Crew Serve Dispenser
Operator Guide
for Alpha 3 Unit (DRAFT)
Version A3.1
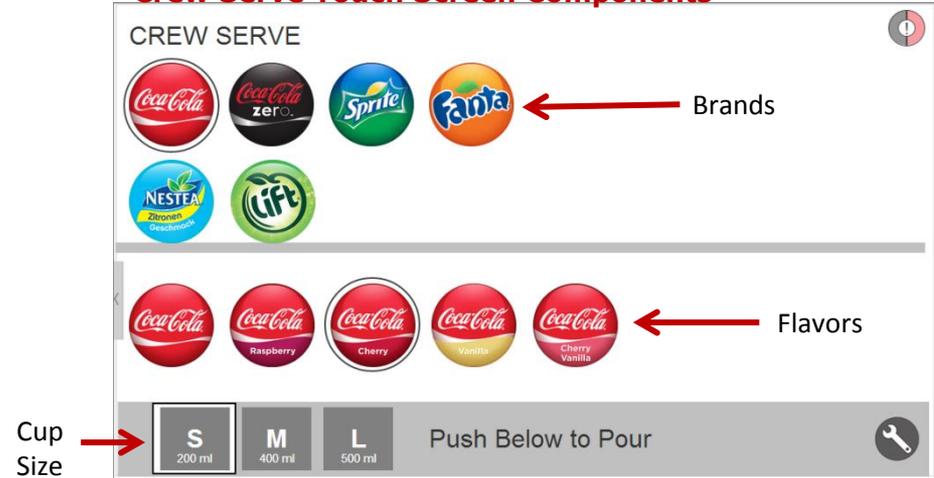
Gandalf Dispenser: Exterior

Touch Screen Components
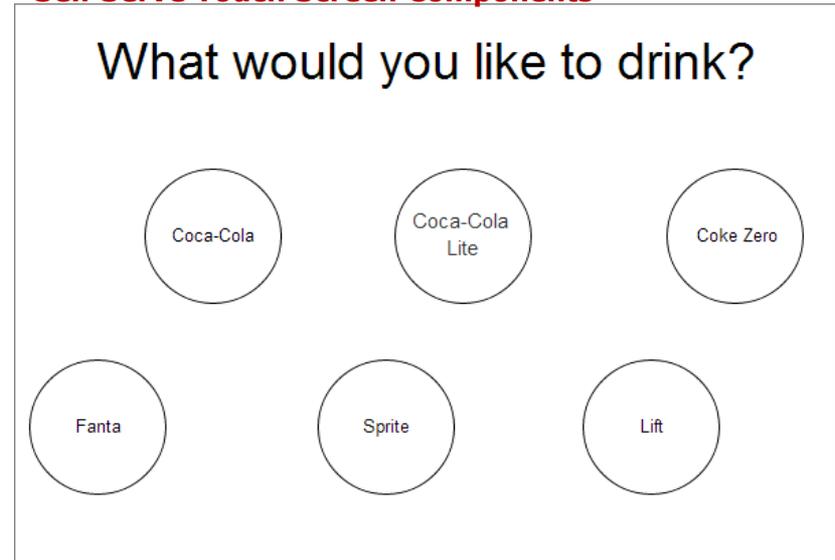
1 Cladding

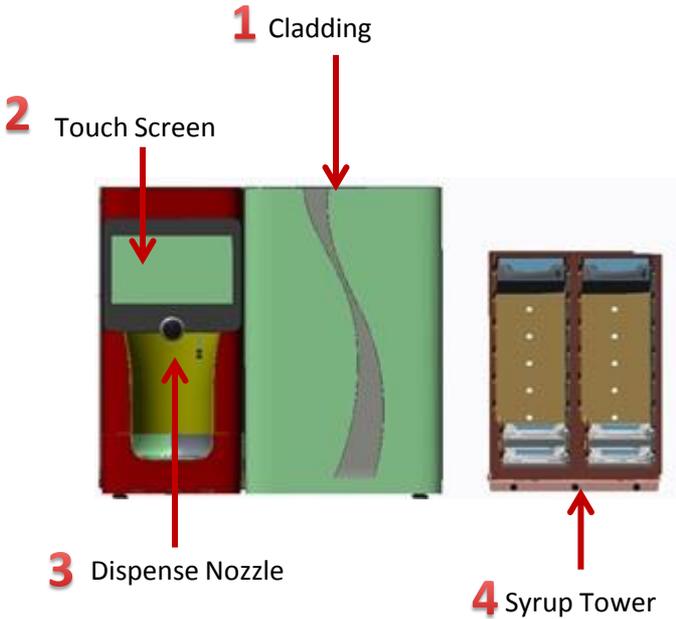2 Touch Screen

3 Pour Button

4 Dispense Nozzle

5 Drip Tray

6 Syrup Door

Crew Serve Touch Screen Components

CREW SERVE

Brands

Flavors

Cup Size

Push Below to Pour

Self Serve Touch Screen Components

What would you like to drink?

Coca-Cola

Coca-Cola Lite

Coke Zero

Fanta

Sprite

Lift

Coca-Cola Freestyle® Gandalf Dispenser Operator Guide

Interior Components

1 Cladding

2 Touch Screen

3 Dispense Nozzle

4 Syrup Tower

Back View Components

Water

Power
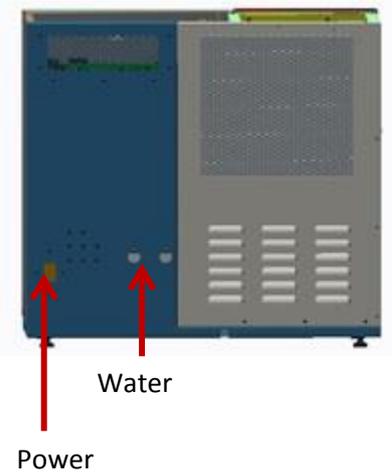
1

Chapter 1: Operating the Dispenser contains the following topics:

Accessing the Crew Interface

Screens

Icons

Statuses

Pour a Drink

Changing Cartridges (Ingredients)
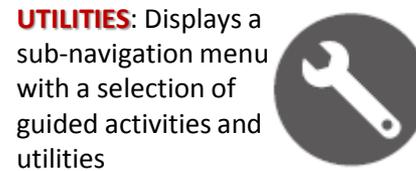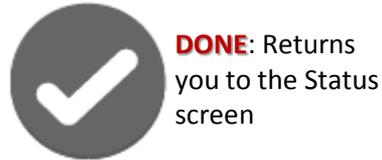
Priming

Flushing

Changing the CO2 Bottle

Chapter 1: Operating the Dispenser

Ingredient Status Icons

These ingredient status icons are located on the left side of the ingredients list . They provide the status of the cartridges in the syrup tower.

NO CARTRIDGE

PRIME NEEDED

SOLD OUT

INVALID / REMOVE

PRIME IN PROGRESS

Global Navigation Icons

DONE: Returns you to the Status screen

POUR: Returns you to the Consumer Pour screen

UTILITIES: Displays a sub-navigation menu with a selection of guided activities and utilities

MANUALS: Takes you to the library of instruction materials

SETTINGS: Takes you to the Settings screen where you can…..

SUBSYSTEMS: Displays a sub-navigation menu with a selection of troubleshooting pages

LOGS: Takes you to the Logs screen where you can….

ROLE: Displays your current role and can open a menu of available roles

Auditor   Technician   Manager   Crew Member

Non-Consumer User Interface Screen

The Non-Consumer User Interface (NCUI) enables you to access troubleshooting and service screens. From the NCUI, you can view Alerts and Errors. Using the global navigation icons, you can access the Utilities, Subsystems, Ingredients, Logs, Status, and Diagnostic screens.

CAUTION:

Make sure that you always have a cup under the nozzle of the dispenser when the system starts and when you perform any tasks on the NCUI screen.
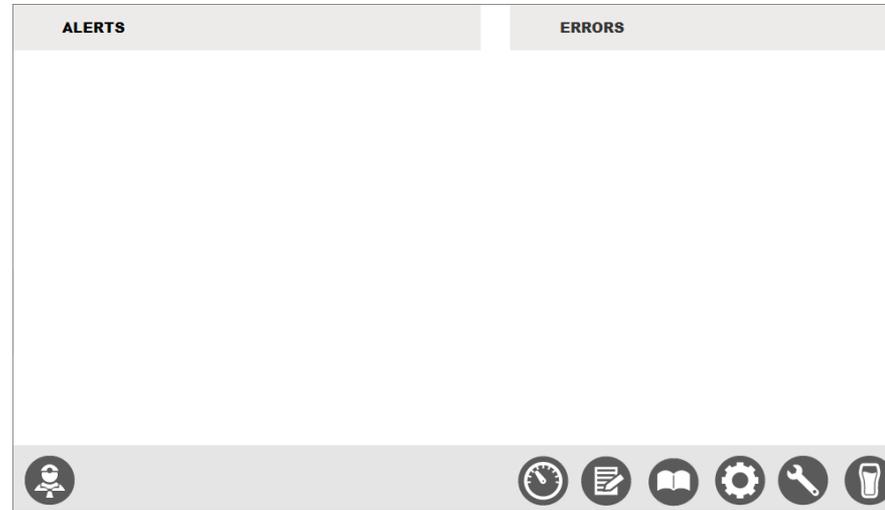
Accessing the NCUI Screen

1 Access the Home screen (What Would You Like to Drink)

**2** In the title area of the screen, tap the right ¾ of the screen

3 In the title area of the screen, tap the left ¼ of the screen.

4 In the title area of the screen, tap the middle ½ of the screen.

Ingredients Screen

The Ingredients screen shows the health and status of the Brand and Flavor cartridges: Volume percentage, slot label, ingredient, and any statuses (sold out, prime needed, no status).

Fuel gauge shows the volume of ingredient left in cartridge. It is shown here in percentage and by color codes.
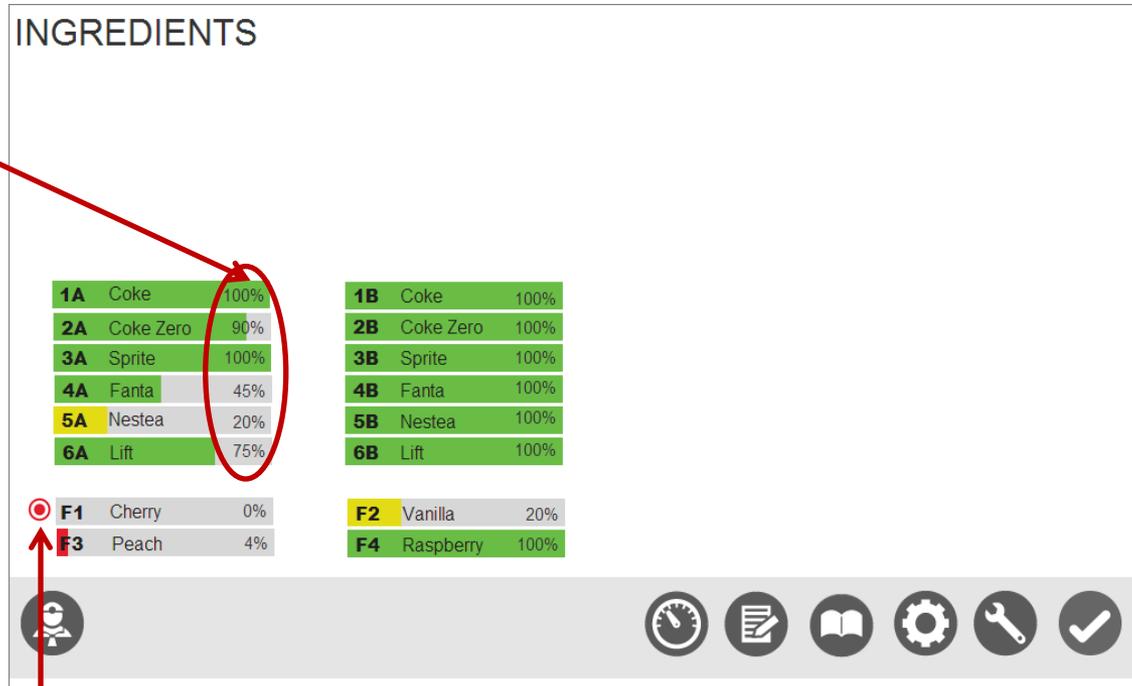
Yellow means that 20 % to 6% remains in the cartridge.

Red means that 5% to 1% remains in the cartridge.

INGREDIENTS

Slot	Ingredient	%		Slot	Ingredient	%
1A	Coke	100%		1B	Coke	100%
2A	Coke Zero	90%		2B	Coke Zero	100%
3A	Sprite	100%		3B	Sprite	100%
4A	Fanta	45%		4B	Fanta	100%
5A	Nestea	20%		5B	Nestea	100%
6A	Lift	75%		6B	Lift	100%
F1	Cherry	0%		F2	Vanilla	20%
F3	Peach	4%		F4	Raspberry	100%

5A	Nestea	20%

F3	Peach	4%

Ingredient icons display here too:
- ⊙ sold out
- ⊗ no cartridge
- Ⓟ prime needed

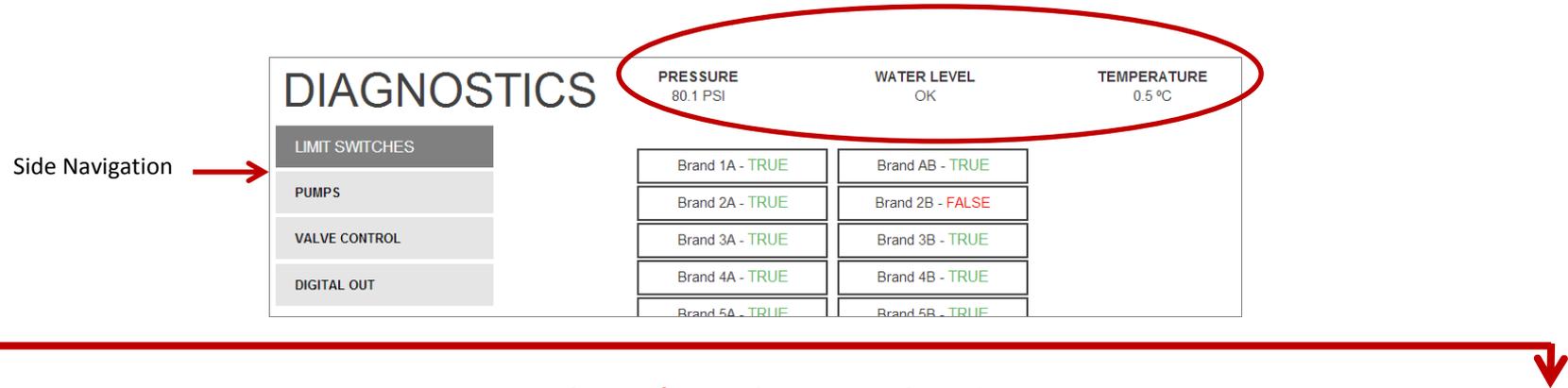| 1B	Coke	100%
2B	Coke Zero	100%
3B	Sprite	100%
4B	Fanta	100%
5B	Nestea	100%
6B	Lift	100%

Green means that 21% and above remains in the cartridge.

Diagnostics Screen

The Diagnostics screen has side navigation that provides access to information about Limit Switches, Pumps, Valve Control, and Digital Out. The pressure level, water level, and temperature display across the top of each Diagnostics screen.

- The PRESSURE and TEMPERATURE information refresh every second.
- The WATER LEVEL is either OK or LOW.

Side Navigation →

DIAGNOSTICS

PRESSURE	WATER LEVEL	TEMPERATURE
80.1 PSI	OK	0.5 ºC

LIMIT SWITCHES	

Brand 1A - TRUE	Brand AB - TRUE
Brand 2A - TRUE	Brand 2B - FALSE
Brand 3A - TRUE	Brand 3B - TRUE
Brand 4A - TRUE	Brand 4B - TRUE
Brand 5A - TRUE	Brand 5B - TRUE

PUMPS

VALVE CONTROL

DIGITAL OUT

Accessing the Diagnostics Screen

1 Press the Utilities 🔧 icon.

2 Click the subsystems ⏱ icon.
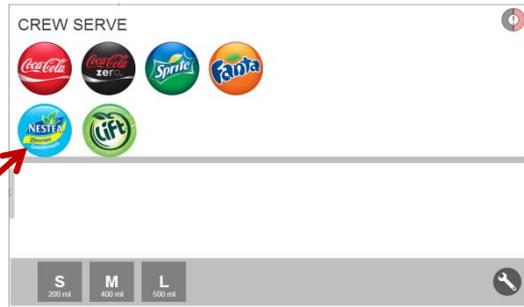
3 Select Diagnostics from the submenu.

Pour a Drink (Crew Serve)

1 At the dispenser, place the cup on the tray under the nozzle.

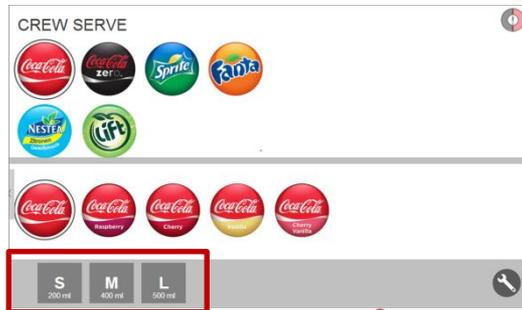**2** Touch the screen to select the brand of drink you want to pour.

Brands

3 Touch the screen to select the flavor you want to pour.

Flavors

4 Touch the screen to specify the cup size to pour.

5 Push the button to pour.

NOTE:
Tap S for small cup size, M for medium cup size, and L for large cup size

Rules for Changing Cartridge Ingredients

There are 16 slots within the dispenser. 1A through 6B are dedicated to the Brands (Coke, Sprite etc.) only. F1 through F4 are reserved for Flavors (cherry) only. You cannot insert Brands into the Flavor slots and vice versa. Gandalf can carry up to six different Brands and four different flavors.

The A and B Brand slots share the same pumps; therefore, they must contain the same ingredient. They must be assigned the same ingredient, primed at the same time, and flushed at the same time.

Each A and B slot must have the same Brand.

1A	Coca-Cola	100%	1B	Coca-Cola	100%
2A	Ready to Assign		2B	Ready to Assign	
3A	Ready to Assign		3B	Ready to Assign	
4A	Ready to Assign		4B	Ready to Assign	
5A	Ready to Assign		5B	Ready to Assign	
6A	Ready to Assign		6B	Ready to Assign	
F1	Ready to Assign		F2	Ready to Assign	
F3	Ready to Assign		F4	Ready to Assign	

Green indicates that slots 1A and 1B contain Coca-Cola with 100% volume.

Grey indicates that the slot is available for assignment and was flushed.

Slots F1 through F4 are for flavors only. F1 and F2 must contain the same flavor as does F3 and F4.

This image shows how the cartridges must correspond on the dispenser. The left side of the syrup tower is side A. The right side is side B. Coke Zero is in slot 1A and 1B, and so on.

Changing Same Brand or Same Flavor Cartridges

Use these steps to tell the dispenser what Brand or Flavor you put in the slot. You can change same brand/flavors when the slot is in Ready to Assign state. There is no need to Prime because you are inserting the same ingredient you previously had.
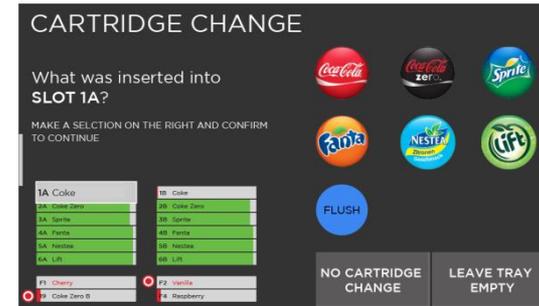
1 On the dispenser, pull the cartridge (Brand/Flavor) out of the syrup tower, insert the new cartridge, and push the cartridge in.

NOTE: You must have the same ingredient for slot A and B. You cannot have a Coke in slot A and a Sprite in slot B.
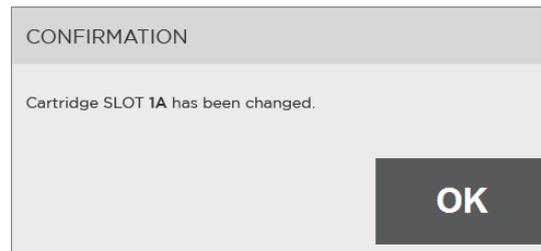
2 Touch the screen to select the Brand you have in the new cartridge.

3 Click Confirm.

5 Click OK on the Confirmation message.

6 Pour.

Changing Different Brand/Flavor Cartridges

Refer to the Rules for Assigning Ingredients before performing the steps here. You must flush slots A and B simultaneously because they share the same pump. Slots A and B must also have the same ingredients (Brand or Flavor). You can assign ingredients when the slot is in Ready to Assign state.

1 At the dispenser, put an empty cup under the nozzle on the dispenser.

- - - - >

2 At the dispenser, pull the cartridge (Brand/Flavor) out of slot A, insert the new cartridge, and push the cartridge in.
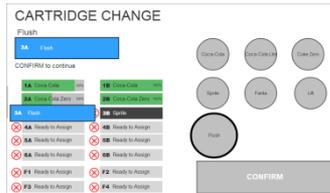
RESULT:
System prompts you to flush or insert the same ingredient.

- - - - >

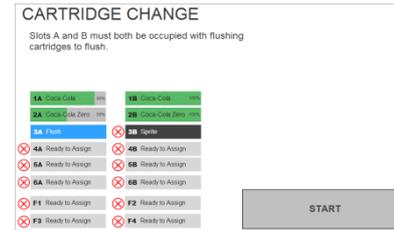**3** On the dispenser remove the ingredient cartridge from the dispenser and insert a flush tray.

- - - - >

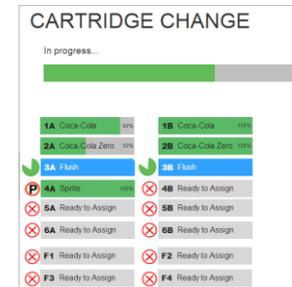**4** Touch the screen and select FLUSH.

5 Click Confirm.

6 On the dispenser, pull the cartridge (Brand/Flavor) out of slot B, insert the flush cartridge, and push the cartridge in.

- - - - >

7 Touch the screen to select the Brand you want to change slots A and B to.

8 Touch the screen and click Start.

RESULT:
Progress provides status. Flushing takes 30 seconds. Ingredient bars turn blue during Flushing.

9 After Flushing is complete, remove the flush cartridges from the dispenser.

RESULT:
Status for those ingredients becomes Ready to Assign

- - - - >

10 Assign Ingredients.

11 Click Prime.

12 Click OK.

Priming

Priming is the process of purging air out of the line. You prime when you change the Brand of the ingredient in the slots. But if you want to put Coke Zero in the Sprite slot, priming is required. If you change the same ingredients (Coke for Coke), priming is not necessary.

The system primes sequentially, from top to bottom and does not allow you to insert different Brands into the corresponding slots A and B.

There are two ways to prime:

- You can perform a batch prime. This is the preferred and quicker was for your initial prime. You assign all of the ingredients, and then click prime.
- You can prime each slot individually, assigning ingredients to the slot and then clicking prime. Go to the next slot, assign and prime.
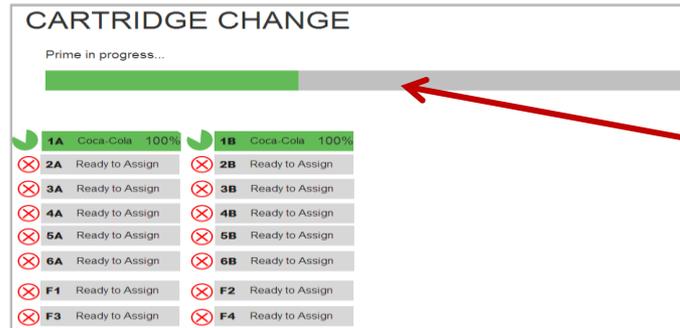
Priming times out after two seconds. As the system primes, a status bar displays at the top of the screen and the Prime in Progress icon displays next to the slots that are currently priming.
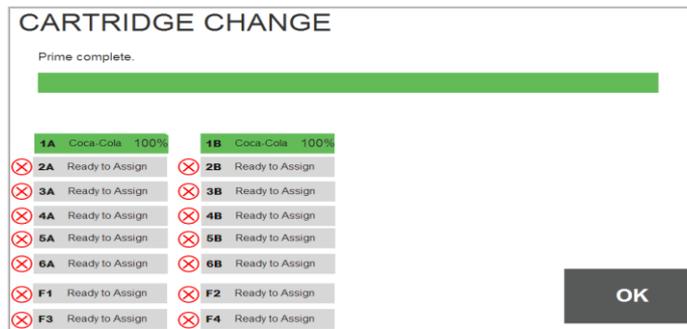
Flushing

Flushing is the process of cleaning the line. It is necessary to flush a line when you want to change the type of Brand or Flavor in a given slot. You must flush both slot A and B simultaneously. To flush, you insert Flushing Cartridges into the slots instead of inserting the Brand cartridges.

Example Scenario: The Sprite brand is in slots 3A and 3B. You want to change from Sprite to Coke. Because the Brands are different, you must flush the lines to clean the Sprite out so that Coke dispenses authentically.

After the line is flushed, the slot goes into Ready to Assign status, where you can assign a Brand or Flavor to the slot.

CARTRIDGE CHANGE-OUT

BRANDS

1A	Flushing Cartridge	1B	Flushing Cartridge	To flush a brand line, flushing cartridges must be present in A and B.
2A	Ready to Assign	2B	Ready to Assign	
3A	Ready to Assign	3B	Ready to Assign	
4A	Ready to Assign	4B	Ready to Assign	
5A	Ready to Assign	5B	Ready to Assign	
6A	Ready to Assign	6B	Ready to Assign	

FLAVORS

F1	Ready to Assign	F2	Ready to Assign
F3	Ready to Assign	F4	Ready to Assign

FLUSH

Preparing the Flush Cartridge

1 Drop a dissolvable sanitizing pill into a bag.

2 Fill the bag with warm water.

3 Shake the bag.

4 Put the Flush bag in the Cartridge.

Changing the CO2 Bottle

1 Go to the left side of the dispenser and locate the CO2 door.

2 Unlock the CO2 door and open it.

3 Lift green lever up.

4 Remove the old CO2 bottle.

5 Insert the new CO2 bottle and lower the green lever to lock the CO2 bottle in place.

6 Close and lock the CO2 door.

2

Chapter 2:

Daily Maintenance on the Dispenser

Daily Maintenance

1 Make sure that you have approved Sanitizer on hand.

2 Clean the Nozzle on the dispenser.

3 Clean the Nozzle Tip on the dispenser.

4 Clean the Cup Rest and exterior surfaces with warm sanitizer solution.

5 Clean the tray and the drain on the dispenser.

6 Clean the O-ring around the brand and flavor syrup inlets. Use a warm sanitizer solution.

OPTIONAL:

Perform this step only when changing the cartridge

7 Conduct a taste test.

3

Chapter 3:
Alerts and Errors

Alerts and Errors in Normal Operation Mode

Insufficient Water Supply Alert

This alert occurs during re-initialization when the water tank does not properly refill after the customer has three unsuccessful attempts or retries. It is then logged as an Insufficient Water Supply Error, which a certified Coca-Cola technician must rectify.

Inadequate CO2 Pressure Alert

This alert occurs when the CO2 pressure goes below 80 DPSI for more than 30 seconds. You can have the dispenser try five more times after the initial failure.

High Temperature Alert

This alert occurs when the temperature in the tank exceeds 39 degrees Fahrenheit for more than 15 minutes. When the system presents this error, dispensing stops and no can pour anything. All icons are greyed and inaccessible until the dispenser reaches the correct temperature.

Sold Out Alert

This alert displays when a Syrup or Brand cartridge is empty. Replace the empty cartridge with a new one.