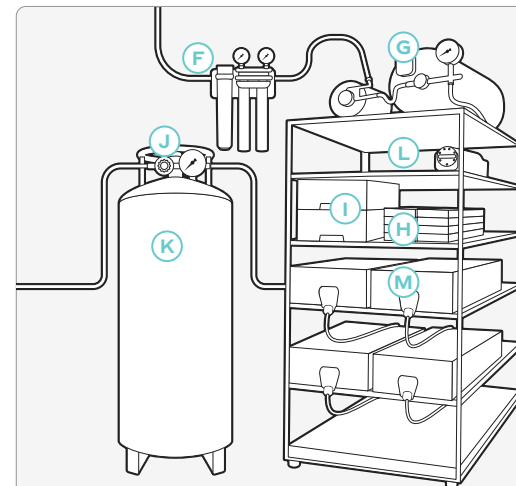
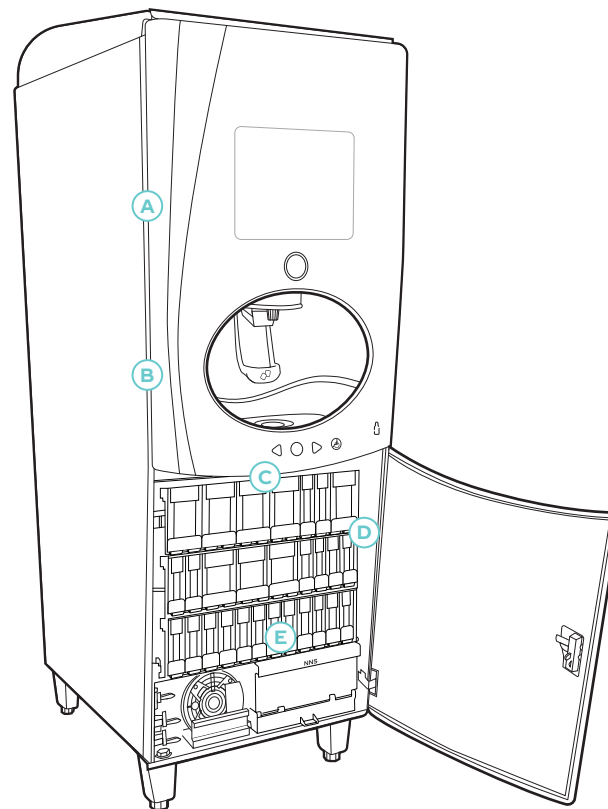


**!** Status Indicator light in the upper right corner will notify the store operator when the dispenser is out of product.

\* Not applicable with top-mounted ice maker

## Internal and backroom components

- A** Power switch
- B** Upper door release hatch
- C** Double cartridge slots
- D** Single cartridge slots
- E** Non-nutritive sweetener (NNS)



### Backroom components

- F** Water filtration system
- G** Water booster
- H** Cartridge storage
- I** NNS storage
- J** Carbon dioxide (CO<sub>2</sub>) gauge
- K** CO<sub>2</sub> tank
- L** BIB pump
- M** HFCS sweetener

# Ways to pour a drink

Limitless options with three ways to pour.

## User interface key

### A Primary Brands

When a primary brand is selected.

### B Empty or Unavailable Brands

Grayed-out brand buttons indicate the brand is out and unavailable.

### C Sort Drinks

Sort by drink preference.

### D Brand Flavors

Flavors available for the selected primary brand. The selected flavor is indicated by expanded size.

### E Calorie Counter Display

Shows the drink calorie amount based on size.

1 Add ice  
Place your cup under the ice chute and press lever to dispense ice.

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. Then press the button to dispense your beverage.



# Pouring with ADA interface

## 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.

1 Press the accessibility icon to activate the ADA interface.



2 Press the hand icon to select a brand and see all the flavor options.



3 Use the arrows to navigate to your favorite beverage.



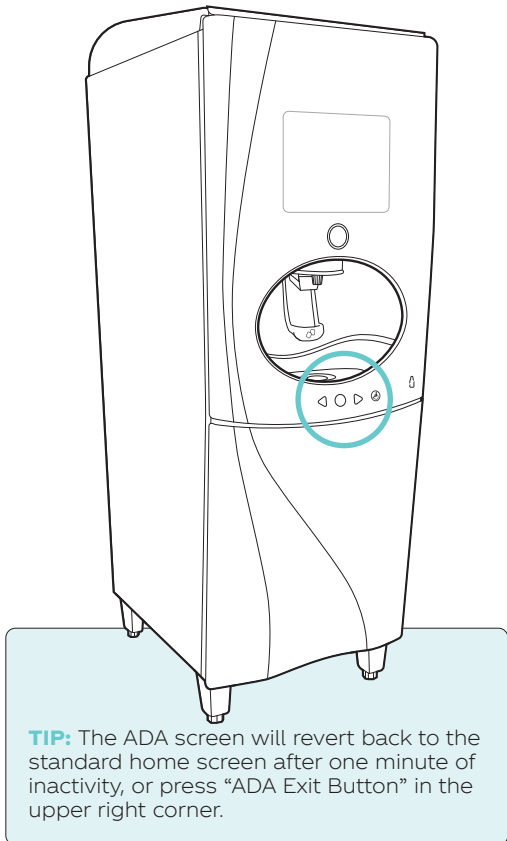
4 Press the hand icon to pour.



## Assisting guests with pouring drinks

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 their beverage choice.

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



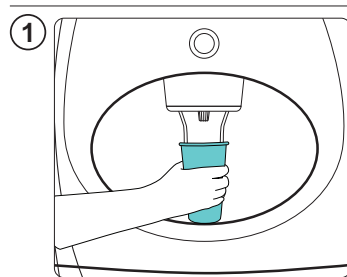
**TIP:** The ADA screen will revert back to the standard home screen after one minute of inactivity, or press “ADA Exit Button” in the upper right corner.



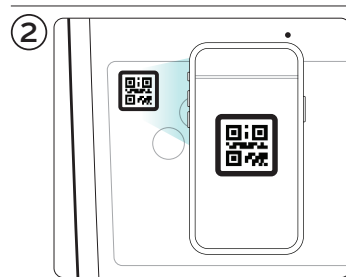
# Mobile Pour

## How to use 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.



Place cup in dispenser and push lever for ice.

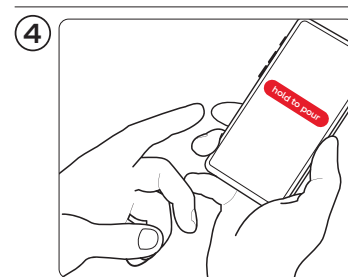


Scan QR code using smartphone camera. Be sure to hold your phone in front of the QR code.

**NOTE:** Do not hold it lower than the dispenser screen.



Select desired brand and drink.



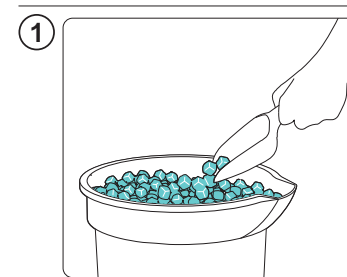
Press "hold to pour" button and release it to stop. Keep button pressed until cup is full.

# Filling the ice bin

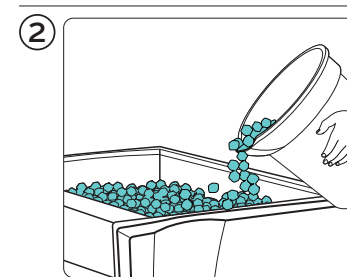
## How to check and fill the ice bin

Maintaining the proper ice level is critical to ensuring guests receive a quality beverage.

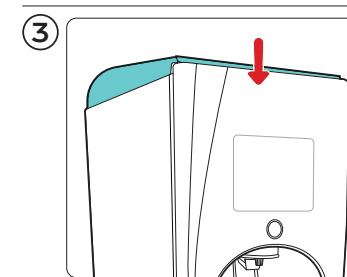
Check to ensure ice is at least 1/3 full at all times. For a top-mount ice maker, follow established procedures for checking ice level. Fill the ice bin by following these steps.



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



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

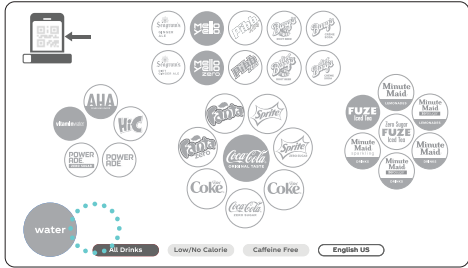


Close ice bin lid.

**!** Store-bought or "bagged ice" should NEVER be used as it may seriously damage the Coca-Cola Freestyle® 9000 dispenser ice bin.

# Accessing the Ingredient Summary and Crew Dashboard

## 1 Access Ingredient Summary

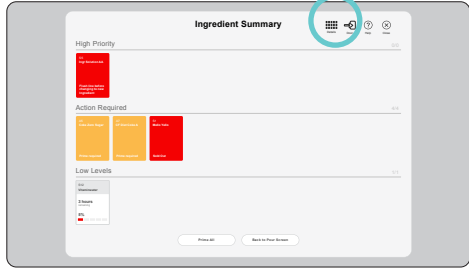


### Pour Screen & secret handshake

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 drinks button. Hold for 5-6 seconds to launch the ingredient summary.

The Ingredient Summary screen can also be accessed by using the RIFD scanner and scanning in the tag on a cartridge to open the lower door.

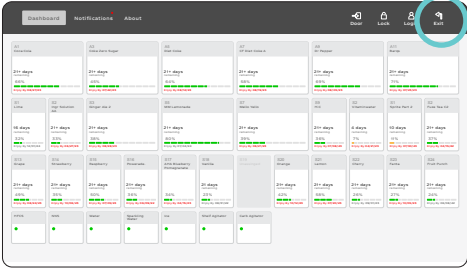
## 2 Access Crew Dashboard



### 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 (right).

# 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.

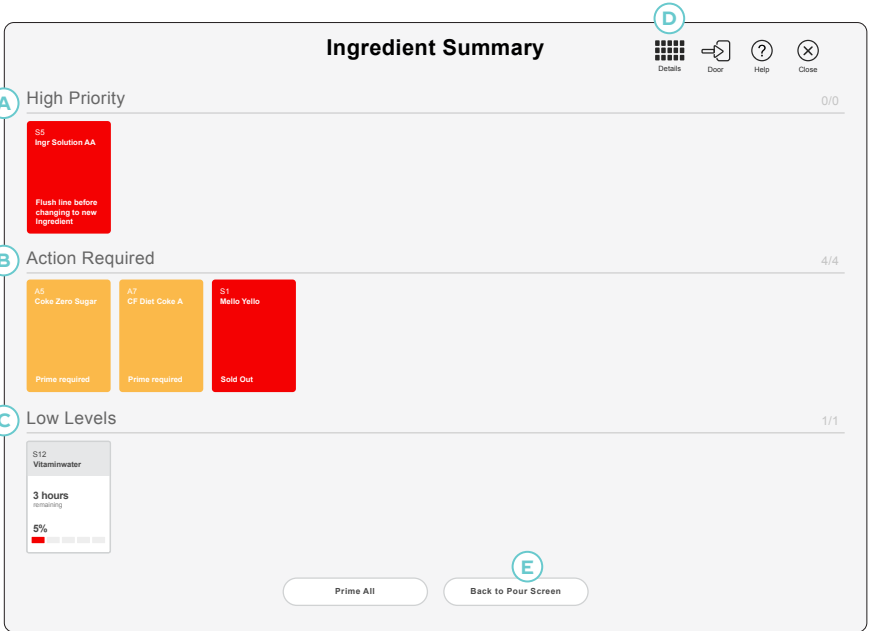
## D Details

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 product 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

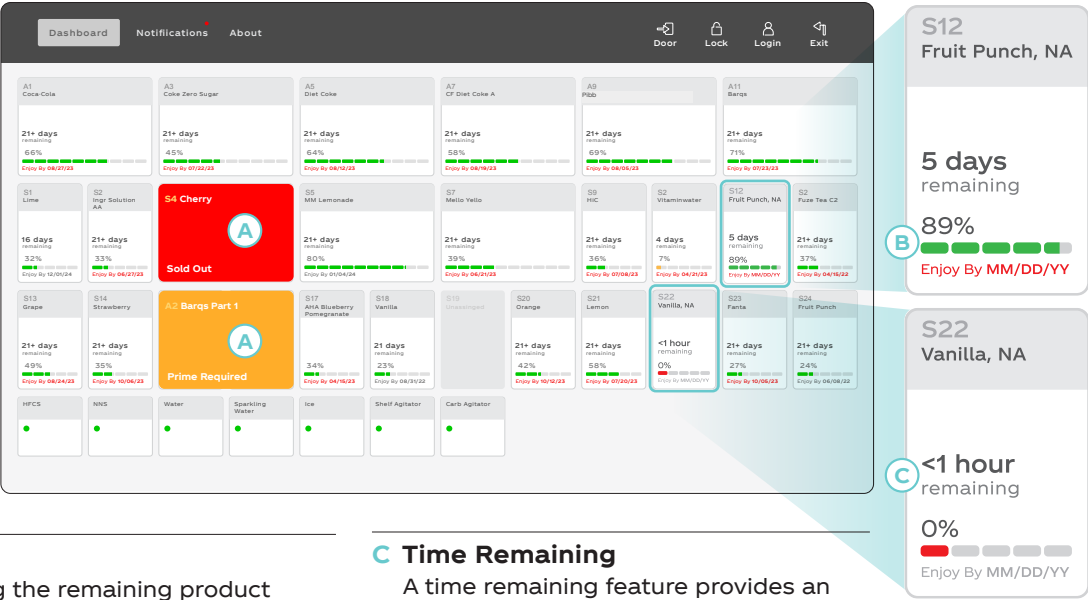
Review items requiring attention to resume ingredient function, such as sold out, prime, or purge.

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 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%.



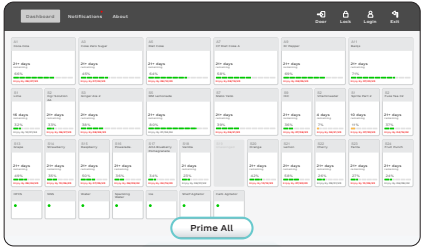
### C Time Remaining

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.

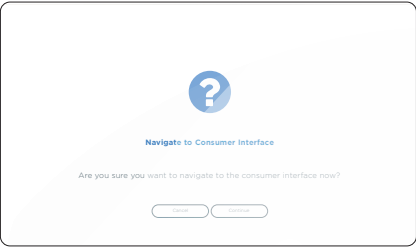
# Cartridge prime procedure

Priming an ingredient 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 the **Prime All Button** at the bottom of the screen.
- 2 When priming is complete, press **Exit** in the top right of the screen. Follow the prompts on the pop-up to continue to the main screen.



Prime All



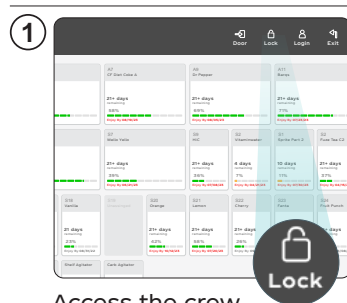
**NOTE:** Only press the **Prime All Button** ONCE! Pressing it more than once will needlessly repeat the prime process.

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

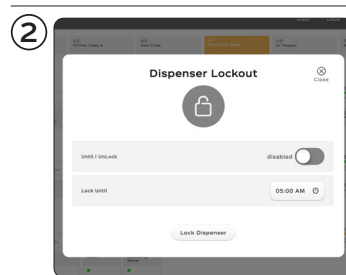
# Manager lock mode

## 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.

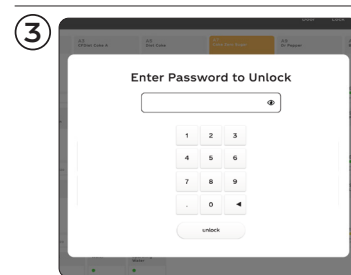


Access the crew dashboard. Then tap the 'Lock' icon in the top right corner.



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.

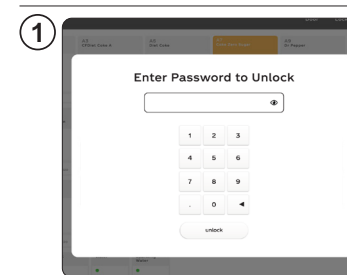


Once the dispenser is locked, you may unlock the user interface by using the manager passcode (2653).

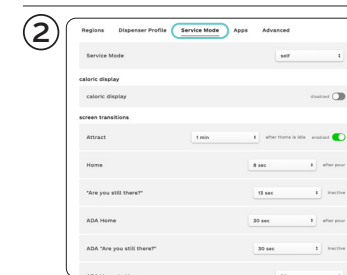
# Calorie counter display

## How to enable the calorie counter display feature

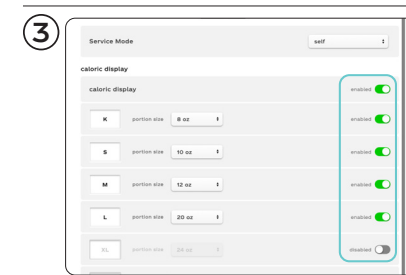
To comply with the FDA menu-labelling regulations for chain establishments with 20 or more outlets, calorie counter must be accessible.



Access crew dashboard. Tap login, in the header, and type the manager passcode 2653.



Select settings and then choose Service Mode in the secondary navigation.



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.



**TIP:** Create custom names and sizes by tapping on the drink name or portion size to adjust. Then click exit to return to the consumer interface.

# 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

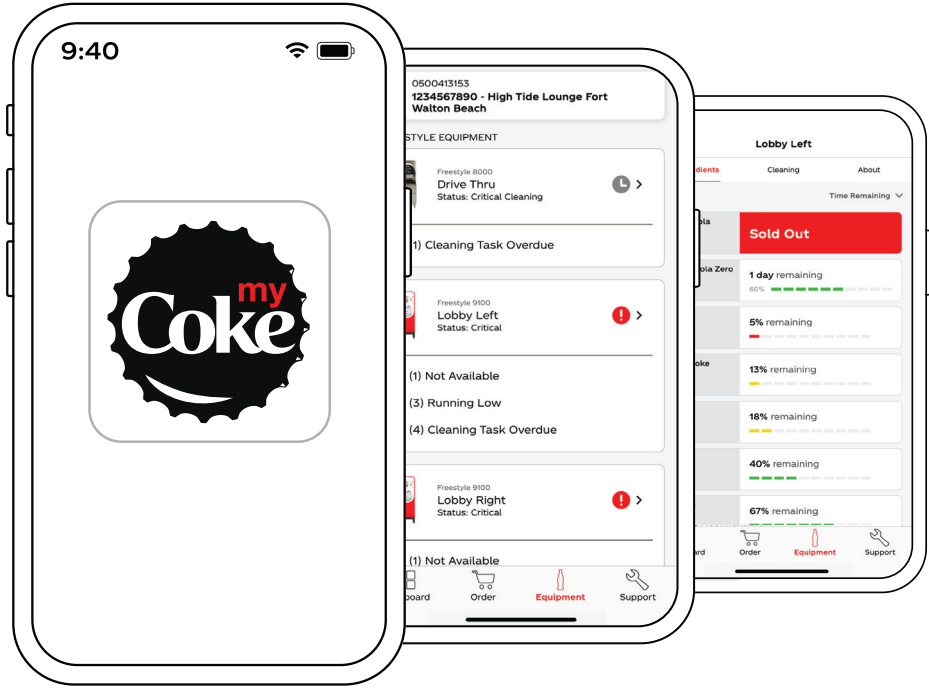
Syncs status of cleaning and maintenance tasks between crew members.

### 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.

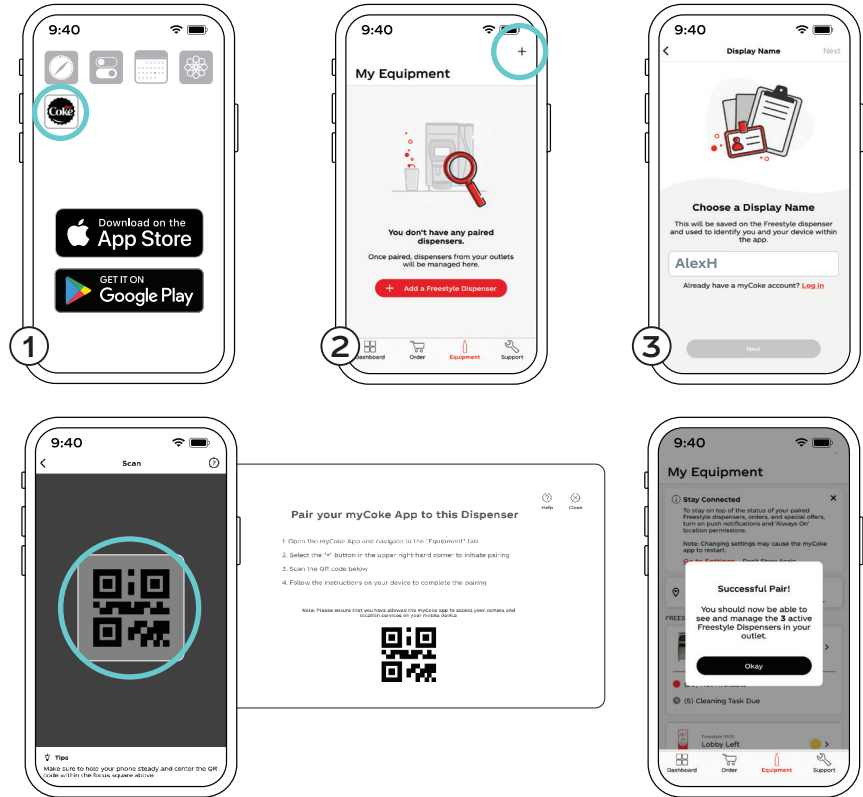


# Using & pairing with myCoke mobile app

## 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.



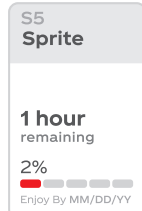
# Replacing cartridges

Replacing ingredient 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 brand button is grayed out and will say “Not Available” when selected.



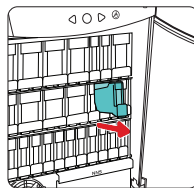
- ② View the amount of ingredient remaining within each cartridge by accessing the dashboard. Reference the level indicator next to the brand.



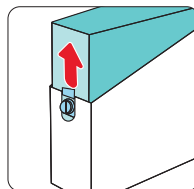
**NOTE:** Time remaining is an estimate based on historical consumption data. This feature may take up to three weeks after install.

☆ For best practices regarding cartridge maintenance, see page 28.

- ③ Remove the cartridge tray with empty ingredient cartridge from the dispenser.

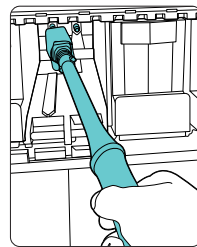


- ④ Separate the empty ingredient cartridge from the plastic tray and recycle the outer paperboard box. Then clean tray with dish soap, followed by approved sanitizer solution (Kay-5 Sanitizer®).



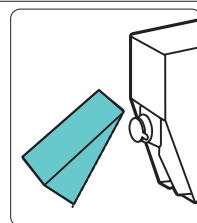
- ⑤ Using the cartridge slot cleaning tool (part #149324 and #149325), clean the cartridge slot area.

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.



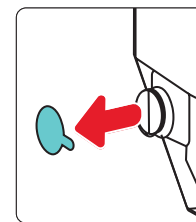
- ⑥ Open new cartridge using perforated cartridge opening flap.

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

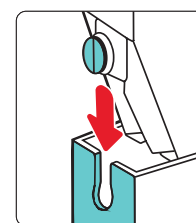


⚠ **REMINDER:** Do NOT separate double cartridges.

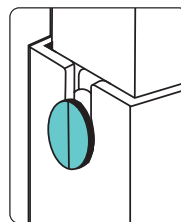
- ⑦ Remove (outer) white dust cap prior to placing cartridge into plastic tray.



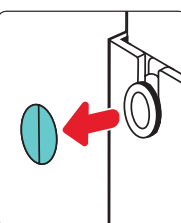
- ⑧ Place ingredient cartridge into plastic tray and ensure plastic fitment from cartridge pouch aligns with tray.



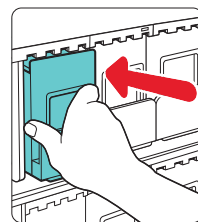
- ⑨ Ensure the ingredient cartridge is aligned with the slot found on the plastic tray.



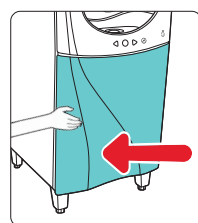
- ⑩ Remove foil safety seal prior to inserting into the dispenser.



- 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 13).



☆ Always replace any missing or damaged plastic trays immediately to prevent dispensing issues. Plastic trays can be ordered by calling 1-800-241-COKE (2655). In Canada, call 1-800-318-COKE (2655).



# 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.”

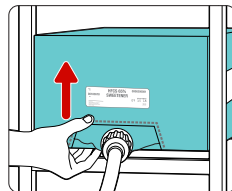
### Resetting HFCS

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

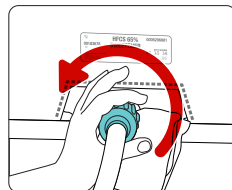


## Replacing HFCS and cleaning connector

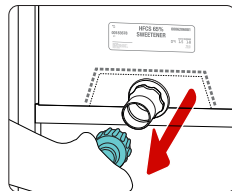
- 1 Double check to see how much product is left by lifting the box.



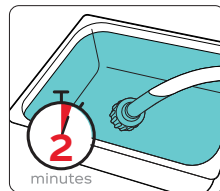
- 2 Use a cloth to catch any spills, and turn connector counter-clockwise to loosen.



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

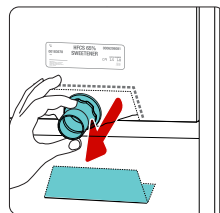


- 4 Scrub using the blunt end of the nozzle brush (#149326) and soak in approved sanitizer solution (Kay-5 Sanitizer®).

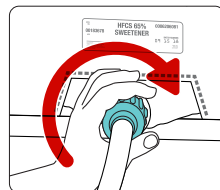


Wait two minutes and repeat with clean sanitizer then, air dry.

- 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.

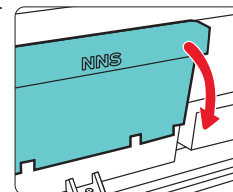
### Ingredient summary page

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

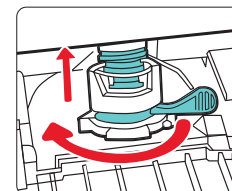


## Replacing NNS

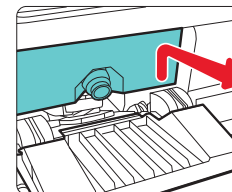
- 1 Open the lower door and pull down the front door of the NNS compartment.



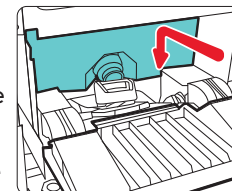
- 2 Then release the locking lever (lever moves from right to left). Pull spout out.



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

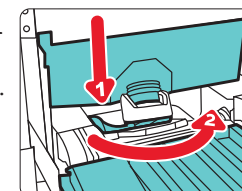


- 4 Remove cap from the new NNS package. Place box in the compartment with arrows on the package facing up.

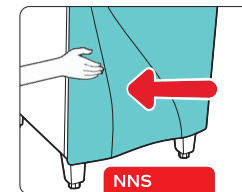


**NOTE:** Always check product is within the Enjoy By Date.

- 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).

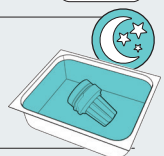


## CAUTION: What NOT to do...

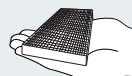
**DO NOT** use bleach or any unapproved chemicals!



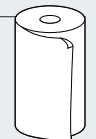
**DO NOT** soak any parts overnight!



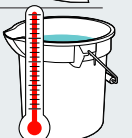
**DO NOT** use scouring pads, steel wool or any abrasive material. It will scratch the surface and result in rusting/pitting!



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



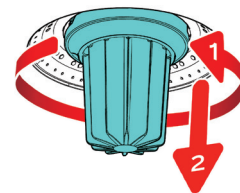
**DO NOT** pour hot liquids into the drain (greater than 125°F / 51.6°C)!



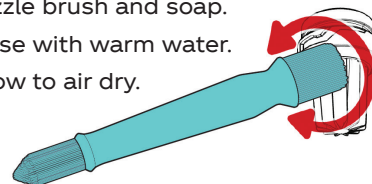
# Cleaning nozzle, injector ring and ice chute

## Cleaning nozzle and injector ring

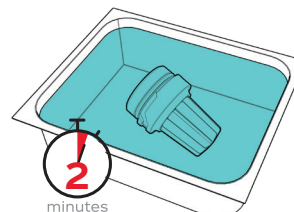
- Using a clean cloth, twist the nozzle counter clockwise and pull down to remove.



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

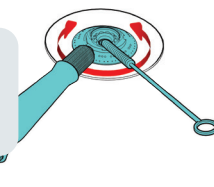


- Submerge nozzle in sanitizer for two minutes. Agitate to remove air pockets.



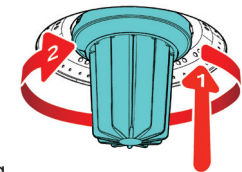
- Scrub ring area including holes with pointed end of nozzle brush dipped in sanitizer.

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



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

- Re-insert nozzles by pushing upward and rotating clockwise.

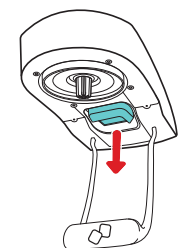


Pour remaining sanitizer down the dispenser drain. Allow to air dry.

## Cleaning ice chute

- Unplug the dispenser.

- Remove the lower chute by carefully pulling on the front lip of the power chute. Then, remove the upper chute by carefully pulling on the upper lip of the upper chute.



- Wash the upper and lower chute and ice chute body area with approved sanitizer solution and clean cloth.

- Submerge all parts in sanitizer for two minutes and allow to air dry.

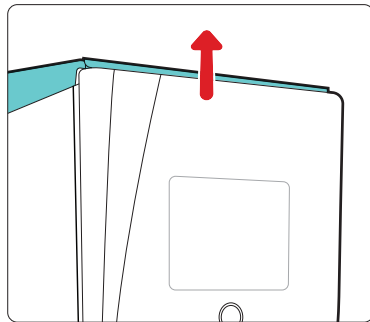
- Use clean cloth and fresh sanitizer to wipe the ice chute body area. Repeat with fresh sanitizer, then allow to air dry.

- Reinstall upper chute by pushing up until click sound is made. Repeat the process with lower chute. Once turned back on, test the dispenser by dispensing a small amount of ice.

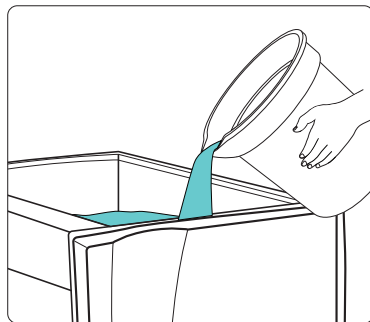


## Cleaning ice bin

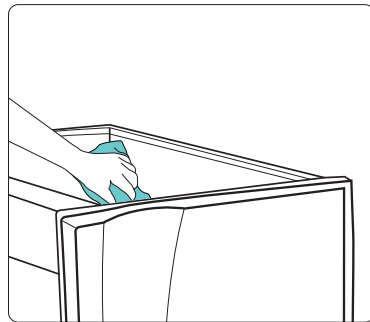
- ① Remove all ice by using the dispense lever (if a top-mounted ice maker is installed, follow manufacturer's recommendation for cleaning).



- ② Power off and unplug the dispenser. Remove ice bin lid and pour warm water slowly into the bin to melt the remaining ice.

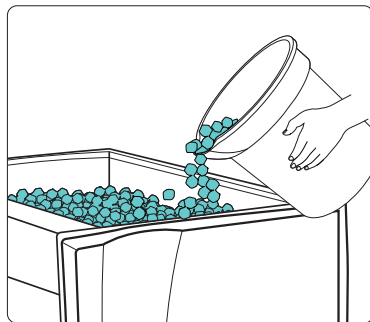


- ③ Spray approved sanitizer solution (Kay-5) onto all internal surfaces of ice bin and both sides of ice bin lid. Wipe or scrub areas within reach inside the bin with either a clean cloth or an ice bin brush (small parts #149322).



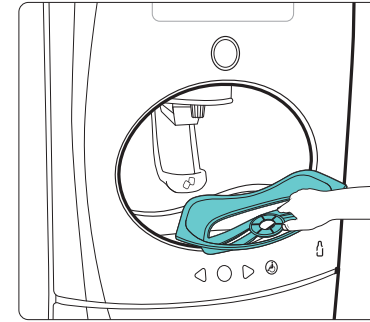
- ④ Spray approved sanitizer solution on all internal surfaces and lid again, allow draining and air dry. Return to normal operation.

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

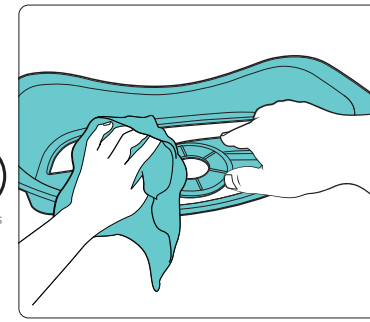


## Cleaning drain and cup rest

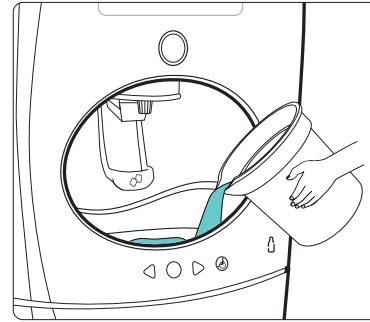
- ① Remove the cup rest and drain strainer.



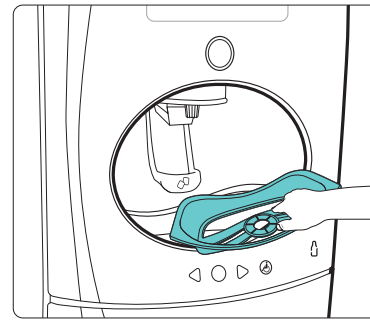
- ② Dip a clean cloth in approved sanitizer solution. Clean the cup rest and drain strainer. Wait 2 minutes and repeat with fresh sanitizer solution. Allow to air dry.



- 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.



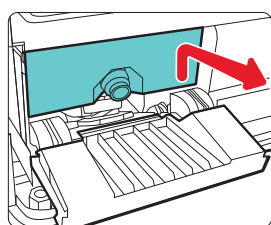
- ④ Replace the drain strainer and cup rest.



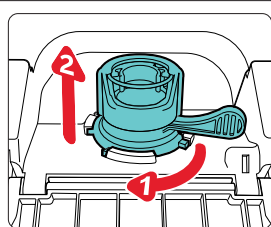
## Cleaning the NNS compartment and connector

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.

- ① Remove the NNS box from compartment.



- ② Remove collar.

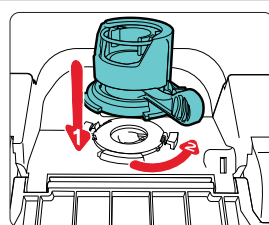


- ③ Clean collar, probe, and compartment with cloth dipped in approved sanitizer solution.

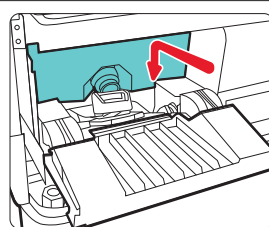
Wait 2 minutes and repeat with fresh sanitizer solution. Allow to air dry.



- ④ Reinstall collar.

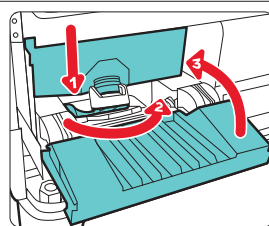


- ⑤ Return or install NNS box to the compartment.



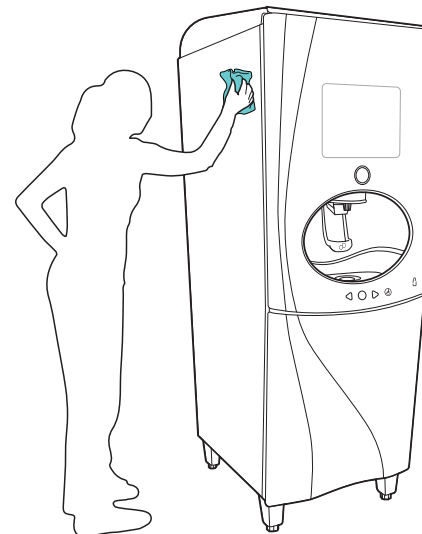
- ⑥ Reattach the NNS connector, then move the lever to secure.

Lift up front door of NNS compartment to close.

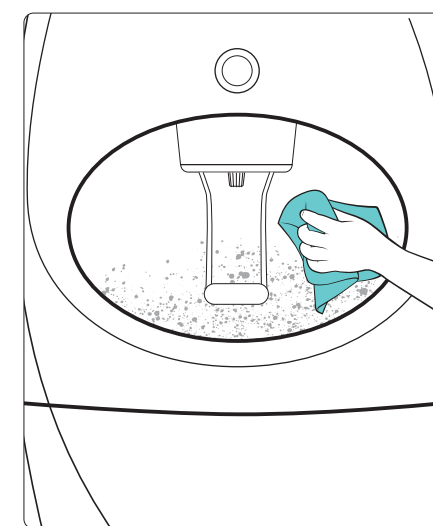


## Cleaning exterior surfaces

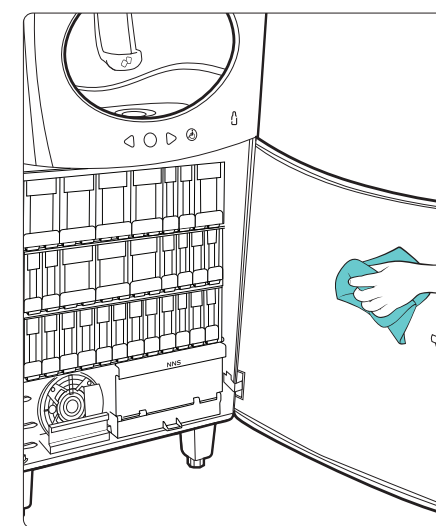
- ① Using a clean cloth and approved sanitizer solution, wipe all exterior surfaces.



- ② Crew should frequently clean areas that accumulate drips, such as backsplash.



- ③ Wipe interior of lower door as needed.



⚠ Frequently clean high touch point areas such as touch screen.



# 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 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 Date” to effectively manage inventory.

## Push-click trays

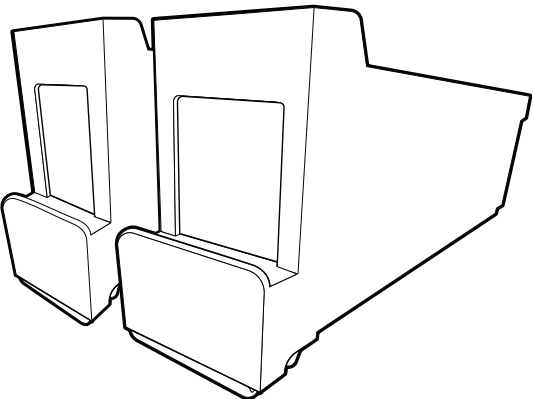
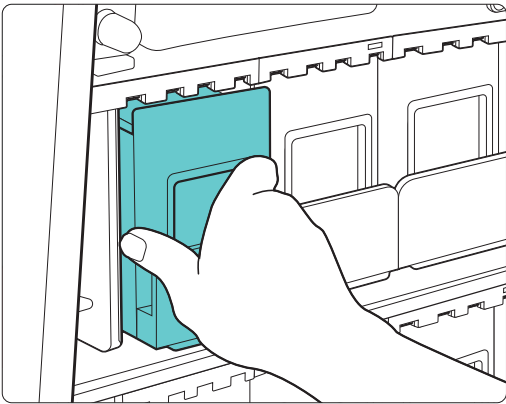
The Coca-Cola Freestyle 9000 uses the black plastic, push-click cartridge trays. The trays are designed to hold a single or double ingredient cartridge.

## 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.



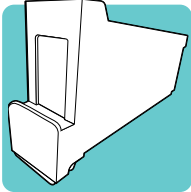
# Small parts

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

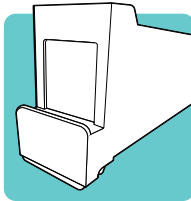
To request a small parts order, call the support team at 1-800-241-COKE (2653). In Canada, call 1-800-318-COKE (2653). More information can be found at [crewconnect.coca-cola.com](https://crewconnect.coca-cola.com).



Nozzle Tip  
#144700



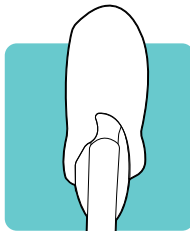
Single  
Cartridge Tray  
#160860



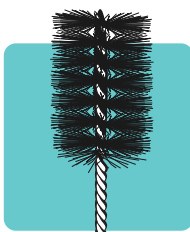
Double  
Cartridge Tray  
#160861



Microfiber  
Cloth  
#127723



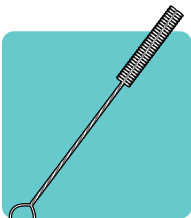
Microfiber  
Cartridge Sleeve  
#149325



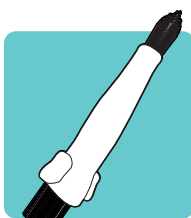
Ice Chute  
Brush  
#143257



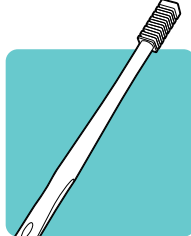
Kay-5  
Sanitizer  
#24041



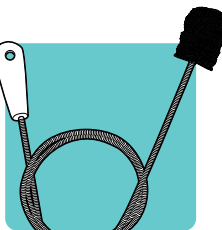
Wire Handled  
Nozzle Brush  
#1145555



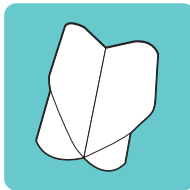
Nozzle &  
Injector  
Ring Brush  
#149326



Cartridge Slot  
Cleaning Tool  
#149324



Drain Cleaning  
Brush  
#144925



Self Serve Drip  
Tray Drain Strainer  
#122829

**\*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)



