



Standard Operating Procedures



Dispenser Serial Number(s): _____

Top Fill Dispensers

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

Daily

- 1. Fill the Dispenser & Cycle the Beverage – Before 9:00 a.m.:** FILL the dispenser with beverage to within one (1) inch of the top. “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 and Electric Parrot-Ice are 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. Mix Beverage for Tomorrow’s Business – Before 9:00 p.m.:** Prepare two mixing containers of each flavor. (Be sure to shake it well before you fill the dispenser, and to store unused beverages in the cooler after mixing.) Fill Cups, Lid, Straws and Sample Cups.
Note: When the beverage is low it will start making a low-level BEEPING sound. Be certain to fill it immediately, before it gets too low and air gets into the beverage. If this happens 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



Fig. 1 - Cycling



Flavor 1 Flavor 2



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):**
 - Place the control switches to the CLEAN (See Fig. 3) position and thaw the frozen beverage (about ten or fifteen minutes).
 - Attach the Clean-In-Place Faucet Hose (See Fig.4), 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 (2½) 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 and drain the Sanitizing Solution into 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 beverage 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. 4 – Clean-In-Place Hose



Fig. 3 - Clean



Mixing Container & Sanitizing Solution
DO NOT USE CHLORINE BLEACH!

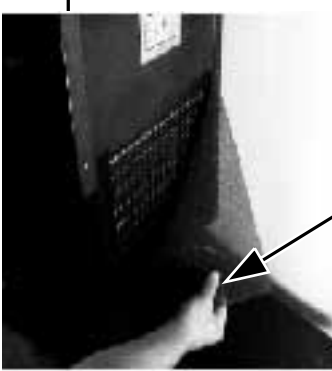
- 2. Order Parrot-Ice Stock – During the Order/Category Management Process:** Check your inventory closely. Always have at least two-weeks inventory on hand.
Note: Beverage Concentrate Cups Lids Straws FREE Sample Cups



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

Monthly

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



Back View

- 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.



Merchandising Store Set

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

1-800-777-8676

THE FROZEN ONE.

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

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