

Corona virus advice - Standard Dispense customers only

Updated 18/03/2020

In these uncertain times, trading might be irregular and to help you look after your dispense system this document contains information on:

1. Innserve service levels
2. How to maintain your systems in LOW trading period
3. How to maintain your system in NO trading period
4. How to re-start your system
5. FAQ
6. Contact details

1. Innserve service levels

- **IMPORTANT CORONA VIRUS ACTION:** If you are aware that a person who has recently been at your outlet has Coronavirus, please call Technical Services on your usual number and make them aware before they visit your outlet.
- Innserve will continue to provide a maintenance service as long as the government permits movement of people.
- Depending on the development of the virus, Innserve may have limited service available.
- With immediate effect, Heineken UK will no longer be taking requests for NEW installations from customers. Installation requests that have already been raised will be honoured if the customer still wishes to proceed. This decision has been made in order to minimise human contact at this time and free up resource to deliver essential maintenance to existing customers.

2. How to maintain your system in LOW trading period

If your outlet is continuing to trade but you are choosing to do so over a reduced pattern please see the following advice to protect the dispense system and product quality.

If the system, or part of it, is not used for 7 days please refer to the shutdown process.

Why take extra care?

Standard Dispense systems are designed to be used regularly, so times of inactivity can negatively impact dispense quality. If beer is left for a period it can become stagnant and taste poor. If beer systems are turned off then the beer will warm up, the CO2 in the beer will come out causing fobbing and flat beer. To prevent any period of inactivity from having a negative impact on dispense quality, please follow the guidelines below:-

- Do not leave beer in a dispense system without use for 7 days or more.
- Always leave the cellar cooling switched on.
- Always leave the beer coolers switched on.
- Turn off the dispense gas when not using the system.

- Clean the system every 7 days.

If the system, or part of it, is not used for 7 days please follow the shutdown process below

3. How to maintain your system in NO trading period

If you are not using your system or planning to close your outlet for more than 7 days please follow this procedure to close down the dispense system and protect the dispense equipment. This process allows protection for up to 6 months.

Why closedown the system?

As we are seeing large numbers of outlets having to close, we need to ensure the draught dispense systems are protected so that when your outlet can re-open, you are able to serve great quality beer as soon as possible.

Failing to properly close down the system can cause irrevocable damage to the system and render it unusable. This will result in costly, time consuming work to replace the equipment which will cause delay to your outlet re-opening. Also, by turning off cellar cooling and beer coolers you will save money while closed.

Closedown Process

- Disconnect all the kegs.
- Clean all the lines in the outlet following your standard process.
- When the lines are cleaned and flushed empty the cleaning bottle and blow the lines clear of water (this can be done by opening the taps and waiting until all the water is dispensed and the lines are empty).
- You should leave the lines empty of water (water can cause damage and taints to the lines).
- Spray the couplers with alcohol sanitiser spray and prevent them from dropping on the floor.
- Clean the tap nozzles and put them back on the taps.
- Switch off the beer coolers and turn off any gas bottles.
- Cellar cooling can be turned off to save energy.

4. Re-opening Process

If you have been closed for 7 days or more please follow the process below before re-opening. This process should be carried out 24 hours before re-opening.

- Turn on the cellar cooling on.
- Turn on the beer coolers and gas system.
- Clean the beer lines again in line with your standard process.
- When the lines are clean, flush with water.
- Connect the couplers to kegs that are in date.
- The beer cooler will be ready to dispense at the correct temperature within 2 hours.

5. [FAQ](#)

1. Will Innsolve provide technical service cover if I'm still open during this period?

As long as government does not prohibit the movement of technicians then Innsolve will continue to provide a maintenance service but this may be on a reduced service level.

2. Will Innsolve come and complete a shutdown process for my lines?

If you have a standard system, Innsolve will not complete a shutdown process for you. Please follow the shutdown process described in this document.

3. Can I shut down my own lines?

Yes, Standard Dispense clean their own lines and can shut down their own lines. Please follow the shutdown process described in this document

4. Once lines are shut down, how long will the lines last without cleaning?

The lines will last for up to 6 months if the shutdown procedure is followed correctly. If the shutdown procedure is not completed or carried out incorrectly then lines may need replacing after just a few weeks if beer or cider is left in the lines. This may result in additional costs to replace the lines as well as delays in re-opening.

5. Will there be a delay to me re-opening if I shut down the lines?

No, it is possible for you to re-open your own lines. Please follow the re-open process described in this document.

6. I have a Blade / Integral unit, what should I do if I'm not going to use it?

Disconnect the current container and switch off the machine

7. What should I do with broached containers?

Please disconnect them from the system and leave them in the cellar

8. Can I reconnect un-broached containers to the system once I'm ready to re-open?

Yes, as long as they are still in date (refer to the BB date on the container). Spray with sanitiser before reconnecting.

9. What if I do not want to complete the opening processes myself?

Please contact Innsolve who will arrange for a technician to do this for you. Please be aware this will potentially delay your opening.

6. [Contact details](#)

Please contact Innsolve for more information:

- 0345 878 7071 (northern UK)
- 0345 878 7072 (central UK)
- 0345 878 7074 (southern UK)

- 0345 878 7075 (National customers)
- 0345 878 7076 (Star Pubs & Bars)