Wine Dispenser

User Manual

List of Contents

For additional information on BY THE GLASS Wine Dispensing Systems please contact:

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Richmond, BC
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The instructions for use and installation regulations should be read carefully. It contains important information on installation, use and maintenance of the Wine Dispenser. **The Manufacturer or Distributor 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 recommended by **Wine By The Glass Solutions or BY THE GLASS Dispensing Systems** 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 your **Wine By The Glass Solutions representative at 604-970-7501**.

Setup and Placement

- Never place the wine dispenser on its side.
- Do not install the unit near flammable materials
- Do not position the wine dispenser near sources of heat, such as ovens, stoves, heaters etc., as this will reduce it's the cooling efficiencies.
- The wine dispenser should not be exposed to 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 panels on the back and on sides of the dispenser should never be covered up.
- The back side of unit should be placed a minimum 3 inches from a wall and the side of the wine dispenser should have a minimum 10 inches clearance to provide for adequate air flow supply (unless a divider is installed).
- Remote Cooling unit should be placed in a well ventilated area with easy service access
- If positioning outdoors be certain to avoid direct sunlight, extreme cold and any chance of water, moisture or excess humidity.

Electrical

- For every cooling unit, it is recommended to use a dedicated electric line, 115 V/16 A with a grounded 3 prong wall socket.
- 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 active the power if
    - The cord is damaged
    - The socked is damaged.
- If the supply cord is damaged, the entire cord and plug should be replaced by the service team recommended by Wine By The Glass Solutions...
- Never unplug by pulling on the cord, use the plug to avoid damage to 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

Gas Supply Options

Depending on your available space and sourcing options, there are three gas source options available for preservation with your By The Glass Wine Dispensing System.

Option 1:

Large Format Commercial Nitrogen Gas Cylinder and 2-Stage Regulator

Available from local beer gas supplier or welding supply store. More economical in long run … requires minor installation, additional storage space and service accessibility. Regulator setting should not be tampered with as it could affect performance of wine dispenser. When cylinder begins to empty, pressure adjustment MAY be necessary to maintain proper outlet pressure.

Option 2:

Large Format Commercial Argon Gas Cylinder and 2-Stage Regulator

Available from local beer gas supplier or welding supply store. More economical in long run, but requires minor installation, additional storage space and service accessibility. Regulator setting can be tampered with affecting performance of wine dispenser. When cylinder begins to empty, pressure adjustment MAY be necessary to maintain proper outlet pressure.

NOTE: If installed incorrectly or a leak develops in gas supply assembly, it is possible to lose an entire tank of Argon gas, which could be expensive.

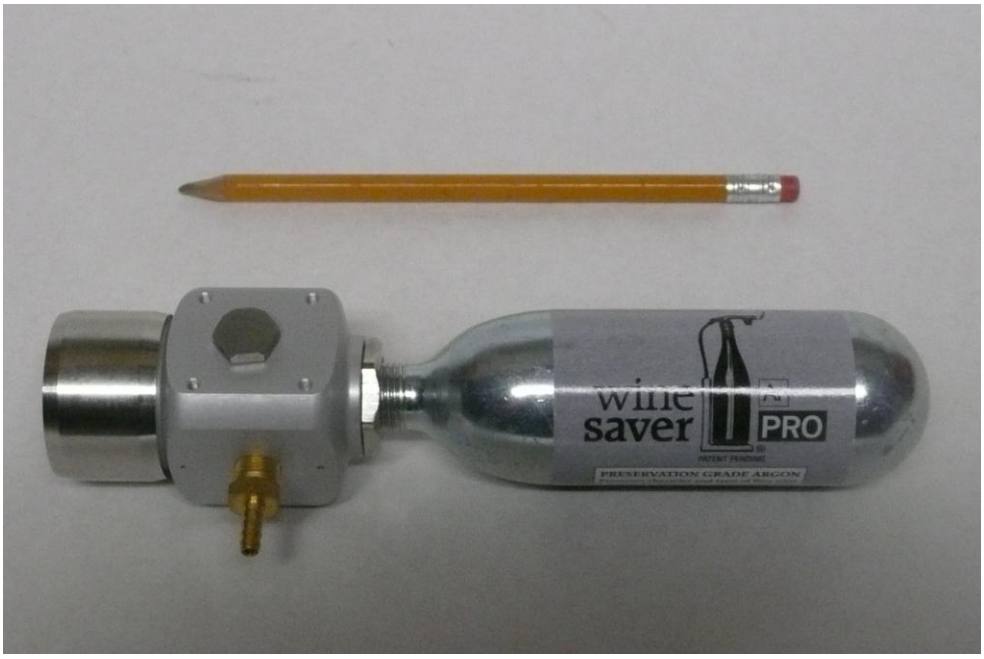
Option 3:

WSP Argon Gas Canister and Single-Stage Regulator Kit

Very SIMPLE to install to operate for staff; outlet pressure is factory set and cannot be tampered with; canister replacement takes seconds with no tools required; takes up virtually no space and can be located anywhere within 6 feet of unit; and requires no installation or holes in counter.

Our easy to operate plug and play gas supply never needs adjustment and has a consistent outlet pressure to ensure perfect performance at all times.

WSP Argon Gas is **100% "PRESERVATION GRADE"** argon gas and is unsurpassed in the industry for quality in wine preservation. **WSP Argon Gas** ships direct to you from our warehouse and delivery can be programmed based on your usage requirements. Our unique **EZ Argon program** is recommended to ensure prompt delivery and to maintain adequate inventory for your needs. Ask your By The Glass representative for additional information.



Options 1/2: Large Format Gas Cylinder/ Regulator

1. Connect the pressure gauge (pictured above right) to the Gas Cylinder. Make sure it is not leaking. Tighten with wrench

2. Connect the gas supply hose from the Wine Dispenser to regulator unit by setting the tube into the push fitting connector. Before connecting, remove the clip and put it back after the connection.

3. There are 2 pressure gauges on the unit. The small gauge gives reading of the pressure in the gas cylinder from **0 to 3625 psi** while the large gauge shows the outlet pressure from **0 to 87 psi**.

4. Usually, the Gas cylinder volume may range from **330 to 440 lbs/cm2**. The outlet pressure going to wine dispenser should be set at **3-6 PSI.** Higher pressure may negatively affect the operation of the system.

5. The pressure can be adjusted manually. Please refer to BY THE GLASS rep for instructions. Recommended outlet pressure is **3-6 PSI** for proper pouring operation.

6. After setting the correct pressure level the locking nut is screwed tight, this maintains and locks the setting. It is recommended to change the tank when the remaining volume is in the ‘red’ zone.

Option 3: WSP Argon Gas Canister and Regulator

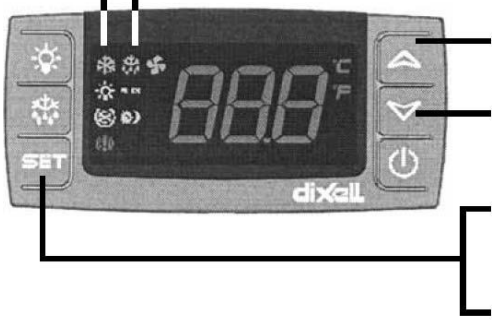
To attach WSP Single Stage Regulator:

Attach WSP Single Stage Regulator to white plastic gas supply tube connected to wine dispenser by twisting the regulator clockwise into tubing until the barbed nipple is fully concealed in the plastic tubing. The barbed nipple will ensure there will be no gas leakage.

To install WSP Argon gas canister:

1. Choose a new canister ***(an already used canister is easily identified by a small puncture hole at the tip of the threaded end of canister, be certain to discard all used canisters immediately in your steel recycling bin*)**
2. Screw the Argon canister clockwise into regulator until you feel resistance,
3. At this time, apply additional pressure while screwing canister into regulator, this will pierce the safety cap and engage the gas canister.
4. Each canister will preserve and serve up to 15 bottle of wine before replacement.
5. You will know canister is empty when you press a pour button and pouring valve opens (clicks) but no wine is dispensed.
6. To replace canister: Un-screw gas canister counter-clockwise and replace with NEW canister as per above instructions.

Activation of system and operation



Indicator light shows defrost program is in operation
Indicator light shows that compressor is running

Temperature control: Press to increase

Temperature Control: Press to decrease
Compressor POWER button, press to activate
Press SET button once to display internal cabinet temperature
Press and Hold SET button for 5 seconds to enter temperature setting mode. Press ▲ and ▼ buttons to reach desired temperature settings

Power Unit ON

The main POWER switch is located on the side panel of Compressor Compartment. Power unit by pressing switch ON.

Power Compressor Units:

To power the compressor unit, press the ON button, located on the bottom right of each Thermostatic Temperature Controller. You will need to press the ON buttons on both controllers if you have a Dual-Zone System.

Power Internal LED Lighting:

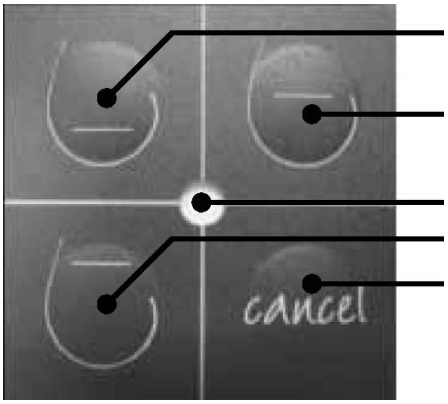
Switch the light on or off by pushing the lighting switch of the White Wine thermostatic controller.

Programming and usage of portion control panel

NOTE: ***It is suggested to use wine bottles filled with water to program and set your portion control settings*.**

Temporary placement of wine bottles for programming portion control panel.

1. Slide open plexi-glass door to access your selected wine cabinet interior
2. Place selected wine bottle next to white plastic drawtube of your selected bottle position.
3. Slide rubber bottle stopper over the two-part drawtube (see photo)
4. **(NOTE: dampen stopper or tube with water to help ease it into position)**
5. Estimate stopper position in bottle by lining-up stopper at approximate bottle height
6. Slide bottle onto drawtube and firmly insert bottle stopper into bottle opening per photo



Button 1: Portion size **"Sample Pour"**

Button 2: Portion size **"Half Pour"**

Position of **Red LED light**
Button 3: Portion size **"Full Pour"**
Button 4: Interrupt dispensing or
Use for Manual dispensing and cleaning procedures

Programming portion control panels

1. Place a measuring device under the dispensing valve.
2. Simultaneously press button 1 and button 2 until LED in the center lights RED.
3. Start with **"SAMPLE" button #1**… Press button #1 until desired measure has been poured into measuring device. **(ex. Sample size = 1 oz. Serving)**
4. Press cancel to set this measured pour for **"Sample" button #1**

5. Repeat procedure for **button #2 Half Pour (ex. Half Pour = 2 ½ oz. Serving)**

6. Repeat procedure for **button #3 Full Pour (ex. Full Pour = 5 oz. Serving)**
7. Repeat the above for all remaining bottle positions on wine dispenser

Note: Changes in gas pressure will change the pre-set volumes. Therefore it's important to keep the pressure at the same level in the 2-stage regulator after programming the control panels.

Installing wine bottles in wine dispenser cabinet

1. Slide open plexi-glass door to access your selected wine cabinet interior
2. Place selected wine bottle next to white plastic drawtube of your selected bottle position.
3. Slide rubber bottle stopper over the two-part drawtube (see photo)
4. **(NOTE: dampen stopper or tube with water to help ease it into position)**
5. Estimate stopper position in bottle by lining-up stopper at approximate bottle height
6. Slide bottle onto drawtube and firmly insert bottle stopper into bottle opening per photo
7. You now can adjust stopper to be certain it is firmly in bottle and resting squarely on cabinet bottom, by pushing bottle up or down as needed.
8. Repeat with all remaining bottle positions until all positions are filled.

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Serving Wine

1. The wine dispenser is now ready for use and you can now serve wine by pressing the selected wine and pouring button.

2. **Fill a wine glass with your selected serving. CHEERS!!!!**

Electronic Thermostatic Control

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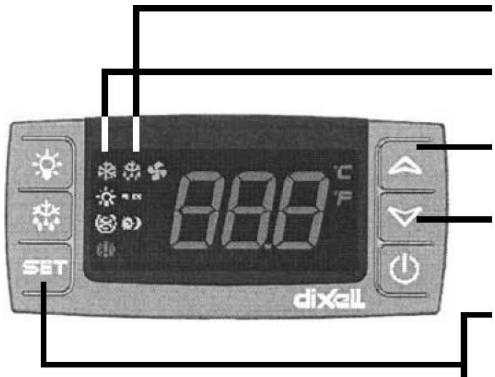

Indicator light shows defrost program is in operation
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Compressor POWER button, press to activate
Press SET button once to display internal cabinet temperature
Press and Hold SET button for 5 seconds to enter temperature setting mode. Press ▲ and ▼ buttons to reach desired temperature settings.

Depending on the model purchased, By The Glass Wine Dispensing Systems are built with either a Single-Climate Zone or a Dual-Climate Zone. A single zone system will have One Thermostatic Temperature control and a Dual-Zone System will have two Thermostatic Controls. The controller for the White Wine Zone will be

located to the far left or far right of the unit, based on which side the compressor is located. The controller for the Red Wine Zone will be located closer to the plexi-glass doors.

Thermostats are set-up to hold the Red Wine Zone at a temperature of 60-64°F and the White Wine Zone at a temperature of 43-50°F.

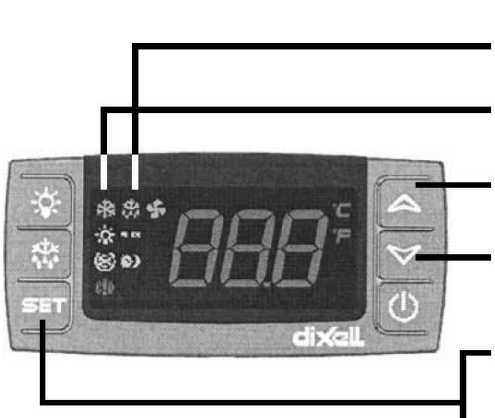
To check the current internal temperature, choose the controller you wish and press the **SET** button once. It will display the current internal temperature for the selected temperature zone.

Use the following procedures to adjust the temperatures to your specifications:

1. Push **SET** button about 3 seconds until the icon showing degrees Fahrenheit
2. **(F)** starts to flash.
3. The temperature may now be altered by pressing the ▲ and▼ buttons to you desired setting.

4. To lock-in the new temperature, push the SET button once again.
5. If the **SET** button is pushed once, the thermostat will give the current internal temperature in the wine dispenser cabinet.

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, an ice build-up will occur. If this happens, contact your servicing department of Wine By The Glass Solutions or authorized service provider.



This light shows that defrosting program is in the course.
The data show that the compressor is running.

The temperature can be increased with this button.

The temperature can be decreased with this button.

Hold the SET button for several seconds to set the temperature.
Press the SET push-button once for indication of real temperature.

Wine temperature and storage

Please refer to this handy suggested serving temperature chart for a guide

Temp F	Temp C	Notes
66°	19°	Vintage Port
64°	18°	Bordeaux, Shiraz
63°	17°	Burgundy, Cabernet
61°	16°	Rioja, Pinot Noir
59°	15°	Chianti, Zinfandel
57°	14°	Port, Madeira
55°	13°	Ideal storage for all wines
54°	12°	Beaujolais, rose
52°	11°	Viognier, Sauternes
48°	9°	Chardonnay
47°	8°	Riesling
45°	7°	Champagne
43°	6°	Ice Wines

Best Practice Tips For Optimal Operation

- Do not let the bottles of wine lean against the back wall. The bottles could become frozen.
- Before putting the dispenser in operation, or after scheduled cleaning, it is recommended to clean the entire inside of unit with a damp cloth
- Place the bottles so that those being served, and back-ups yet to be opened, are placed in the dispenser close to each other for optimal air flow.
- 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 open for several minutes. By doing this you will avoid ice build-up and condensation inside the unit.

Defrost and Cleaning Recommendations

Wine dispenser defrosting

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

If problems with the cooling sensors arise and ice begins to form on inside of unit, symbols E-1, E-2 will appear on the display. However the cooling system will not switch off and after some time, the ice build-up will occur. If this happens, contact your servicing department of Wine By The Glass Solutions or authorized service technician. See Troubleshooting Section.

In the event of an ice build-up on the inside of the wine cabinet (Usually this will occur in the white wine compartment) you will want to manually start a defrost cycle to allow the build-up of ice to melt, while still operating the system.

To manually start a defrost cycle **PRESS** the center **DEFROST** key on the left side of the controller for **2 to 3 SECONDS** initiating a **MANUAL DEFROST CYCLE.**

General Cleaning

- The inside and outside of the wine dispenser should be cleaned with a slightly damp cloth. **Never** use high-pressure cleaners.

  Notice: N***ever use chemicals, gasoline, alcohol, detergents, disinfectants, vinegar, oil, acids, abrasives, caustics or any other harsh cleaning solutions for cleaning the Wine dispenser. These materials could cause pitting or deterioration of the stainless steel parts.***

Weekly Maintenance Cleaning Tap Spouts

- As wine – red wine in particular – contains precipitates, it is recommended to clean the metal tap/spouts on a weekly basis.
- Using a wire tube brush or a cloth pipe cleaner it is possible to remove sediments in the metal tap/spout to avoid clogging or residue build-up.
- It is highly recommended 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.
- We recommend a weekly scheduled cleaning of the dispenser by flushing it through with cold water at each bottle position.
- It is also highly advisable to clean with a solution of lukewarm water and citric acid (10%) on a regular monthly scheduled interval.
- 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 most effective method is to change the bottle of wine, for a bottle of water (with a 10% solution of Citric Acid)
Once bottle is replaced with Citric Acid solution, push the “cancel” button about 10 times with short bursts. This will flush out any residue by the creating shock waves. Repeat this until the water in the bottle has finished and the problem will be resolved.

Monthly Scheduled Cleaning Program

It is recommended to set-up a thorough monthly cleaning regimen

- Remove all bottles of wine for the duration of the cleaning.
- Take a clean empty bottle and fill it with a 10% citric acid and water solution for every bottle position.
- A common Citric Acid solution can be purchased through SYSCO or GFS or major food purveyors along with complete instructions on use.
- Never use lemon juice!
- Flush all wine tubes one by one with the solution and make sure the liquid stays in the tubes for 15 minutes to soak.
- Use one bottle per position.
- After soaking, flush with ample clean water by pressing the CANCEL button numerous times to break up any wine residue on internal valves.
- Remove water bottles and replace with wine bottles.
- Using the CANCEL button, flush the remaining water out of the system until only wine is coming from the metal tap/spout.
- Wipe down system inside and out with a damp cloth
- Inspect for any undue wear
- Wipe or Vacuum out any dust build-up on louvered ventilation panels for proper air-flow function.

Troubleshooting

FAQ and Self Help Guide

- Wine dispenser does not work - The unit will not switch on.
- Is the General Power switch on side panel of unit switched to ON?
  - See Activation section for proper activation procedures

  Is there an electric breaker tripped?
  - Check Electric Panel for tripped breaker or fuse.

  Is the plug in the socket?
  - Confirm it is firmly in socket.

  Is the cord damaged?
  - If so, discontinue use until repaired or replaced.

- The wine dispenser does not work. No wine flows out of the unit.

  Is the Argon cylinder fully opened?
  - Gas only flows when the bottle is opened
  - **NOTE**: be sure that the cylinder is connected properly prior to opening!

  Is there a pinch or bend in the Argon gas supply tube?
  - Crimps or kinks in the line can reduce gas flow rate, thus causing the unit to function poorly.

  Is the tap spout or valve clogged?
  - Clean the spout as directed in required maintenance section

- Taste of the wine has changed.

  Is the wine under the pressure?
  - If no pressure, gas supply may be depleted and no longer preserving the wine.

  Is the Gas 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 *recommended cleaning procedures* 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 or clogged with dust?

  – Uncover the panels to allow for proper airflow.

  Are the condenser grids clogged?

  – Clean the grids with a vacuum cleaner

  There is a build-up of ice in white wine compartment?

  – 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 correctly on a flat level counter?

  – 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 supply tube 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?

  – Activate by pressing light on White Wine temperature controller.

  Is the light fixture or LED 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 vents covered up or clogged with dust?
  – 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 and frequency of opening

- The pouring spout is dripping.
  Check wine bottle to see if there is an inordinate amount of sediment?
  – Refer to *Leaking spout* section for more information.
  If 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?
  – Moving system or rough handling can cause a loose electrical connection to form. Service Call is required. Call Wine By The Glass Solutions or your authorized technician

- How can I change the amount of wine dispensed?
  1. Place a bottle filled with water in the desired bottle 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 (Sample Size) and hold until the desired quantity is dispensed.
  4. To save the amount- press the cancel button.
  5. Repeat as needed for remaining service pouring buttons

Addendums

Technical Checklist – Annual Inspection

Date of original installation:_____
Name:_____Technician:_____
Address:
_____
City: _____ Postal Code:_____
Phone or contact #_____

Wine Dispenser **Notes**

- ☐ Is there any problem 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 Citric Acid Solution _____
- ☐ Tubes cleaned with Citric Acid Solution _____
- ☐ Seal (Brush strip) checked or replaced _____
- ☐ Monitor the proper Thermostat 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 proper operation _____
- ☐ Heating red wine section checked _____

Dual Cooling Unit

- ☐ Thermostat settings Red_____ White_____
- ☐ engine compartment completely free of dirt _____
- ☐ Evaporators and piping are free of ice _____
- ☐ Isolation checked or repaired _____
- ☐ Condenser checked and cleaned _____
- ☐ Fan Motor checked ad cleaned _____

- ☐ Is there enough air passing through condenser _____
- ☐ ID number available (if not apply one)
  _____
- ☐ Condenser hose intact / free and runs fine _____

Argon/Nitrogen cylinder and Pressure gauge

- ☐ Pressure regulator is set correct and pressure tested (3- 6 PSI)
- ☐ Gas 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:_____

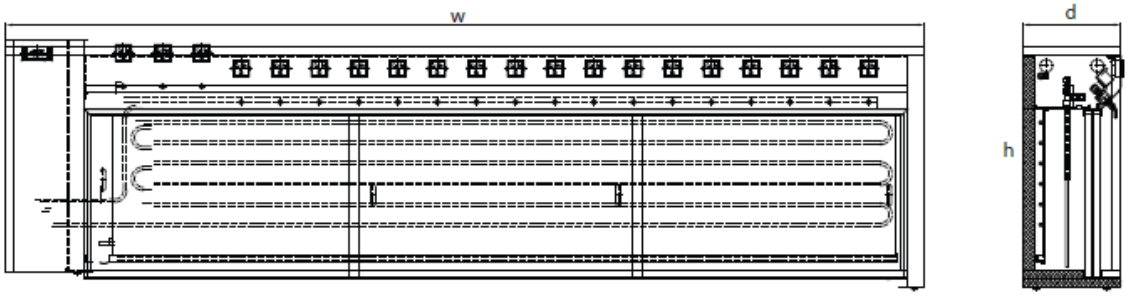
Technicians
name:_____
Name (in block letters)
Technicians'
signature:_____

FINE WINES by the glass

TECHNICAL SPECIFICATIONS

By The Glass - Slim Line Edition

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 - Standard 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"