

BARREL & CHILLER

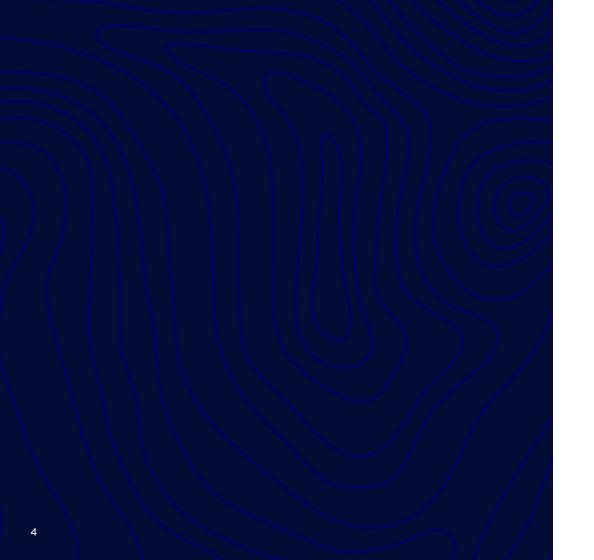
USER GUIDE

A VERY COLD WELCOME

PERFECTLY AGED. EXPERTLY REBORN.

Your barrel has aged over decades maturing Scottish Whisky before being restored by expert coopers in the Speyside Valley.

Paired with a Brass Monkey engine, your barrel has been reborn to help you develop a strong and resilient mind and body, so the cold can become your warm friend.



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Safety first



Leave your barrel unplugged until the setup is complete and you are instructed to power up.



Your power socket must be earthed and RCD protected. Under no circumstances should you ever use an adaptor or extension lead.



The inline RCD is there as an additional level of protection. Primary protection should be within your home's electrical circuit.



Only use this product if you feel well and physically capable. Consult your doctor if you are unsure.



This product is not for children. Always ensure small children are supervised near the barrel.

Get the app

Our companion app is your Brass Monkey's best friend. Once paired to the app and connected to your wifi, your barrel gets even smarter:

- Control your Brass Monkey from anywhere
- · Set a schedule for convenience and energy efficiency
- Receive automated software updates
- Get enhanced remote support

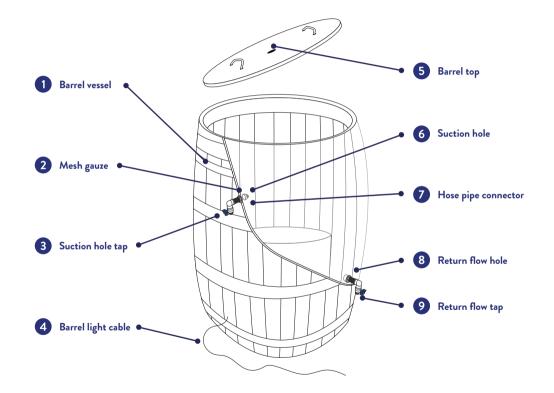
brassmonkey.co.uk/app





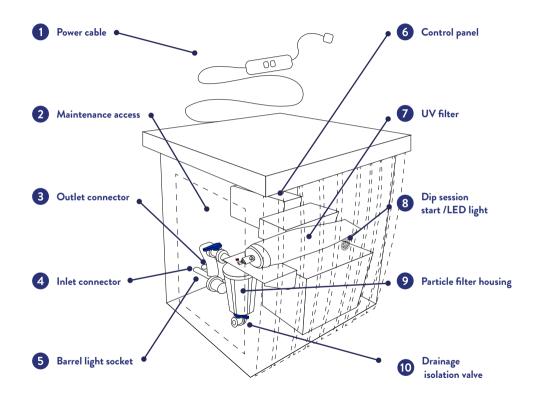


Meet your Brass Monkey Barrel



1	Barrel vessel	The barrel vessel holds the body of cold water.
2	Mesh gauze (inside)	Sits over the suction hold to catch debris from travelling into the chiller.
3	Suction hole tap (outside)	Tap to isolate the flow of water.
4	Barrel light cable	Connects to your chiller to power the light in the bottom of the barrel.
5	Barrel top	Sits on top of the barrel to help keep the cold in and debris out of your water.
6	Suction hole (inside)	Water is pulled through this hole into the chiller.
7	Hose pipe connector (inside)	Connects to the suction hole inside the barrel, when priming the chiller.
8	Return flow hole (inside)	Water is pushed back into the barrel from the chiller through this hole.
9	Return flow tap (outside)	Tap to isolate the flow of water.

Meet your Brass Monkey Chiller



Power cable	Cable with inline RCD protector.
Maintenance access	Removable panel to gain access for maintenance tasks.
Outlet connector	Where water flows out of the chiller towards the barrel.
Inlet connector	Where water flows into the chiller from the barrel.
Barrel light socket	This is where the cable from the barrel is connected, to power the light inside the barrel.
Control panel	This panel controls the chiller and displays your unique bath ID QR code to pair with the app.
UV filter	This filter uses UV light, able to kill viruses & bacteria.
Dip session start / LED light	Button to start a dip (turns off the pump for 20 mins), with surrounding LED light.
Particle filter housing	The particle filter removes sediment & microscopic debris.
Drainage isolation valve	This valve drains water from the chiller onto the floor.
	Maintenance access Outlet connector Inlet connector Barrel light socket Control panel UV filter Dip session start / LED light Particle filter housing

Set up



All the setup steps and videos are on the companion app; we suggest using it for your Brass Monkey setup.

Step one: Check the power socket

Your Brass Monkey has been individually tested for safety before leaving our workshop. However, we can't account for where the units are plugged in. This is why we ask you invest a few minutes to double-check the safety of the power socket you intend to use to power your barrel's chiller.

It is your responsibility to ensure your chiller is plugged into a socket with:

- an earthed electrical supply
- RCD (residual current device) protection
- an IP rated waterproof cover

To help, in your starter pack we've included a Smart Socket Tester. Follow the instructions provided with the tester to check your socket is safe.

If the socket is good, continue with setup. If it fails or you are still unsure, speak to an electrician before going any further. Under no circumstances should you ever use an adaptor or extension lead. If you need a power socket closer, speak to an electrician before going any further.

Step two: Check your barrel & chiller position

Before commencing setup, check you have your barrel & chiller in the correct position:



Location: Your barrel is intended for outdoor use only. Note condensation may occur from time to time leaving water on the floor.



Surface: Your barrel is heavy, especially when full of water. It needs to be sat on a hard and flat surface capable of holding 610kg.



Ventilation: Your chiller has vents on 2 sides, these will need to sit 30cm clear of any obstruction to allow the air to flow.



Access: You'll need to access inside the chiller via the side panel. Ensure you'll have space to remove the panel and undertake maintenance tasks.



Water: Your barrel will need filling with fresh tap water (never fill from a swimming pool or other water source), so make sure your barrel is placed in reach of a hose.

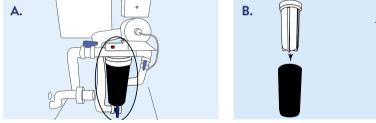


Signal: Your chiller comes ready to be connected to your Wifi network. It will need to sit within range of a strong 2.4Ghz Wifi signal on a private home network.

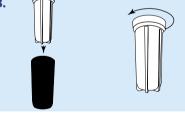
Step three: Install the particle filter



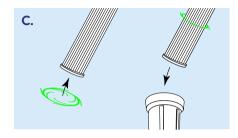
Please note these setup instructions are for installing a particle filter for the first time, when empty. For instruction on how to change a filter when the barrel and chiller are full with water, see the maintenance section later in this guide.



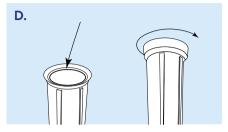
Locate the particle filter housing. It will have a black sock over a plastic chamber.



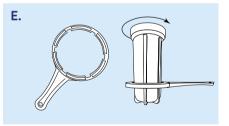
Remove the black sock and twist the plastic chamber to loosen and remove.



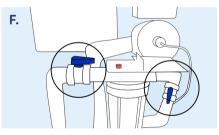
Using a new filter (found in the starter kit), push the centring ring down around the filter, then place into the chamber.



Ensure the clear rubber seal is in place at the top of the chamber. Reconnect the chamber and screw back in by hand, until tight.



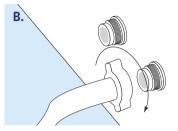
Using the key provided, place around the chamber and give a nudge to tighten further. Just like you would a tap, ensure tight without over-tightening.



Check that the 2 blue isolation valves running to and from the filter housing are set to OPEN (running in line with the pipe).

Step four: Connect the pipes



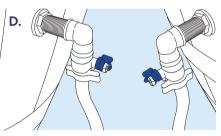


Take one of the hoses. Connect one end to the suction hole tap and screw into place.

Attach and screw the other end to the connector marked 'Inlet'.

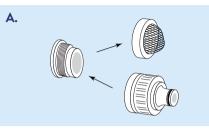


Take the other hose. Attach one end to the return flow hole tap and the other to the connector marked 'Outlet'.

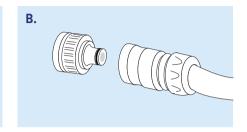


Ensure both the suction and return flow taps on the barrel are in the OPEN position.

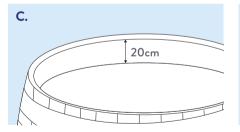
Step five: Prime the chiller and fill the barrel



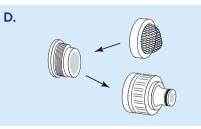
Unscrew the mesh gauze from the suction hole inside the barrel. In its place attach the hose pipe connector.



Connect a hose pipe to the connector inside the barrel and turn the water on, this will prime the chiller pushing water through the system (and air out).

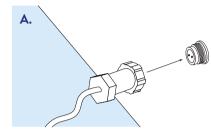


Your barrel will start to fill up through the return flow hole. Fill the barrel until 20cm below the top of the barrel.

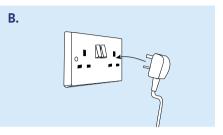


Reach into the water and disconnect the hose. Then unscrew the hosepipe connector and screw the mesh gauze into its place over the suction hole.

Step six: Connect light & power up



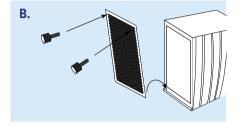
Plug the barrel light cable into the socket on the back of the chiller.



Plug the chiller directly into an RCD protected & earthed socket and turn the power on at the socket.

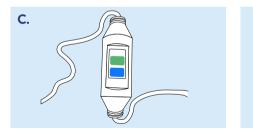
Step seven: Affix side panels





Unwrap the side panels.

Hook each panel onto the bottom lip and screw into place.



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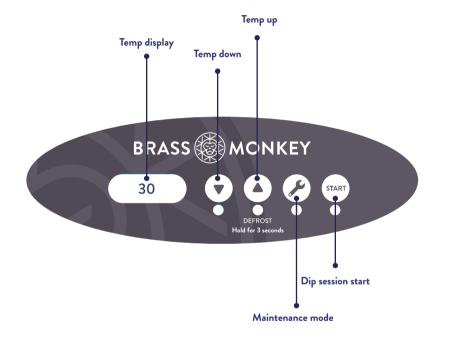
Press the green button on the inline RCD protector on the power cable.

Your control panel will now light up and display the current temperature. You'll hear your chiller start to pump the water.

YOUR BARREL & CHILLER IS UP AND RUNNING!

It can take up to 24 hours to cool the water down to your target temperature. See Controls instructions to learn how to set the temperature.

Controls





Many of these controls are also available on the companion app as well as additional features like eco schedules

Temp display	Displays the current temperature. Press to take the target temperature down. Please note this display has no decimal point. So 10°C is displayed as 100.
Temp down	The lowest temp setting is 3°C displayed as 30. Please note, when changing the target temperature, the chilling function may take a few minutes to restart.
Temp up	The highest temperature setting is 10°C. Note: the barrel will not heat up, if you toggle temp up it will stop cooling and the water will naturally get warmer.
Maintenance mode	Press and hold for 3 seconds to put the bath into a maintenance mode - The LED light on the chiller and light in the barrel will flash 3 seconds on 3 seconds off whilst in this mode. From here you can change the particle filter. Don't forget to exit maintenance mode by pressing and holding for 3 seconds again.
Dip session start	This will begin a session in the barrel. It switches the chiller off for a peaceful experience. NOTE: For your convenience, located on the front of your barrel is a single silver button, this is another START button and performs the same function as the START button on your control panel.
Setting a schedule with the app	Setting a schedule for your barrel using this app is the most energy efficient way to run your barrel. While sat idle, all that needs to run is the pump to keep the water clean rather than constantly using energy to cool.
DEFROST	This function is for ice making baths only. This function is not applicable to barrel chillers.

LED light sequences

Standard Operating status			
LED OFF	Normal operating	Chiller & pump on, cooling or idle to hit target temp.	
LED ON	User session active	Chiller and pump idle for 20 mins (longer if set in schedule on the app).	
LED FLASHING 1 flash - 1 sec gap - 1 flash	Maintenance mode	Chiller and pump idle for changing of the particle filter. Stays in this mode until users ends this mode on the control panel.	
Issue status 🖓			
LED FLASHING 1 flash - 5 sec gap - 1 flash	No flow	Water is unable to flow through your chiller.	
LED FLASHING 3 flashes - 5 sec gap - 3 flashes	Frost protection	The water flowing through your barrel is approaching freezing. Take action to protect your chiller.	
LED FLASHING 5 flashes - 5 sec gap - 5 flashes	Overheat	Your chiller is overheating. Take action to help it cool down.	
LED FLASHING 10 flashes - 5 sec gap - 10 flashes	Lock out	Your chiller has 'locked-out' to protect itself.	

Chiller protection actions

No flow	Power down and check for any blockages inside the barrel and change the filter. Follow restart instructions when powering back up. If no flow occurs during freezing temperatures, follow action below.
Frost protection	 It's time to disconnect, drain and cover your chiller when you see a 'Frost protection' alert. Turn the power off, disconnect from barrel and drain the chiller. Reconnect when the ambient temperature is back up above 2 degrees. Follow restart instructions when powering back up.
Overheat	 If your chiller overheats the cooling function will turn off to protect itself. The fan and pump will stay on. This may be caused by a lack of airflow to the chiller bench or extreme ambient temperatures when the chiller is unable to shed heat. Check there is nothing blocking the ventilation. If in direct sunlight, try creating some shade.
Lock out	If your chiller develops a problem or is in Overheat or No flow modes for more than 6 hours, it will 'lock-out' to protect itself. If this happens you need to power the chiller down and contact Brass Monkey Support.



STARTING YOUR JOURNEY

Cold exposure can be a part of your journey to build a stronger mind and body consciously and measurably. So, take it slowly.

Cold water therapy is a practice. If it doesn't leave you with a 'wow' feeling then you are probably missing the benefit. Yes, it should be challenging, uncomfortably cold, but it can be fun - and it's important that it is!

Whenever you push your boundaries, it can be wise to have a buddy in attendance who can be on standby if needed.



Keep it fun

We're not training to summit Everest; it's just cold-water therapy to unlock some health benefits. Smile, keep it playful as there is nothing serious about this if we are safe, although you'll enjoy some serious benefits.

Start in the shower

Build up quickly over a week to 1-2 minutes, you'll be amazed how fast you adapt. The aim in a cold shower is to stay in until your breath is under control. Then aim to stay in until it no longer feels cold, at this point you've nailed the cold shower.

Time

Aim to get cold 4-7 days a week, ideally 7, but no forcing if a day off feels important. Even 4 days per week (every other day) for just a few minutes is going to render adaptation.

Temperature

- If you are new to cold dipping, start over 5 degrees with your hands out. Try a minute or two.
- When you can do 2 minutes and feel great, with no shivering afterwards, take the temperature down below 5 degrees. You'll feel confident because of your progress. The cold bath is no longer a beast of fear, just a teacher that you respect. Play around lowering those temperatures whilst reducing the time and now try getting your hands in to take it to the next level.
- This end-to-end scaling into cold water can be done as fast as feels sensible to you. A week or a month, there's no rush, and no medal at the end.





Warm up as naturally as possible to maximise the metabolic benefits.

No saunas or hot tubs until after 30 minutes. If you warm up too quickly, you risk your safety and also negate all of the metabolic benefits that you just collected.

Slow is good. You may feel stiff and a

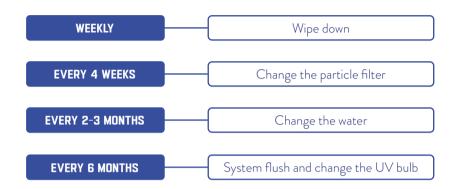
little slow. This is totally normal. Take it slowly. The Wim Hof Method encourages use of the simple "horse stance" (Google it) to slowly warm up which is super effective. This moves the cold and warm blood around, circling the warm blood back to the cold limbs. Walking or gentle cycling on a stationary bike will work well too. Many people just sit still and warm up with no movement at all. Again, some interceptive focus is needed here, it's mind over body. **Double the time that you were in the cold.** So, if you were in the water for 2 minutes, your warm-up should be 4 minutes (at least). Don't rush this, stay in the zone and complete the practice. If you skip the warm-up, you risk warming too quickly and miss out on closing the practice that readies you for next time.

Be conscious of how you feel. Was the practice good? Was it cold enough or too cold? Did you stay long enough or too long? What did you notice over last time? What did you learn? What messages was your body telling you? **Nothing fast.** We don't want blood moving too quickly. Just as a car engine is warmed up slowly, you need to take that approach with warming your body.

No weights! We suggest not to swing weights or lift anything heavy after ice baths. Popularised by some, this is potentially dangerous and here's why: superficial muscle and nerve cooling caused by ice bath exposure can lead to impeding movement, reducing grip strength and fine motor skills. Even the sense of touch can be significantly impaired for a period of time. It's one reason why people who get into ice water can accidentally drown. As you adapt to the cold, the risks decline, but even then, swinging weights around is totally unnecessary to warm up naturally. A caution on 'after drop'. For ice bath users only, 'after drop' can occur if your body detects a warm environment too guickly after the cold. Take 5-10 minutes to warm up wherever you got in the ice bath. After drop is caused when the body senses warmer temperatures and dilates the blood vessels too guickly. This releases the cold peripheral blood back to your heart too quickly and mixing it with warm blood creates a sudden drop in core body temperature. This can lead to a severe shivering 10-15 minutes after the cold exposure, it's dangerous, and it's not fun. Staying in the cold water too long has the same outcome. Severe shivering is triggered if the core temperature drops too low. Listen to your body. Ice water is no place to be led by the ego. Your body will tell you (through a huge wave of catecholamines) that it wants out

A CLEAN MONKEY IS A HAPPY MONKEY

To keep you and your Brass Monkey healthy, your barrel & chiller require some regular care:



These are our recommended frequencies. If your barrel is getting heavy use multiple times a day or you are entering the water with dirty feet, you'll notice by the colour of your water that you may need to change your filters or water more regularly.



Top Tip: Taking a quick shower and wiping your feet before dipping will help keep your water cleaner



Access videos for these care tasks on the app or online at **brassmonkey.co.uk/help**

Wipe down

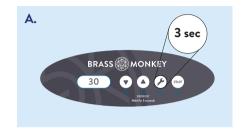


Using a clean cloth, wipe down the barrel lid and chiller, ensuring the chiller is fully clear of any debris (like falling leaves). This ensures the water can circulate smoothly, and the chiller doesn't overheat.



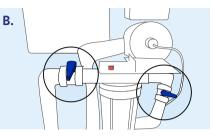
Using a clean cloth (or wet vac), reach into the water and catch any debris caught on the mesh gauze sat over the suction hole.

Changing the filter



Place the chiller into maintenance mode to stop the chiller pumping water around the system (See control guidance).

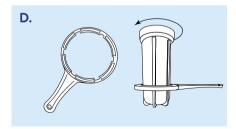
EVERY 4 WEEKS



Locate the 2 blue isolation valves running to and from the filter housing and set to CLOSED (set to a 90 degree position with the pipe).



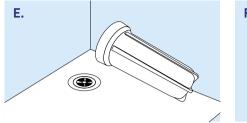
Locate the particle filter housing. It will have a black sock over a plastic chamber.

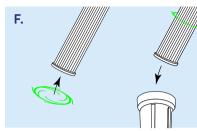


Using the filter housing key, untighten the plastic chamber. Once loose use your hand to fully unscrew.

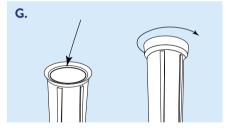


N.B. Keep the cover on the barrel at all times when not in use

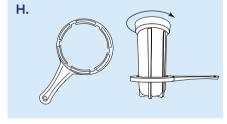




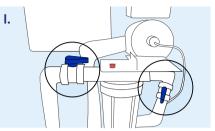
The chamber will be full of water. Empty the water into a drain and dispose of the filter. (If you are choosing to use a reusable filter, rinse and leave to dry naturally to shrink back into shape). Using a new filter, push the centring ring down around the filter, then place into the housing on the dome at the base.



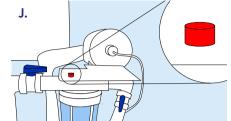
Ensure the clear rubber seal is in place at the top of the chamber. Reconnect the chamber, screwing back in by hand, until tight.



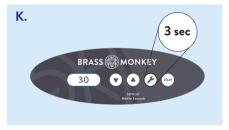
Using the key provided, place around the chamber and give a nudge to tighten further, Just like you would a tap, ensure tight without over-tightening.



Turn the 2 blue isolation valves running to and from the filter housing back to OPEN (running in line with the pipe).

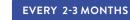


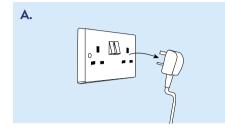
Press and hold the red button on top of the filter housing to release any trapped air. Release the button when water begins to flow out.



Take the chiller out of maintenance mode. Water will now start flowing into the filter housing.

Changing the water





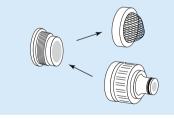
Isolate the power supply to the chiller by turning off the power at the plug, before emptying the water.

Drain your barrel using a submersible or puddle pump, or connect a hose pipe to the bottom tap and replace 75% of the water.

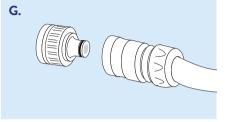
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Use a wet vac, or clean mop/cloth, to catch and remove any debris from the bottom of the barrel. This is also a good time to replace the particle filter.

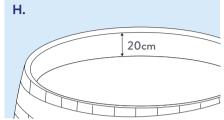


Unscrew the mesh gauze from the suction hole inside the barrel. In its place screw in the hose pipe connector.

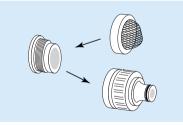


Connect a hose pipe to the connector inside the barrel and turn the water on, this will prime the chiller pushing water through the system (and air out).

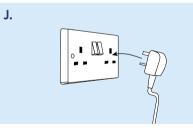
Ι.



Your barrel will start to fill up through through the return flow hole. Fill the barrel until 20cm below the top of the barrel.



Reach into the water and disconnect the hose. Unscrew the hosepipe connector and screw the mesh gauze into its place over the suction hole.



Reconnect the power.



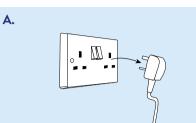


Every 6 months we recommend a full system flush to remove the build up of bio film and bacteria from the system

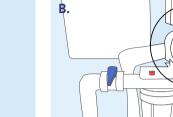
Using an internal system flush (we recommend a product like Lo-Chlor) follow the cleaning product manufacturer's instructions to flush out the whole system.

This typically involves:

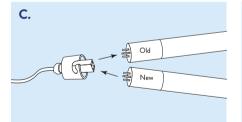
- Filling the Barrel with chemical cleaning fluid, leaving for 24 hours.
- Draining and refilling your barrel multiple times to ensure all cleaning fluids are removed from the system before use.
- Always follow the cleaning product manufacturer's instructions.



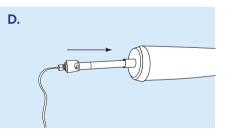
Change UV bulb



Before changing the bulb, isolate the power supply to the bath by turning off the power at the plug. Locate the UV bulb chamber. Turn the chamber cap clockwise until it releases. Pull to remove the cap and bulb.



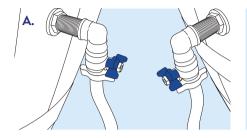
Unplug the old bulb and plug in the new one. Take care not to touch the glass section of the new bulb.

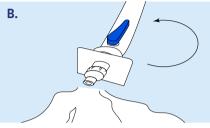


Slide the new bulb into the chamber. Push in the cap and rotate it anticlockwise to lock it in. Turn the power to your barrel back on.

EVERY 6 MONTHS

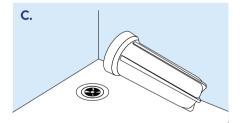
Need to drain your chiller?



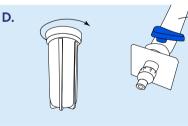


Turn the power off and close the taps on your barrel.

Open the blue drainage isolation value situated underneath the particle filter housing to empty water onto the floor.



Remove the filter chamber and pour away all water in the housing.



Replace the filter chamber and close the drainage isolation valve. Follow setup step to refill your chiller.

Going on holiday?

If you are going away for a few weeks, simply set the barrel to 10 degrees to reduce energy consumption while you are not using it.

If you are going away for an extended period we recommend:

- Power off
- Fully drain the barrel & chiller and remove the particle filter
- Clean the inside of the barrel and filter housing with disinfectant spray
- Ensure fully dry
- Leave the cover slightly off to allow air flow
- Upon return follow the setup steps

Disposing of your product

We believe waste is a last resort.

Even when you've finished using your product, most of its materials and components can be reused or recycled and still live on.

If you no longer want your product, please contact our support team to discuss if we can help you dispose of it sustainably.

Together we can make maximum use of our planet's valuable resources. support@brassmonkey.co.uk X

Operator responsibility

Brass Monkey Health Ltd declines all liability for damages arising from failure to observe the following directions. As the owner, it is your responsibility to:

- Ensure the safety of those using the barrel and read and observe the health and safety warnings and safety recommendations as set out in this guide.
- Maintain the materials of which the barrel is made by following the cleaning procedures in this guide.
- Use the bath according to the recommendations in this guide.
- Ensure that you have a safe electrical connection to the barrel. The barrels are 'class 1' appliances and must be plug into a socket that directly connects it to the electrical network and protection circuit (earthing system) in your home. This must be done without the use of intermediate junctions or extension cables.

- Ensure that the cabling does not present a trip hazard.
- Live electrical components and equipment (except those powered at a very low voltage not exceeding 12V) must be out of reach of individuals using the appliance.
- Ensure parts containing electrical components are positioned or fixed so they cannot fall into the water.
- There will likely be times when water spills out of the barrel, especially when getting in or out and we recommend taking a common sense approach and making sure there is good drainage for water on the floor around your barrel and a non slip surface to step on to.
- **Do not** switch the power on to the barrel until it is filled to the required level. Running the pump dry, without water, could cause immediate damage and void your warranty.

- Avoid flooding! We would advise that the level to which you fill your barrel with water falls at least 20cm below the top to avoid flooding. Top-up the water periodically as it lowers due to users entering/exiting to keep the water level high enough.
- It is important to maintain to ensure the power supply used for the barrel is both earthed and on an RCD protected circuit. Follow the correct cleaning procedure set out in this guide; failure to do so can result in damage to the pump.
- Normal operating temperatures for the chiller are between 0 and 35 degrees celsius. To avoid damage to your product, detach and drain the chiller when it falls outside of these temperatures.

- **Do not** use chemicals such as ammonia, combustible substances, bromine, fluorine as these may damage the Barrel and any residue left in the water may damage your health.
- Any repairs must be made by a Brass Monkey approved engineer. Brass Monkey cannot accept liability for any damage arising from alterations or repairs made by nonapproved engineers.
- It is the owners responsibility to ensure the power supply used for the bath is both earthed and on an RCD protected circuit.
- For all operations and maintenance of the barrel please refer to this guide and if in any doubt please contact Brass Monkey directly. We're happy to help!

support@brassmonkey.co.uk 0113 526 7255



CAUTION: Before carrying out any maintenance operations, (other than a wipe down or filter change) disconnect the appliance from the power supply.

Health & safety

Brass Monkey Health Ltd declines all liability for damages arising for failure to observe the following directions.

- Health disclaimer: If you're unsure, please check with your doctor before using your Brass Monkey product.
- Cold baths are suitable for the majority of people, the majority of the time, however it is best to take a cautious approach and we would advise that people with reduced mobility, sensory, and/or cognitive abilities only use the barrel if supervised and only if they have the knowledge necessary to use the equipment safely, as well as to understand the dangers arising from improper use.
- Cold dipping is no walk in the park. Tolerance to cold water varies from person to person and we recommend being mindful of gradually building up the duration of use with the barrel and be cautious when using the barrel alone.

- A note for the inexperienced. It is quite dangerous to suddenly jump into water that's significantly cooler than what you're used to as it can cause a shock to the body. Therefore, enter the water slowly and keep your face, shoulders and hands clear until your breathing is under control. The cold water shock response decreases with cold exposure experience and being mentally prepared.
- Start with safe, short dips of 30-60 seconds to learn what your limits are. If you begin to feel uncomfortable or you start to shiver, listen to your body, get out and slowly warm up by walking or taking slow air squats.
- Keep it fun!

- Children must be supervised near the barrel & chiller to make sure they do not play with the equipment and do not carry out operations to be performed by adults (cleaning cycles/maintenance).
- Always replace the cover when not in use.
- Small children are not advised to use the barrel.
- Please check with your doctor as relevant.
- Pregnant women should talk to a doctor first, low temperatures are not advised.
- Anybody under medical care, such as people with heart conditions, diabetes, high or low blood pressure or other health problems must not use the barrel without first consulting their doctor. People with infectious diseases should not use the barrel without first consulting their doctor.

- **Do not** use the barrel after drinking alcohol or taking recreational drugs. It must be stated that the use of alcohol or drugs can greatly increase the risk of fatal hypothermia in the barrel.
- **Do not** use your barrel during extreme weather conditions (during storms or floods etc). It is also recommended to place the barrel or chiller in an area that will not attract standing water. Good drainage is essential so that the chiller does not become submerged with water. If it does, switch the unit off and let everything dry out.
- Be very careful when getting in and out of the barrel. Surfaces may be slippery when wet.



Support direct from the team who built your Brass Monkey, so you can just focus on feeling unstoppable.

Whether its helping you with the confidence to get your cold on, or fixing a mechanical fault, COLDCARE gives you peace of mind that we're on hand when you need us.



Your Product Warranty

Extended 5 year warranty on the cooling system and on-board computer.

Your barrel and chiller come with a 2 year warranty as standard.

This means as long as you follow the recommended maintain and operator responsibility outlined in this guide, we'll sort anything that fails on your barrel or chiller.

If you download the Brass Monkey app and follow the setup steps and connect your chiller to wifi, we'll extend the warranty on 'the core engine' in your chiller (the cooling system and on-board computer) to 5 years.

Here for you

Our support team are on hand to help find answers to any questions you have. If you are unsure about anything, please get in touch:



+44 113 526 7255





Our support team are based in the UK. So if you're somewhere in the world when we're in bed, we'll get back to you as soon as we're back at our desks.

