

NEO INSTALLATION MANUAL



Dear Customer

Please read the User Guide and Installation Manual carefully before operating this unit.

Please keep the User Guide and Installation 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.

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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 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

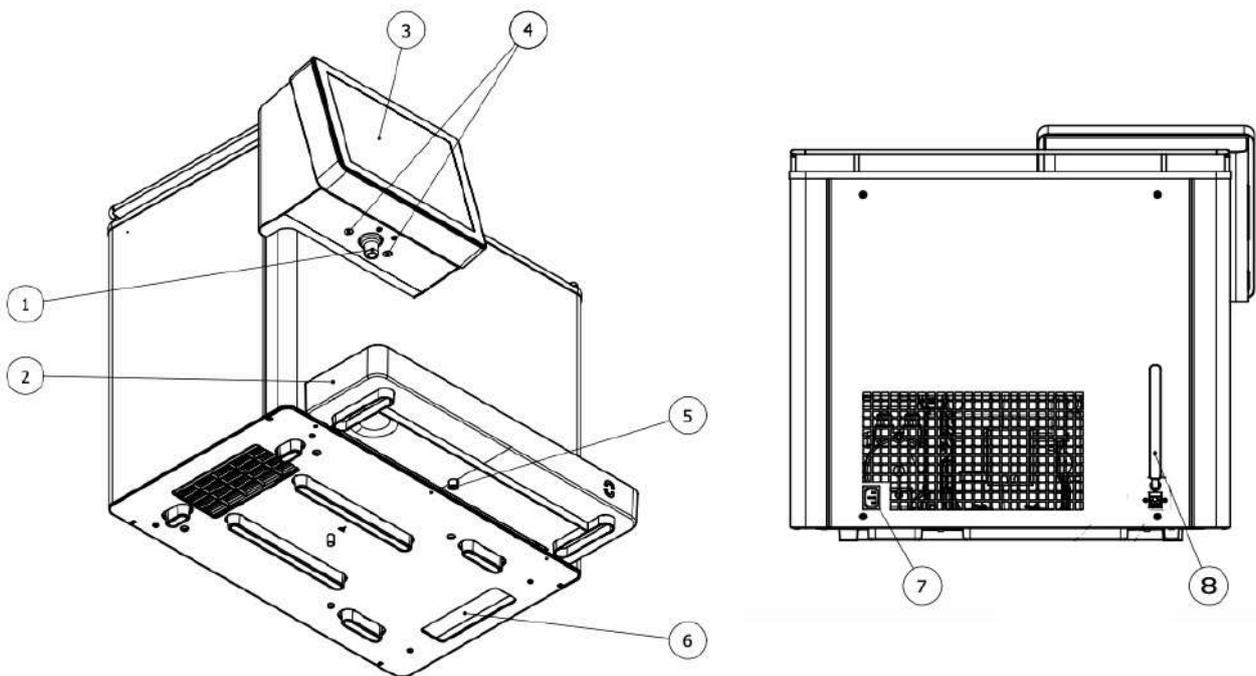
INTRODUCTION

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.

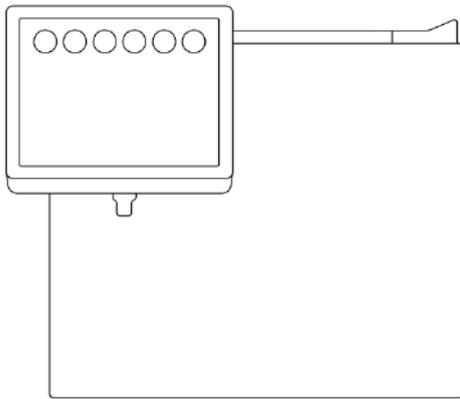
PRESENTATION



- 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) 4G Antenna

CONTENT OF YOUR PACKAGE



Neo

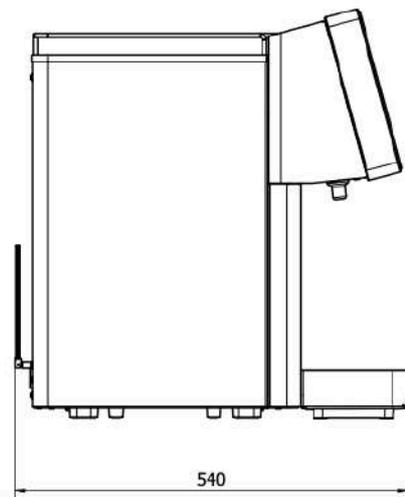
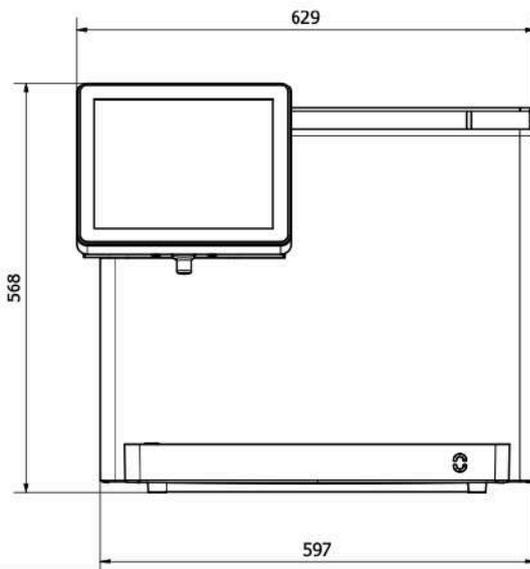


Neo power cable



Drip tray

DIMENSIONS



INSTALLATION & COMMISSIONING OF THE UNIT

TECHNICAL PREREQUISITES

GENERAL REQUIREMENTS

- The equipment is not intended for use with alcoholic, fruit juice or milk-based beverages.
- Do not operate the equipment in a wet environment.
- Do not install or use the unit outdoors.
- Do not install the unit where a steam or water hose could be used in the vicinity of or on the unit.

Any spillage must be wiped dry immediately.

The unit should not be installed in small enclosed spaces or next to equipment that generates heat or where fresh airflow is restricted. Always install in a well-ventilated area.

Keep the unit free from excessive heat and cold. Minimum and maximum ambient temperatures are:

- Minimum: 12°C
- Maximum: 32°C

Misuse or use of the equipment for any other purpose than those identified above will invalidate any warranty, and may constitute a danger to yourself and others.

DEVICE REQUIREMENT

The mains water pressure should be MIN 1.4 bar \ MAX 3.5 bar.

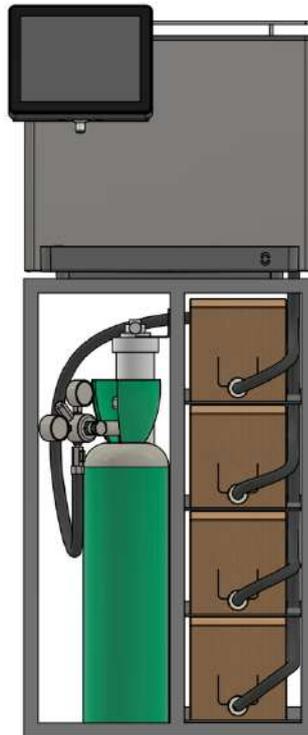
The Co2 pressure should be MIN 4.5 bar \ MAX 5.5 bar.

The electrical supply should support theses following settings:

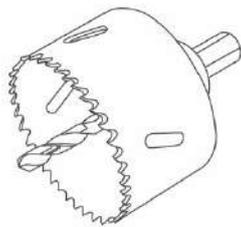
- Voltage: 220-240 V
- Current: 3.5A
- Frequency: 50 Hz
- Power: 660 W
- Fuse rating and type: 10A 20mm HRC

OTHER REQUIREMENTS

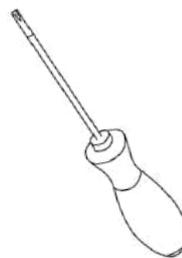
The bag in box syrup **MUST** be within 2 meters of the unit and can be level with or below the unit.



USEFUL TOOLS



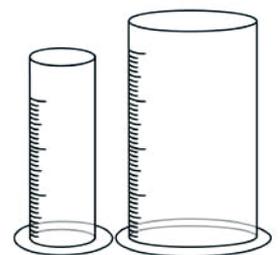
Ø 60mm



Torx20



2.5 mm



Graduated dosing unit

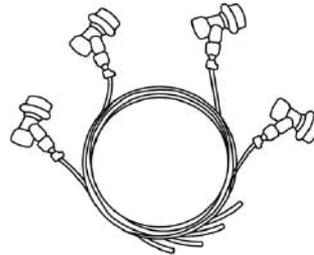
Ø 30 mm (pour écoulement)

KITS OF INSTALLATION (OPTIONAL)



83.54.10 NEO – 4C filter kit

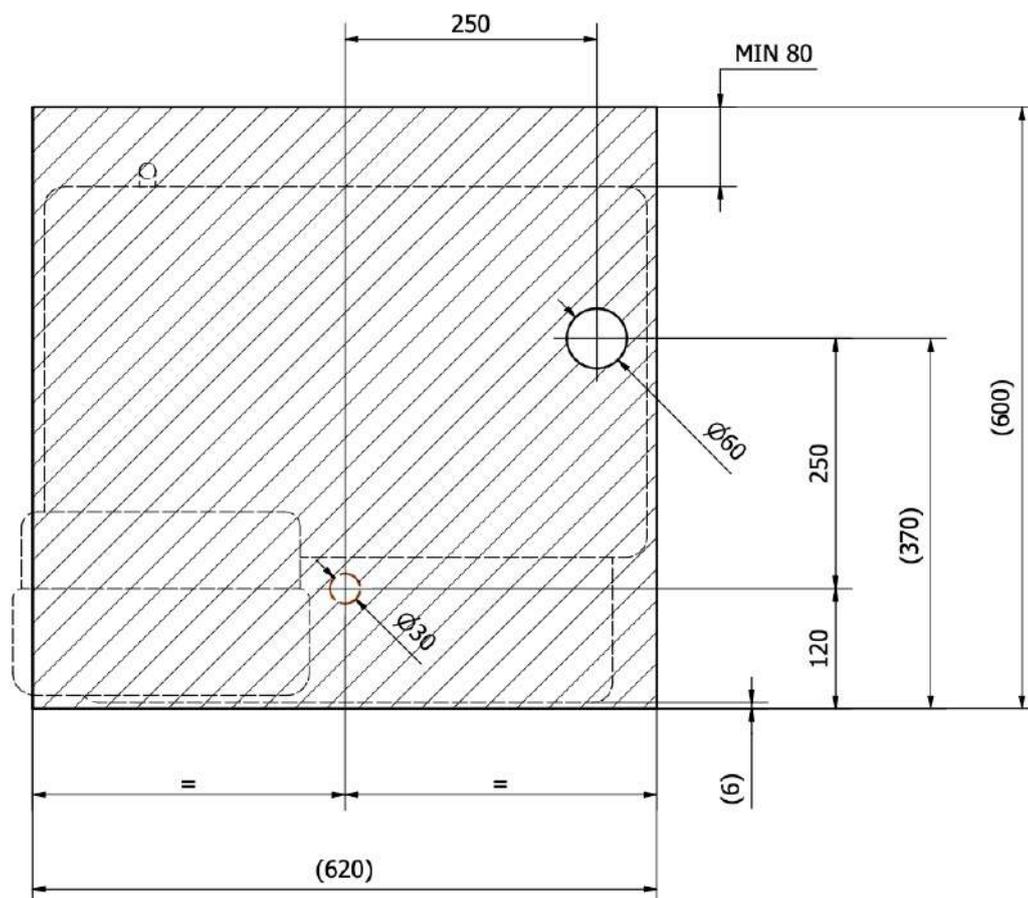
83.54.11 NEO – 7C filter kit



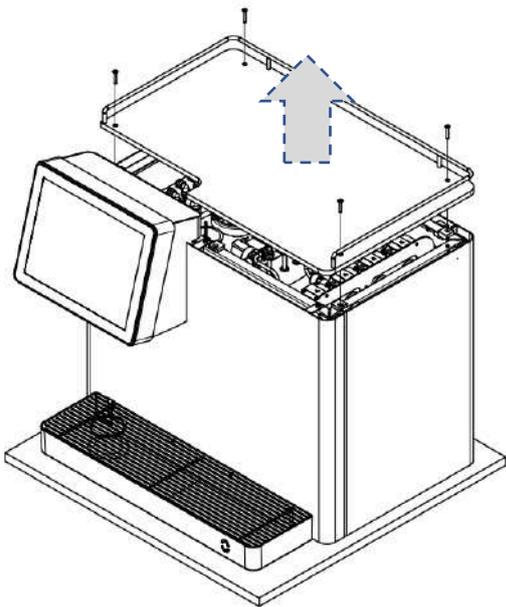
83.54.00 NEO – Connection kit for syrup, CO2 & water

C COMMISSIONING INSTRUCTIONS

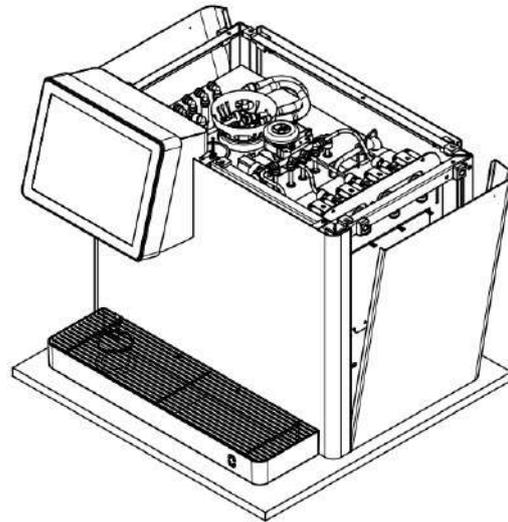
a. Cut the work surface according to the scale cutting below:



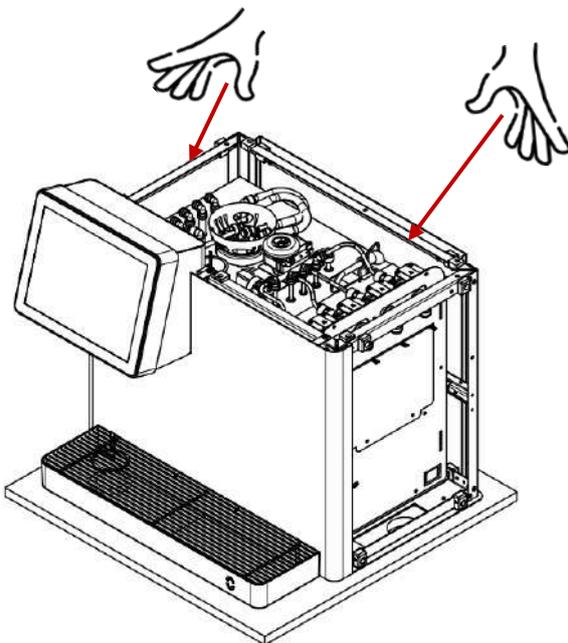
b. Open the top of the NEO



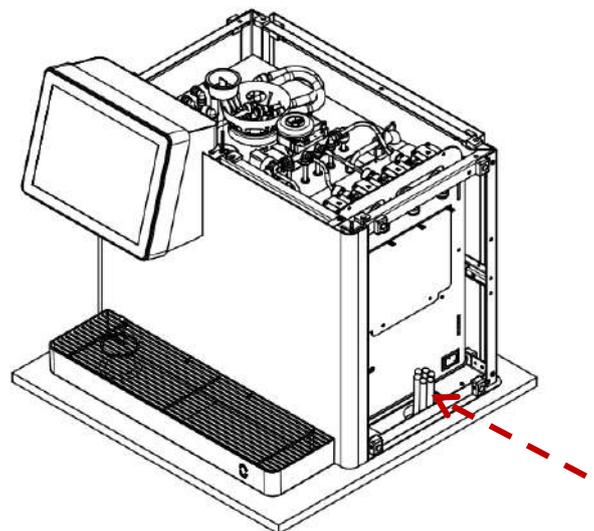
c. Open both sides by pulling from the top



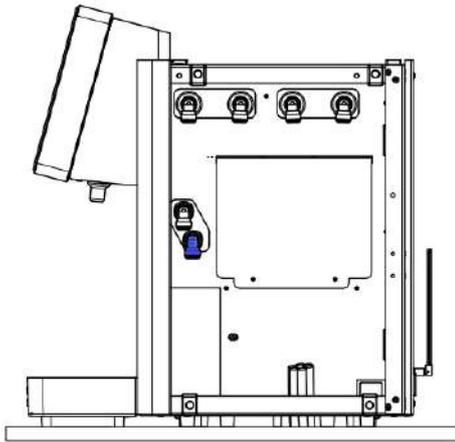
d. Place the NEO in its final place by grabbing the top bars



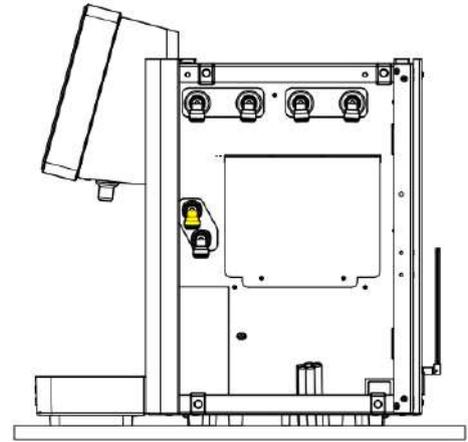
e. Pull the 4 syrup pipes, the water inlet & the gas inlet from the cabinet



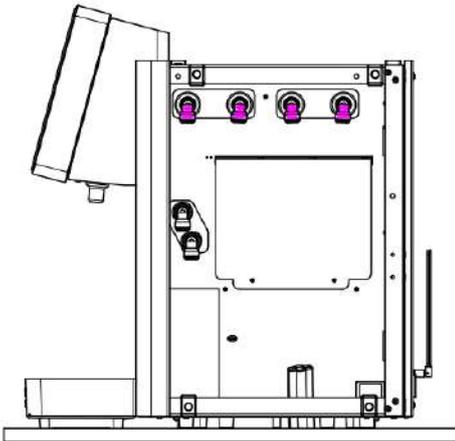
f. Connect the filtered water hose - 3/8" OD suitable for John Guest connections to the John Guest connector labeled "WATER" on the back of the unit (highlighted in blue).



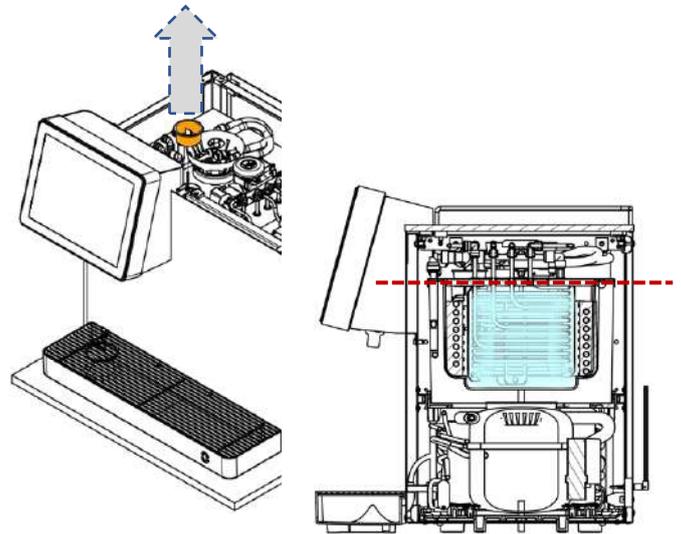
g. Connect the CO2 supply to the connector labelled Co2 (highlight in yellow)



h. Connect the bag-in-box syrup lines to the connectors labelled syrup 1 – syrup 4 (highlight in purple).



i. Remove the filling cap from the bath and, using a funnel, carefully fill the bath with cold, clean water. Stop filling when the last python is covered with water.

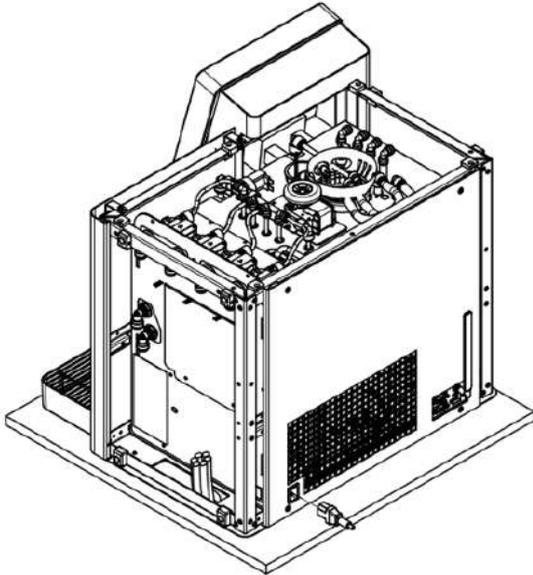


Do not turn the water supply on yet.

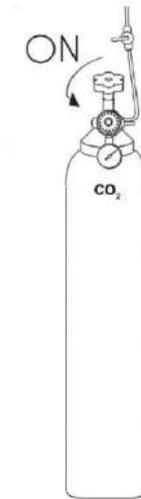
Do not turn the CO2 supply on yet.

Do not switch the mains power on yet.

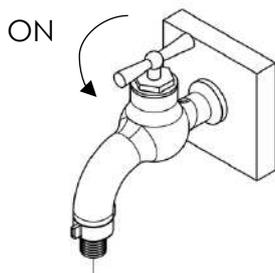
j. Plug the detachable mains lead into the power inlet socket.



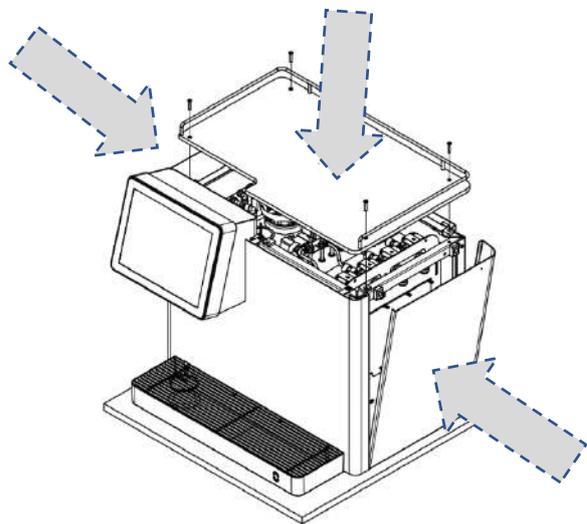
k. Turn on the CO2 supply and check for leaks externally and internally.



l. Turn on the mains water supply and check for leaks externally and internally.



m. Replace the sides and the top of the NEO.



Before starting the programming and brixing, make sure that the mains water, CO2 and syrup bag-in-box are connected.

SET UP THE NEO ON LOOP 360

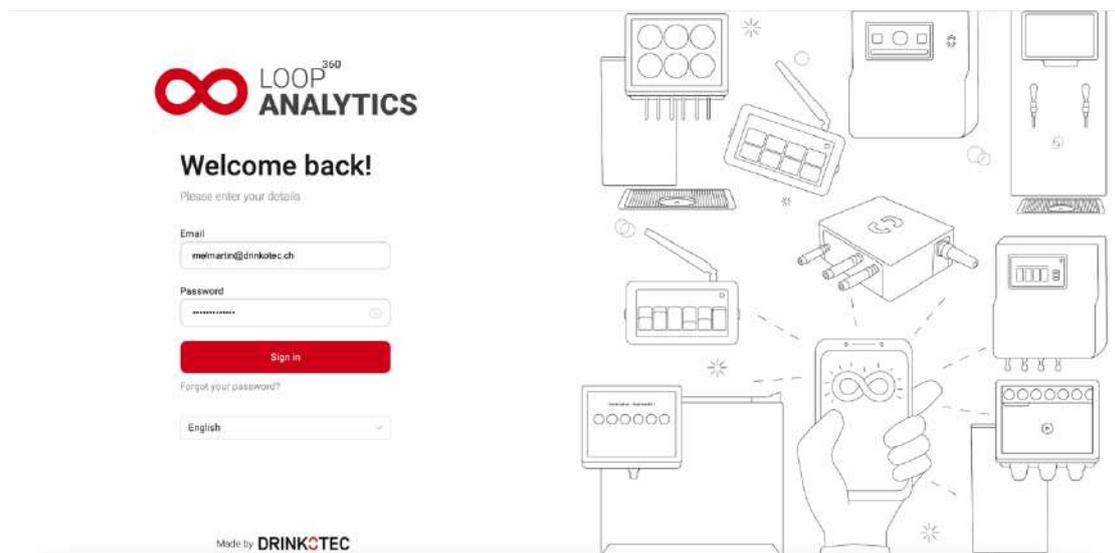
a. Plug the unit into the mains power supply, you will see the initializing screen.

Then you will see the main screen.



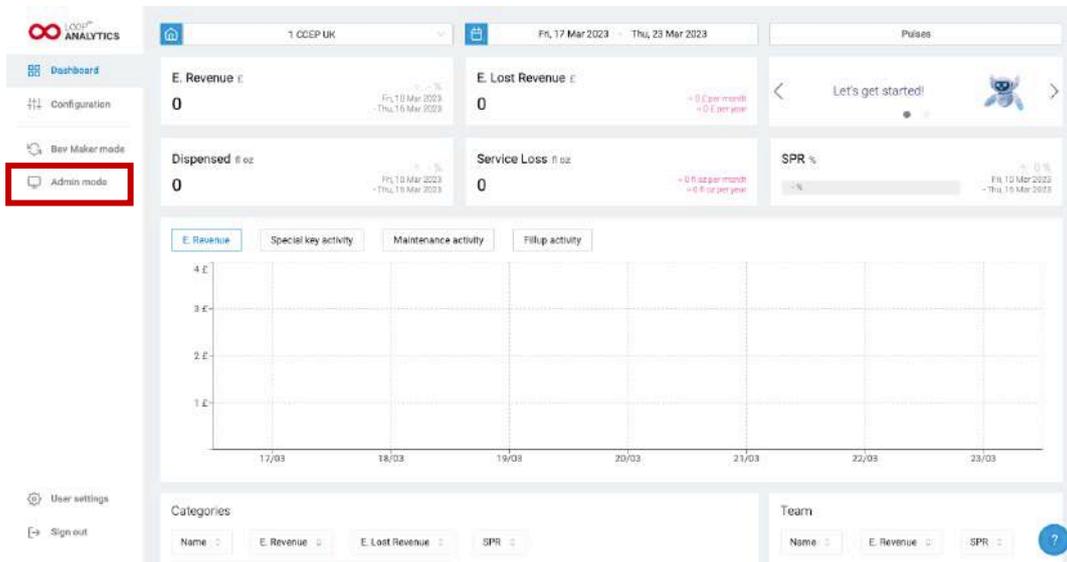
Ideally, the Neo should be connected using an Ethernet cable to ensure a good connection during set up.

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

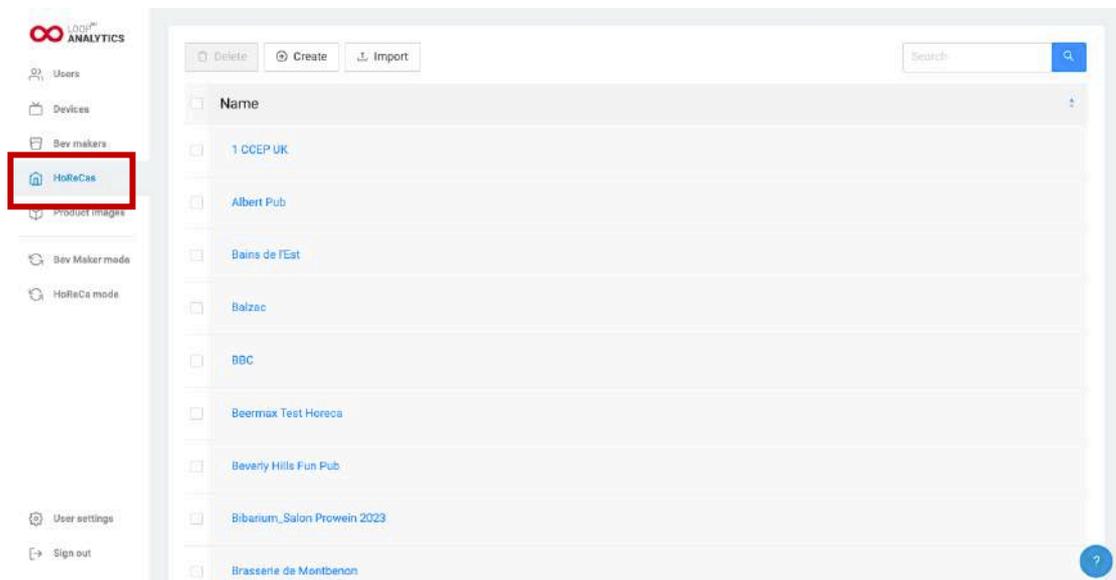


CREATION OF THE HORECA

a. Access “Admin mode”.



b. Access the “HoReCas” menu.



The creation of the HoReCa can be done in two ways: from scratch or from a template.

From scratch

c. Select the “Create” button & complete all information.

The screenshot shows the LOOF ANALYTICS interface. The 'Create' button is highlighted in red. The main area displays a list of locations with names like '1 CCEP UK', 'Albert Pub', 'Bains de l'Est', 'Balzac', 'BBC', 'Beermax Test Horeca', 'Beverly Hills Fun Pub', 'Bibarium_Salon Prowein 2023', and 'Brasserie de Montbenon'. A sidebar on the left contains navigation options: Users, Devices, Bev makers, HoReCas, Product images, Bev Maker mode, HoReCa mode, User settings, and Sign out. A 'Create' modal form is open on the right, containing fields for Name, Subscription type (Basic), Deactivation date (Select date), Address, Timezone (Europe/Zurich), Currency, Use fluid oz. (toggle), Opening hour (8 AM), and Closing hour (12 AM), with a 'Submit' button at the bottom.

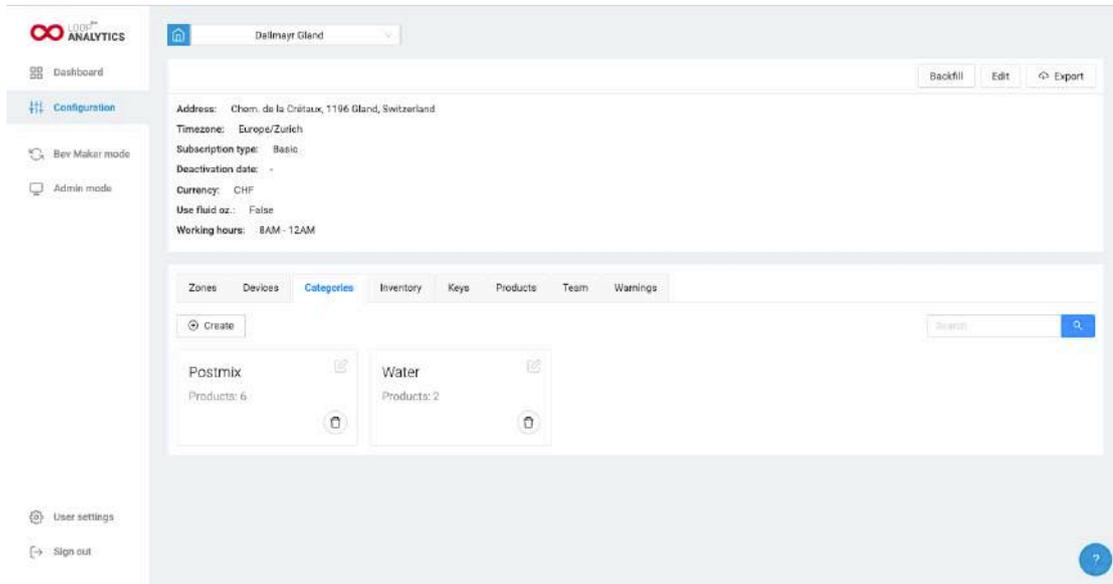
From a template

c. Import the json file from your computer.

The screenshot shows the LOOF ANALYTICS interface. The 'Import' button is highlighted in red. The main area displays a list of locations with names like '1 CCEP UK', 'Albert Pub', 'Bains de l'Est', 'Balzac', 'BBC', 'Beermax Test Horeca', 'Beverly Hills Fun Pub', 'Bibarium_Salon Prowein 2023', and 'Brasserie de Montbenon'. A sidebar on the left contains navigation options: Users, Devices, Bev makers, HoReCas, Product images, Bev Maker mode, HoReCa mode, User settings, and Sign out. A search bar is visible in the top right of the main area.

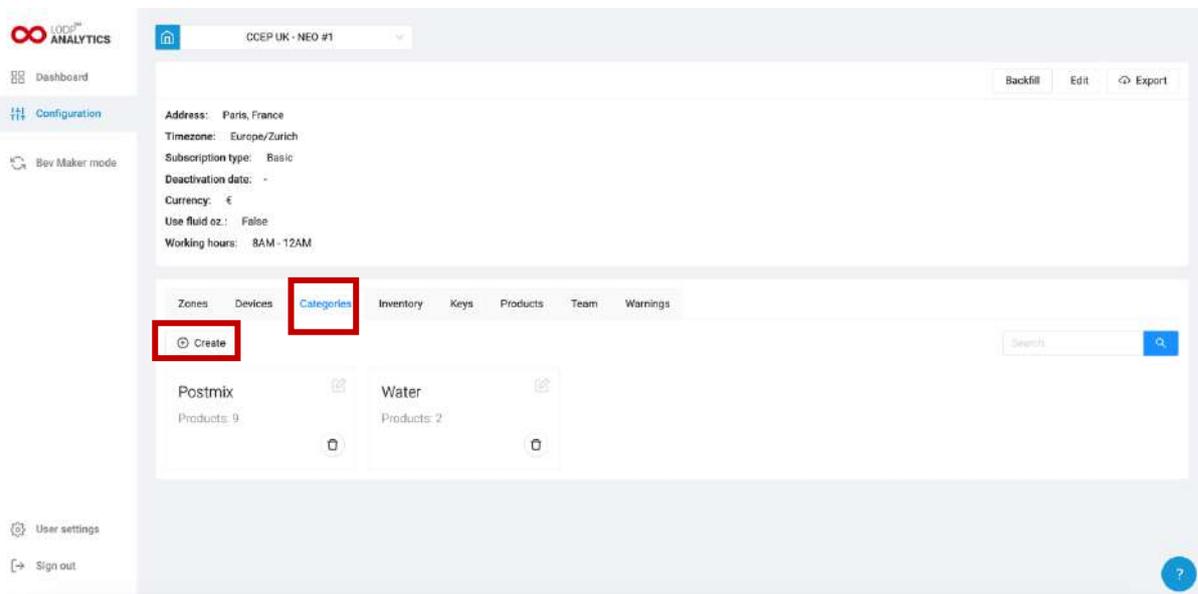
d. Select the HoReCa you have just created. You will directly access the “Configuration” menu.

If you have used the import method, do not forget to edit and update the HoReCa datas. The following steps will already be completed. Check that all information is correct.



CREATION OF CATEGORIES

a. Access the “Categories” tab & create two categories: Postmix & Water.



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

✕ **Create - Category**

Name

Unit based



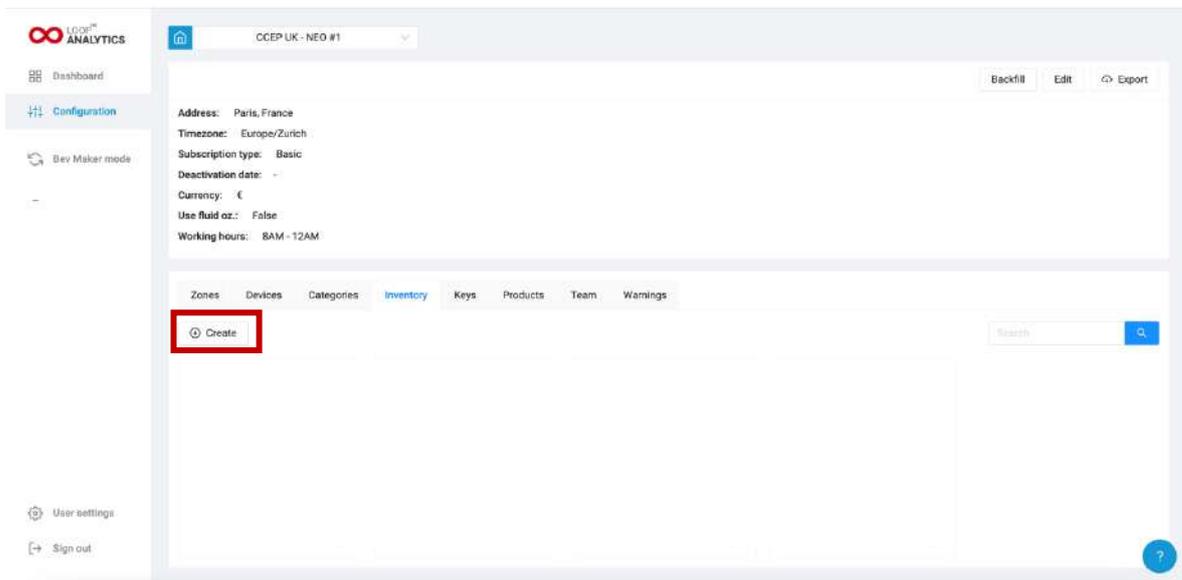
Product categories dispensed on NEO are not Unit based. Be sure to not check this option.

CREATION OF INVENTORY

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

The screenshot shows the LOOP ANALYTICS interface. On the left sidebar, the 'Configuration' menu item is highlighted with a red box. The main content area displays configuration details for 'CCEP UK - NEO #1', including Address (Paris, France), Timezone (Europe/Zurich), Subscription type (Basic), Deactivation date, Currency (€), Use fluid oz. (False), and Working hours (8AM - 12AM). Below this, a horizontal tab bar is visible, with the 'Inventory' tab highlighted by a red box. The 'Inventory' tab contains a 'Create' button and a search bar.

b. Start creating your first inventory item.



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

✕ Create - Inventory item

Name

Ratio

Size

 L

Water mix type



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.

The screenshot displays the LOOSE ANALYTICS web interface. On the left, a sidebar contains navigation options: Dashboard, Configuration, and Buy Maker mode. The main content area shows the 'Inventory' tab with a list of items. One item, 'Citron Urban 10 L', is highlighted with a red box around its edit icon (pen). To the right, a modal window titled 'Citron Urban' is open, showing configuration details. The modal includes fields for Name (Citron Urban), Ratio (1:6.3), Size (10.0 L), Water mix type (Carbonated water), Quantity (5), and Zone - Default (Lemon Urban). A red box highlights the 'Quantity' field in the modal. The modal also has 'Submit' and 'Cancel' buttons.

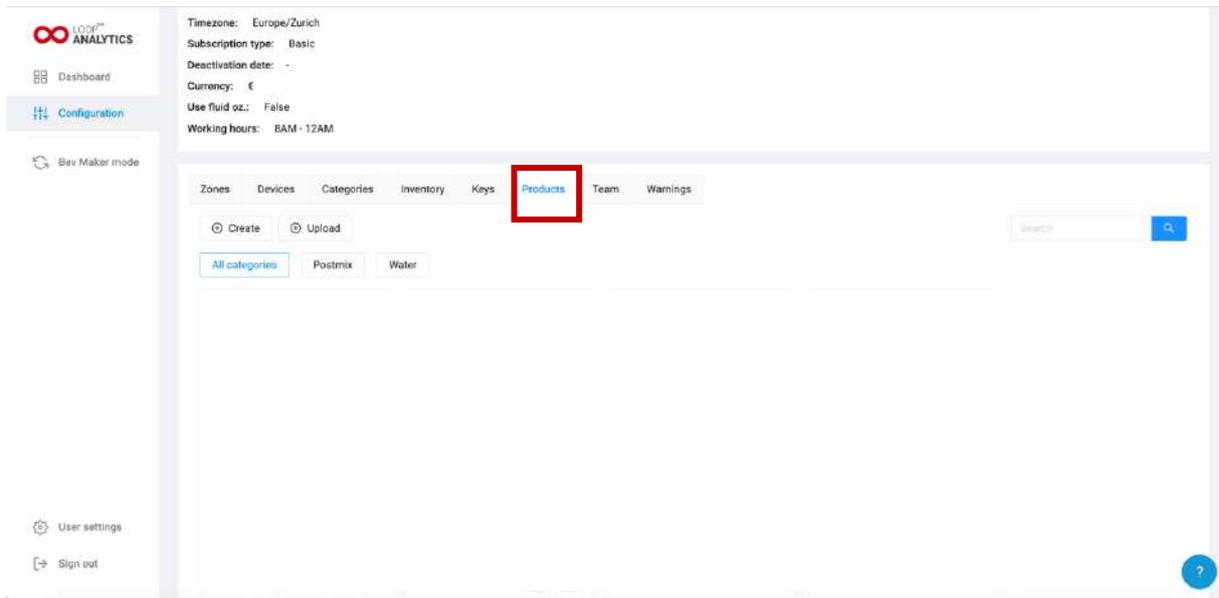
e. Create the three other inventory items.



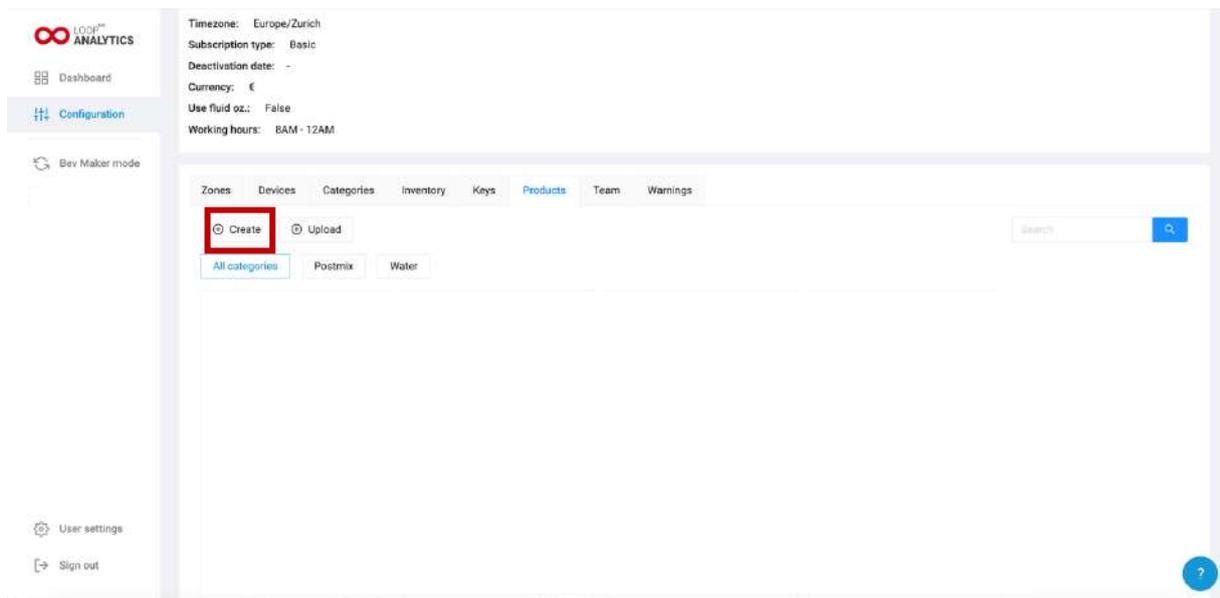
Only the 4 postmix must be created. Still and sparkling water are present by default.

PRODUCTS

a. Access the “Products” tab.

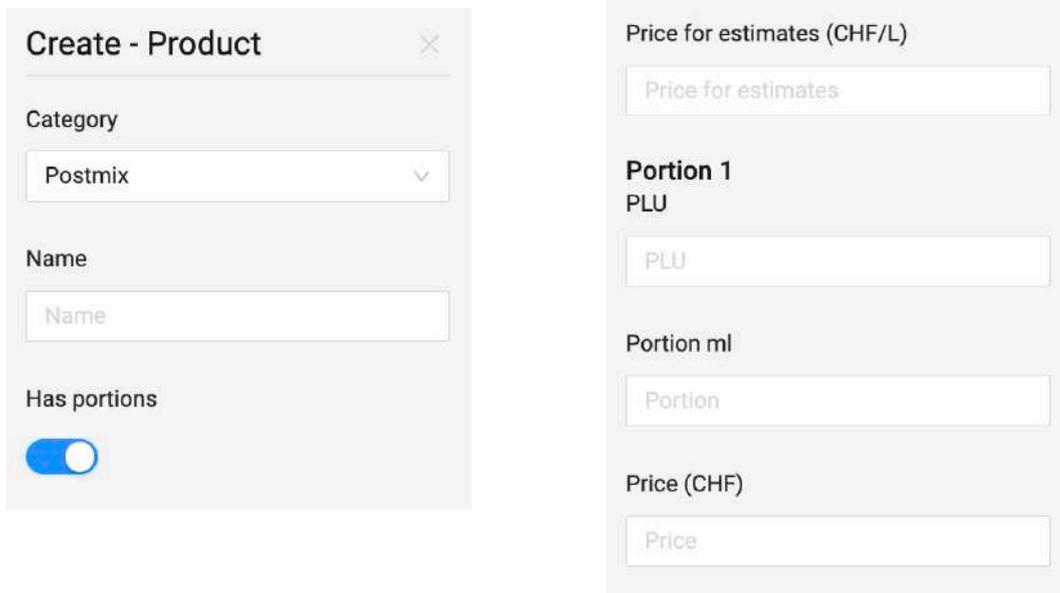


b. Create the product you want to dispense. If you want to serve still and sparkling water, you must also create the product.



If you want to serve still and sparkling water, you must also create the products.

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



The image shows two side-by-side screenshots of a web form. The left screenshot is titled "Create - Product" and contains the following fields: "Category" (a dropdown menu with "Postmix" selected), "Name" (a text input field with "Name" as a placeholder), and "Has portions" (a toggle switch that is currently turned on). The right screenshot shows a section for "Price for estimates (CHF/L)" with a text input field containing "Price for estimates". Below this is a section for "Portion 1" with a "PLU" label and a text input field containing "PLU". Underneath is a "Portion ml" label and a text input field containing "Portion". Finally, there is a "Price (CHF)" label and a text input field containing "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



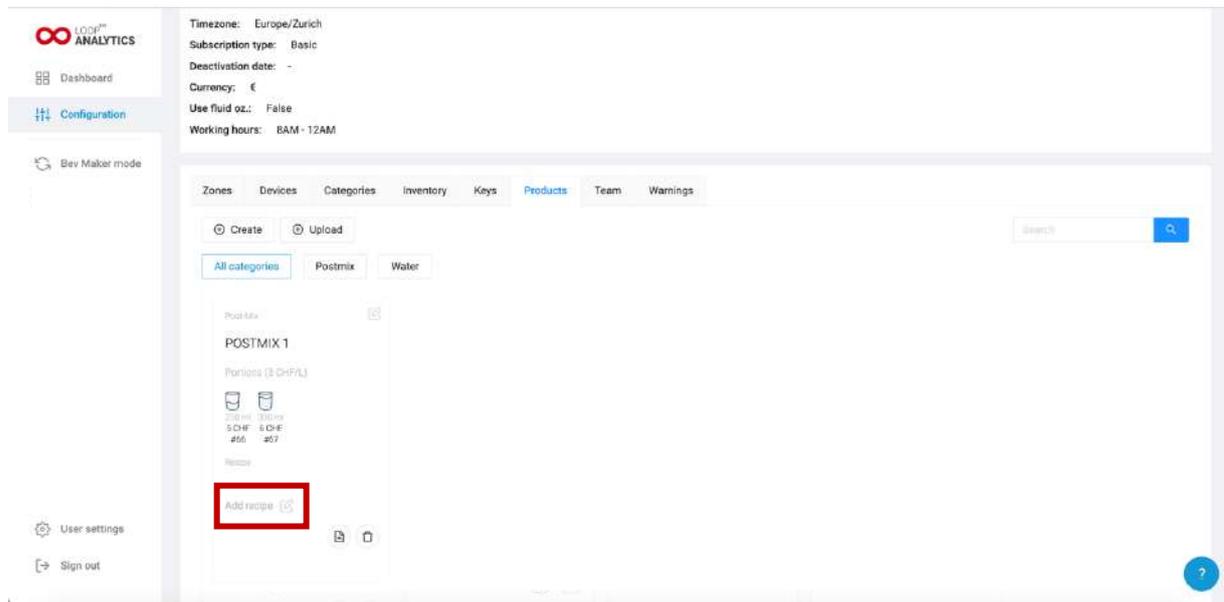
The estimate price can be used in different ways.

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

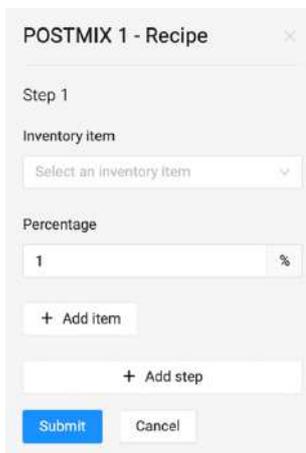
If the drinks are free, the customer will be able to see the monthly cost of his consumption in the dashboard.

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

d. Add your recipe.

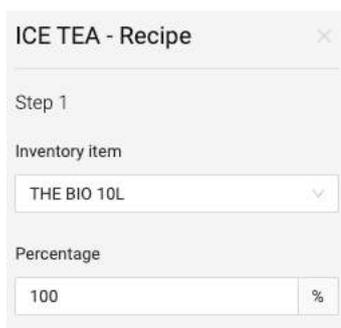


e. Choose your ingredients from the list of inventory items and create the recipe you want by adding other inventory items and their percentages. Then, click on the “Submit” button.

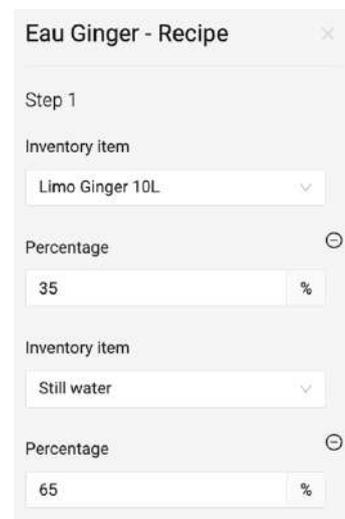


 You have to be at 100% percentage by adding all items of your recipe.

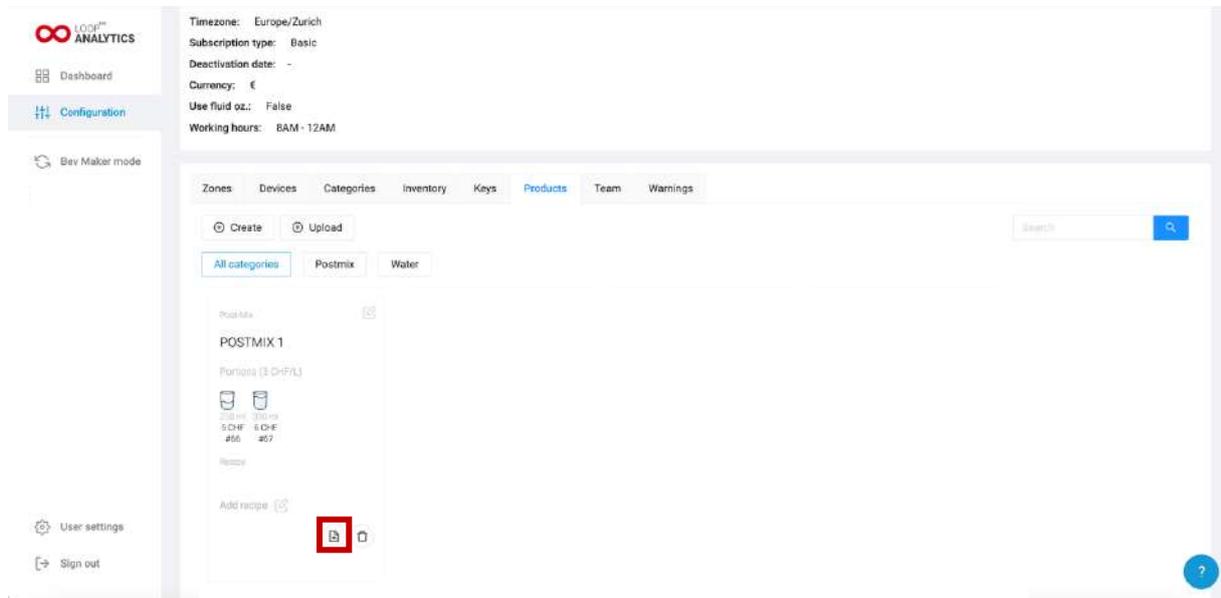
Example for traditional postmix drink:



Example for a mix as Ginger water by Good Good:

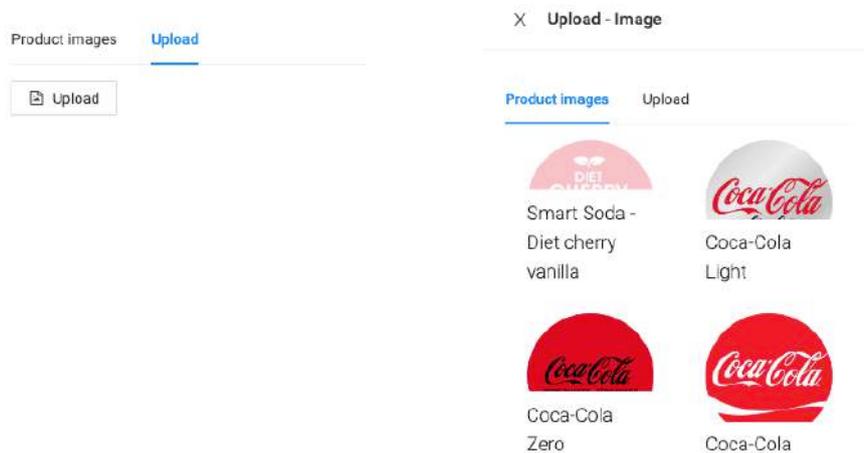


f. The last step is to add logo you want to display on the screen by clicking as shown below in the red square.



g. 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.



h. Repeat for all products and recipes you wish to dispense.



You can add up to 10 drinks to dispense.

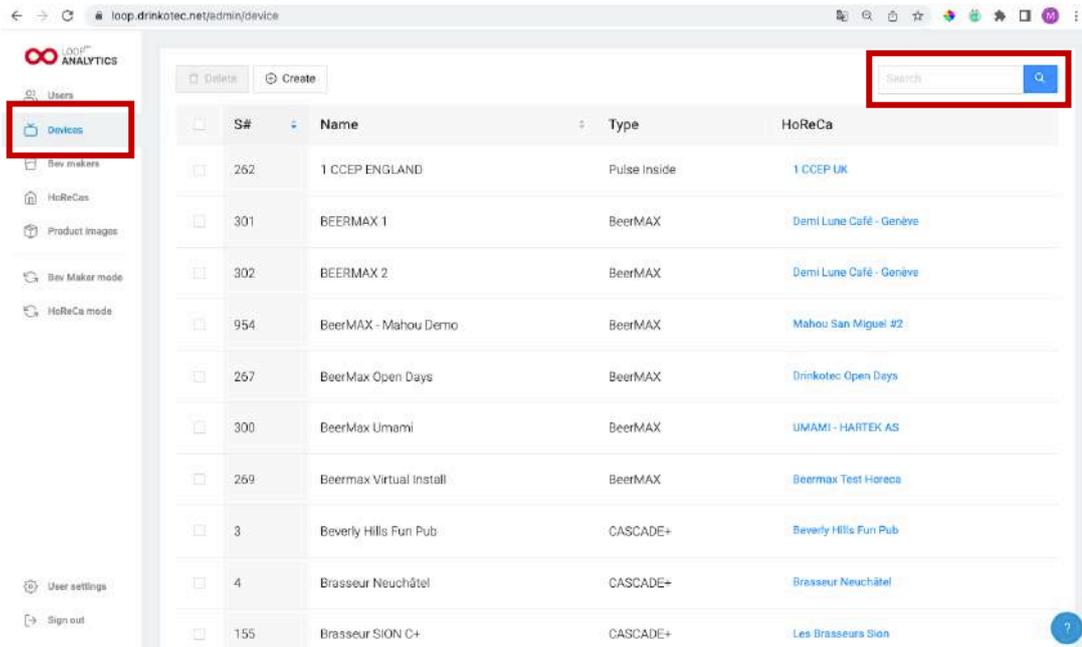


When you make changes to Loop360, Neo updates the new settings. Each time, the Neo screen will display a loading screen.

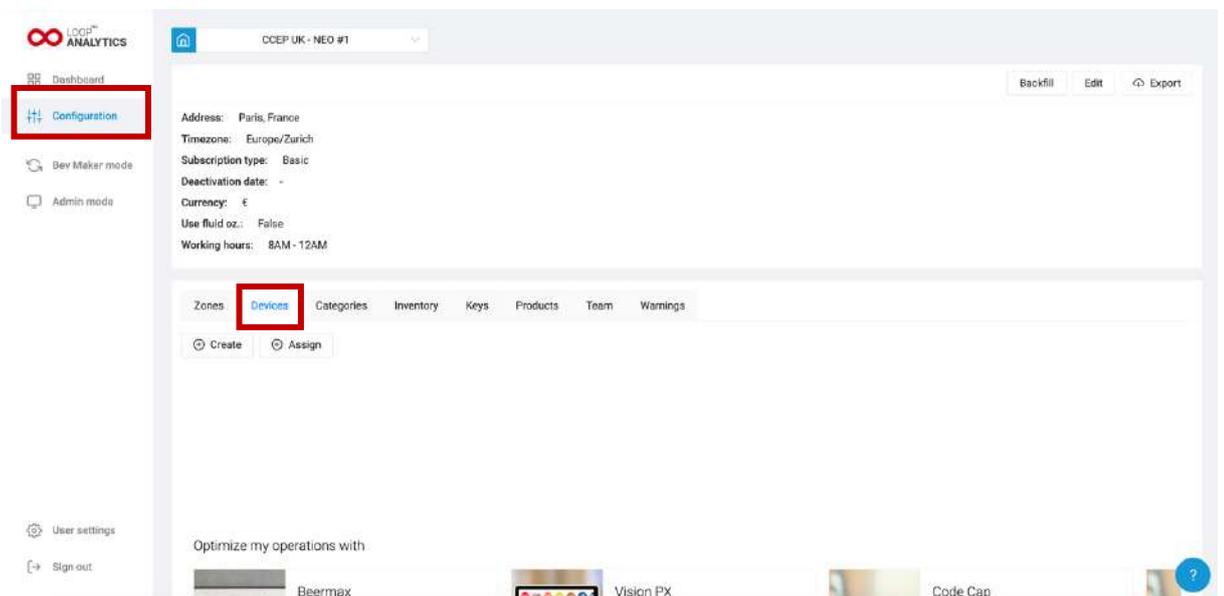
ASSIGN DEVICE TO HORECA

a. Access “Admin mode” and “Devices” menu. Check if the device exists by looking for the id in the search bar.

If the device already exists, delete the existing allocation so that it is available for your HoReCa.



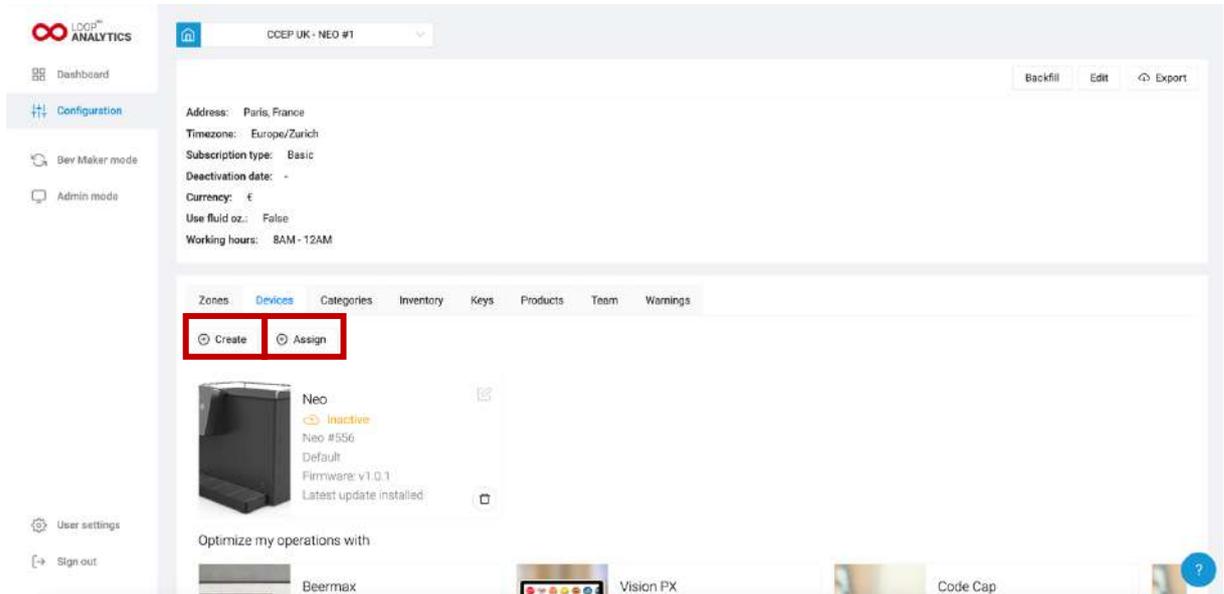
b. Go back to “Configuration” to the "Devices" tab.



c. You will have two choices if the device already exists in Loop (checked in point a):

Create: if the device is not existing

Assign: if the device is already created in Loop



Create option

Fill in the serial number & the name.

Be sure that the others settings are similar as below.

Create - Device

Serial number

Name

Has POS connection

Has health check

Connected to IoT Core

Remote config version

Type

Assign option

Choose your device from the list.

Do not hesitate to rename it if necessary.

Assign - Devices

Device

- (#278) Manhattan Cairo
- (#2) CASCADE + GastroTeket

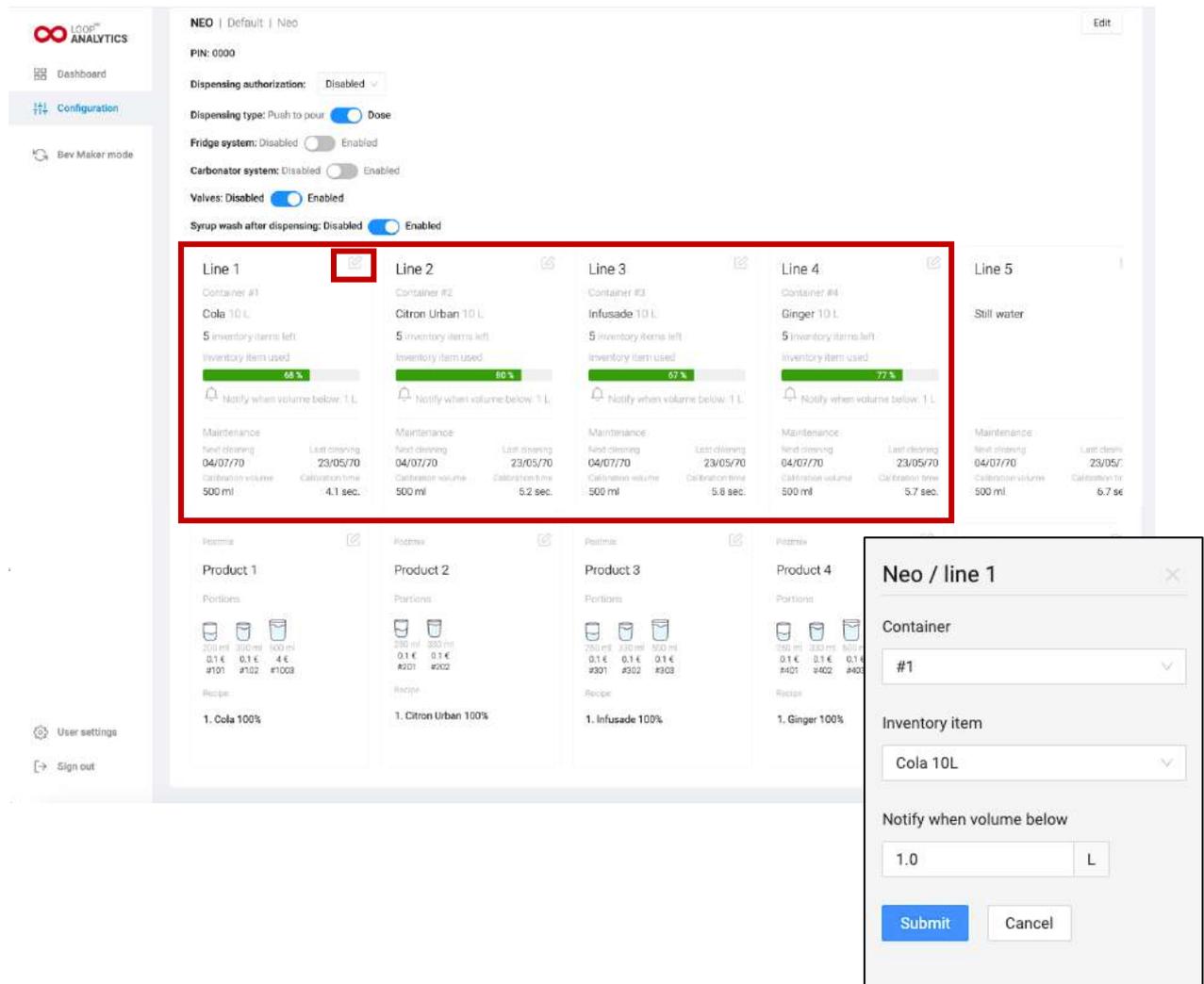


We recommend to name or rename your device like this: NEO + NAME OF FINAL CUSTOMER

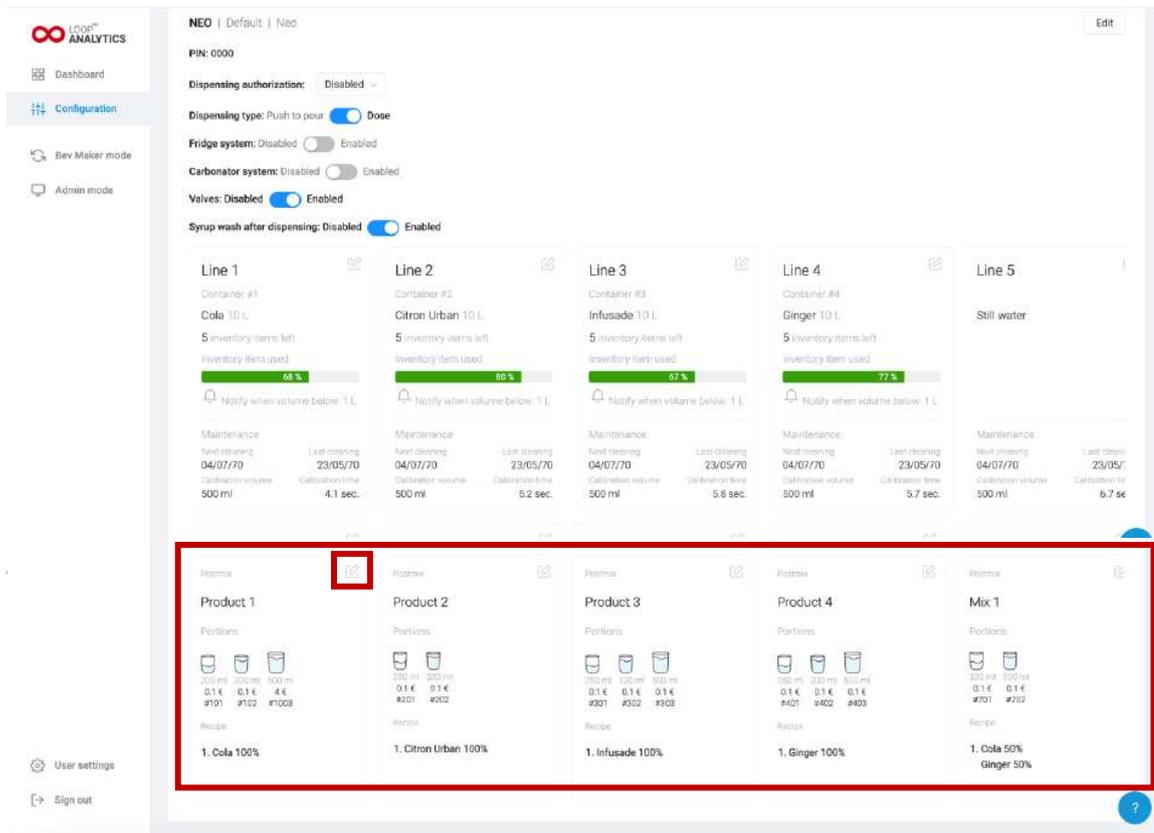
ASSOCIATE INVENTORY & PRODUCTS TO DEVICES

a. Update line 1 to line 4 with the inventory item create before by clicking on the pen. You can update if needed the notification about volume alert.

You also can update the ingredient in the “Inventory item” list. This list is creating on the “Inventory” tab.



b. Edit or add each product you want to dispense by clicking on the pen in the right corner, and choose from the list created from “Product” tab. You can add up to 10 drinks.



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

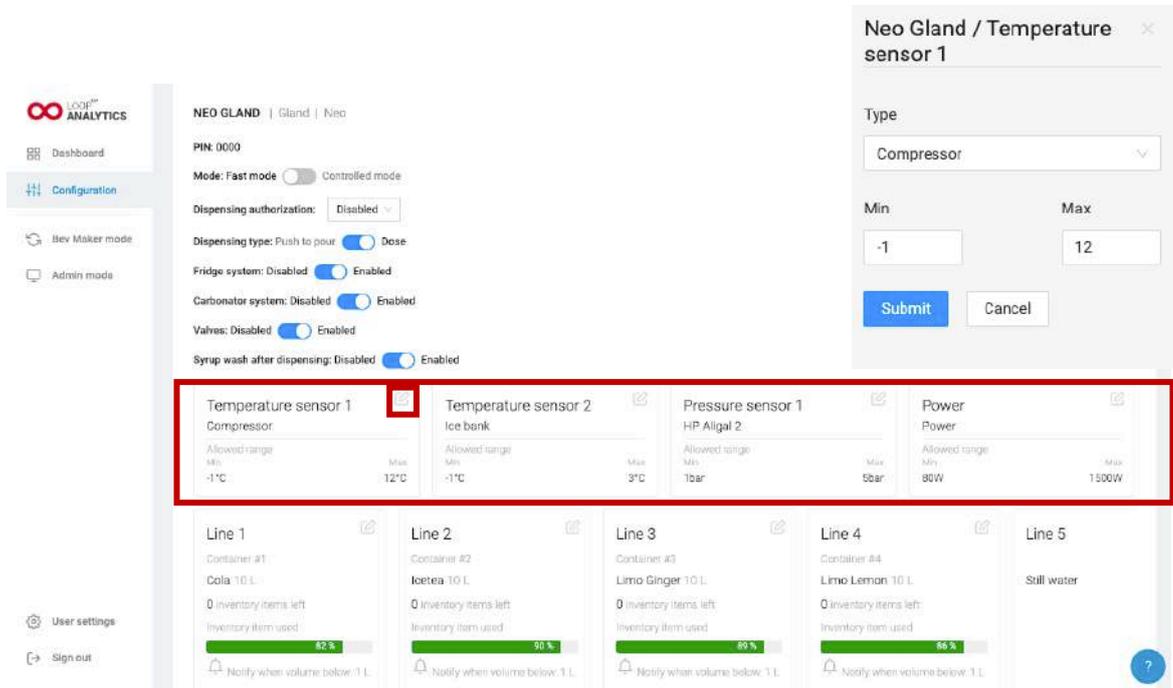
 Depending on your screen size, you can slide over each line to see the rest of the products.

 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.

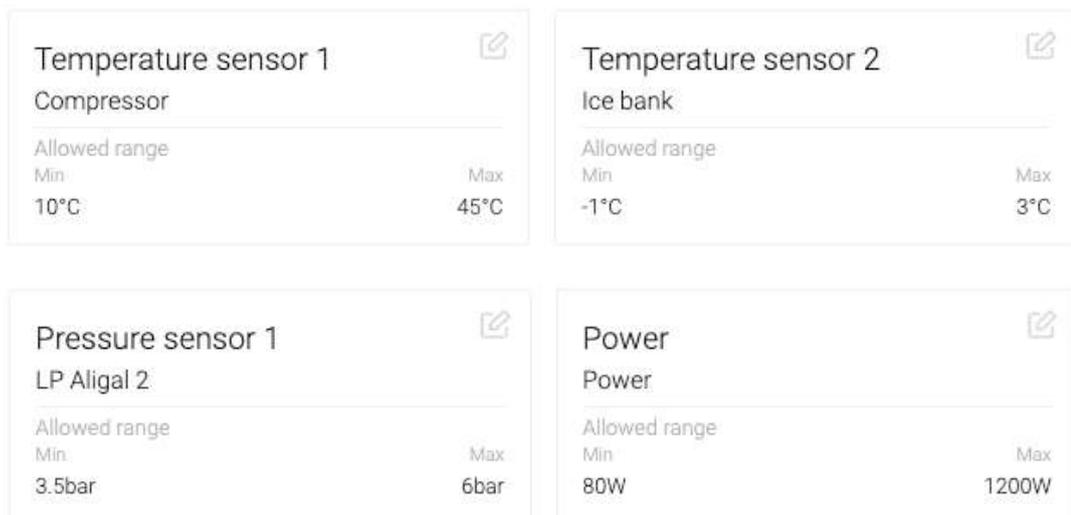
 If the logos are not visible on the machine, simply go back to the "Product" tab and reload the logos as indicated on p.26.

SET UP TECHNICAL SETTINGS

a. Still in the "Devices" tab, check the different sensors as well as the minimum and maximum values for the alerts by clicking on the pen in the right corner.



For the NEO, you must have the following values:



b. Once the settings are updated, access the sensor data by clicking on the box below.

The screenshot displays the Neo Analytics configuration page. The left sidebar contains navigation options: Dashboard, Configuration (highlighted), Bev Maker mode, Admin mode, User settings, and Sign out. The main content area shows device information for a Neo Barbenigo #285, including its status (Active), firmware version (v1.0.2), and latest update status. A red box highlights the 'Sensor data' button (represented by a small icon) next to the device card. Below the device card, the configuration details for 'NEO BARBENIGO | Default | Neo' are visible, including PIN: 0000, Mode: Fast mode (selected), and Dispensing authorization: Disabled. The top right corner of the interface has buttons for BACK, EDIT, and EXPORT.

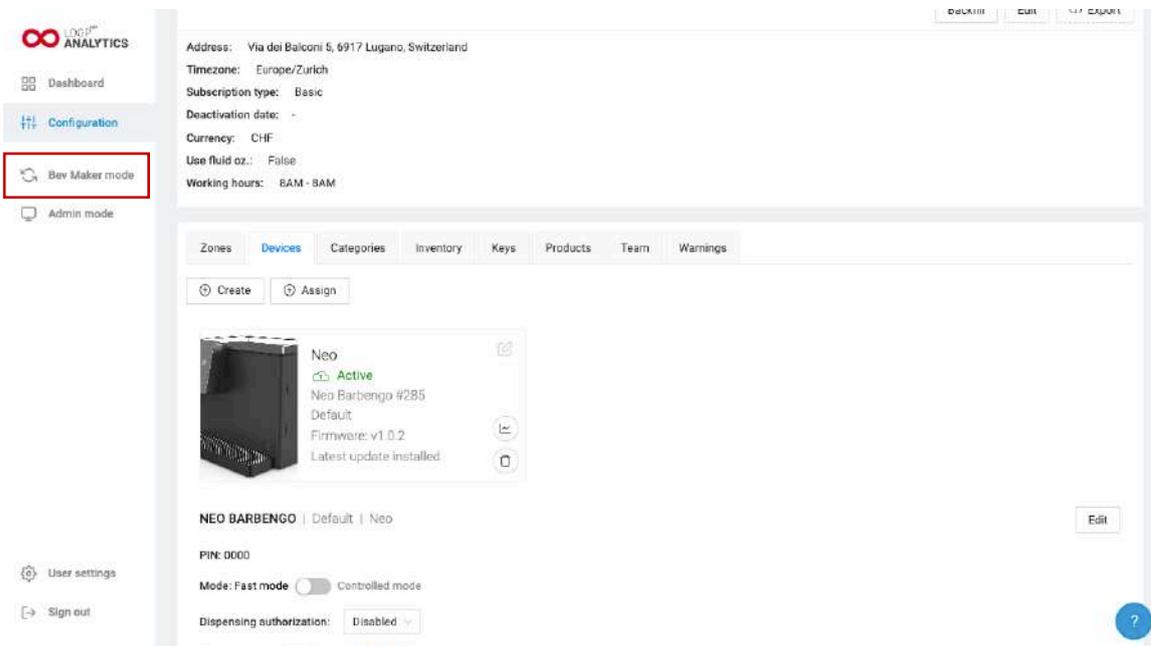
c. Scroll to the bottom of the page to see the data on the 3 graphs.

The temperature graph should contain 2 curves, the pressure graph should contain one curve and the power graph should contain one curve.

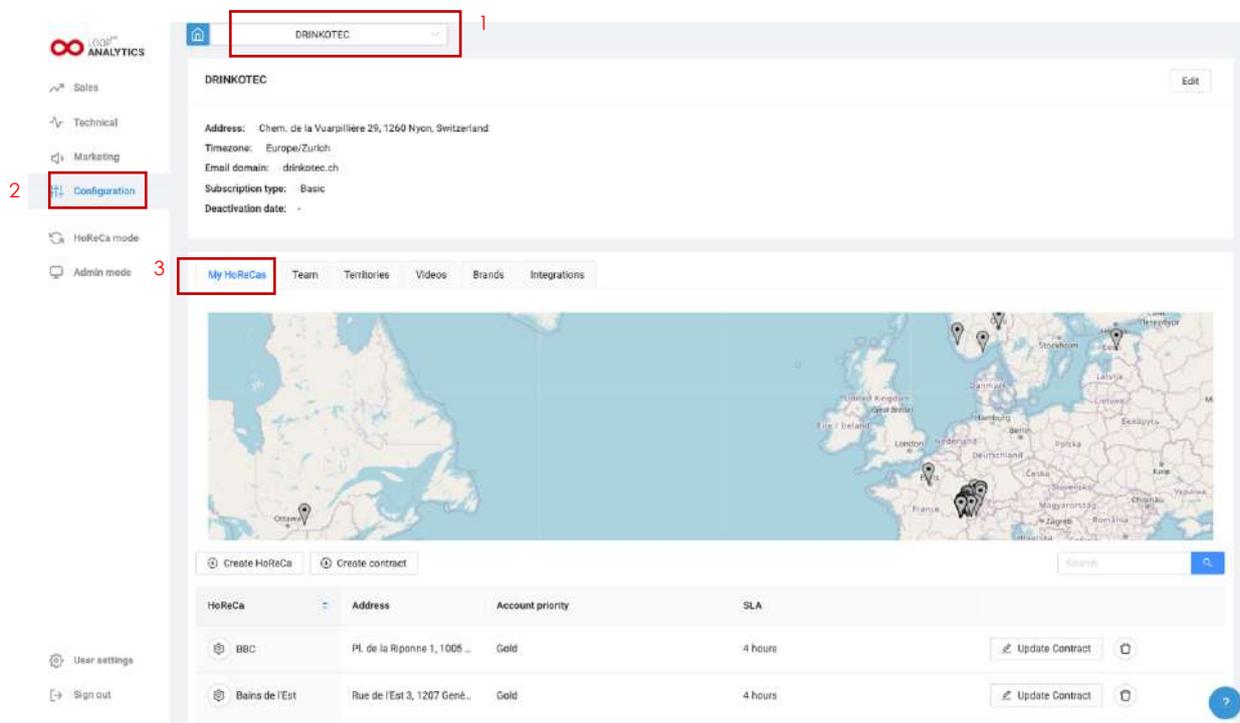


ASSIGNMENT OF THE CONTRACT TO A COMPANY

a. Access « Bev Maker Mode » in the menu.

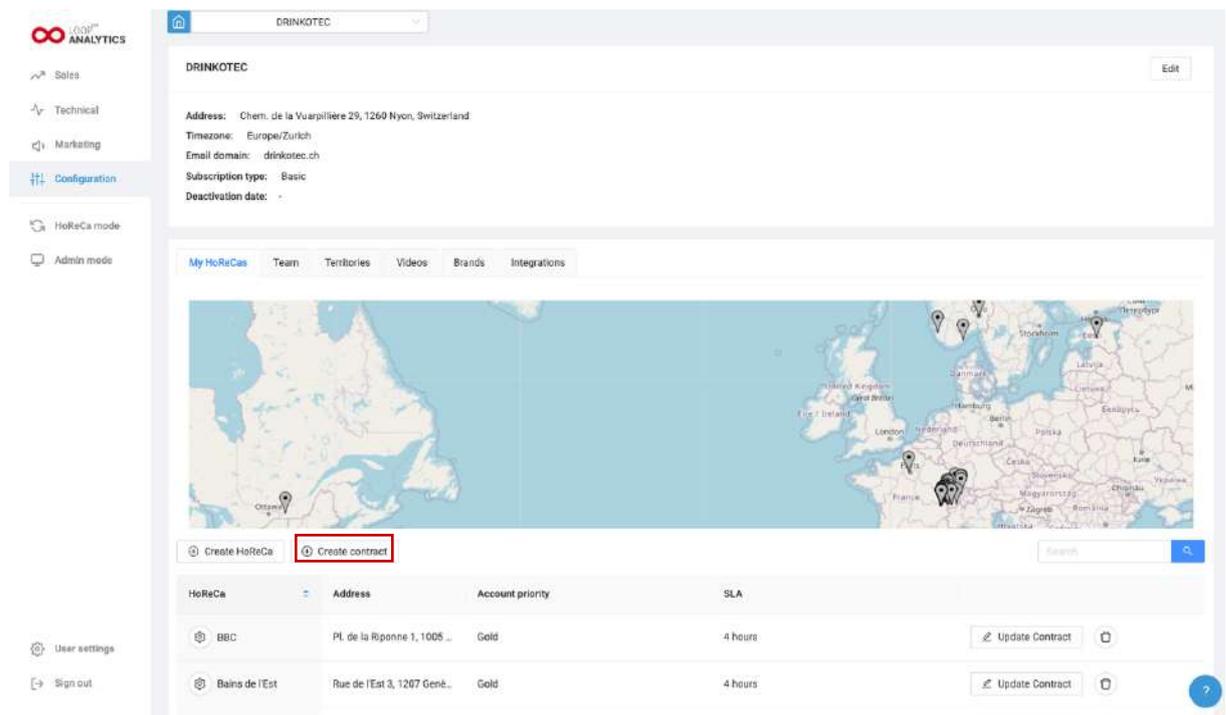


b. Select your company from the list. Go to the "Configuration" menu & make sure you are in the "My HoReCas" tab.

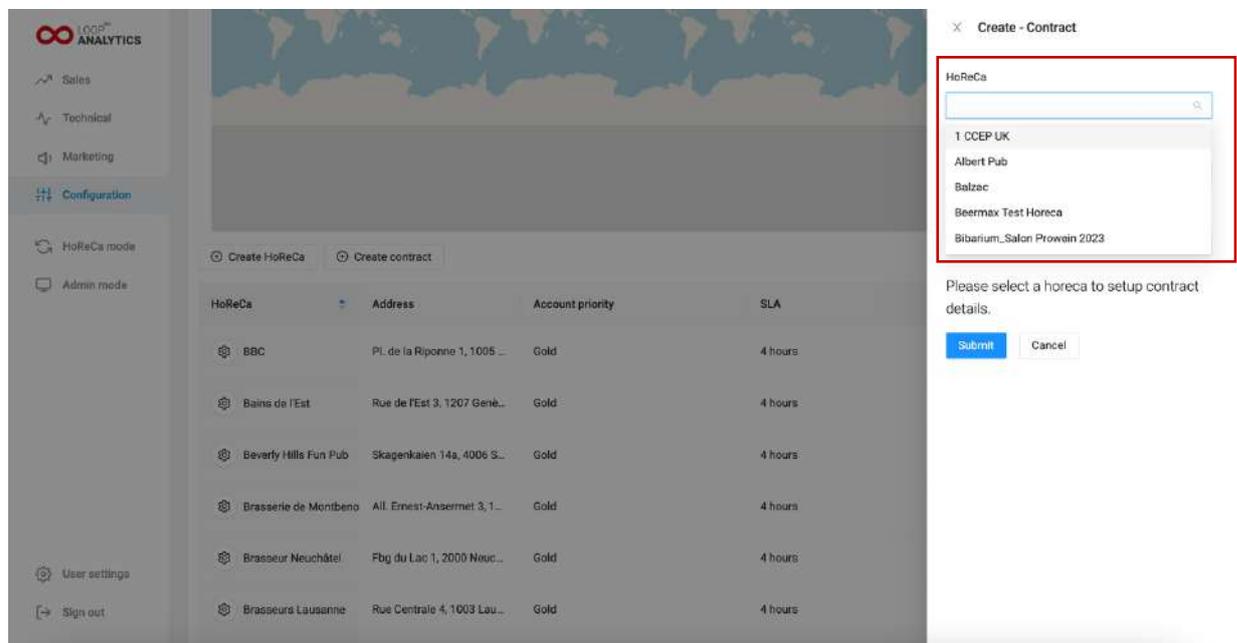


In the case of a HORECA installation in French-speaking Switzerland, choose the company "DRINKOTEC".

c. Click on "Create a contract ».

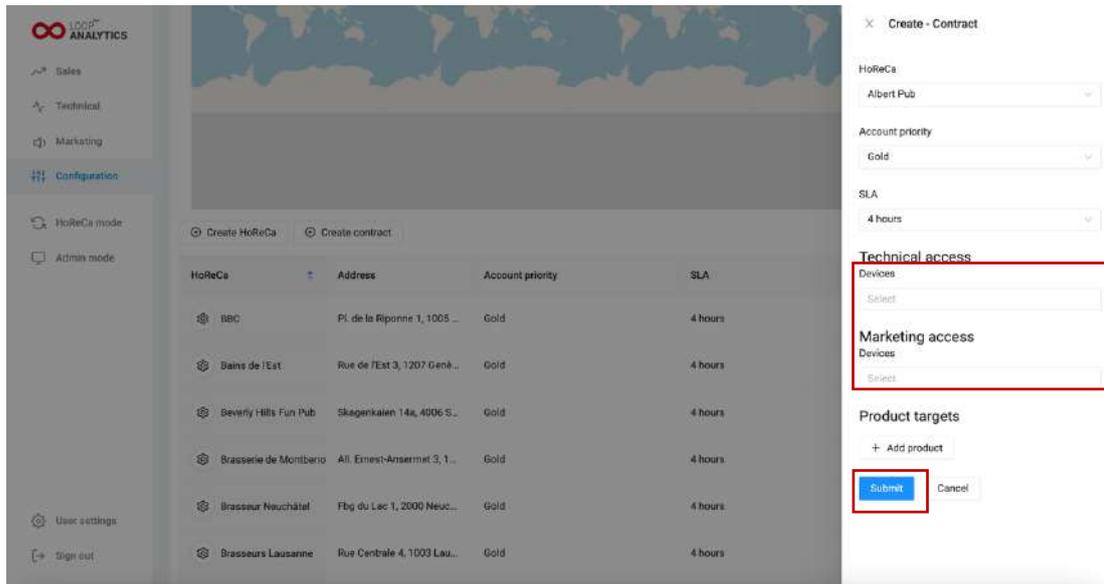


d. Search for the created HoReCa in the list.

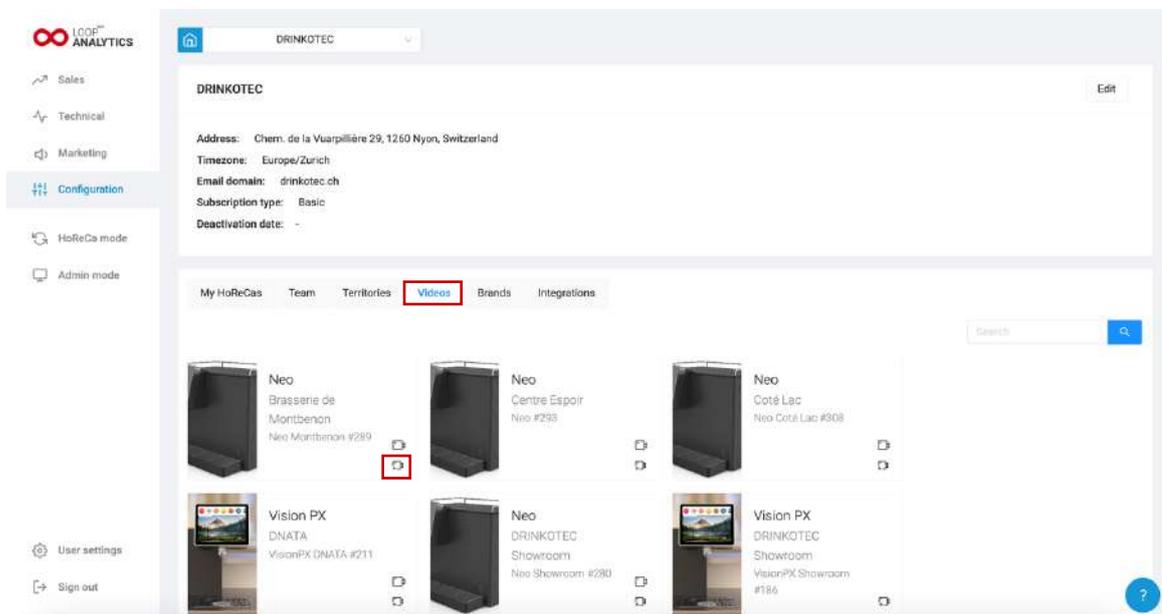


If your HORECA is not in the list, it means that it is already linked to another company.

e. Add the concerned device in the technical & marketing accesses, then click on "Submit".



f. Go to the "Videos" tab, locate the device in the list. Click on the Camera icon with "+". You can also check which video is running by clicking on the Camera icon.



FIRST COMMISSIONING

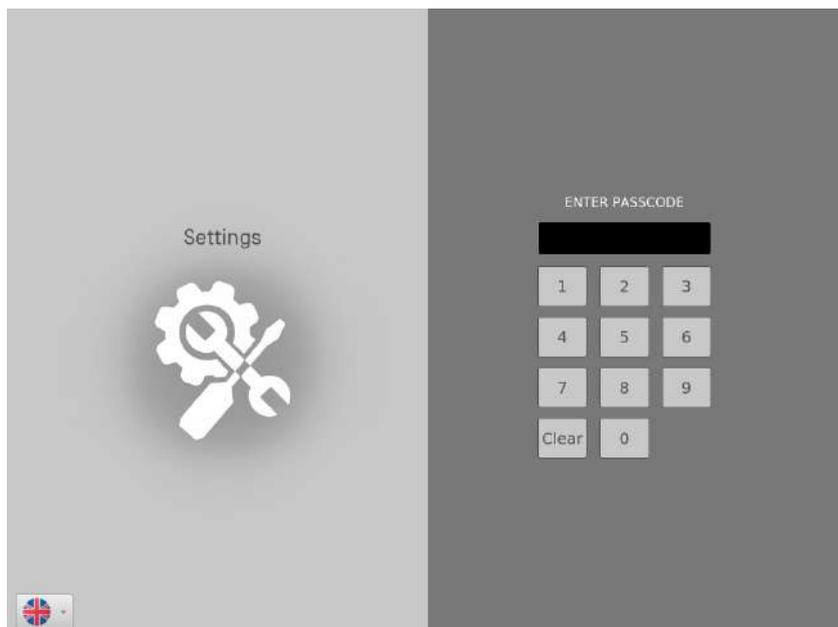
ACCESS TO SETTING MENU

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



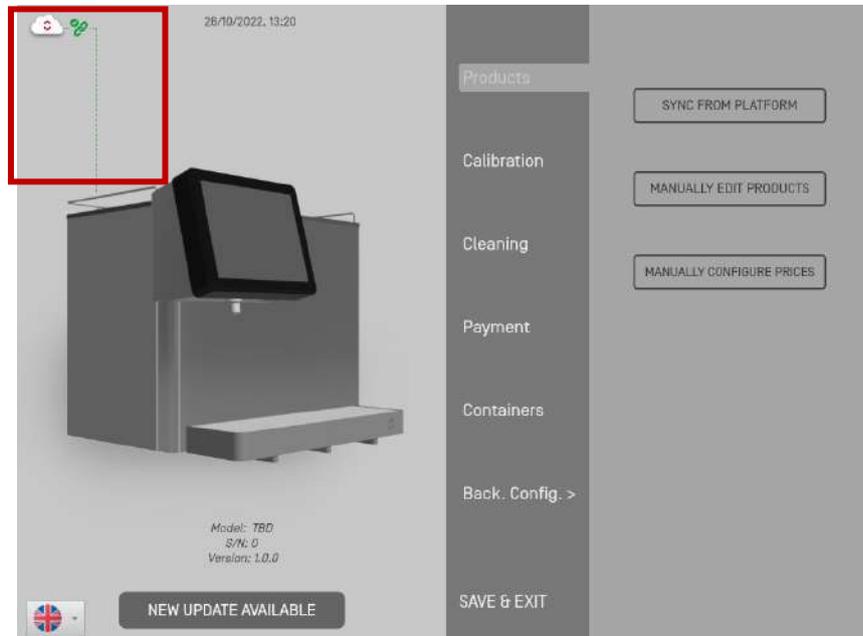
It is important to start swiping at the beginning of the screen and not on the black side or in the middle of the screen.

b. Enter the default password "0000".

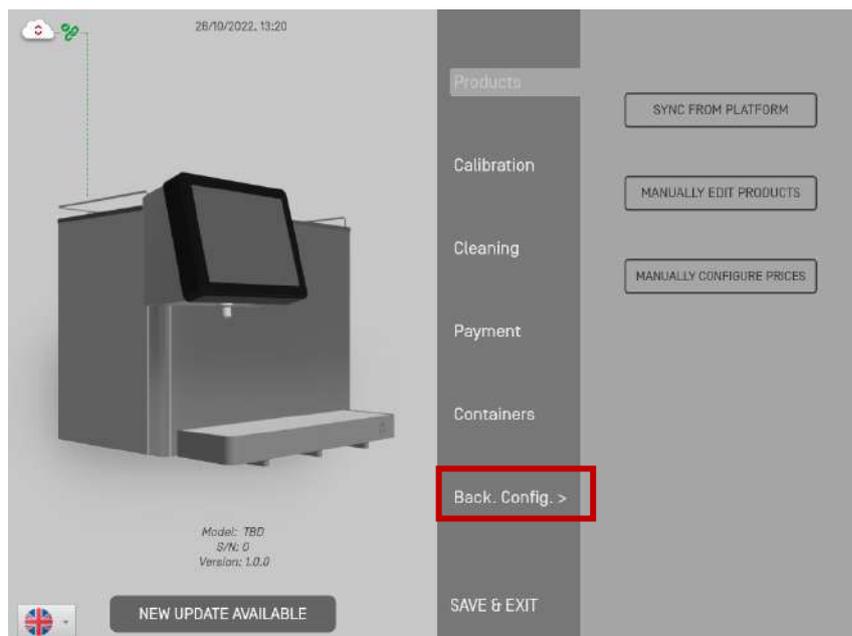


ENABLING COMPONENTS

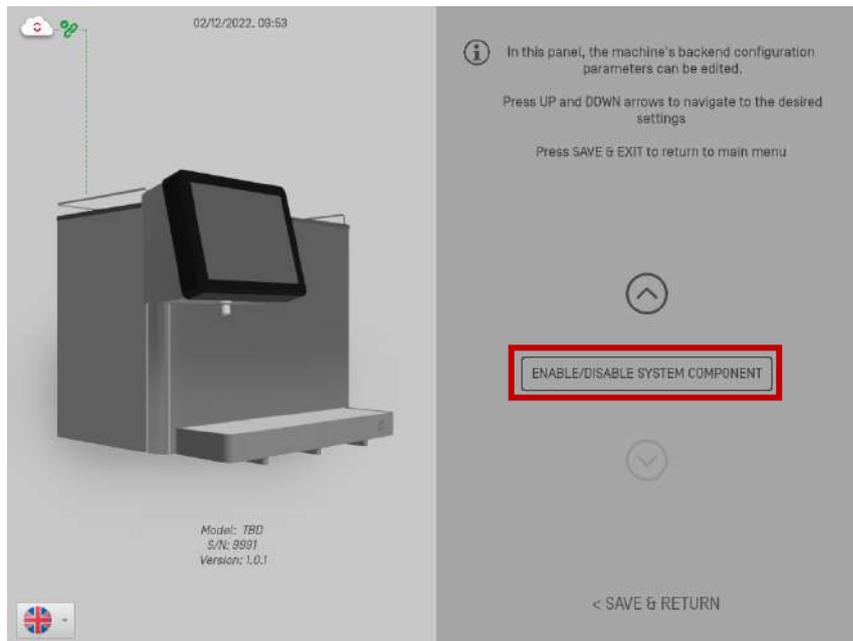
a. Check the connection to the cloud. The link between the cloud and the machine should be green. This may take a few minutes from the moment the machine has been turned on.



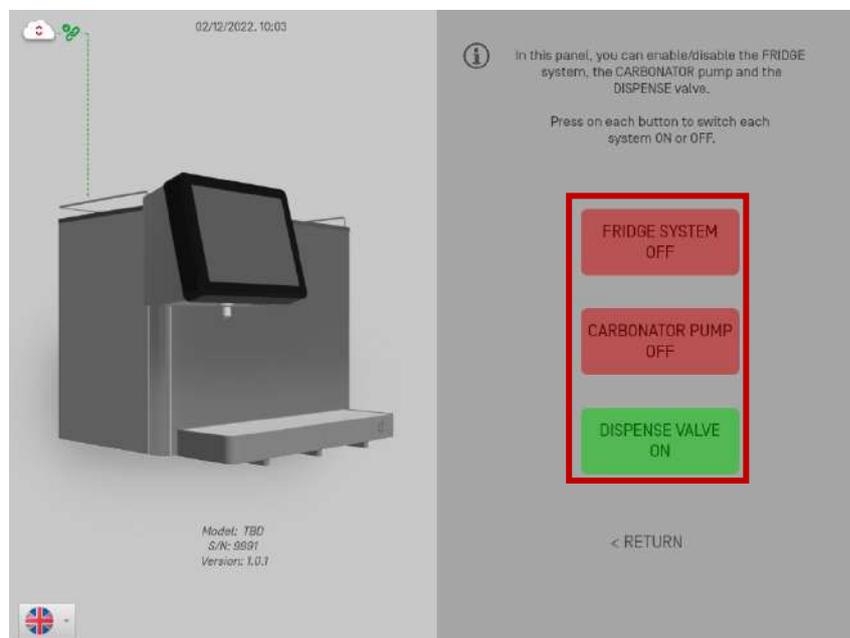
b. Access "back. Config" tab.



c. Access “Enable/Disable system component” using the arrows.

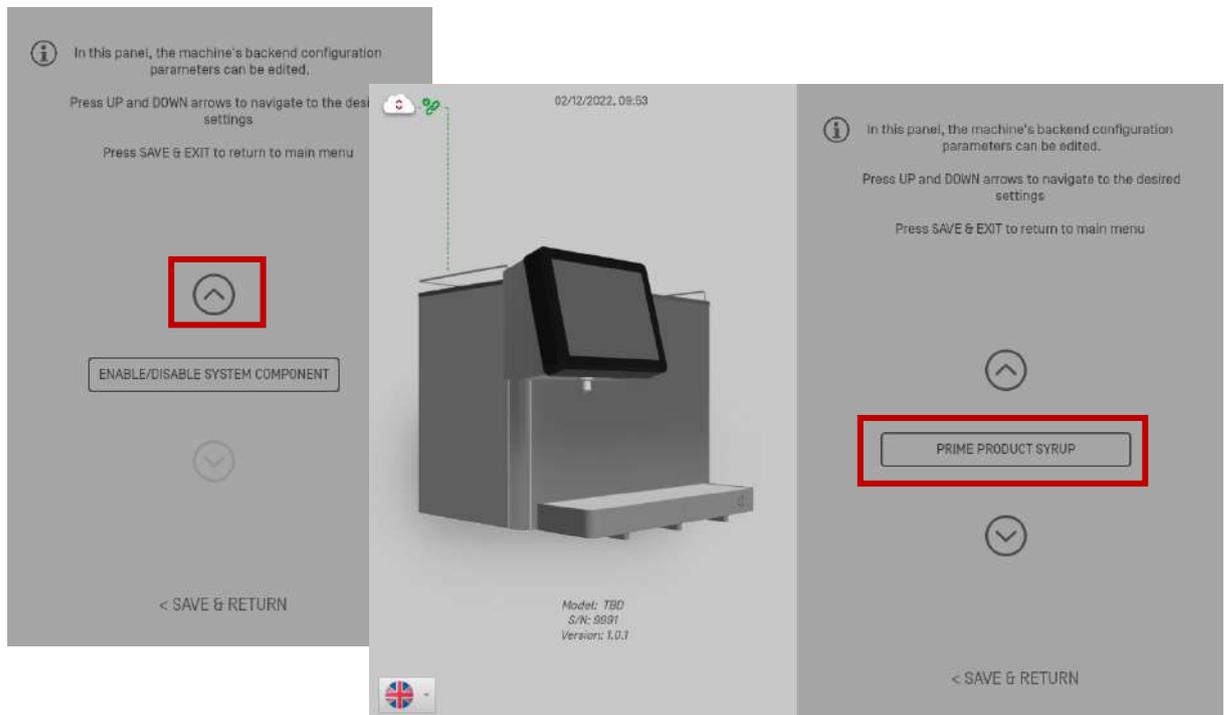


d. Press on each button to switch on the three systems: Fridge, Carbonator pump, Dispense valve. The three buttons have to be green. Then, go back by clicking the “Return” button.

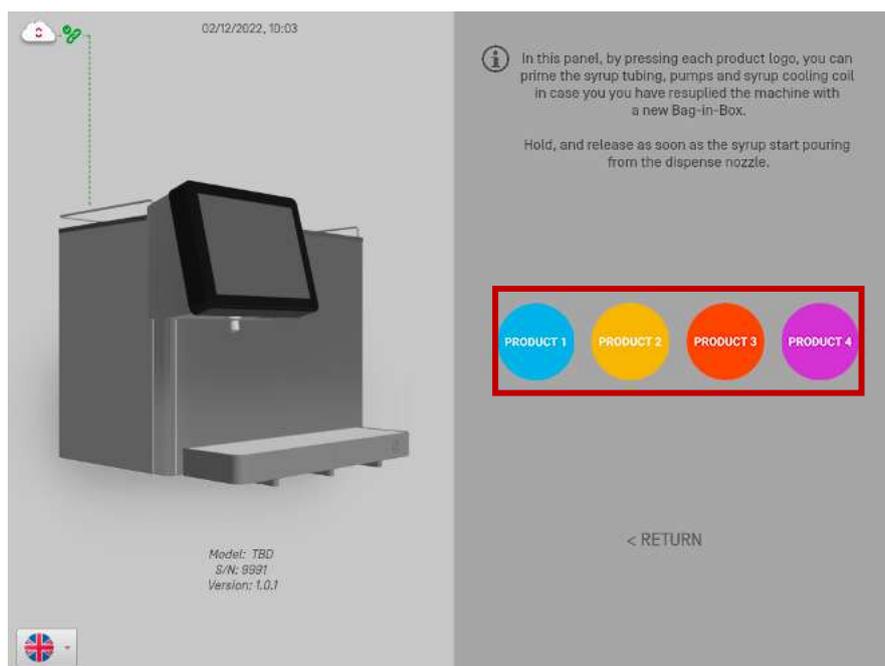


SYRUP PUMP PRIMING

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



b. Press each product logo, hold and release as soon the syrup starts pouring from the dispense nozzle. Repeat the action for each product.



c. Click the “return” button, then on “save & return” button. Access the “Cleaning” menu and press Carbonated water & still water one after the other until the water flows.



The location of the still and sparkling water is always the same as shown in the box above.

BRIX RATIO SETTINGS

The function of this menu is to adjust the flow rate to ensure the correct brix ratio.



The cooler must be turned on for at least 30 minutes to perform the brix & calibration steps.

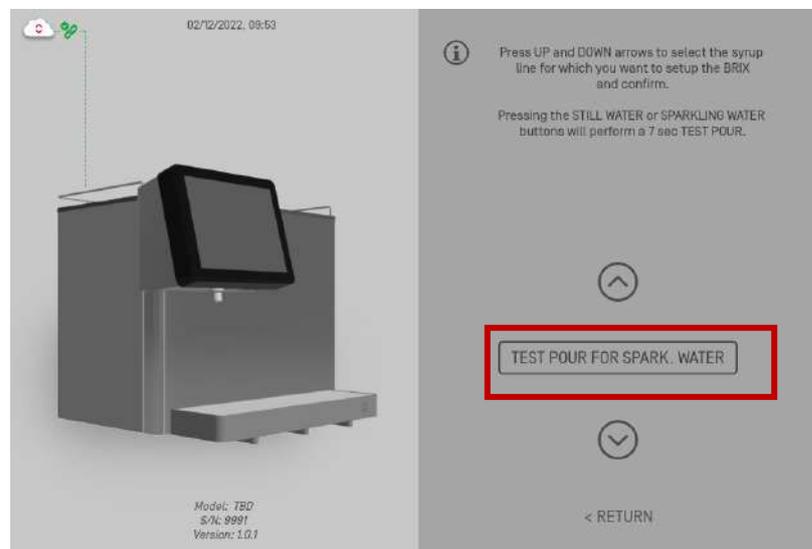


The carbonated water flow rate should be set first, followed by the still water and finally the syrup flow rates.

a. Press the “up” arrow to access “Set up product brix”.

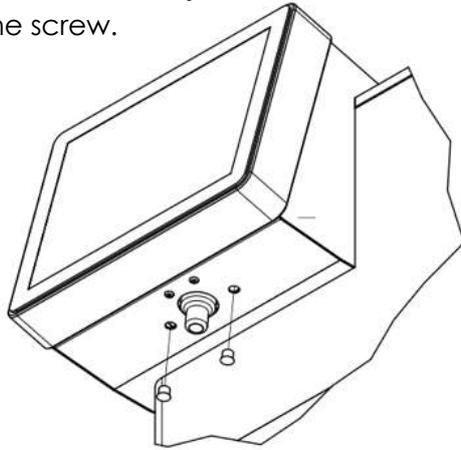


b. Press the “up” arrow to access “Test pour for spark. Water” and click on the button. The unit will dispense sparkling water for 7 seconds. Make sure a cup is under the dispensing nozzle.



c. Measure the volume dispensed. **You have to get 220 ml.** Adjust the dispense valve flow rate.

d. To access the flow adjusters, first remove the plastic covers near the nozzle to allow access to the screw.

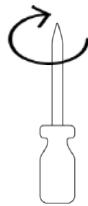


Looking from front of unit:
Left adjuster - Still water

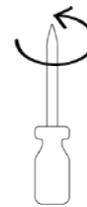
Right adjuster – Soda water

e. Thanks to a 2.5" screwdriver, regulate the flow. And check again the volume dispensed.

Less flow



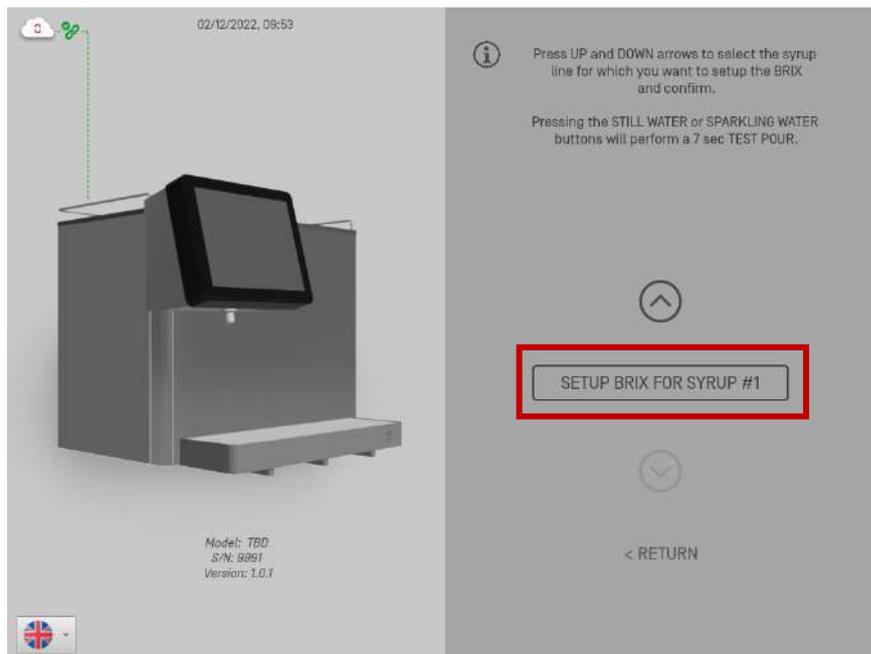
More flow



f. Repeat the process for the still water by pressing the “up” arrow to access “Test pour for still. Water”. **You have to get 220 ml.**



g. Press the “down” arrow to access the “Set up brix for syrup #1”.



h. With a measuring cup / brix cup. Click on “Test pour”. The unit will dispense syrup for 7 second.



Example of parameters and volumes for Good Good products. (the % Flowrate on the NEO can vary on each machine.)

Products	Syrup flowrate	Sugar level (brix optique)	Volume needed (ml)
Cola	56 %		48
Cola Zero			44
Limo Lemon	42%	6.8	44
Limo Ginger	50%	9.2	44
The froid	40%	4.5	44

If you do not have a brix cup to apply the ratio, you can calculate the amount in milliliters needed to meet the ratio. The calculation is as follows:
amount of water x ratio



For example, for the NEO, the calculation is as follows:

$$220 / \text{ratio}$$

If your ratio is 1:5, the calculation is: $220/5 = 44$

→ You will need 44 ml of syrup when you adjust the brix.

i. Press buttons (-) and (+) to increase or decrease the syrup pump flow rate. Repeat until the correct volume is dispensed.



Perform the "Test Pour" twice to ensure that the volume is accurate.

Feel free to run water between each brix to thoroughly clean the nozzle.

j. Press the "Return" button to go back to the previous screen. Press the "up" arrow to access "Set up brix for syrup #2" to select flavor 2 & set the flowrate.

Once flavor 2 flow rate has been set, then set flavors 3 & 4.

Press the "Return" button twice to go back to the main menu.

SETUP PRODUCT CARBONATION

a. Access "Setup product carbonation" using to the arrows.

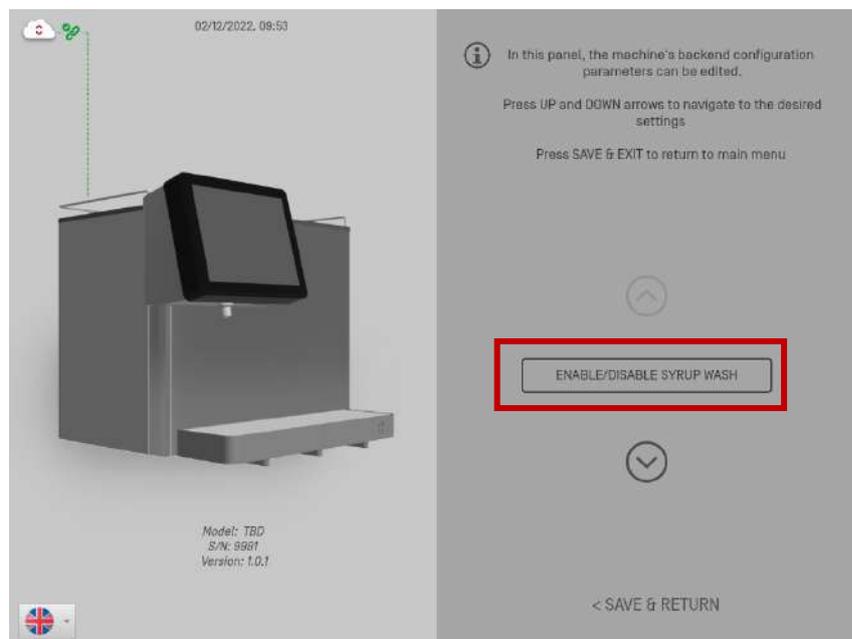


b. Associate which product is still or sparkling by clicking in your choice. The selected button turns green. Then, go back to the precedent menu by clicking on the "Return" button.



SETUP THE POST WASH

a. Access “Enable/Disable syrup wash” using the arrows.



This menu allows you to turn the 25 milliseconds post-dispensing flush ON or OFF. In normal dispensing it should be set to ON to allow the nozzle to be briefly rinsed. This prevents cross flavors and staining between flavors.

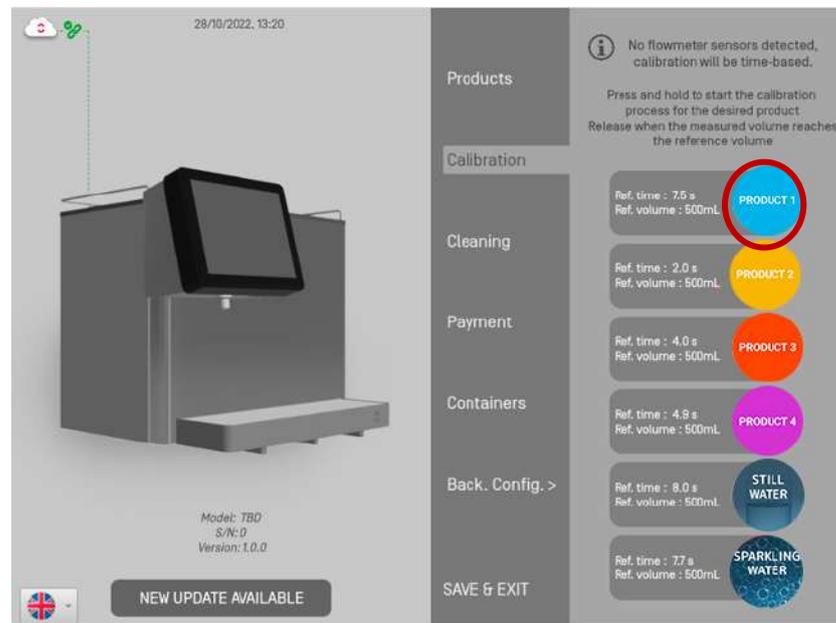
b. You can change the setting by clicking on the button as shown in the red square.



CALIBRATION

To start, you will need a 500 ml graduated container.

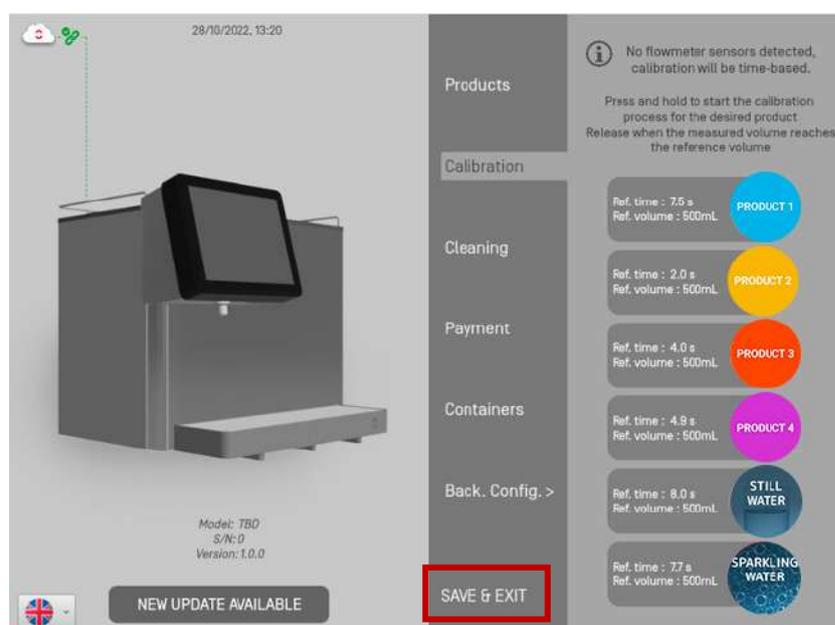
a. Press and hold the product 1 logo to start the calibration. Pour exactly 1/2 liter (500ml) and release when you reach the reference volume.



If you made an error, start again the process. Once you press the product logo, the calibration process starts again.

b. Repeat the same process for the three other products and waters.

c. Once all products are calibrated, you can press the “Save & Exit” button.



FINAL CHECK

The installation is now done.

Test pouring each drink one by one to make sure everything is ok.

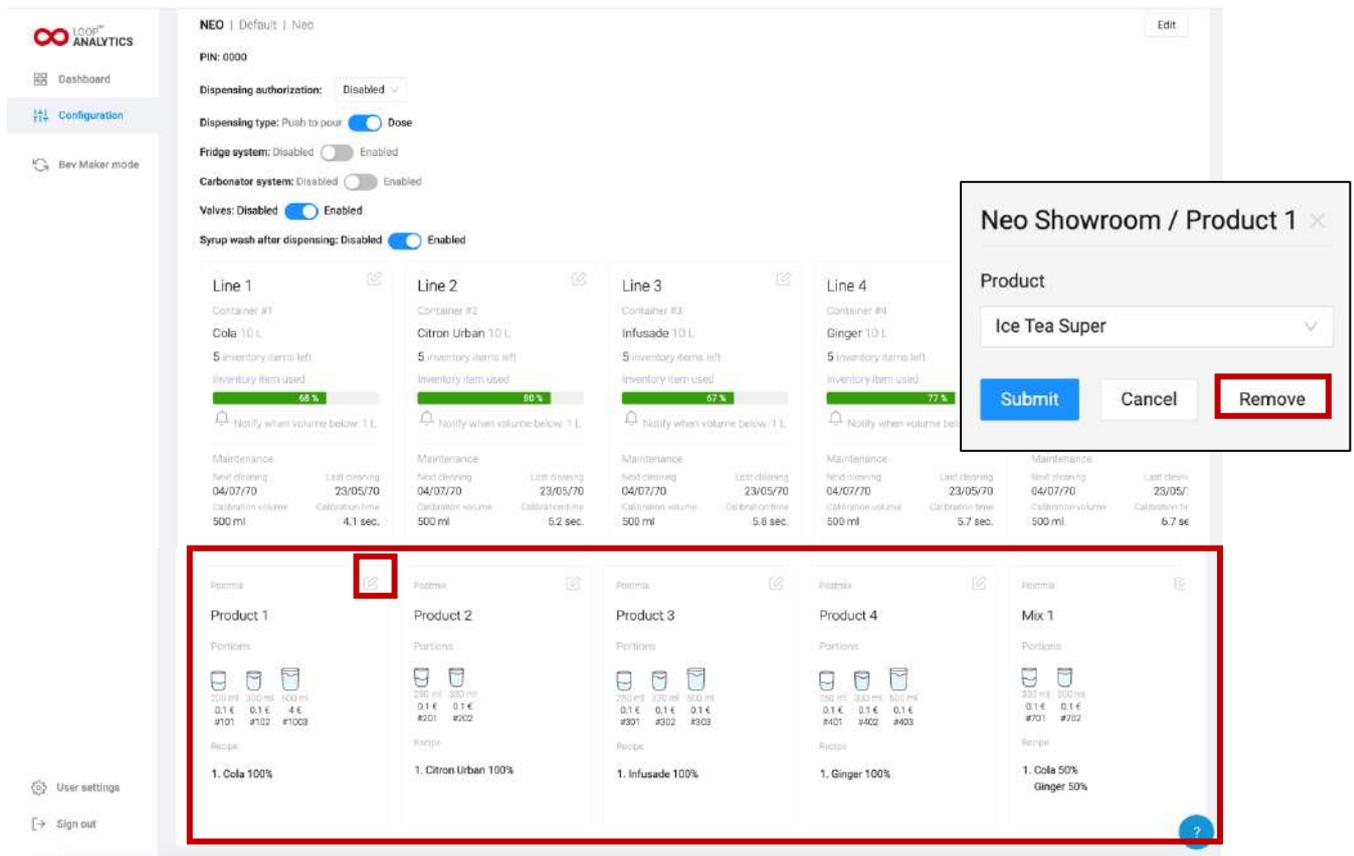
If sparkling drinks are not dispensed, go back to “Setup product carbonation” p. 47 and click on each sparkling button. Then return to the main screen and try to pour again.

UPDATE SETTINGS

CHANGE SYRUP INGREDIENT

a. Access Loop360. Please refer to **“Installation & Commissioning of the unit - Set Up Loop360 - Inventory” p.20** to create your new inventory item.

b. 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.



The screenshot displays the Loop360 configuration interface for a device named 'NEO | Default | Neo'. The interface is divided into several sections:

- Configuration Panel (Left):** Includes 'Dashboard', 'Configuration', and 'Bev Maker mode'.
- Device Settings (Top):** Shows PIN: 0000, Dispensing authorization: Disabled, Dispensing type: Push to pour (Dose), Fridge system: Disabled (Enabled), Carbonator system: Disabled (Enabled), Valves: Disabled (Enabled), and Syrup wash after dispensing: Disabled (Enabled).
- Line Settings (Middle):** Four lines (Line 1 to Line 4) are shown, each with a container type (e.g., Cola 10 L, Citron Urban 10 L, Infusade 10 L, Ginger 10 L), inventory status, and maintenance schedule.
- Product Settings (Bottom):** A grid of product settings for Product 1 through Product 4 and Mix 1. Each product card shows portions (e.g., 200 ml, 300 ml, 500 ml) and a recipe (e.g., 1. Cola 100%).

A modal window titled 'Neo Showroom / Product 1' is overlaid on the right side, showing a dropdown menu for 'Ice Tea Super' and three buttons: 'Submit', 'Cancel', and 'Remove'. The 'Remove' button is highlighted with a red box. Additionally, a red box highlights the edit icon (pen) in the top right corner of the first product card in the bottom section.

c. 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.



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

Now follow the next steps below.

🔄 UPDATE PRODUCTS

a. Access Loop360. Please refer to **“Installation & Commissioning of the unit - Set Up Loop360 – products” p.23**. Follow the steps to add your new product.

b. Accessing the setting menu. Please refer to **“Installation & Commissioning of the unit - Set Up Loop360 – Associate ingredients & drinks to device” p.29**. Follow steps to associate your new drink to your device.

🔄 UPDATE DRINK RECIPE

Access Loop360. Please refer to **“Installation & Commissioning of the unit - Set Up Loop360 – products” p.25**. Follow the steps from letter d.

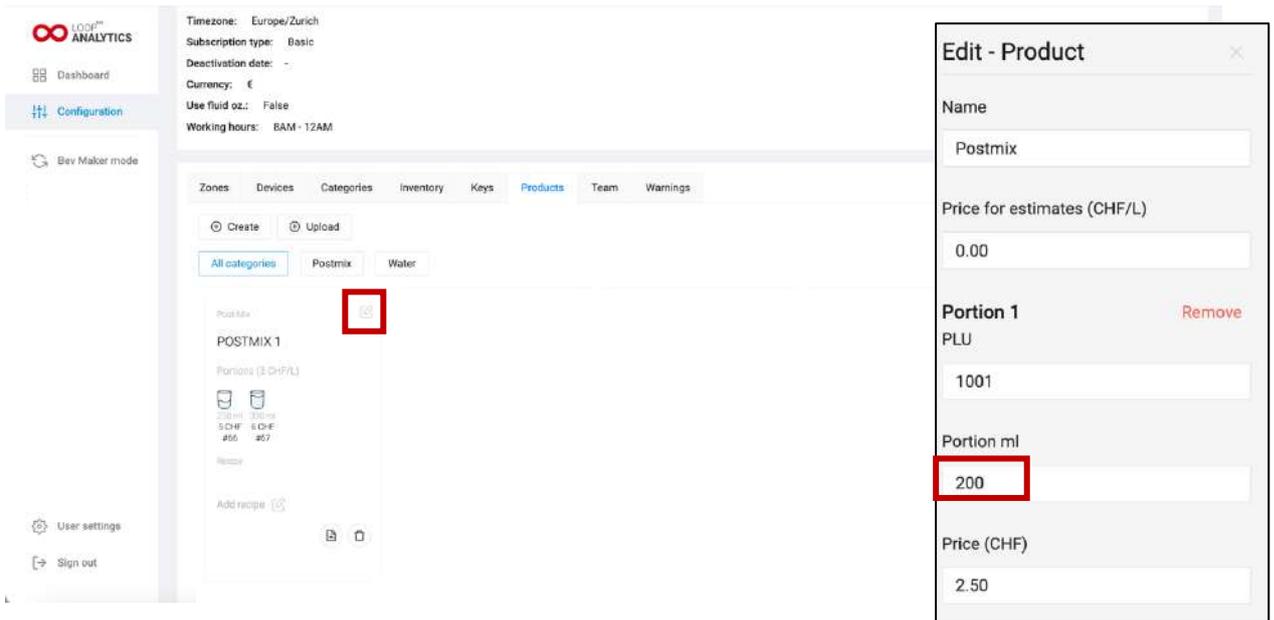
🔄 UPDATE LOGO PRODUCT

Access Loop360. Please refer to **“Installation & Commissioning of the unit - Set Up Loop360 – products” p.26**. Follow the steps from letter f.

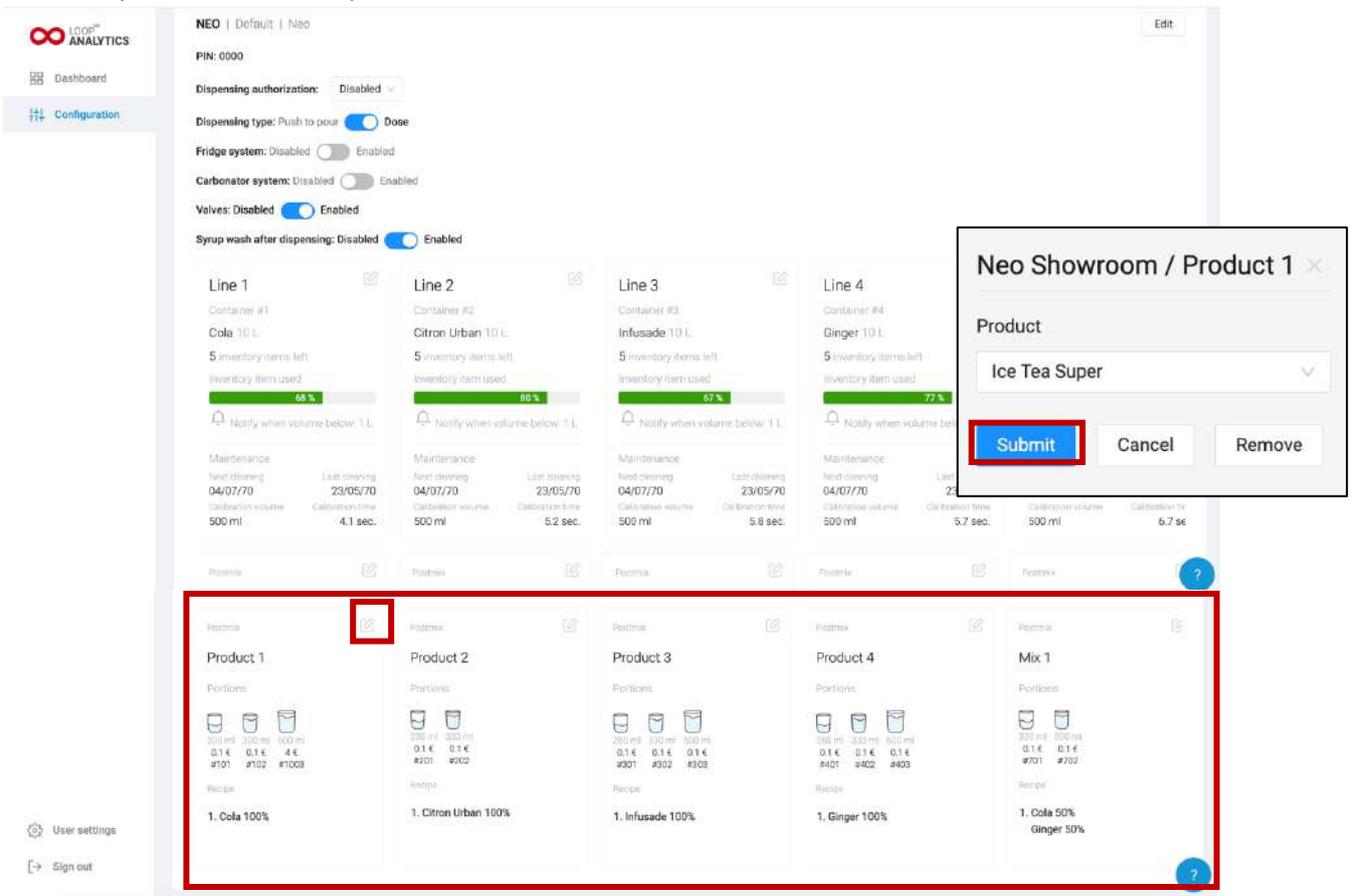
🔄 UPDATE DOSES

a. Access Loop360. Go to “Products” tab from “Configuration” menu.

b. Update portion you want & click on the “Submit” button.

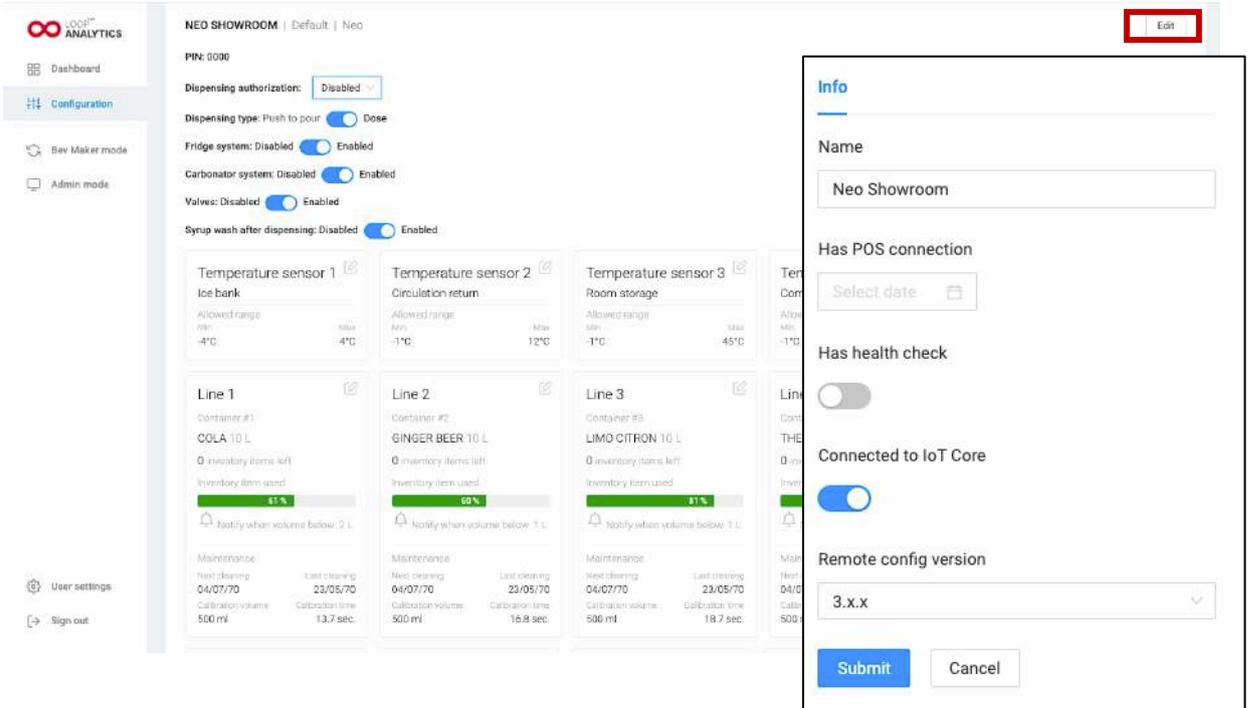


c. Access “Devices” tab, edit the product you just portioned by clicking on the pen in the right corner and without making any changes, click on the “Submit” button. The NEO will load and you will see the update.

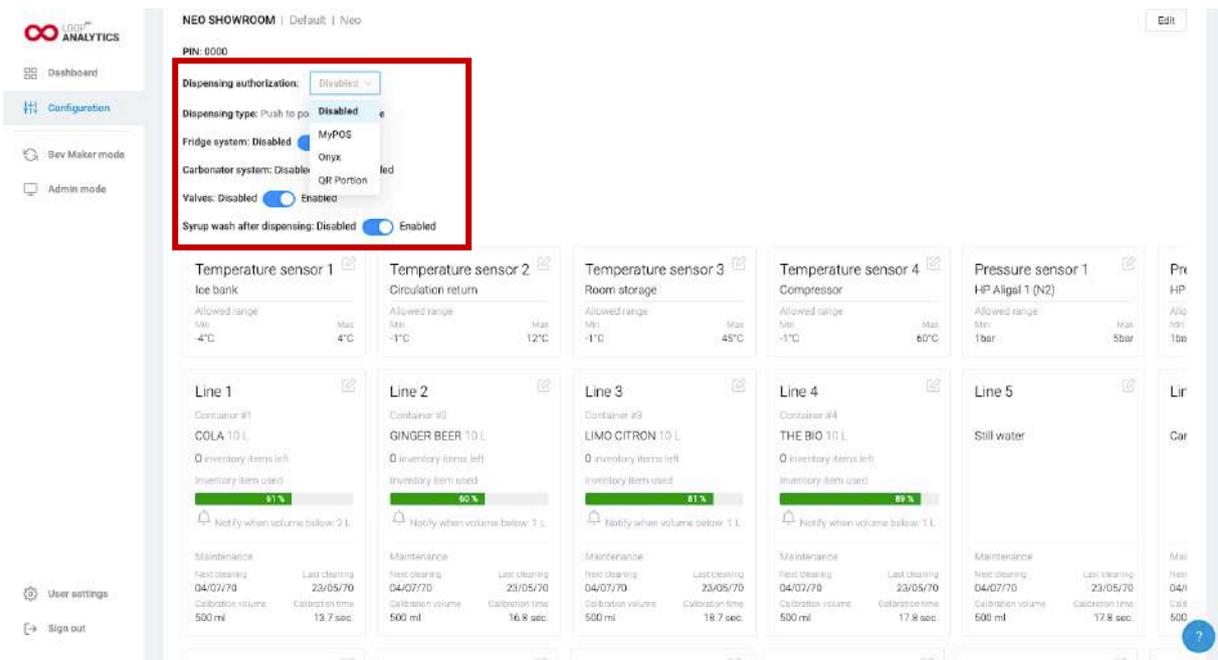


UPDATE DEVICE SETTINGS

a. Access Loop360. Access the « Configuration » menu & go the “Devices” tab. Select your device. You can edit the name of your device by clicking the “Edit” button. Finish by clicking the “Submit” button.



b. You also can update the general settings of your device.

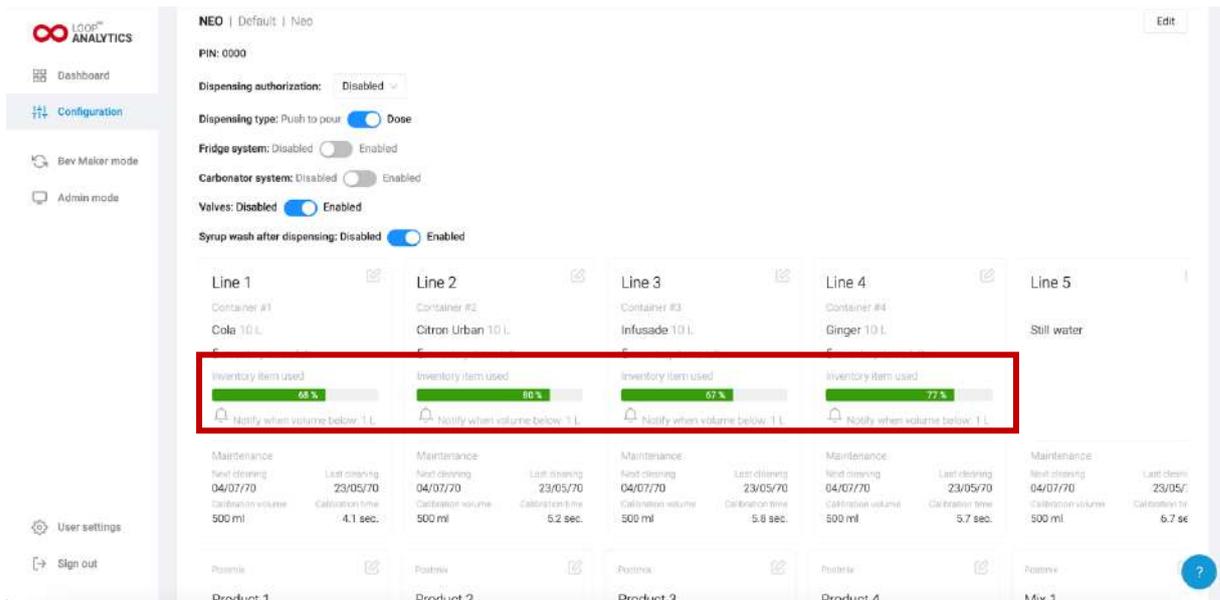


BIBS MANAGEMENT

KNOW BIBS LEVEL

FROM LOOP360

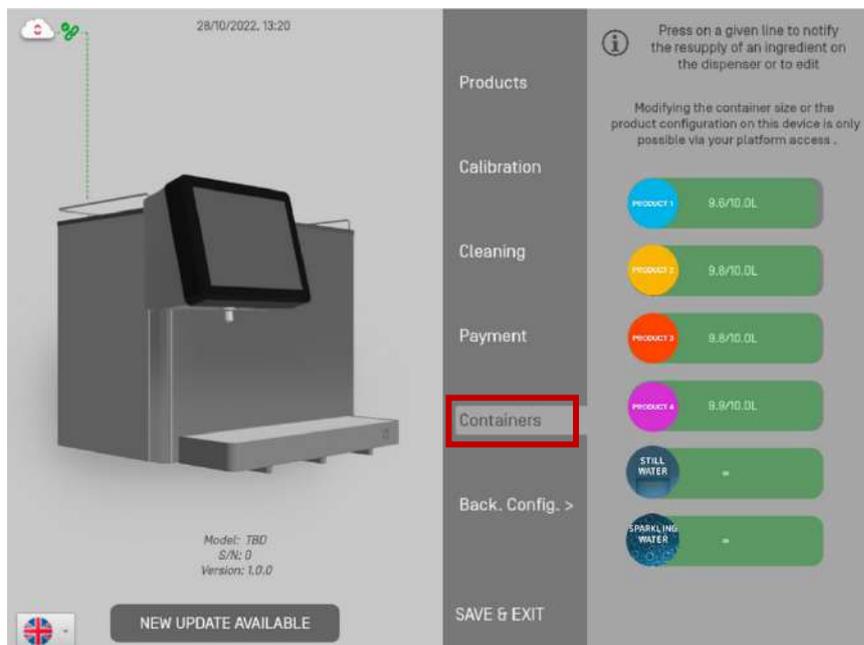
a. From the HoReCa mode, access the “Configuration” menu and you will see directly the bibs level.



ON THE NEO

a. Access the setting menu. Please refer to **“Installation & Commissioning of the unit – First Commissioning - Access to Setting menu” p.38.**

b. Access the “Containers” Menu and you will see 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

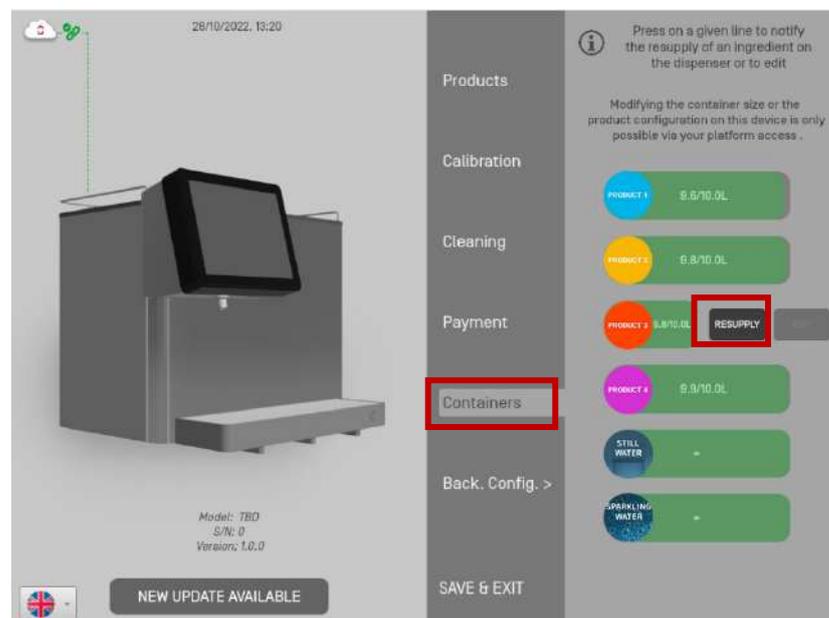
a. When a bib is empty, the icon of the concerned product will be displayed in a red circle.



b. Replace the empty bib by a new one.

c. Access the setting menu. Please refer to **“Installation & Commissioning of the unit - First Commissioning - Access to Setting menu” p.38.**

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



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:

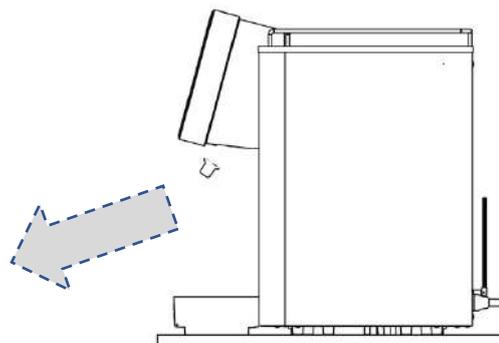
- Only use a soft, lint-free cloth. Avoid abrasive cloths, towels, paper towels or similar items.
- Avoid excessive wiping, which may cause damage.
- Unplug all external power sources, devices and cables.
- Keep liquids away from the product, unless otherwise noted for specific products.
- Do not allow 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

- Accessing the setting menu. Please refer to ***“Installation & Commissioning of the unit - First Commissioning - Access to Setting menu”*** p.38.
- Make sure to connect your sanitizer to the syrup line #1.
- Access the "Cleaning Menu" and press the "Product #1" button until the sanitizer flows. Continue to purge according to your sanitizer instructions.



- 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.
- Reconnect your syrup.
- Repeat the above steps for all product lines.