

Guide to technical services



Introduction

The correct dispense of beer is absolutely key to quality and therefore customer satisfaction. Within this technical services guide we aim to provide information relating to best practice for beer dispense, how to resolve common problems, health and safety requirements in the cellar, and other useful information.

Our brand owners provide first line technical services support and provide an excellent service, however should you experience any difficulty please contact Sales and Service Centre on 03333 20 20 85 (option 5) from 08:30 to 17:00 Monday to Friday.

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Lead Brewer Rules Explained

A lead brewer is defined as the brewer with the most keg taps in your pub and they are responsible for servicing and maintaining the remote beer cooler in the cellar, pythons and primary gas reducing valve, as well as maintaining their own branded fonts and under bar secondary cooling.

A brand owner who is not lead brewer is responsible for their font, under bar secondary cooling, backboard equipment in the cellar and secondary gas reducing valves.

Who to call for example:-

- If all beers are fobbing / not pouring and your remote cooler is not working properly you should contact your lead brewer
- If you have one product down and everything else is pouring ok at the correct temperature, it is the brand owner of the product not dispensing whom you should contact
- For Cask Ale* please check with Technical Services on 03333 20 20 85 (option 5).

Dispense Fault Finder

To help when you have a beer dispense problem, please use the fault finder guides at the end of this document which explain the most common faults and guidelines on how to deal with them.

Cellar Cooling

Cellar cooling is essential for the correct dispense of beer, especially so for cask ales which sometimes have no secondary cooling applied.

- Cellar temperature must be maintained at 11 – 13 degrees centigrade at all times
- During winter months additional heating may be required to maintain the correct temperature
- A thermometer should be in the cellar so you can check and record the temperature
- All doors and access points must be kept closed
- Allow one to two days for beer to reach cellar temperature after delivery
- Keep the cellar cooling switched on at all times
- Have the equipment routinely maintained
- For maintenance issues with cellar cooling, please contact the Property Team via 03333 20 20 85 (option 4) or your own service provider

Remote Coolers:-

- Must be left switched on at all times
- Monitor the ice bank, glycol and water levels regularly
- Incorrect temperature or insufficient water levels will result in fobbing and wastage
- Clean dust and fluff from grill on the front of the cooling unit
- All external heat dumps must be kept clean and clear

Health and safety

Note: The cellar is a potentially hazardous working environment and you should take note of the below guide.

ei group want to make sure that retailers understand health and safety guidelines for gascylinders and the control of substances hazardous to health (COSHH). This section gives you important information about Health and Safety within a cellar environment.

Gas Cylinders

Gas cylinders can be very dangerous if not handled correctly. Internal pressures are extremely high and the cylinders are heavy. Carbon Dioxide (CO₂) and / or mixed gas (a mixture of Nitrogen and CO₂) that escapes from faulty dispense equipment can kill. Exposure to elevated carbon dioxide levels especially in an enclosed space will result in asphyxiation and death. Both gases in concentration are heavier than oxygen, and the highest concentration is found at ground level.

Safety Guidelines:-

- Do not enter any area that contains a high gas concentration
- In the event of a gas leak, turn off gas if possible and ventilate the area
- Contact your lead brewer if a gas leak is found or suspected
- Frosted containers should not be handled
- As a legal requirement, a cellar warning card must be on display near cylinders
- Gas cylinders must be secured and chained in an upright position when in use
- All staff must be trained before being allowed to handle or work with gas containers
- You should carry out a risk assessment to evaluate the handling and management of gas cylinders in your premises

COSHH (Control of Substances Hazardous to Health)

Using chemicals or other hazardous substances such as line cleaner or glass renovator can put health at risk. It is a legal requirement that all members of staff involved in handling and using chemicals must be aware of, understand and follow the manufacturer's COSHH instructions.

Do:-

- Wear appropriate protective clothing
- Use approved detergents and follow the manufacturer's instructions
- Add concentrate to water – not the reverse
- Store cleaning chemicals in original containers, out of children's reach
- Ensure COSHH reference materials are available

Learn more about beer

Here you will find useful tips about cellar hygiene and how to store and dispense your products. We also explain the importance of correct line cleaning and a useful at a glance 'How To' guide. Beer is classified as a 'food' which means your cellar falls under the same hygiene regulations as a kitchen. Cellars should be kept clean and tidy and only contain beer. Food should not be stored in the cellar as it's not cold enough.

Keg

For keg products we advise that these are stored in a cooled cellar for 48 hours before connecting to eliminate the risk of fobbing or wastage. Correct CO₂ or mixed gas must be connected to the product. Gas is used to raise the beer from keg to tap and to maintain a steady pressure in the keg. Different products will require different amounts of gas. When a product is installed, the technician will set up the equipment so that the product is poured to its correct specification. We encourage our retailers to train their staff on the correct ways to dispense products for customers to receive a perfect pint.

Cask

Cask ale is not pasteurised or filtered and as a result has a shorter shelf life than keg beer. It should be used by the best before end date on the label. Generally once a cask has been put on stillage and vented, it takes a period of time to settle, condition and mature to maximum flavour. Please refer to individual brand owners for how long their products should take to reach maximum flavour. Under normal cellar conditions, a cask should be sold within 3 days of being connected. Cask ale is a 'living' product and so it should be treated with extra care to obtain the perfect pint.

Line Cleaning

It is essential that all beer lines are cleaned at least every 7 days, using the manufacturer's detergents at the recommended strength and contact time – please refer to the manufacturer's guidelines.

Cleaning pipes prevents a build up of yeast and bacteria and prevents cloudy beer, fobbing, off flavours, and poor quality. We recommend regularly cleaning of coupling heads, cleaning sockets, line primes, pipes, taps, spouts, creamer discs, sparklers and drip trays. Please refer to COSHH Regulations Data Sheet under the Health and Safety section. It is a false economy not to clean your beer lines.

Product installation and removal requests

If you wish to install new products or remove existing products, you should contact your Regional Manager who will discuss with you the best mix of brands for your business to grow successfully. Your Regional Manager will then submit the approved works to the relevant supplier's technical services department to get the job underway. Please note that brand owner sales representatives are not permitted to authorise installation work directly, it can only be authorised by your Regional Manager. For new installations, you should plan for up to 21 days for completion.

Ullage

If you have received a faulty product, please contact the Customer Services Centre on 03333 20 20 85 (option 2) from 07:00 - 18:00 to register the fault whilst the product is still within its best before date. Your Customer Account Manager will then process the claim for credit on your behalf. We will register the ullage return with our distributor and the brand owner. If appropriate, a technician will visit you to verify the faulty product. We will make arrangements for the container to be uplifted and returned to the depot. A credit decision will be made once the assessment is complete and you will be informed of the decision.

Credit will only be given if there is a genuine fault with the product. Any of the following may result in non-payment of credit:

- Evidence of tampering
- Evidence of product adulteration
- Outside best before date on initial reporting of the fault
- Defaced or illegible product label
- Less than minimum required volume in the container i.e not more than 3 gallons dispensed

Key technical services contacts

Contact	Details	Tel No
AB InBev	Beers	08457 100 600
Carlsberg	Beers & Somersby cider	08457 820 820
Charles Wells	Courage, Estrella, Kirin Ichiban, McEwans, Youngs Stout, cask	03333 209 831
Diageo	Guinness brands & Hop House 13	08457 515 101
Fullers	Cask beers, Frontier, Sierra Nevada, Cornish Gold cider	0208 996 2031
Heineken	Beers & ciders	0345 8787 075
Marstons	Chestnut Mild, Shipyard IPA, Warsteiner. Banks's, Brakspear, Daniel Thwaites, Jennings, Ringwood, Wychwood breweries	0800 169 6103
Miller Brands	Kozel, Peroni & Pilsner Urquell	08456 520 065
Molson Coors	Beers & cider	08456 001 777
Shepherd Neame	Cask beers, Angry Orchard, Asahi, Sam Adams, Whits Bay lager	01795 542 098
Adnams	Cask beers, Jack Brand, Lagunitas	01502 727 200
Black Sheep	Cask & keg beers	01765 680 103
Budvar	Budweiser Budvar	07876 357 309
Camden Town	Keg beers	0203 772 7934
Chapel Down	Curious Brew	01580 763 033
Everards	Cask beers	0116 201 4100
Freedom	Keg beers	01283 840 721
Greene King	Cask & keg beers	08457 125 818
Harveys	Cask beers	01273 480 209
Hogs Back	Cask beers & Hogstar Lager	01252 783 497
Hook Norton	Cask beers	01608 737 210
Hop Back	Cask beers	01725 510 986
Kingfisher	Kingfisher Lager	01622 351 118
Meantime	Keg beers	0208 293 1111
Purity	Cask beers, Longhorn, Maisels Weisse	01789 488 007
SA Brains	Cask & keg beers	08456 217 980
Sharps	Cask beers & Sharps Pilsner	01208 862 121
SIBA	SIBA cask ales	01765 641 950
St Austell	Cask beers	01726 627 192
Timothy Taylor	Cask beers	01535 603 139
Wadworth	Cask beers	01380 723 361
WEST Beer	St Mungo Lager	07854 850 872
West Berkshire	Cask & Renegade Craft Lager	01635 202 968
Wye Valley	Cask beers	01885 490 505
Aspall Cyder	Keg & BIB Cider	01728 860 510
Hogan's Cider	Keg & BIB Cider	01789 488 433
Magners / C&C	Gaymers, Addlestones, Blackthorn, Magners, Taunton & Tennents	0845 601 5959
Orchard Pig	Keg & BIB Cider	01458 851 222
Thatchers	Cask, keg & BIB Cider	01934 822 862
Westons	Keg & BIB Cider	01531 660 117
Accolade Wines	Stowells & Jack Rabbit wines	0800 136 762
Britvic / Pepsi	Soft drinks	08457 581 781
Coca Cola / Schweppes	Soft drinks	01908 822 228
BOC Sureflow	Gas suppliers	08457 302 302
Messa / Air Liquide	Gas suppliers	0800 731 4812
Brulines / Vianet	Flow monitoring equipment	01642 358 800

Lead brewer cask beers

Fault	Possible reasons for fault	What to do to fix
No beer dispensing Note: If no cask ale is dispensing after following our fix guide, please contact the Lead Brewer	Empty container	Change cask
	Cask tap turned off	Open tap
	Vent peg not removed or too tight	Remove peg ensuring peg is non porous and finger tight
	Air lock in line	Clean lines properly every 7 days using recommended cleaner at the correct strength and contact time. See section on line cleaning
	Blocked hop filler	Dismantle and clean taps and filters immediately after use
	Stuck fob detector float (if applicable)	Release the float using the button at the bas ensuring that it is in the down position

Taste If the taste remains bad after following our fix guide, and the product is within its best before date, please contact our Sales and Service Centre to report as ullage	Dirty beer lines	Clean lines properly every 7 days using recommended cleaner at the correct strength and contact time. See section on line cleaning
	Longer than 3 days on dispense	Remove from dispense and connect a new cask
	Product past best before date	Remove product from dispense
	Dirty and / or warm cellar (causing rapid infection)	Keep the cellar and drains as clean as possible
		Clean the cellar at least once a week
		Check cellar cooler is at correct temperature - see section on cellar cooling
	Incorrect dispense temperature	Check remote cooler is working properly. If it isn't contact Lead Brewer

Fobbling Note: If fobbling continues after following our fix guide, please contact the Brand Owner or Lead Brewer	Dirty beer lines	Clean lines properly every 7 days using recommended cleaner at the correct strength and contact time. See section on line cleaning
	Rapid conditioning due to high temperature	Check remote cooler is working properly if it isn't contact Lead Brewer
	Kinked beer line	Straighten beer line
	Dispensed too quickly	Adjust dispense flow

Cask beers continued

Fault	Possible reasons for fault	What to do to fix
Flat Note: If product remains flat after following our fix guide, and the product is within it's best before date please contact our Sales and Service Centre to report as ullage	Over conditioned	If within best before date, contact our Sales and Service Centre to report as ullage
	Cask not hard pegged between	Replace hard peg after each session
	Dispensed too slowly	Adjust dispense flow, check if tap is blocked, clean lines if not clean in the last 7 days. If still dispensing too slow contact Brand Owner
	Longer than 3 days on dispense	Remove from dispense and connect a new cask
	Glass washer not working properly	Refer to manufacturer's guidelines

Hazy Note: If product remains hazy after following our fix guide, and the product is within it's best before date please contact our Sales and Service Centre to report as ullage	Dirty beer lines	Clean lines properly every 7 days using recommended cleaner at the correct strength and contact time. See section on line cleaning
	Product past best before date	Remove from dispense and connect a new keg
	Longer than 3 days on dispense	Remove from dispense and connect a new keg
	Cellar temperature less than 11°C see section on cellar cooling (chill haze)	See section on cellar cooling
	Cellar temperature more than 13°C (beer spoilt)	See section on cellar cooling
	Dirty cellar (causing rapid infection)	Keep the cellar and drains as clean as possible, clean up spillages immediately, clean the cellar at least once a week
	Over tilting	Tilt by 20 degrees. This means the back should be higher than the front by 7cm

Keg beers

Dispense problems are normally caused by easy to solve faults. The table below shows typical faults and appropriate action to remedy.

Fault	Possible reasons for fault	What to do to fix
No beer dispensing Note: If no beer is dispensing after following our fix guide, please contact the Lead Brewer	Empty container	Change keg
	Blocked oriface plate	Unblock and clean
	Sparkler too tight	Adjust sparkler
	Gas cylinder empty	Change cylinder
	Gas valve switched off	Turn gas valve on
	Stuck fob detector float	Release the float using the button at the base, ensuring that it is left in the down position
	No electricity	Switch on power supply
	Remote coil frozen	Switch off and contact Lead Brewer

Taste If the taste remains bad after following our fix guide, and the product is within its best before date, please contact our Sales and Service Centre to report as ullage If the taste remains bad after following our fix guide, and the product is within its best before date, please contact our Sales and Service Centre to report as ullage	Dirty beer lines	Clean lines properly every 7 days using recommended cleaner at the correct strength and contact time. See section on line cleaning
	Line cleaning solution not flushed or left in line too long	Flush out lines with clean water (about 10 litres per tap), rinse and replace spouts and sparkles
	Product past best before date	Remove product from dispense
	Incorrect dispense temperature	Use a clean, dry, cool glass. Check that remote cooler is running at correct temperature - if not, contact Lead Brewer
	On sale too long	Remove product from dispense if it's been on sale for longer than 5 days

Hazy Note: If product remains hazy after following our fix guide, and the product is within it's best before date please contact our Sales and Service Cenre to report as ullage	Dirty beer lines	Clean lines properly every 7 days using recommended cleaner at the correct strength and contact time. See section on line cleaning
	Product past best before date	Remove from dispense and connect a new keg
	On sale too long	Remove from dispense and connect a new keg

Keg beers continued

Fault	Possible reasons for fault	What to do to fix
<p>Fobbling</p> <p>Note: If fobbling continues after following our fix guide, please contact the Brand Owner</p>	Over conditioned	Clean lines properly every 7 days using recommended cleaner at the correct strength and contact time. See section on line cleaning
	Cellar temperature greater than 13°C	See section on cellar cooling
	Remote cooler not working	Contact Lead Brewer
	Incorrect gas mix	Connect the correct gas cylinder. Do not attempt to adjust dispense pressure - contact Lead Brewer
	Incorrect orifice plate	Contact Brand Owner
	Dispensed too quickly	Adjust dispense flow
	Keg on slae longer than 5 days	Remove from dispense and connect a new keg
	Gas not turned off between sessions	Switch off gas between sessions
	Hot glasses out of glass washer	Use cool glasses only
	Cellar temperature below 11°C	Go to section on cellar cooling
Dispensed too slowly	Adjust dispense flow	
<p>Flat</p> <p>Note: If product remains flat after following our fix guide, and the product is within it's best before date please contact our Sales and Service Centre to report as ullage</p>	Cellar temperature below 11°C	Go to section on cellar cooling
	Incorrect orifice plate	Contact Brand Owner
	Dispensed too slowly	Adjust dispense flow, check gas cylinder is not empty, check if sparkler is too tight or blocked. Clean lines if not cleaned in the last 7 days. If still dispensing too slow contact Brand Owner or Lead Brewer
	Incorrect gas mix	Connect the correct gas cylinder. Do not attempt to adjust dispense pressure - contact Lead Brewer
	Wet glasses	Use dry glasses only
Glass washer not working properly	Refer to manufacturer's guidelines	

