

Machine Sanitation Confirmation Process

Technical Bulletin

This page gives a technical overview of the new Sanitation process that will be released to all connected machines at the end of the month.

Background

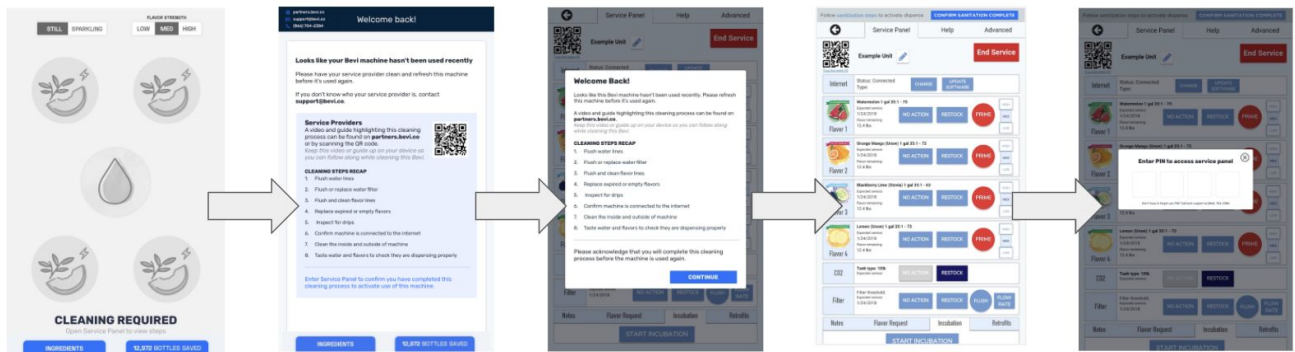
Starting in mid October, we'll push a software update to machines to update the procedure for sanitizing Bevi Machines. The biggest update is the inclusion of a Pin Code that will confirm that sanitation is complete and allow users to start dispensing from the machine again.

You can find this Pin Code in your partner newsletter or by logging into well.bevi.co/portal. We're updating our Sanitation Procedure in order to ensure customers can safely drink from Bevi machines and partners can easily follow our [standard procedure](#) while at the machine.

Sanitation Confirmation Process

The process to clear the screen is as follows:

1. If a machine qualifies for sanitation, the dispense screen will gray out with a banner saying that cleaning is required.
2. A tech can click the "Cleaning Required" banner which will open the Sanitation Screen. On this screen there will be two updates:
 - a. A QR Code to scan for further cleaning instructions.
 - b. Directions to access the Service Panel to complete sanitation. The Ingredients will be enabled in order to access the Service Panel.
3. Once in the Service Panel, the technician will see a pop-up with a reminder of the cleaning instructions and a banner with button to confirm sanitation is complete once they've finished the process.
4. Once the confirmation button is clicked, a Pin Code Screen will appear where they enter a universal code to unblock the dispense screen.



How does a machine qualify for sanitation:

In order to qualify for sanitation, the machine needs to be in the following state:

- This screen has not been shown on the machine in the past 4 weeks (Note: This is only applicable to the new sanitation screen; if the old screen was shown, it is still eligible for the new process).
- Either one of the following pieces of criteria have been met:
 - Less than one liter (~3 bottles) of sparkling water dispensed over 4 weeks.
 - No Flavor dispenses over 4 weeks.

What machines are currently displaying the screen

We'll be releasing an update to the Well that will help you stay in the loop on what machines need to be cleaned. You can keep track in the following places:

1. The Summary View: Machines that are marked as **red** under the 'Sanitation Required' header need attention. You can click the numbered tile to filter to those machines.

Summary View Plan Ahead
Show 4-5 Days until Out or Expired

STATUS	SANITATION REQUIRED	INTERNET	CO2	FLAVORS	FILTER
Out or Expired	1	7346	197	3293	137
1-3 days before Out or Expired				3	
4 days or more before Out or Expired	7347	2	29	912	38

2. The Inventory Table: We'll be adding last dispense data and a flag for each unit that needs to be cleaned right next to all consumable information.

UNIT	EXPECTED SERVICE DATE	LAST SERVICE DATE	LAST DISPENSE	INTERNET	CO2	FILTER	SLOT 1	SLOT 2	SLOT 3	SLOT 4
CT Google-Boston... Google Canteen Boston	10/12	8/12	03/15 5:47 PM SANITATION DUE		50% 10 lb tank DUE 7/18	85% 3M DUE 8/1	85% Strawberry Lemongrass DUE 8/1	100% Strawberry Lemongrass DUE 8/15	50% Peach White Tea DUE 7/20	20% Watermelon EXPIRES 7/15

3. The Unit Page: Once sanitation has been completed, you'll be able to see the time it was done on the unit page.

TABLET		Edit
TOUCHSCREEN ID	MACHINE ID	
2345678	AF-3	
OPTCONNECT SERIAL #		
98765432		
TOUCHLESS DISPENSE		
Enabled		
Last touchless dispense: 06/19/20 5:23 pm		
SANITIZATION		
Completed 07/19/20 5:23 pm		
SOFTWARE		
Last updated 05/05/20		Update Software

What to do if the 'Cleaning Required' won't clear

If you've input the correct pin code and the cleaning required screen won't clear, contact our tech support team to aid you in clearing the screen.