



COLD FIZZY FRESH CLEAN TASTE

ELEMENTS OF A QUALITY AND PROFITABLE BEVERAGE

CUSTOMER TRAINING



QUALITY & PROFITABLE BEVERAGE ELEMENTS



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COLD

If the drink isn't cool, it melts too much ice and loses its fizz.

Ice-Cooled Refrigeration

Mechanical Refrigeration

Remote Refrigeration

FIZZY

A good soft drink has the sparkling fizz of proper carbonation.

How to Change an Empty CO₂ Cylinder

Checking the CO₂ Pressure Regulators

How to Check for a CO₂ Leak

FRESH

It's got to be fresh to taste just right.

BIB (Bag-in-Box) Product Rotation

How to Change a BIB (Bag-in-Box)

CLEAN

Who wants a soft drink from a dispenser that's not clean?

Daily Cleaning Procedures

Weekly & Monthly Cleaning Procedures

TASTE

Be your own first customer! You know how good Coca-Cola® Fountain beverages should taste.

COLD

REFIGERATION

REFRIGERATION

How cool? 40°F or less!

WHY IT'S IMPORTANT

If the drink is warmer than 40°F when it is dispensed:

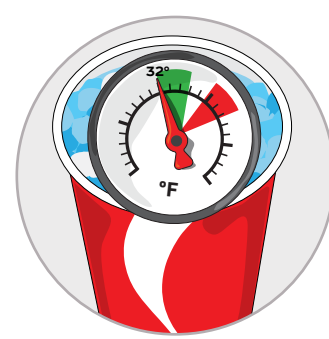
- **It tends to foam** losing its carbonation and producing a flat-tasting beverage.
- **It quickly melts ice** resulting in a weak, watery-tasting beverage.

To make sure your soft drinks are cool enough, check drink temperature daily. Just follow these simple steps...

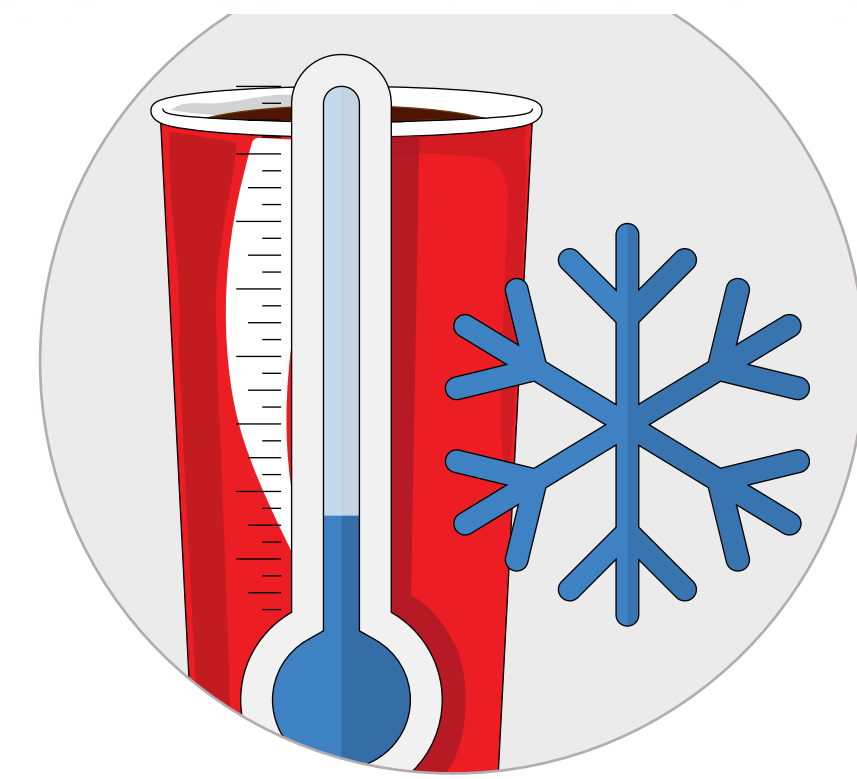
FIRST, ENSURE THE THERMOMETER IS ACCURATE!

Test the thermometer accuracy. Place the thermometer in a full cup of ice with water added. Stir until the temperature reading remains constant. It should read exactly 32°F.

Adjust the thermometer. Locate the adjustment nut under the dial. With the thermometer inserted in the cup of ice water, turn the adjustment nut with an adjustable wrench until the dial needle points directly at 32°F.



Calibrate the thermometer with a full cup of ice



THEN...CHECK DRINK TEMPERATURE!

Get cool product to the valve. If the valve has not been operated in the last thirty minutes, dispense a 20 ounce drink without ice and pour out.

Dispense a test drink. Draw a second drink without ice for testing drink temperature. Insert the thermometer and stir gently while not touching the sides of the cup.

Read the temperature. After 15 seconds, the drink temperature should be less than or equal to 40°F. If not, the cause should be identified and corrected.



Drink temperature should be less than 40°



COLD

ICE-COOLED REFRIGERATION

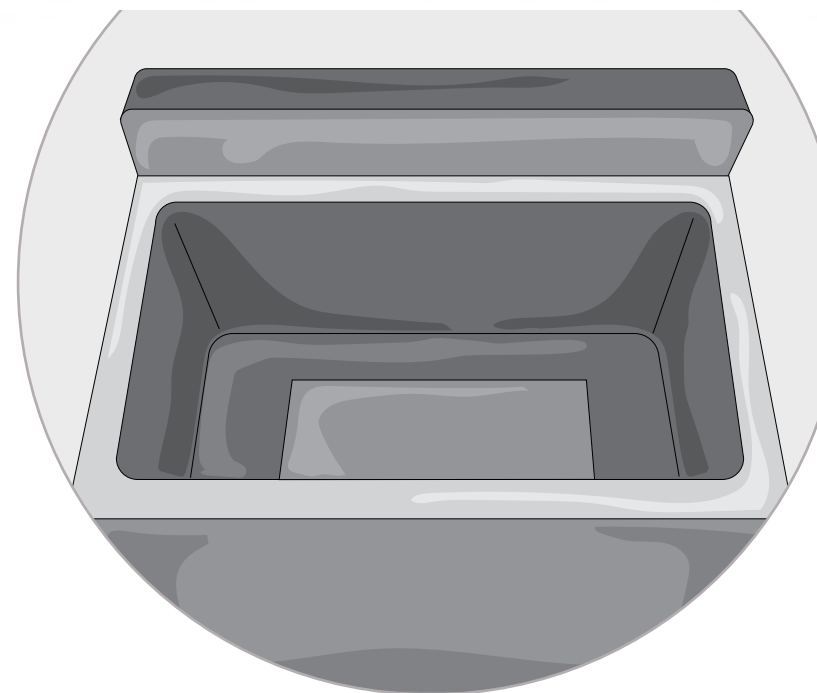
ICE-COOLED REFRIGERATION

HOW IT WORKS

Many soft drink dispensing systems use ice to cool the beverage. Ice-cooled refrigeration relies on a cold plate, which is usually located on the bottom of the ice bin.

WHAT TO CHECK

If the drink temperature from your ice-cooled refrigeration system is above 40°F, check the following conditions...



IS THE ICE BIN FULL ENOUGH?

The cold plate works best when it's **COMPLETELY** covered with ice. As a general rule, you should keep your ice bin 1/3 full at all times for proper cooling.



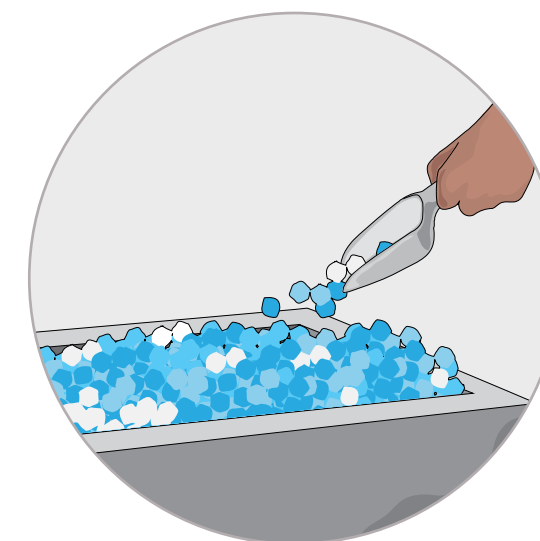
Ensure the cold place is completely covered with ice

IS THE ICE BIN DRAINING PROPERLY?

The cold plate works poorly if the water from melting ice doesn't drain away.

IS THE ICE IN CONTACT WITH THE COLD PLATE?

You should stir the ice periodically throughout the day to make sure ice is always in direct contact with the cold plate. Stirring breaks up gaps called "ice bridging".



Stir ice periodically throughout the day

COLD

MECHANICAL REFRIGERATION

MECHANICAL REFRIGERATION

Some soft drink dispensing systems use a compressor to cool the beverage. This type of mechanical refrigeration unit may be located in the dispenser cabinet or in a remote location.



WHAT TO CHECK

If the drink temperature from your mechanical refrigeration system is above 40°F, check the following conditions.

IS THE REFRIGERATION UNIT NEAR A HEAT SOURCE?

A mechanically cooled refrigeration system should NEVER be located near any major source of heat (ovens, grills, heaters, etc.).

IS THE AIR FLOW TO THE COMPRESSOR BLOCKED?

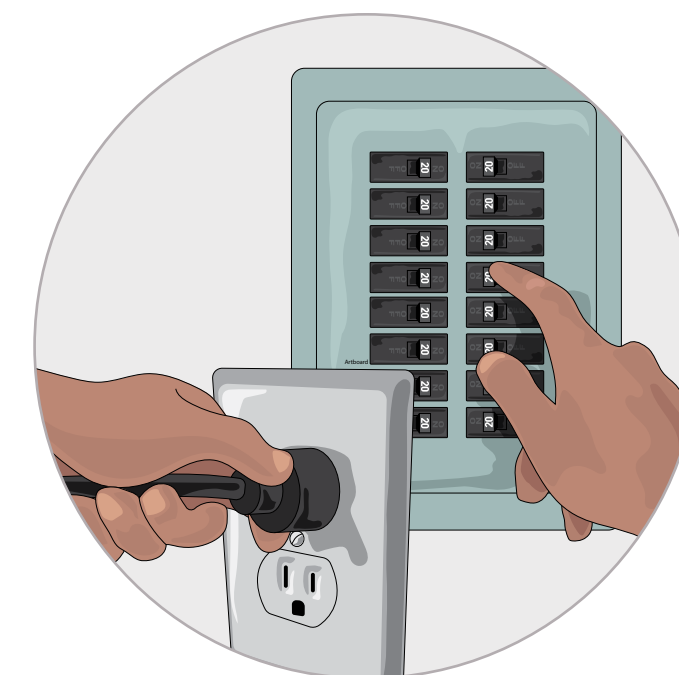
Cool air enters the front of the compressor, and warm air escapes from the top. If either air flow is blocked, the compressor will overheat and fail. Keep the front and top of the compressor clear at all times.

HOW IT WORKS

A water bath inside the refrigeration unit is cooled to form ice, which melts as it keeps the syrup and carbonated water chilled. The compressor starts whenever more ice is needed and shuts off when enough ice has been made.

IS THE REFRIGERATION UNIT PLUGGED IN?

Check to be sure the unit is properly plugged in and that a circuit breaker has not been tripped.



COLD

REMOTE REFRIGERATION

REMOTE REFRIGERATION

Some soft drink dispensing systems use a compressor system in the back room to cool carbonated water and syrup and a recirculating system to keep the carbonated water and syrup cool between the remote compressor system and dispenser valves in the dispensing area.

HOW IT WORKS

A water bath inside the remote refrigeration unit is cooled to form ice which melts as it keeps the syrup and carbonated water chilled. The compressor starts whenever more ice is needed and shuts off when enough ice has been made. A separate motor and pump recirculate chilled carbonated water in the insulated lines between the compressor system remote unit and dispensers to keep the syrup cool.

WHAT TO CHECK

If the drink temperature from your dispensing valves is above 40°F, check the following conditions...

IS THE UNIT OR ARE INSULATED LINES NEAR A HEAT SOURCE?

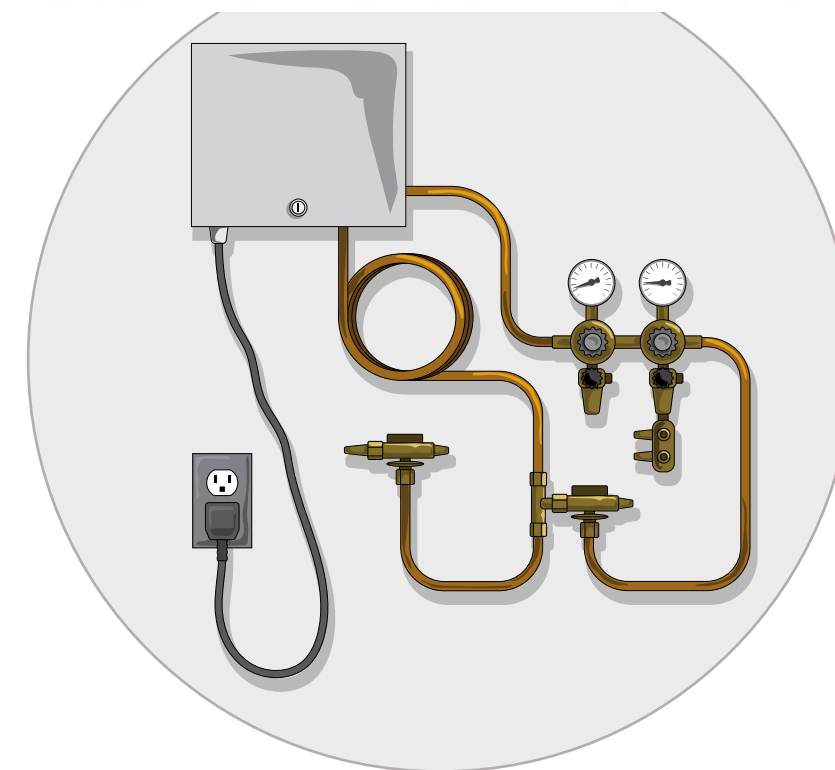
The refrigeration unit or insulated lines should never be near a major source of heat (ovens, grills, heaters, exhausts in the attic, etc.).

IS THE COMPRESSOR SYSTEM PROPERLY CONNECTED TO THE ELECTRICAL POWER SOURCE?

Ensure that the unit is plugged in and/or the circuit breaker has not been tripped.

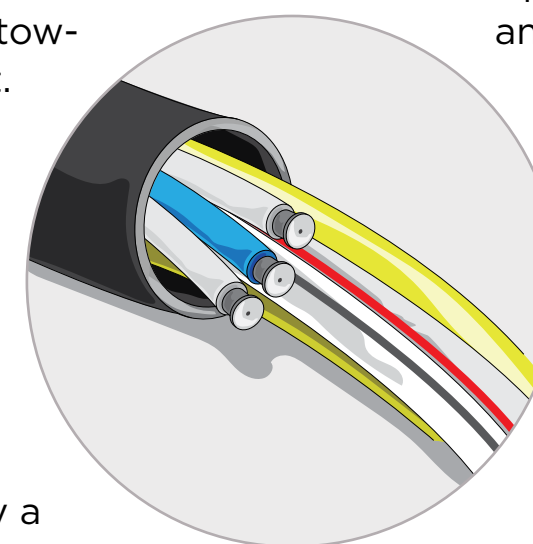
IS THE INSULATED SYRUP AND WATER TUBING INTACT AND WELL-INSULATED AT ALL POINTS?

Insulation is critical where the lines connect to the dispensing towers or the refrigeration unit. If the insulated tubing is not wrapped at these points or is exposed to air at other places, the line may become filled with condensed water from the air. This will cause the water and syrup in the lines to heat up. Only a service technician can correct the problem.



IS THE AIR FLOW TO THE COMPRESSOR BLOCKED?

Cool air enters from one side of the compressor and warm air escapes from another side. If either air flow is blocked, the compressor will overheat and fail. Keep both air flows clear at all times. Whether the compressor is located inside or outside the restaurant, it is necessary to ensure that the air flow remains unobstructed.



FIZZY

CARBONATION

CARBONATION

Bubbles! Fizz! Carbonate!

Proper carbonation comes from the right amount of carbon dioxide (CO₂) gas mixed with water in your soft drink system.

HOW IT WORKS

A CO₂ cylinder contains liquid carbon dioxide under high pressure. Gas from the top of the cylinder flows out to mix with water, creating carbonated water. Over time the amount of liquid in the cylinder will gradually be reduced.

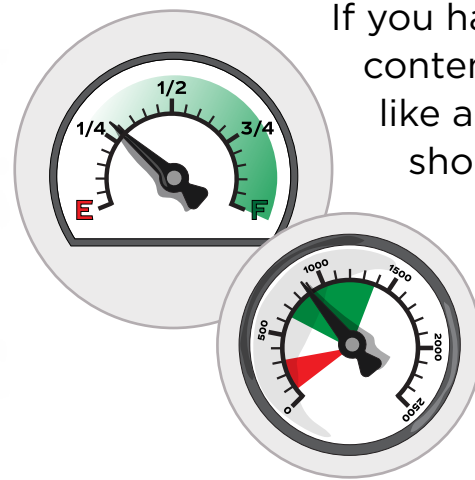
A bulk tank system is similar to a CO₂ cylinder system but typically contains 200 to 400 lbs. of liquid carbon dioxide and is under less pressure. Your CO₂ supplier generally fills a bulk tank, so tank changing is unnecessary.

WHAT TO CHECK

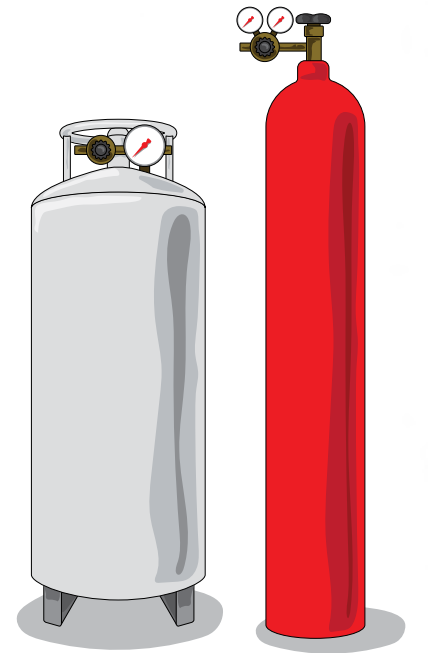
If your drink is flat or less carbonated than it should be, check to see...

IS THE TANK FULL?

You can tell a tank is empty by observing the 0 to 2000 PSI gauge. There are several types of meters; some will have a red pie-shaped section indicating a tank change is required. Others will have a red bar area. Some tanks will not have any markings; change these tanks when the pressure is under 500 PSI.



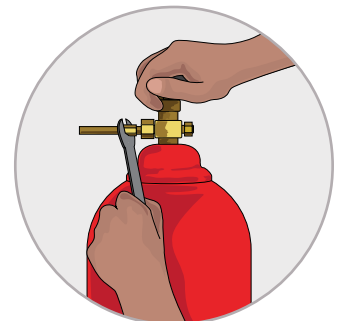
If you have a bulk CO₂ tank, you need to locate the contents gauge on top of the tank. Typically it looks like a gas gauge or an upside-down test tube. It should be above 1/4 full. Next, find the tank pressure gauge. If this gauge reads 120 PSI or less, the tank does not have enough pressure to push CO₂. If the content gauge is below 1/4 full or the tank pressure gauge is less than 120 PSI, call your supplier for a refill or tank service.



IS THE VALVE OPEN?

This is easy to check on CO₂ cylinders, and it's amazing how often someone forgot to open the valve! A simple screw-type valve opens and closes the tank.

- Turn the valve to the left to open the tank and to the right to close the tank.
- Always open the valve completely when using the tank and close the valve when the tank is not in use. This stops CO₂ from leaking around the valve stem.



IS THE PRESSURE SET CORRECTLY?

If the pressure isn't right, the carbonation won't be right! Check the high pressure regulator and the low pressure regulator settings. Some of the latest regulator technology comes preset and does not require gauges. [See Page 10](#) for instructions on checking these pressure regulators.

FIZZY

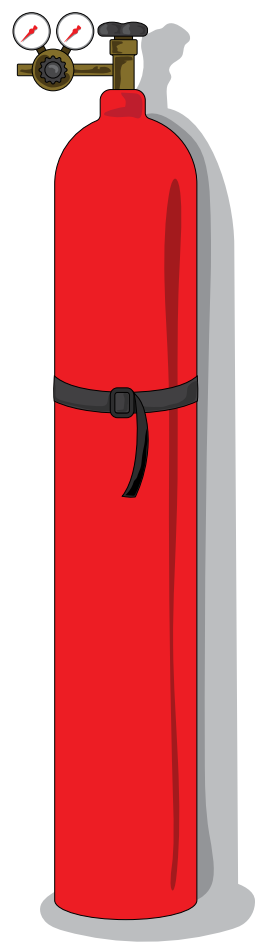
CARBONATION



WARNING!

CO₂ IS HIGH PRESSURE STUFF
Pay attention to these
SAFETY PRECAUTIONS:

- Keep CO₂ cylinders standing upright!
- They must be stored and used in the upright position at all times. Laying a CO₂ cylinder down could cause damage to the valve, resulting in a dangerous, out-of-control gas leak.
- Keep CO₂ cylinders in a well-ventilated area!
- Because carbon dioxide displaces oxygen, you want to be certain it doesn't build up in the storage area.
- Keep CO₂ cylinders secured to the wall!
- Each CO₂ cylinder contains 700 to 1200 pounds per square inch (PSI) of stored pressure. You don't want one falling down!
- Use a chain or bracket positioned 1/3 of the way down from the top to secure ALL cylinders. This means "in use," "back up" and "empty" cylinders!
- Keep CO₂ cylinders at room temperature!
- If the temperature goes up, so does the pressure inside the cylinder. Keep CO₂ cylinders away from heat to avoid excessive pressure buildup.



WHEN TO SUSPECT A CO₂ LEAK

This chart shows typical CO₂ usage for a well-maintained soft drink dispensing system.

Tank Size	Amount of Liquid CO ₂	Produces enough to carbonate
20 pounds	20 pounds	5 5-gallon boxes or 10 2½-gallon boxes
50 pounds	50 pounds	12 5-gallon boxes or 24 2½-gallon boxes

If your system seems to be using more CO₂ than normal, it's time to check for a leak! [See page 11](#) for How to Check for a CO₂ Leak.

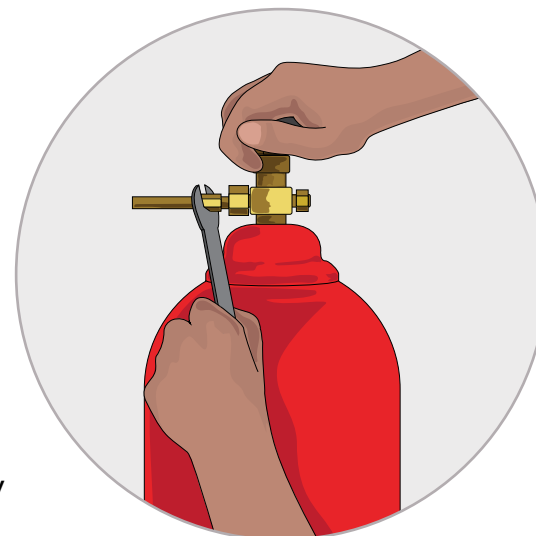
FIZZY

CHANGING CO₂ CYLINDERS

HOW TO CHANGE AN EMPTY CO₂ CYLINDER

When a CO₂ tank is empty, follow these simple steps to change the tank.

- 1 Close the empty tank.** Turn the valve completely to the right.
- 2 Loosen the connection nut.** Use a CO₂ wrench or box end wrench ONLY. Slowly turn the large nut to the left (counterclockwise). Pause briefly to allow pressure to escape.
- 3 Unfasten the hose.** Unscrew the large nut the rest of the way.
- 4 Replace the tank.** Unfasten the chain or bracket securing the empty tank, then move it and secure it upright in a storage area. Place the new tank in position, and secure it with the chain or bracket.



Close the empty tank

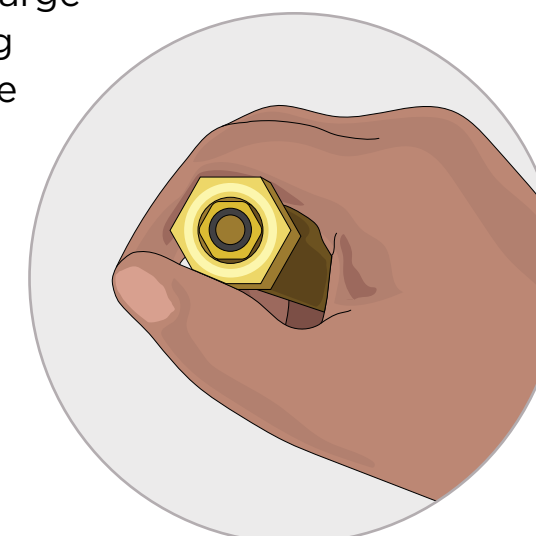


Loosen the connection nut

- 5 Check the connection.** Inspect the connection on the new tank for damage or debris. Briefly open the tank valve a little bit to blow out any hidden debris.
- 6 Check the seal.** Inspect the sealing O-ring inside the large nut for damage or debris. If your connection uses a sealing washer, replace it with a new one.
- 7 Connect the new tank.** Fasten the large nut, fitted with the O-ring or sealing washer, to the new tank. Tighten the nut with the wrench.

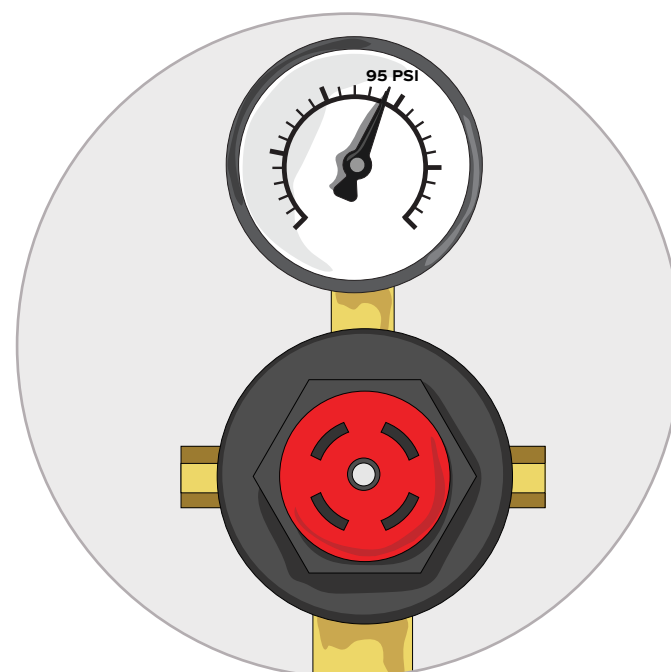


Briefly open the new tank valve to remove any debris



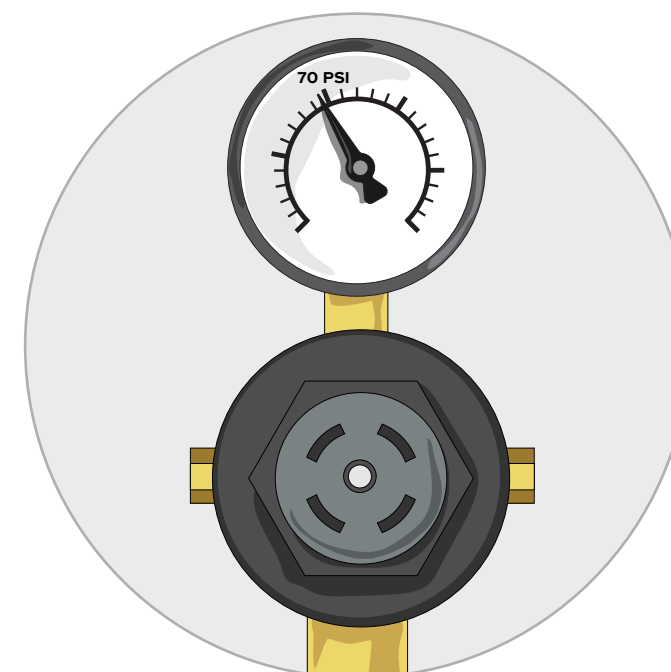
Inspect the sealing O-ring for damage or debris

FIZZY

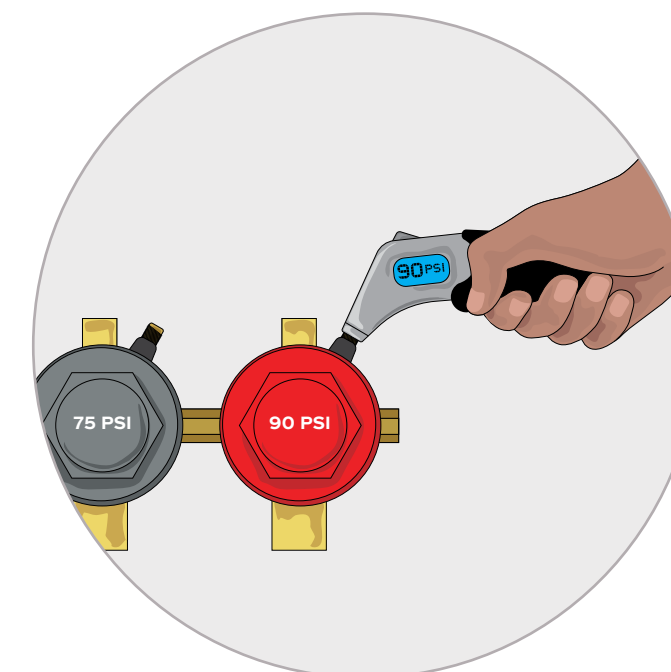
CO₂ REGULATORSCHECKING THE CO₂ PRESSURE REGULATORS

The **High-Pressure Regulator** controls the amount of CO₂ gas your system uses to make carbonated water. Set the High-Pressure gauge at:

- 105 PSI for standalone carbonators
- 95 PSI for remote refrigeration carbonators
- 75 PSI for Bevariety™ dispensers and cold carbonators in counter electric units



The **Low-Pressure Regulator** controls the pressure of the CO₂ gas your system uses to move syrup from the Bag-in-Box to the dispenser. Usually, the Low-Pressure Regulators are mounted near the syrup supply. Set your Low-Pressure Regulator gauge to 65 PSI unless the syrup is pumped up from BIBs in the basement. In this case, set the regulator to 70 PSI.



Check the reading on the CO₂ pressure regulator gauges to see if they match the correct settings for your soft drink system.

If your regulators don't have visible gauges, you can order an accurate gauge (part #20953) through the small parts program. Then, check the pressure using the same technique as with automobile tires.

Call 1-800-241-COKE (2653) to get help if any regulators are not set to the correct pressure.

Coca-Cola

FIZZY

CHECKING FOR LEAKS



HOW TO CHECK FOR A CO₂ LEAK

ARE YOU LOSING CO₂?

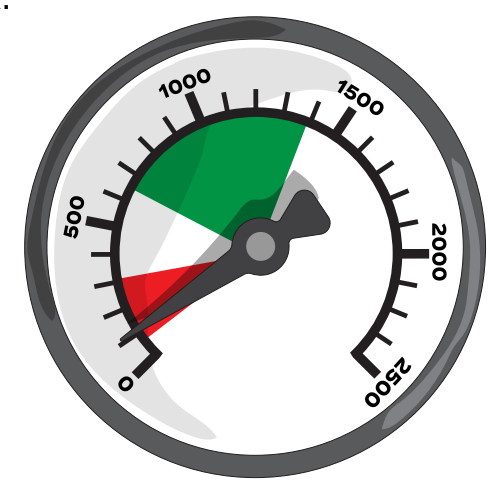
A 20-pound CO₂ cylinder contains 20 pounds of liquid carbon dioxide and should supply enough carbonated water for approximately 5 boxes of syrup.

A 50-pound CO₂ cylinder contains 50 pounds of liquid carbon dioxide and should supply enough carbonated water for approximately 12 boxes of syrup. If your system seems to be using too much, check for a leak by following these simple steps.

Turn off the CO₂ supply. Turn the valve completely to the right to shut off pressure to the system.

NOTE: Be sure NO ONE operates the dispenser while you are checking for a CO₂ leak.

Check the gauge. Observe the pressure reading on the 0 to 2000 PSI gauge. If the pressure settles and remains constant, there are no leaks. If the pressure steadily drops, there is a leak in the system.



WHAT TO DO

Call the Coca-Cola Customer Care Center toll free at 1-800-241-COKE (2653) if...

You have a CO₂ leak

You need to adjust your CO₂ regulator or your gauges are broken

You cannot read your gauges

FRESH

ROTATION

ROTATION

First In...First Out!

WHY IT'S IMPORTANT

Remember, great taste is why your customer orders a soft drink. Your customers expect to be served great-tasting fresh products. Fresh syrup is essential to producing great-tasting soft drinks.

WHAT TO CHECK

Syrups produced by The Coca-Cola Company for your soft drink system are packaged in Bag-in-Box containers. To make certain you always serve only fresh syrup, pay attention to these conditions...

Check the date code. Each syrup container is stamped with a date code indicating the “Enjoy By” date. The date code is on a label affixed to the box.

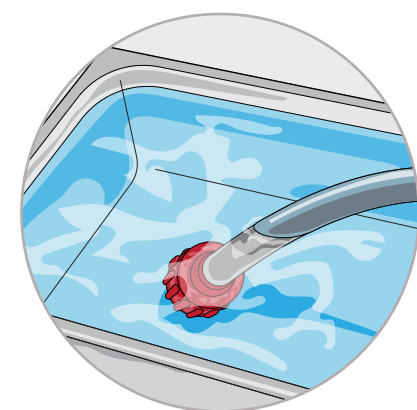
Rotate your syrup stock. Always use the oldest syrup first to maintain freshness. Remember FIFO (first in, first out)!

[See page 13](#) for How to Change a BIB.

Avoid using syrup that is too old.

Syrup should be used before “Enjoy By” date.

Soak the syrup line connector weekly or when changing BIBs. Soak connectors in chlorine-based sanitizer solution for 1 minute, and reconnect to the correct Bag-in-Box.



Soak for one minute



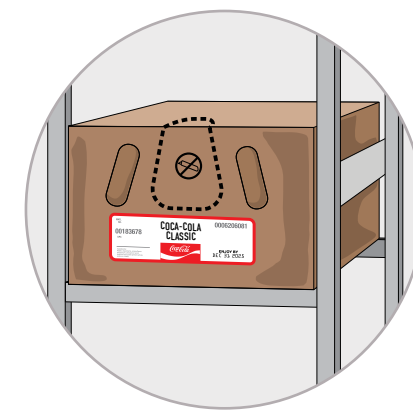
Note each BIBs **Enjoy By Date** and always use the oldest

SAFETY PRECAUTIONS

Never stack Bag-in-Box containers more than 5 high for 5 gallons. For 2.5 gallons, never stack containers more than 10 high. Be sure containers are stored at least 6 inches off the floor.

Never store near heat source, chemicals, pesticides, etc.

Never store outside or in a cooler.



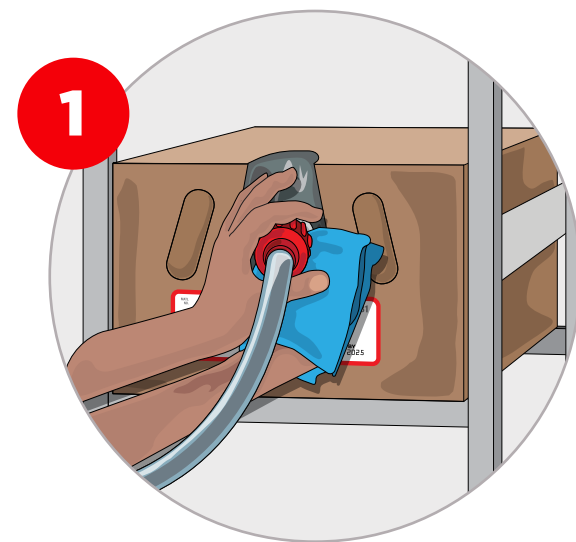
Never stack more than 5 BIBs



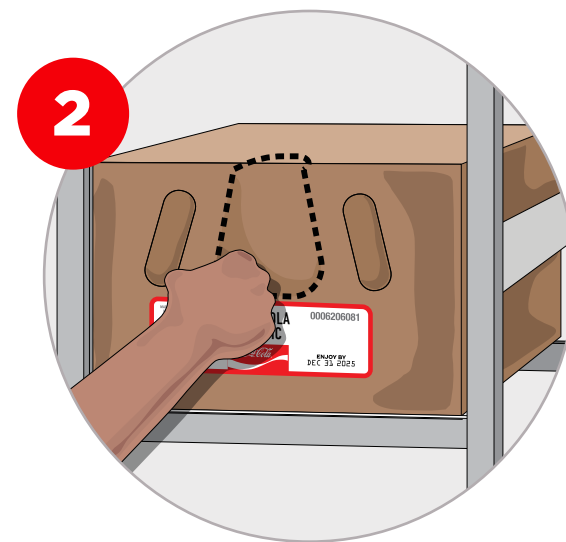
FRESH

CHANGING BIBs

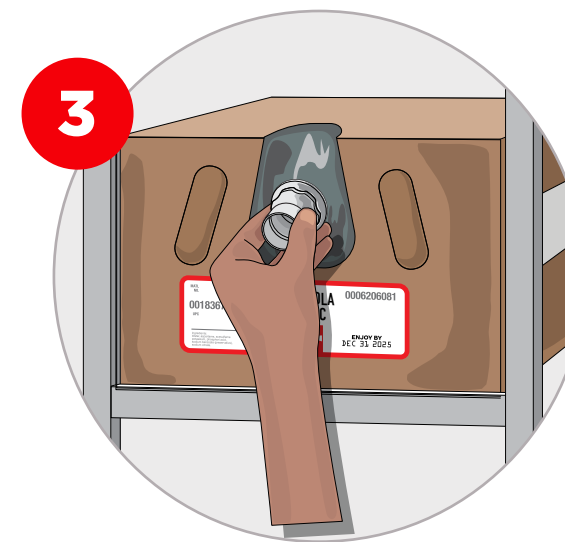
HOW TO CHANGE A BIB (BAG-IN-BOX)



Unscrew the syrup line connector and remove the empty box.



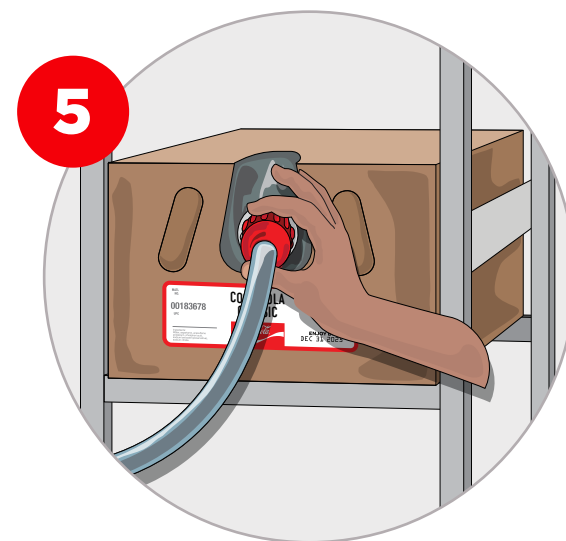
Open the flap of the new box by hitting it sharply with your palm.
DO NOT use a sharp instrument!



Pull the bag connector through the opening and remove the plastic dust cap.



Soak connectors in chlorine-based sanitizer solution for 1 minute.



Reconnect to the correct Bag-in-Box.
Tighten until the connectors are fully engaged.



Operate the dispensing valve to restore syrup flow.

CLEAN

DAILY CLEANING

DAILY CLEANING

Your customers associate a clean, tidy area with quality.

WHY IT'S IMPORTANT

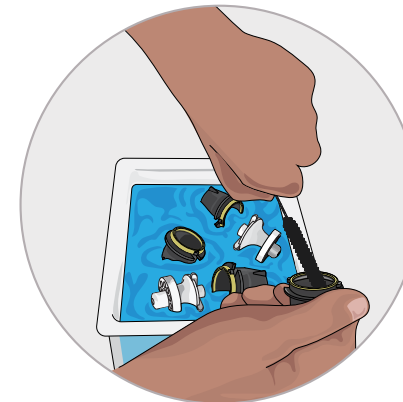
Keeping your dispensing system clean helps keep it operating properly. A clean, sanitary appearance communicates quality to your customers.

WHAT TO DO

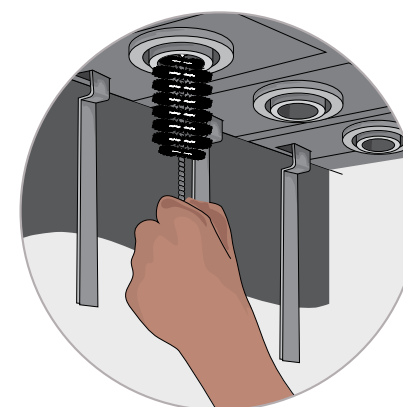
It's easy to keep your dispensing area clean and orderly when you follow this regular schedule of activities.



Clean the dispensing valve. Wash your hands with soap and water, and prepare a 2½-gallon chlorine-based sanitizer solution. Remove the nozzles and diffusers from the dispensing valves and clean them in sanitizer solution with a nozzle brush, and place them in sanitizer solution for at least 3 minutes. Then remove them and let them air dry. Then clean the lower valve body with a brush and sanitizer solution. Wash your hands with soap and water, and reinstall nozzles and diffusers. Do not run nozzles, diffusers or drip tray through a dishwasher.



Soak nozzles and diffusers for 3 minutes in sanitizer solution



Clean lower valve body with the valve cleaning brush

Clean the drip pan. Pour ½ gallon of chlorine-based sanitizer solution over the cup rest and down the drain. Remove rack. Wipe down inside/outside of the drip pan with a clean cloth towel and chlorine-based sanitizer solution.

Clean the dispenser. Clean all exterior surfaces of the dispenser, including levers with a clean cloth towel and chlorine-based sanitizer solution. If Drop-In, empty ice bin and pour in a ½ gallon of sanitizer solution. Wipe dry. If Bar-Gun, follow the above steps, then remove and clean nozzle and diffuser with a dedicated brush and sanitizer solution. Let them air dry and reinstall nozzle. If Ice Combo, clean the ice chute with a brush and chlorine-based sanitizer solution.

Document and sign the Dispenser Sanitizing Inspection Log.



Pour chlorine-based sanitizer solution over the cup rest



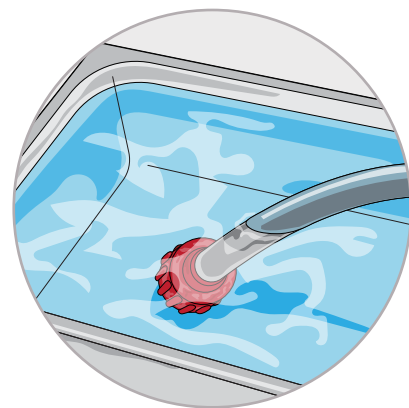
Wipe the dispenser dry



CLEAN

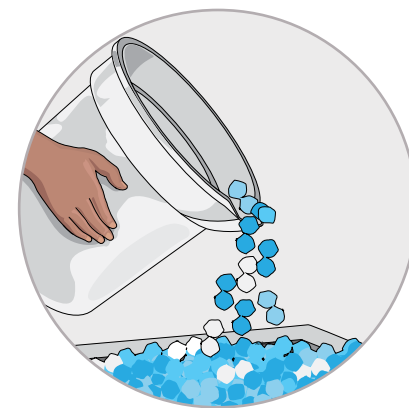
WEEKLY & MONTHLY CLEANING

WEEKLY & MONTHLY CLEANING



WEEKLY

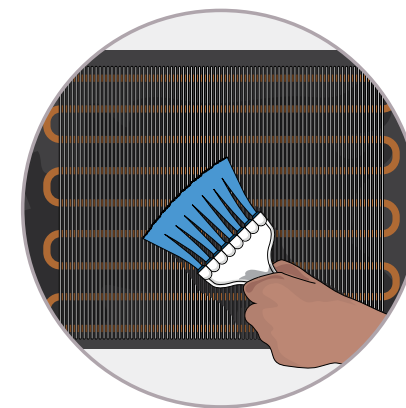
Clean Syrup Connectors. Wash your hands with soap and water, and prepare a 2½-gallon chlorine-based sanitizer solution. Disconnect syrup line from Bag-in-Box. Soak connectors in a dedicated bucket of sanitizer solution for 1 minute. It's OK to soak multiple connectors at the same time if they are marked with a flavor label. Reconnect syrup lines to correct BIB.



MONTHLY

Clean the inside of ice bins. Wash hands with soap and water, and prepare a 2½-gallon chlorine-based sanitizer solution. Unplug the dispenser. Empty all ice and rinse ice bin with warm water. Apply sanitizer solution using a soft, long handle nylon bristle brush to scrub inside of ice bin and chute. DO NOT USE a metal brush.

Clean the condenser (mechanical refrigeration). Unplug the dispenser and remove the grill cover in front of the condenser. Use a vacuum hose with a soft brush attachment to gently clean the exposed surface of the condenser. Brush in the same direction as the aluminum fins. To avoid bending the fins and blocking air flow, DO NOT push hard!



Clean the condenser filter (mechanical refrigeration). If your condenser is equipped with a foam filter, the above step is not necessary. Instead, remove the foam filter and wash it in a soap-and-water solution. Rinse completely and allow to dry on a flat surface. Reinstall the foam filter when totally dry.

Maintain product labels. Check all dispensing valves and replace any labels that are damaged or incorrect.

Check Water Filters to ensure they are current.

NOTE: Do NOT stack cups, boxes or other materials on top of or around the dispenser's ventilation area. Blocking the condenser can cause improper cooling. Do NOT store items in ice bin of drop-in dispensers as this could cause contamination.

Coca-Cola

TASTE

SENSATION

The unique, refreshing flavor of Coca-Cola® Fountain soft drinks!

WHY IT'S IMPORTANT

Great taste is why a customer buys a soft drink! To make sure you dispense only great-tasting soft drinks, you should taste test each product daily. Dispense a sample and taste it carefully. It should be completely free of any “off-taste” or unpleasant odors.

WHAT TO CHECK

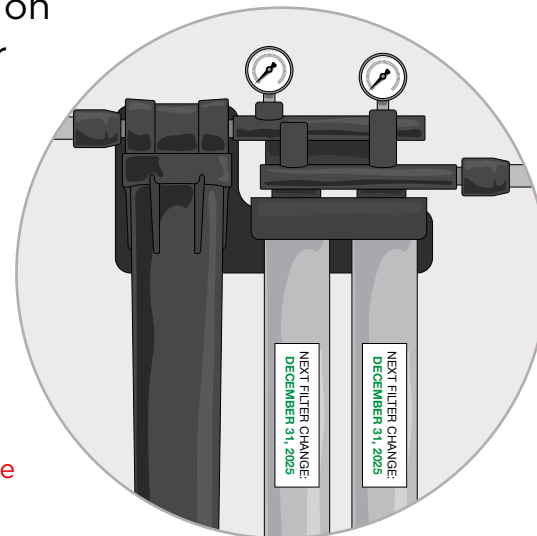
If you detect any “off-taste” in the soft drinks you dispense or if they taste too syrupy or too watery, check the following conditions...

DO YOU NEED A WATER FILTER?

If your soft drinks taste or smell like chlorine, your dispensing system may require installation of a water filter. Call 1-800-241-COKE (2653) for information on water testing and assistance in locating an authorized water filter company.

HAS YOUR WATER FILTER EXPIRED?

If you have a water filter, check to see if the filter cartridge is out-of-date or on “by-pass.” Replace any expired filter cartridge with a new one.

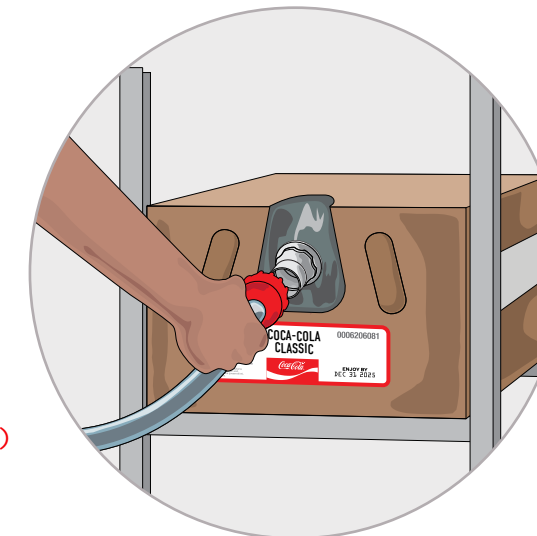


Regularly check
your water filter
expiration date



ARE YOU USING FRESH SYRUP?

Check to see that syrup is not out-of-date and is being properly rotated. [See page 12](#) to Make Sure the Syrup is Fresh!



Remember FIFO
(First-in, First-out)

Coca-Cola

TASTE

SENSATION

The unique, refreshing flavor of Coca-Cola® Fountain soft drinks!

ARE THE DISPENSING VALVES CLEAN?

Dispensing valve nozzles and diffusers and lower valve body should be cleaned DAILY to avoid unsanitary conditions that can cause bad-tasting drinks.

See page 14 for Dispenser Cleaning and Sanitizing Procedures.



Dispenser valves should be cleaned DAILY

ARE YOU USING THE RIGHT TYPE AND AMOUNT OF ICE?

The right kind and right amount of ice add a lot to the consumers' enjoyment of a quality soft drink. The ice should keep the drink cold without melting too fast and diluting the beverage.



NEVER used bagged ice

ENSURE YOUR GUESTS RECEIVE GREAT TASTING BEVERAGES

Use the right kind of ice. Use only the kind of ice recommended for your soft drink dispensing system. Never use bagged ice, as it causes foaming and can damage your ice dispenser.

Use the right amount of ice. Always serve the amount recommended for the size drink you are dispensing. If you use hard cube ice, fill the cup $\frac{1}{3}$ full with ice.

Always serve ice with an ice scoop. It's sanitary.

Keep your ice bin closed. Make sure the lid is on when not in use to prevent melting. This will also protect against anything accidentally being dropped into the ice bin.

The ice bin is for ice ONLY. Never store food products, ice scoops, bottles, juice boxes, etc. in your ice bin. They could contaminate the ice.



Coca-Cola



BOIL WATER ADVISORY

BOIL WATER ADVISORY

START-UP PROCEDURES

The purpose of this procedure is to assist customers with flushing and sanitizing equipment after a **Boil Water Advisory**. This procedure should only be performed **AFTER** the Boil Water Advisory has been lifted.

EQUIPMENT TO BE CONSIDERED

Postmix and premix fountain dispensers, juice machines, icemakers, frozen carbonated beverage dispensers and any other water-using appliances such as brewing equipment, filter housings and cartridges.

Destroy all ice made prior to or during the boil water advisory

- From icemaker bin(s)
- From fountain dispenser bin(s)
- Any other ice bin(s)

Obtaining a safe water source approved by city officials

- 1 Flush incoming water line**
 - Open cold water side of a hand sink for a minimum of 30 minutes.
- 2 Flush all water lines in building**
 - Open all other cold water faucets for a minimum of 5 minutes.

EQUIPMENT START-UP

NOTE: Any water filters supplying beverage or ice equipment must be replaced prior to any dispensing equipment being restarted.

If a Coca-Cola Managed Filtration Program is in place, call **1-800-241-COKE (2653)** to confirm that a technician will be dispatched to replace filter cartridges.

If an Ecolab Managed Filtration Program is in place, call Customer Service at **1-800-352-5326** to initiate emergency service by Ecolab's Service department.





BOIL WATER ADVISORY

BOIL WATER ADVISORY

CUSTOMER-MAINTAINED FILTERS

Follow these steps to replace water filters before restarting dispensing equipment:

- 1 Water filter(s) must be replaced prior to any other Equipment Start-Up.
- 2 Run water from flush (activation) valve to drain for 5 minutes.
- 3 Remove and discard water filter cartridge(s).
- 4 Follow the sanitation procedures recommended by your water filter manufacturer to sanitize and clean water lines from filter to drink valves.
- 5 Replace water filter cartridge(s).
- 6 Any system that is without a new water filter cartridge must not be placed back in service.

REVERSE-OSMOSIS SYSTEMS

- 1 Sanitize system as recommended by manufacturer – include storage tanks.
- 2 Contact your water treatment provider for this service.

ICEMAKERS

- 1 Run two complete ice-making cycles and discard all the ice made.
- 2 Sanitize icemaker bin.

FOUNTAIN DISPENSERS

- 1 Sanitize ice bin if present.
- 2 Run each beverage valve on each dispenser for at least 2 minutes twice.
- 3 For Coca-Cola Freestyle,® run a carbonated and non-carbonated beverage for 2 minutes.
- 4 Taste all drinks. If there is an off-taste from any valve, flush the valve for another minute, then check again for satisfactory taste. If taste remains unsatisfactory, place a service call.

FROZEN BEVERAGE DISPENSERS

- 1 Discard all products in the dispenser(s).
- 2 Place a call for service.

JUICE MACHINES

- 1 Flush water through unit for at least 5 minutes on first flavor.
- 2 Flush water through any additional flavors on same unit for at least 1 minute.

COFFEE MAKERS / TEA BREWERS

- 1 Brew at least 4 pots of hot water per unit.

If the effectiveness of any procedure is in doubt at any time during the flushing process, the procedures should be repeated in their entirety.

While these are recommended procedures, they do not guarantee that equipment will be safe to use if followed. It is the customers' obligation to ensure that:

- (i) these procedures are appropriate and effective; and
- (ii) equipment is safe and ready to resume normal operations after a Boil Water Advisory.





ADDITIONAL RESOURCES

ADDITIONAL RESOURCES

Download and print 11x17 posters to help guide your crew on proper maintenance and troubleshooting procedures.

ELEMENTS OF A QUALITY AND PROFITABLE BEVERAGE

COLD

- Drinks must be 40°F or colder before adding ice
- Ice bin at least 1/2 full and 1/4 full covered with fresh plastic and bin

FIZZY

- CO₂ tank valve open and reading correct pressure
- Carbonator plugged in and turned on

FRESH

- Drinks must be fresh and not stale
- Water stock use within 30 days

CLEAN

- Adhere to daily, weekly, and monthly cleaning procedures
- Use approved sanitizer solution only

TASTE

- Taste water and each brand without ice every morning to ensure no off-taste or odor
- Water filters should be within date

NEED ASSISTANCE? The myCoketech Team is here to help. Go to myCoke.com/ESPortal or call/text 1-800-241-COKE (2653)

ELEMENTS OF A QUALITY BEVERAGE

DAILY CLEANING & SANITIZATION PROCEDURES

TOOLS YOU WILL NEED:

- 3 gallon bucket
- Approved sanitizer
- Brush
- Scrub brush
- Scrub brush
- Scrub brush
- Scrub brush
- Scrub brush

Cleaning the Dispensing Valves

1. Turn off the CO₂ tank valve and release the pressure.
2. Remove the dispensing valve cap.
3. Dip the valve into the sanitizer solution.
4. Scrub the valve with a scrub brush.
5. Rinse the valve with clean water.
6. Repeat steps 2-5 for all dispensing valves.

Cleaning the Drip Pan

1. Turn off the CO₂ tank valve and release the pressure.
2. Remove the drip pan.
3. Dip the drip pan into the sanitizer solution.
4. Scrub the drip pan with a scrub brush.
5. Rinse the drip pan with clean water.

Cleaning the Ice Bin

1. Turn off the CO₂ tank valve and release the pressure.
2. Remove the ice bin.
3. Dip the ice bin into the sanitizer solution.
4. Scrub the ice bin with a scrub brush.
5. Rinse the ice bin with clean water.

Cleaning the Ice Combo Ice Chute

1. Turn off the CO₂ tank valve and release the pressure.
2. Remove the ice chute.
3. Dip the ice chute into the sanitizer solution.
4. Scrub the ice chute with a scrub brush.
5. Rinse the ice chute with clean water.

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DAILY CLEANING

WEEKLY/MONTHLY CLEANING & SANITIZATION PROCEDURES

TOOLS YOU WILL NEED:

- 3 gallon bucket
- Approved sanitizer
- Brush
- Scrub brush
- Scrub brush
- Scrub brush
- Scrub brush
- Scrub brush

Weekly Cleaning the Syrup Connectors

1. Turn off the CO₂ tank valve and release the pressure.
2. Remove the syrup connector.
3. Dip the syrup connector into the sanitizer solution.
4. Scrub the syrup connector with a scrub brush.
5. Rinse the syrup connector with clean water.

Monthly Cleaning the Ice Bin on an Ice Combo

1. Turn off the CO₂ tank valve and release the pressure.
2. Remove the ice bin.
3. Dip the ice bin into the sanitizer solution.
4. Scrub the ice bin with a scrub brush.
5. Rinse the ice bin with clean water.

Monthly Cleaning the Counter Electric Condenser

1. Turn off the CO₂ tank valve and release the pressure.
2. Remove the condenser.
3. Dip the condenser into the sanitizer solution.
4. Scrub the condenser with a scrub brush.
5. Rinse the condenser with clean water.

Monthly Other Checks

1. Check the CO₂ tank pressure.
2. Check the water level.
3. Check the ice level.
4. Check the syrup level.
5. Check the sanitizer level.

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WEEKLY & MONTHLY CLEANING

BAR GUN CLEANING & SANITIZATION PROCEDURES

TOOLS YOU WILL NEED:

- 3 gallon bucket
- Approved sanitizer
- Brush
- Scrub brush
- Scrub brush
- Scrub brush
- Scrub brush
- Scrub brush

Daily Cleaning and Sanitizing the Bar Gun

1. Turn off the CO₂ tank valve and release the pressure.
2. Remove the bar gun.
3. Dip the bar gun into the sanitizer solution.
4. Scrub the bar gun with a scrub brush.
5. Rinse the bar gun with clean water.

Weekly Cleaning the Syrup Connectors

1. Turn off the CO₂ tank valve and release the pressure.
2. Remove the syrup connector.
3. Dip the syrup connector into the sanitizer solution.
4. Scrub the syrup connector with a scrub brush.
5. Rinse the syrup connector with clean water.

Monthly Cleaning the Ice Bin on an Ice Combo

1. Turn off the CO₂ tank valve and release the pressure.
2. Remove the ice bin.
3. Dip the ice bin into the sanitizer solution.
4. Scrub the ice bin with a scrub brush.
5. Rinse the ice bin with clean water.

Monthly Cleaning the Counter Electric Condenser

1. Turn off the CO₂ tank valve and release the pressure.
2. Remove the condenser.
3. Dip the condenser into the sanitizer solution.
4. Scrub the condenser with a scrub brush.
5. Rinse the condenser with clean water.

Monthly Other Checks

1. Check the CO₂ tank pressure.
2. Check the water level.
3. Check the ice level.
4. Check the syrup level.
5. Check the sanitizer level.

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BAR GUN CLEANING

TROUBLESHOOTING

QUICK CHECKLIST BEFORE YOU CALL

Save Time & Money

1. Nothing dispenses
 - Check if the key is in the correct position
 - Check if the dispenser is plugged in
 - Press electrical reset button
 - Check the fuse box
 - Close the door
2. Drinks are flat
 - Check if the tank is full
 - Change the tank if less than 100 psi
3. All drinks are foamy or warm
 - Check if the tank is full
 - Check if the tank is plugged in
 - Check the cooling water
4. No water on all valves/bowing air
 - Check if the tank is full
 - Check if the tank is plugged in
 - Press electrical reset button
 - Check the water level
5. Ice is not dispensing
 - Check to see if the ice bin is full
 - Check to see if the ice bin is plugged in
 - Check to see if the ice bin is reset
6. No syrup dispensing on all valves
 - Change the tank if less than 100 psi
7. Drinks have an off taste
 - Change the tank if less than 100 psi
 - Check the tank if less than 100 psi
8. Drinks are dispensing weak
 - Change the tank if less than 100 psi
 - Check the tank if less than 100 psi

Backroom Components

- Water Supply
- Water Filter
- Water Pressure
- Water Temperature
- Water Quality
- Water Level
- Water Flow
- Water Pressure
- Water Temperature
- Water Quality
- Water Level
- Water Flow

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TROUBLESHOOTING

SMALL PARTS

QUICK REFERENCE ORDERING GUIDE

NEED A SMALL PART REPLACEMENT?

Reference the part number below and call 1-800-241-COKE (2653) to contact a Customer Service Representative. Your order will be processed immediately over the phone and shipped directly to your location at no charge to you.

Nozzles & Diffusers

- 1.000 Nozzle Part #1000
- 1.000 Nozzle with Yellow Ring Part #1000Y
- 1.000 Nozzle with Red Ring Part #1000R
- 1.000 Nozzle with Blue Ring Part #1000B

Valve Covers & Labels

- 1.000 Valve Cover Part #1000
- 1.000 Valve Label Part #1000L
- 1.000 Valve Label Part #1000L
- 1.000 Valve Label Part #1000L

Brushes

- 1.000 Brush Part #1000
- 1.000 Brush Part #1000
- 1.000 Brush Part #1000
- 1.000 Brush Part #1000

Extras

- 1.000 Extra Part #1000
- 1.000 Extra Part #1000
- 1.000 Extra Part #1000
- 1.000 Extra Part #1000

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SMALL PARTS ORDERING

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