

## Care and Cleaning

Properly caring for your Smartwell® beverage dispenser will provide the best experience and delicious tasting beverages.



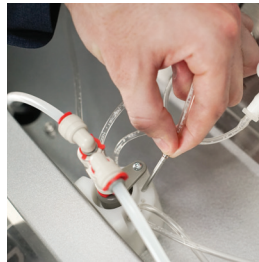
### Replacing Pouches

Monitor pouch status on the Elkay® Smartwell customer portal at [portal.elkaysmartwell.com](http://portal.elkaysmartwell.com). Low and empty pouch notifications are communicated daily via [smartwellcare@elkay.com](mailto:smartwellcare@elkay.com). Follow these instructions to update pouch(es):

1. Unlock and open the hood of the unit.
2. Locate the pouch(es) that needs to be replaced.
3. Remove each pouch by unlocking the silver pump clamp, popping out the pump, pulling out the nib from the manifold, then unhooking it from the hanger.



*Unlock the silver pump clamp, popping out the pump*



*Pull out the nib from the manifold*



*Remove each pouch by unhooking from hanger*

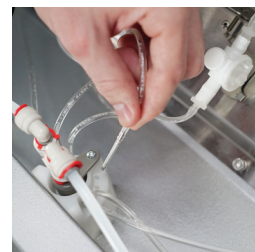
4. Dispose of empty pouch(es).
5. Wash hands thoroughly with warm water and soap to sanitize.
6. Replace new pouches into unit.
  - a. Hang pouches in respective positions.
  - b. Pull back silver pump clamp, then lock pumps into pump drive, pressing firmly onto the pump drive ensuring the starburst pattern on the pump is keyed into the matching pattern in the unit. Release the clamp, making sure it slides over the top of the pump starburst key completely. The pump should be securely fastened.
  - c. Insert nib into the manifold taking care to hold the tube and keep fingers away from the tip of the nib to avoid contamination. Press firmly to ensure it is fully inserted.



*Insert the new pouch in the respective vacant slot by hooking it on the hanger*



*Lock the pump to the pump drive*



*Insert the nib into the manifold*

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7. Access admin login by tapping the Wi-Fi symbol on the top-right corner of the home screen.
8. Enter admin code provided by Sales Representative to access the pouch replacement screen.
9. Select the slot you'd like to update and follow the onscreen prompts for:
  - Pouch(es) replacement with no change to flavor/enhancement in slot
  - Pouch(es) change with new flavor or enhancement in slot
  - Empty slot when you do not have an additional pouch to use
10. Select "Prime" to prepare liquid for dispensing.
11. Dispense a drink of each flavor you replaced to make sure you can taste the flavor.
12. Close and lock the hood.
13. Unit is ready for use.

## Care and Cleaning

To ensure optimal performance, the following steps should be conducted once per week, at minimum.

### What You'll Need

- Mild soap appropriate for food grade surfaces
- 3% hydrogen peroxide
- Soft bristled brush
- Soft cloth and drying towel
- Protective gloves
- Cup
- Bucket for cleaning solution (optional)

### Do Not Use

- Caustic chemicals
- Harsh abrasive pads

- 1 Touch Screen
- 2 Nozzle
- 3 Alcove
- 4 Reservoir

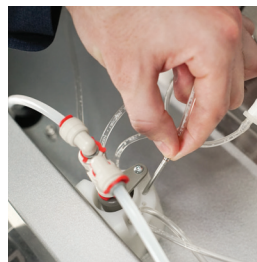


### Preparation

1. Unlock and open the hood of the unit.
2. Wash hands thoroughly with warm water and soap to sanitize.
3. Remove each pouch by unlocking the silver pump clamp, popping out the pump, pulling out the nib from the manifold, then unhooking it from the hanger.



*Unlock the silver pump clamp, popping out the pump*



*Pull out the nib from the manifold*



*Remove each pouch by unhooking from hanger*

- a. Remove nib from the manifold taking care to hold the tube and keep fingers away from the tip of the nib to avoid contamination.
- b. Set pouches aside, taking care to ensure the nib and pump are placed on a clean, dry cloth.
- c. Make note of each pouch slot location. After cleaning steps or on step #12, the pouches must be reinserted into their respective slot or the unit settings will have to be adjusted.

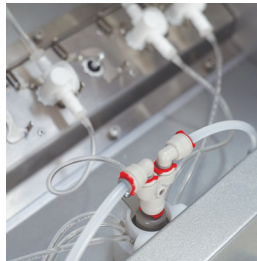
## Care and Cleaning

### Cleaning

1. Put on protective gloves for cleaning.
2. Using mild soap and a damp cloth, wipe down the following areas. Use the soft bristled brush to address any stubborn residue and then wipe clean with the soapy cloth. After cleaning, wipe away all excess soap residue and towel dry.
  - a. Start with the manifold inside the hood, and the nozzle area at the top of the alcove. Continue cleaning the area under the hood.
  - b. Remove the grate from the dispense tray and set aside. Clean the alcove area thoroughly.
  - c. Remove the reservoir from the bottom cabinet. Wash the reservoir and grate with warm soapy water.



*Inside of the hood and grate*



*Manifold*



*Nozzle area*

### Sanitize

1. Sanitize the following areas of the Smartwell using 3% hydrogen peroxide and clean, dry cloth. Before starting, ensure protective gloves are washed clean in hot water and soap. If they are damaged or cannot be cleaned, dispose and put on a new pair.
2. Start with top of the manifold inside of the hood. Then wipe the inside of the nozzle. Follow this process for the remaining surfaces on the inside of the hood, and finally for the dispense alcove.
3. Replace grate and reservoir when dry. Close and lock bottom door.

## Care and Cleaning

### Final Steps

1. Set cleaning supplies aside.
2. Remove and dispose of gloves.
3. Wash hands thoroughly with warm water and soap to sanitize.
4. Replace pouches into unit.
  - a. Hang pouches in respective positions.
  - b. Pull back silver pump clamp, then lock pumps into pump drive, pressing firmly onto the pump drive ensuring the starburst pattern on the pump is keyed into the matching pattern in the unit. Release the clamp, making sure it slides over the top of the pump starburst key completely. The pump should be securely fastened.
  - c. Insert nib into the manifold taking care to hold the tube and keep fingers away from the tip of the nib to avoid contamination. Press firmly to ensure it is fully inserted.



*Insert the new pouch in the respective vacant slot by hooking it on the hanger*



*Lock the pump to the pump drive*



*Insert the nib into the manifold*

- d. If new pouches are needed, refer to “replacing pouches” instructions above for more information.
5. Once all pouches are installed, confirm all pumps are functioning (motors are rotating).
  - a. Place a cup onto the grate.
  - b. With the lid open, select flavors/enhancements and dispense drink combinations to ensure liquid is being dispensed from each pouch.
  - c. If flavors/enhancements are not properly dispensing, repeat step b, to confirm pump and nib are inserted correctly (if problem continues, contact Smartwell Customer Care 866.699.4507).
6. Close and lock the hood.
7. Gently wipe the touch screen with a soft cloth, such as a microfiber towel. Use a mild lens cleaner, as needed.

**Smartwell Customer Care is available via phone at 866.699.4507 or email at [smartwellcare@elkay.com](mailto:smartwellcare@elkay.com), Monday – Friday, 7 a.m. – 5 p.m. CST.**