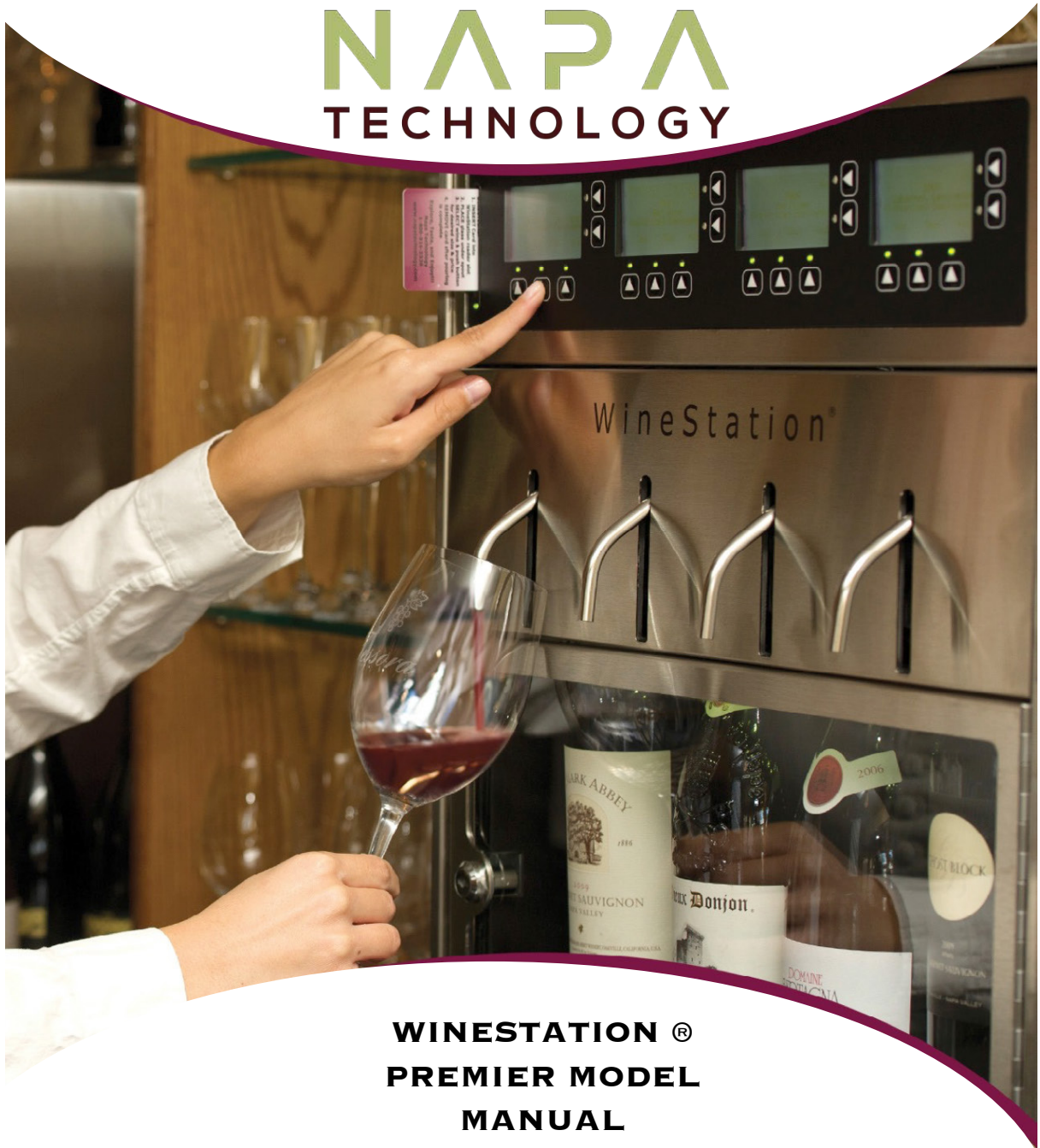




**NAPA**  
**TECHNOLOGY**



**WINESTATION®**  
**PREMIER MODEL**  
**MANUAL**



## INTRODUCTION

---

*Thank you for your purchase of the WineStation® Intelligent Dispensing System.*

*The WineStation® is the world's most advanced, automated, measured dispensing and preservation solution. Napa Technology has combined state-of-the-art technology, business intelligence, elegant style and ease of use into a breadth of commercial solutions. Our patented Clean-Pour™ hygienic dispensing technology with its unique seal and purge delivery, will provide a winery fresh taste every time for a period of 60 days. This feature allows you to preserve and manage product effectively and simply.*

*The AccuServe Software Management Suite provides you and your business with the tools and reporting necessary to profitably manage and grow your business. Be assured that our commitment to supporting your business with smart solutions goes well beyond the sale. We strive for superior customer satisfaction and timely, effective support. Please do not hesitate to contact us at any time so that we may serve your needs.*

*Sincerely,*

*The Napa Technology Team*



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Revised 9.25.17 Version 5.2

## SAFETY MESSAGES

This guide contains many important safety messages.  
Always read and obey all safety messages.



This is the safety alert symbol. It alerts you to safety messages that inform you of hazards that can kill or hurt you or others, or cause damage to the product.

All safety messages will be preceded by the safety alert symbol and the hazard signal word **DANGER**, **WARNING**, or **CAUTION**. These words mean:



You will be killed or seriously injured if you do not follow instructions.



You can be killed or seriously injured if you do not follow instructions.



Indicates a hazardous situation which, if not avoided, may result in minor or moderate injury or product damage.



Your hand or fingers can be injured. Do not place in area of moving parts.

All safety messages will identify the hazard, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

## WARNING MESSAGES AND SAFETY INFORMATION



### EXCESSIVE WEIGHT HAZARD

Use two or more people to move and install WineStation  
Failure to do so can result in back or other injury.



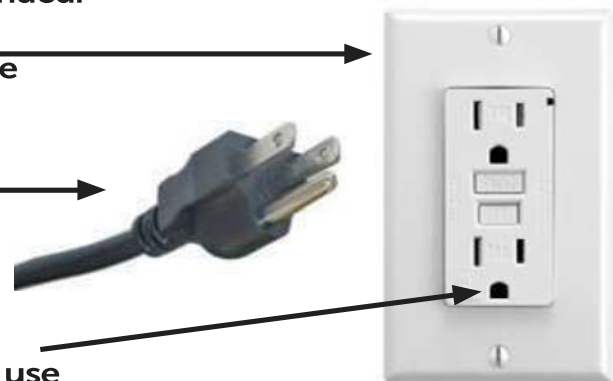
### ELECTRICAL SHOCK HAZARD

FOR PERSONAL SAFETY, the WineStation must be properly grounded. Have the wall outlet and the circuit checked by a qualified electrician to make sure the outlet is properly grounded.

3-prong grounding type wall receptacle

Ensure 3-prong grounded plug exists before use

Ensure proper grounding exists before use



## Recommended Grounding Method

The WineStation should always be plugged into its own individual properly, grounded electrical outlet rated for 115 Vac, 2A 50/60 Hz, AC only (230Vac 2A 50/60Hz in Europe). This provides the best performance and also prevents overloading facility wiring circuits which could cause a fire hazard from overheated wires. It is recommended that a separate circuit serving only the WineStation be provided. Use receptacles which cannot be turned off with a switch or pull chain. Do not use an extension cord. Where a standard two-prong wall outlet is encountered, it is your personal responsibility and obligation to have it replaced with a properly grounded three-prong wall outlet.

Do not, under any circumstances, cut or remove the third (ground) prong from the power cord.

NOTE: Before performing any type of installation, cleaning, or removing of parts, turn the control OFF and then disconnect the WineStation from the electrical source. When you are finished, reconnect the WineStation to the electrical source and reset the controls to the desired setting.

**To reduce the risk of fire, electric shock, or injury to persons using your product, basic safety precautions should be followed, including the following;**

- Read all instructions before using this product.
- The WineStation must be properly installed in accordance with the instructions provided by the manufacturer.
- Unplug your WineStation or turn off power at the circuit breaker or fuse box before cleaning, parts replacement or repairs. Servicing must be performed by a qualified service professional.
- NEVER unplug your WineStation by pulling on the power cord. Always grip the plug firmly and pull it straight out from the outlet.
- Repair or replace immediately all electric service cords that have become frayed or otherwise damaged. Do not use a cord that shows cracks or abrasion damage along its length or at either the plug or connector end.
- When moving your WineStation away from the wall, be careful not to roll over or damage the power cord.
- DO NOT store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- DO NOT allow children to climb, stand, or hang on the WineStation doors. They could damage the WineStation and seriously injure themselves.
- Keep fingers out of pinch point areas; clearances between the doors and cabinet are necessarily small. Be careful closing doors when children are in the area.
- Do not insert pens, pencils or other objects into any opening of the WineStation. Do not put hands or foot or metal sticks into air vents, base grille, or bottom of the WineStation. You may be injured or receive an electrical shock.
- Avoid contact with the moving parts. DO NOT place fingers or hands into the bottle bay assembly to diagnose potential problems with the WineStation.
- Do not modify or extend the power cord length. It will cause electric shock or fire.
- Care should be taken when handling pressurized gas. You should ensure the proper tubing and shut-off valves are used.
- Not suitable for installation in an area where a water jet could be used.
- Only to be installed in locations where its installation and maintenance is restricted to trained personnel.
- The WineStation must be placed in a vertical position.

**\*\* SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE \*\***



 **CAUTION**

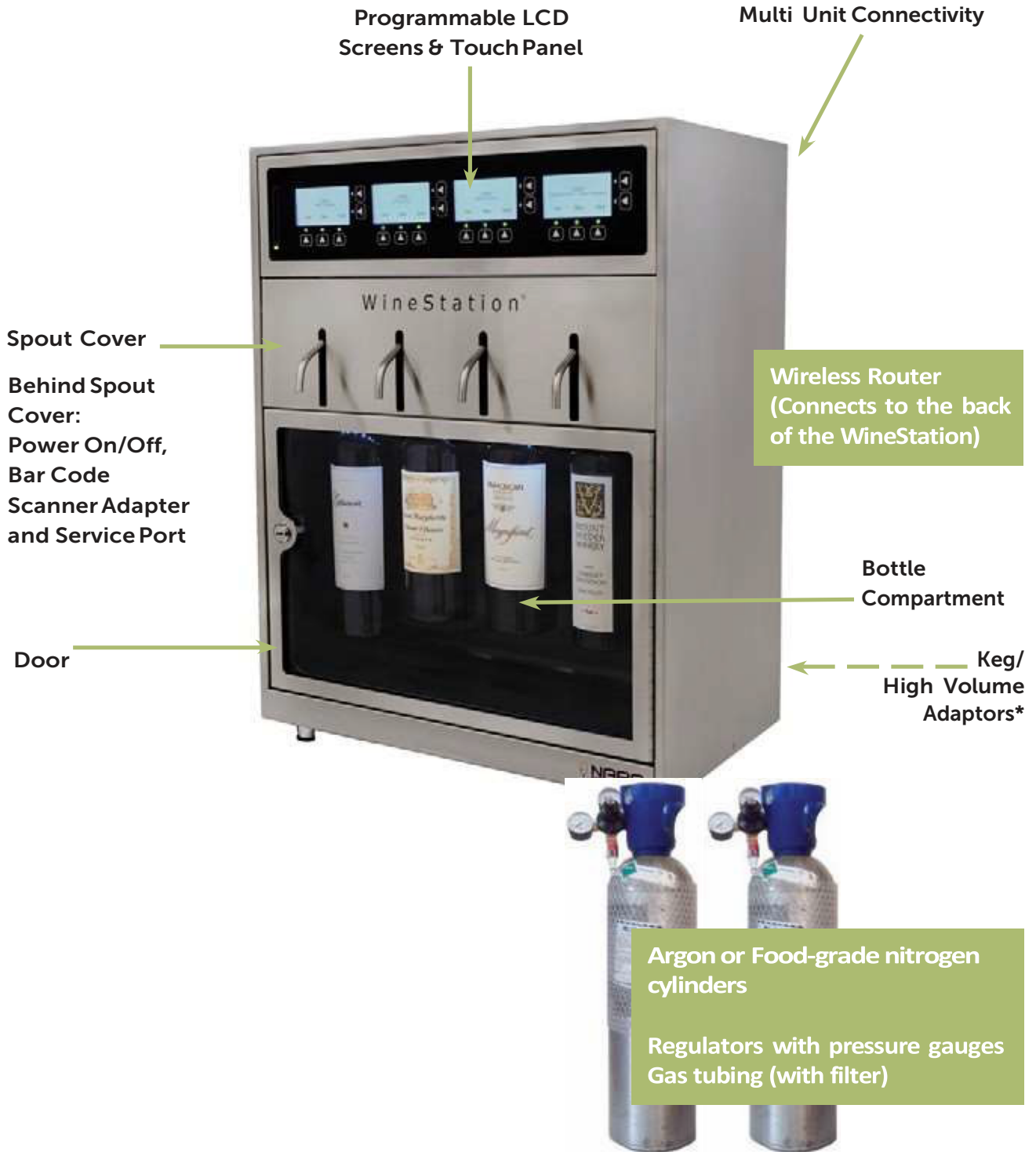
Access to the WineStation for service, including bottle changing and preparation, should be limited to qualified service professionals and trained staff only!

**DO NOT** place fingers or hands into the bottle bay assembly.





# SYSTEM OVERVIEW





## PREPARING THE INSTALLATION SITE

If you have not already done so, please review the product specifications in the Appendix, and ensure that the intended installation location meets all of the technical and legal requirements.

In particular, consider the following:

- Adequate space availability.
- Adequate weight load capacity.
- Adequate ventilation (see drawings for air circulation paths).
- A nearby grounded electrical outlet.
- An external UPS with backup battery is recommended.
- Sourcing of external argon or food-grade nitrogen gas cylinder (preferably two cylinders, one for backup). Tank sizes may range in size dependent on the size of the system.
- Any potential safety hazards that might interfere with the installation or operation of the unit.
- Compliance with any applicable laws, regulations, standards, and other legal requirements that may apply to the installation and operation of the WineStation in your establishment.

Finally, please ensure that the installation surface is level, clean, dry, and free of any debris, loose parts or potential safety hazards that might interfere with the installation.

### IMPORTANT NOTICE:



Before installing the WineStation, please ensure that you have read, understood and complied with the safety information and installation requirements contained in the previous section.

Failure to do so could result in death, serious injury, or product damage, and void your warranty.

If you have any questions or concerns regarding the above, please contact us before you proceed.

# UNPACKING AND INSTALLING YOUR WINESTATION(S)

## 1. Unpacking and Installing the WineStation

 <b>WARNING</b> <b>Excessive Weight Hazard!</b> <p>Your WineStation is heavy (see Product Specifications).  Always use two or more persons to move the WineStation.  Failure to do so can result in serious back or other injury.</p>	 <b>CAUTION</b> <p>Protect your Counter top/Installation Area!  When moving the WineStation for installation, cleaning or service purposes, be sure to protect your counter top. Always lift and pull the WineStation straight out when moving it. Do not wiggle or walk the WineStation, as this may cause counter top and/or product damage.</p>
--	---

- a. Please move box to the installation location. The WineStation system is packed in the box with the display window facing toward box opening.
- b. It is suggested to open box along the taped closure.
- c. Remove the foam support. Along each side, you will find spacing to allow for a firm grip of the WineStation, so that you may lift it straight out of the box and onto its back on a flat counter or surface.

**NOTE:** The WineStation weighs 85 lbs. and may require 2 people to safely remove from packaging.

- d. The WineStation Leveling Feet and Security door keys will be found in the supplemental Ship Kit containing many of the accessories. Secure the Leveling Feet for application to the bottom of the unit.
- e. Resting the WineStation on its "back" will not harm the system and allow for proper application of the Leveling Feet.
- f. Once the Leveling Feet have been firmly secured, the WineStation can be lifted into an upright position.
- g. Ensure that the WineStation is properly leveled. If necessary, adjust the four leveling feet on the bottom of the unit by turning them in the appropriate direction. Normally, all four leveling feet should be fully tightened (as short as possible). **DO NOT** remove leveling feet, as they are required for proper air circulation and protecting the WineStation from harmful surfaces and debris. Removal of Leveling Feet will void product warranty. (See Appendix Product Specifications for clearance and spacing information.)



## UNPACKING AND INSTALLING YOUR WINE STATION(S)

### 2. Setting up the Router.

- a. Plug the Ethernet cable(s) extending from the back of each Master Unit(s) into any one of the connector jacks labeled 1, 2, 3, or 4 on the back of the router (provided). DO NOT plug any Ethernet cable(s) into the jack labeled "Internet".
- b. Plug the power adapter from the router into outlet or power strip.

### 3. Connecting the Gas Cylinder.

An external argon or food-grade nitrogen cylinder, which is not included with your shipment, must be sourced separately from a local gas supply company. Argon can be sourced locally through Prax Air, Airgas or like companies.

Please see Appendix-Product Specifications for more information.

Note: It is recommended that you source two (2) cylinders, and always keep a full cylinder on-site as backup. This will allow you to quickly replace the cylinders when needed, without having to wait for the gas company to deliver a new one.

- a. Verify that the black O-ring on the threaded gas regulator nipple is in good condition (not cracked, torn or worn out).
- b. Install the gas regulator provided tightly into the gas cylinder. Hand-tighten securely, then complete connection with a wrench. Do not over tighten, for easy removal and replacement.
- c. Plug one end of the gas tubing into the connector at the back of the WineStation. For stations of 8 bottles or more, first plug the "F"-Shaped connector(s) into the back of the WineStations, and then, plug the straight-line tubing into the open end of the "F"-Shaped connector.
- d. Plug the other end of the (straight line) gas tubing onto the gas regulator.
- e. Turn gas tank valve open all the way.
- f. Check the reading on both regulator gauges. For a full cylinder, the high-pressure gauge should read about 2,000 PSI, and the low pressure gauge should read 35-45 PSI.



## UNPACKING AND INSTALLING YOUR WINESTATION(S)

### 4. Power on the WineStation.

- a. You will find the power brick extending from the back of the WineStation, and the power cord required for proper operation, stored inside the WineStation cabinetry.

NOTE: A 200 VA per 4 bottle WineStation UPS battery backup is strongly recommended for optimal operation.

- b. Turn the power switch on in the front of the unit, located under the spout cover. Switch up for on, or all the way down for off.

## **Congratulations!!!**

**You have completed the Hardware Installation.  
You are now ready to set-up your software & wine bottles.**



## SETTING UP LAPTOP AND ACCESSING WINE DATABASE & ACCUSERVE

1. Set up the back office laptop or PC.

Instructions for included Laptop:

NOTE: The laptop is wireless and can be located up to 200 feet away from the WineStation.

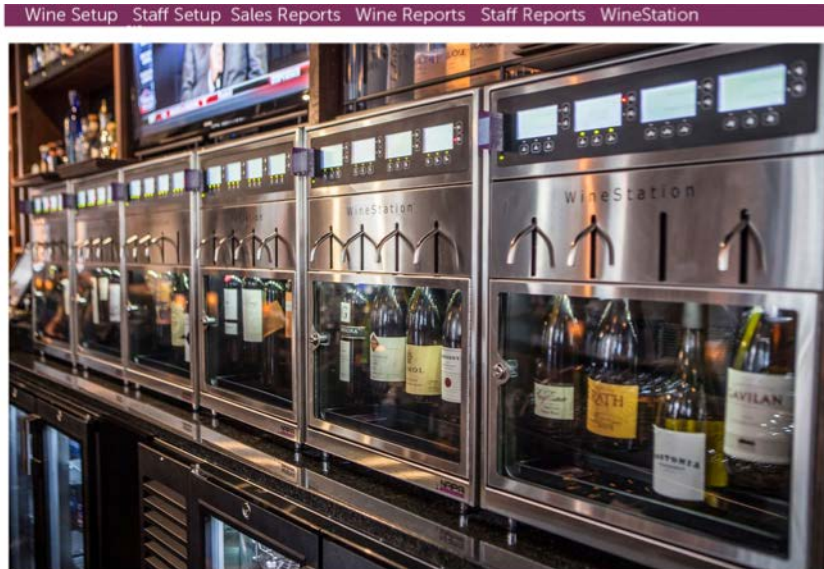
- a. Unpack the laptop (provided).
- b. Plug the power cord (provided) into the laptop and a wall outlet.
- c. Plug the hand held bar code scanner (provided) into a USB port on the laptop.
- e. Power on the laptop (Make sure that the WineStation is powered up first)

Username: WineStation  
Default password: Secret

- f. The laptop has one icon on the desktop:

WineStation Portal – used to enter wines in the database, pricing, staff info, reports, and system settings.

## GETTING STARTED



Once you are ready to begin, you will access the WineStation Portal from the desktop icon on your laptop. The following password will be required:

Username: idsop  
Password: vintage

From this main screen, you will be able to execute the following:

**Wine Setup:** From here, you will be able to manage wine list, assign wines to position and set new wine defaults.

**Staff Set Up:** From here, you will be able to add/delete staff members and management, so that they may access the WineStation.

**Sales Reports:** From here, you will be able to run reports by brand, varietal, employee, card type, customer, group/location, or by system.

**Wine Reports:** From here, you will be able to run reports by brand or by overall wine balance.



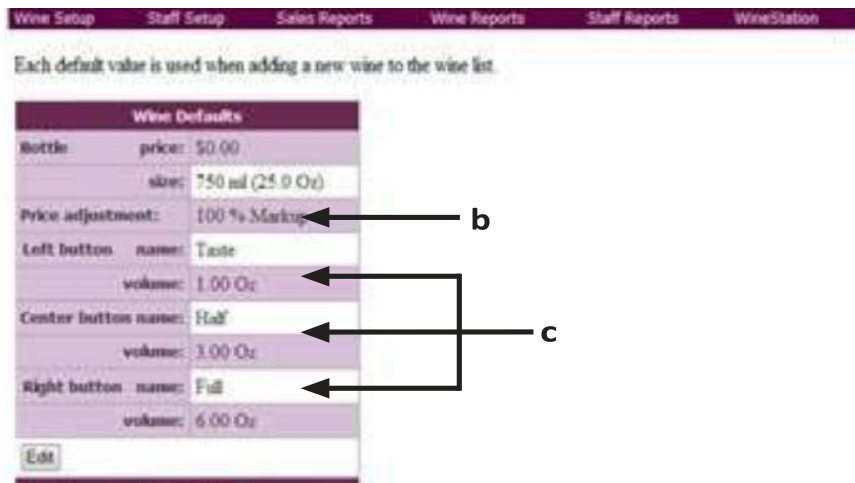
## Getting Started - Continued

### Step One: Setting Defaults



Version 3.0.1

- The first step in setting up your wine database is to set your defaults. First, select **Set New Wine Defaults** from the drop down list and click the **Edit** button.



- Then select the **Bottle Size** you will be using in your WineStation.
- Next, you may edit the **Push Button text** (ie: Taste, Half, Full OR any variation you wish such as Sip, Swirl, Savor) for the Left, Center and Right buttons.

## Getting Started - Continued

### Step Two: Managing Wine List



Version 3.0.1

- a. To begin entering information into your database, select **Manage Wine List** from the drop down bar.

**Note:** Entering each wine is a two-step process. You must first scan or manually enter the wine UPC and then enter a pour price. If you do not enter a Pour Price the WineStation will not recognize the wine.

- b. Entering a wine.



Name	Varietals	Year	UPC
Select Napa Technology	WineStation	2011	999999999999
Select Hess	Chardonnay	2008	717888120224
Select Whitehall			011628761026
Select Test001			000000001234
Select Byington	Picot Noir	2007	029679160604

- i. Attach the Bar Code Scanner to your computer and scan the barcode on your first bottle of wine. If a bottle does not have a barcode, a 12 digit code must be created for the wine bottle (ex:123456789100). The barcode will then display on the screen.
- ii. Now click on the Enter Button.

**Note:** Numbers less than 12 digits will automatically be extended to 12 digits by adding leading zeros.

## Getting Started - Continued

Wine Setup		Staff Setup	Sales Reports	Wine Reports	Staff Reports	WineStation
<b>Wine Information</b>						
UPC	999999999999					
Year	2011					
Name	Napa Technology					
Varietal	WineStation					
Region	Napa Valley					
Country						
Bottle Size	750 ml (25.0 Oz)					
Bottle Price	\$10.00					
LCD Line 1	WineStation					
LCD Line 2	Napa Technology					
LCD Line 3	www.winestation.com					
LCD Line 4	(800) 603-6550					
Pour Detect	Enabled (Default)					
<input type="button" value="Edit"/> <input type="button" value="Manage wine list"/>						
<b>Base</b>						
Price adjustment:	500 % Markup					
Left button name:	Taste					
volume:	1.00 Oz					
price:	\$2.40					
Center button name:	Half					
volume:	3.00 Oz					
price:	\$7.20					
Right button name:	Full					
volume:	6.00 Oz					
price:	\$14.40					
<b>Sale Package</b>						
<a href="#">Add Happy Hour Sale Package</a>						

**b iii** →

**b iv** →

Set up wine info ↑

Set Pour Price ↑

iii. The default for the WineStation LCD display is as follows:

Year  
Wine Brand  
Varietal  
Region

- iv. Next begin entering the information in the white boxes on the screen. Note: Bottle Price is the Wholesale price that you paid for the wine. For Retailers, use retail pricing as your cost and then mark-up accordingly. The store will then sell the bottle to the WineStation at retail and deduct the bottle from inventory.
- v. Press Save when done.
- vi. If you would like custom messages to appear on the WineStation LCD display, you can check the box at the top of the screen which indicates manual LCD entry. Or you can save the information and then edit the desired entries in the blue lines.

## Getting Started - Continued

### C. Entering the Pour Price

**Note:** You must enter the Pour Price information. If this information is not provided, the WineStation will not recognize the wine bottle when you scan it into the WineStation for serving.

- i. Enter Price Per Pour. You can enter a specific value and make calculations yourself.
- ii. Alternatively, you can click on the Use Markup check box and the system does the calculations for you. Just specify the % for markup and click Calculate. The calculated pricing for each pour will be displayed. You can accept the recommended prices or make changes.
- iii. Set volume for each pour. You can accept the defaults for the Taste, Half Glass, and Full Glass or you can change the volume for each pour.
- iv. You can also change the volume per pour and recalculate or you can override the suggested pricing.

**Note:** You do not need to enter your entire wine selection into the database at once. Additional wines can be entered at any time, as the need arises to place them in the system. In addition, all the information entered (information displayed, portion sizes, and prices) can be edited or updated at any time, simply by clicking "Edit" on the appropriate screen.

### d. Entering Happy Hour Pricing

Wine Information		Base	
UPC	999999999999	Price adjustment:	500 % Markup
Year	2011	Left button name:	Taste
Name	Napa Technology	volume:	1.00 Oz
Varietal	WineStation	price:	\$2.40
Region	Napa Valley	Center button name:	Half
Country		volume:	3.00 Oz
Bottle Size	750 ml (25.0 Oz)	price:	\$7.20
Bottle Price	\$10.00	Right button name:	Full
LCD Line 1	WineStation	volume:	6.00 Oz
LCD Line 2	Napa Technology	price:	\$14.40
LCD Line 3	www.winestation.com	Sale Package	
LCD Line 4	(800) 603-6550	Add Happy Hour Sale Package	
Pour Detect	Enabled (Default)		
<input type="button" value="Edit"/> <input type="button" value="Manage wine list"/>			

- i. Click Add Happy Hour Sale Package



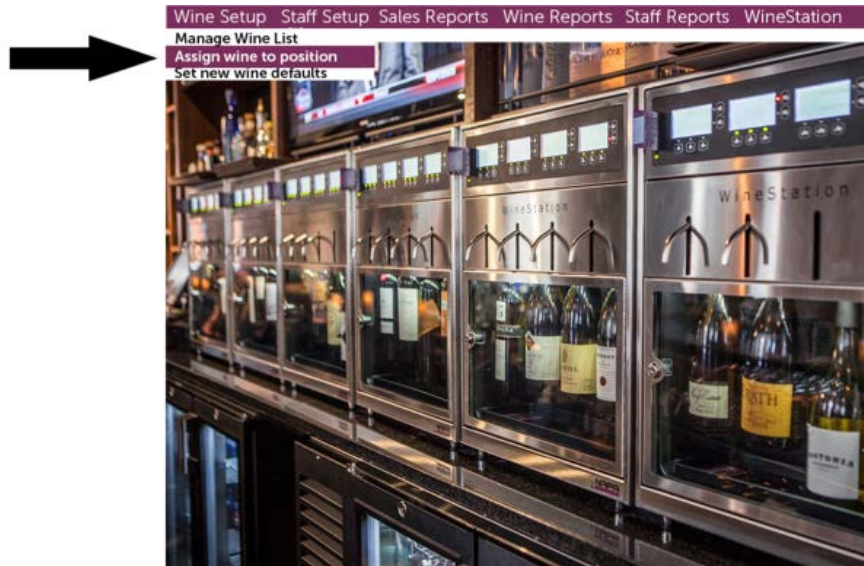
## Getting Started - Continued



Wine Information		Rate	Happy Hour
EPC	029679360604	Price adjustment:	100 % Markup
Year	2007		0% Discount
Name	Byington	Left button name:	Taste
Varietal	Pinot Noir	volume:	1.00 Oz
Region	Santa Cruz Mountains	price:	\$1.44
Country		Center button name:	Half
Bottle Size	750 ml (25.0 Oz)	volume:	3.00 Oz
Bottle Price	\$18.00	price:	\$4.32
LCD Line 1	2007	Right button name:	Full
LCD Line 2	Byington	volume:	6.00 Oz
LCD Line 3	Pinot Noir	price:	\$8.64
LCD Line 4	Santa Cruz Mountains		
<input type="button" value="Edit"/> <input type="button" value="Manage wine list"/>		Sale Package	Sale Package

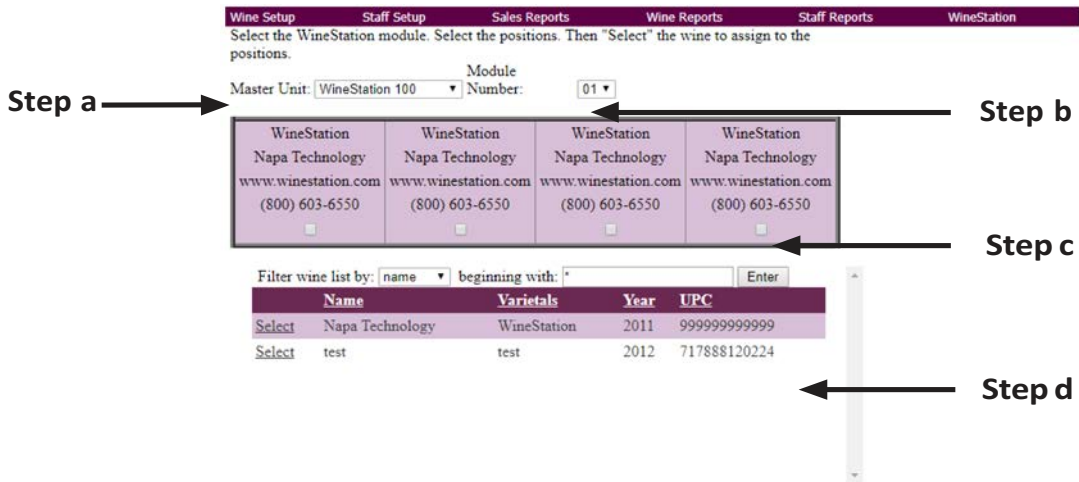
- ii. Once in the Happy Hour feature, select the edit button.
- iii. Then choose the % of discount you wish to apply to that select wine.
- iv. Then select the oz size you wish to pour.
- v. Then select the price. Then select save, and continue as needed.

### Step Three: Wine Setup – Assign Wine To Position



Version 3.0.1

## Getting Started - Continued



Wine Setup   Staff Setup   Sales Reports   Wine Reports   Staff Reports   WineStation

Select the WineStation module. Select the positions. Then "Select" the wine to assign to the positions.

Master Unit: WineStation 100   Module Number: 01

WineStation Napa Technology www.winestation.com (800) 603-6550	WineStation Napa Technology www.winestation.com (800) 603-6550	WineStation Napa Technology www.winestation.com (800) 603-6550	WineStation Napa Technology www.winestation.com (800) 603-6550
---	---	---	---

Filter wine list by: name   beginning with:   Enter

Select	Name	Varietals	Year	UPC
Select	Napa Technology	WineStation	2011	999999999999
Select	test	test	2012	717888120224

- Select Master Unit
- Select Module Number
- Select position
- Select Wine from list, then select Save to complete. Repeat steps as needed to assign desired wines.

### Step Four: Staff Setup



From the Staff Setup screen, you will be able to enter authorized staff members into the database and assign Smartcards to staff members.

## Getting Started - Continued

- a. To begin, select NEW button to begin adding staff member.



The screenshot shows the WineStation software interface. At the top, there are navigation tabs: Wine Setup, Staff Setup, Sales Reports, Wine Reports, Staff Reports, and WineStation. Below the tabs, there is a checkbox labeled "Check to display active staff only." Below this is a table with the following data:

	Name	Status
<input type="button" value="Detail"/>	Manager	Active
<input type="button" value="Detail"/>	Rich Hardy	Active
<input type="button" value="Detail"/>	Jayne Portnoy	Active

Below the table, there is a "New" button and a "Staff Detail Information" form. The form has the following fields:

- Name:
- Status \*:
- Date Created:
- Date Last Updated:

At the bottom of the form are "Save" and "Cancel" buttons. A red banner at the very bottom of the screenshot contains the text: "Changing status to 'Inactive' automatically closes out all staff's existing card(s)."

- b. Enter the name of the staff member.
- c. Change Status to Active. Note: Staff Member can be made "Inactive", when the employee status changes or leaves the company.
- d. Click Save. You are now ready to create Staff Smartcards.

### Step Five: Creating Management & Staff Smartcards

Ten AccuServe Smartcards are shipped with the WineStation Premier and ONE card will be preprogrammed as a Manager Smartcard. This Manager Smartcard can be found inside the WineStation (usually on the internal drip tray). Using the original Manager Smartcard, you will be able to create additional Management and Staff Smartcards.

Each Staff Smartcard is assigned a unique and sequential number (2,3, 4 etc), which will then be used to assign the Staff Smartcard to a Staff member using the WineStation Database (that you access through Internet Explorer).



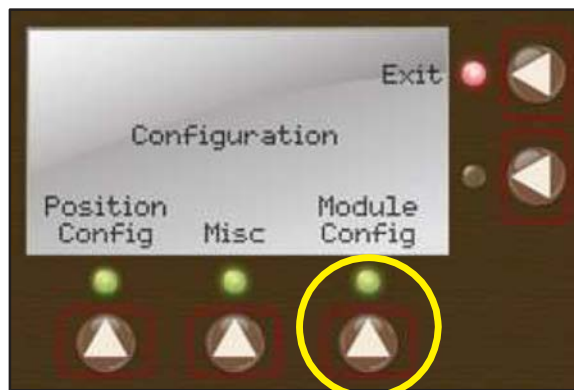
## Getting Started - Continued



- a. Insert the Manager Card into the Smartcard reader located on the WineStation, and then select Service Mode.

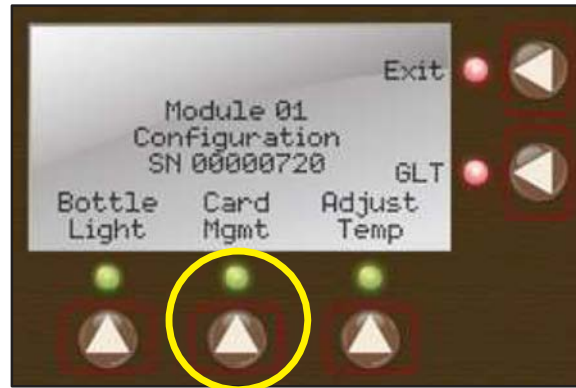


- b. Once on the Service Mode Screen, select the Config. button.

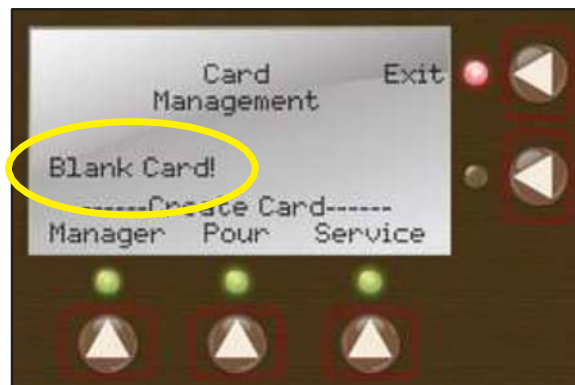


- c. Once on the Configuration Screen, select the Module Config. button.

## Getting Started - Continued

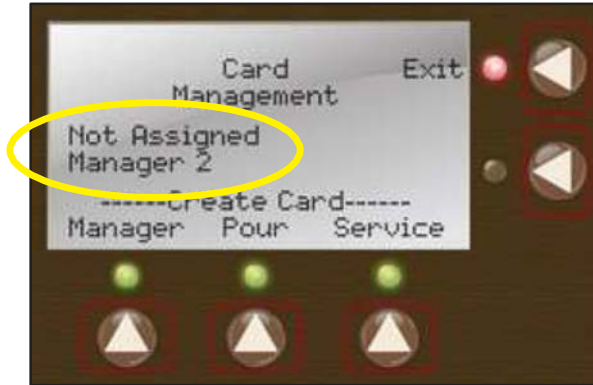


- d. Once on the Module Configuration Screen, select the Card Mgmt button. NOTE: The Smartcard in the WineStation card reader is Manager Card Number One, and has not been assigned to a staff member.



- e. Remove the Manager Card from the Smartcard reader and insert a blank card. A "blank card" message will appear indicating that this card is not in the database or ready for use.
- f. From here you may select to program the blank card to a Manager Card, Pour Card or Service Card. The functions of these cards are as follows:
- i. Employee assigned (Pour) Accuserve Smartcards will provide assigned members of your staff with the ability to pour from the WineStation.
  - ii. Employee assigned (Service) AccuServe Smartcards will provide members of your staff with the ability to replace bottles and set temperature. This card will not allow wine dispensing.
  - iii. Manager AccuServe Smartcards, allow assigned staff members to engage in all functions of the WineStation.

## Getting Started - Continued

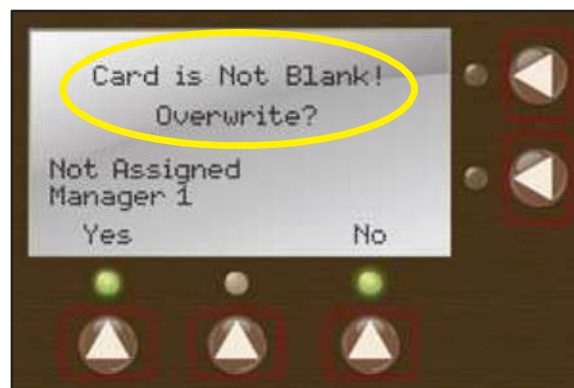


- g. After you have selected the card type, the card number will appear on the screen. You may remove the card and repeat steps to create cards as necessary.
- h. Select Exit to return to the main screen once you have completed making the Smartcards.

### Step Six: Overwriting & Closing Out AccuServe Smartcards

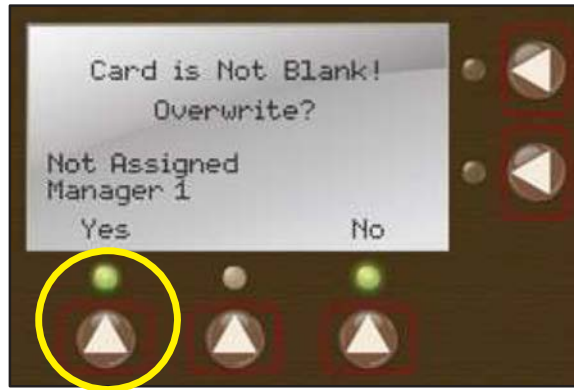
The AccuServe Smartcard is designed to give you the greatest amount of flexibility to operate your business, and thus may be closed out and overwritten (ie: A Pour Card can be changed to a Manager Card) at any time.

- a. To close out or change the type of Smartcard, you will follow steps (a.) through (d.) listed in Step Five, to return to the Card Management Screen.



- b. Insert the card to be closed or rewritten in to the Smartcard reader and select the Manager button, and the following screen will appear, indicating Card Is Not Blank.

## Getting Started - Continued



- c. The confirmation screen will ask if you would like to overwrite this card. Select Yes. The card inserted, will be given a new number.

### Step Seven: Assigning Staff Smartcards

Once you have created Management and Staff Smartcards, you may choose to assign them to individual staff members for reporting and product management. When you create each Smartcard, it will be assigned a sequential number that you will be able to assign to individual staff members.



- a. From your laptop, access the WineStation Database, and select Staff Set Up. From the drop down menu, select Assign Cards.

## Getting Started - Continued

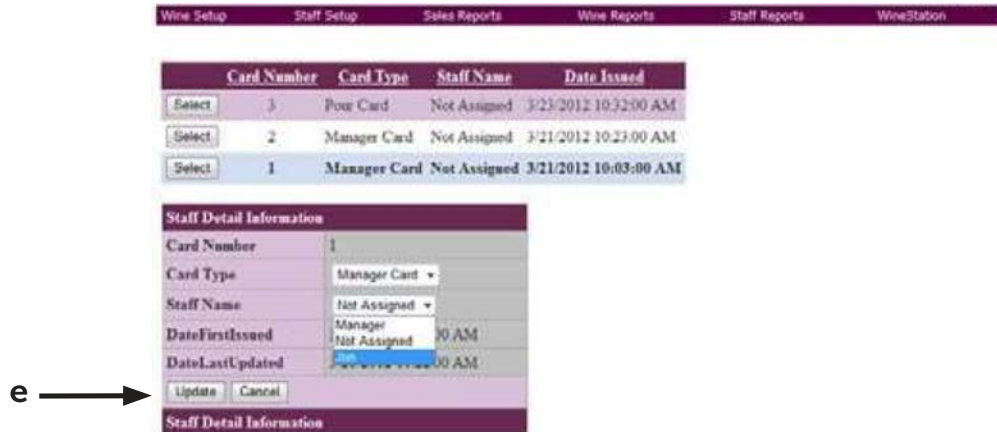
Wine Setup	Staff Setup	Sales Reports	Wine Reports	Staff Reports	Wine Station
Card Number	Card Type	Staff Name	Date Issued		
Select 3	Pour Card	Not Assigned	3/23/2012 10:32:00 AM		
Select 2	Manager Card	Not Assigned	3/21/2012 10:23:00 AM		
Select 1	Manager Card	Not Assigned	3/21/2012 10:03:00 AM		

- b. This page will display a list of all cards that have been created, but not yet assigned.

Wine Setup	Staff Setup	Sales Reports	Wine Reports	Staff Reports	Wine Station
Card Number	Card Type	Staff Name	Date Issued		
Select 3	Pour Card	Not Assigned	3/23/2012 10:32:00 AM		
Select 2	Manager Card	Not Assigned	3/21/2012 10:23:00 AM		
Select 1	Manager Card	Not Assigned	3/21/2012 10:03:00 AM		
<b>Staff Detail Information</b>					
Card Number	1				
Card Type	Manager Card				
Staff Name	Not Assigned				
Date First Issued	3/21/2012 10:03:00 AM				
Date Last Updated	3/21/2012 10:22:00 AM				
Edit					
<b>Staff Detail Information</b>					

- c. Choose the card number you wish to assign by clicking on the Select button.
- d. By selecting the Edit button, you may now choose the Staff member from the drop down list.

## Getting Started - Continued



The screenshot shows the WineStation interface with a navigation bar at the top containing: Wine Setup, Staff Setup, Sales Reports, Wine Reports, Staff Reports, and WineStation. Below the navigation bar is a table with the following data:

Card Number	Card Type	Staff Name	Date Issued
Select 3	Pour Card	Not Assigned	3/21/2012 10:32:00 AM
Select 2	Manager Card	Not Assigned	3/21/2012 10:23:00 AM
Select 1	Manager Card	Not Assigned	3/21/2012 10:03:00 AM

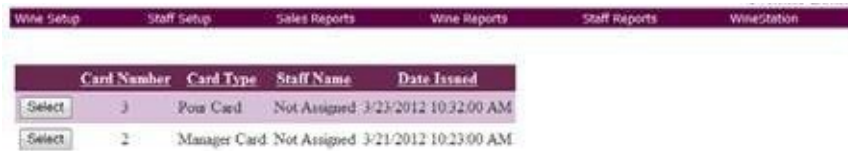
Below the table is a 'Staff Detail Information' form with the following fields:

- Card Number: 1
- Card Type: Manager Card (dropdown menu)
- Staff Name: Not Assigned (dropdown menu)
- DateFirstIssued: Manager Not Assigned 10 AM
- DateLastUpdated: Not Assigned 10 AM

At the bottom of the form are 'Update' and 'Cancel' buttons. An arrow labeled 'e' points to the 'Update' button.

- e. Next, select the Update button to save the changes. Continue this procedure until all Smartcards have been assigned as desired.

Note: Once all cards have been assigned, the below screen will only show cards that have yet to be assigned.



The screenshot shows the WineStation interface with a navigation bar at the top containing: Wine Setup, Staff Setup, Sales Reports, Wine Reports, Staff Reports, and WineStation. Below the navigation bar is a table with the following data:

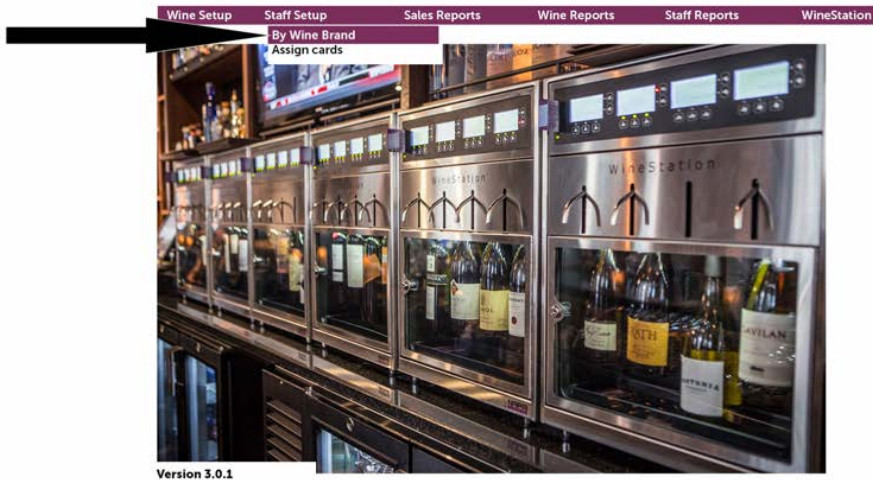
Card Number	Card Type	Staff Name	Date Issued
Select 3	Pour Card	Not Assigned	3/21/2012 10:32:00 AM
Select 2	Manager Card	Not Assigned	3/21/2012 10:23:00 AM

### Step Eight: Staff Smartcard Management

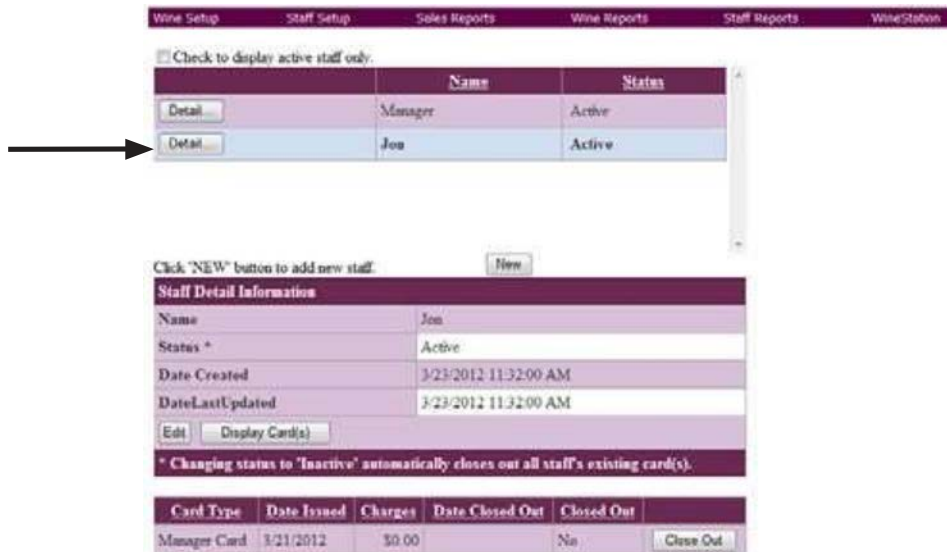
The WineStation Database will also assist you in easily identifying what cards are assigned to each Staff member and their activity.



## Getting Started - Continued



- a. From your laptop, access the WineStation Database, and select Staff Set Up.
- b. From the drop down menu, select Manage Staff from the drop down. This page will display a list of all cards that have been created and assigned.

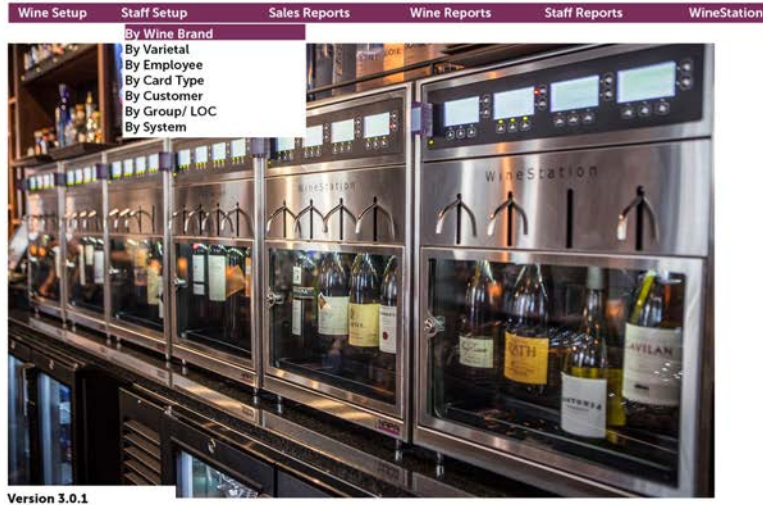


- c. Select the Detail button next to the desired Staff Member name to show the various cards that have been assigned to that staff member.



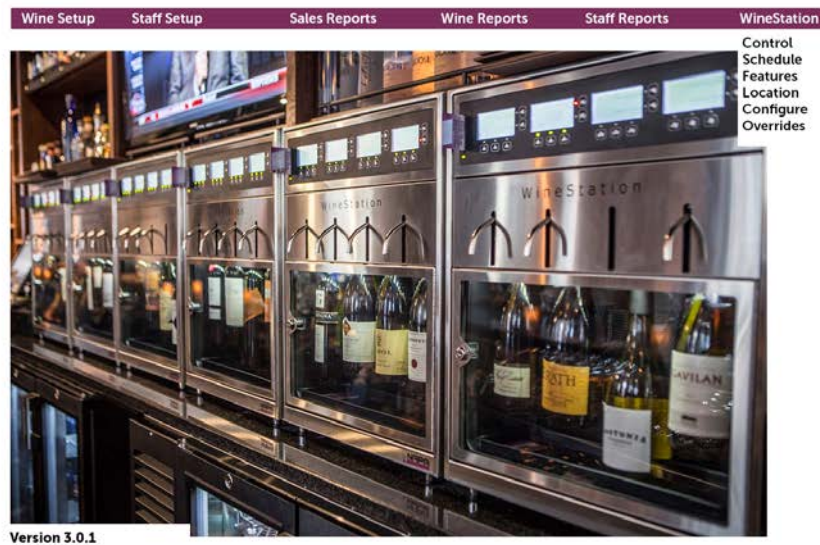
# Getting Started - Continued

## Step Nine: Reporting



From the Wine and Staff Reports tabs, you will be able to access a wealth of reporting pertaining to varietal, employee, card type and more.

## Step Ten: Features and Controls



From this section in your wine database, you will be able access numerous features and set controls.

## Getting Started - Continued

### 1. Control Page.



- From the Control Page, you can Open and Close your WineStation.
- From this same page, you can also stop and start Happy Hour.

### 2. Schedule Page



By selecting the Edit Button, you may:

- Enable/disable Happy Hour
- Select the time Happy Hour will begin and end
- Enable/disable wine bar hours
- Choose the time when your WineStation will Open and Close

## Getting Started - Continued

### 3. Features Page



By selecting the Edit button, you may:

- a. Chose Temperature Scale, Fahrenheit or Celsius
- b. Choose currency format (ie: 12, \$12, \$12.00)
- c. Choose currency symbol
- d. Enable/Disable pour limits
  - i. You may set pour limits by ounces
  - ii. You may set pour limits by minutes
- e. Choose card type

### 4. Location Page



- a. From this page, you can assign location to your WineStation(s).

## Getting Started - Continued

### 5. Configure Page

Location	System Name	Host Name	IP Address	Service Type	Service Number	Service Revision	Accessories Revision
Edit	Napa Technology	WineStation 1	WSPC08	192.168.5.30	SOS	3	3.0.0.3

[Override modules](#)

- This function allows you to edit and/or create new locations for your WineStation. This is only applicable if you have numerous Master units in operation to support separate configurations.

### 6. Override Page

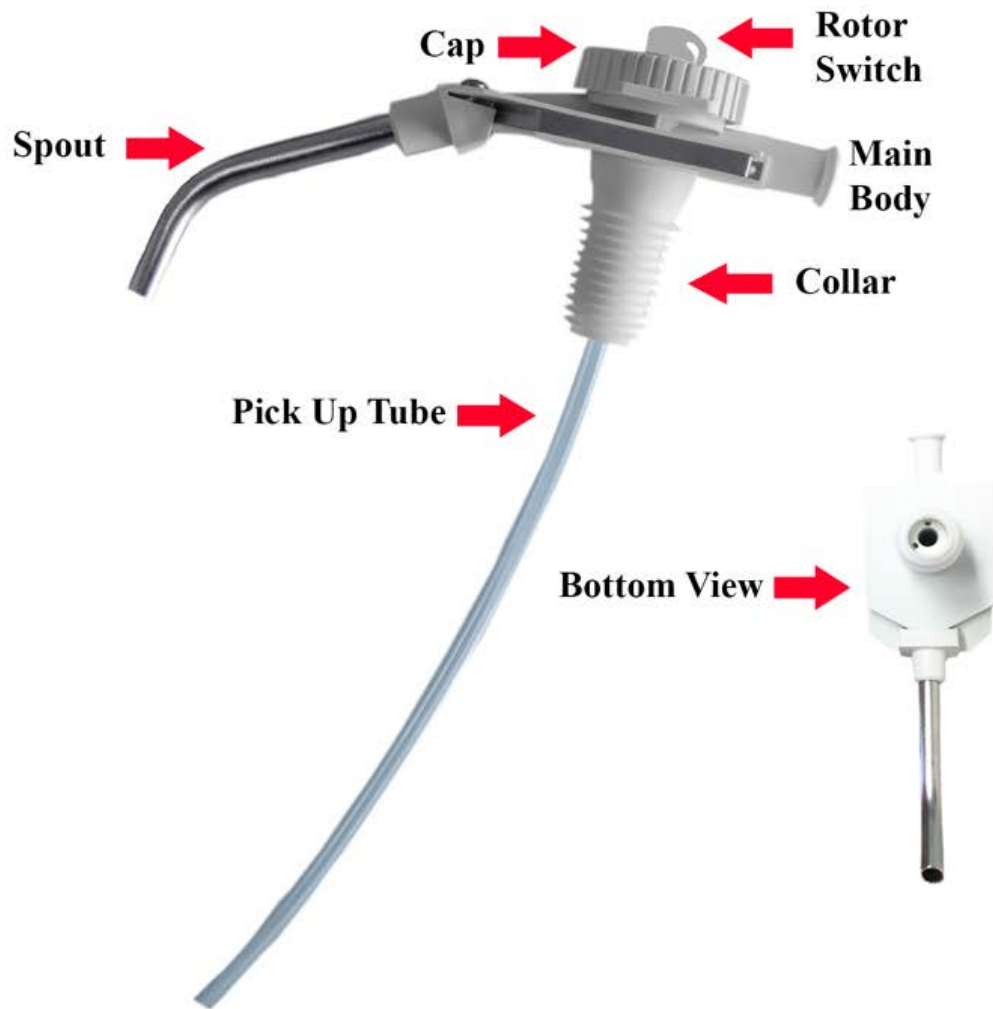
Location Override Details	
Happy Hour Override	Disabled
Discount	10%
Wine Description Override	Disabled
Line 1 text:	
Line 2 text:	
Line 3 text:	
Line 4 text:	
Pour button text override	Disabled
Left button:	Taste Only!!!
Center button:	
Right button:	
Pour button volume override	Disabled
Left button:	1.00 Oz
Center button:	0.00 Oz
Right button:	0.00 Oz

This page will allow you to make updates/edits to WineStation information that will reconfigure all options at once:

- Enable/Disable Happy Hour
- Edit Wine Descriptions/LCD Text
- Edit Pour Button Text
- Change Pour Button Volume

# Attaching Clean-Pour Dispensing Heads

## 1. Clean-Pour Head Overview:



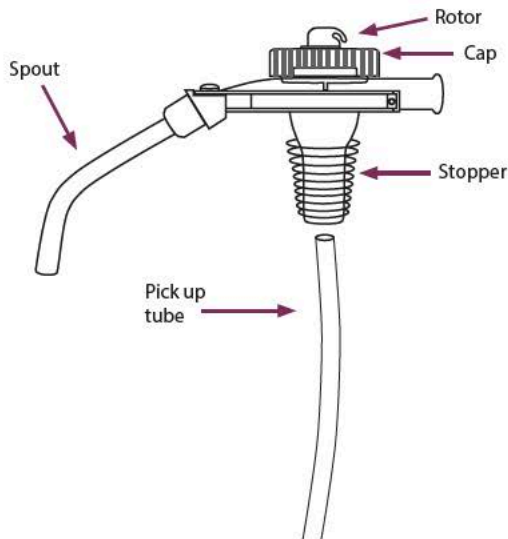


# Attaching Clean-Pour Dispensing Heads

*WineStation.*

## UNIVERSAL CLEAN-POUR DISPENSING HEAD USE AND CARE GUIDE

### CLEAN-POUR DISPENSING HEAD ANATOMY

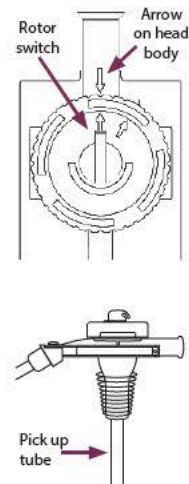


### 1 ATTACHING THE PICK UP TUBE

Remove the cap from the head body.

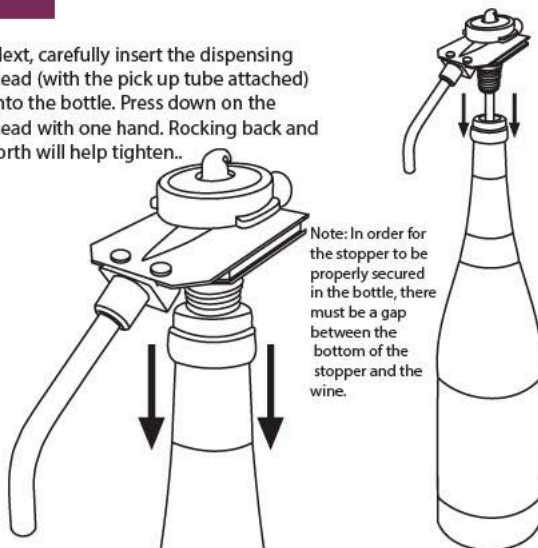
Insert a clean pick up tube into the bottle (it is normal for the upper end of the tube to extend beyond the tip of the bottle at this point). Insert the upper end of the pick up tube firmly into the opening on the bottom of the head, as shown in the Clean-Pour Dispensing head anatomy diagram. The tube will wrap around the inside of the bottle to allow for complete depletion of the liquid from the bottle. Push the head with stopper into the bottle and then tighten the cap back onto the head body.

Assure the cap is properly mounted, and the rotor switch is in the correct position, with arrows at 12 and 1 o'clock.



### 2 INSTALL HEAD ONTO BOTTLE

Next, carefully insert the dispensing head (with the pick up tube attached) into the bottle. Press down on the head with one hand. Rocking back and forth will help tighten.

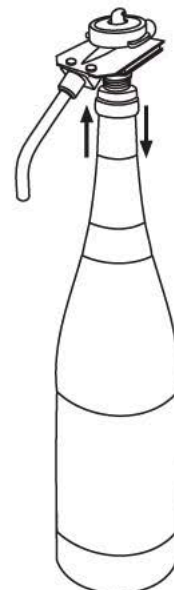


### 3 CHECK & SECURE

Verify the Clean-Pour head is secure by lifting the bottle 1-2" in the air, holding it only by the head to check if it holds the bottle properly.

If the head becomes loose, remove from bottle, wipe the head and the inner bottleneck dry, remove the cap from the head body, push the head with stopper into the bottle and then tighten the cap back onto the head body.

If the stopper is not going in far enough into the bottle, moisten the stopper and press it back in tightly. If the stopper is going in all of the way but not staying in, wipe the moisture from inside of the bottle and press it back in tightly.

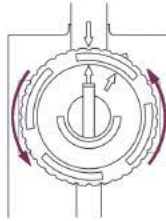


## CLEANING & CARE

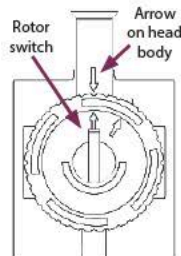
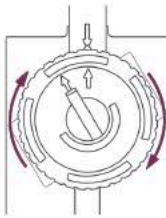
To assure your WineStation operates at the highest level of efficiency, you should clean the Clean-Pour Dispensing heads regularly.

- The Clean-Pour Dispensing head requires no more than either a warm water rinse or a run through a dishwasher.
- First, remove the pick up tube. Then, remove the cap from the head body by turning the cap counter clockwise. The cap will pop off.
- Place all three pieces in the dishwasher (do not use sanitizer) or rinse with warm water.
- Before replacing the cap, spray a small amount of silicone spray beneath the cap (see manual).
- To secure the cap, re-position the cap on the head, with the triangular pointer on the side of the cap pointing towards the arrow on the head body as shown. Push the cap down and turn it clockwise. Line up the rotor switch (at the center of the cap) with the arrow on the head body.

Removing the Cap:



Repositioning the Cap:



## CLEANING & CARE

- The stopper can easily be removed from the dispensing head by simply twisting clockwise. The stopper is dish washer safe.
- The new patented stopper will also fit onto any Clean-Pour Dispensing head.

## ONLINE CUSTOMER TUTORIAL VIDEOS

To view the online customer tutorial videos and to download the operating manual, visit:

[www.napatechnology.com/selfhelp/](http://www.napatechnology.com/selfhelp/)

Simply create an account and log in. Once your account is created, you will have unlimited access to the tutorial videos and self-help guides.

For further assistance, contact Napa Technology Customer Support by calling 1.800.603.6550 or emailing [support@napatechnology.com](mailto:support@napatechnology.com)



## LOADING AND CHANGING BOTTLES

1. Insert a service card or manager card into the WineStation.

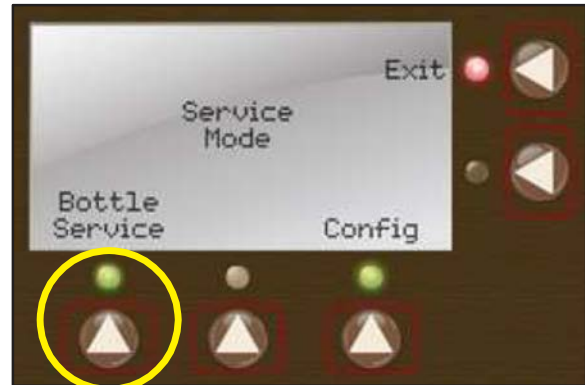
- Insert the card with the chip forward and to the right (towards the green light).
- Insert the card all the way into the reader slot.
- Leave the card in the reader until you are done.



2. If you are using a manager card, select "Service Mode" on the desired position:



3. Select "Bottle Service":

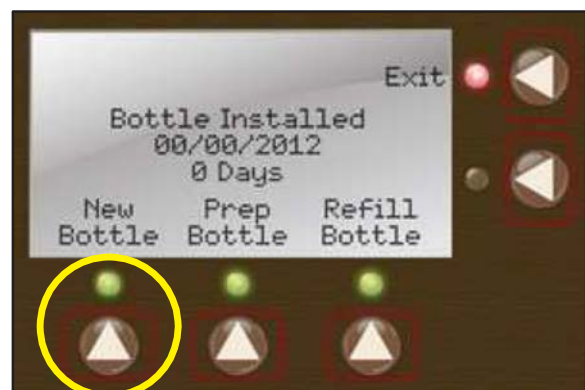


4. Open the compartment door and spout cover. To remove the old bottle (if exists), hold it by the head (not by the bottle itself) and pull it straight out towards you.

5. If you are loading a bottle of the same product, select "Refill Bottle":



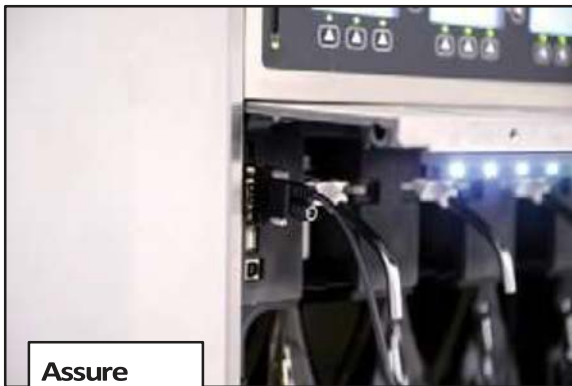
If you are loading a bottle of a different product, select "New Bottle":





If you pressed “New Bottle”, the red light on the barcode scanner will turn on.

Pull out the scanner (for convenience), and scan the bottle’s barcode label, as shown:



Assure serial port connection is secure.



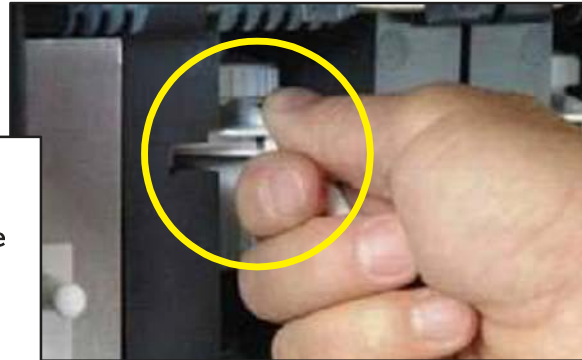
For best results, hold the scanner 1” away from the label, at a 45 degree angle (or you may scan the shelf label of the product, if more convenient.)

New Bottles may be updated and added into the WineStation by either using the hand held Barcode Scanner connected to your lap top (USB port) OR at the WineStation unit (Serial Port). To load New Bottles at the WineStation you will want to connect the hand held Barcode Scanner to the serial port located under the Spout Cover as shown.

Once you have connected the Barcode Scanner, a red light on the scanner will appear. Now you are ready to scan the bottle, as shown above. The light on the scanner will turn off once the barcode has been scanned. The LCD screen should now display the updated bottle information. Either continue as needed or detach the Barcode Scanner from under the spout cover.

- Slide the new bottle in holding it by the head (not by the bottle), as shown:

If the head does not go in all the way, check that the cap is properly mounted and that the rotor switch is in the correct position (see the "Cleaning and Care" section for details).



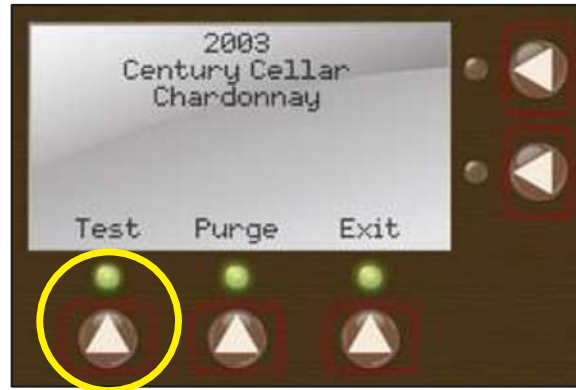
Close the spout cover and bottle compartment door:



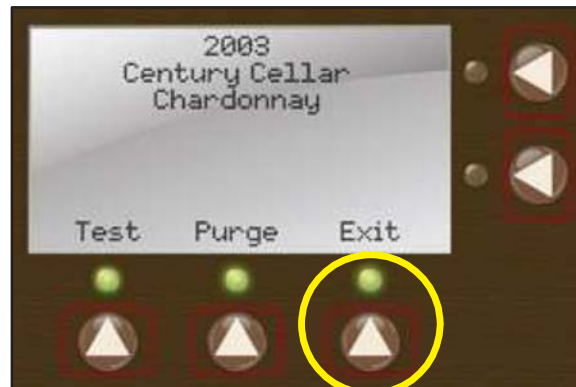
- Begin by pressing the "Purge" button. This will purge any air trapped inside the bottle, displacing it with food-grade nitrogen or argon. If the bottle was less than full to begin with, press the "Purge" button several times to complete the purge.



8. Hold a glass under the spout and press "Test". A very small amount of liquid will be poured, allowing you to smell/taste the product and make sure it is good. The "test" also fills up the pickup tube, so that the first customer pour will be accurate.



9. When you are done, press "Exit":



10. To install a bottle in another position, leave the card in and repeat steps 2 – 9 above. Remove your card when you are done.

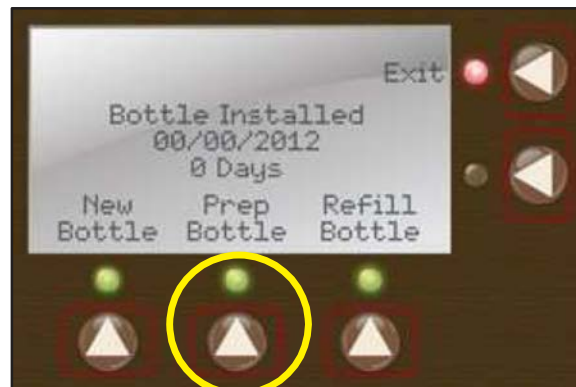


## PREPARING BOTTLES OUTSIDE OF THE SYSTEM

The WineStation allows you to prepare bottles outside of the system, with the dispensing heads attached, to facilitate future replacements. The bottles will remain preserved for up to 14 days, and can then be quickly inserted into the system as required.

The "Prep" function also allows you to make a small "test" pour of existing products in the machine, to make sure that they are still good. (Note, the date displayed is the date of the last occurrence of either the New Bottle or Refill Bottle button being engaged.).

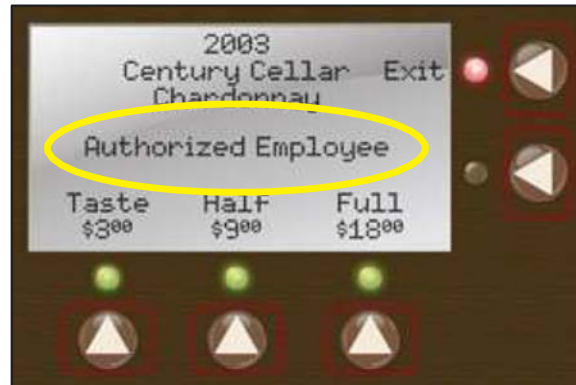
1. Insert a service card or manager card into the WineStation.
2. If you are using a manager card, select "Service Mode" on the desired position.
3. Temporarily remove an existing bottle from any position, and press "Prep Bottle":



4. Insert the bottle you wish to prepare into the position, and then perform a "Test", "Purge" and "Exit", as you would do with a new bottle (see steps 6 – 9 in the previous section, "Loading and Changing Bottles", for more details). Repeat the above for any additional bottles you may wish to prepare.
5. Take the prepared bottle(s) out, return the original bottle and press "Exit" (there is no need to scan the original bottle in, because the bottle preparation does not affect the screen display).
6. For best results, store the prepared bottle(s) in a cool, temperature-controlled place, such as a fridge, cellar or a wine cooler.

## DISPENSING WITH A STAFF SMARTCARD

1. Insert a manager card or pour card into the WineStation (if you are using a manager card, press "Dispense Mode").  
The words "Authorized Employee" will appear on all the positions:



2. Hold a glass under the spout of the selected position, and press the pour button:



For a smoother pour,  
let the spout touch the  
glass from the inside.



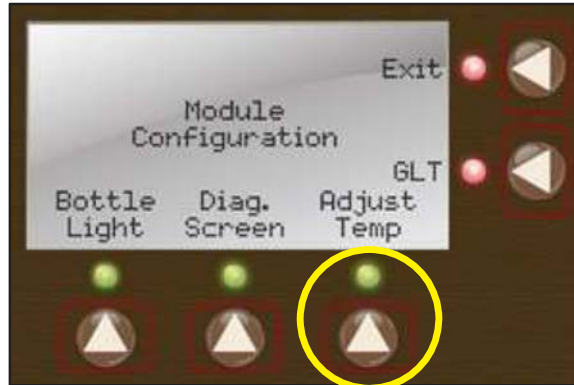
- A measured amount of liquid will be dispensed. Hold the glass in place until the pouring is finished, and until the final "puff" clears the remaining drops from the spout.

3. When you are finished, remove your card.

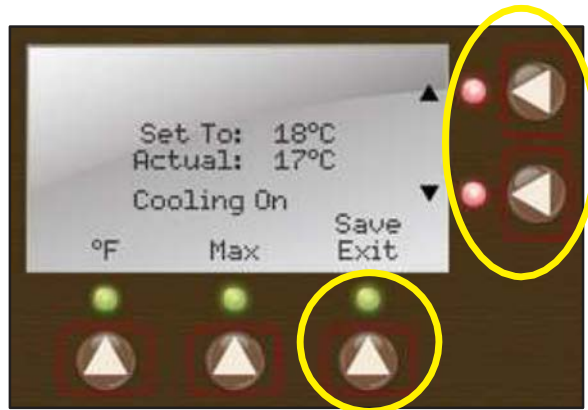


## ADJUSTING THE TEMPERATURE

1. Insert a service card or manager card into the WineStation (if you are using a manager card, select "Service Mode").
2. Press "Adjust Temp" on any position (the temperature is set for all four bottles).



3. Use the arrows to select the desired temperature. When you are done, press "Save/Exit".



- To change the display from Fahrenheit to Celsius, press the "F" or "C" button (as the case may be).
- Press the middle button to turn the fan "Off", "On", or set it to "Max". Typically, the cooling should always remain "On".

NOTE: To assure that condensation does not gather, it is recommended to remove and drain the internal drip tray weekly. In summer months/higher temp regions, this may be required more frequently.

# Cleaning and Care

## 1. WineStation System:

- ONLY use a damp cloth with Soap and Water or a mild stainless steel cleaner on the Stainless Cabinetry. Avoid harsh cleaners and Windex on all stainless elements. Glass cleaners can be used on the glass of the door.
- Submerge the tips of the spouts in a glass with warm water as needed, to clean any remaining drops that may have accumulated at the tip of the spouts. Do this regularly at the end of each day.
- The drip trays (internal standard, external optional) must be emptied periodically for optimal operation, by simply removing and discarding any fluid buildup. Drip trays may be washed in warm water and mild detergent as needed and dried thoroughly before returning to position.



NOTE: To assure that condensation does not gather, it is recommended to remove and drain the internal drip tray weekly. In summer months/higher humidity, this may be required more frequently.

- The LCD touch panel may be wiped with a damp clean cloth, as needed. Do not use chemicals or any abrasive materials. Be careful not to use sharp objects that may damage the surface of the touch panel or LCDs.
- Do not use chemicals or abrasive materials to clean any part of the WineStation.

## 2. Dispensing Head Cleaning Instructions:

It is recommended to clean the heads and pick up tubes with EACH bottle change.



## Cleaning and Care



To Clean the dispensing head, follow the following steps:

- a. Remove the pick up tube and discard.
- b. Remove the cap from the head body by turning the cap counter- clockwise. The cap will pop off.
- c. Both the cap and the head body may be placed in a dishwasher and cleaned using a normal wash cycle. Avoid high heat dishwashers, and sanitizers when washing Clean Pour Dispensing Heads.
- d. After washing, the cap can be reattached to the head body. A small amount of lubricant spray should be applied to the gasket under the cap to ensure proper rotation. Only the food-grade silicon provided by Napa Technology is recommended.
- e. A fresh pick up tube can now be attached to the bottom of the head body.

NOTE: For International markets that cannot utilize Silicon Spray, a silicon lubricant is available through Napa Technology.

NOTE: Do not attempt to remove steel spout, as you may damage the Clean Pour Head.

## Cleaning and Care

- f. Before reattaching the cap, the rubber top (as shown below) must be lubricated with a small spray of food-grade silicone.

NOTE: For International markets that cannot utilize Silicon Spray, a silicon lubricant is available through Napa Technology.

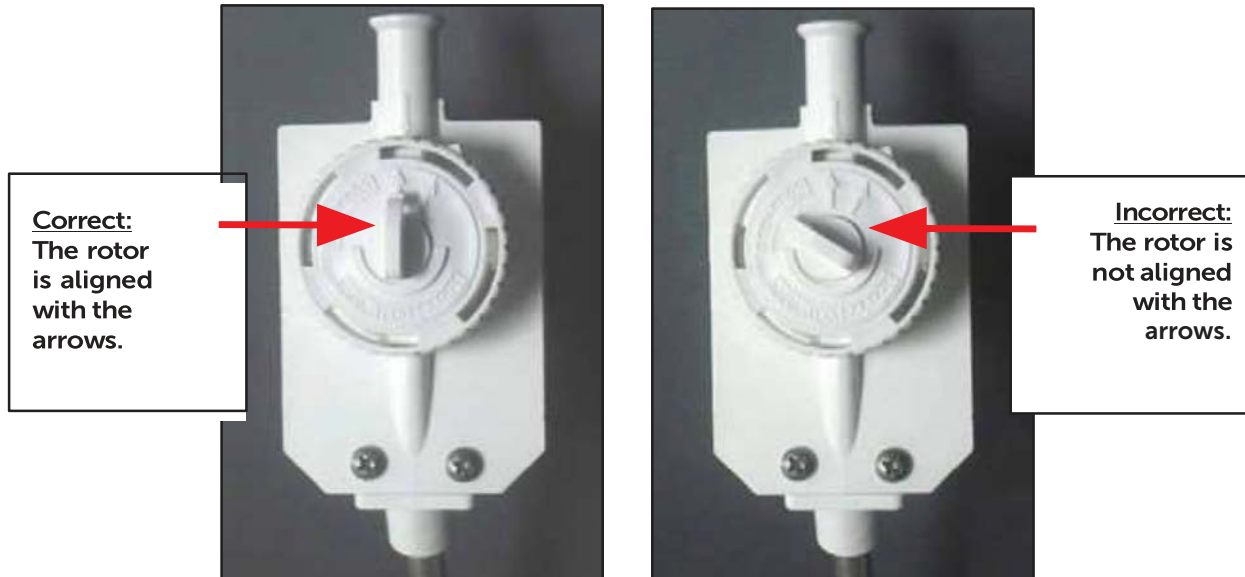


- g. Re-position the cap on the head, as follows:



## Cleaning and Care

- h. Check that the rotor (at the center of the cap) is aligned with the arrows and points toward them, as shown:



- i. Store the heads and tubes in a clean, closed container while they are not in use. When in storage, always make sure the collar is fully un-tightened (all the way up touching the head), to minimize any unnecessary pressure on the gaskets.
- j. To keep the WineStation operating properly and allow the Clean-Pour Dispensing Heads to fit securely when inserted, the "O" rings found inside the bottle bay (as shown below) need to be lubricated with a small spray of food-grade silicone.



## Additional Functions

By pressing the “Config” button on the Service Mode menu, you may access the following functions:

### 1. Position Config:

Allows you to configure the particular bottle position you are working on.

- a. Pour Detection: Turns on/off the detection of the liquid during each pour. This should normally be set to “On”. If set to “Off”, the end of the bottle will not be detected, and would therefore need to be monitored manually.

Pour detection might only need to be turned off, for certain positions, if you are placing beverages other than wine (such as spirits) in that position. A red light will indicate that pour detection has been turned off. (Note: when the system is restarted, all the positions revert back to the default “on” mode.)

- b. Adjust Bright: Adjusts the brightness of the LCD screen for that position.
- c. Adjust Contrast: Adjusts the contrast of the LCD screen for that position.

### 2. Module Config:

Allows you to configure the entire module (4 bottles) you are working on.

- a. AdjustTemp.: Adjusts the temperature for the entire module. See “Adjusting the Temperature” section for more details.
- b. Bottle Light: Adjusts the brightness of the LED panel inside the bottle compartment.
- c. Diag.: Brings up various data for support purposes (for service technician use only).
- d. GLT (Gas Leak Test): Checks for gas leaks inside system (for service technician use only).



## Appendix – Product Specifications

Dimensions & Weight (4-bottle unit: SX, MX, EX, HX)	
Single System Width:	19.7" [50.04 cm]
Single or Multi System Height:	25.7" [65.28 cm] including 1" for leveling feet
Single or Multi System Depth:	16.1" [40.90 cm] Dispensing spout extends 1.62" from cover
Single System Weight:	85 lbs [38.55 kg] when empty
<p>* <b>Note:</b> The WineStation modular design allows for the creation of larger designs in 4 bottle configuration. For example, 8 bottle and 12 bottle models are comprised of two and three 4 bottle units, respectively.</p>	

Cooling & Electrical	
<p>* <b>Note:</b> The WineStation is shipped without the leveling feet attached and must be applied to the bottom of the unit. These leveling feet can be set to a minimum of 1 inch height. They can be increased but not decreased. The warranty is void if leveling feet are not applied or removed.            *Cooling can be effected by peripheral conditions and air circulation.</p>	
Required Clearances for Stand-Alone Installation:	
Top:	2" [5.08 cm]
Sides:	No clearance required
Back:	2.5" [6.35 cm] clearance for power and tubing access recommended, not required.
Bottom:	A minimum space of 1" [2.54 cm]
Operating Ambient Temperature	Min 50°F [10°C] Max 75°F [23.9°C]
Internal (Wine Cabinet) Temperature	Up to 30°F [16.7°C] below ambient
Rating	IPX0 (indoor or covered use only)
Venting	Recommend greatest possible clearance to allow ample Airflow and exhaust, to achieve optimal cooling temps.
Cabinetry Installations	Fully enclosing WineStation in cabinetry will void Warranty. Exhaust requires full, uninterrupted escape.
Electrical Input	Master: 100-240VAC, 50/60Hz, 3.5A Expansion: 100-240VAC 50/60Hz, 2A

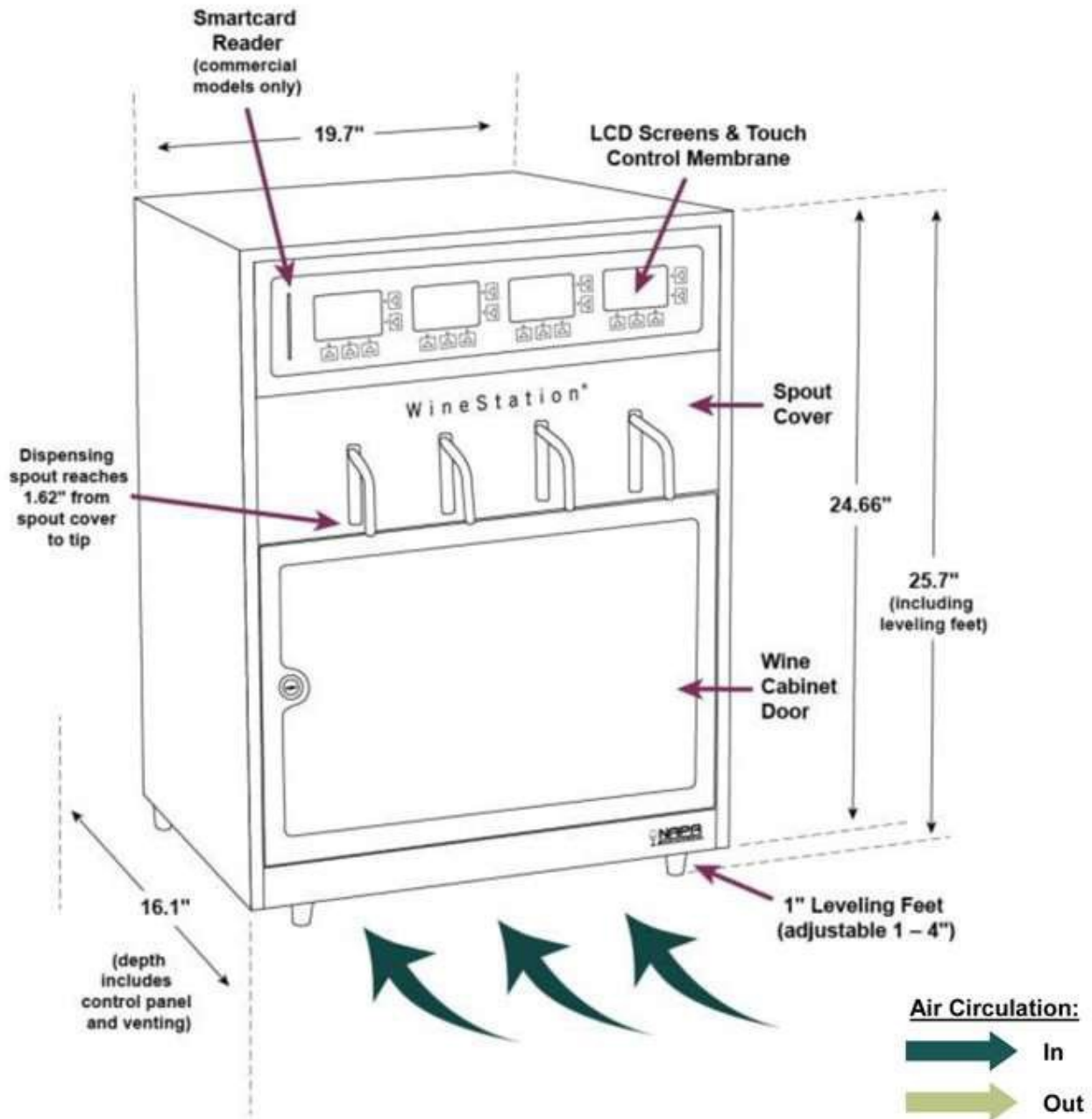
## Appendix – Product Specifications

Cylinder, Gas (sourced separately)	
Inert Gas:	Choice of either Argon or Food-grade Nitrogen
Cylinder Size:	Cylinder is external, and size and quantity will vary based on number of bottle positions in use.
Cylinder Pressure (into regulator):	3,000 PSI Max.
Cylinder Fitting (Valve) Required:	CGA 580
Regulator Pressure (into the WineStation):	35-40 PSI Max. (Regulator is sold separately)
* <b>Note:</b> When utilizing keg dispensing feature, regulator pressure may need to be calibrated until desired pouring volumes are achieved. Keg dispensing is not a standard feature.	

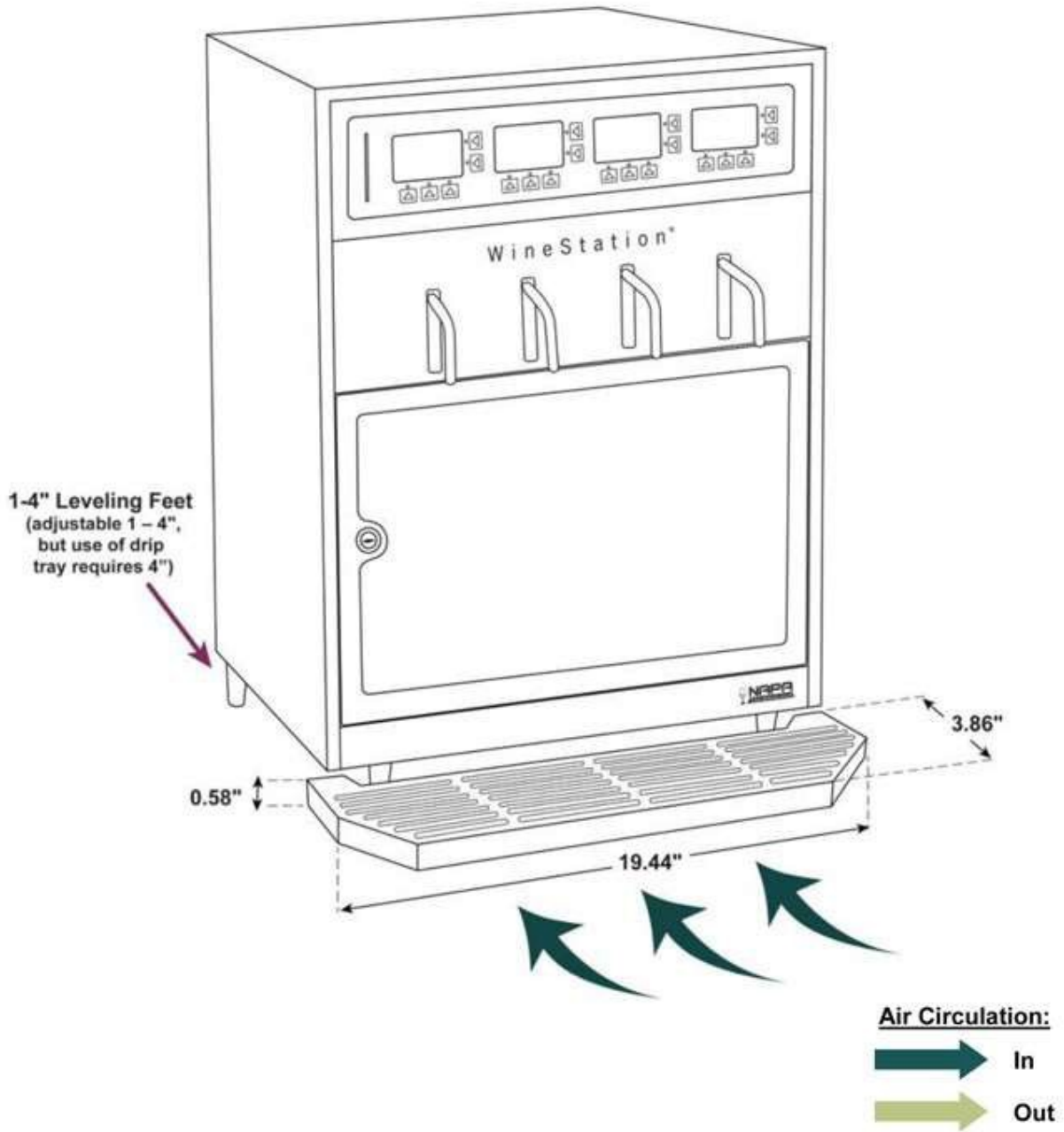
Control Console	
Console	Windows-based PC or laptop
Operating System	Windows 8 & 10
HDD	At least 20Gb
Memory	At least 1Gb
Wireless	802.11 B/G/N
Wired Ethernet	10/100/1000 Mbps
USB Ports	At least 2

Peripherals and Accessories (Included)	
Wireless Router	Linksys WRT120N Wireless Router 802.11b/g/n up to 150Mbps/10/100 Mbps Ethernet Port x4
Handheld Barcode Scanner	TYSSO BCP-5000 Portable Bar Code Data Collector
*Accessories standard in Premier Model Series	

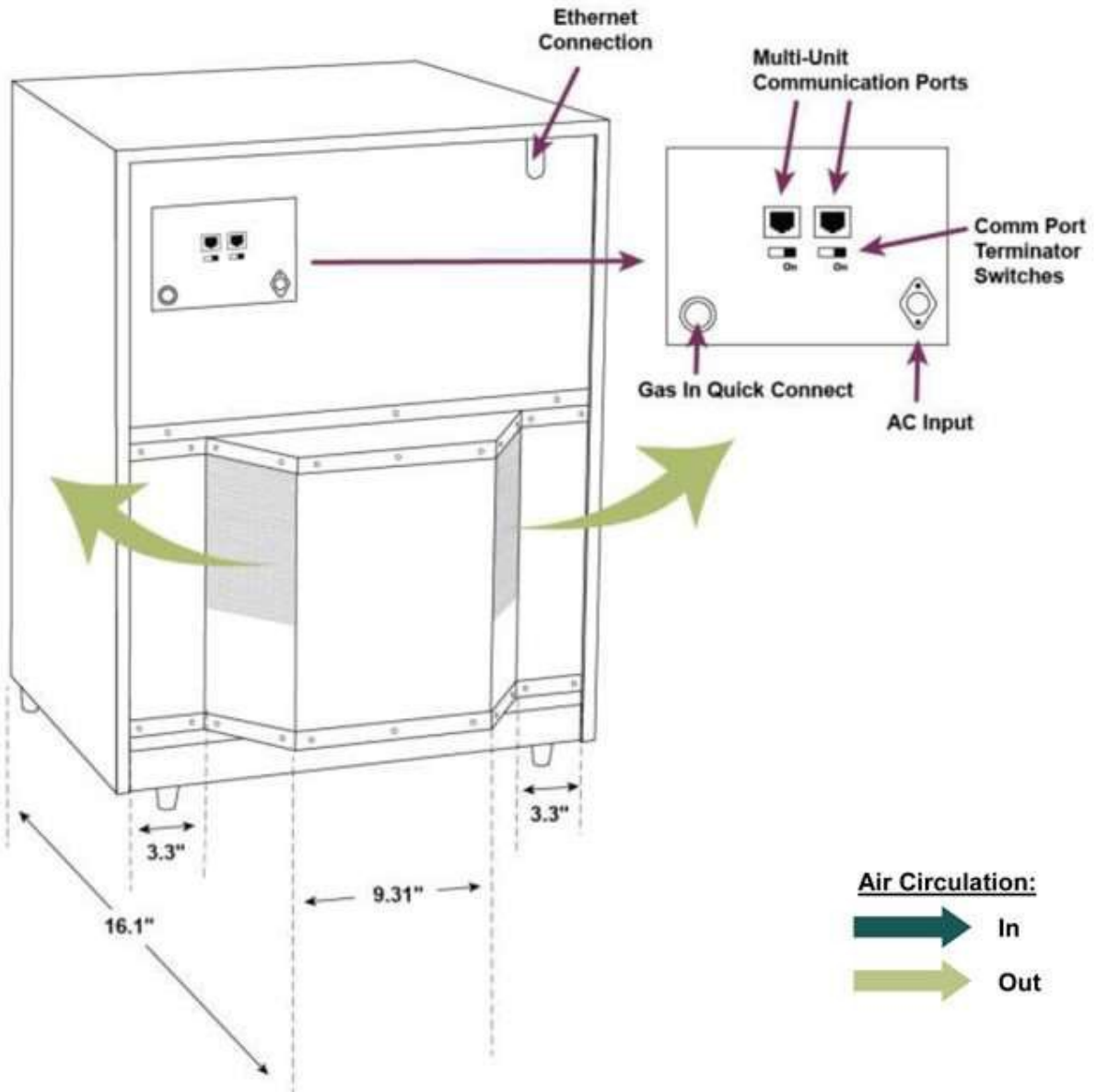
# Appendix – Product Specifications



# Appendix – Product Specifications

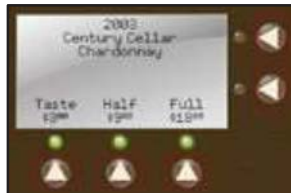


# Appendix – Product Specifications



# Premier System LCD Display Modes

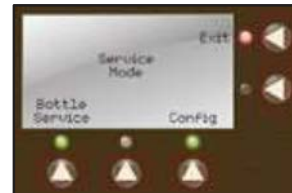
## Bottle Service Screens



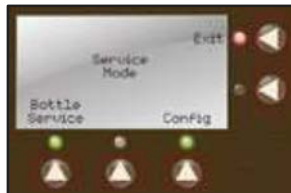
Dispensing Ready



Manager Mode



Service Mode



Bottle Service



New Bottle Scan



Purge/Test Screen

## Config/Position Config



Configuration



Position Configure



Adjust Display Brightness



Adjust Display Contrast



Pour Detection On



Pour Detection Off



# Premier System LCD Display Modes

## Module Configuration



Module Configuration



Adjust Bottle Light



Adjust Temp/Cooling On



Adjust Temp/Cooling Off



Adjust Temp/  
Cooling Max



Adjust Temp/Celsius



## TROUBLESHOOTING GUIDE - ALL WINESTATION MODELS

Before contacting Napa Technology for support, please check if the problem and solution are found below:

### 1. Machine is off, all LCDs are dark (Could be caused by a power outage.)

- a. Turn the system on using the on/off switch found on the front of the machine under the pour spout. This switch can be found on the left side.
  - If on/off switch does not work, check the breaker room.
- b. Wait 2-3 minutes for system to fully come up and for cards to start working.

### 2. LCDs are on, but cards don't work

What message is displayed?

- a. "Invalid Card!" or "Card Not In Database!"
  - If possible, try another card in the machine.
  - If multiple cards don't work, check network connectivity.
  - If only one card does not work, try inserting that card at the card-creation PC.
  - If you get an error message on the PC as well, the card may have been corrupted.
  - For a staff card: close the card, re-create it and try again.
  - For a customer card: validate the information given by the client (including card balance) and recreate the card.
- b. "Invalid Group!"
  - Staff card was created in a different store.
  - Close card, re-create in current store and try again.
- c. "Invalid Client ID!"
  - Not a valid card.
- d. "Card In Use"
  - Card has "card in use" flag on (probably due to pulling the card out too early).
  - Simply re-insert card reader while AccuServe is active. Any update function should correct (or close card and re-create).
- e. No message
  - Check that the card is all the way in and inserted correctly (chip forward and to the right)
  - Try other cards, to make sure it is not a problem with the specific card.
  - There should be a blue light under the drip tray of the master unit. If there isn't, the PC is not working. (Could be due to a power outage).

## TROUBLESHOOTING GUIDE - ALL WINESTATION MODELS

In that case, restart the system as follows:

- Turn the entire system off using the on/off switch located under the spout cover.
- Wait 1 minute until all the LCDs are dark and turn system on again (with the same switch).
- Turn system on again (with the same switch).
- Wait 2-3 minutes for system to fully come up and for cards to start working.

### 3. Bottle won't go in / spout cover won't close

- a. Check that the cap and rotor switch are in the correct position.
- b. Check that the round plastic knob inside the position (at the top) is in the right position.

### 4. Cooling

- a. Cooling but not cold enough
  - i. This is most likely caused by the ambient (inlet) temperature exceeding the cooling systems ability to lower the temperature to the desired level.
  - ii. To verify check inlet temperature displayed on LCD #2 on the Diagnostic screen. The maximum temperature differential between the inlet temperature and the set temperature is approximately 30 degrees Fahrenheit or approximately 17 degrees Celsius.
  - iii. The only remedy to this condition is to lower the inlet temperature. This can be achieved by either moving the WineStation to a cooler environment or cooling the inlet air to the WineStation (This may be achieved by directing a fan to the WineStation air inlets.)
- b) No cooling
  - i. First check the status of the fan located inside of the wine compartment. If the fan is not turning, it is likely that the fan will need to be replaced.  
To further diagnose capture the diagnostic screen information from LCD#2. A fan and TEC board replacement service call will need to be scheduled.
  - ii. If the fan is turning, it is necessary to provide the diagnostic screen information from LCD#2. If the set temp from the diagnostic screen shows 99 degrees Fahrenheit (or 37 degrees Celsius), the hot side fan will need to be replaced. As a temporary fix, it may be possible to start the fan by manually turning the fan blade. If the set temp from the diagnostic screen shows the requested bay temperature and the TEC temperature is at the same level as the inlet temperature, then the TEC or the TEC board may need to be replaced. A service call will need to be scheduled.

## **TROUBLESHOOTING GUIDE - ALL WINESTATION MODELS**

### **5. Empty bottle message/ Red light on in bottle position**

- a. Check that the spout cover and door are fully closed (door should “snap” into position).
- b. For beverages other than wine (including water), set “Pour Detection” to “Off”.
- c. In case there is a cleaning agent residue on the head contacts, wipe the stainless-steel head contacts with clean warm water and a clean cloth and then retry using the head.
- d. If the bottle appears empty, then this is a normal situation. Replace the wine bottle and reset the wine information by inserting your Manager (or Service) Smartcard into the WineStation card reader and selecting the Bottle Service menu after choosing Service Mode from the button panel.
- e. If the bottle is full, then the cause is that no liquid is being detected when a pour is being requested from the button panel. Remove the head from the WineStation. First, make sure that there is a pick-up tube attached to the dispensing head and that the head is properly secured on the bottle. Also make sure that both the spout cover and the front door is closed & locked before doing any kind of pour, including a test pour. If there is no time to apply the cleaning procedures at this time, proceed to temporarily turning off pour detection. (Described in next procedure.) Next, clean the stainless-steel contacts located on the dispensing head. If this does not correct the problem, then carefully clean the “Pogo-Pins” located in the rear of the WineStation. This can be accomplished by using the soft rubber in the back of a pencil. When carefully pushing on the Pogo-Pins they should be springy. If they are “sticky” they may need to be carefully cleaned using a “contact cleaner” and aerosol spray (these can be purchased at most hardware stores).
- f. To temporarily turn off Pour Detect insert the Manager (or Service) card and select Service Mode. Next select “Config” followed by “Position Config”. Then select “Pour Detect”. Select “off”. Please note that this will temporarily turn off pour detect. Pour detect is a unique feature of the WineStation and if turned off, will not know when the bottle has reached the “empty state”. As a result, a card could be over charged for wine that has not been poured. Turning off pour detect is a temporary state. It will automatically be turned back on if the system is restarted or powered on.
- g. Another area that will need regular care, is the “O” rings located on the gas stem in the very reach of the position where the dispensing head is inserted. Simply spray the “O” rings with a small spray of food-grade silicone.

### **6. Red lights flashing in all or many units**

- a. This indicates a low gas pressure condition has been detected. All WineStations connected to this gas source will continue to pour normally for some period of time. However, the gas cylinder needs to be replaced as soon as possible.

## **TROUBLESHOOTING GUIDE - ALL WINESTATION MODELS**

### **7. Red lights are on in all or many units and pouring is not possible from these units.**

- a. This indicates that the gas pressure being delivered to the WineStations is too low for continued service. As soon as the gas cylinder is replaced the red lights will turn off and pouring can continue.

### **8. Red lights flashing in the lower row of Red Lights on one or more units of a Premier & Premier PLUS configuration**

- a. In all new Premier & Premier PLUS systems when the bar is closed, there is an automatic test performed by the system to check the state of the gas system. The red lights will stop flashing when the bar is opened. Depending on the number of units in the configuration, the time interval for this test will vary. The default test period is 30 seconds. For larger configurations, it is increased to 5 minutes. If during this test period, it is determined that the gas pressure within a unit is dropping faster than normal, the red lights will start to flash. This flashing will only occur on the unit that has failed the gas test. This would indicate that this unit or in a particular position within this unit, has a gas leak higher than normal. The most probable cause is that the Clean-Pour Dispensing Head has not been secured onto the bottle correctly. Examine the head and either properly secure the head or, if necessary, replace the head. The test can then be performed on this unit manually or by closing the bar will automatically be run again. In any case, the red lights will stop flashing when the bar is reopened.

### **9. Pouring is not working properly (too much being poured or not enough being poured)**

- a. If this is occurring and is followed by an "Empty Bottle" message, even though the bottle is not empty (see above).
- b. If this is occurring without an "Empty Bottle" message, check the volume setting through the WineStation Portal and make sure that the volumes are set properly on the wine in question. If not set correctly, use the "View Pour Price" button and then edit the settings. If the volume settings are correct but the system is not pouring the correct volume, the unit may need to be recalibrated and Napa Technology support needs to be contacted.

### **10. Gas leaks & gas cylinder emptying too quickly**

- a. If hissing can be heard, check where leak is coming from. If coming from cylinder, replace with a new cylinder.
- b. If leak is coming from gas regulator, call Napa Technology for replacement.

## TROUBLESHOOTING GUIDE - ALL WINESTATION MODELS

- c. If there is a suspected leak, the following procedure can be used to help isolate the cause.
- i. First, pop off quick disconnect from regulator on tank. Record settings on regulator. Turn off gas at the gas cylinder. If pressure readings on regulator drop, then there is a leak in the regulator.
  - ii. Disconnect the quick disconnect from the first WineStation. Turn off gas at the gas cylinder. If pressure readings on regulator drop, then there is a leak in the gas tubing from the regulator to the first WineStation.
  - iii. Remove all wine bottles from all of the WineStations. Pressurize the WineStations by reengaging gas tubing and turning on pressure. Once again turn off gas at the gas cylinder. Bring up the diagnostic screen on the WineStations by inserting manager or service card and selecting diagnostic screen from module configuration menu (this may vary depending on software version installed). Observe the second LCD screen (this is the screen that has TEC and temperature information) there is a pressure reading in the 2 position from the bottom left. If fully charged, it will read around 31 PSI. Wait about 2-5 minutes. If no change has occurred to this pressure reading, the most likely cause of any leak is one or more of the wine bottle heads. Check all wine bottle heads to ensure that the caps are correctly engaged and secure. If there was a loss of pressure observed on the LCD, there is an internal leak. A service call may be necessary to correct.
  - vi. If multiple WineStations are connected using the same gas tank source, the units can be disconnected from each other and the same test as described in the above steps can be used to help isolate the source of the gas leak.





# Limited Warranty Terms & Conditions

Your WineStation will be repaired or replaced, (Napa Technology's option,) if it proves to be defective in material or workmanship under normal use, during the warranty period set forth below, effective from the Date of Purchase of original consumer purchase of the product. This warranty is good only to the original Purchaser.

## Limited Warranty Terms & Conditions

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### Hardware

Napa Technology warrants the hardware will be free of defects in material and workmanship under normal use for the entire warranty period. Napa Technology further warrants, that the hardware will conform to specifications in effect on the date of shipment of the product through any extended warranty period that may be in effect. Additional parts and support warranties are available for purchase.

### Software

The limited warranty covers all Napa Technology software elements. Additional software and support warranties may be purchased.

### DURATION OF WARRANTY

Hardware and Software Limited Warranty for PARTS is for a period of one (1) year commencing from the install date to Purchaser. Warranty for LABOR is for a period of three (3) months commencing from the install date to Purchaser. Additional phone, parts and software warranty options may be purchased.

### Terms of Warranty

Napa Technology will work with the Purchaser to identify the cause of a particular issue with the WineStation systems. If it is determined that a part (or hardware) replacement is required, Napa Technology will provide a replacement part. Napa Technology shall pay expenses for shipment of repaired or replacement products to Purchaser. Purchaser shall provide all labor required to either remove the defective part from the system or to replace the defective part with a new or refurbished part. Purchaser shall pay expenses for return of defective part or parts to be repaired to Napa Technology. Napa Technology will send a Service Technician on site to replace the defective part if the Labor Warranty is still valid or if purchaser pays for the service technician. If it is deemed that the problem is a customer usage issue or a none service problem, there will be a service charge of \$149 for the first hour and \$129 for each additional hour, including travel time. If it is determined that software analysis or a software update is required, Purchaser will provide Napa Technology engineering remote access to the WineStations to enable troubleshooting and verification of software updates. Items not covered under this warranty include (Laptop computer, Clean-Pour Dispensing Heads, Pick Up tubes, External Router, dimming LCD's and AccuServe Smartcards).

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## **WARRANTY EXCLUSIONS**

Warranty does not apply if the hardware, product or software or any other equipment upon which the software is authorized by Napa Technology or its suppliers or licensors to be used (a) has been damaged through abuse or negligence or by accident, (b) has been altered except by an authorized Napa Technology representative, (c) has been subjected to abnormal physical or electrical stress (i.e., lightning strike) or abnormal environmental conditions, (d) has been lost or damaged in transit, or (e) has not been installed, operated, repaired or maintained in accordance with instructions provided by Napa Technology. Warranty shall apply only to those products that are branded by Napa Technology with a Napa Technology trademark ("Napa Technology Branded"). Napa Technology does not warrant any third-party products even if included with Napa Technology Branded Products.

## **MAINTENANCE & SUPPORT**

Napa Technology "Maintenance & Support" consists of (a) repair or replacement of defective components/products and (b) remote technical support, Software Maintenance & Support consists of (a) bug fixes, (b) maintenance releases,

(c) minor and major upgrades and (d) remote technical support. Issues with products are reported by calling Napa Technology at 1-800-603-6550. Technical Support will work to resolve the issue over the phone. If it is determined that a product or part needs to be returned to Napa Technology for repair or replacement; Purchaser ships the product(s) to the address provided for repairs.

Notes: (1) Purchaser pays for shipping to Napa Technology service location. (2) Napa Technology pays for return of repaired or replacement product(s) back to Purchaser. Napa Technology will make all reasonable efforts to repair or replace any returned product(s) within 10 business days of receipt. In the event that the customer is covered by Original Warranty, a Service Technician will be dispatched to the customer site to replace the defective part. Napa Technology, LLC reserves the right to use refurbished parts to complete repairs.

## **WARRANTY DISCLAIMERS**

THE WARRANTIES HEREIN ARE SOLE AND EXCLUSIVE, AND NO OTHER WARRANTY, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED. TO THE EXTENT PERMITTED BY LAW, NAPA TECHNOLOGY SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT.

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