Freestyle vs. Fountain Machines





Today's Goal:

We will cover **how to properly maintain and troubleshoot Freestyle Coke machines as well as traditional Fountain Machines.**

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Mastering Beverage Excellence: Freestyle & Fountain Operations

- Importance of beverage systems
- Shift leader responsibility
- Guest experience impact



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Why Beverage Systems Matter

- **“Consistency builds trust.”**
- Drinks must taste the same every time
- Clean stations = pride and professionalism
- Beverage downtime hurts sales

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Section 1:

Freestyle Machines



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What a Freestyle Machine Does

- **“Precision, variety, and technology.”**
- Micro-dosing system
- Cartridge-based flavors
- Touchscreen interface
- Internal lines and sensors



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Daily Freestyle Responsibilities

- **“Clean, stock, verify.”**
- Wipe touchscreen
- Clean nozzle area
- Check cartridges
- Fill ice bin
- Run daily rinse cycle
- Clear error messages



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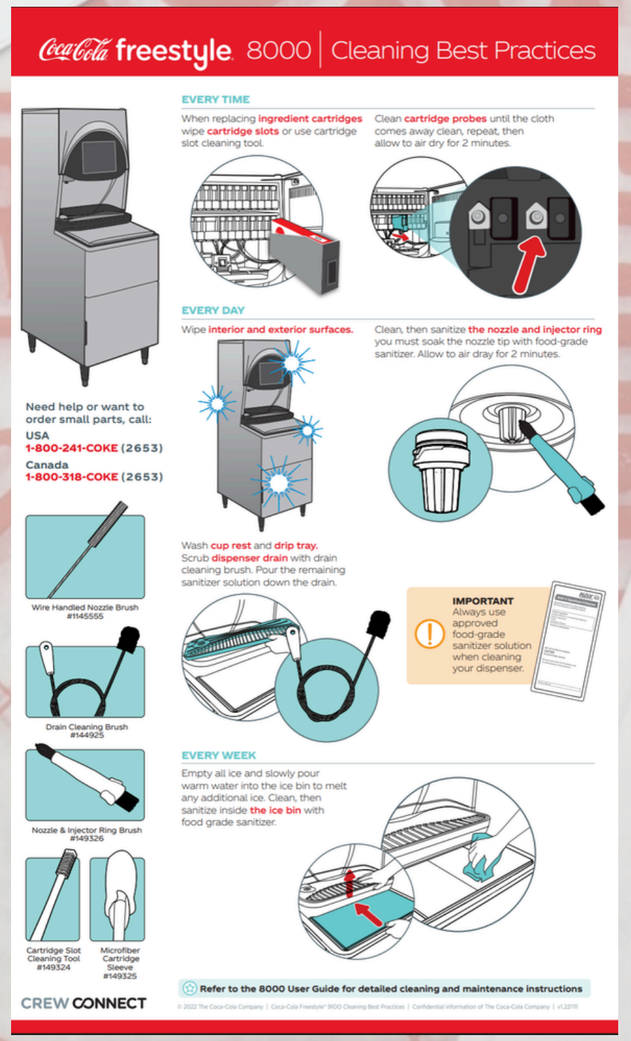
Cleaning Nozzle and Injector Rings



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Weekly & Monthly Freestyle Maintenance

- **Weekly**
- Deep clean nozzle & drip tray
- Inspect cartridge connections
- Clean ice chute
- **Monthly**
- Internal line cleaning
- Software update check
- Inspect cabinet for leaks



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Freestyle Troubleshooting

- **Common Issues**
- Low cartridge warnings
- Ice bin empty
- Touchscreen lag
- Flavor not dispensing
- Machine offline
- **Shift Leader Response**
- Replace cartridges
- Refill ice
- Reboot machine
- Check internal lines



Coca-Cola freestyle

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QUICK TIP

Keeping drains flowing

Troubleshoot a Clogged Drain

1 Remove any trash, then remove the drain spider.

2 Press the drain plunger into the mouth of the drain, then push the plunger rod firmly to force air down the pipe to clear the clog.

PREVENTATIVE MAINTENANCE ROUTINE, DAILY CLEANING

Follow this cleaning routine daily to prevent drain clogs.

1 Prepare an approved **sanitizer mix**.

2 Carefully remove the cup rest, drip tray, and drain spider. **Thoroughly sanitize** each.

3 Using the **long drain brush**, thoroughly scrub inside the dispenser drain.

4 **Pour remaining sanitizer** mix slowly down the drain, then replace the spider and cup rest.

Learn more by watching tutorial videos in English or Spanish on iLearnCoca-ColaFreestyle.com

Helpful Hints!

Ordering Small Parts

Missing any small parts?

Order up to $25 of small parts free of charge through the Coca-Cola Freestyle Small Parts Program. **Call 1-800-241-COKE (2653)**.

Kay-5 Sanitizer #24041

drain cleaning brush #144925

self serve drain spider #122829

drain spider plate #149268

for 9100 dispensers

Need Help?

Call 1-800-241-COKE (2653)
and speak to a senior technician

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Section 2:
Fountain Machines



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How Fountain Machines Work

- **“Simple, reliable, fast.”**
- Syrup boxes (BIBs)
- CO_2 tank
- Water lines
- Calibrated valves
- Ice bin



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Daily Fountain Responsibilities

- **“Clean, check, calibrate.”**
- Clean nozzles
- Clean ice chute
- Check syrup levels
- Check CO_2 pressure
- Wipe exterior
- Fill ice bin

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Cleaning Valves

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TOOLS NEEDED

- 3 gallon bucket
- Empty spray bottle
- Approved sanitizer
- Nozzle brush
- Valve brush
- Clean cloths

Daily Cleaning

Cleaning Valves (3.0) and Cleaning Drip Pan & Ice Bin (Drop-In)

Process Information:

- **Daily Cleaning for a Drop-In unit with 3.0 valves.**

Weekly & Monthly Fountain Maintenance

- **Weekly**
- Deep clean nozzles
- Clean drip tray
- Inspect syrup lines
- **Monthly**
- Full line cleaning
- Valve calibration
- Inspect water filtration
- Replace worn seals

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Cleaning Nozzles and Bibs

Fountain Troubleshooting

- **Common Issues**
- Flat drinks
- No syrup
- No ice
- Leaking lines
- Weak carbonation
- **Shift Leader Response**
- Check CO_2
- Replace syrup box
- Inspect lines
- Clean nozzles



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Section 3:
Freestyle vs. Fountain





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Key Differences

- **Freestyle**
- Cartridge-based
- Touchscreen
- High variety
- More cleaning steps
- More error messages
- **Fountain**
- Syrup box-based
- Manual valves
- Lower variety
- Easier troubleshooting

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Guest Service Expectations

- **“The beverage experience matters.”**
- Guests expect:
- Fast service
- Clean stations
- Full ice bins
- Drinks that taste right
- Machines that work
- Shift leaders must:
- Check machines hourly
- Respond immediately to issues
- Keep stations spotless



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Section 4:
Your Responsibilities as a Shift Leader!

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Your Standards

- **“Own your beverage station.”**
- Shift leaders must:
- Complete daily/weekly/monthly cleaning
- Check syrup & cartridges
- Check CO_2
- Respond to errors
- Train crew
- Maintain guest-ready presentation

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Final Message

- **“Excellence is built on preparation.”**
- Clean machines = better guest experience
- Shift leaders set the tone
- Pride shows in the details



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