



SESTRA SYSTEMS

TapWise®

April 2021

Reopening your TapWise Stations

Here are some best practices for preparing your TapWise stations to pour again after a period of hibernation. Start working through the following checklist as soon as you start planning for reopen.

We encourage you to reach out to our Customer Support team to discuss your plans so that we can work with you to ensure a seamless reopening. Please call/text (855) 762-7185 or email support@sestrasystems.com.



2-3 Weeks Before Reopening

☐ **Contact Sestra to discuss your plan.**

We can guide you through some basic preparation steps. We also need to know about any changes to your service, mainly:

- Your planned reopening date and service hours.
- Current internet credentials (*If anything has changed, our devices will need to be reconfigured*).
- Team members who need Remote Station Manager (RSM) and Portal access.
- Third-party line cleaner contact information.
- Any need for refresh training on how to use the system.

☐ **Schedule a line cleaning.**

Please contact your line cleaner to schedule a cleaning. (*Instructions on pages 3-5*)

Note: If your beer line cleaner determines that the beer tubing must be replaced, please contact Sestra Customer Support.

☐ **Restock your beverages.**

Check for expired kegs and order replacements. If any beverages other than wine have been left unrefrigerated, they may be spoiled. Check with your distributor.

☐ **Confirm you have enough gas for service.**

Verify tank levels and order replacements for ones that are running low.

☐ **Check that your compressor works.**

Pull the pressure release valve on your wine couplers, then listen for the compressor to kick on. {add link to video}

☐ **Verify your stations have power and internet connection.**

Check the buttons - if they are lit or if they are dark but flash when pressed, there is power. Log in to RSM and try to lock and unlock the station. {add link to video}

Are my beverage kegs still good?

It's always best to reach out to your distributor if you have any doubt about freshness but here are some general guidelines:

- **Wine** - 90 days if tapped (kegged wine is good much longer when untapped)
- **Beer** - All beer should have a fill date and/or expiration date on the side.
 - Pasteurized - 90-120 days since filled
 - Unpasteurized - 45-60 days since filled
- **Kombucha** - 2-3 weeks but can vary dramatically - we highly recommend reaching out to your producer.
- **Batched Cocktails** - As long as the shortest shelf life from your ingredients list. Talk to your mixologist.
- **Cold Brew Coffee** - 60-90 days since filled.

1-2 Days Before Reopening

- ☐ **Verify your TapWise stations are still online.**
Log in to RSM and try to lock and unlock the stations.
- ☐ **Test self-serve functionality (if applicable).**
If your stations have an integrated self-serve program, please confirm it is working properly by testing an RFID card, granting yourself an email grant, etc.
- ☐ **Verify kegerators are on and set to 35 degrees and place beer inside.**
Each kegerator has a digital screen – this should show 34-35 degrees. Beer and other carbonated kegs need to chill in either the kegerator or a cold room set to 34-35 degrees for at least 24 hours to pour properly.
- ☐ **Batch cocktails (if applicable).**
- ☐ **Clean and sanitize station surfaces, drains, and drain buckets.**
This includes drip trays, countertops, buttons, door handles, tower, and kegerators/cabinets. Run hot (but not boiling) soapy water down the drain and rinse the bucket.
- ☐ **Hook up new beverage kegs.**
Let Sestra know if you have changed beverages from before closure.

Day of Reopening

- ☐ **Verify station is on and unlocked or in Self-Serve mode.**
Log in to RSM to check the current mode and make changes.
- ☐ **Make sure glasses are clean and cooled.**
Warm glasses can cause beer and other carbonated beverages to foam when poured.
- ☐ **Test pour each beverage.**
Use the same size glasses as prior to the closure to confirm size calibration. Let Sestra know if you wish to change pour sizes.
- ☐ **Set out display materials.**

Contact Us

If you are new to TapWise, have any questions, or require assistance, please reach out to our Customer Support team via call, text, or email.

(855) 762-7185
support@sestrasystems.com



Sestra Systems

Cleaning TapWise beverage lines

As part of your reopening preparations, we recommend you contact your line cleaner and schedule a cleaning regardless of the state your taps were left in.

Line cleaning on a TapWise station is very similar to normal beverage lines with a few key changes. Your line cleaner should use the following procedures and reach out to Sestra with any questions.

Please provide Sestra with contact information for your third-party line cleaner.

Flush with Cleaning Solution

Prepare lines.

- Attach kegs filled with cleaning solution.
 - Ensure you have the correct adapters. TapWise stations pour a variety of kegs, including standard beer kegs, KeyKegs, and others.
- If the lines have Sestra Smart FOBs, prepare FOBs by turning the red levers to the up position and bleeding each until you see cleaning solution flowing through the drain tube.

Put the Station into Cleaning Mode (see side note).

- Log into Remote Station Manager (RSM) or ask a Manager to do so for you.
 - Place the Station into Cleaning Mode using the bucket icon in the Station's swipe out controls.
 - Or, contact Sestra Support at **(855) 762-7185** and we will assist you.

Flush and fill the lines with cleaning solution.

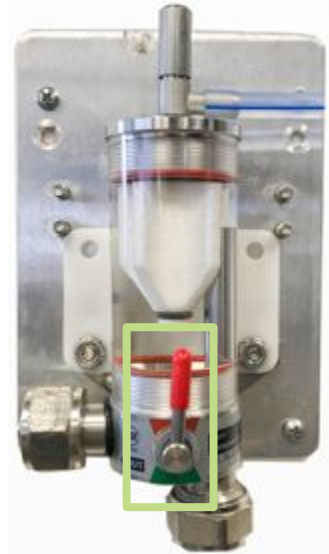
- Press the button for each tap once to begin pouring.
- After liquid changes from beverage to cleaning solution, continue pouring for an additional 15 seconds.
- Press the button a second time to stop the flow.
- In succession, open and close the Touchless Tap 5 times by pressing the button once to start, allowing it to pour for 3 seconds, then pressing the button again to stop (10 button presses total).

Allow the lines to soak for a full 20 minutes while you clean couplers and taps.

- If part of your normal process, detach the couplers from the line to soak and clean them.
- Otherwise, we recommend that you submerge each coupler in a bucket of hot water (while still attached to the line), open and close each a couple times, use a brush to scrub them, then leave them to soak.
- Use a cleaning brush to scrub inside the spout of each tap.

After a full 20 minutes has passed, flush and fill the lines with water. Follow the steps on the next page.

SESTRA SMART FOB



CLEANING MODE

Taps that are in Cleaning Mode behave differently in two important ways:

1

The Push to Pour control buttons will slowly blink.

2

The system will not stop pouring automatically. Pressing a button once will begin pouring and pressing the same button a second time will stop the flow.

Flush with water

Prepare kegs and lines.

- Attach cleaning kegs filled with water (or vodka solution per recommendation in the note below).
- If the lines have Sestra Smart FOBs, prepare FOBs by turning the red levers to the up position and bleeding each until you see clear water flowing through the drain tube.

Make sure the Station is still in Cleaning Mode.

Flush the lines with water.

- Press the button for each tap once to begin pouring.
- After you see the liquid change from cleaning solution to clear water, allow it to pour for an additional 15 seconds.
- Press the button a second time to stop the flow.
- In succession, open and close the Touchless Tap 5 times by pressing the button once to start, allowing it to pour for 3 seconds, then pressing the button again to stop (10 button presses total).

Flush with beverage

Prepare kegs and lines.

- Spray couplers with Nixall before attaching new beverage kegs.
- Reattach beverage kegs and wait for them to fully pressurize.
- If the lines have Sestra Smart FOBs, prepare FOBs by turning the red levers to the up position and bleeding each until you see beverage flowing through the drain tube.

Make sure the Station is still in Cleaning Mode.

Flush the lines with beverage.

- Press the button once to begin pouring water.
- After you see the liquid change from clear water to beverage, allow it to pour for an additional 5 seconds.
- Press the button a second time to close the tap and stop the flow of beverage.

Reset Sestra Smart FOBs.

- If the lines have Sestra Smart FOBs, turn the red levers to the down position.

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