

Coca-Cola freestyle 3100 | User Guide





This guide provides general tips and correct maintenance procedures for your Coca-Cola Freestyle[®] 3100 dispenser.

Coca-Cola Freestyle 3100 is a part of the family of dispensers utilising micro-dosing technology. This technology stores all beverage components separately until the moment the drink is poured, ensuring a fresh, great tasting beverage every time.

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external components

- ① Cover
- ② Touch screen
- ③ Nozzle tip
- ④ Cup rest and drip tray/drain pan
- ⑤ Key lock
- ⑥ Cartridge access door
- ⑦ Beverage dispense button



- 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 **MyCokeTech**[®] for support at **1-800-318-COKE (2653)**.

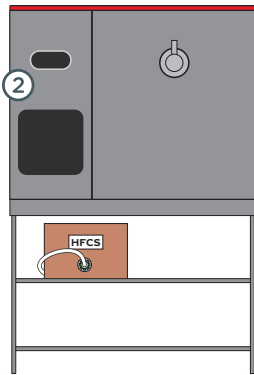
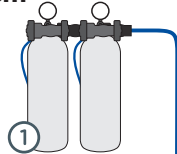
external and internal components

① Water filtration system

② Water chiller

③ CO₂ Tank

④ HFCS

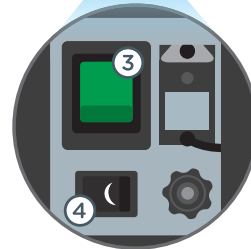
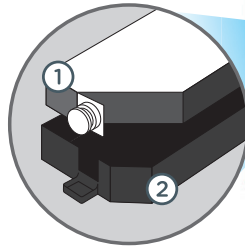


① Ingredient/NNS cartridge

② Cartridge tray

③ Power switch

④ Sleep switch



Replace the filters
① according to the
recommendation by
the manufacturer.



The dispenser is
equipped with two
Stand-by Modes:

1. Power Saver Mode

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

2. Proactive Sleep Mode

Do not use this ④ after operation hours to avoid disruption with nightly updates.

CAUTION! Do not switch the dispenser off at night or after operation hours to avoid disruption with nightly updates.

The power (on/off) switch is located behind the Cartridge Door.

NEVER POWER OFF THE DISPENSER UNLESS instructed to do so by a Coca-Cola technician.

NOTE: Reactivation takes approximately 1 minute.



● operations

dispensing a beverage

Step one

Place your cup under the Nozzle.

Step two

Find your favourite beverage using the Touch Screen.

Step three

Select your favourite beverage using the Touch Screen. Press the Pour Button to dispense your beverage.



Select a brand to see all available flavor options.



Pick your favorite flavor and then use the pour lever to dispense your beverage.

NOTE: The touch screen will time out after 10 seconds and return to the home screen.

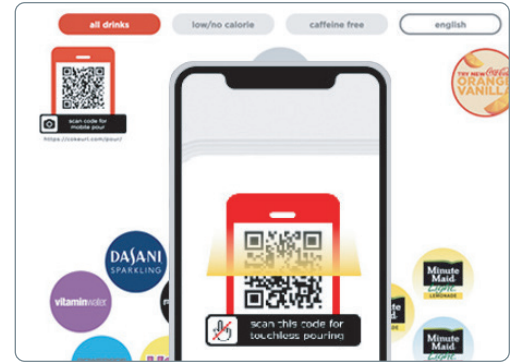
mobile pour

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

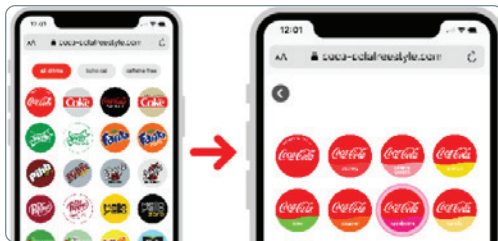
- ① Push lever for ice and place cup in dispenser



- 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



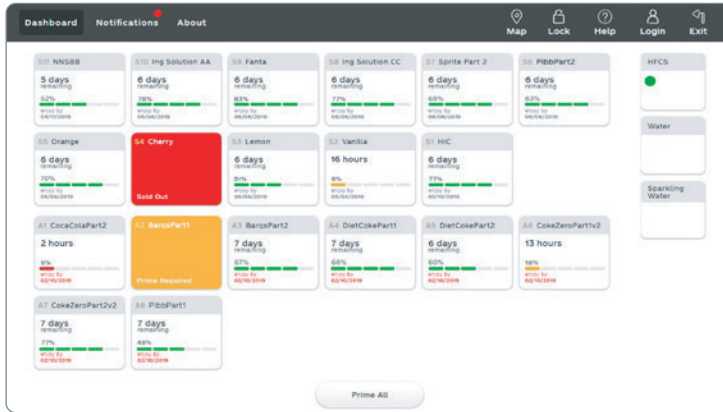
- ③ Select desired brand and drink



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



accessing the dashboard



Crew Dashboard

There are two ways to access the crew dashboard:

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

Secret handshake

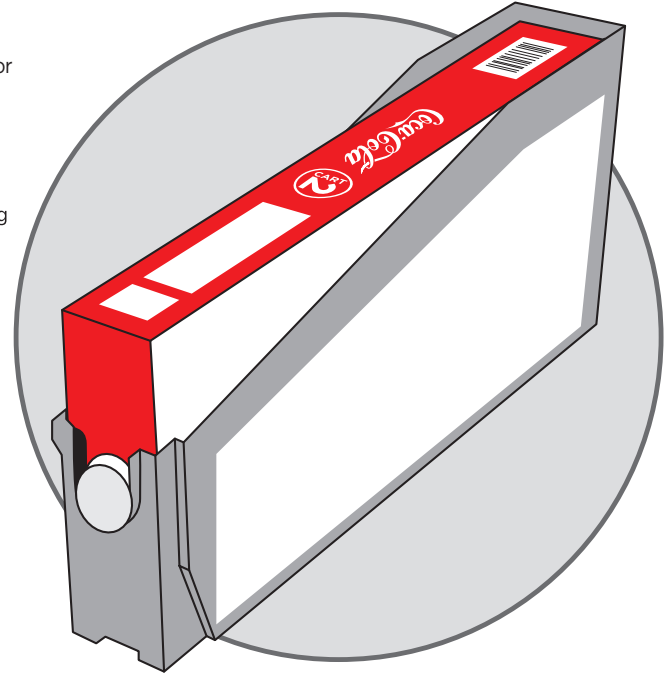
On the all brands consumer screen, place your index finger on the lower left of the screen between the water icon and the red all drinks button. Hold for 5-6 seconds to launch the crew dashboard.

handling an ingredient cartridge

Ingredient cartridges replace your traditional BIB packaging except for HFCS which comes in a 20L BIB.

- The cartridge holders should be washed by hand using an approved food grade sanitizer or an approved equivalent and NEVER PLACED IN A DISHWASHER. Placing the holders in a dishwasher may warp the cartridge holders over time. Always remove and replace ONE CARTRIDGE at a time to avoid inserting it into the incorrect slot.
- Preparing cartridges and cartridge holders in advance for your most popular brands and flavours will make the cartridge change-out process more efficient and avoid delays during peak periods.
- Always remove and replace ONE CARTRIDGE at a time to avoid inserting it into the incorrect slot.
- Always rotate cartridges after each delivery.
- Always use your oldest cartridges first, i.e. "FIRST-IN, FIRST-OUT".
- Avoid placing cartridges near any heat source, standing water, or cleaning solutions.
- Never stack cartridges more than 6 high.

Proper handling of the cartridges and the cartridge holders is extremely important to ensure proper operation of the Coca-Cola Freestyle® 3100 dispenser.

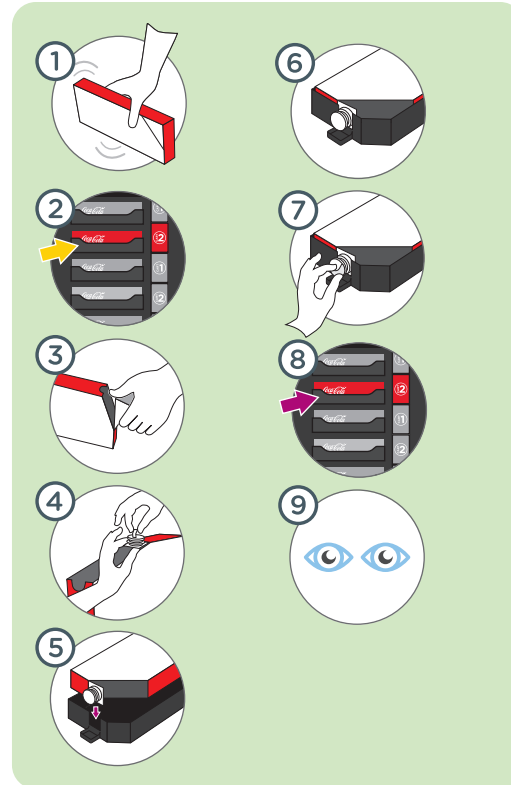


replacing a cartridge

Until you become familiar with the cartridge replacement process, always pay close attention to the instructions (icons) provided on the side of each cartridge.

- 1 Always remember to shake each cartridge VIGOROUSLY for 10 SECONDS prior to placing it into the cartridge holders and Coca-Cola Freestyle dispenser.*
- 2 Press black lever on the left of the cartridge holder (highlighted yellow in the diagram to the right) to remove from the cartridge shelf.

PLEASE NOTE: When empty, separate cartridge from the cartridge holder and recycle the outer paperboard box.
- 3 Open cartridge using perforated cartridge opening flap.
- 4 Remove (outer) white dust cap prior to placing the cartridge onto the cartridge holder.
- 5 Always place cartridge onto the cartridge holder and ensure plastic fitment of the cartridge pouch aligns with the mini tray of the cartridge holder.
- 6 Ensure the cartridge is aligned with the slot found on the cartridge holder.
- 7 IMPORTANT: Remove safety seal prior to inserting into the dispenser.*
- 8 Press black lever on left of cartridge holder to re-insert back into the dispenser.
- 9 Follow on-screen instructions to complete the cartridge prime process. (instructions on page 11).



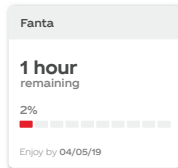
when to replace an ingredient cartridge

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.

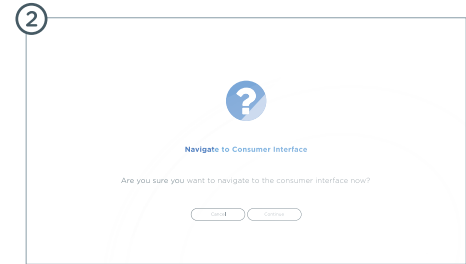
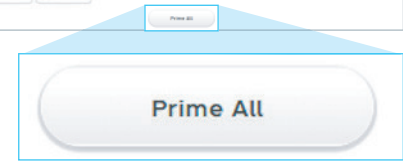
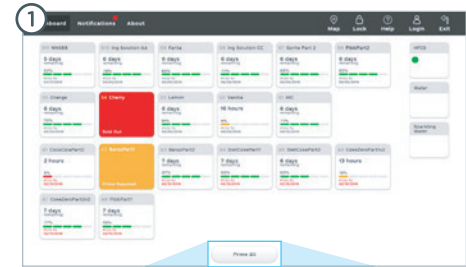
Priming an ingredient cartridge simply removes any trapped air in the line and ensures guests receive a consistent, quality beverage. After replacing an empty cartridge, follow the on-screen messages outlined below:

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.



changing HFCS

HFCS (High Fructose Corn Syrup)

Used for all full-calorie beverages

- HFCS (sweetener) is delivered by your local distributor in a BIB (20L)
- The HFCS BIB would be located beneath the counter where the dispenser is located or in the back room.
- Always monitor your HFCS usage and NEVER let it become completely empty.

NOTE: Follow handwashing procedures as appropriate in your venue.

Procedure to replace HFCS (sweetener) BIB

1 Check to see how much product is left by lifting the box.

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

3 Remove connector and replace with new HFCS (sweetener) BIB.

4 Rinse the connector in a cup of warm sanitized solution and wipe it dry with a clean cloth.

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.
REMEMBER: Reset the HFCS on the crew dashboard as shown on page 10.

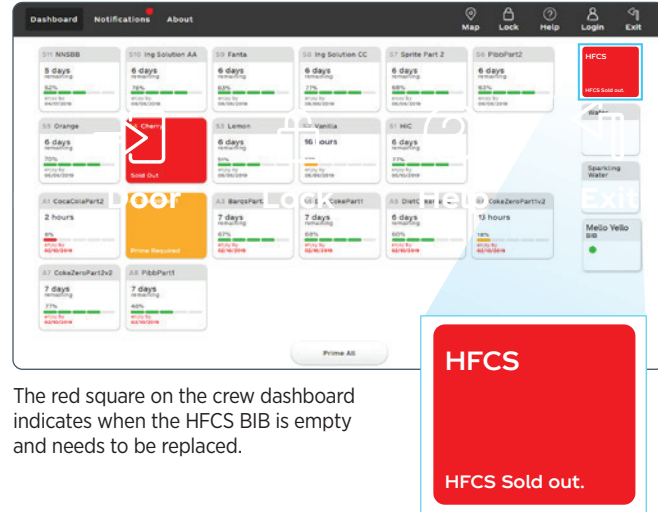
HFCS (sweetener) dashboard reset



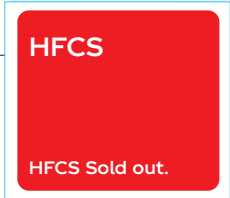
When the HFCS BIB is empty, you will need to replace it and **RESET** the HFCS module following these steps:

- 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**.



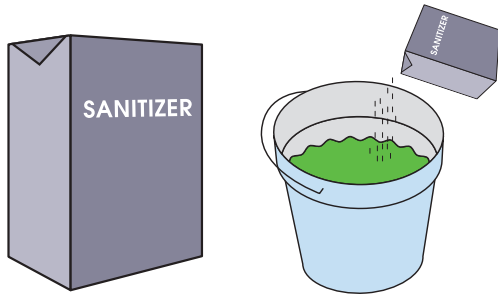
The red square on the crew dashboard indicates when the HFCS BIB is empty and needs to be replaced.



preparing for daily cleaning tasks

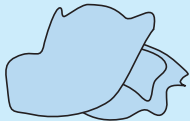
Coca-Cola recommends using a food-grade sanitizer.

When using a chlorinated detergent, follow instructions to produce a 100ppm chlorine sanitiser solution.

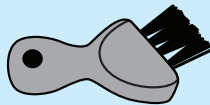


Replacement nozzles and brushes can be ordered when required. Please follow your company's procedures for orders and deliveries.

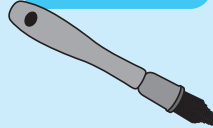
microfibre cloth



nozzle brush



long handled brush



NOTE: Follow handwashing procedures as appropriate in your venue.

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 (>125°F - 51.6°C) into the drain.

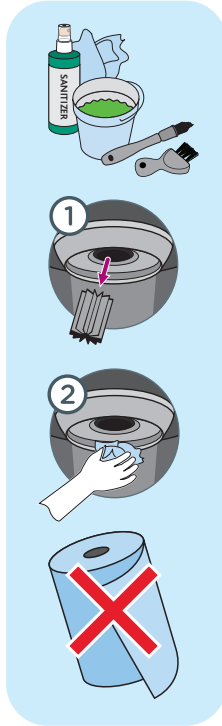
HOT

daily cleaning tasks

How to properly clean nozzle and nozzle ellipse area

- 1 Remove the nozzle and clean it with the nozzle brush
- 2 Clean the nozzle Ellipse area with the long-handled brush and then wipe it with a clean, damp cloth and approved sanitizer

NOTE: DON'T use paper towels – bits can get stuck in the nozzle which will prevent it dispensing drinks correctly

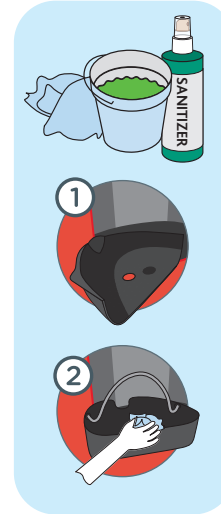


Please note that these cleaning procedures apply to the FS3100 Dispenser.

How to properly clean cup rest and drip tray

- 1 Remove the cup rest and drip tray, and wash with warm sanitizer solution. Dry it with a clean cloth
- 2 Clean the drain pan area using a cloth and sanitizer solution. Put the Cup Rest and Drip Tray back AFTER the drain cleaning task is completed

NOTE: Make sure you empty the drip tray regularly throughout the day if your dispenser is NOT plumbed in.



How to properly clean inside panels of the cartridge access doors

Wipe the inside panels and door seal with a clean, damp cloth and approved sanitizer



daily cleaning tasks

How to properly clean exterior and drainage pipe

- 1 If there is external drainage, clean the drainage pipe by SLOWLY and CAREFULLY pouring hot (not boiling) water down the pipe
- 2 ALL DISPENSERS - Using a clean cloth and approved sanitizer solution, wipe all exterior surfaces, including the front panel of the Cartridge Access Door, the Touch Screen and exterior surfaces of the dispenser
- 3 If there is external drainage, clean the drainage outlet and the surrounding area using a cloth and sanitizer solution
- 4 If there is external drainage, add hot water to the remaining sanitizer solution and pour down the drain - SLOWLY. Ensure the drain empties properly. Wipe the Drain Pan and surrounding area dry with a clean cloth

Please note that these cleaning procedures apply to the FS3100 Dispenser.

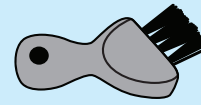


You will need:

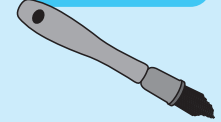
microfibre cloth



nozzle brush



long handled brush



bucket warm/hot water



approved food grade sanitizer



Your equipment:

Remember - if you don't look after your Freestyle machines - keeping them cleaned and well-maintained, they won't be able to dispense drinks properly which means...

- ✗ Disappointed customers
- ✗ More work for you in the long term
- ✗ Less money for your store

Health and safety:

Remember - ALWAYS follow company Health & Safety procedures when cleaning your Freestyle machines.

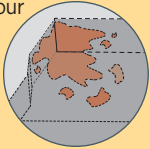


weekly cleaning tasks

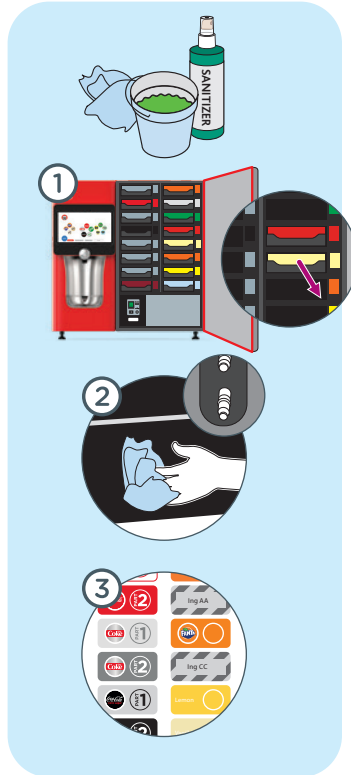
How to properly clean cartridge slots and trays

- 1 Remove all the cartridges and place on a sanitized surface. Cover cartridge fittings with cling film
- 2 Wipe down slots and IPN Probes with sanitizer and a clean cloth
- 3 Wash all the cartridge holders in a bucket of warm sanitizer solution and wipe dry. Wipe all cartridges with a clean cloth and sanitizer before replacing in holders and the dispenser

IMPORTANT NOTE: If you notice any significant leakage behind the cartridges, report to your Manager straight away - they can put in an enquiry call to the Freestyle Support Service.



Please note that these cleaning procedures apply to the FS3100 Dispenser.



You will need:

microfibre cloth



bucket warm/hot water



approved food grade sanitizer



Your equipment:

Kay-5 Sanitizer, cleaning brush and replacement nozzle can be ordered. Call Coca-Cola service number 1-800-318-COKE(2653) and request a small parts order.

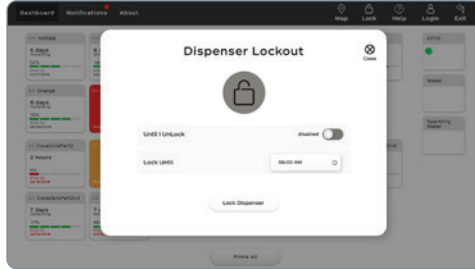
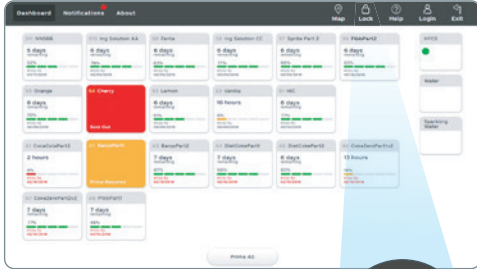
NOTE: Shipping request other than standard ground transportation may be charged to your outlet.

Health and safety:

Remember - Always make sure that you put safety first when cleaning Freestyle machines.

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". 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.

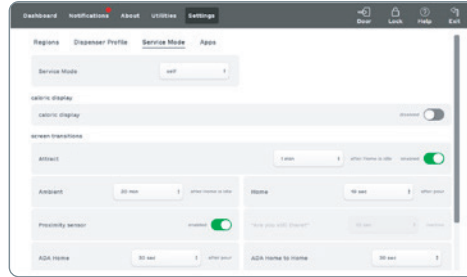
- 3 Once the dispenser is locked, you may unlock the user interface by using the manager passcode (2653).

calorie counter display feature

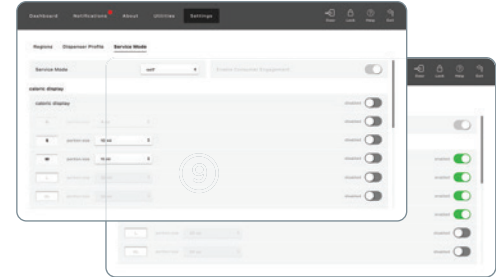
Follow these steps for an easy way to help comply with the FDA menu-labeling regulations for chain establishments with 20 or more outlets:



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



NOTE: View of calorie display feature when activated.

Balance what you eat, drink & do.		
Small	10 fl oz	120 cal
Medium	12 fl oz	150 cal
Large	20 fl oz	240 cal

Natural flavors.

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 (1-800-318-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 @ 1-800-318-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



*a product of
The Coca-Cola Company*