

# Tech Bulletin: New Rinse Process



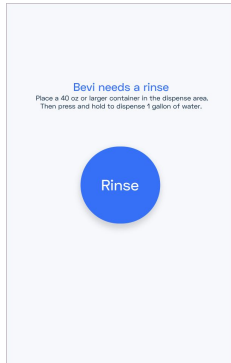
In our next release, we have developed a customer-driven Rinse process when a machine has not been used for an extended period of time. This will prevent the sanitation screen blocking dispense and allow customers to drink from the machine. This decreases the need for service visits when a machine is being lightly used.

## The rinse screen will appear if either of the below happens within a 4 week window:

1. The machine has dispensed less than 1 liter of sparkling water
2. The machine has not dispensed any flavor

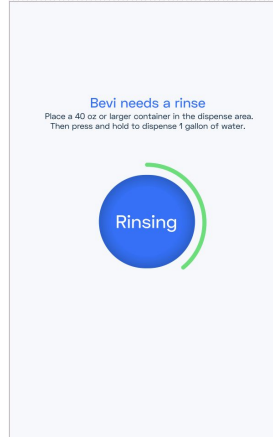
### The Rinse Process: Step 1

When the machine qualifies, a customer will see a screen instructing them to start rinsing water through the Machine. A 40 oz container is recommended to complete the process:



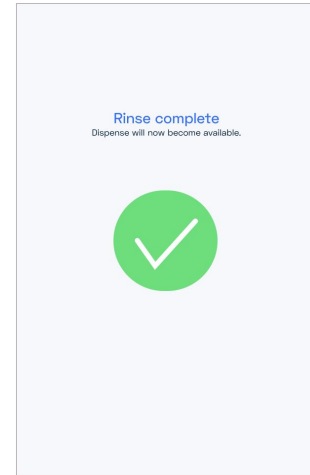
### Step 2

1. The instructions will tell the customer to get a 40 oz container and press and hold the rinse button to start dispensing. A green progress bar will appear letting them know how long they need to dispense (roughly one gallon)
2. If the customer needs to pause the rinse, they can simply just lift their finger off the rinse button:

















### Step 3

Once the machine has dispensed a gallon of still and sparkling water, the machine will display a success message and return to the Dispense screen. It's a good idea to instruct customers to empty the drip tray after this procedure is complete:



## FAQS

- **Q: How does this interact with the sanitation process?**
  - The rinse screen will continue to show for 4 weeks, after which the full sanitation screen will show, blocking dispense entirely until the cleaning procedure is done.
- **Q: How do I know remotely if a machine is in this state?**
  - Similar to sanitation, there will be a flag in the last dispense column on the Well, in grey, indicating when a machine requires a rinse. If a customer calls asking why their machine is blocked and it is flagged as “Rinse Required,” you should instruct the customer to follow the rinse directions on screen so they can enable drinking from the machine again.

Unit View		Filters									Download CSV
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	01/08 10:22 AM		 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	
CT Google-Boston... Google Canteen Boston	OUT	8/12	12/10 11:11 AM RINSE REQUIRED		 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	