



Wine Dispenser

User Manual



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The instructions for use and installation regulation should be read carefully. It contains important information on installation, use and maintenance of the Wine Dispenser. **The manufacturer shall not be held liable if the instructions and notices in the operating manual are not observed.**

SAFETY PRECAUTIONS

General

- Only a trained installer/authorized service technician of By the Glass is allowed to perform repairs to the unit. Any unauthorized repair may void your warranty.
- If a part is damaged, unplug the Wine Dispenser and contact By The Glass.

Setup and Placement

- Never place the wine dispenser on its side.
- Do not install the unit close to inflammables.
- Do not position the wine dispenser near sources of heat, such as stoves, heating radiators etc as this will negatively impact the cooling efficiencies.
- The wine dispenser should not be exposed to the constant sunlight.
- When installing the wine dispenser, be sure to allow the unit time to acclimate to changes in temperature/humidity prior to use.
- The wine dispenser should be positioned on a flat even surface to avoid excessive noise caused by vibrations of the cooling system.
- Ventilation holes + panels on the back and on sides of the dispenser should never be covered up. The back side should be placed 3 inches from the wall as a minimum and the side of the wine dispenser should be a minimum 4 inches to provide for air supply.
- Cooling unit should be placed at a well-ventilated service well accessible.
- If positioning outdoors, be careful about excessive noise and protection against extreme cold.



- For every cooling unit, a separated electrical group 115 V/16 A and a wall socket should be available.
- Only use the approved voltage amount, incorrect voltage could result in the unit malfunctioning or being damaged, it may also void your warranty.

- To protect the user, the wine dispenser should always be connected to a grounded socket when in use.
- The wine dispenser heat output is 700+ watts depending on model.
- Do not use any extension cords to plug in the Wine dispenser.
- Do not put the machine in operation if
 - The cord is damaged
 - The socket is damaged.
- If the supply cord is damaged, the whole cord should be replaced by the servicing department of By the Glass.
- Never unplug by pulling on the cord.

Packaging

- During transportation, your new Wine Dispenser is protected with packing materials. These materials are not harmful to the environment and are suitable for recycling. Please dispose of the packaging in a responsible way recycling authority.
- **The packaging material is not a child toy – there is a danger of suffocation – KEEP OUT OF REACH!**



Setup and General Use

Argon bottle connection and pressure gauge

- Connect the pressure gauge to the Argon bottle. Make sure it is not leaking. Tighten if necessary.
- Connect the nitrogen hose from the Wine Dispenser to gauge by setting the pipe into the push fitting connector. Before connecting, remove the clip and put it back after the connection.
- There are 2 pressure gauges on the unit. The small one gives reading of the pressure in the bottle from 0 to 3625 psi while the large one shows the pressure in the pipeline from 0 to 87 psi.
- Usually, the Argon bottle volume may range from 330 to 440 lbs/cm². The pressure in the pipeline should be between 1.5 and a maximum of 6 psi. Higher pressure may negatively affect the operation of the system. **What if it does?**
- The pressure can be adjusted manually. Pull the pressure gauge plastic cover forward. The pressure can be controlled by turning the plastic surrounding of the large dial. The pressure increases by turning clockwise and decreases by turning it anti clockwise. After setting the correct pressure level the plastic cover can be pushed back again, this maintains and locks the setting. This should be performed whenever a new tank is installed or as the tank level decreases.



Placing bottles of wine in the dispenser

1. Remove carefully the flexible hose from the wine bottle.
2. Move the rubber plug down to the very end of strengthened larger part of the hose and put it directly on the bottle.
3. Slide the bottle up on the hose carefully until it touches the bottom of the bottle.
Close the bottle well using a rubber plug.
4. Place the bottle in the wine dispenser.



5. The wine dispenser is ready for use and you can serve the wine now by pressing the pouring button.
6. Fill the glass with required serving.



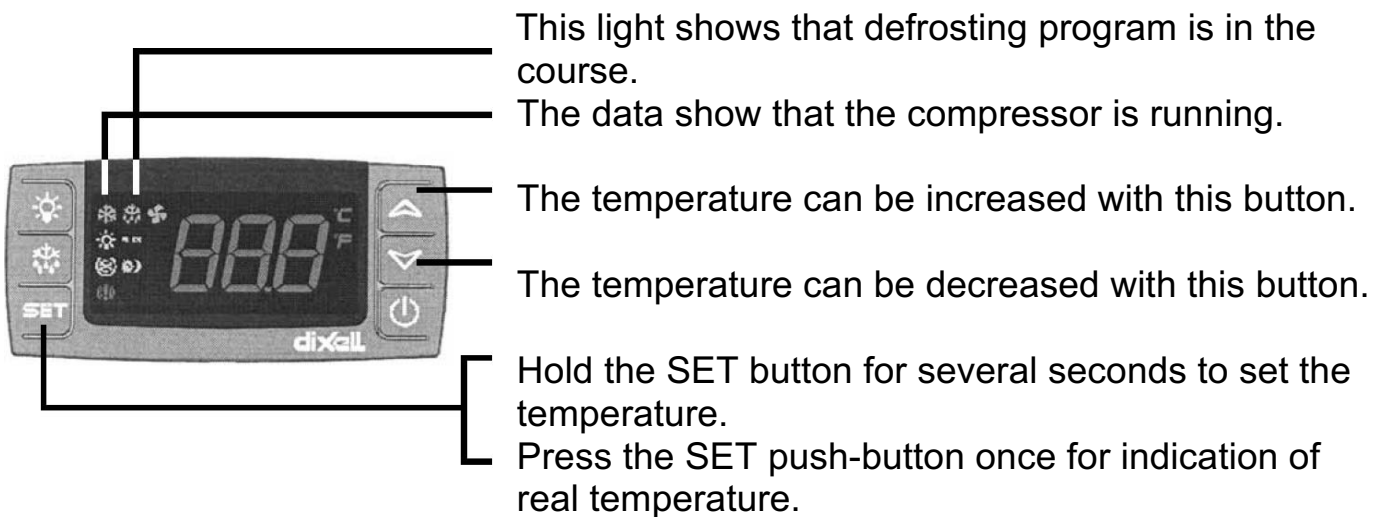
Electronic Digital Thermostat

Thermostats are set up to hold the red wine area at a temperature of 64.4°F and the white wine area at a temperature of 42.8°C. Take following steps to change set-up:

Push SET button until the icon showing degrees Celsius starts flashing. Now, the temperature may be changed by ▲ and ▼ push buttons.

1. To confirm the new temperature, push the SET button once again.
2. If the SET button is pushed once, the thermostat will give the current temperature in the wine dispenser.

If problems with the cooling sensors arise, symbols E-1, E-2 will appear on the display. However the cooling system will not switch off and after some time, the ice growth will occur again. If this happens, contact your servicing department of By The Glass.



Wine temperature and storage

- White wine & rose wine: 42.8 – 48.2 °F
- Red wine: 60.8 – 66.2 °F
- Do not let the bottles of white wine lean against the back wall. The bottles could get frozen.
- Before putting the dispenser in operation, it is recommended to clean the inner side of the unit following the cleaning guide.
- Place the bottles so that those being served and those yet to be opened are placed in the dispenser close to each other. Do not leave the sliding door open. It is better to open the dispenser more times and close it again than to leave the dispenser opened for several minutes. By doing this you will avoid ice and condensation buildup inside the unit.

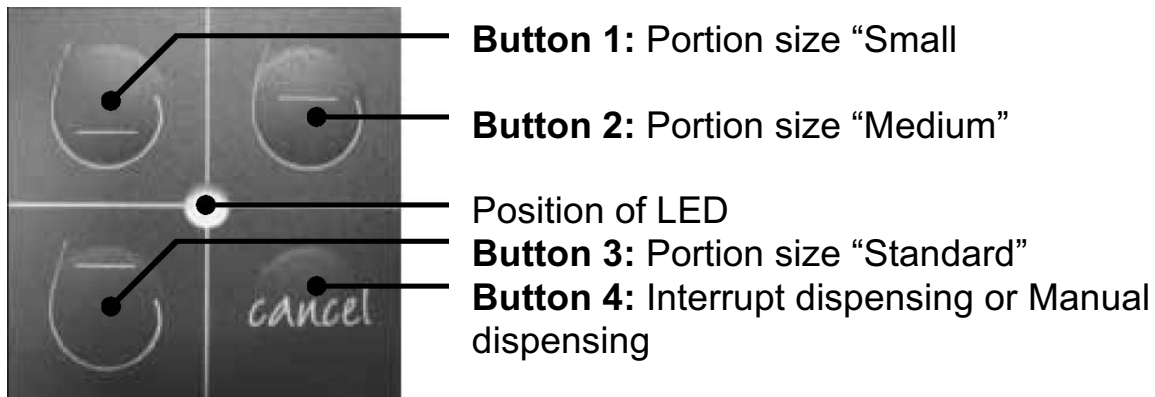
Activation and operation

Switch the wine dispenser by pushing on/off switch on the unit thermostat. Switch the light on or off by pushing the lighting switch of the white wine thermostat.

Programming and usage of the control panel

Programming the control panel

1. Hold glass under the dispensing valve.
2. Press button 1 and button 2 simultaneously until LED in the centre lights up.
3. Fill glass by pressing one of the buttons 1, 2 or 3.
4. Press button 4 “Cancel” when the desired volume in the glass is reached.
By doing so total running time is saved.
5. Repeat this for the other 2 buttons.
6. Repeat the above for the other control panels.



Note: Changes in pressure will change the pre-set volumes. Therefore it’s important to keep the pressure on the same level after programming the control panels.

Defrost and Clean

Wine dispenser defrosting

The wine dispenser will defrost automatically and the water produced will be collected in the drain hose via a catchment tray. The hose may be connected to a permanent drainage or an electrical evaporator.

General Cleaning

- Inner and outer side of the wine dispenser should be cleaned with a slightly wet cloth. **Never** use high-pressure cleaners.

Notice: *Furthermore, never use chemicals, gasoline, alcohol, detergents, disinfectants, vinegar, oil, acids, abrasives, caustics etc. for cleaning the Wine dispenser. These materials could cause pitting and oxygenated places on the stainless steel.*

Periodic cleaning with citric acid

- Remove all bottles of wine for the duration of the cleaning. Take a clean empty bottle and fill this with the citric acid and water solution.
- Cleaning agent P3-Ansep CIP can be purchased from By The Glass and is guided with instructions. Never use lemon juice!
- Flush all pipes one by one with the solution and make sure the liquid stays in the pipes for 15 minutes to soak. Use one bottle per position. Flush with ample clean water, connect the wine bottles and with the cancel button flush the remaining water out of the system until only wine is coming from the metal tap/spout.

Pipelines cleaning

- As wine – red wine in particular – contains precipitates, it is recommended to clean the metal tap/spout regularly.
- Using a wire brush or a cloth pipe cleaner it is possible to remove sediments in the metal tap/spout to avoid clogging.
- It is of great importance that the wine dispenser is always maintained in a clean and proper state. Failure to do so will result in reduced hygiene, turn over, and may mean a shorter life span of the wine dispenser. Besides regular cleaning of the dispenser by flushing it through with cold water (recommended at least once a week) is it also highly advisable to clean with a solution of lukewarm water and citric acid (10%).
- This will prevent problems that might occur due to sediment or tartaric acid present in wine. **Never** use lemon juice.

Leaking spout

When a spout starts dripping or leaking, this is usually the result of a build-up of sediment or Tartaric acid within the valve of the serving system. It is vital that this valve will be cleaned immediately. The best way to go about this is to change the bottle of wine for a bottle of water (with a concentrate of anti calc or p3-ansep CIP if required) and on the control panel push the “cancel” button about 10 times with short bursts. This way any residue will be flushed out by the created shock waves. Repeat this until the water in the bottle has finished and the problem will be solved.



Troubleshooting

FAQ and Self Help Guide

- Wine dispenser does not work - The unit will not switch on.
Is there an electric current failure?
Is the plug in the socket?
 - Confirm it is firmly attached.Is the cord damaged?
 - If so, discontinue use until repaired.
- The wine dispenser does not work. No wine flows out of the unit.
Is the Argon bottle closed?
 - Gas only flows when the bottle is opened **NOTE**: be sure that the bottle is connected properly prior to opening!Is there a loop/bend in the Argon pipeline?
 - Crimps or kinks in the line can reduce gas flow rate, thus causing the unit to function poorly.Is the pumping cock clogged?
 - Clean the cock.Does the system have power/Turned on?
 - See the *Activation instructions* section in this manual.
- Taste of the wine has changed.
Is the wine under the pressure of Argon?
 - If no pressure, Argon gas supply may be depleted and no longer preserve the wine.Is the Argon pressure set correct?
 - If the pressure is too low, the system cannot preserve the wine properly.Is the stopper in the bottle fully inserted?
 - Leaks can allow natural air to enter the system and reduce the effectiveness of the Argon to preserve the wine's flavor.Is there a buildup of sediment inside the lines?
 - See *Cleaning the pipelines* section in this manual.
- The Wine Dispenser is not cooling the wines at the correct temperature.

Is the air circulation in and around the unit sufficient?

- It is critical that the proper airflow is attained by placing the unit with a minimum 3 inches of distance from walls in both the rear and sides.

Are the ventilation panels covered?

- Uncover the panels.

Are the condenser grids clogged?

- Clean the grids with a vacuum cleaner

Is an excess layer of ice settled in the part for white wine?

- See instructions for defrosting of the unit.

Is the temperature set correctly for wine type?

- Refer to *Wine Temperature and Storage* section for more information.

- The wine dispenser is making unusual noise.

Is the wine dispenser positioned straight?

- If the unit is not level vibrations may occur when condenser pump is activated.

Are the bottles positioned correctly and not touching each other?

- Normal vibrations can cause bottles to vibrate, thus creating the sounds.

- The Argon bottle empties quickly or doesn't last long.

Is the pressure gauge connected to the Argon bottle correctly?

- If the pressure gauge is not fitted properly, gas may escape from bottle. Tighten to prevent gas loss.

Is the gas pipe connected to the pressure gauge correctly?

- If the connection is not fitted properly, gas may escape from system. Tighten to prevent gas loss.

- The lights in the dispenser are not on/not working.

Has the lighting switch been turned on?

- Flip the switch.

Is the light is broken?

- Exchange the LED:
 1. Unplug unit.
 2. Remove the LED.
 3. Exchange the LED.
 4. Plug unit in and turn on.

- The cooling engine in the unit turns on more frequently and it remains on for an extended period/longer than normal.

Is the door fully closed?

- Close door firmly.
- Are the ventilation and aerating holes covered up?
 - Remove the obstruction.
- Is the ambient temperature very high?
 - See the instructions regarding insufficient cooling.
- Has wine dispenser been opened frequently or it has it been left opened too long?
 - Minimize time with door opened/frequency of opening

- The pouring spout is dripping.
 - Is any sediment or blockages material left in the bottle?
 - Refer to *Leaking spout* section for more information.
 - Is Wine Valve is Clogged?
 - Rinse with a wine bottle filled with cold water to flush through the system. Refer to *Pipelines cleaning* section for more information.
 - Is the Wine Valve not closed fully?
 - Press control button repeatedly to resolve issue.
 - Is there a loose connection?
 - Rough handling in addition to silt deposits can cause a loose connection to form. Service Call required to resolve.

- How can I change the amount of wine dispensed?
 1. Place a bottle filled with water in the desired program space.
 2. Press and hold the top two buttons at the dispenser, until the middle LED light is on
 3. Take an empty wine glass, press the left button (sip test) and hold until the desired quantity is dispensed.
 4. To save the amount- press the cancel button.
 5. Repeat as needed for remaining size options.

Addendums

Technical Checklist – Annual Inspection

Date of original installation: _____
Name: _____ Technician: _____
Address: _____
City: _____ Postal Code: _____

Wine Dispenser

Notes

- Is there any information from the customers specified _____
- Cold side temperature of the dispenser _____ ° F _____
- Check wine leakage pipes and connectors _____
- System Clean and free of Tartar Buildup _____
- Lines cleaned with P-3 Ansitap _____
- Tubes cleaned with BTG P3 Horolith _____
- Seal (Brush strip) checked or replaced _____
- Monitor the proper Thermostats settings _____
- Sliding rails door checked and lubricated _____
- Drip tray and drains checked to run free _____
- Drip tray and drains free from obstruction _____
- Checked heater fan in red wine compartment _____
- Checked engine cooling fan _____
- Checked evaporator fan and motor _____
- Light inside checked for operation _____
- Heating red wine section checked _____

Do Cooling Unit

- Thermostat settings _____
- engine compartment completely free of dirt _____
- Evaporators and piping are free of ice _____
- Isolation checked or repaired _____
- Condenser cleaning _____
- Fan Motor Checked _____
- Is there enough air passing the condenser _____
- ID number available (if not apply one) _____
- Condenser hose intact / free and runs down _____

Nitrogen

- Pressure regulator is set correct and pressure tested (1.5 to 6 psi)
- Nitrogen cylinder is mounted with a bracket: _____
- Pressure regulator is undamaged _____

General

Installation status	Good Fair Poor
Did the client need additional information?	_____
Is it necessary to go back?	_____

The system is functioning completely to a proper operation, and free of leakages:
Yes / No

Signature client: _____

Additional Notes: _____

Date: _____

Technicians

name: _____

Name (in block letters)

Technicians'

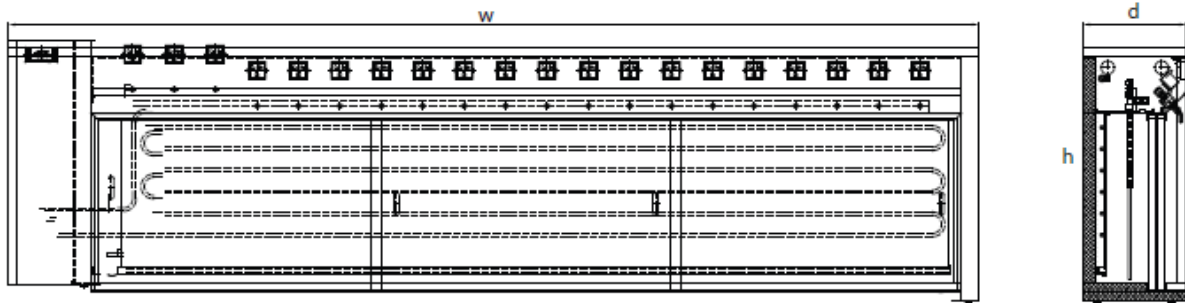
signature: _____



TECHNICAL SPECIFICATIONS

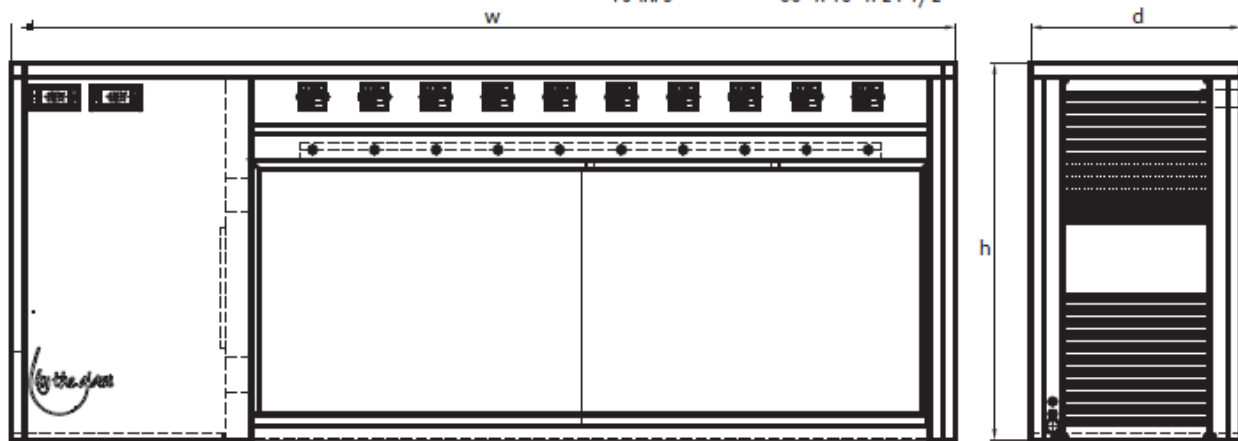
4 TAPS	29 1/4" X 10" X 24 1/4"
6 TAPS	37 1/4" X 10" X 24 1/4"
8 TAPS	45" X 10" X 24 1/4"
10 TAPS	53" X 10" X 24 1/4"
12 TAPS	61" X 10" X 24 1/4"
14 TAPS	69" X 10" X 24 1/4"
16 TAPS	76 1/2" X 10" X 24 1/4"
18 TAPS	84 1/2" X 10" X 24 1/4"
20 TAPS	92" X 10" X 24 1/4"

By The Glass - Slim Line Edition



6 TAPS	44 1/2" X 13" X 24 1/2"
8 TAPS	52 1/2" X 13" X 24 1/2"
10 TAPS	60 1/4" X 13" X 24 1/2"
12 TAPS	68 1/4" X 13" X 24 1/2"
14 TAPS	76" X 13" X 24 1/2"
16 TAPS	86" X 13" X 24 1/2"

By The Glass - Standard Edition



The By The Glass Debit System

With the By The Glass Debit system your wine serving system is converted in to a self service application. The cashless payment system is integrated directly in the Wine dispenser and with a separate loading station it is possible to charge and unload cards for your clientele.



Features

- Up to 16 bottles with 3 programmable portions each
- 48 prices total, up to 3 self programmable prices per bottle
- Programming cards (master cards) for all kind of settings and maintenance (dosing of portions, setting prices and others)
- Empty bottle recognition

Serving

- Guest stands in front of the Wine Serving System
- Guest presents the card to the reader
- Guest places his glass under the spout of the select wine and chooses its desired volume size
- Guest has the option to view the price first. He needs to confirm the choice within 5 sec. After confirmation, the price is deducted from the card and the wine is being served. Option: make another selection
- The delivery has been terminated. Guest may take the glass away from the spout.

Display

Welcome Enter card...
Amount ??.?? Choose product
Price 2.00 Please confirm
Serving wine Please wait...
Your choice has been served

Serving Exceptions

Bottle empty

Function: to avoid that the desired volume of wine cannot be dispensed completely (but paid at full price), the intelligence supervises all outputs. For every bottle a counter is used to control the volume. If the desired volume cannot be dispensed, guest will receive a message on the display.

- Bottle nearly empty:
Guest makes a selection which cannot be delivered. Another volume is still possible (i.e. small instead of half)
- Bottle empty:
Guest makes a selection which cannot be delivered. No other volume can be provided.

Display

Not enough wine for your sel.
Bottle empty Another choice

Not enough money

Situation: the guest makes a selection, but there is not enough money on the card. Customer then needs to make another selection (cheaper price) or reload the card.

- Not enough money:
Guest makes a selection which cannot be delivered. Another volume is still possible (i.e. small instead of half)
- Card not loaded, balance = 0:
Guest inserts an empty card and makes a selection.

Display

Not enough money another sel.
No enough money Price 2.50

Installation processes

The following procedures have to be accomplished in order to setup the machine.
An un-configured machine contains factory default settings which may not be convenient.

Programming glass volumes

Display

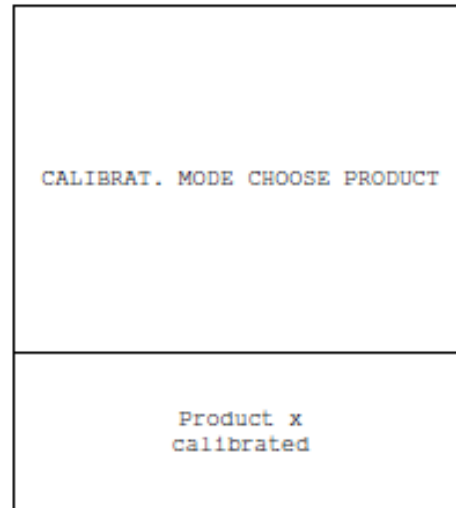
First of all, the glass volumes must be configured. Every glass size (sip, half glass, full glass) of each bottle can be programmed individually.

Using: **calibration card**

- Presents the **calibration card** to the card reader.



- Press the **SMALL** button and keep this pressed as long as desired. When the button is released, the dosing stops and the delivered volume is stored.
- Continue with all volumes of all bottles in the same way.



For easy copying of set volumes to all bottles see next chapter

Programming bottle volumes

Display

Every bottle volume can be programmed individually or can be copied from the first bottle by using the: **calibration bottle card**

- Present the **calibration bottle card** to the card reader.



Press the **SMALL** button and keep this pressed as long as the bottle is filled and stop when there is no liquid in the bottle anymore.

- When the button is released, the dosing terminates and the delivered volume is stored
- Continue with all positions of all bottles in the same way.

