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A Quick Note

Our thoughts are with you, your families and your colleagues during this uncertain time.

Now, more than ever, it is important for us to come together and support one another. In this document we outline the support we're offering during this unprecedented challenge, along with key government guidance and support.

We are dedicated to our customers and are here to support you, and look forward to working with you for years to come.

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BRANDS DISPENSE TRAINING

- Beer Quality
- Glassware Care
- Line Cleaning
- Line Cleaning – A Step-By-Step Guide
- Cellar Management
- The Perfect pour
- Common Dispense Issues & Solutions
- Coupler Types
- Budweiser Drinks Dispense Contacts

Beer Quality

What should the Perfect Pint Look Like?

- **Clarity** – The pint should be clear, not cloudy (unless it is unfiltered or a wheat beer)
- **Head** – Ideally 10mm
- **Amount** – 95% liquid is the legal amount
- **Taste** – No off flavours like vinegar, chemical, butterscotch
- **Temperature** – 2-5 degrees for lager, 5-9 for craft and 10-13 for Cask
- **Smell** – No off smells like carboard or rotten eggs

Glassware Care

How to make sure a glass is clean?

Check to see there are no:

- Chips, crack or scratches
- Finger prints
- Residues, beer, detergents, rinse aids, dairy
- Odours
- Lipstick marks

The temperature of the glass is also important.

Beer should always be served in room temperature glassware.

Effects Of Dirty Glassware

70% of beer quality problems in bars are due to poor glassware.

41% of consumers served a drink in a dirty glass will drink elsewhere next time.

40% of glassware found on bar shelves are unfit to drink out of.

53% of consumers will pay more for a good quality product

A dirty glass affects the quality of beer

A dirty glass kills the head on beer

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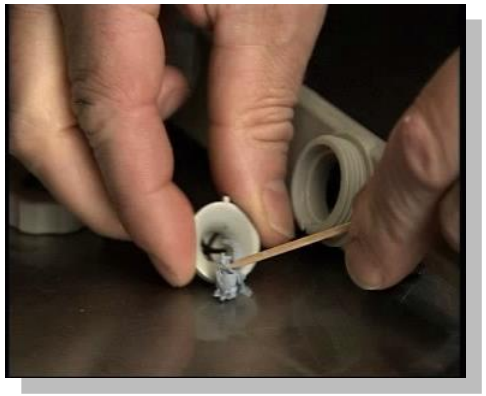
Glass Washing

It is crucial to conduct daily maintenance on your glass washing machine…

Check and clean filters

Check wash and rinse arms



Check and clean wash and rinse jets

Clean inside and check door frame for yeast build up

Its impossible to overstate how important it is to clean the glasswasher daily. Even older machines will perform really well if they are maintained and are shown some TLC.

Glass Washing Do's & Don'ts

Do's

- Do drain down & clean after use each night
- Do leave the glass washer door open after cleaning to air the machine
- Do use the correct detergents
- Do get the glass washer serviced regularly

Don'ts

- Don't put coffee cups or any dairy based products in the machine.
- Don't put ashtrays in the glass washer

How To Check If My Glassware Is Clean?

After several cycles in a glass wash machine your glassware can still look pristine (if you follow proper glass care standards) but can actually be dirty.

Each time a glass is washed in a glass wash machine a very small amount of Rinse Aid is left behind on the surface of the glass. Non-rinsing films are invisible to the eye, but can be detected by the…

Water Break Test:

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When to Renovate® My Glassware?

If you have conducted the water break test and have found that a film has begun to build up it is time to Renovate® your glassware.

If this film is allowed to continue to build up without being treated then it will effect the quality of your beer. Over time it will result in:

- Poor lacing
- Poor head retention / flat pints
- Poor presentation

What Is Renovate® ?

Renovate® is a non-caustic cleaner that **removes blooms and strips glasses of the build up of proteins and yeasts** that some detergents cannot remove.

How Often Should I Use Renovate® ?

Renovate® should be used **bi-monthly or when the water break test shows it is needed**, to ensure pristine glassware and a perfect pour on beverages.

Renovate® should also be **used on all new glassware before service** to remove the release agent left during manufacturing and can be used as a weekly cleaner for your glass wash machine.

Line Cleaning

Line Cleaning – Why Do We Have To Clean Our Beer Lines?

Cleaning your beer lines is a **legal requirement** and should be completed **every seven days**.
Licensees can be prosecuted for dirty beer equipment if a consumer is seen as being at risk from infection.

Line cleaning **removes yeast build up and is a good hygiene practice.** Cleaning your lines correctly every seven days will ensure:

- **No fobbing** beer and **no wastage** in the drip tray, **thus more profit**
- The full aroma from the head, and **fresh flavour of the beer**.
- **Good quality beer** is consistently served.
- **A good reputation** for keeping the best beers
- Creates a good **brand experience**
- **Satisfied customers,** who will want to come back

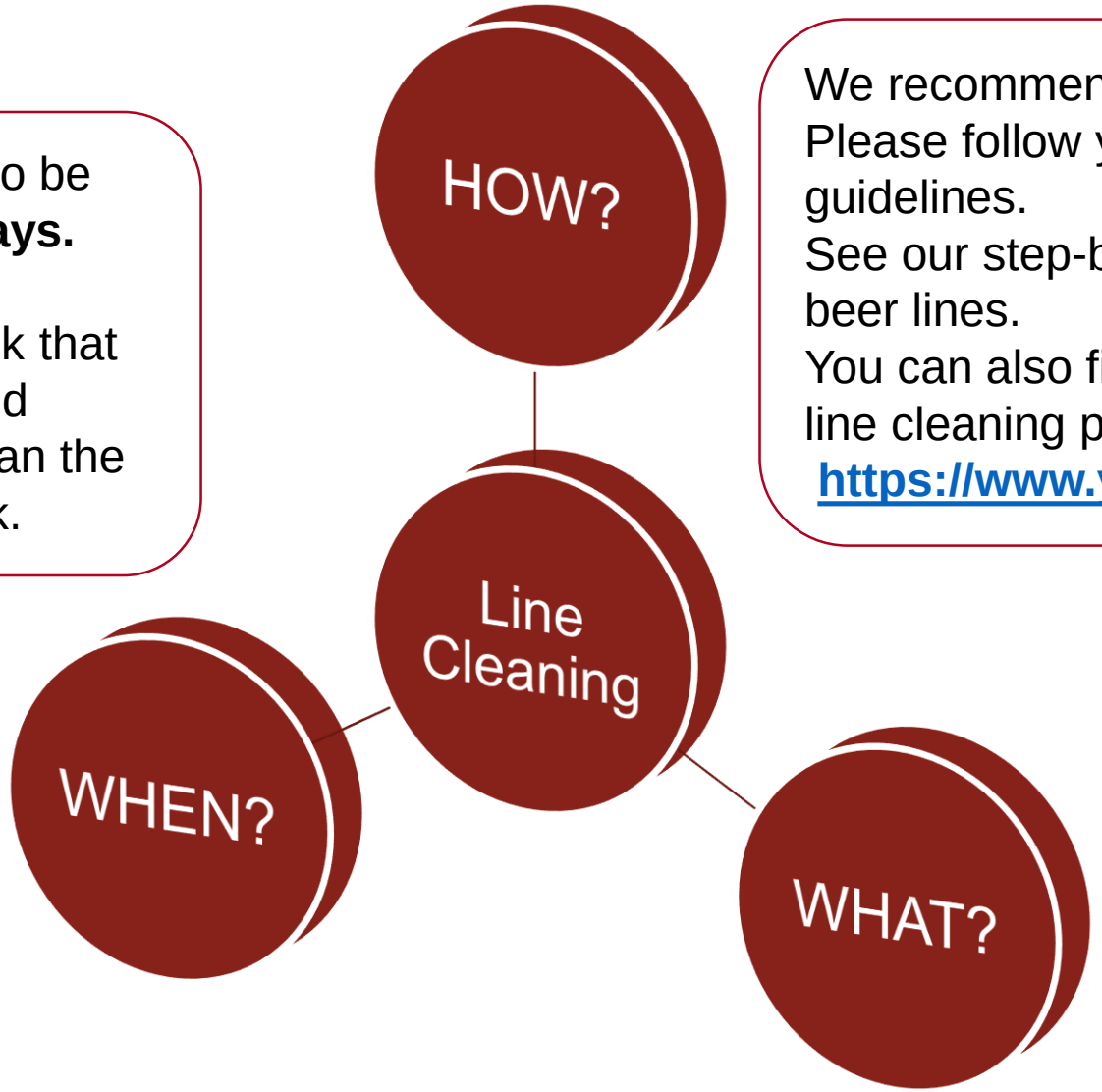
REMEMBER:

- **49%** of consumers will not order the same drink if quality is poor
- **53%** of consumers will pay more for a good quality product

Line Cleaning – When , What and How?

Line cleaning needs to be done **every seven days.**

Pick a day of the week that works best for you and complete you line clean the same day every week.



We recommend conducting line cleaning manually. Please follow your systems recommended guidelines.
See our step-by-step guide on how to clean keg beer lines.
You can also find helpful online video guides on our line cleaning partners YouTube channel:
https://www.youtube.com/user/AvaniSolutions

- **All keg, cask beer and cider lines**
- **All keg connectors** manually

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Line Cleaning - Preparation

1. Ensure bar staff are aware that Line Cleaning is in process.
2. Ideally do not clean during “Opening Hours”
3. Use recommended detergent and replace cap after use.
4. Follow the safety instructions on the detergent container.
5. Use safety equipment i.e. gloves, goggles and apron.
6. Always use a fresh Detergent mix for each cleaning session

Line Cleaning – How?

1. Using the cleaning system supplied, connect the keg connector and flush out the beer in the lines with water.
1. Ensure cellar buoys are fully flushed through.
2. Dilute the detergent with cold water as recommended on the container, taking all necessary safety precautions.
3. Pull the diluted detergent through pipes.
4. Leave for at least 30 minutes (pulling fresh detergent through each tap every 10 minutes).
5. Ensure detergent contact continues until it runs clear from the tap (not cloudy).
6. Thoroughly rinse all traces of detergent from the system using cold, clean water.
7. Clean the keg connector
8. Reconnect the Keg and pull product through all lines
9. Ensure cellar buoys are fully flushed with product

Line Cleaning Don’ts

DO NOT:

1. Exceed recommended detergent dosage, quantity or soak time.
2. Use warm or hot detergent.
3. Soak pipes in detergent for more than 1 hour.
4. Use non-recommended “cheap” line cleaning fluids.
5. Ignore taps that have not been in use, or taps left in water, these must be cleaned every 7 days to avoid going stagnant.

Line Cleaning – A Step-By-Step Guide

Line Cleaning Guide For Keg Beer Lines

STEP 1 : PUT ON PROTECTIVE GOGGLES AND GLOVES

Turn off your cooler & turn off all the gas supply for each product.

STEP 2 :

Disconnect all of the couplers from their kegs and attach to their respective blue cleaning sockets on the wall.

STEP 3 :

Fill up your cleaning bucket with 30 Litres of fresh cold water.

STEP 4 :

Turn the gas on for your cleaning line.

STEP 5 :

Bleed the beer out of the cellar buoy by holding down the button at the top.

(Stop when it is filled with water)

STEP 6 :

Press the button at the bottom of the cellar buoy to allow the float to rise to the top! Pull button back to prevent air bubbles.

STEP 7 :

When you have done this for all the lines, go to the bar and pull the beer through until water runs out.

STEP 8 :

Now refill the cleaning bucket with 30 litres of fresh water and add 600ml of cleaning fluid. (Or follow the measurement instructions on your cleaning fluid if it is different)

(BE CAREFUL THIS IS HIGHLY CORROSIVE PLEASE WEAR GLOVES AND GOGGLES)

STEP 9 :

Now repeat steps 5 & 6 so the buoys are now filled with cleaning fluid.

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Line Cleaning Guide For Keg Beer Lines Cont.

STEP 10:

Go back to the bar and pull through the cleaning fluid until it runs through the lines.

STEP 11 :

Pour fresh cleaning fluid through the lines every 10 mins by following step 8 – this is called agitation.

DO NOT LEAVE FOR MORE THAN 30 – 40 MINS AS THIS CAN DAMAGE THE LINES

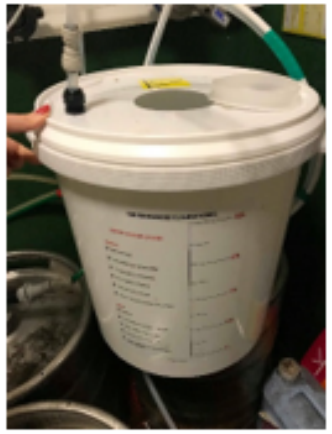
STEP 12 :

Clean the keg couplers with fresh water.

STEP 13 :

Clean the cleaning bucket with fresh water ensuring there is no cleaning fluid left in the bucket (or use a different bucket if possible)

Once clean – refill the bucket with fresh cold water this is the most important part to make sure no cleaning fluid is left in the line. You should use at least 5 litres of fresh water per line



STEP 14:

Re-attach the couplers to the cleaning line and bleed the cleaning fluid out of the cellar buoys by holding down the button at the top

(Stop when it is filled with water)

STEP 15 :

Press the button at the bottom of the cellar buoy to allow the float to rise to the top! Pull button back to prevent air bubbles.

STEP 16:

When you have done this for all the lines, go to the bar and pull the water through the until water runs clear.

STEP 17:

Now you can put the product back on.
Turn the cleaning gas off.
Re-attach keg couplers to their kegs
Turn the gas on for each product line and bleed the cellar buoys until they are filled with product – ensuring you repeat step 15 .

STEP 18:

Pull the product through at the bar until all the water has gone – you only need to pull about a pint of each product through.

Cellar Management

Cellar Management

Placing your beer order

- Have regular beer deliveries – weekly
  - You are more likely to have “Fresh” beer
- Only order what you need – never have more than 10 days stocks
  - Its money tied up
  - You need to ensure a regular turnover of stock to ensure “Fresh” beer.

Prepare Beer Store for new delivery

- Remove empty containers
- Clean / Wash floors
- Ensure remaining Full & Connected kegs are in correct position to be used first

Cellar Management

What if I can't store all my delivery in the Beer Store?

- Ideally Beer should be stored at a temperature between 11°C and 13°C. If this is not available "Special" cooling will be required to achieve the correct dispense temperature e.g. under counter cooler systems.
- Keg Beer will need at least 24 hours in the beer store prior to being connected to achieve the correct storage temperature for the applied gas pressure.
- Cask Beers will need to be in their correct position for dispensing at least 48 hours to allow the product to "Condition".
- Be aware that in extreme cold conditions beer can freeze in the container, which could result in the container splitting or the down tube being ejected.
- If you believe a container has been frozen, it should not be connected, but isolated and labelled for return.
- Isolated containers should be handled with extreme care and stored with the connector facing a wall or upside down.

Cellar Management

Changing a Keg

1. Turn off the gas to the empty keg
2. Lift the lever on the keg connector and turn anticlockwise
3. **Do not lean over the keg as the connector may "Jump" upwards**
4. Select the next keg using the oldest container first, remove the security cap.
5. Attach the keg connector to the keg and turn clockwise fully, and then press the lever down until it clicks.
6. Turn the gas on
7. Vent the Cellar Buoy fully, ensure that the float rises.
8. Never Attempt to adjust gas pressure

Gas Cylinders

NEVER ATTEMPT TO CONNECT A GAS CYLINDER TO A BEER DISPENSE SYSTEM WITHOUT USING A PRIMARY REDUCING VALVE

- Duty Gas Cylinders should always be stored upright and secured using chains or brackets.
- Additional cylinders (Full and Empty) should either be stored upright and secured using chains or brackets or can be stored in a laid down position either in racking or on the floor, but must be secured to prevent them from rolling.
- Gas Cylinders should not be stored in direct sunlight or high temperatures.

To Change the Gas Cylinder:

1. Close the valve on top of the gas cylinder
2. Disconnect the Primary Gas Valve
3. Select a full cylinder of the correct type (CO2 / Mixed Gas of the correct blend)
4. Secure replacement cylinder in upright position
5. Check that the sealing ring or washer is in place and in good condition... If not replace.
6. Connect the primary gas valve to the cylinder... Do not over tighten
7. Open the valve on top of gas cylinder
8. You may hear the gas flowing as it refills the beer containers
9. Safely store the empty cylinder

Cellar Management

Gas Cylinders – Gas Leaks

•If you are using more gas than normal or know you have a leak, ventilate the beer store before entering

•In extreme circumstances a gas leak or high gas usage can cause the cylinder to ice over.. Never touch an “Iced” cylinder with unprotected hands.

•Attempt to identify where the leak is coming from

- •Isolate all kegs at the secondary valve or isolating valve.
- •Turn each valve on one at a time and listen for gas passing.
- •If identified replace any faulty containers.
- •Check the primary valve connection... Use soapy water

If in doubt call the technical services department responsible for your gas systems. There should be a card with your gas system that will identify who to call.

The Perfect Pour

The Perfect Pour

1. Always use a **clean, dry, glass** every time.
2. Always **hold the glass at the base**, never around the rim
3. Always hold the glass at a **45º angle under the tap**.
4. Always **open the tap fully** and allow the product to flow down the side of the glass, ensuring the **spout remains above the surface.**
5. Always **continue to pour, straightening the glass as it fills,** ensuring the spout remains above the surface
6. **Always close the tap** and (if required) push back to deliver a creamy head for perfect presentation.
7. Always present the drink to the customer with the **branding facing towards them**.

Common Dispense Issues & Solutions

Product Dispensing “Frothy / Foaming”

Solutions:

- **Beer Store too Warm**
  - If cooling installed, is it switched on... If not turn it on,
  - If it is on and the temperature is high, have a refrigeration engineer check it over.
- **Beer Cooler Faulty**
  - Is it switched on, if not turn it on
  - Are water levels correct, top up as required.
- **Gas left on the keg outside of trading hours**
  - Its good practice to turn the gas off during closed periods.
- **Beer poured improperly / too fast**
  - Always follow the perfect pour
  - Check dispense speed is between 12 and 16 seconds pint
- **Dispense Tap Faulty / not used correctly**
  - Always follow the perfect pour
  - Is the correct nozzle fitted and is it clean
- **Beer Lines not clean**
  - Clean you beer lines every 7 days

If in doubt call the relevant Brand Owners Technical Department

Product Dispensing “Flat”

Solutions:

- **Beer Store too cold**
  - Is the temperature setting too low?
  - Is the equipment faulty?
  - Beer Cooler set too cold
  - Probably only a problem for ales
- **Check Gas Connected**
  - Unlikely to happen, but check the gas bottle is correct type.
  - Is the gas bottle empty.
  - Is the gas switched on
- **Glasses are dirty (not “beer clean”)**
  - Has New Glassware been Renovated
  - Check Glassware.
  - Check Glass Washer & Detergents
- **Beer dispensing too slow.**
  - Check dispense speed is between 12 and 16 seconds pint
  - You may need a gas pump installing or replacing
  - Flow controllers / tap nozzles have become blocked

If in doubt call the relevant Brand Owners Technical Department

Product “Cloudy”

Solutions:

- **Beer lines not properly cleaned**
  - Clean beer lines as per instruction
  - Is a Blitz Clean required
- **Product is Overage**
  - Check stock rotation
  - Are you selling 1 keg per week minimum
- **Beer Store is too warm**
  - The higher the storage temperature, the sooner the beer will become cloudy.
- **Old beer line in poor condition**
  - Over many years the beer lining can break down
- **Beer has been frozen in keg**
  - It is not recommended to sell product that has been frozen.

If in doubt call the relevant Brand Owners Technical Department

Coupler Types

Coupler Types

G Type Coupler

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Coupler Types

A Type Coupler

U Type Coupler

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Coupler Types

European S Type Coupler

American S Type Coupler

* For all Goose Brands apart from Goose Midway which uses a G Type.

Budweiser Drinks Dispense Contacts

Help & Support

We are pleased to announce that our drinks dispense service – **Budweiser Drinks Dispense** – has now come in-house. This is part of our continued commitment to improve service to our customers in the On-Trade, ensuring that we work to the highest standards.

Our contact telephone number remains the same: 08457 100600 **(24/7 Service)**

For any service queries relating to breakdowns or installs please contact: drinksdispense@ab-inbev.com

Our in-house service will be on hand for our customers to help you bounce back once lockdown is lifted.

Please call us if we can assist when the time comes by reaching out by calling **08457 100600.**

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