

Coca-Cola freestyle 7000 | User Guide





This guide provides general tips and proper maintenance procedures for your Coca-Cola Freestyle® 7000 dispenser.

Coca-Cola Freestyle® 7000 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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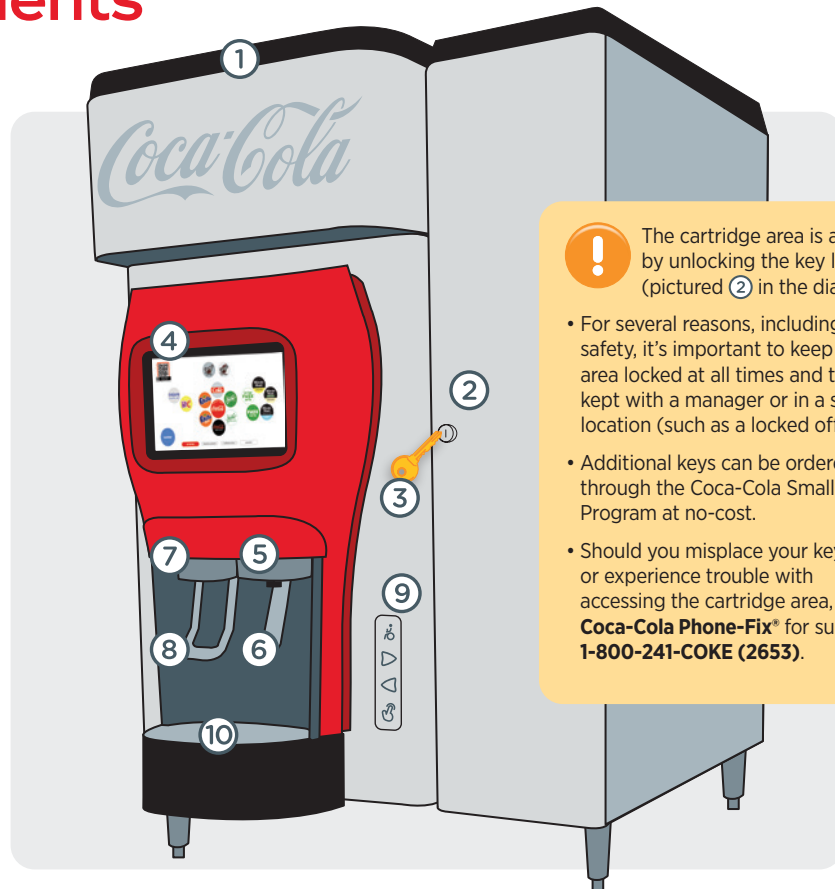
Crew Connect •••••22

For crew training videos, visit
iLearnCoca-ColaFreestyle.com

external components

- ① Ice bin lid*
- ② Cartridge access door
- ③ Key (access door)
- ④ Touch screen
- ⑤ Nozzle and injector ring
- ⑥ Beverage dispense lever
- ⑦ Ice chute
- ⑧ Ice dispense lever
- ⑨ ADA interface
- ⑩ Cup rest and drain pan

* Not applicable with top mounted ice maker.

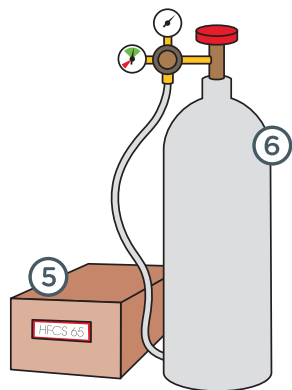


The cartridge area is accessible by unlocking the key lock (pictured ② in the diagram).

- For several reasons, including food safety, it's important to keep this area locked at all times and the key kept with a manager or in a secured location (such as a locked office).
- Additional keys can be ordered through the Coca-Cola Small Parts Program at no-cost.
- Should you misplace your key or experience trouble with accessing the cartridge area, call **Coca-Cola Phone-Fix®** for support at **1-800-241-COKE (2653)**.

internal and under the counter components

- ① Ingredient cartridge
- ② Cartridge tray
- ③ Brand identification strip
- ④ Power switch
- ⑤ HFCS 65
- ⑥ CO₂ tank



! The dispenser is equipped with two stand-by modes:

1. Power Saver Mode

If the dispenser is inactive for 20-minutes the touchscreen will go dark. Simply tap the touchscreen anywhere to wake it up.

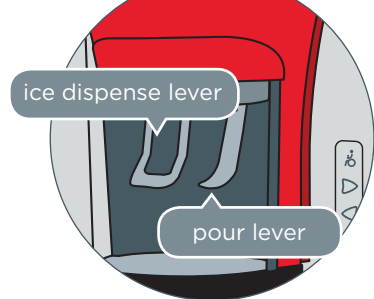
2. Locked Mode

Lock the dispenser by pressing the lock icon in the top right corner of the crew dashboard. This mode locks the touch screen and prohibits dispensing during non-operating hours. Choose to lock manually or set an automated time window.

Power Switch

The power (on/off) switch is located on the right-hand side underneath a square plastic flap. **CAUTION! DO NOT POWER OFF** unless instructed to do so by a Coca-Cola technician.

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.



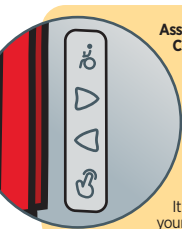
- 1 Select a brand to see all available flavor options.



- 2 Pick your favorite flavor and then use the pour lever 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

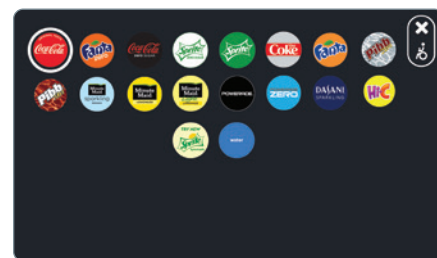
Some guests may need a little extra help choosing and dispensing his/her drink if you have the Coca-Cola Freestyle dispenser.

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.



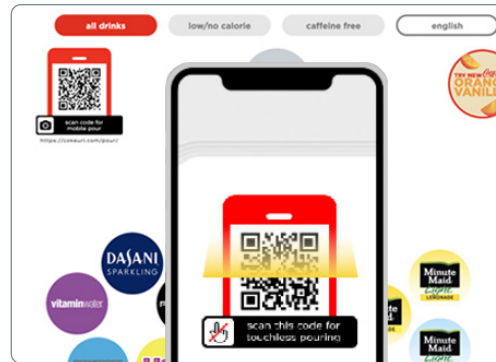
mobile pour

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

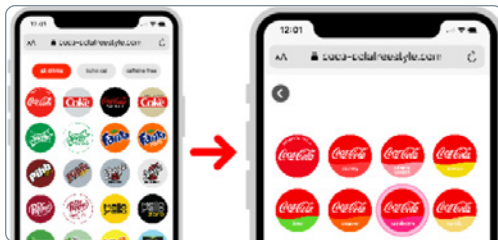
- ① Push lever for ice and place cup in dispenser



- 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



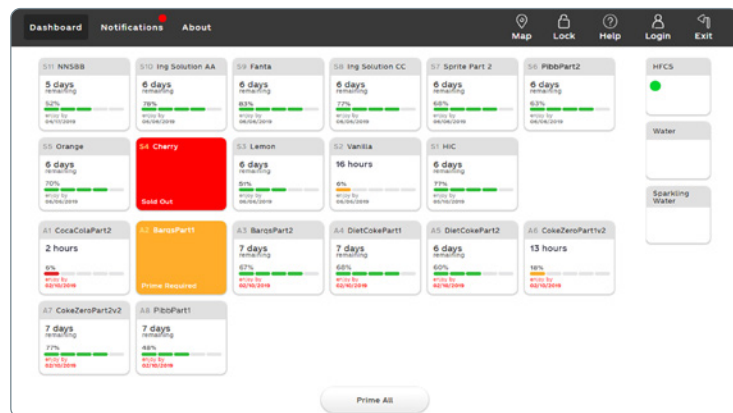
- ③ Select desired brand and drink



- 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

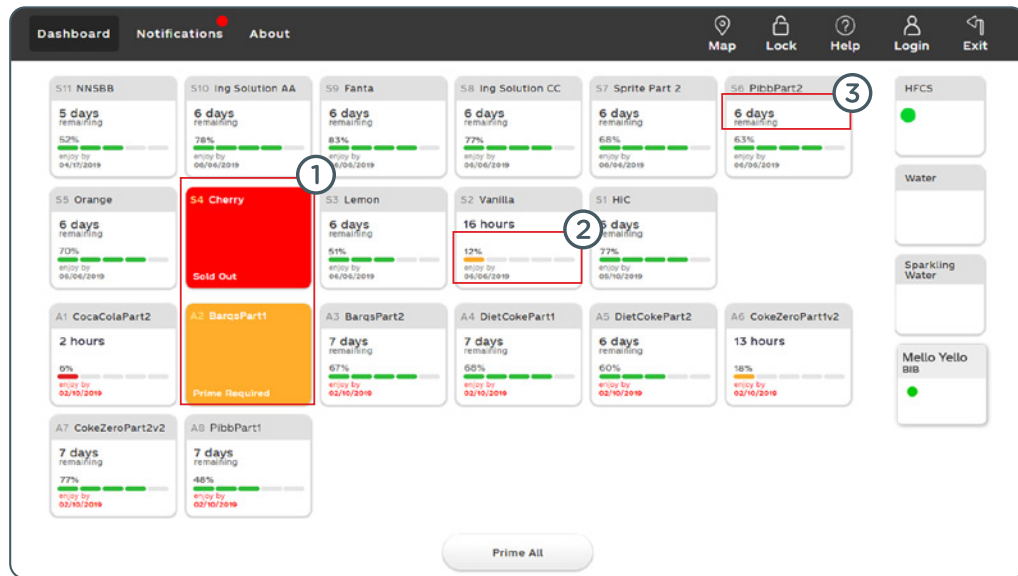
On the all brands consumer screen, place your index finger on the lower left of the screen between the water icon and the red all drinks button. Hold for 5-6 seconds to launch the crew dashboard.

using the freestyle operating system

- 1 Bold alerts provide clear direction when maintenance is required.
- 2 Improve cartridge change-out management and reduce product waste, by reading each ingredient cartridge's color-coded fuel gauge displaying the remaining product percentage and enjoy by date.

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%.

- 3 The time remaining feature provides an accurate reading when each cartridge will likely run out. This new feature is calculated using the dispensers consumption activity and daypart data to deliver a dynamic and precise reading throughout the day.



ingredient cartridge overview

SmartPAK™ (paperboard) cartridges replace your BIB packaging, except for HFCS (sweetener) BIB. HFCS will be the only ingredient located outside of the Coca-Cola Freestyle® dispenser.

- Always remove and replace **ONE CARTRIDGE** at a time to avoid inserting it into the incorrect slot.
- Black plastic cartridge trays should be “hand washed” only using dish soap and Kay-5 sanitizer or an approved equivalent and **NEVER PLACED IN A DISHWASHER**. Placing trays in a dishwasher may warp the trays over time.
- Staging of ingredient cartridges and plastic trays for your most popular brands and flavors will make the cartridge change-out process more efficient and avoid delays during peak periods.
- Never stack cartridges more than six (6) high.
- Always ensure ingredient cartridges are organized by “enjoy by dates” to effectively manage inventory.
- Always use your oldest ingredient cartridges on hand first, i.e. **“FIRST-IN - FIRST-OUT”**.
- Avoid placing cartridges near any heat source, standing water, or cleaning solutions.

Proper handling of the ingredient cartridges and plastic trays is extremely important to ensure proper operation of the Coca-Cola Freestyle® 7000 dispenser.



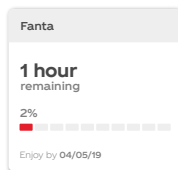
when to replace an ingredient cartridge

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 dispensers consumption activity and daypart data.

Cartridge prime procedure.

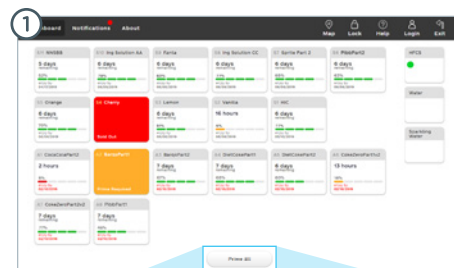
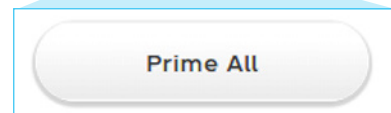
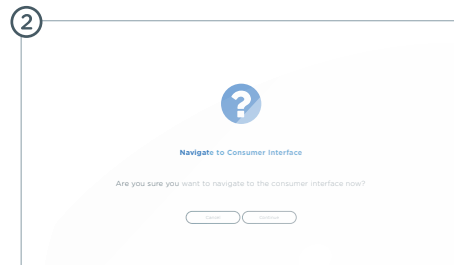
Priming an ingredient cartridge simply removes any trapped air in the line and ensures guests receive a consistent, quality beverage. After replacing an empty cartridge, follow the on-screen messages outlined below:

- 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. The process should NEVER be interrupted.*

- 2 When priming is complete, press exit at the upper right of the screen. Follow 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.



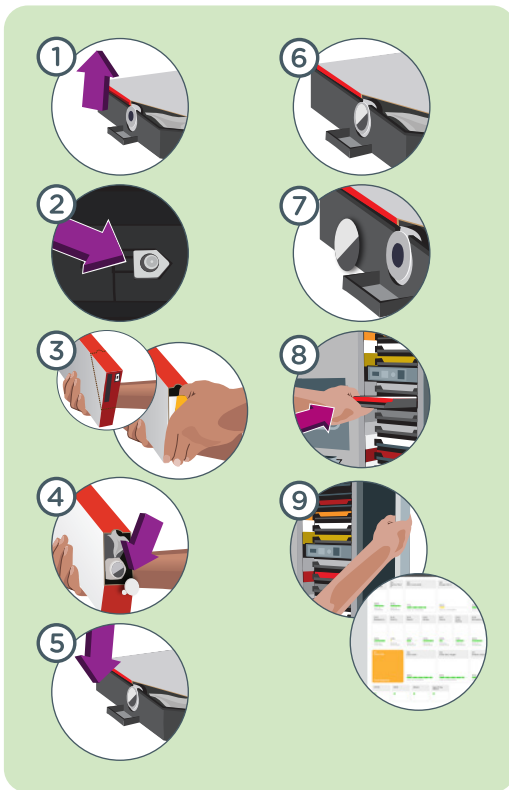
how to replace an ingredient cartridge

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 with dish soap, followed by approved sanitizer solution (Kay-5).
- 2 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 the 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 into appropriate slot.
- 9 Close the dispenser door and follow on-screen instructions to complete the cartridge prime process (instructions on page 9).



Reminder: always replace any missing or damaged plastic cartridge trays immediately to prevent dispensing issues. Replacement trays can be ordered by calling 1-800-241-COKE (2653) through the Coca-Cola Freestyle Small Parts Program at no charge (up to \$25/order).



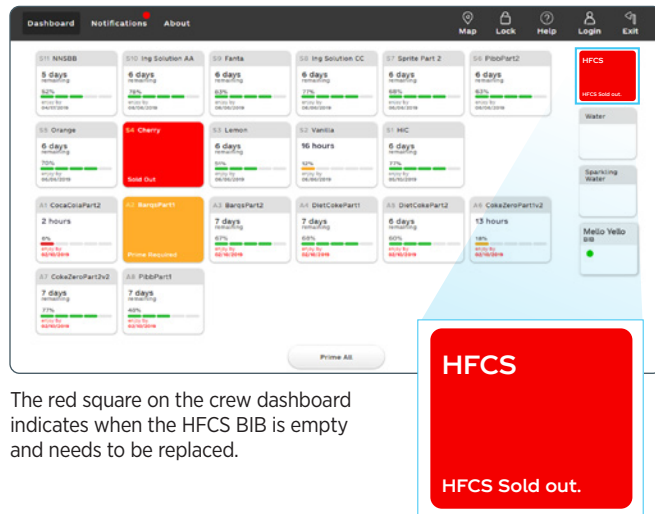
HFCS (sweetener) dashboard reset



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 12).
- 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 sweeteners (HFCS & NNS)

Coca-Cola Freestyle® 7000 uses two sweetener sources HFCS (High Fructose Corn Sweetener)

Used for all full-calorie beverages

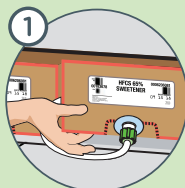
- HFCS (sweetener) is delivered by your local distributor in a 5-Gallon BIB.
- Replacement of the HFCS BIB is identical to changing your BIB syrup boxes. HFCS BIB will be located either underneath the Coca-Cola Freestyle® 7100 dispenser or in the back room.
- Always monitor your HFCS usage and **NEVER** let it become completely empty.

NNS (Non-Nutritive Sweetener)

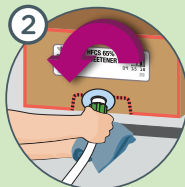
Used for all low/no-calorie beverages

- NNS will arrive in a SmartPAK™ cartridge and is replaced just like other ingredient cartridges (instructions on page 10).*
- NNS will always be in the number one (1) or top slot in the cartridge shelf (see the brand identification strip on page 3).

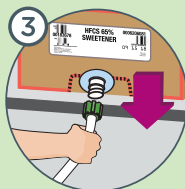
Procedure to replace BIB (including HFCS sweetener BIB or product BIB)



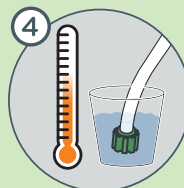
Double check to see how much product is left by lifting the box.



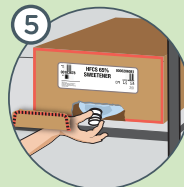
Use a cloth to catch any spills, and turn connector counterclockwise to loosen.



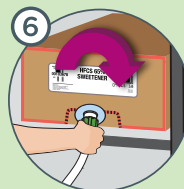
Remove connector and replace with new HFCS sweetener BIB.



Scrub connector using the blunt end of the nozzle 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.

REMEMBER: Reset the HFCS on the crew dashboard as shown on page 11.

*NNS BIB will come with the dispenser in the event Coca-Cola Freestyle Boost is installed. For further instructions, refer to page 14.

Coca-Cola Freestyle Boost (optional equipment)

how to replace Boost BIB

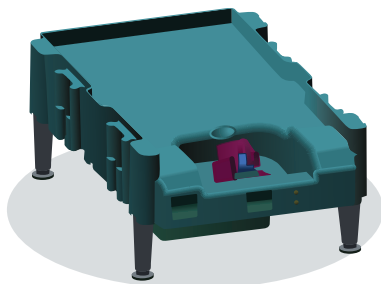
Add additional brands to your 7000 dispenser with Coca-Cola Freestyle Boost

Brands currently available:

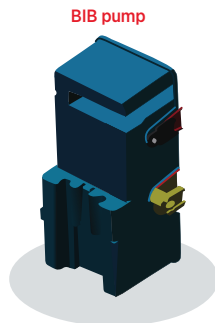
- Barq's Olde Style Root Beer
- Minute Maid Lemonade w/ Real Sugar
- Blue Sky Lemonade
- vitaminwater XXX
- vitaminwater XXX Zero

NOTE: Brands which are available in cartridges are not eligible to be used on Boost.

Equipment



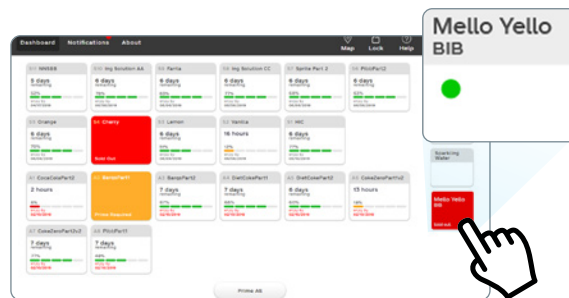
CCFS Boost TRAY



BIB pump

How to replace a Coca-Cola Freestyle® Boost BIB

- ① When a Boost BIB package is sold-out, it will appear in a similar manner as sold-out cartridges.
- ② Replace the Boost BIB package, manually.
- ③ Once the BIB is replaced, tap on the ingredient location to reset.
- ④ Once successfully reset, the Boost BIB indicator will change to a green dot.



Successful reset and healthy status icon.

A red square on the crew dashboard indicates Boost BIB is empty and needs to be replaced.

Coca-Cola Freestyle Boost (optional equipment)

how to replace under the counter NNS BIB

Changing the NNS (Under the Counter)

NNS (Non-Nutritive Sweetener) is a BIB ingredient located under the counter for each Freestyle dispenser. When NNS is empty, the dispenser it serves will be unable to pour diet or low calorie beverages and those brands will display as gray outs on the touch screen.

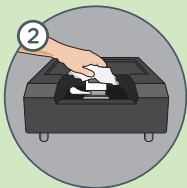
- ① To ensure a BIB is empty, check the Crew Dashboard to see if the NNS indicator has turned red with a “Sold Out” alert.
- ② Open the cabinet under the counter and replace the NNS using a new box from your storage area. (Follow procedures as shown.)
- ③ Once the new NNS box is installed, return to the Crew Dashboard and press the red “Sold Out” alert to prime and reset.

NOTE: NNS indicator displays a green dot when successfully reset.

Procedure To Replace NNS BIB Ingredients Under the Counter



Release by moving locking lever to the left. Double check to ensure the box is empty and remove.



Remove collar. Clean collar, probe and compartment with cloth dipped in approved sanitizer solution (Kay-5). Wait 2 minutes and repeat with fresh sanitizer solution then allow to air dry.



Reinstall the collar. Open the new box, pull out the fitment and remove cap. **CAUTION:** Do not use a sharp object to open



Place box onto tray with the arrows on the package facing up. Align fitment to connector, then move lever to the right to lock.

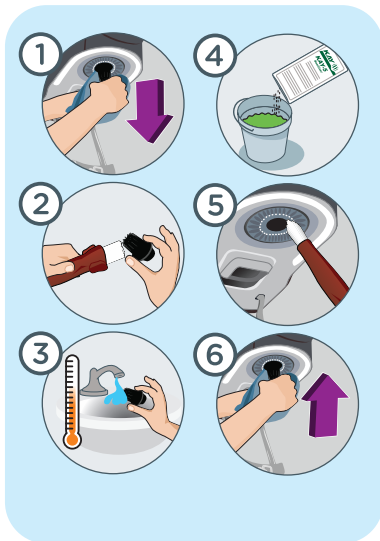
NOTE: Small bubbles indicate it's installed correctly.

cleaning nozzle, injector ring, and ice chute

How to properly clean the nozzle and injector ring

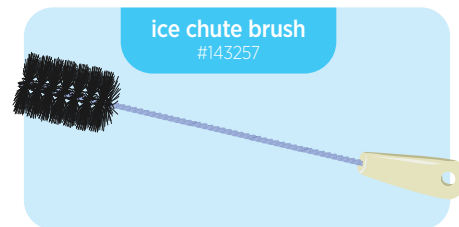
- 1 Locate the nozzle. Using a clean cloth to protect your fingers, twist nozzle counter-clockwise, and then pull down to remove.
- 2 Scrub the nozzle at a 45° angle with dish soap using the blunt end of the nozzle brush (small parts #149326).
- 3 Rinse nozzle in warm, clean, drinkable water.
- 4 Place 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 Turn off power using green power button.
- 2 Use the ice chute brush (small parts #143257) and approved sanitizer solution (Kay-5) to clean inside the ice chute.
- 3 Wait two minutes to allow to air dry, then repeat step 2 with fresh sanitizer solution.
- 4 Wipe the outside of the ice chute tip using a clean cloth and fresh sanitizer solution.
- 5 Allow time for the ice chute and ice chute tip to air dry.
- 6 Return to normal operation.

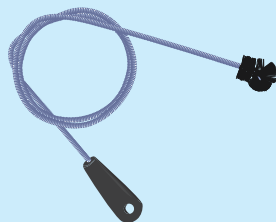
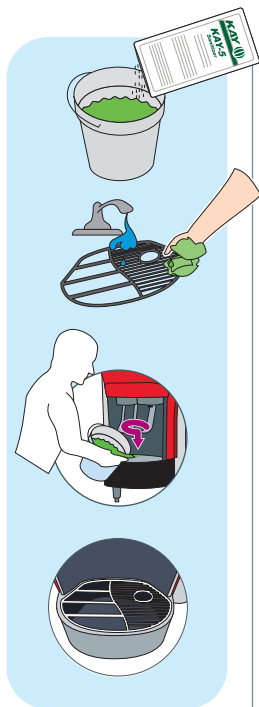


cleaning drain and exterior surfaces

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 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.

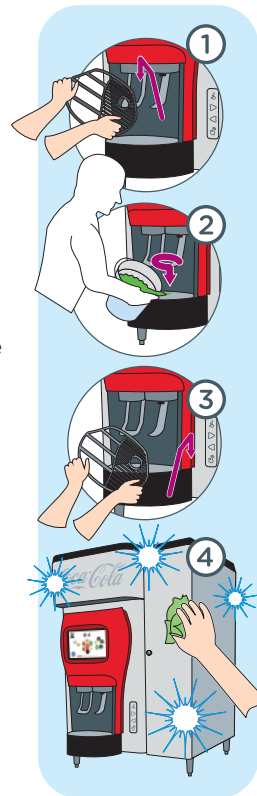
drain brush
#144925



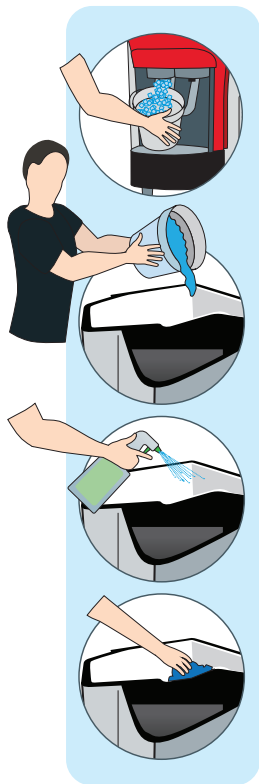
How to properly clean the exterior

NOTE: Reinforce with crew to always clean the touch screen, levers, and ADA interface area periodically throughout the day.

- 1 Remove the cup rest. Clean and 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 the cartridge access door, touch screen, levers and ADA interface area.



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 Clean 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.

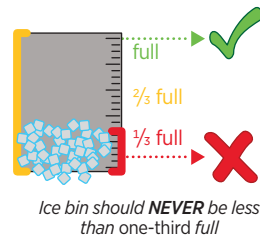
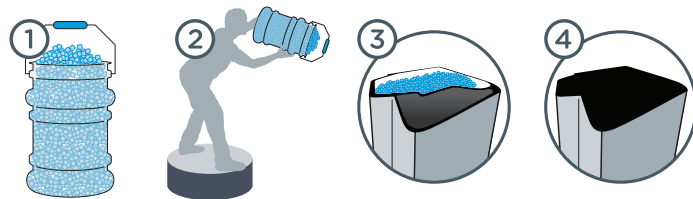
NOTE: For complete disassembly instructions, contact your Coke representative.

How to properly 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:

- 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® 7000 dispenser ice bin.

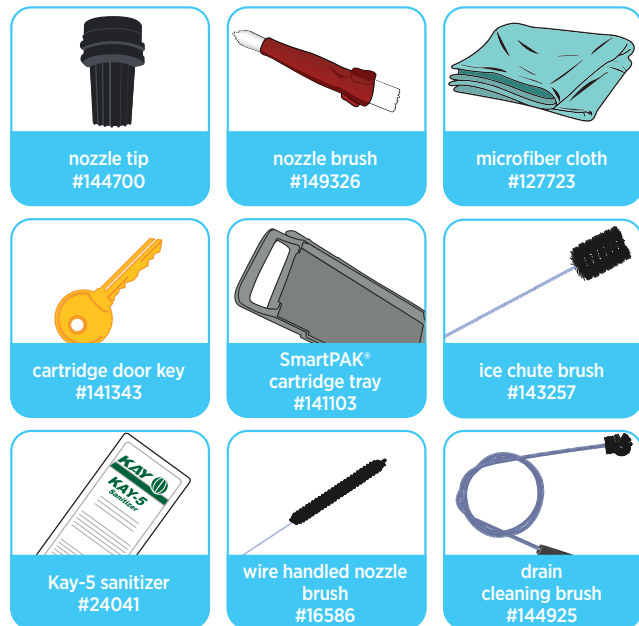


small parts and cleaning tips

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

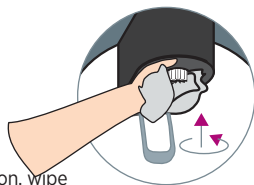
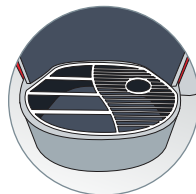
- ✓ Clean and sanitize to remove debris from ingredient cartridge trays and cartridge probes with an approved sanitizer solution when cartridges are changed (refer to page 10)

Daily tasks

- ✓ Clean and sanitize nozzle and injector ring (instructions on page 15).
- ✓ Pour warm sanitizer solution **SLOWLY** down the drain.
- ✓ Using a clean cloth and approved sanitizer solution, wipe down all exterior surfaces, including:
 - » Touch screen
 - » Levers
 - » Splash plate
 - » Exterior of drain pan
 - » ADA interface
 - » Front and side panels
 - » Cartridge access door

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 tasks

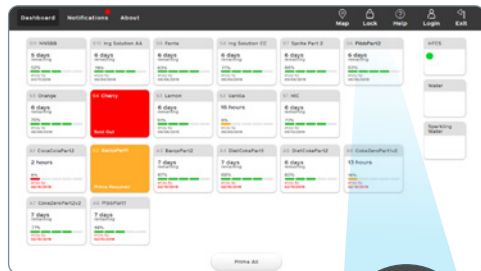
- ✓ Clean ice chute with clean cloth, clean brush, and approved sanitizer solution (Kay-5) (instructions on page 15)
- ✓ Remove ice bin lid, then clean and sanitize both sides of lid with approved sanitizer solution.
- ✓ Clean exterior surfaces of top mount ice maker (if applicable).

Monthly Tasks

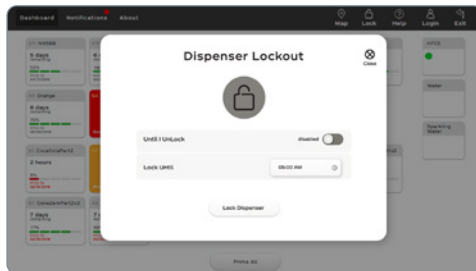
- ✓ Follow instructions for ice bin cleaning best practices (see page 17)

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 on top right corner to launch the configuration screen.



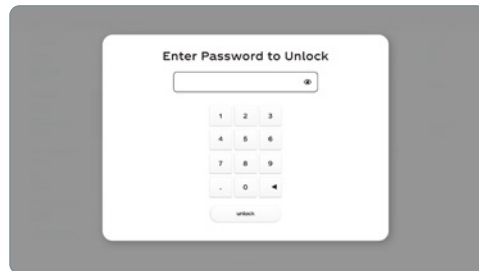
- 2 There are two ways the dispenser can be locked:

- **Manual Setting**

Slide the "Until I Unlock" toggle switch to "enable". Once enabled, the manager must enter the passcode to unlock the dispenser at any time.

- **Time Setting**

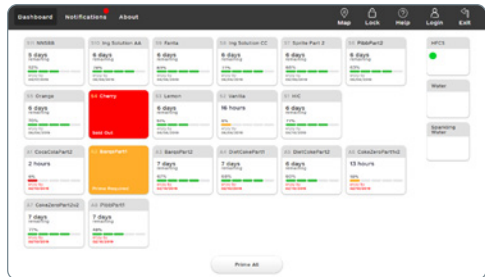
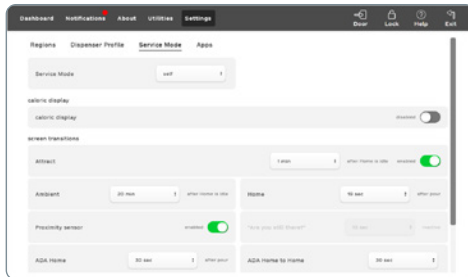
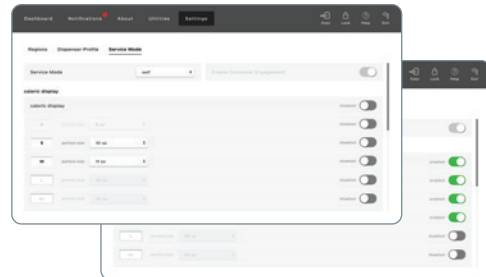
Tap the button next to 'Lock Until' and set a time for the dispenser to unlock automatically when "Until I Unlock" is disabled.



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

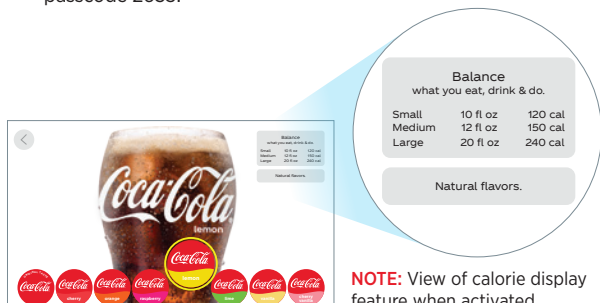
calorie counter display feature

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.
- 2 Select the 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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