



## BEER DISPENSE GUIDE (KEGS)

ALL DISPENSE SYSTEMS ARE DIFFERENT. PLEASE ONLY MAKE ADJUSTMENTS IF YOU ARE CELLAR-TRAINED. CALL A CELLAR TECHNICIAN IF YOU ARE IN ANY DOUBT.

### FRESHNESS

ONCE OPENED PLEASE USE KEGS WITHIN TWO WEEKS. ALWAYS STORE COLD ONCE OPEN. PLEASE NOTE ALL KEGS HAVE BEST BEFORE DATES ON THE CARDBOARD KEG COLLAR.

### CARBONATION

WE TAKE A GREAT DEAL OF CARE TO ENSURE THE CARBONATION OF EACH BEER IS OPTIMISED TO ITS STYLE. THE FOLLOWING ARE GUIDELINES SHOULD HELP TROUBLESHOOT A VARIETY OF DISPENSE ISSUES.

### CLOUDY BEER

OUR BEER IS UNFILTERED & UNFINED, AND MANY ARE INTENDED TO BE CLOUDY. THE FIRST AND LAST COUPLE OF PINTS MAY BE MORE CLOUDY THAN THE REST OF THE KEG. PLEASE REST THE KEG IN DISPENSING LOCATION FOR MINIMUM OF 24 HOURS IDEALLY 48 HOURS BEFORE SERVING. IF YOU ARE WORRIED ABOUT THE LEVEL OF CLOUDINESS PLEASE CONTACT YOUR ACCOUNT MANAGER.

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## TROUBLESHOOTING GUIDE

THIS IS A GUIDE TO HELP YOU TROUBLESHOOT ANY DISPENSING ISSUES YOU MAY EXPERIENCE. BEFORE TROUBLESHOOTING PLEASE ENSURE YOUR CELLAR IS SET-UP TO THE FOLLOWING GUIDELINES.

- RECOMMENDED CELLAR TEMPERATURE = 11-13°C
- BEER DISPENSE TEMPERATURE BELOW 9°C
- PRESSURE = 30-45 PSI DEPENDING ON CELLAR TEMPERATURE
- GAS = 60/40 or 70/30 (ENSURE TURNED ON AND WORKING)
- REMOTE CHILLER - IN GOOD WORKING ORDER (AND TURNED ON)
- KEG COUPLER = IN GOOD WORKING ORDER (CHECK FOR DAMAGED SEALS)

### FLAT BEER

POTENTIAL ISSUE & CAUSE	SUGGESTED SOLUTION
NO HEAD: BEER IS BEING DISPENSED TOO SLOWLY	TURN UP FLOW CONTROL. WE FIND A PERFECT POUR TAKES BETWEEN 12-16 SECONDS PER PINT. IT MAY BE THAT THE LINE HAS BEEN BLOCKED BY YEAST OR HOPS DEBRIS OR THAT THE GAS HAS RUN OUT; PLEASE CHECK ALL.
NO HEAD: BEER IS BEING DISPENSED TOO COLD	CHILLER TEMPERATURE MAY BE TOO COLD. TO INCREASE THE BEER DISPENSE TEMPERATURE CONNECT THE BEER LINE TO A 'SHORT' OR 3.8M LINE IN THE CHILLER.
FLAT BEER: THE KEG HAS BEEN OPEN AND SITTING AROUND TOO LONG	ONCE OPENED, BEERS CAN DECARBONATE OVER TIME IF THE PRESSURE IS NOT ENOUGH AND TYPE OF GAS IS INCORRECT.

# FOBBING BEER

FOBBING IS THE MAIN ISSUE WITH BEER DISPENSE. THE FOLLOWING ISSUES AND SOLUTIONS ARE IN PRIORITY ORDER TO CHECK.

POTENTIAL ISSUE & CAUSE	SUGGESTED SOLUTION
CELLAR TEMPERATURE IS TOO WARM	CELLAR TEMP SHOULD BE BETWEEN 11-13°C. WARM CELLARS ARE ONE OF THE MAIN CAUSES OF FOBBING BEER. SETTING THE CORRECT GAS MIX AND PRESSURE IS ESSENTIAL. PLEASE CALL US TO DISCUSS.
TOO LITTLE PRESSURE ON KEG	INCREASE PRESSURE. BUT NOT ABOVE 45 psi NOTE: IF UNTRAINED YOU SHOULD NEVER ADJUST PRESSURE. YOU MAY NOT EVEN HAVE A PRESSURE GAUGE TO SEE WHAT IT IS SET AT. CONSULT YOUR TECHNICAL ENGINEER TO DO SO FOR YOU.
GAS HAS RUN OUT	THIS IS A COMMON FAULT - PLEASE CHECK THAT YOU HAVE NOT RUN OUT OF GAS, AND THAT IT IS TURNED ON.
BEER IS BEING DISPENSED TOO FAST	TURN DOWN FLOW CONTROL. THIS COULD BE ON YOUR TAP OR AN IN-LINE FLOW CONTROL UNDER THE BAR. WE FIND THAT A PERFECT POUR TAKES BETWEEN 12-16 SECONDS PER PINT. DISPENSE TIME COULD BE LONGER IF YOUR CHILLER IS NOT PERFORMING WELL.
CHILLER BROKEN: BEER IS BEING DISPENSED TOO WARM	IF DISPENSED BEER IS TOO WARM YOUR CHILLER MAY BE BROKEN OR SWITCHED OFF. MAKE SURE IT IS TURNED ON. CHECK WATER LEVELS AND TOP THEM UP. TRY CONNECTING THE BEER TO A 'LONG' OR 10M CHILLING LINE. OR EVEN SEND IT THROUGH ANOTHER 10M (TOTAL 20M CHILLING LINE).
FAULTY COUPLER	THE COUPLER COULD BE DAMAGED; CHECK ALL THE SEALS INSIDE THE COUPLER AND JOHN GUEST FITTINGS.
WARM PYTHON	IF YOU HAVE GAPS IN YOUR PYTHON INSULATION, THIS COULD CAUSE THE BEER TO SPIT DURING DISPENSE. INSULATE ALL PARTS OF THE BEER LINE, INCLUDING THE PYTHON. THE PYTHON COOLING RECIRCULATION PUMP MAY NOT BE WORKING, CAUSING THE BEER TO INCREASE IN TEMPERATURE ON THE WAY TO THE TAP. THIS MAY NEED TO BE FIXED OR REPLACED.
DISPENSE TAP ISSUE	CHECK THAT THE BEER TAP IS INTERNALLY CLEAN AND THAT ALL SEALS ARE IN GOOD WORKING ORDER AND HAVE NOT PERISHED. REPLACE WHERE NECESSARY.
DIRTY BEER LINES	WE RECOMMEND PERFORMING A THOROUGH LINE CLEAN WITH PROFESSIONAL LINE CLEANER AT LEAST WEEKLY.