

HEINZ

ESTD 1869

REMIX

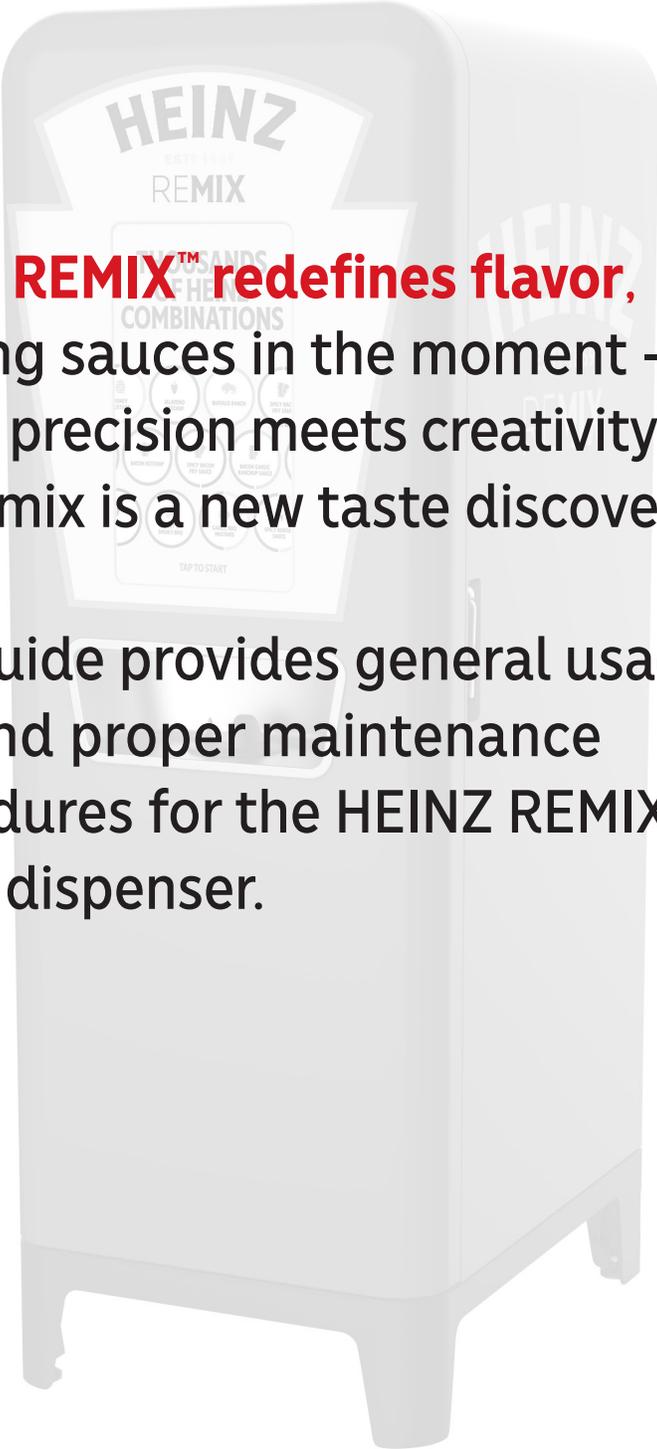
OPERATOR USER GUIDE



HEINZ

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REMIX



HEINZ REMIX™ redefines flavor, crafting sauces in the moment – where precision meets creativity and every mix is a new taste discovery.

This guide provides general usage tips and proper maintenance procedures for the HEINZ REMIX™ sauce dispenser.

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REMIX

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INTRODUCTION

Welcome to HEINZ REMIX™: Revolutionizing Dipping Sauces

Winner of the 2023 Time’s Best Innovation Award, HEINZ REMIX™, is the first of its kind condiment machine that puts the power of customization in your customers’ hands. With a vast library of 2000+ unique sauce combinations, created by mixing and matching 5 condiment bases and 8 flavor enhancers, you can offer an unparalleled dipping experience that will set your restaurant apart.

Condiment bases include Ketchup, Mustard, Mayo, BBQ, and Ranch. Flavor enhancers include Roasted Garlic, Jalapeño, Smoky Chipotle, Buffalo, Caramelized Onion, Honey, Mango, and Bacon.

This user guide will walk you through the easy-to-use interface, maintenance, and operation of the HEINZ REMIX™ Machine, so you can get started on delivering a truly personalized condiment experience to your customers.



IMPORTANT SAFETY INFORMATION

The safety of you and your employees is our top priority. To ensure safe and proper operation of the HEINZ REMIX™ Machine, please read and follow the guidelines outlined in this section carefully. These precautions are designed to minimize the risk of injury, electrical shock, and equipment damage. By taking a few simple steps, you can help create a safe working environment and ensure the longevity of your machine. Please take a moment to review the following General Safety Precautions before using the HEINZ REMIX™ Machine.

General Safety Precautions

Always ensure the machine is placed on a stable, level surface and is properly grounded to avoid electrical hazards. Do not rock, tilt, or shake the machine, as it may cause it to tip over and lead to serious injury. Keep hands and clothing away from moving parts, especially when the machine is in operation.

Before performing any maintenance not described in this user manual, disconnect the power supply to eliminate the risk of electric shock and damage to the equipment.

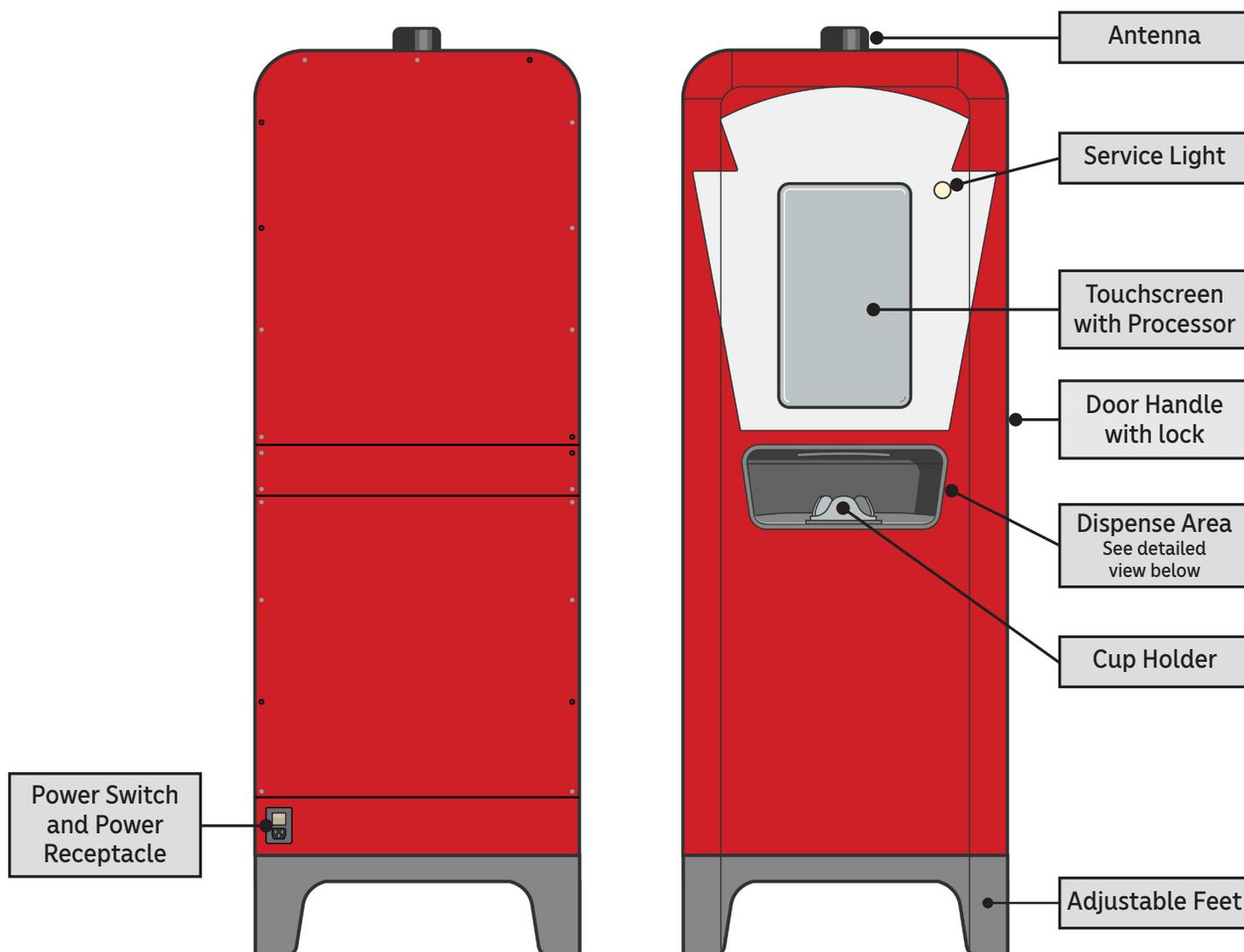
Regularly inspect the machine for damaged wires, loose components, or other signs of wear, and address any issues promptly to maintain safe operation.

Always wear clean disposable gloves when touching the inside of the machine, any food, or food contact locations. Change into clean gloves anytime the gloves become dirty.

OVERVIEW OF HEINZ REMIX™ COMPONENTS

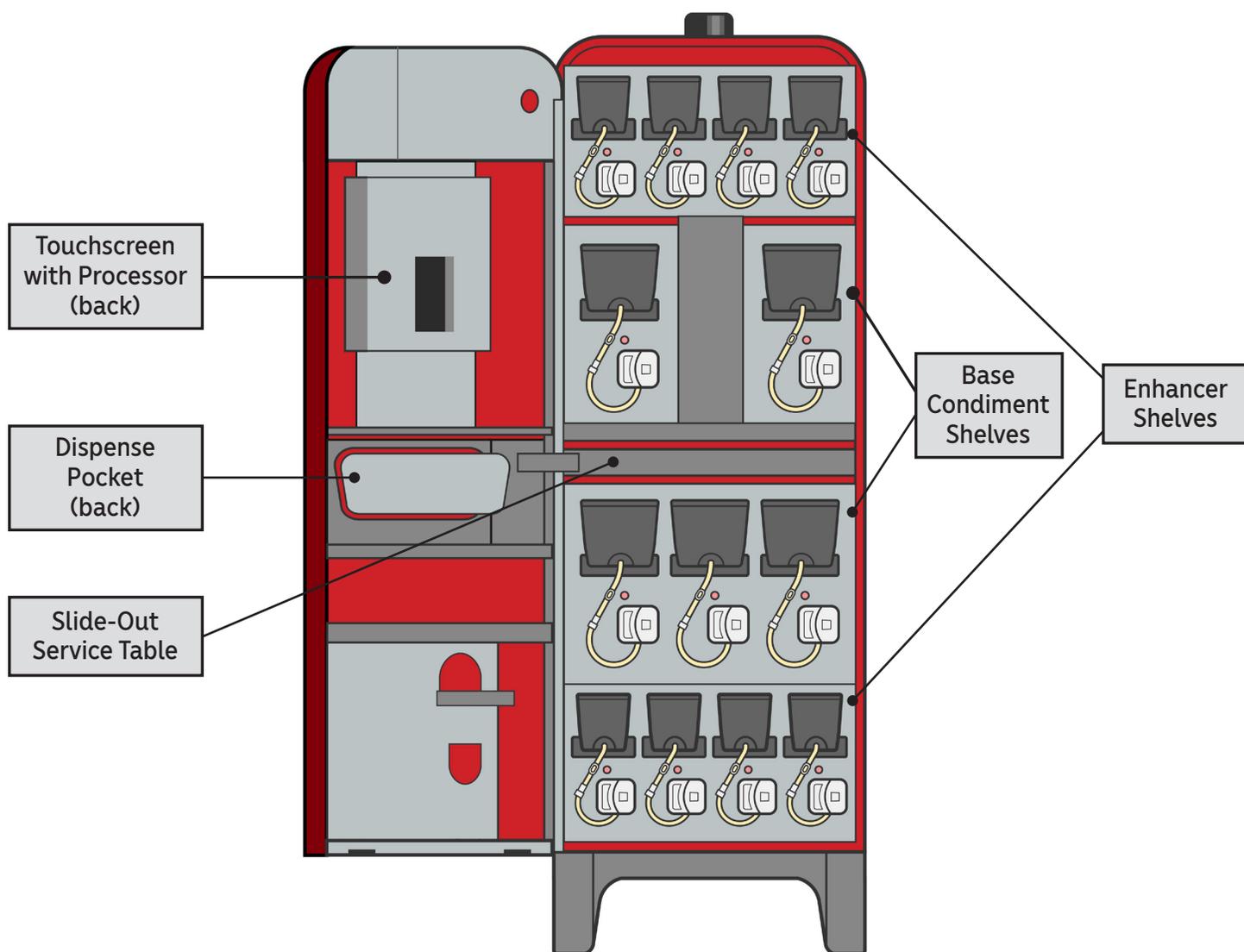
External Components

There are many parts and systems that make up HEINZ REMIX™. This section describes the major areas of the machine. More detailed information on how to use HEINZ REMIX™ is included in the remainder of this document and its accompanying documentation.



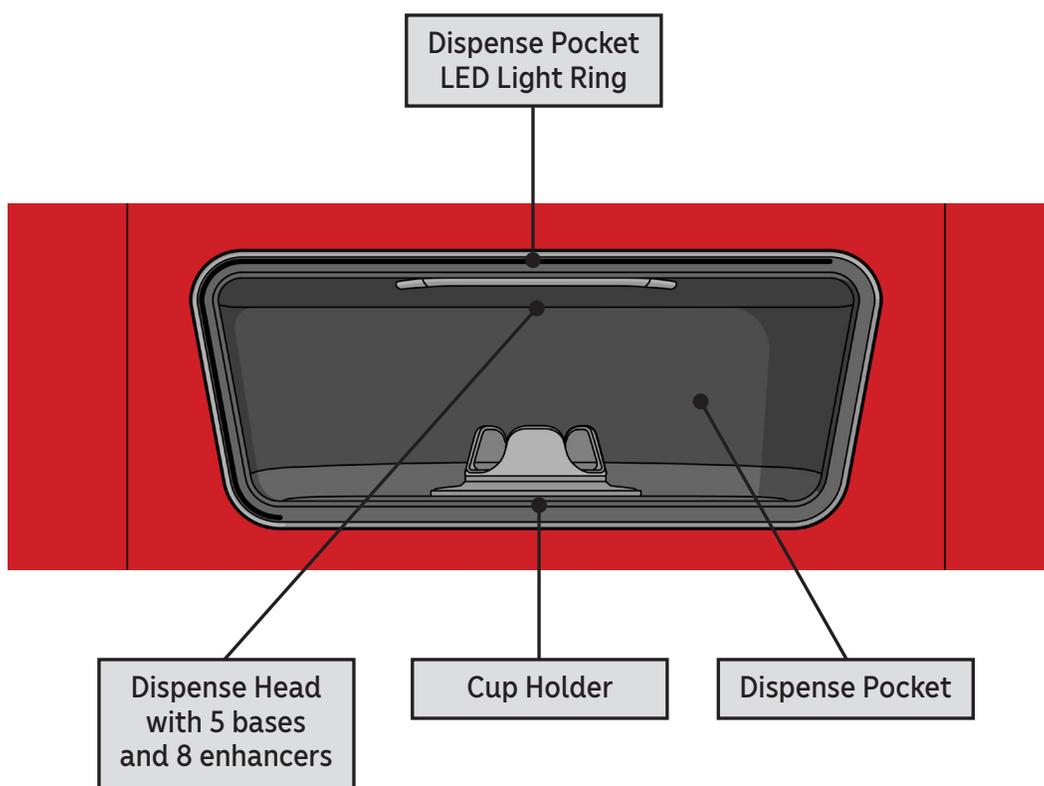
OVERVIEW OF HEINZ REMIX™ COMPONENTS

Internal Components



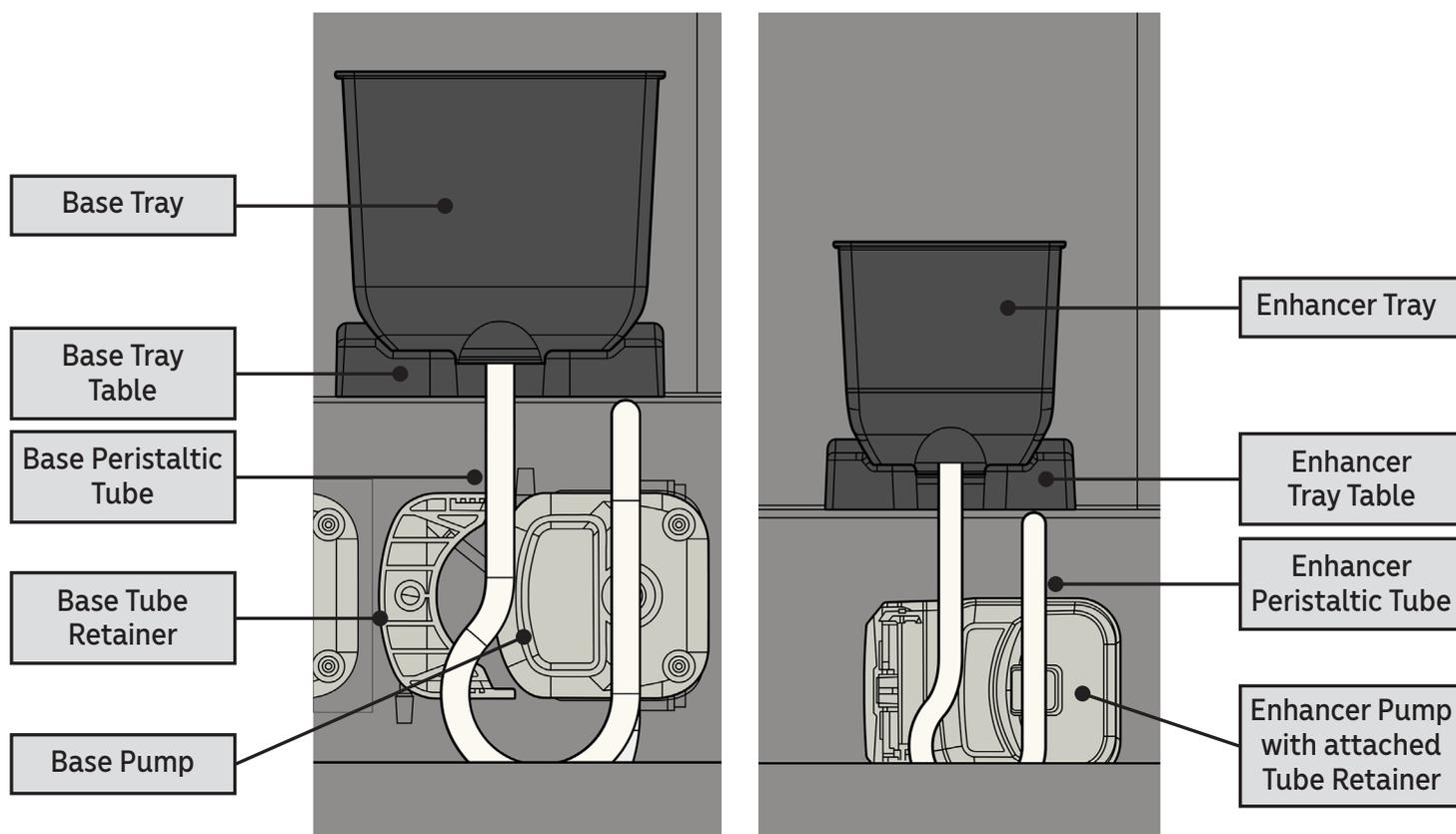
OVERVIEW OF HEINZ REMIX™ COMPONENTS

Dispense Area



OVERVIEW OF HEINZ REMIX™ COMPONENTS

Base and Enhancer Modules



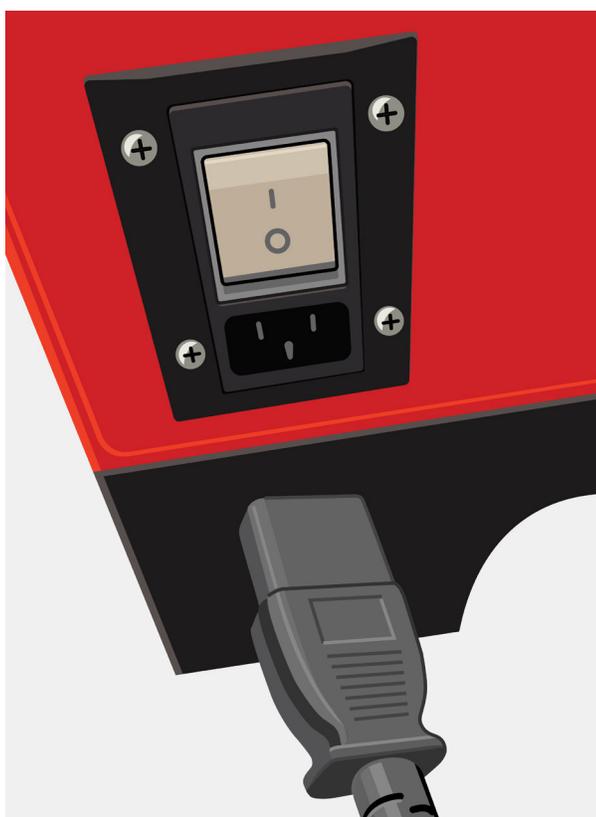
GETTING STARTED – SETUP AND INSTALLATION

Leveling

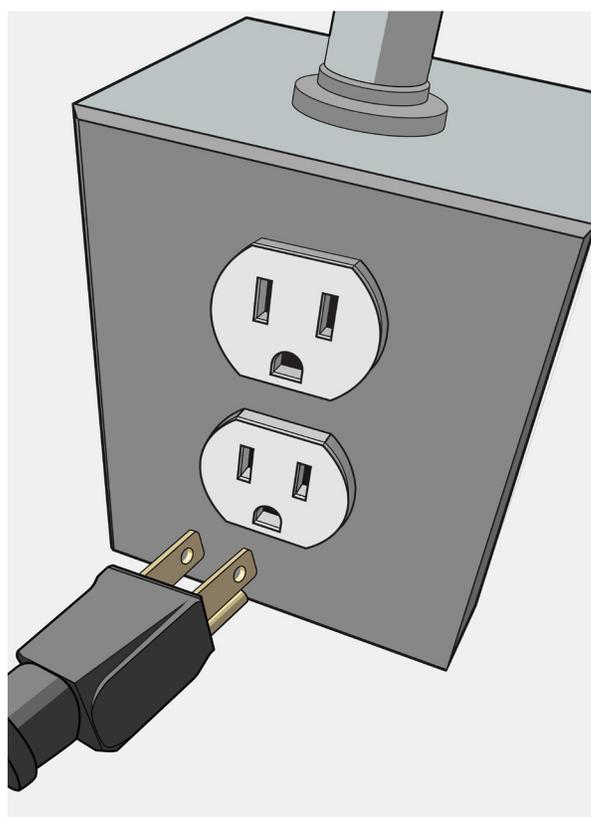
Leveling and initial install will be done by a Kraft Heinz approved service provider.

It's important that HEINZ REMIX™ is installed on a level, solid floor without carpet on it. Small adjustments can be made using the four (4) adjustable feet to get the machine as level as possible.

Power Connection and Initial Startup



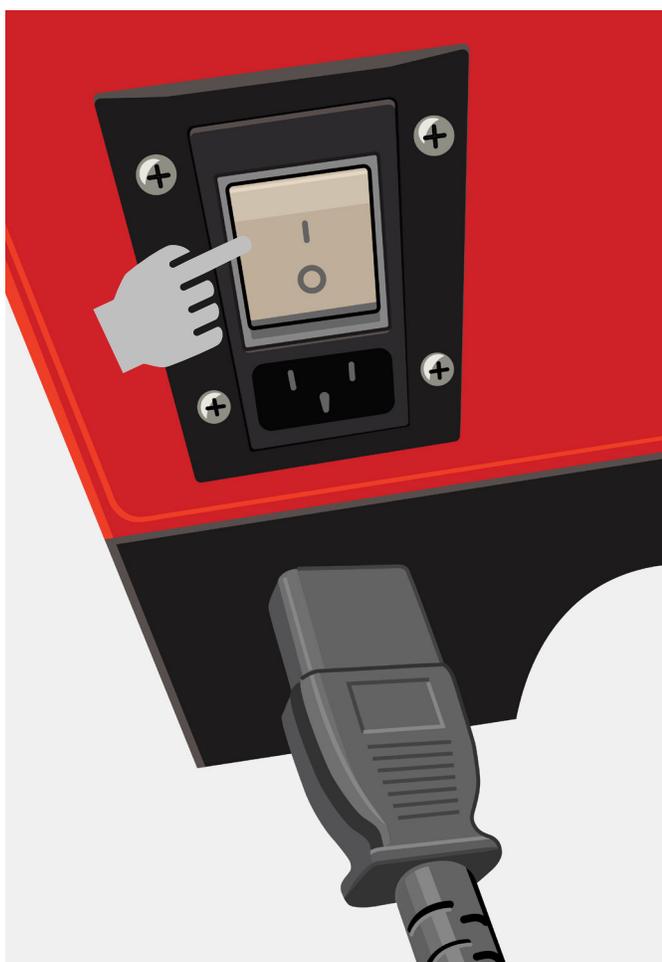
- 1 Connect the power cord into the Power Cord Receptacle.



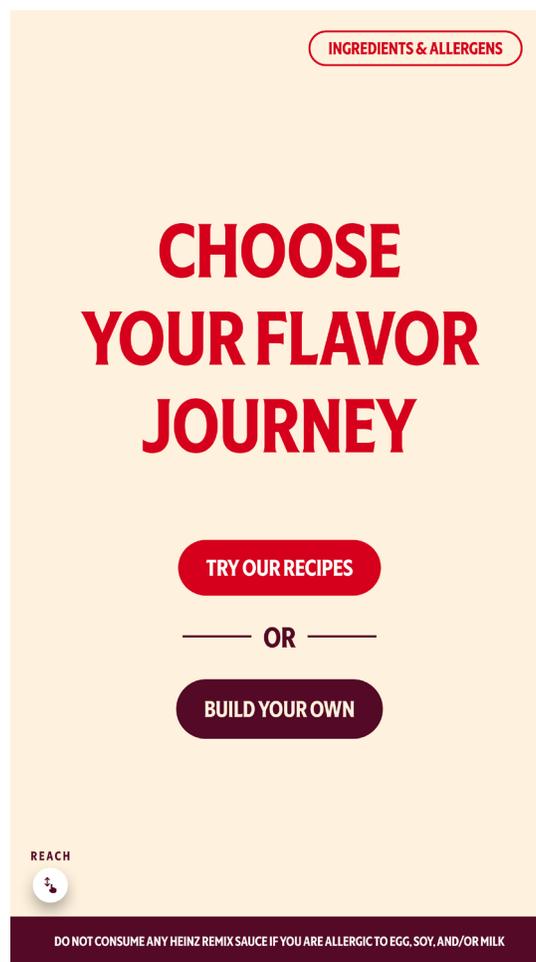
- 2 Connect the end of the power cord into a standard 15A outlet.

GETTING STARTED – SETUP AND INSTALLATION

Power Connection and Initial Startup



3 Press power switch to the ON (I) position.



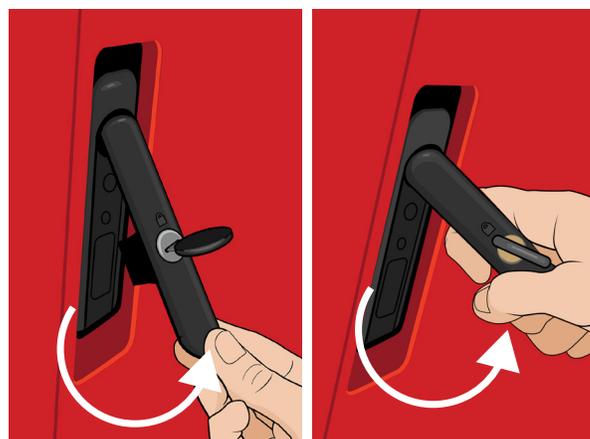
4 Boot up should take approximately 30 seconds. When the touchscreen displays the splash screen animation, the machine is ready.

GETTING STARTED – SETUP AND INSTALLATION

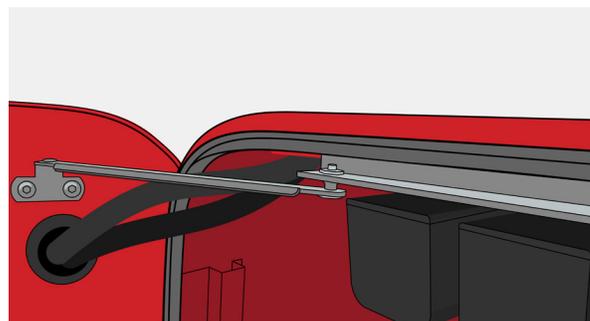
Opening and Closing the Door



1 To open the door, a key is needed. Insert the key into the door handle and turn the key counter clockwise to the horizontal position.



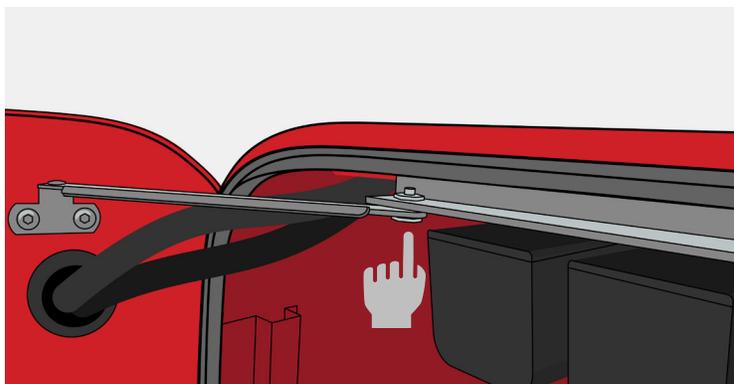
2 Pull the handle outward and rotate counter clockwise.



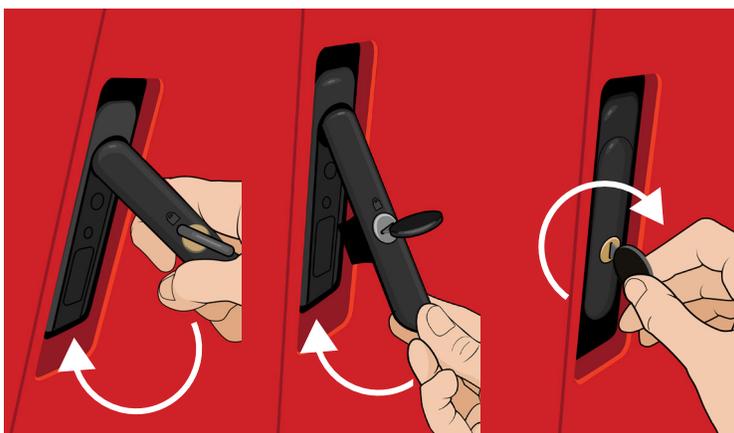
3 Pull the door all the way open. The door can open to 90 degrees. At full extension, the door stop (pictured above) will be latched open and lock the door into place.

GETTING STARTED – SETUP AND INSTALLATION

Opening and Closing the Door



- 1 To close the door, press up on the door stop on the main enclosure side.

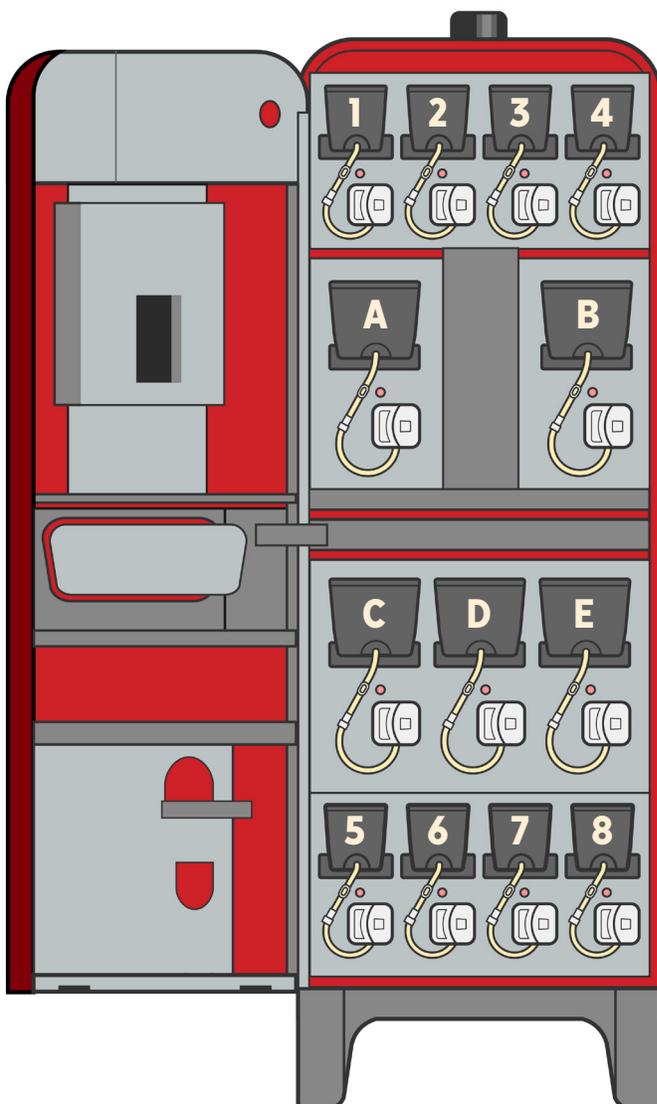


- 2 Reverse the door opening procedure. Rotate the handle clockwise to the vertical position, push the handle in, and lock the cabinet by turning the key clockwise to the vertical position.

GETTING STARTED – SETUP AND INSTALLATION

Bag Loading

After placing and turning on the machine, the sauces will need to be added to the machine by the process described below. This should be done wearing clean, disposable gloves; changing the gloves when they become dirty or as needed. All 5 base sauces (Mayo, Mustard, BBQ, Ketchup, and Ranch) and all 8 Enhancer sauces (Buffalo, Smoky Chipotle, Mango, Honey, Jalapeno, Caramelized Onion, Bacon, and Roasted Garlic) should be added to the machine at this step.



Enhancers

-  1. Mango
-  2. Bacon
-  3. Jalapeño
-  4. Roasted Garlic
-  5. Smoky Chipotle
-  6. Buffalo
-  7. Caramelized Onion
-  8. Honey

Bases

-  A. BBQ
-  B. Mayo
-  C. Mustard
-  D. Ketchup
-  E. Ranch

The bags should be loaded ONLY into the spots indicated on the diagram above. The spots should be labeled with their name and only that sauce should ever be added to that spot.

REGULAR MAINTENANCE

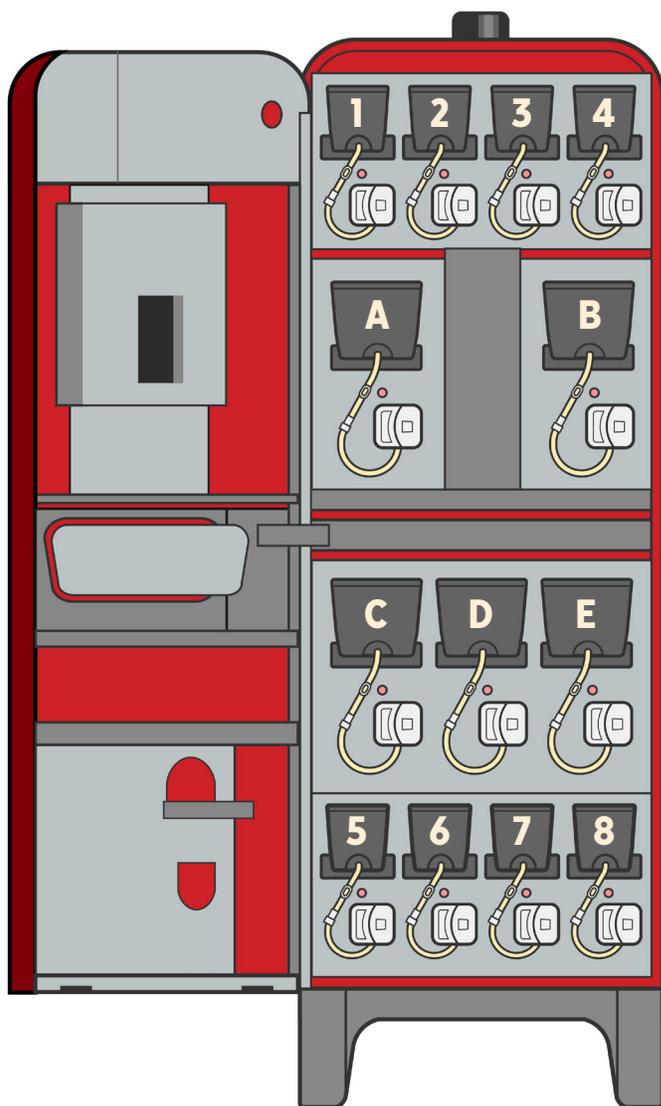
Daily Cleaning and Purge

In order to operate safely and reliably, HEINZ REMIX™ should be maintained regularly by operating staff.

Bag and Changing

Base and Enhancer locations

HEINZ REMIX™ requires sauces to be put in specific locations inside the device, as labeled below. The trays inside of the machine will be labeled, as well.



Enhancers

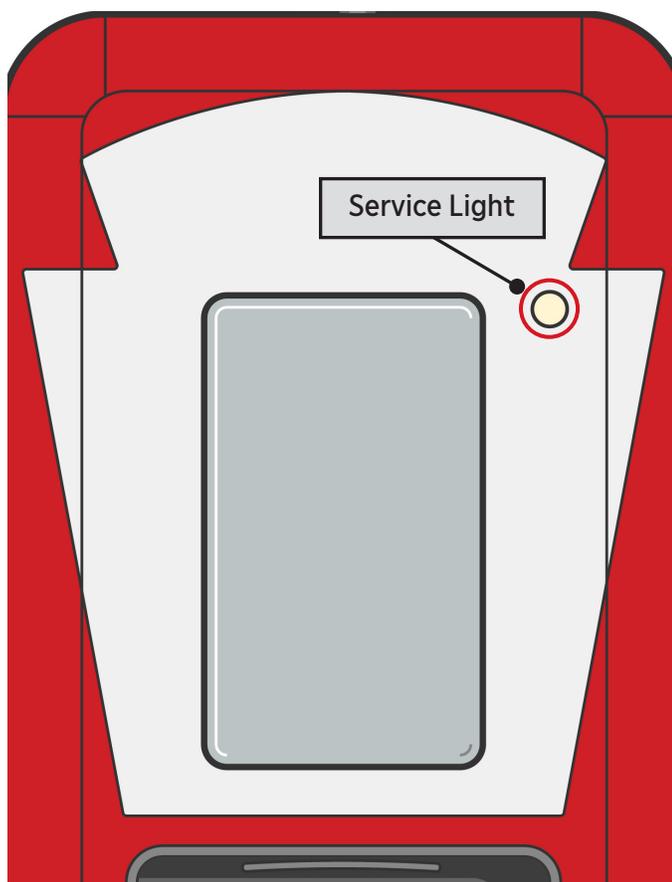
-  1. Mango
-  2. Bacon
-  3. Jalapeño
-  4. Roasted Garlic
-  5. Smoky Chipotle
-  6. Buffalo
-  7. Caramelized Onion
-  8. Honey

Bases

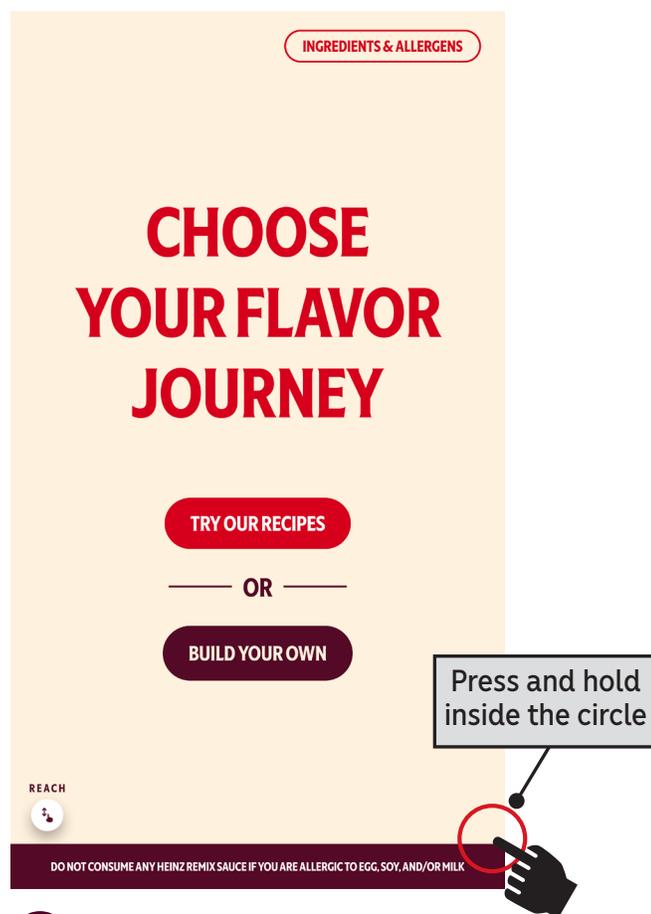
-  A. BBQ
-  B. Mayo
-  C. Mustard
-  D. Ketchup
-  E. Ranch

REGULAR MAINTENANCE

Exterior Service Light



- 1 If a bag needs to be changed because it is expired or it is empty, the outside service light will illuminate as shown above. When this happens the “Status & Levels” screen will need to be accessed.



- 2 Next open the “Status & Levels” screen. To do this, on the main screen, press and hold the bottom right corner of the screen for 5 seconds. This will open a code screen.

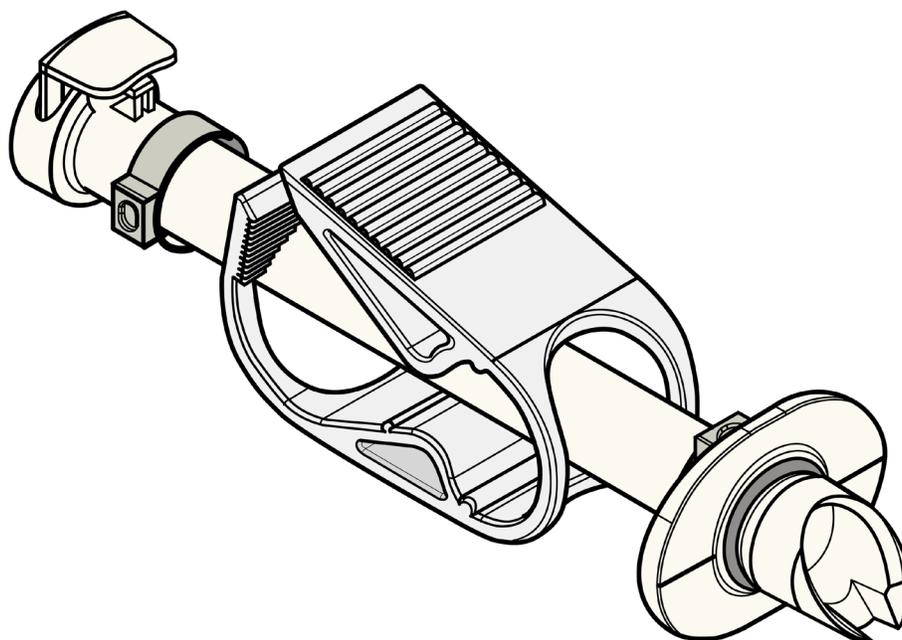
REGULAR MAINTENANCE

Procedure for Bag Installation/Change

Before you start, ensure you have the following:

- New base and enhancer bags
- Bag adapters (one per bag change)
- Gloves

Note that the procedure for both Base and Enhancer bag changes is the same, and both use the same bag adapter model.



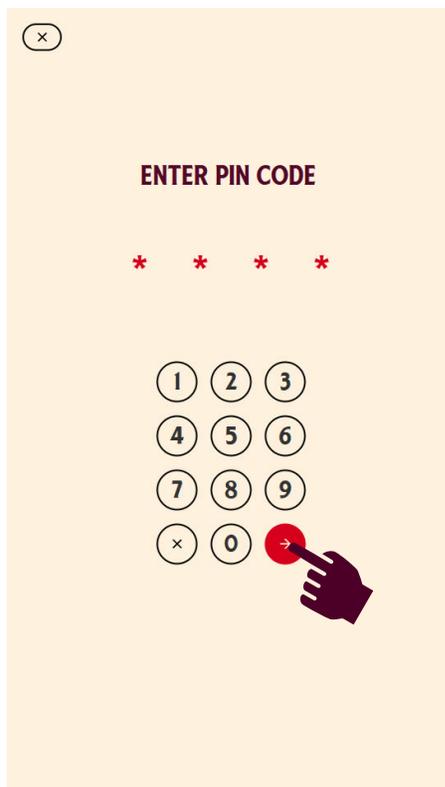
Bag Adapter

This is a single-use attachment for use with both base and enhancer bags.

REGULAR MAINTENANCE

Bag Change Procedure

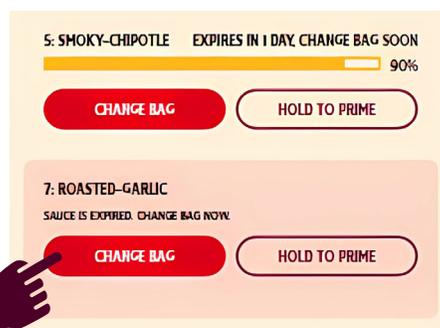
Before you begin, make sure you have the following: disposable gloves, food safe sanitizer wipes, paper towel, gag adapter, and new base/ enhancer sauce bag. Always wear clean disposable gloves when touching the inside of the machine, any food, or food contact locations. Change into clean gloves anytime the gloves become dirty.



3 On the code screen Enter the code “1234” and then press the arrow in the bottom right. This will open the “Status & Levels” screen.



This is the “Status & Levels” screen.



4 Find the bag that needs replacing and select the “CHANGE BAG” button to start the bag change procedure.

REGULAR MAINTENANCE

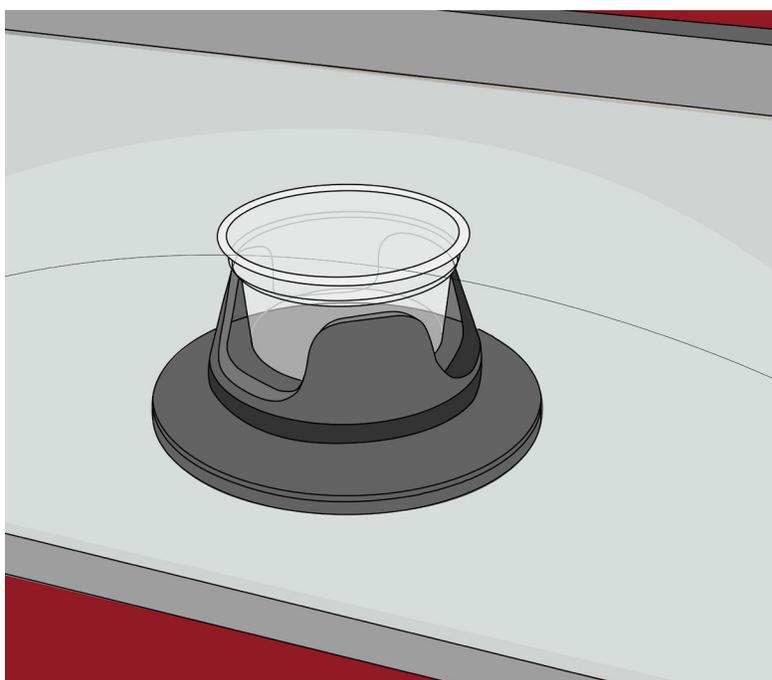
Step 1: Bag Change Procedure



- 5** Open the door by lifting and twisting the handle counter clockwise. Find the bag that needs to be changed by looking for the illuminated bag change LED. The shelves are also labeled so the bag can be found that way as well.
- 6** Pinch the clip on the bag adapter. You will hear some clicking sounds — continue pressing to close the clip fully. This prevents the sauce from flowing to avoid leaks and spills during bag change. The next step is called a “Prime” which removes sauce from the disconnect area to keep sauce from spraying and creating a mess during bag change. It is very important to purge to keep sauce from creating a mess.

REGULAR MAINTENANCE

Step 2: Bag Change Procedure



- 7** Close the door and place an empty cup in the cup holder to catch any sauce that drips from the prime.

REGULAR MAINTENANCE

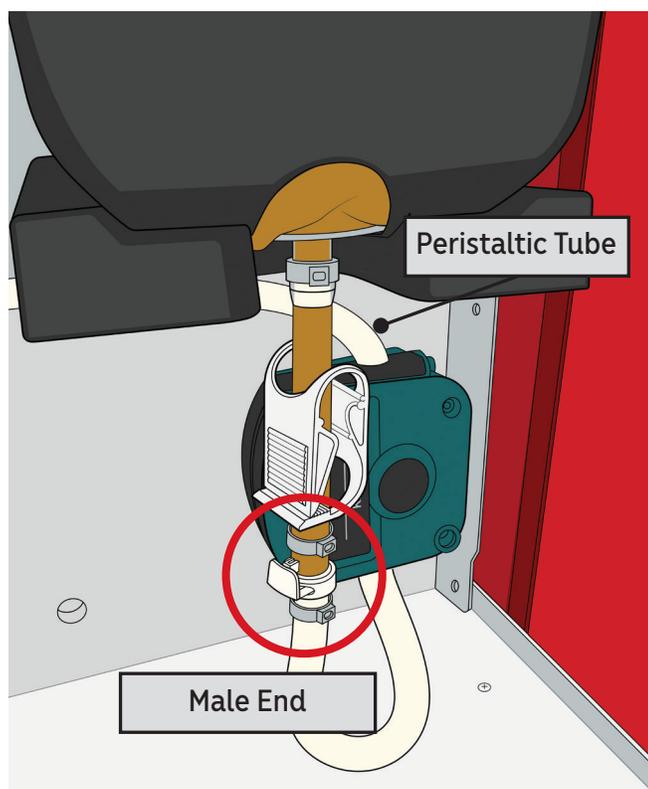
Step 3: Bag Change Procedure



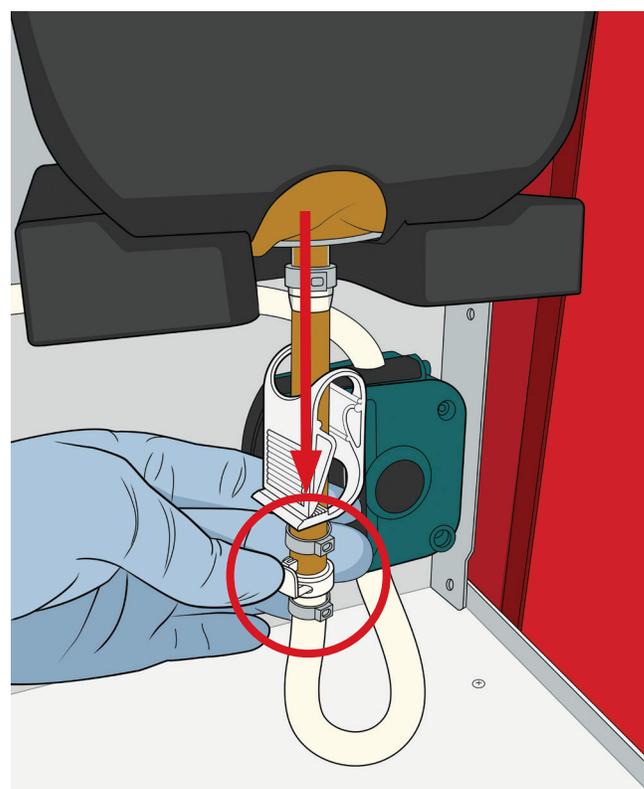
8. 1. Close the door fully.
2. Place an empty cup in the cup holder.
3. Find the sauce that you are changing in the menu.
4. Push the "Hold To Prime" button for 3 to 5 seconds or until the sauce dripping slows down.
 - a. If the sauce continues to flow then check to see if the clip is closed. Squeeze the clip again to ensure that the tube is fully shut.

REGULAR MAINTENANCE

Step 4: Bag Change Procedure



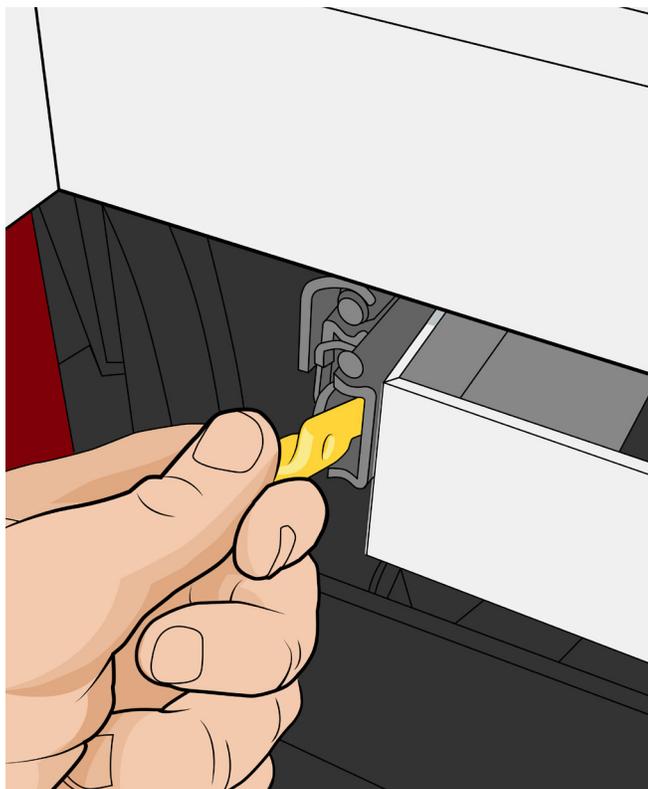
- 9** You will now disconnect the bag from the line. Look for the connectors immediately below the white clip that you just closed.



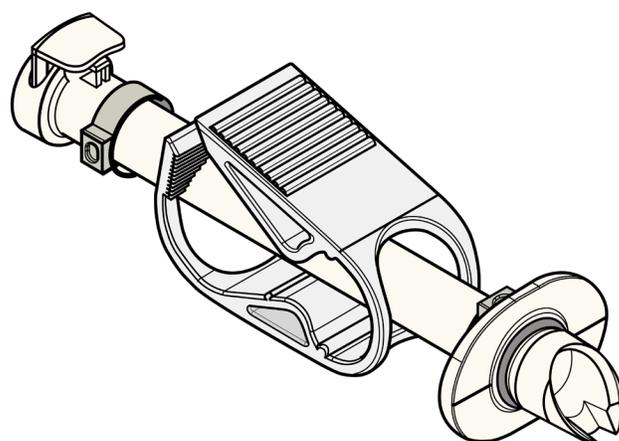
- 10** Disconnect the bag adapter by pressing on the white part of the connector and pulling the tubes apart. Remove the tray from the machine and remove the empty bag from the tray. Dispose of the empty bag & bag adapter, which are one-time use.

REGULAR MAINTENANCE

Step 5: Bag Change Procedure



- 11** Open the service table by pulling up on the yellow tab, then pulling the table outward.



- 12** Obtain a replacement bag adapter. Close the clip on the replacement bag adapter. It's important to fully close the white clip to prevent sauce spillage.

REGULAR MAINTENANCE

Step 6: Bag Change Procedure



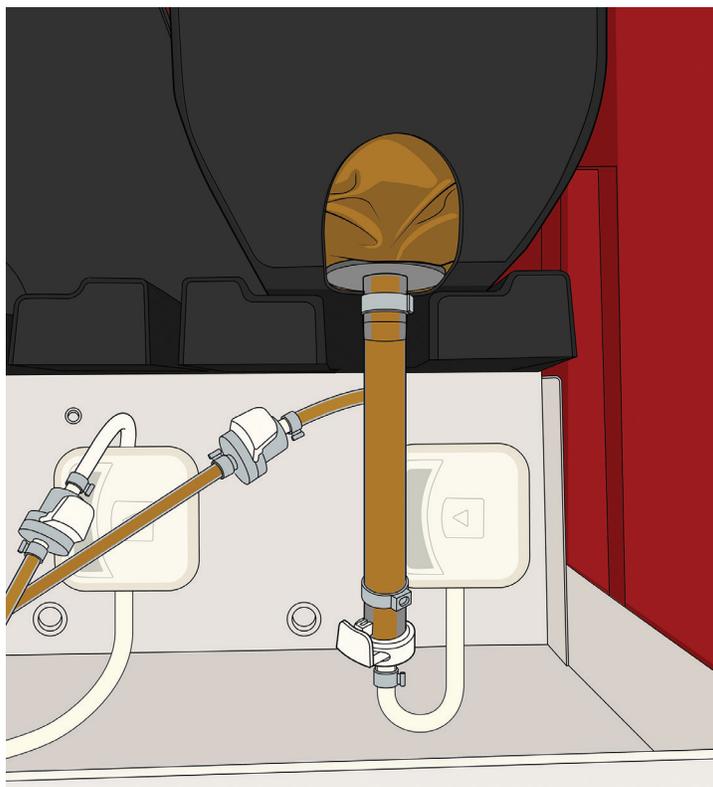
- 13** Place the replacement bag flat on the service table, with the white circle of the bag fitment facing up. Align the puncture tip with the center of the bag's fitment. **Apply firm pressure to the bag adapter to puncture the bag.** The bottom of the flat part of the puncture tool should be fully touching the bag when fully installed.



- 14** Ensure the puncture is fully seated by gently pulling up on the bag. The flange of the bag adapter should be sitting flush against the film of the bag, without any gap. If not, press more firmly on the bag adapter until it is fully seated.

REGULAR MAINTENANCE

Step 7: Bag Change Procedure



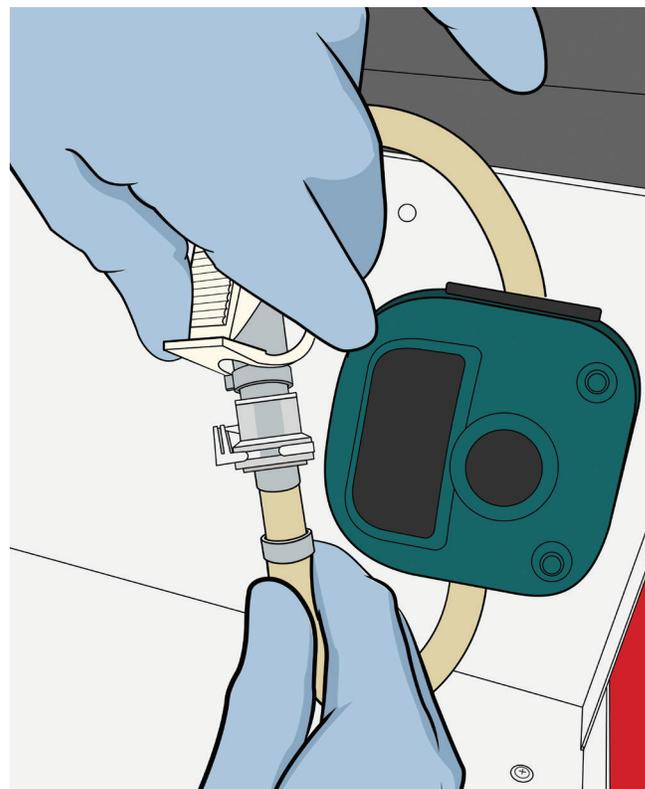
- 15** The service table has been designed with a hole to help load the sauce bag into the tray. Place the sauce tray over the hole and the sauce bag in the tray.
- 16** Ensure the Bag Adapter's puncture and tube are aligned with the hole in the tray so that the tube can hang freely and will not be kinked.

REGULAR MAINTENANCE

Step 8: Bag Change Procedure



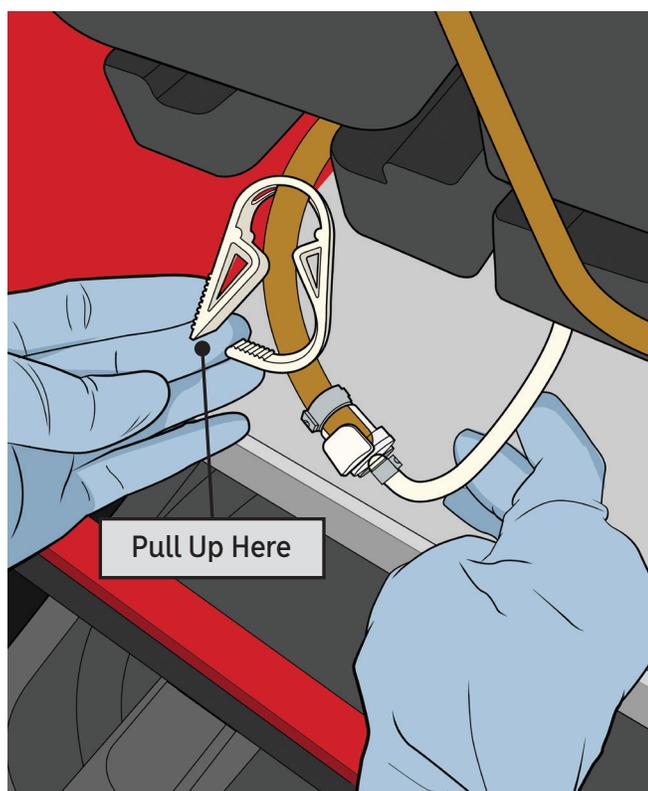
17 Install the tray back on the sauce platform.



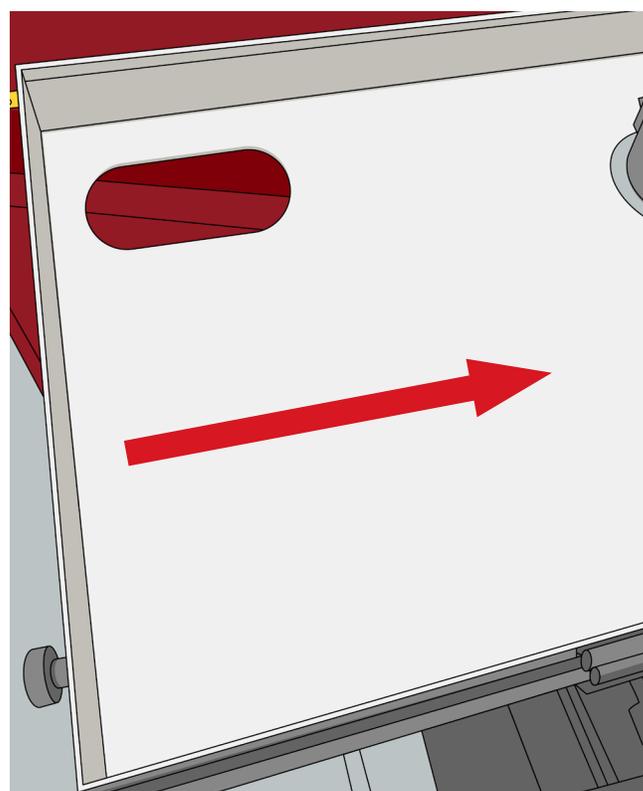
18 Connect the bag adapter to the male end of the peristaltic tube. To do so, hold the bag adapter in your left hand and the male connector of peristaltic tube in your right hand. Push the male connector in. You should hear/feel a “click” when it is fully engaged.

REGULAR MAINTENANCE

Step 9: Bag Change Procedure



- 19** Release the Bag Adapter's clip by pulling up on the rounded end of the clip.
WARNING: Sauce will not flow unless the pinch is released.



- 20** Close the service tray, then close the door.
WARNING: If you do not close the service tray before closing the door you will damage the mixing pocket.

REGULAR MAINTENANCE

Step 10: Bag Change Procedure



- 21 Use the “BUILD YOUR OWN” function of the UI to create a sauce that includes the sauce bag you just replaced. Ensure you see the sauce you replaced dispense. If you do not, or if the dispense takes too long, check that you have released the clip on the Bag Adapter.

REGULAR MAINTENANCE

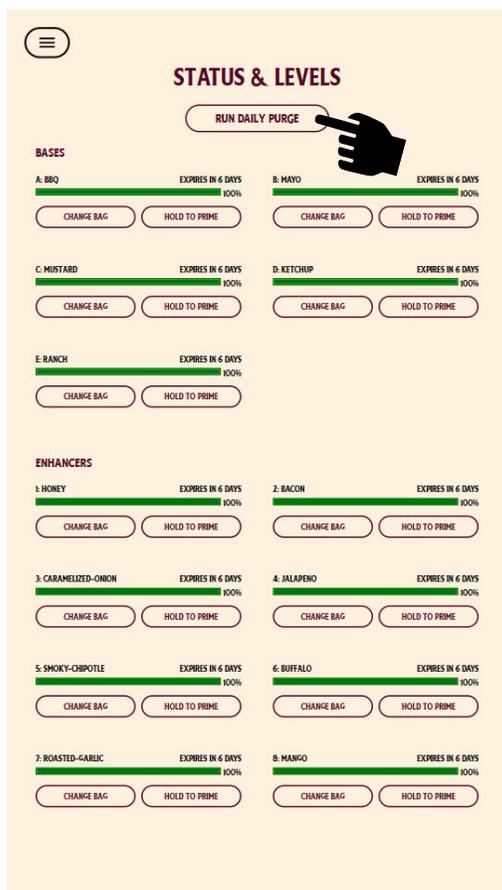
Daily Cleaning and Purge

On a daily basis before commercial use, the sauce must be purged to ensure the sauce is properly circulated through the tubes. Follow the instructions below to complete the purge process.

Before you start, ensure you have the following:

- 4 disposable wipes
- Microfiber towels
- Kay 5 Sanitizer solution
- 50% isopropyl alcohol + 50% water solution
- Gloves

Always wear clean disposable gloves when touching the inside of the machine, any food, or food contact locations. Change into clean gloves anytime the gloves become dirty.



Dispense Head

1. Go to Operator Screen by Entering the Code: 1234
 - a. Place empty cup in cup holder
 - b. Press the “Run Daily Purge” button
 - c. All base sauce and enhancer sauce will dispense in sequence
 - d. Dispose of the cup when process is complete. The button should read “All Sauces Purged”
2. Wear clean disposable gloves for the whole process, changing gloves when dirty.

REGULAR MAINTENANCE

Daily Cleaning and Purge Cont'd.

- Use a clean disposable towel(s) soaked in/sprayed with Kay 5 to wipe the bottom flat surface of the dispense head, wiping from the back to the front. Repeat with a new cloth saturated with Kay 5 at least three times and until surface is entirely free of any sauce residue build up as shown in the picture below:



Wipe back to front three times

Do not reuse cloths to minimize risk of cross-contamination

Machine Exterior

- Wear clean disposable gloves for the whole process, changing gloves when dirty.**
- Every morning, wipe down the surfaces of the dispense pocket, cup holder, and cup holder skirt with a Kay 5 Sanitizer soaked clean cloth or single use sanitizing wipe to ensure surfaces are clean and also free of any sauce residue from previous day's operation.
 - Kay 5 Sanitizer soaked cloth should be fully saturated but not dripping wet
 - Wiped down surfaces may be left to air dry

Display

- Once in the morning and then as needed throughout the day, wipe screen with dry, clean microfiber cloth
- For tougher spots, dampen microfiber cloth with 50% isopropyl alcohol + 50% water solution, wringing cloth well to make sure cloth is not dripping
 - Avoid cleaners with harsh chemicals like ammonia, high concentration alcohol or acetone
- Gently wipe display in circular motions
- Let surface fully dry

TROUBLESHOOTING GUIDE

The following are recommendations suggested if the machine is not functioning as expected. If these actions do not resolve the issue, please contact Customer Service for assistance.

Machine Not Powering On

If the machine does not power on, please check the following:

- The machine is plugged in
- The power button is turned on

If the machine does not power on, please contact Customer Service for assistance at **1 (800)-572-3877**.

Not Dispensing

If a line does not dispense, please check the following:

- The machine is powered on
- There are no errors on the screen
- The bag has sauce in it
- The bag adapter clamp is NOT closed

If the machine does not dispense, please contact Customer Service for assistance at **1 (800)-572-3877**.

Not Priming

If a line does not prime, please check the following:

- The machine is powered on
- The bag has sauce in it
- The bag adapter clamp is NOT closed

If the line does not prime, please contact Customer Service for assistance at **1 (800)-572-3877**.

Display Malfunctions

If the display malfunctions, please check the following:

- The machine is powered on
- There are no errors on the screen

If the malfunction of the display does not resolve, please contact Customer Service for assistance at **1 (800)-572-3877**.

WARRANTY

Warranty Information: HEINZ REMIX™ is backed by a limited warranty provided by Kraft Heinz Company (KHC). The warranty period is 1 year from the date of installation at the customer's site.

How to Make a Warranty Claim: If you experience any issues with your HEINZ REMIX™ machine, please contact KHC's customer service department at **1 (800)-572-3877**. We will be happy to assist you with troubleshooting and repair or replacement options. Please have your machine's serial number and location information ready when contacting us.

Limitations and Exclusions: The warranty does not cover damage caused by misuse, neglect, or normal wear and tear. The warranty is also void if the machine is modified or repaired by anyone other than an authorized KHC or authorized service representative.

SERVICE & MAINTENANCE

Service

1. If you are experiencing any issues with the HEINZ REMIX™, please call the customer support line at **1 (800)-572-3877**. The customer support line is available from 9am-6pm EST and is unlimited to HEINZ REMIX™ partners.
2. The customer support team will attempt to troubleshoot remotely and guide you step by step.
3. If technical assistance is needed, Kraft Heinz Company will escalate to our authorized KHC service representative and open a ticket.
4. An authorized KHC service representative will work with you to schedule an onsite visit within a business day of receiving the call. A service agent will be dispatched to fix the issue at the agreed date and time.

Repairs

1. Upon arrival, service agent will share ticket number to confirm details
2. All repairs and services are to be rendered onsite
3. All parts needed for repairs should be with service agent
4. Please note that the authorized KHC service representative **WILL NOT** have additional HEINZ REMIX™ accessories (cups, sauces, etc.)
5. Operator representative will provide signature on sign off sheet provided by KBI validating services provided

Maintenance

1. As a part of the preventative maintenance program, your HEINZ REMIX™ will be serviced bi-weekly till informed otherwise
 - a. Each visit consists of internal cleaning and will take 90 minutes
2. Please work with your authorized KHC service representative to schedule your maintenance visits on install day
 - a. Kraft Heinz Company will send reminders of your visits via Outlook calendar invites

REPLACEMENTS

1. If you are experiencing any issues with the HEINZ REMIX™, please call the customer support line at **1 (800)-572-3877**. The customer support line is available from 9am-6pm EST and is unlimited to HEINZ REMIX™ partners
2. If the authorized KHC service representative is unable to repair or diagnose the issue at hand, a replacement for the machine will be issued
3. Timing will be provided within 2 business days
4. Kraft Heinz Company will remove and install the machines at no cost to the operator

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Contact Information

Customer Service: 1 (800)-572-3877