

SmartDispense system close down process

If you are planning to close your outlet for more than 7 days, the following process will be followed to close down the SmartDispense system and protect the equipment. This process allows protection for up to 6 months.

Why do I need to do this?

As we are seeing large numbers of draught dispense outlets having to close, we need to ensure the systems are protected so that when they re-open they 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 could cause delays to prevent your outlet re-opening. Turning off cellar cooling and beer coolers will also save energy & money whilst you are closed.

Closedown Process

- Leave the SmartDispense system switched on until a technician attends, (this may be the next scheduled clean date, or sooner -Innserve will confirm the date).
- The SmartDispense technician will complete the service call and will either fill the lines with a protective 'Guardian' or fill the lines with gas (both will preserve the condition of the lines for 6 months).
- Keg couplers will be sprayed with an alcohol sanitising spray and placed in hygienic bags.
- As part of the service call the beer cooler(s) & gas bottles will be switched off.
- The cellar cooling can also be switched off (to save energy) if you require.
- The SmartDispense technician will remove, clean & dry the tap nozzles and put them back on the taps.
- The SmartDispense technician will turn off bar lighting.

Opening Process

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

- Turn on the cellar cooling on.
- Turn on the beer coolers and gas system.
- Connect the couplers to kegs that are in date.
- Reset each cider or beer by pressing the reset button on each keg drop.
- Pull through the beer until it is a flowing clearly from the tap, (the beer may 'fob' if the cooler is not down to temperature).
- The beer cooler will be ready to dispense at the correct temperature within 2-4 hours.
- Refit the nozzles and you are ready to serve.

SmartDispense customers with Coronavirus

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 Innserve will arrange for a SmartDispense technician to attend when it is safe to do so. In the meantime, leave the SmartDispense system on.