

NEO USER MANUAL



Dear Customer

Please read the User Guide carefully before operating this unit.

Please keep the User Guide safe and with the unit.

Examine the equipment immediately after supply for transport damage. Contact your equipment supplier and/or carrier if necessary. Damage, which arises by inappropriate treatment or operation, is not subject to guarantee \ warranty.

Equipment manufactured or supplied by Drinkotec complies with the current legislation and standards of the EU and represents the current standard of technology. Safety during operation may only be assured by following the instructions in this guide.

Reproduction of any kind without previously written permission of Drinkotec is prohibited.

Drinkotec typically designs for a **5-10-year** product lifetime dependent upon the type of equipment.

This document has been prepared with the greatest possible care. However, Drinkotec Sarl. assumes no responsibility for errors or omissions. The same applies to any damage resulting from the use of information contained in this manual.

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WARNINGS

WARNING

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children.

WARNING

There are no end user serviceable parts. Any fault or problem with the equipment must only be rectified by a qualified service engineer.

WARNING

Although every care is taken during manufacture, damage to the metalwork during transport, installation and general use may occur. This may result in sharp or jagged edges. Avoid contact with metal edges or other potential hazards.

WARNING

Before lifting or moving this equipment it is recommended that all persons performing these tasks should receive relevant training in safe handling. All persons lifting or moving this equipment must be wearing the correct personal protective equipment. To prevent personal injury where practical, transporting of the unit over extended distances should be done using a mechanical aid. When not using a mechanical aid, Drinkotec recommend 2-person lift. Always transport the unit in the correct upright position, never on its side or top.

WARNING

It is unsafe to lift or attempt to move the appliance during cleaning or at any other time when the unit is operating.

WARNING

Only use equipment for its intended use as described in the installation manual. There are no other recommended uses for this equipment. Unintended use of the equipment will invalidate your warranty.

WARNING

Drinkotec has done a complete quality and function check on each unit. Nevertheless, leakages on water lines during operation cannot be excluded totally. Regularly inspect the equipment for signs of leakage.

 WARNING

Care must be taken when handling this equipment to avoid either damaging the refrigeration tubing or increasing the risk of a leak.

 WARNING

Component parts shall be replaced with like components and servicing shall be done by factory authorized service personnel, so as to minimize the risk of possible ignition due to incorrect parts or improper service.

 WARNING

Keep all ventilation openings in the appliance clear of obstruction.

 WARNING

Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

 WARNING

The evaporation temperature in the refrigeration circuit can typically be -10°C . Without taking preventative steps this can be a potential source of injury.

 WARNING

The compressor, condenser, high pressure refrigeration tubes and motors will become hot during operation. Contact with these parts during operation should be avoided.

 WARNING

The carbonator is an integral part of the unit and it should be noted that the carbonation process involves the use of high pressure and potentially noxious gas. As such sue care must be taken when using the equipment.

⚠ WARNING

This equipment is charged with r290 refrigerant (propane). Only qualified service engineers holding a valid handling certificate for care 40 (propane) can work on the refrigeration system of this equipment. Please read the information below before any work is carried out.

Refrigeration R290 (Care 40, Propane)

Note: Only engineers who have been trained in the safe handling and use of hydrocarbon refrigerants should work on this system.



- Work on this system in a well ventilated area or outside.
- Use a local leak detector to indicate if there is hydrocarbon in the air around the system (place it at a low level as HCs are heavier than air).
- Ensure there are no sources of ignition (flames or sparking electrical components) within 3m (10 feet) of your work area.
- If replacing components use like for like replacements.
- Take great care when brazing to ensure all HC has been removed from the system. Use refrigerant grade propane (R290 or Care 40).

⚠ WARNING

Do not dispose of the unit without first removing all r290 refrigerant. This process can only be performed by an engineer qualified to handle hydrocarbon refrigerants.

⚠ WARNING

All units are fitted with a standard euro plug to iec83:1985 or a uk plug or country specific plug. Before commencing any cleaning isolate the unit by:

1. Switch off the socket that the plug is installed into.
2. Remove the plug from the socket.

All installations must be checked that they meet local electrical regulations and national codes before the appliance is turned on.

If the mains lead fitted to this equipment is in any way damaged it must be replaced by Drinkotec, our service agent or a qualified electrical engineer. The mains lead connection is a 'y' type.

This equipment must be earthed.

GENERAL DESCRIPTION AND FUNCTION OF THE UNIT

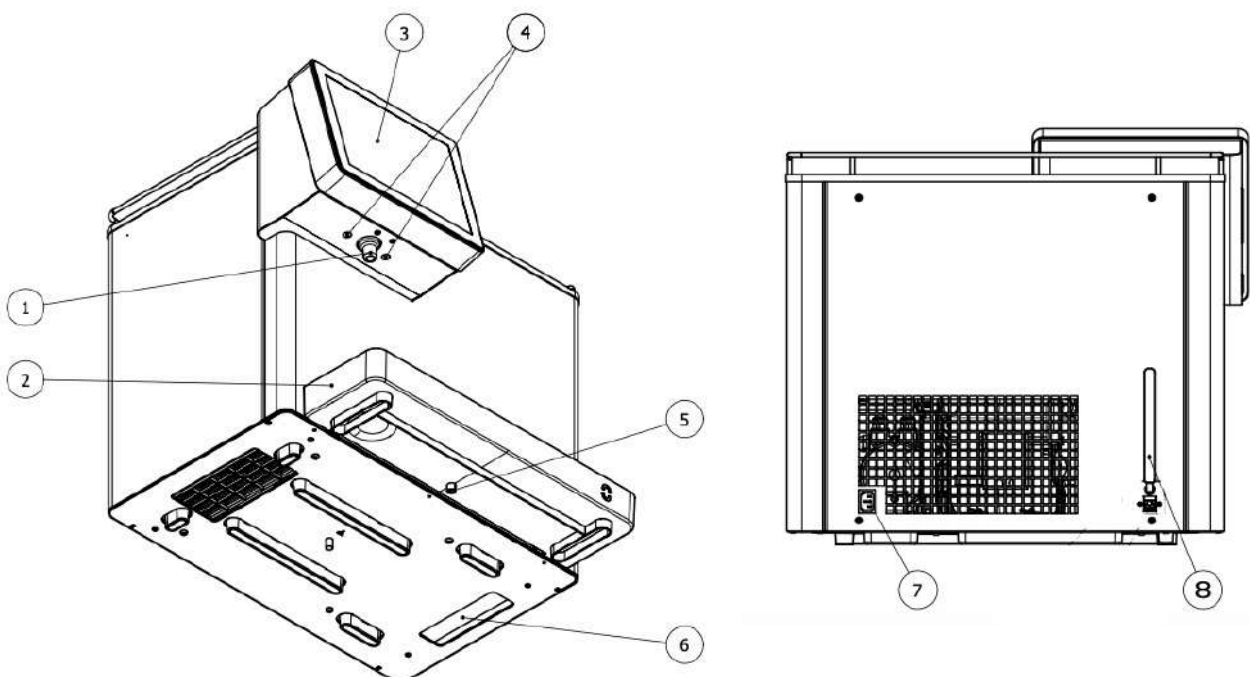
INTRODUCTION

This equipment is a counter-top post mix dispenser to dispense chilled and carbonated beverages. The equipment is freestanding and contains a refrigeration system for cooling the product, a carbonation system for carbonating mains water and syrup pumps to draw syrup from a bag in box syrup.

The system is designed to work with syrup ratios between 4:1 and 10:1, but is set to use 5:1 ratio post-mix syrup.

This equipment is designed to be installed on a counter or back bar at the point of dispense.

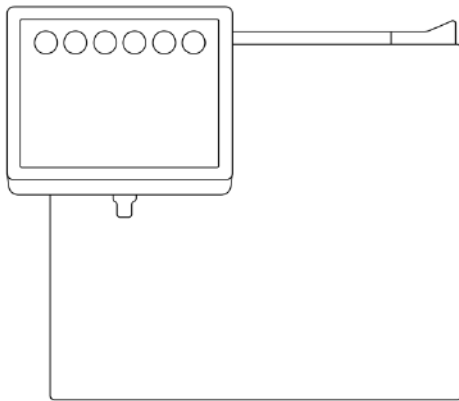
PRESENTATION



- 1) Postmix nozzle
- 2) Drip tray
- 3) Touchscreen 12'1"
- 4) Water flow adjuster screw

- 5) Drain (Optional)
- 6) Pipes access
- 7) Electric power supply
- 8) 3G Antenna

CONTENT OF YOUR PACKAGE



Neo

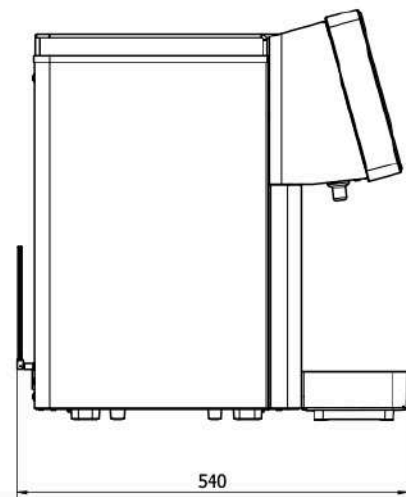
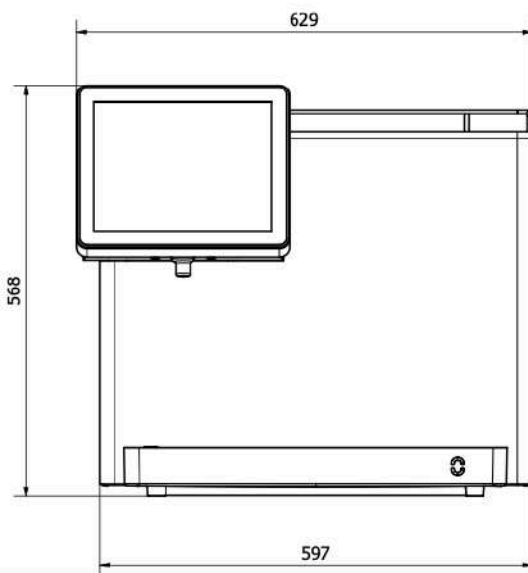


Neo power cable



Drip tray

DIMENSIONS



NORMAL USAGE

3 CONSUMER EXPERIENCE

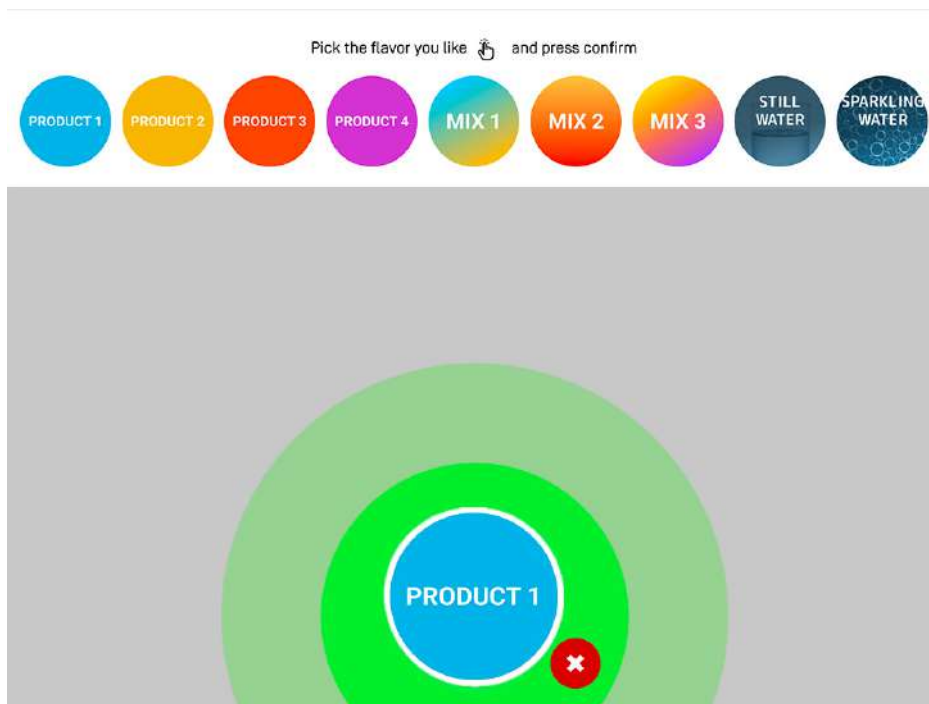
a. To select a drink, the customer clicks on the logo.



b. He selects the drink size



c He can stop the dispensing before it ends by clicking on the cross.



BIBS MANAGEMENT

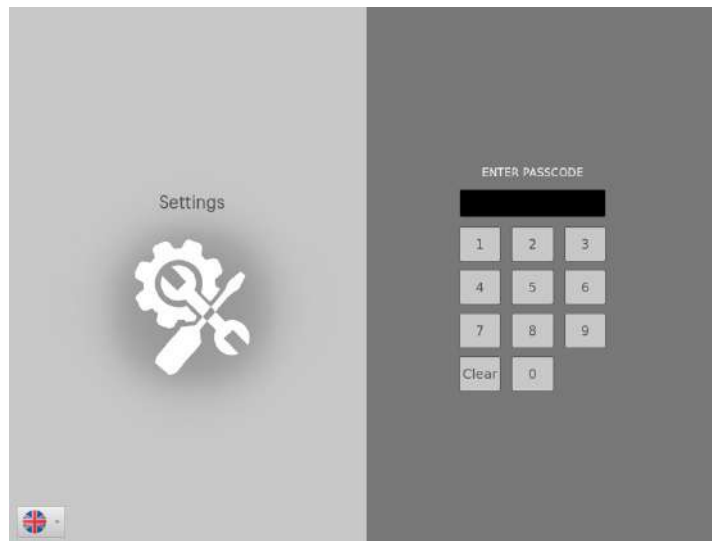
KNOW BIBS LEVEL

- Access the setting mode by swiping to the left with one finger from the right of the screen.

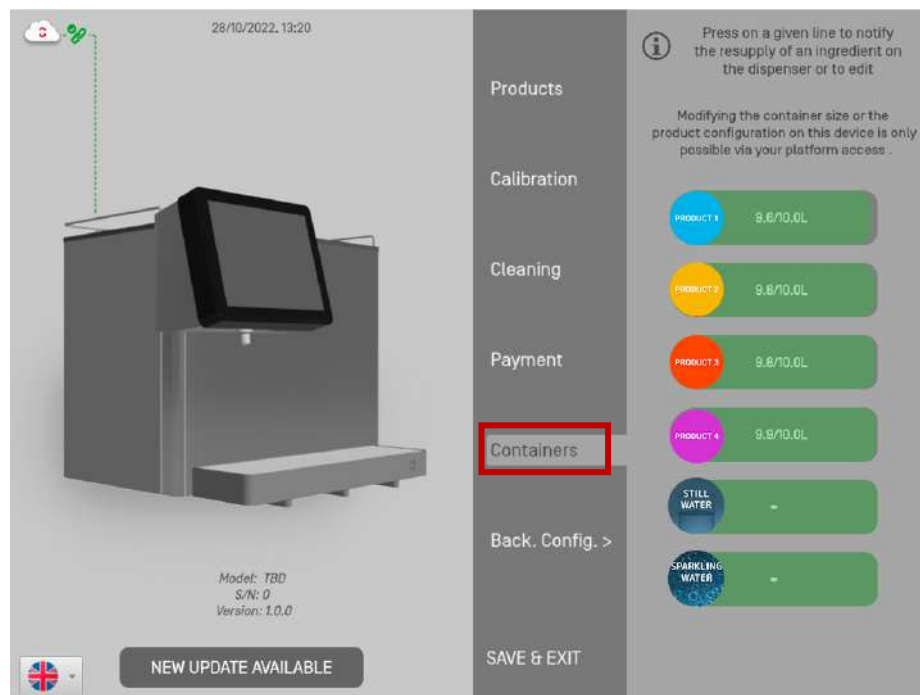


It is important to start swiping at the beginning of the screen and not on the black side or in the middle of the screen.

b. Enter the default password "0000"



b. Access the "Containers" Menu and you will see directly the bibs level.



This value is calculated based on the bib volume set and the volume dispensed. The bib volume is updated every 5 seconds. Line will be locked if the bib is empty, and a new bib can be set.

SET NEW BIB

- a. When a bib is empty, the icon of the concerned product will be displayed in a red circle.



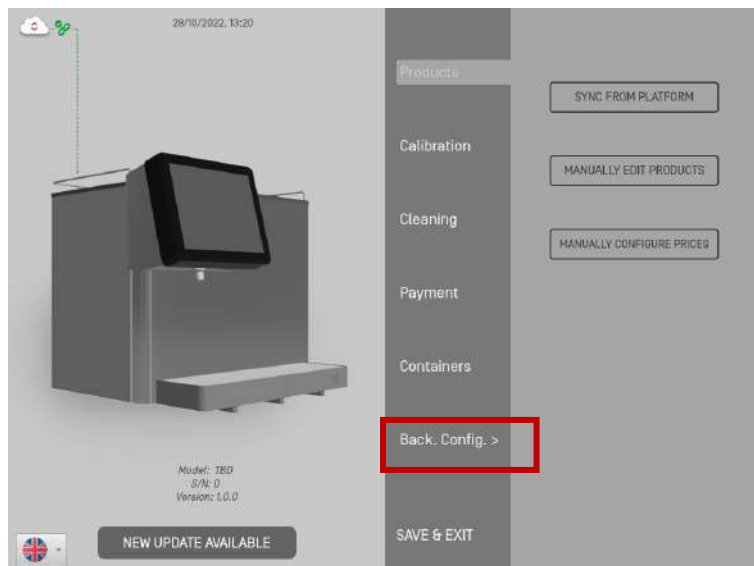
- b. Replace the empty bib by a new one.

- c. Access the setting menu. Please refer to **“Normal usage – BIBS Management – Know BIBS level” p.10.**

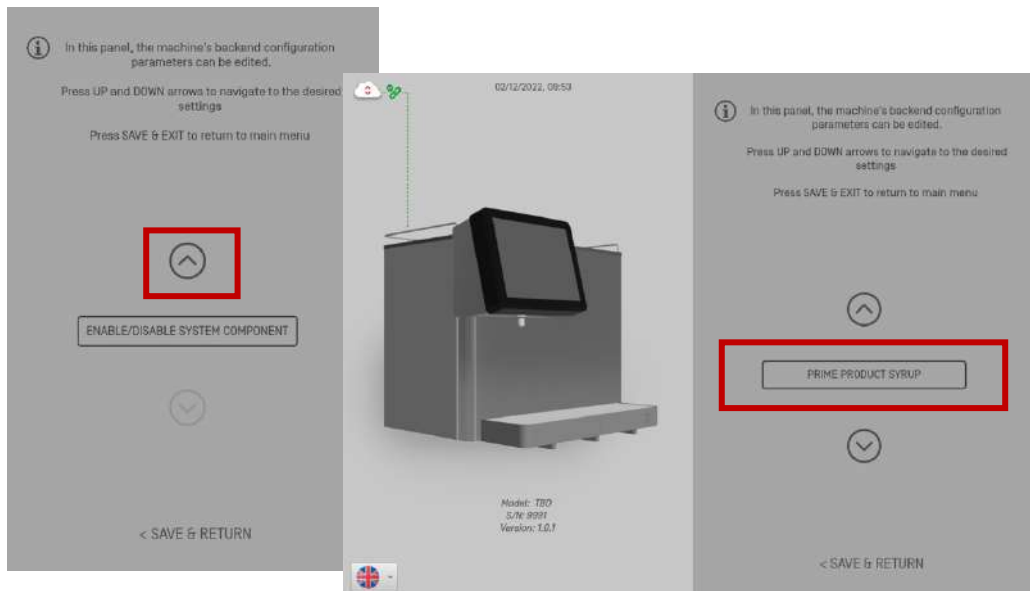
- d. Access the "Containers" Menu and select the relevant product line. Click the "Resupply" button & finish by clicking the "Save & Exit" button.



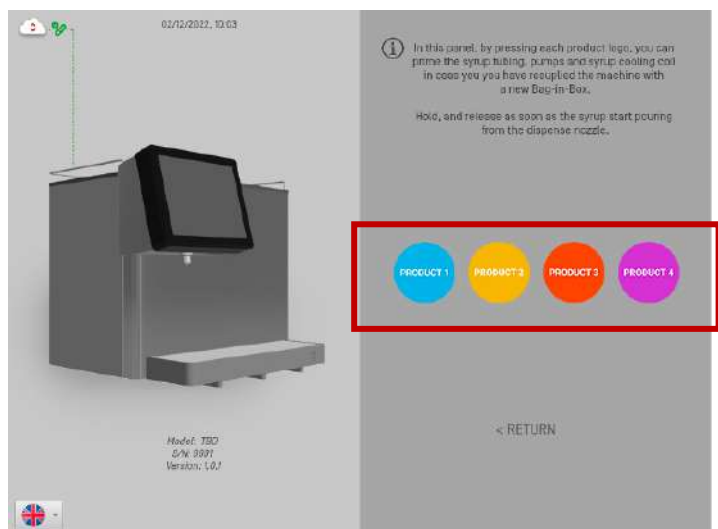
e. Access the “back. Config” tab.



f. Press the “up” arrow to access “Prime Product Syrup”.



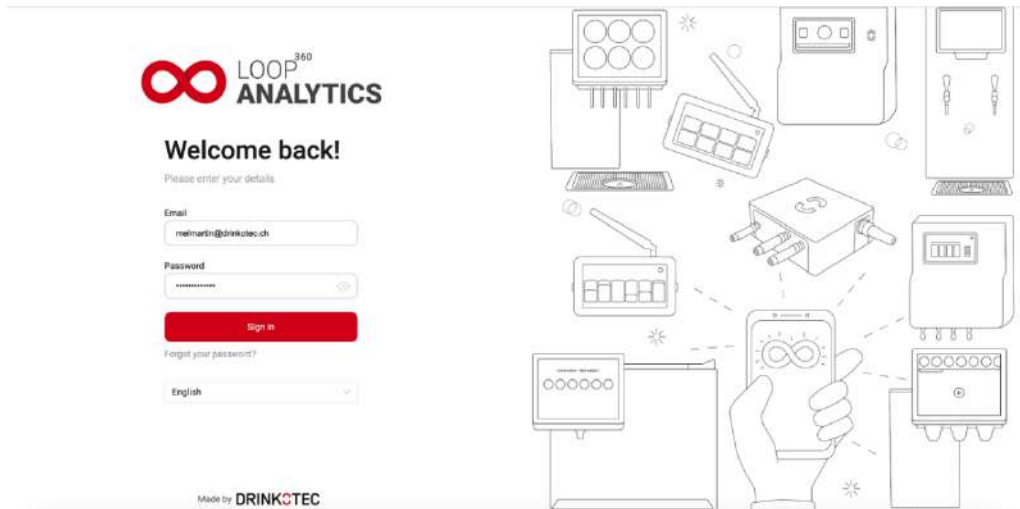
g. Press the logo of the product you just update, hold and release as soon the syrup starts pouring from the nozzle.



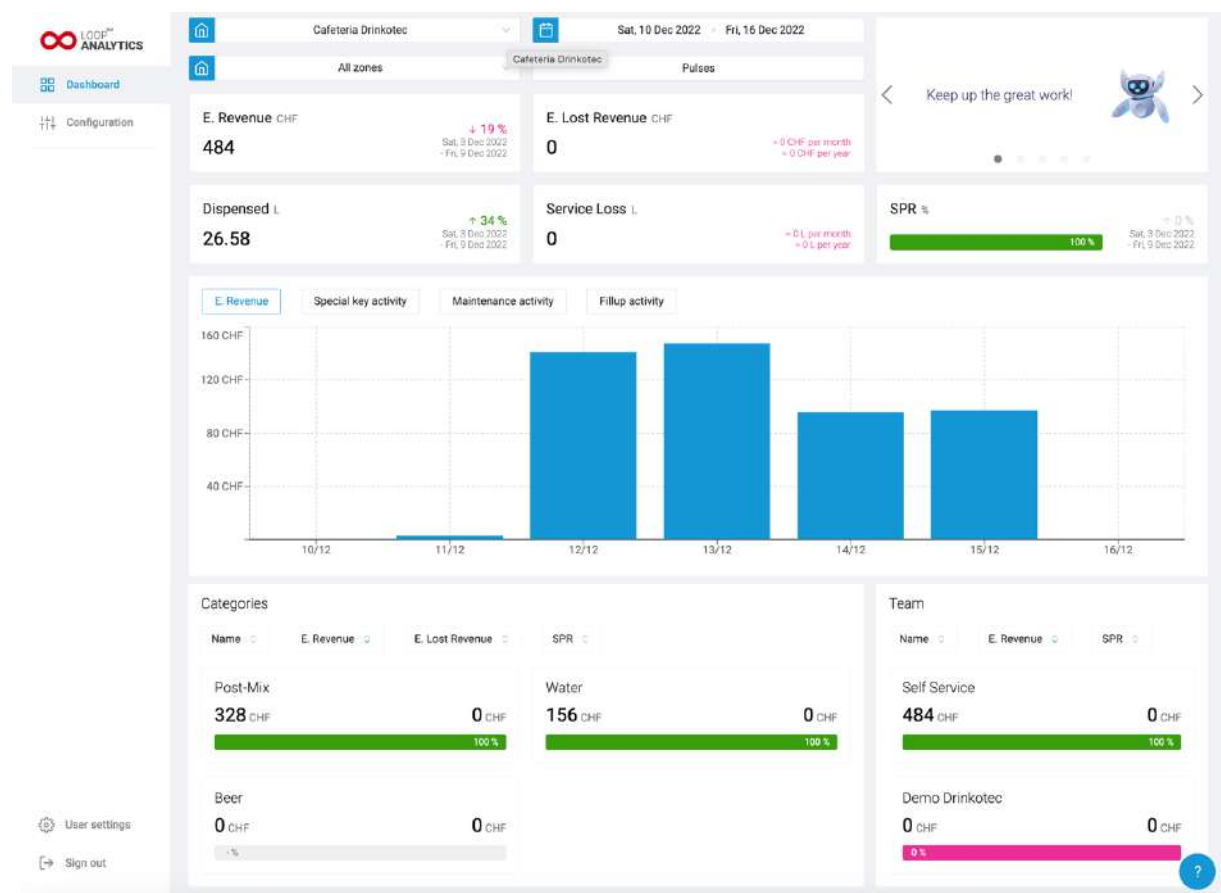
OPTIONS AVAILABLE WITH LOOP360

DISPENSING ACTIVITIES

- Launch a web browser and enter <https://loop.drinkotec.net/> to access Loop360, enter your access information and sign in.

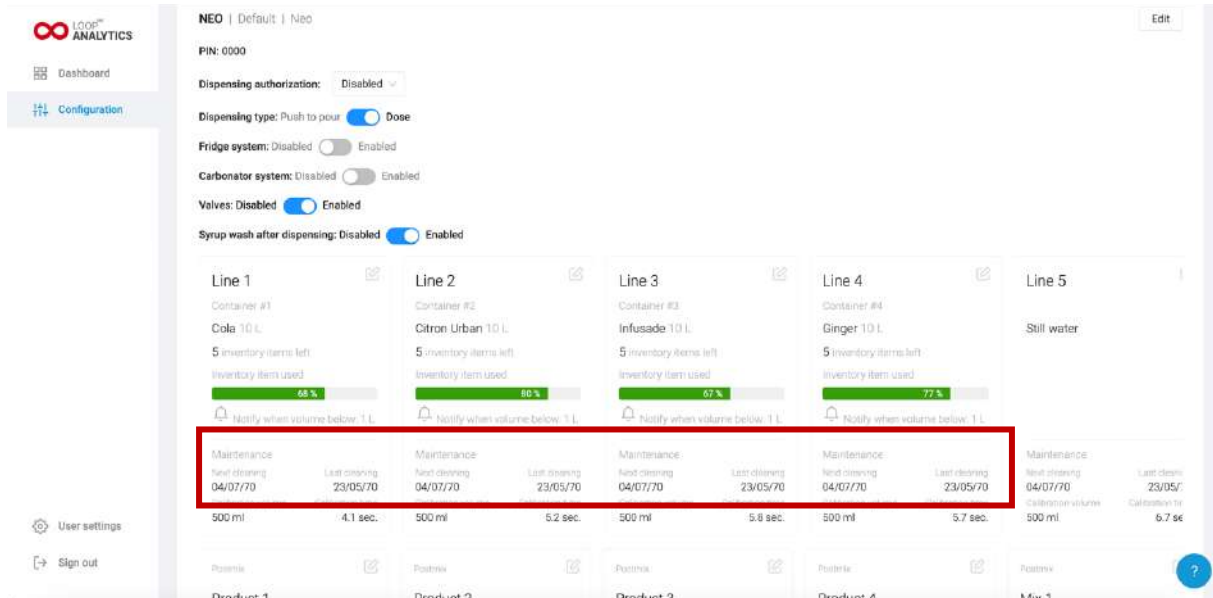


- Access the « Dashboard » menu. You can filter by date, zones. You will see all dispensing information.



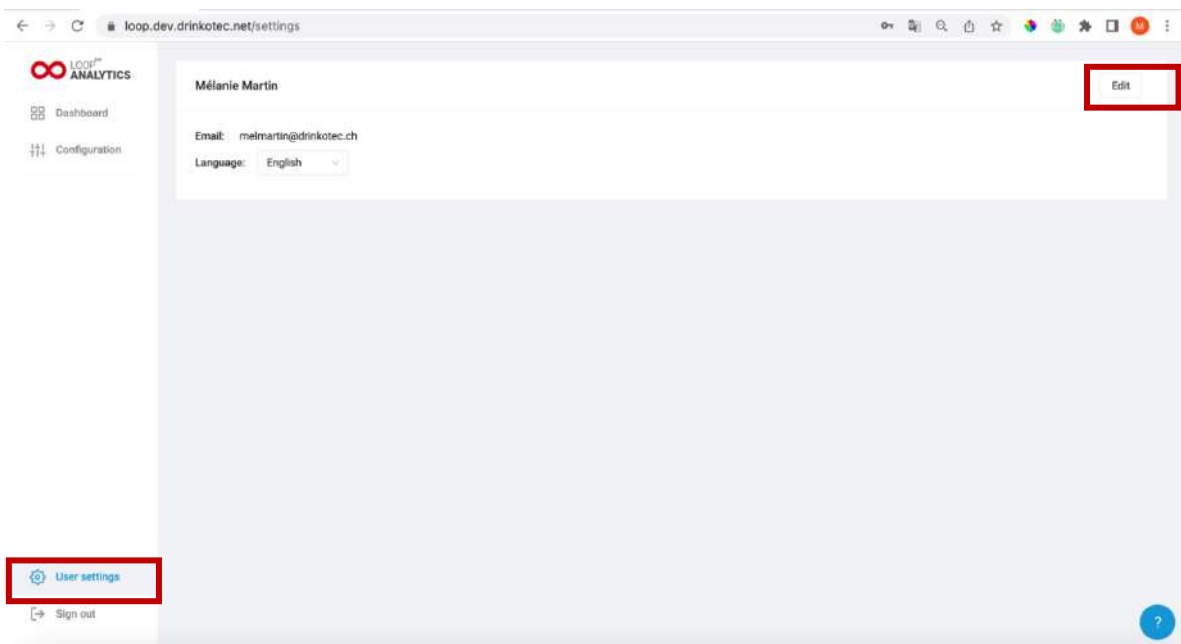
KNOW BIBS LEVEL

a. Access the "Configuration" mode and you will see directly the bibs level.

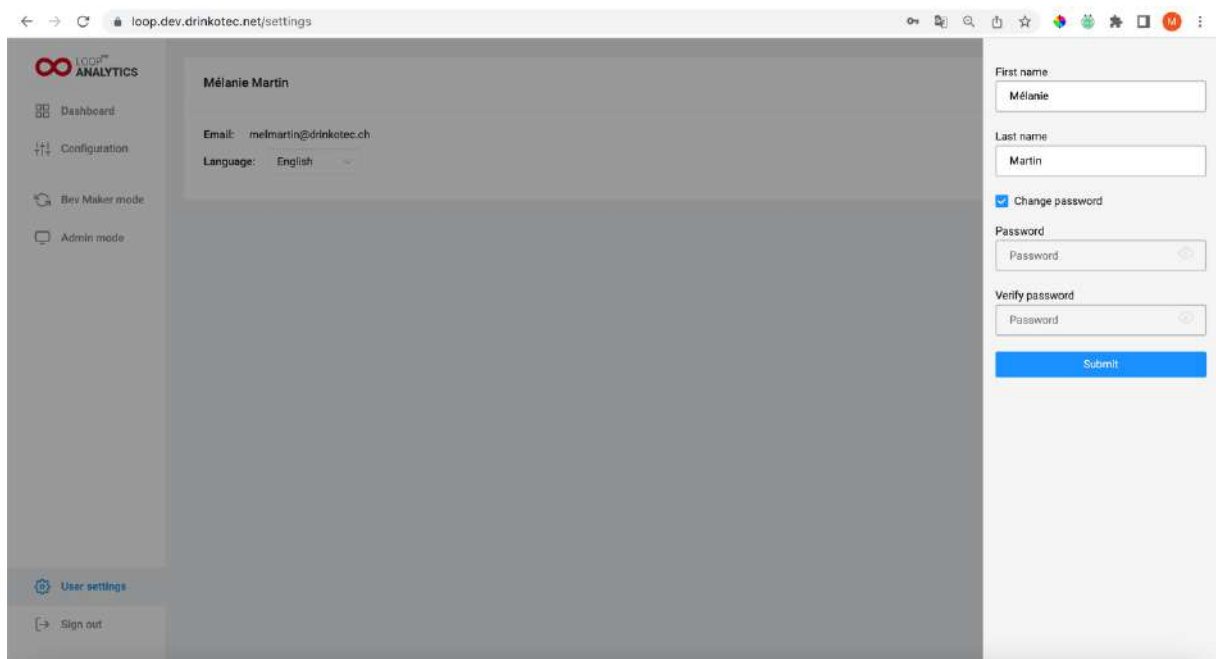


LOOP360 USER SETTINGS

a. Go to the "User Settings" menu and click on the "Edit" button.

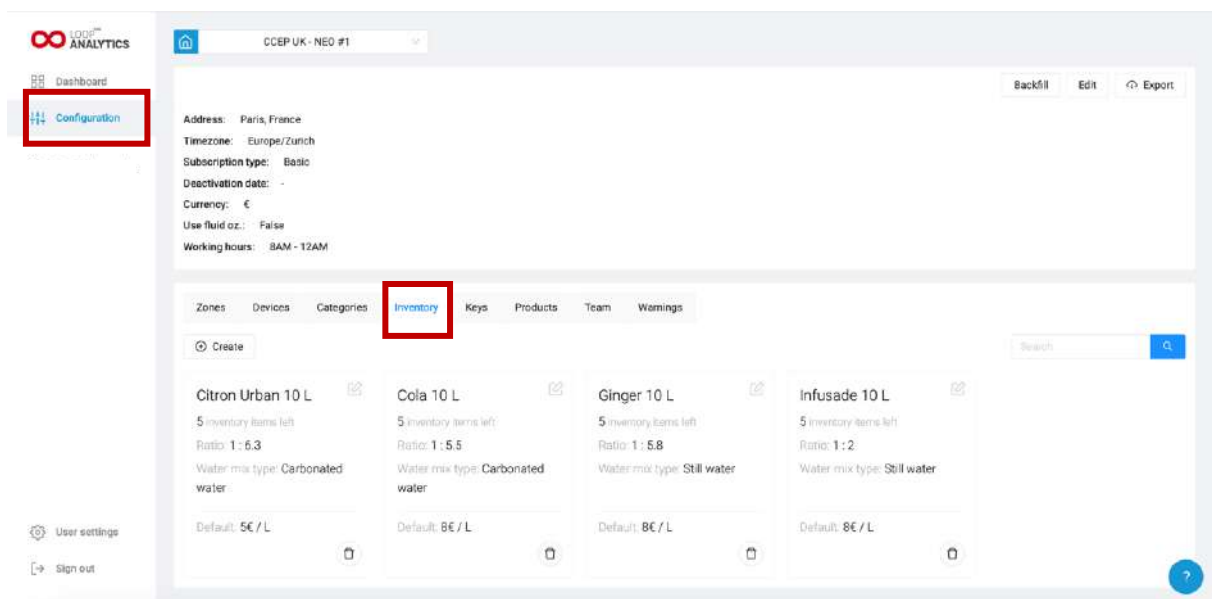


b. You can update your name and your password. Finish by clicking the “Submit” button.

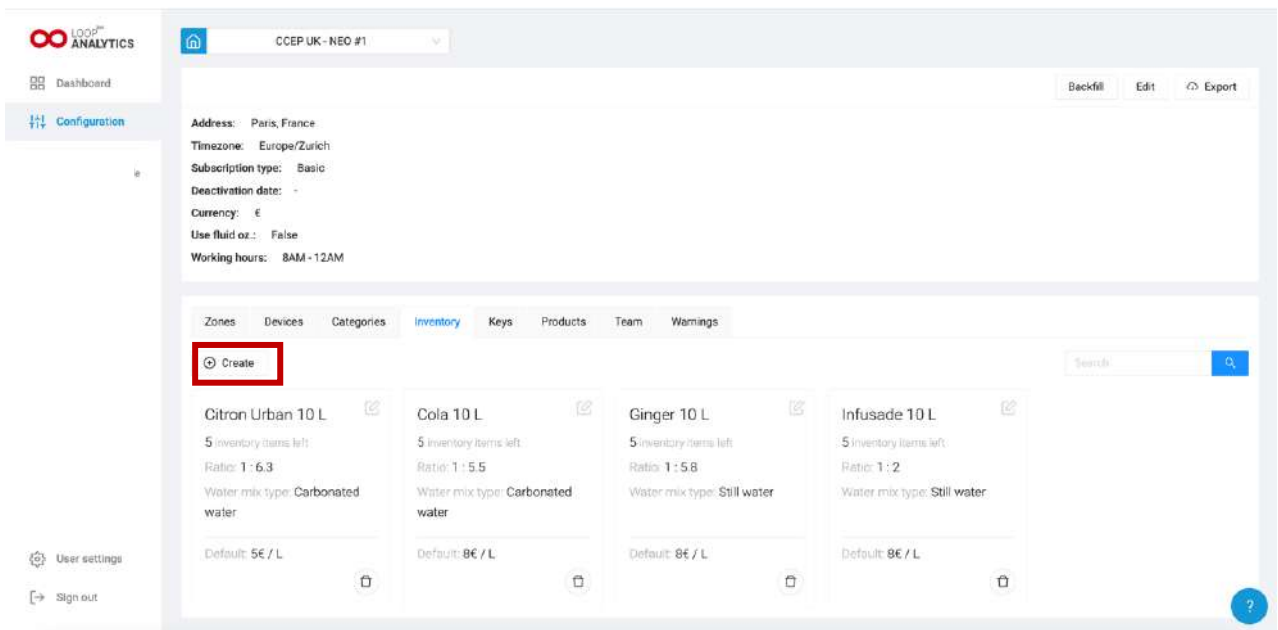


REPLACE A PRODUCT

a. Access “Configuration” in the menu then go to “Inventory” tab.

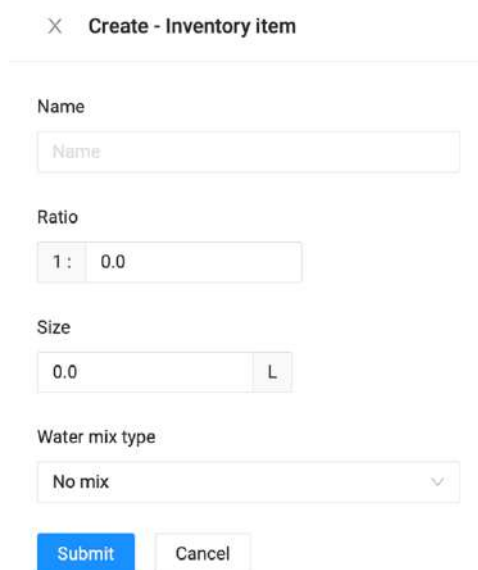


b. Create the inventory item of your future recipe if it does not exist yet.



The screenshot shows the LOOP ANALYTICS configuration interface. The top navigation bar includes 'Dashboard' and 'Configuration'. The 'Configuration' section is active, displaying details for 'CCEP UK - NEO #1'. Below this, there are tabs for 'Zones', 'Devices', 'Categories', 'Inventory', 'Keys', 'Products', 'Team', and 'Warnings'. The 'Inventory' tab is selected, and a 'Create' button is highlighted with a red box. The main content area displays a grid of inventory items: Citron Urban 10 L, Cola 10 L, Ginger 10 L, and Infusade 10 L. Each item card shows '5 inventory items left', a ratio, water mix type, and a default price per liter.

c. Fill in all the information needed & click on the “Submit” button.



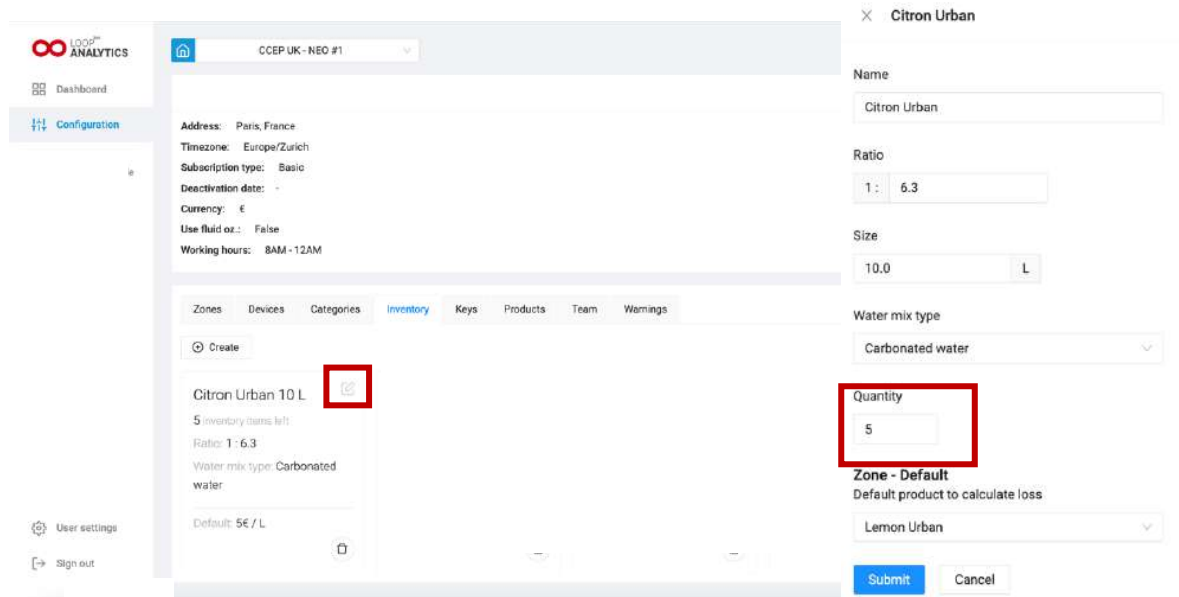
The screenshot shows the 'Create - Inventory item' form. It includes the following fields and controls:

- Name:** A text input field with the placeholder 'Name'.
- Ratio:** A text input field with the value '1 : 0.0'.
- Size:** A text input field with the value '0.0' and a dropdown menu set to 'L'.
- Water mix type:** A dropdown menu set to 'No mix'.
- Buttons:** 'Submit' and 'Cancel' buttons.

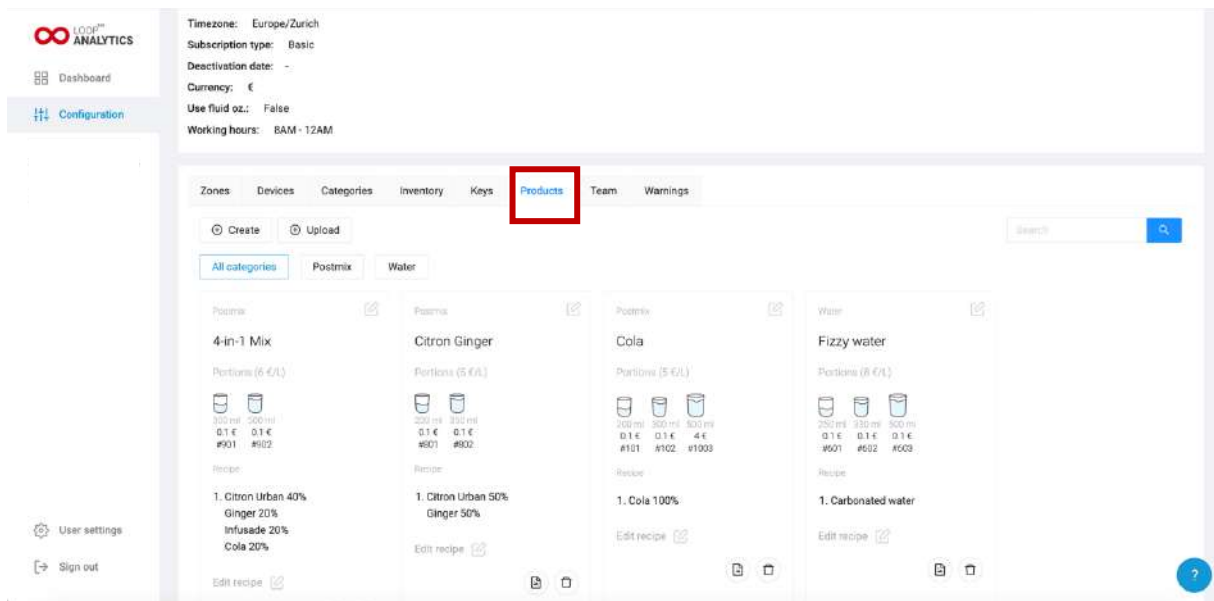


The size corresponds to the size of the container. For example:
3, 10, 15, 20 liters. Check this size information on the bag-in-box.

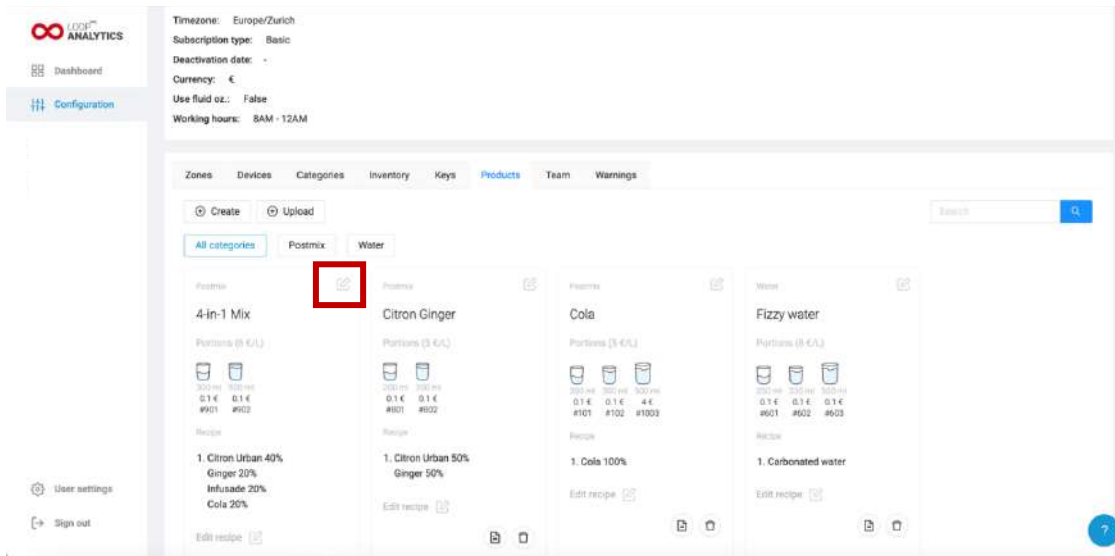
d. Once an inventory item is created, you can update quantity by clicking on the pen in the right corner.



e. Access the “Products” tab.



f. Modify the product you want to replace.



g. Fill up all the information & click on the "Submit" button.

Create - Product

Category

Postmix

Name

Name

Has portions

Price for estimates (CHF/L)

Price for estimates

Portion 1

PLU

PLU

Portion ml

Portion

Price (CHF)

Price



You have to create portions. If you just have one portion, choose the size of your standard glass. You can create up to 3 portions.



PLU have to be different for each product. If you don't have PLU system, you can start with 100 and so on. For example:

Product 1 with 3 doses: PLU 101, PLU 102, PLU 103

Product 2 with 3 doses: PLU 201, PLU 202, PLU 203



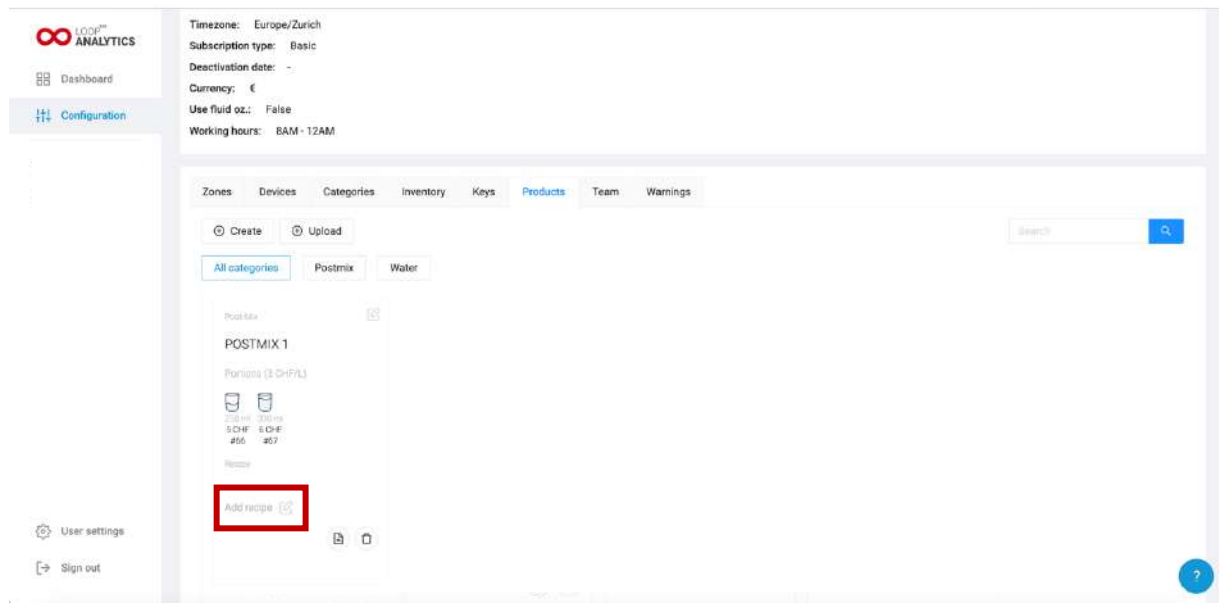
The estimate price can be used in different ways.

It can be the cost price or the selling price per liter.

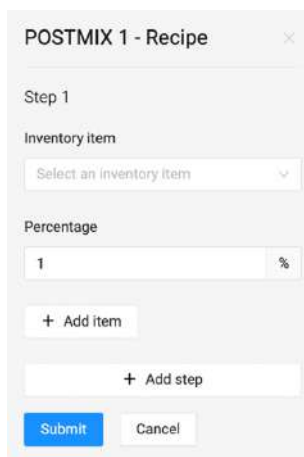
If the drinks are free, the customer will be able to see the monthly cost of his consumption in the dashboard.

If the drinks are charged, the customer will have a global idea of his sales.

h. Add your recipe.



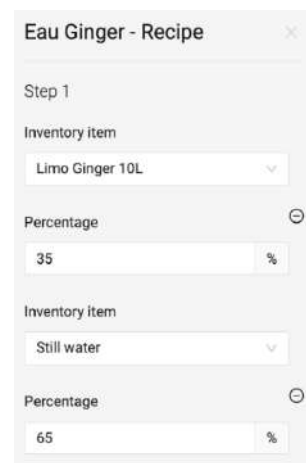
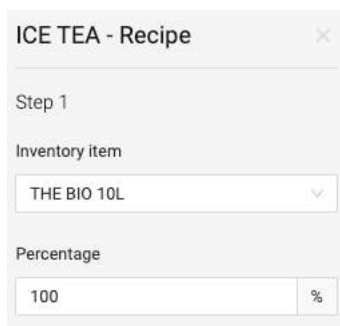
i. Choose your ingredients from the list of inventory items and create the recipe you want by adding other inventory items and their percentages. Then, click on the "Submit" button.



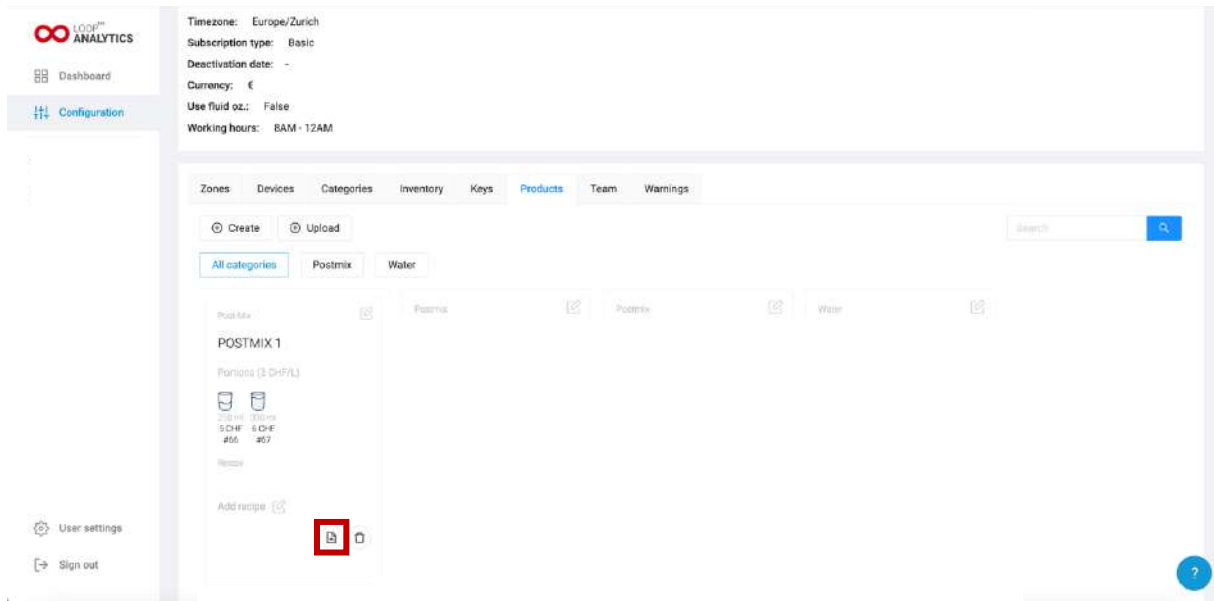
? You have to be at 100% percentage by adding all items of your recipe.

Example for a mix as Ginger water by Good Good:

Example for traditional postmix drink:

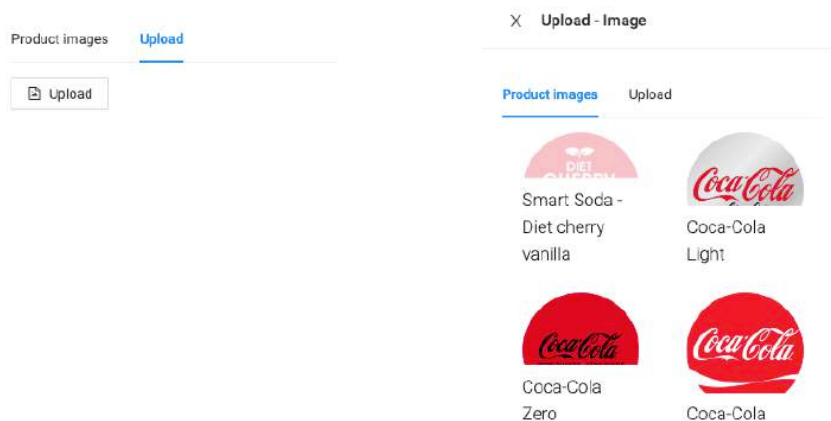


j. The last step is to add the logo you want to display on the screen by clicking as shown below in the red square.



k. You can upload a new logo or choose an available logo from our library.

Image has to be 250x250 pixels size. We recommend using a circular logo for design purposes.

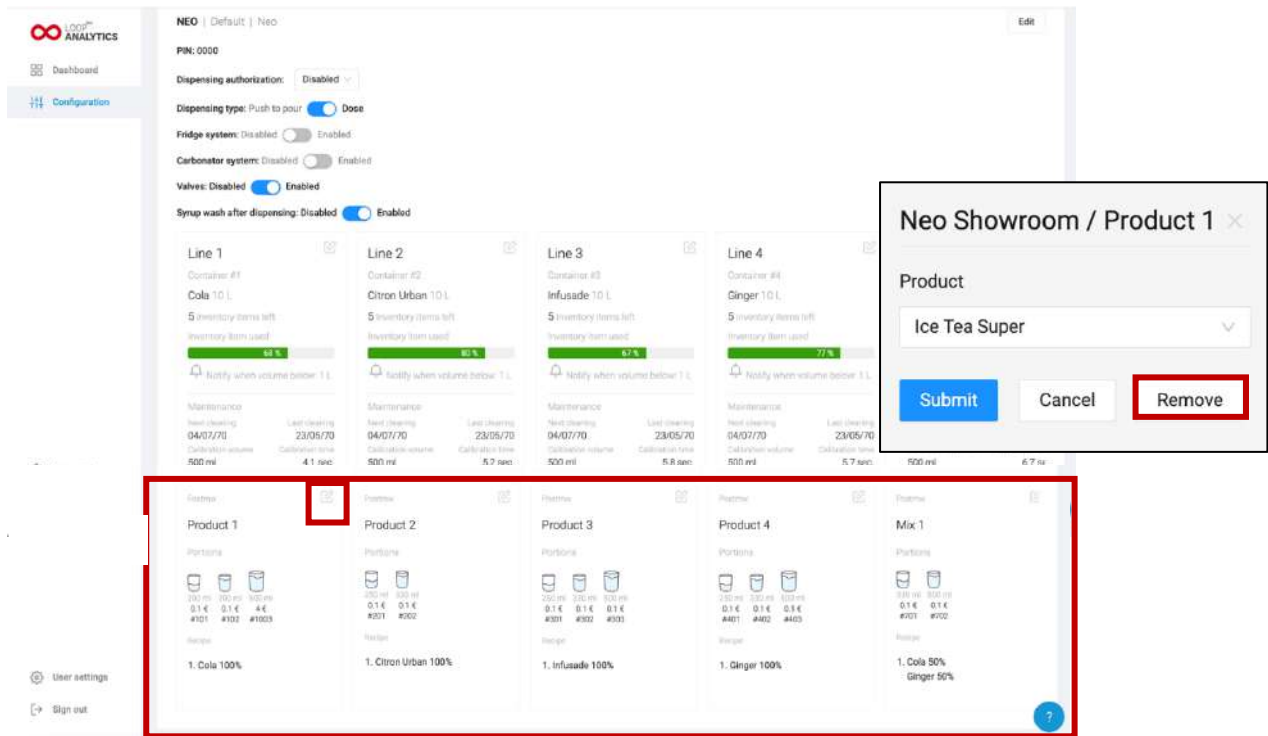


When you make changes to Loop360, Neo updates the new settings. Each time, the Neo screen will display a loading screen.

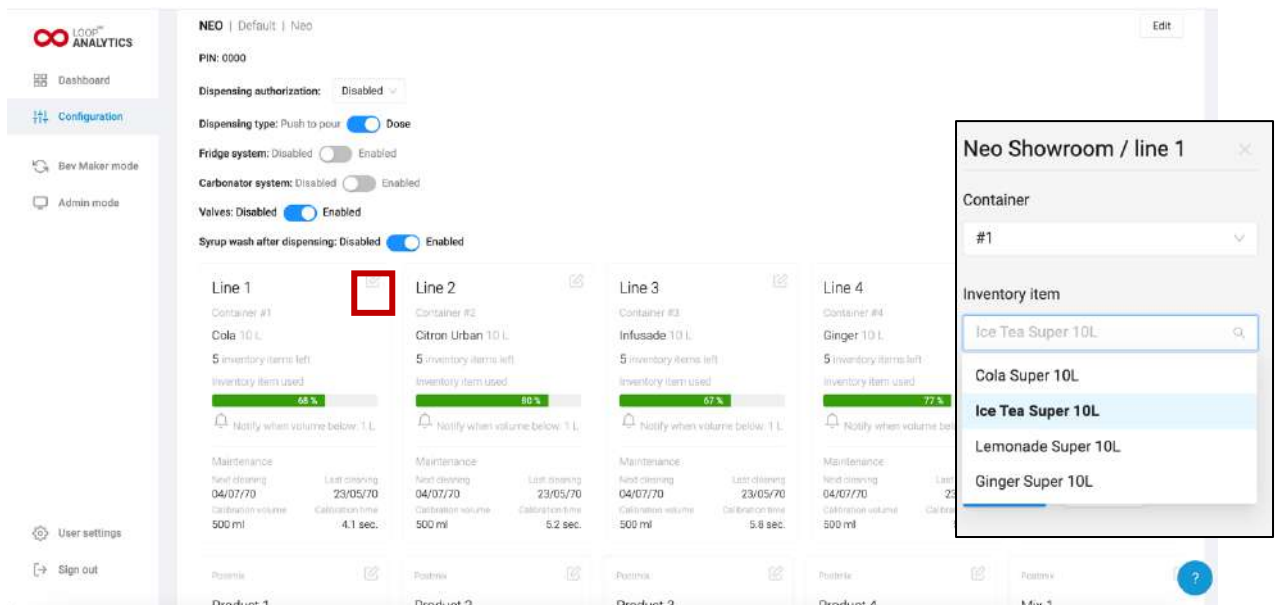


Do not forget to clean your syrup line before changing for another flavor.

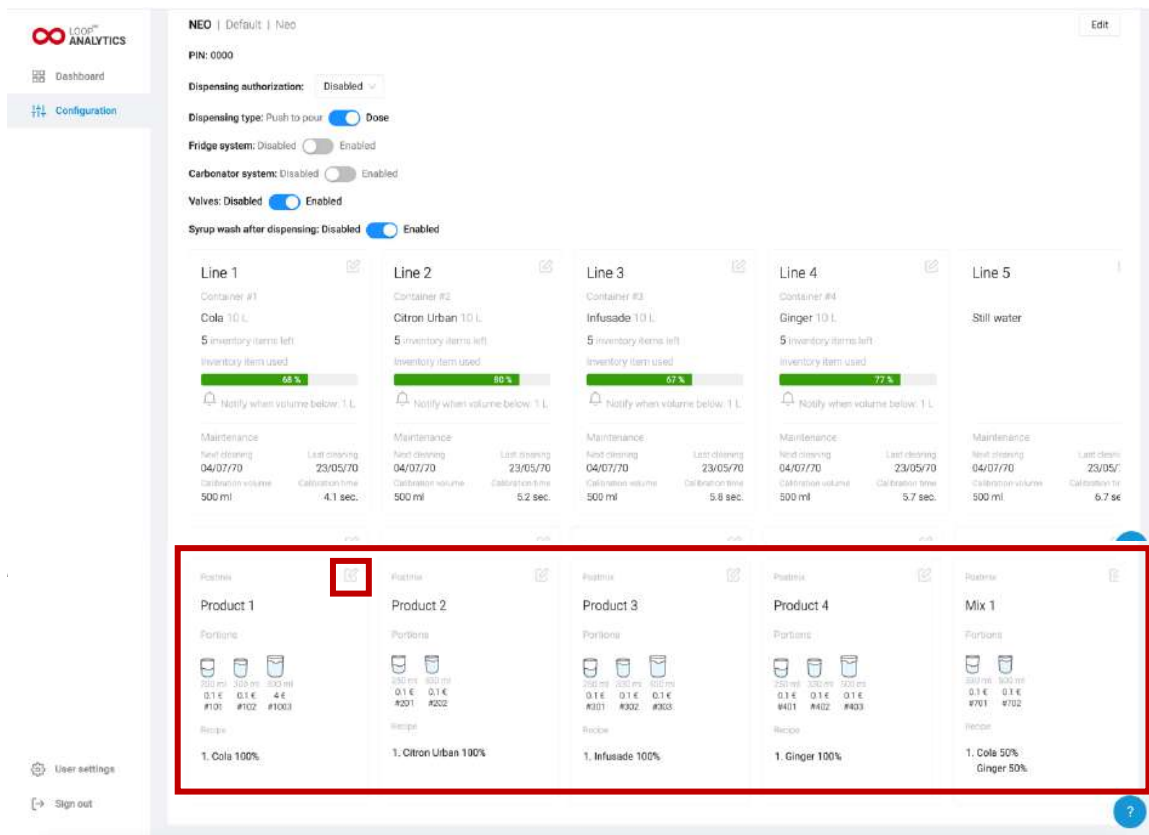
l. Go to the “devices” tab and remove each product on the device that is using the deleted ingredient by clicking on the pen in the right corner.




m. Still on the “devices” tab, edit the inventory item you want to change by clicking on the pen in the right corner & choose the one you just created.




n. Edit or add each product you just replaced by clicking on the pen in the right corner, and choose from the list created from “Product” tab.



 The order of the products will be the same on the machine screen.

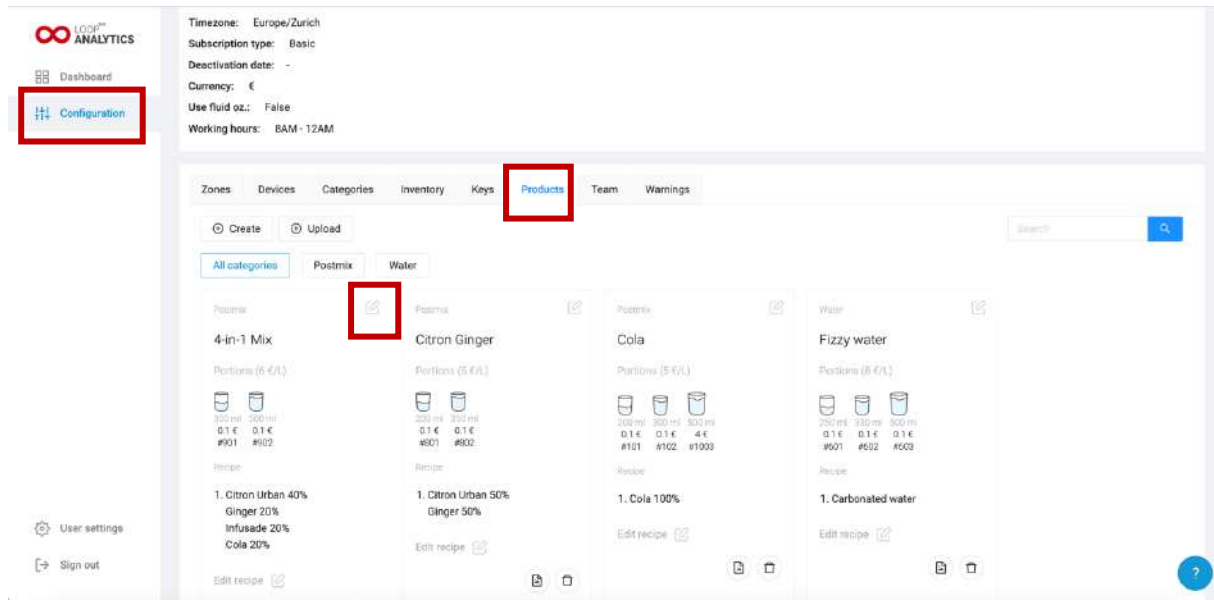
 Depending on your screen size, you can slide over each line to see the rest of the products.

 Check doses and recipes for each product. If an error appears, go back to the "Product" tab, edit the product in question and click on the "Submit" button. Return to the "Device" tab and select your product again. An update should be visible.

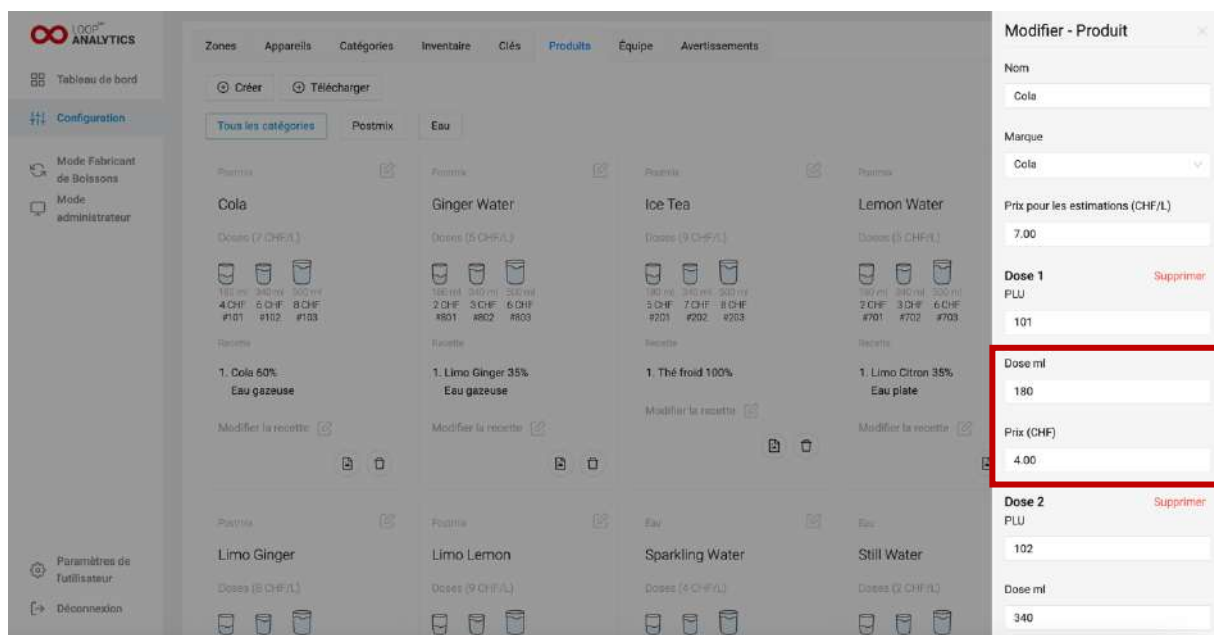
 If the logos are not visible on the machine, simply go back to the “Product” tab and reload the logos.

UPDATE DOSES

a. Access “Configuration” in the menu then go to “Product” tab & edit the product you want by clicking on the pen in the right corner.

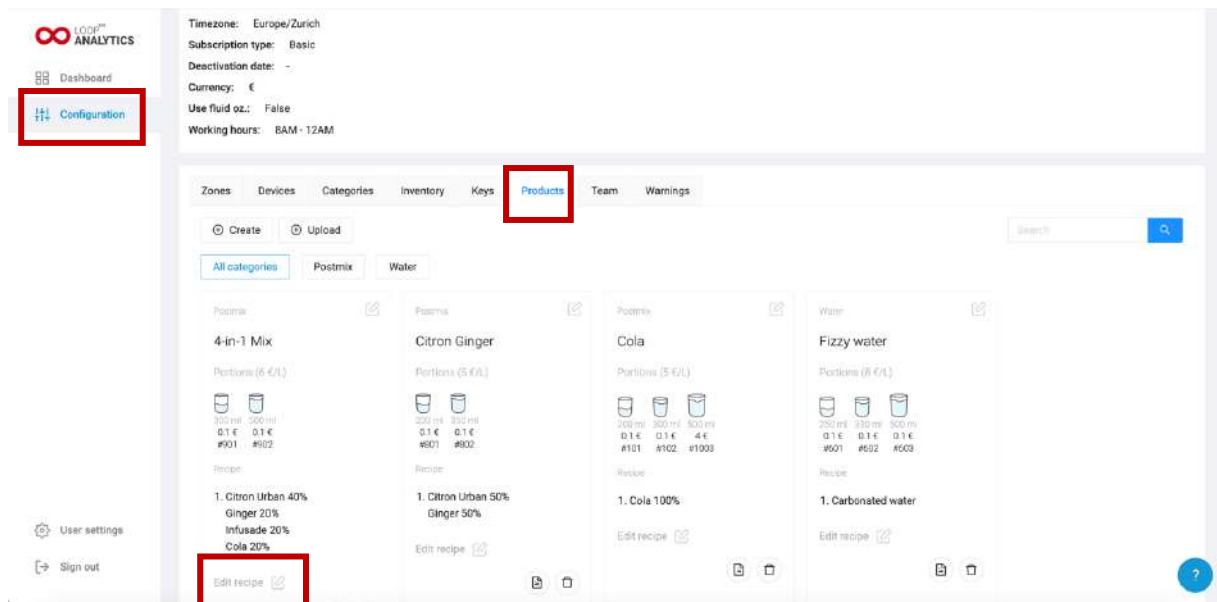


b. You can update the dose you want and also the price. Finish the update by clicking on the “Submit” button.

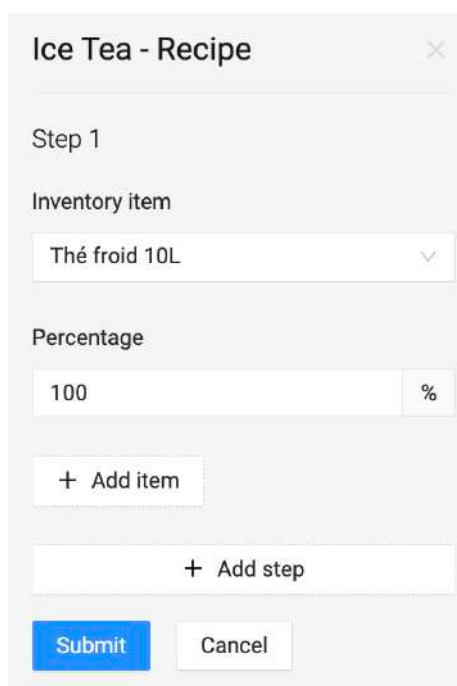


UPDATE DRINK RECIPES

a. Access “Configuration” in the menu then go to “Product” tab & edit the product you want by clicking on the pen next to “Edit Recipe”.



b. Update ingredients you want from the list of inventory items and create the recipe you want by adding other inventory items and their percentages. Then, click on the “Submit” button.



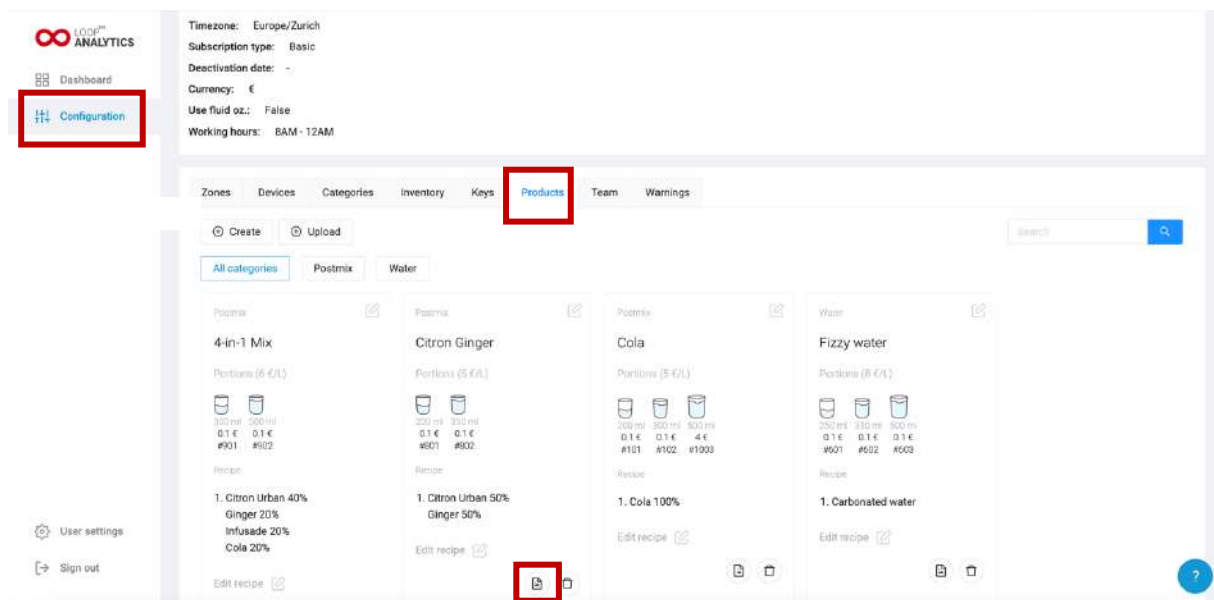
The screenshot shows the 'Ice Tea - Recipe' form. It has a title bar with a close button. Below the title, it says 'Step 1'. The 'Inventory item' field has a dropdown menu with 'Thé froid 10L' selected. The 'Percentage' field has a text input with '100' and a percentage sign. There are two buttons: '+ Add item' and '+ Add step'. At the bottom, there are two buttons: 'Submit' and 'Cancel'.



You have to be at 100% percentage by adding all items of your recipe.

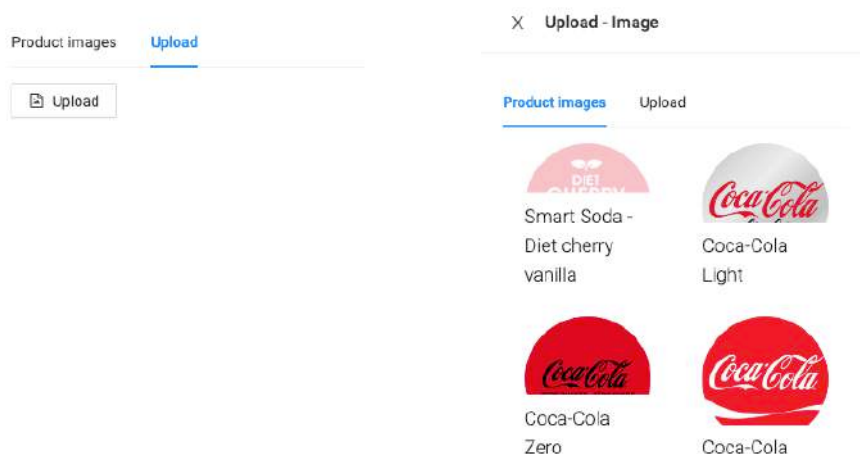
UPDATE LOGO PRODUCTS

a. Access “Configuration” in the menu then go to “Product” tab & edit the logo you want to update on the screen by clicking as shown below in the red square.



b. You can upload a new logo or choose an available logo from our library.

Image has to be 250x250 pixels size. We recommend using a circular logo for design purposes.



MAINTENANCE AND CLEANING

CLEANING OF THE ELEMENTS

Drinkotec products are made with a variety of materials, and each material may have specific cleaning requirements. To get started, here are some tips that apply to all products:

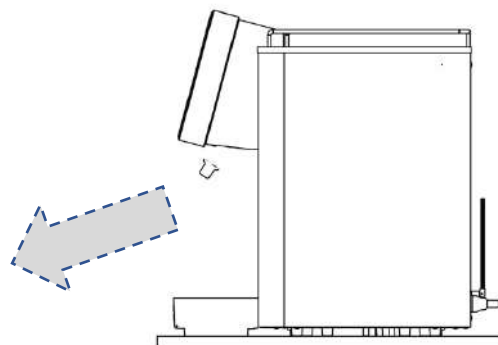
- Only use a soft, lint-free cloth. Avoid abrasive cloths, towels, paper towels or similar items.
- Avoid excessive wiping, which may cause damage.
- Unplug all external power sources, devices and cables.
- Keep liquids away from the product, unless otherwise noted for specific products.
- Do not allow moisture to enter openings.
- Do not use aerosols, bleaches or abrasives.
- Do not spray cleaning products directly on the item.

When cleaning the outside of your device, first shut down and unplug the power adapter. Then use a damp, soft, lint-free cloth to clean the exterior. Avoid getting moisture in any openings. Don't spray liquid directly on the device. Don't use aerosol sprays, solvents, abrasives or cleaners containing hydrogen peroxide that may damage the finish.

To clean the screen, first turn off and unplug the power adapter. Moisten a soft, lint-free cloth with water only, then use it to clean the screen. To clean hard-to-remove stains, you can moisten the cloth with a 70% isopropyl alcohol (IPA) solution.

CLEANING THE NOZZLE

It is recommended to clean the nozzle daily. You can remove it by pulling the nozzle towards you. Once removed, you can clean it by running it under warm water.



CLEANING THE SYRUP LINE

- a. Accessing the setting menu. Please refer to **“Normal usage – BIBS Management – Know BIBS level” p.10.**
- b. Make sure to connect your sanitizer to the syrup line #1.
- c. Access the "Cleaning Menu" and press the "Product #1" button until the sanitizer flows. Continue to purge according to your sanitizer instructions.



- d. Replace your sanitizing solution with clear water on the syrup line. Proceed with the rinsing by repeating the operation: press the "Product #1" button until the line is completely rinsed.
- e. Reconnect your syrup.
- f. Repeat the above steps for all product lines.