



Standard Operating Procedures



Auto Fill Dispensers

Dispenser Serial Number(s): _____

The Parrot-Ice Mission is to provide the consumer with a branded beverage that consistently exceeds expectations of Quality and Value!

Daily

1. Cycle the Beverage – Before 9:00 a.m.: “Cycle” the beverage by filling a large cup and pouring it back into the dispenser’s hopper. Repeat this step four to five times. (See Fig. 1) Place the control switches back to the FREEZE position. (Dispensers with Auto Defrost Timers will return to FREEZE automatically.)

Note: Parrot-Ice is made with Real Fruit & Fruit Juice. This step is like shaking your orange juice and ensures optimum quality.

2. Wipe Down the Front of the Dispenser – 9:00 a.m., 1:00 p.m., and 3:00 p.m.: Wipe the front of your dispenser, merchandising, and rinse the drip tray with warm water three times daily.

Note: No one wants to buy a drink from a dirty dispenser and a clean dispenser sells more drinks.

3. Restock for Tomorrow’s Business – Before 9:00 p.m.: Fill the Cups, Lids, Straws, and Sample Cups. Check your Bags of Beverage to make sure they are not too low.

Note: When the beverage is low it will start making a low-level BEEPING sound. Your dispenser should refill automatically. If the beeping continues, make sure your beverage bag is full. If the dispenser gets too low and air gets into the beverage, the beverage is ruined and the dispenser stops freezing.

4. Defrost – Midnight until 6:00 a.m.: Place the dispenser switch to “Chill” (See Fig. 2) for at least six (6) hours so that the beverage can thaw to a liquid.

Note: This step will keep the beverage texture smooth and keep blocks of ice from building in your dispenser.



Front View

Drip Tray



Fig. 1 - Cycling



Fig. 2 - Chill



Many dispensers have Auto Defrost Timers and do not require this step. Check your Operations Manual

Weekly

Estimated Time: 15 Minutes

1. Clean-In-Place – Late at Night (Sundays):



Fig. 5 – Clean-In-Place Hose

- Place the control switches to the CLEAN (See Fig. 3) position and thaw the frozen beverage (about ten or fifteen minutes).
- Remove the lid from the dispenser.
Note: This step will shut off the dispenser and keep it from automatically filling with water.
- Disconnect the probe fittings from the Bags of Beverage Concentrate (See Fig 4)
- Attach the Clean-In-Place Faucet Hose (See Fig.5), empty the beverage from the dispenser into a sanitary mixing container, and store in the cooler.
Note: Additional Cleaning Hose Kits (Item 1915DK) are available by calling the Parrot-Ice Life Line at 1-800-777-8676.
- Wipe the hopper clean with paper towels. Remove any ice and fruit buildup from the hopper.
WARNING: Do not place finger inside the inlet hole in the hopper.
- Mix two and one-half (2 1/2) gallons of Hot Water and one (1) packet Stera Shee® Green Label Sanitizer and Cleaner for each side of the dispenser. Shake Well. Fill the dispenser to the top with solution.
- Replace the lid on the dispenser and allow to self clean overnight. (Control switches should be in CLEAN position.)
Note: Be sure to place your “Just Chillin” signs on the dispenser.
- After at least six (6) hours, turn control switches to OFF, remove the lid, and drain the Sanitizing Solution in an appropriate container.
- To remove the remaining Sanitizing Solution, loosen the two lower Face Plate Knobs and allow the Sanitizing Solution to empty down the front of the dispenser in to the drip tray. Using the dispensed Sanitizing Solution, wipe the front of your dispenser, and clean the drip tray.
- Retighten the Face Plate Knobs and Fill the dispenser with the beverage you removed in “Step D”.
- Replace the lid, and place the control switches to FREEZE.
Note: Check your Operations Manual for more detailed instructions or call the Parrot-Ice Life Line at 1-800-777-8676 for assistance.



Fig. 3 - Clean



Fig. 4 – Probe Fitting



Mixing Container & Sanitizing Solution
DO NOT USE CHLORINE BLEACH!

2. Order Parrot-Ice Stock – During the Order/Category Management Process: Check your inventory closely. Always have at least two-weeks inventory on hand.

Note: Beverage Concentrate Cups Lids Straws FREE Sample Cups



Double your stock levels of beverage concentrate in March, April, and June.
(Store Parrot-Ice Fruit Kooler Beverage Concentrate in the Cooler)

Monthly

1. Monthly Cleaning & Maintenance – 1st Sunday of the Month: (See the Operations Manual for **Critical Instructions**).

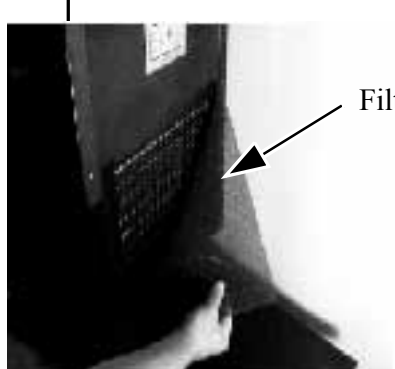
- CAUTION: The Pump must be flushed once per month to work properly.**
- Wash the filter thoroughly. Missing or Dirty filters cause permanent dispenser damage.
- Make certain the dispenser has enough clearance to breathe – 8” behind, and 6” on sides.
- Make certain there is nothing else plugged into the outlet with the dispenser. If the dispenser is not on a “dedicated circuit” it may not freeze and will have service problems.
Note: Call the Parrot-Ice Life Line at 1-800-777-8676 for assistance.

2. Promotions – During the Category Management/Ordering Process, review your Parrot-Ice Promotional Planning Calendar.

3. Merchandising Store Set – During the Category Management Process, check to make certain your P.O.P. is in place.

4. Flavor Rotation – Rotate your second flavor of Parrot-Ice in March, May, July, September, and November.

Note: Call the Parrot-Ice Life Line at 1-800-777-8676 to order promotions, merchandising P.O.P., or for the newest flavors.



Filter



Merchandising Store Set

Any Questions? Call the Parrot-Ice Life Line...

1-800-777-8676



Ask for your Customer Action Request (CAR), or Work Order, Tracking Number when you call.

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