



# Memo: Coca-Cola Freestyle Extended Shutdown (72 Hours or more) Re-open Procedures (3100)

We understand that business needs are changing rapidly in the food service environment. As a result of the COVID-19 crisis, your Coca-Cola Freestyle dispenser may require additional steps to begin normal operation again. The following procedures provide additional guidance for your 3100 dispenser(s). Should you need additional help or support, please contact **myCokeTech** at **1-800-318-COKE (2653)** - **Phone Fix and Video Chat**. We appreciate your continued partnership and business!

**Protocols for re-open include:**

**1. Unclogging the Nozzle**

- **As a result of the extended down time and reduced dispenser usage, more extensive procedures are recommended for the nozzle injector ring and nozzle tip in order to clear clogs and ensure quality beverages are pouring for guests.**

- Remove the nozzle tip and soak it in warm water with food grade sanitizer

**While the nozzle tip is soaking:**

- Wet both ends of the angled nozzle brush in hot water
- Use both ends of the brush and clean the nozzle injector ring vigorously at an angle. A stabbing motion can be used to remove clogs from the holes. The blue ring in picture 1 below notes the location of holes. Picture 2 also shows the location of the nozzle injector ring holes for scrubbing.
- Soak a clean microfiber cloth in hot water and hold it against the nozzle injector ring for 10 seconds and squeeze water into the holes
- Repeat these steps as often as necessary to loosen clogs
- Re-attach the nozzle tip

**2. In the Back Room:**

- Turn on water
- Plug in the water booster
- Ensure the CO2 valve is turned on

**3. Starting Up**

- Turn on the dispenser if powered off
- Check ingredient cartridge quantity and enjoy by date. **PLEASE NOTE: Per the Customer Relief Package developed due to COVID-19, Coca-Cola is able to offer a ONE TIME PRODUCT SHELF LIFE EXTENSION on applicable BIB & Freestyle products to minimize out of date product and write offs. An ingredient cartridge can be used 15 days past the enjoy by date printed on the cartridge. HFCS and NNS BIBs are not included in the 15-day extension.** Replace if necessary. Follow the prompts on the crew screen to prime the ingredients replaced.
- Ingredients should not have been removed, but if there are empty slots, please clean/sanitize the probe (as shown in the image below).



Should you need assistance completing any or all these tasks, please call the **MyCokeTech** support line at **1-800-318 -COKE (2653)** and ask to speak with a Senior Technical Advisor. Senior Technical Advisors are ready to help 24/7/365 with **Phone Fix & Video Chat!**