



USER GUIDE



For support with your f'real machine:

Call 0800 0148 152

WhatsApp +447782814507

Email frealtechservices@freal.com

CONTENTS

Merchandising Guidelines	3
Cleaning & Maintenance	4
Daily Cleaning Steps	4
Weekly Cleaning Steps	5
Troubleshooting	6
Customer Menu Screens	6
Water Leaks	8
Mixer System Issues: Error 67	9
Lid Contamination	9
Tempering Guidelines	10
Tempering Freezer Set Point	10
Tempering Information	11
Stock Replenishment	11
Squeeze Test	11
Tempering Troubleshooting	12

CUSTOMER SERVICE CENTRE

Before you make contact with help desk please have the following information to hand:

- Blender Serial Number (Open front door of blender and the serial number is written vertically and ends in letter F)
- Site Post code
- Contact Number to call site back on should the call be dropped

If the issue can not be resolved on the telephone the help desk will engage a field engineer to assist in the repair.

UK Technical Helpline

Mon to Fri 10am to 4pm
Free phone 0800 0148 152

WhatsApp Text Support

Monitored Mon to Fri
10am to 4pm
UK +447782814507

UK email address

frealtechservices@freal.com

For free Marketing Support materials please visit

www.frealdrinks.co.uk/retail/marketingsupport

MERCHANDISING GUIDELINES

There are a few very important steps you must follow to ensure the effective performance of your blender:

- Always fill the f'real freezer at the end of the trading day
- Never fill directly from delivery trucks
- Follow the planograms to ensure the different shakes are stored at optimum temperatures (these vary by type)
- Back fill freezers
- Store products the right way up
- When stacking cases, never stack upside down or sideways, do not put heavy items on top and do not stack more than 5 cases on top of one another

PLANOGRAMS



HOW TO FILL YOUR FREEZER

- ← **TOP SHELF** = Smoothies & Cookies 'n Cream (these have a harder texture)
- ← **SECOND SHELF** = Cookies 'n Cream & Chocolate
- ← **MIDDLE SHELVES** = Other Milkshakes
- ← **BOTTOM SHELF** = Salted Caramel, Limited Edition & Vanilla



Products temper (increase in temperature) as they slowly move from the rear of the freezer towards the glass door. If you are experiencing high sell through rates on single facings products consider increasing the number of facings to allow the product to temper properly ready for blending.

CLEANING & MAINTENANCE

DAILY CLEANING STEPS

The blender will automatically steam clean/sanitize the blending chamber every 24 hours. In addition to the daily automated sanitize cycle, the daily steps below are required.



1) Open the front door and perform a visual inspection to verify the surfaces are clean and check for any debris in chamber (lids).



Panels

2) Wipe down the blender daily with a soft cloth and solution or glass cleaner. Don't spray the solution directly onto the screen, spray onto the cloth first.

Screens

3) Wipe down the Cup Holder and the Drip Pan area with a damp cloth. You can raise the cup holder for 60 seconds by using the menu option on the Lower Touch Screen. While it's up, wipe down drip pan and cup holder with a damp cloth.

4) Open the front door and press upwards on the Flip-Up Door arm to clean off any product build-up around the blending chamber rim and gasket.



Cup Holder



Drip Pan



Be careful not to damage the gasket



CLEANING & MAINTENANCE

WEEKLY CLEANING STEPS

In addition to the daily automated sanitize cycle, the weekly steps below are required.

1) Open the front door and locate the Chamber Door Seal around the chamber opening:

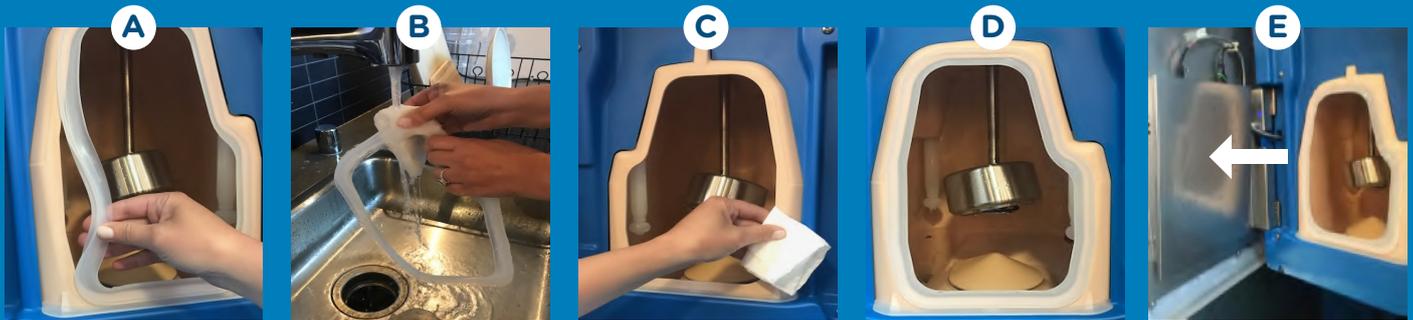
A - Remove the seal

B - Clean the seal with a damp cloth and rinse

C - Clean the chamber opening rim, inside and out

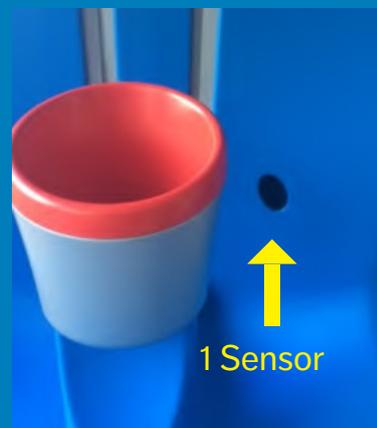
D - Re-install the seal

E - Clean the Chamber Door



Please do not stretch the seal during cleaning as this will 'oversize it' and will cause the blender to leak via door. Ensure the seal is replaced flush around the aperture to provide a waterproof seal.

2) Locate the (10) sensors underneath the front door and wipe down with a damp cloth.



1. CUSTOMER MENU SCREENS

ADVISORY MESSAGE: The customer menu screens should only be accessed and used in conjunction with the instructions in this user guide.

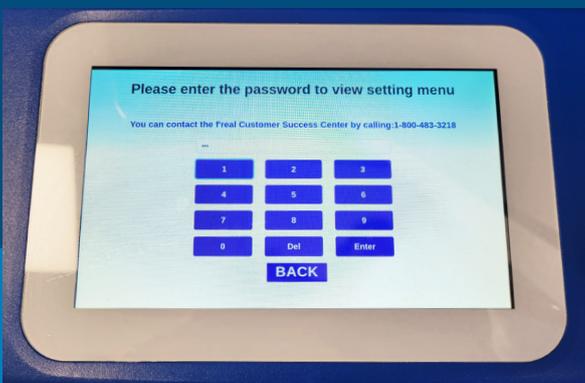
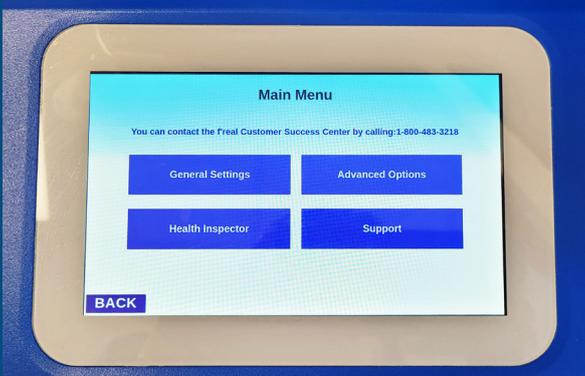
Any adjustments in the areas prefixed with “for use in consultation with f’real help desk” can effect the functionality of the blender and the quality of the shakes produced. If in doubt contact us at the Customer Services Centre.



The following will help with the most common errors

Access Main Customer Menu:

- Place your left thumb on top left corner of the LCD screen (the small lower screen where you choose thickness)
- Wait for 7-10 seconds until “Settings selection Screen” appears
- Choose “General settings”
- Type “411” and enter



TROUBLESHOOTING

Customer settings screen options:

Clear Errors – When a blender shows any error codes the vast majority of errors can be cleared using this function.

Display blender information - If you call the f'real help desk they may ask you for information from this page.

Raise cup holder - To clean the drip tray effectively this will lift the cup holder for 15 seconds

LVCB status window - If you call help desk they may ask you for information from this page

Service provider information - Always use contacts page at end of this guide.

Set Clock - Any adjustments will alter time blender goes into daily cleaning mode - please do not alter unless confirmed by f'real call centre.

Calibrate cup holder - This will cure error “Oops use f'real cups only” or “Wrong cup size”. Place empty cup and press calibrate button.

Note: Right hand side of screen is scroll bar, scroll page down and see further options

Manual Commands - Use in consultation with f'real help desk.

Network - Use in consultation with f'real help desk.

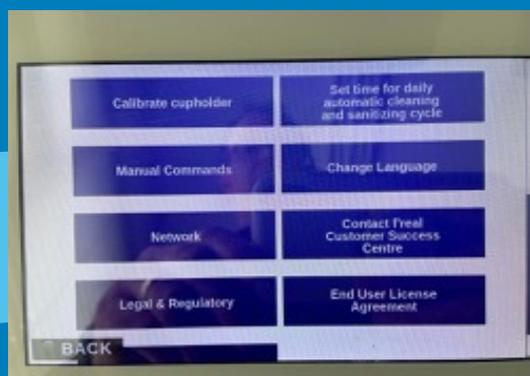
Legal and Regulatory - Contact email address for full T&C's

Set time for automatic cleaning - The blender must go through a full 12 minute sanitise per day which is set by default at 3am. Contact f'real help desk if you wish to change the time.

Change Language - Country specific

Contact Customer f'real Customer Success Centre - Country specific

Free space - Use in consultation with f'real help desk.



2. WATER LEAKS Water leaks from Front Door or from Cup Holder

When does leak occur?

Identify if the leak occurs during blending or rinsing **(A)** OR during normal use **(B)**.

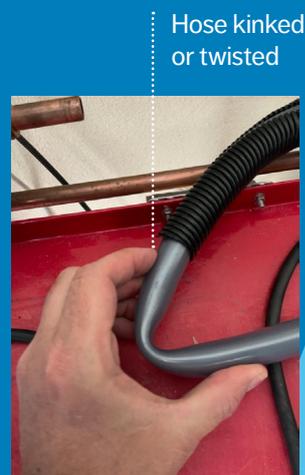
A) During Blending & Rinsing

This is caused by door seal being out of place or the waste water not being able to leave the blender chamber.

- 1) Check that the door seal is in place and is not "sitting proud" or away from blender chamber edge.
- 2) Check the drain hole in the blender is situated at the back left hand corner – look for Aluminium Lids that have been accidentally left on the shakes.

B) During Normal Use

- 1) Check that drain hose is not twisted or folded.
- 2) The entire drain hose must never be higher than the height of the hose as it leaves the blender.
- 3) This drain is a gravity drain and must flow downwards away from blender.
- 4) Check if waste pumps (if used) are running, check that the end of the waste hose is not sitting in water in the drain pipes (it must be just above to allow water to flow away).
- 5) If using waste cans are they full or is end of waste hose sitting in "standing water"?
- 6) To check if site/store drains are blocked remove blender drain hose from site drains and allow to run into a container or bucket - if leaks stop from blender site drains are reasons for leaks.



3. MIXER SYSTEM ISSUES: ERROR 67

Cause: Shakes Incorrect Temperature

- 1) Check the temperature of the f'real freezer - it must be set at correct "SET POINT" temperature, see **Tempering Guide** for clarification (-15°C to -18°C depending on model of freezer).
- 2) Can you perform the "pinch test" on the shake before it goes into the blender? You should be able to create a small thumb indent on the side of the shake as it leaves the freezer – if you cannot, the shake is too hard and will strain or jam the blender. If you can create a large indent the product is too warm and will not blend properly.
- 3) If in doubt use a temperature probe in the middle of the shake as it comes out of the f'real freezer and results must show -14°C to -17°C - anything outside of this will not produce desired results.

4. LID CONTAMINATION

In the event of a customer having left a lid on a cup during the blending process please check the blender chamber and blend head assembly for any remnants of the lid before allowing the next customer to blend.

TEMPERING GUIDELINES

Tempering is the movement of shakes from back of house freezers or from delivery trucks into the F'REAL retail freezer ready for blending. This tempering allows the product to warm up to reach the correct temperature to be blended and is one of the most important elements to the f'real program.

Storage freezer = Back of house.

Retail freezer = f'real display freezer (tempering freezer).

- The only accurate way to measure product temp is to probe the shake – not the freezer.
- Freezer LED display will always show **cabinet temperatures** and this will vary during day - door open, door closed.
- Failure to temper can result in damage to blender and poor milkshakes.
- Tempering cannot be carried out at room temperature.



Tempering Freezer Set Point

Check freezer is set to correct temperature, the temperature varies by model:



- A) Mini Freezer: -15°C
- B) Standard Freezer: -16°C
- C) Free Standing Freezer: -17°C

Check Set Temperature

1. Press "P"
2. Press Arrow up
3. Press Arrow down and the temperature displayed is the current set point
4. To change set point follow step 1 and then select the correct temperature using up or down arrows...
 - 15°C on Mini Freezer (3 facings wide)
 - 16°C on Standard Freezer (6 facings wide)
 - 17°C on Free Standing Freezer
5. Press "P" to confirm Set Point

Different method for Type C

1. Press set button to see current set point
2. Press and hold until flashing, then use up and down arrows to change.
3. Press set when done.

Note: -15°C to -17°C temperature range applies to the display/serving freezer. The back of house freezer should be set to -18°C or below to comply with local regulations/guidelines.

Tempering Information

The LED display on the freezers supplied by f'real may show a temperature out of this range – normally this should cause no concern. When the freezer temperature is unexpectedly warm, the freezer may be in defrost mode which takes 30-60 minutes to complete.



Check back at least 60 minutes later to see if temperature has regulated. If frozen cups are warmer than -15°C , the blender may not blend correctly or at all. Extra cold cups (-18°C and below) will cause the blender to take longer to blend and will eventually shorten the life of the blender and/or blender parts and may cause damage.

Stock Replenishment

If you need to replenish from a back stock freezer or transport wagon that is kept below -18°C , tempering guidelines must be followed.

At this temperature, product will need to be staged/tempered in a refrigerated cooler ($3-5^{\circ}\text{C}$) for no longer than 45 minutes prior to filling your sales floor display freezer. Tempering cannot be carried out at room temperature.

Blending product that is below -18°C can result in an inconsistent (or runny) blended product. It will also result in unnecessary wear and tear on your blender.

While tempering, be sure to check the product in the cooler every 15 minutes until the product passes the 'Squeeze Test'.

Fill your freezer from the back to front - the First-In-First-Out (FIFO) stock rotation system is recommended when filling from the back stock freezer to the sales floor display freezer, ensuring the frozen product is rotated and product is at the correct temperature for the blending process. This will ensure a consistent freshly blended drink every time for the consumer.

Squeeze Test

To ensure that the frozen cups are at the correct temperature for blending, a Squeeze Test should be performed.

- Remove a **Vanilla** shake from your sales floor display freezer (**do not use smoothies or coffee drinks**).
- Using your thumb, squeeze the cup and attempt to put a small dent in the side. If there's no movement on the side and you cannot indent the product, it is too cold for immediate blending.
- Continue the 'Tempering Process' until the you are able to place a pound coin-size dent in the side of the cup.
- Then proceed to follow the first in, first out rules.

Tempering Troubleshooting

The following errors/blend can occur if the shakes are too cold. If this happens please ensure the tempering process is being followed.

- Error 67 - This means the blender has taken too long to blend
- Shake sticks in blender – Too hard to blend
- Blender wobbles during blending – Too hard blend and damaged blending head
- Blender shakes during rinsing - Contact help desk

If any of these errors repeatedly occur even after ensuring tempering is carried out please follow these steps:

1. Retain cup of shake that has not blended properly
2. Photograph the **contents** of the cup
3. Note or photograph the batch code (indicated in the diagram)
4. Collate screen shots and any other relevant images
5. Contact the help desk via methods provided

We may ask you to submit images by email or WhatsApp so our Technical team can help work through your challenges.

