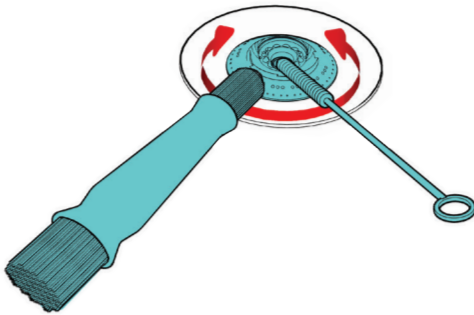


## Diagnosing a false sold-out

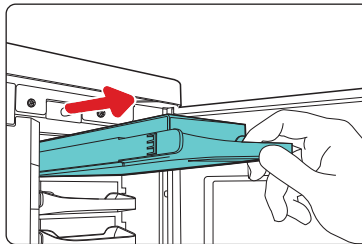
When a brand is unavailable to the customer and the crew screens indicate a sold out, BUT when removed, the cartridge still contains product.

To fix a false sold-out:

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

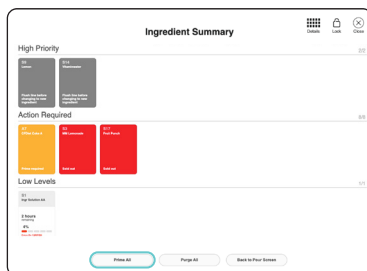


- For the cartridge showing a false sold-out, check:



- Cartridge is in correct slot.
- Remove and reinsert the cartridge.

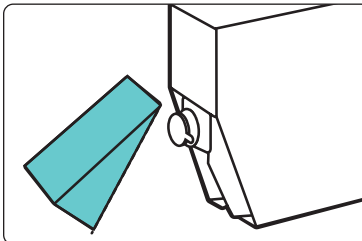
- Follow the procedures to complete the cartridge prime process.



Prime All

If the prime was successful, test the beverage from the consumer view. If it was unsuccessful, proceed to step 4.

- Insert a new cartridge.



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

S17  
Fruit Punch  
  
Sold out

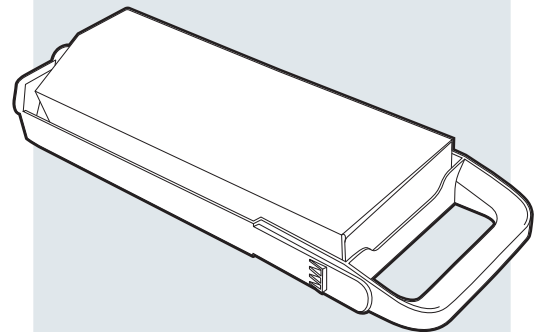


Sold-out brand buttons appear grayed out on consumer screen

Sold-out ingredient cartridges



**Helpful hints:**  
Returning cartridges



### Need to return a cartridge?

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

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

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

- Credit reference number
- A valid reason for return

Learn more by watching tutorial videos in English or Spanish on [crewconnect.coca-cola.com](https://crewconnect.coca-cola.com)

**It's wise to re-prime**  
save \$\$\$ | save time