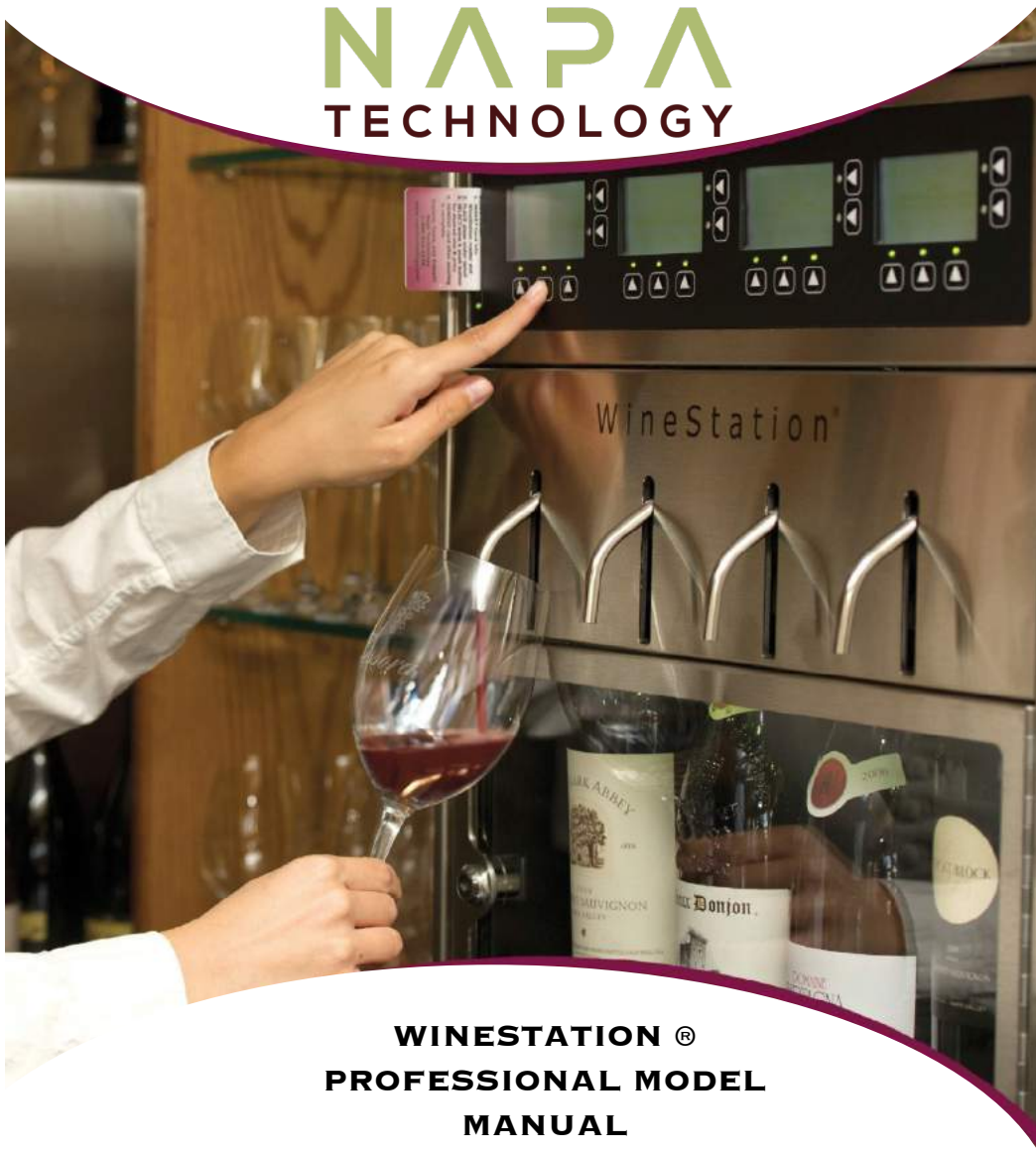# NAPA
TECHNOLOGY

WINESTATION ®
PROFESSIONAL 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

Table of Contents

Table of Contents

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:

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

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

CAUTION   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

⚠ **WARNING**

Excessive Weight Hazard

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

⚠ **WARNING**

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.

IMPORTANT WARNING AND SAFETY INSTRUCTIONS

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.

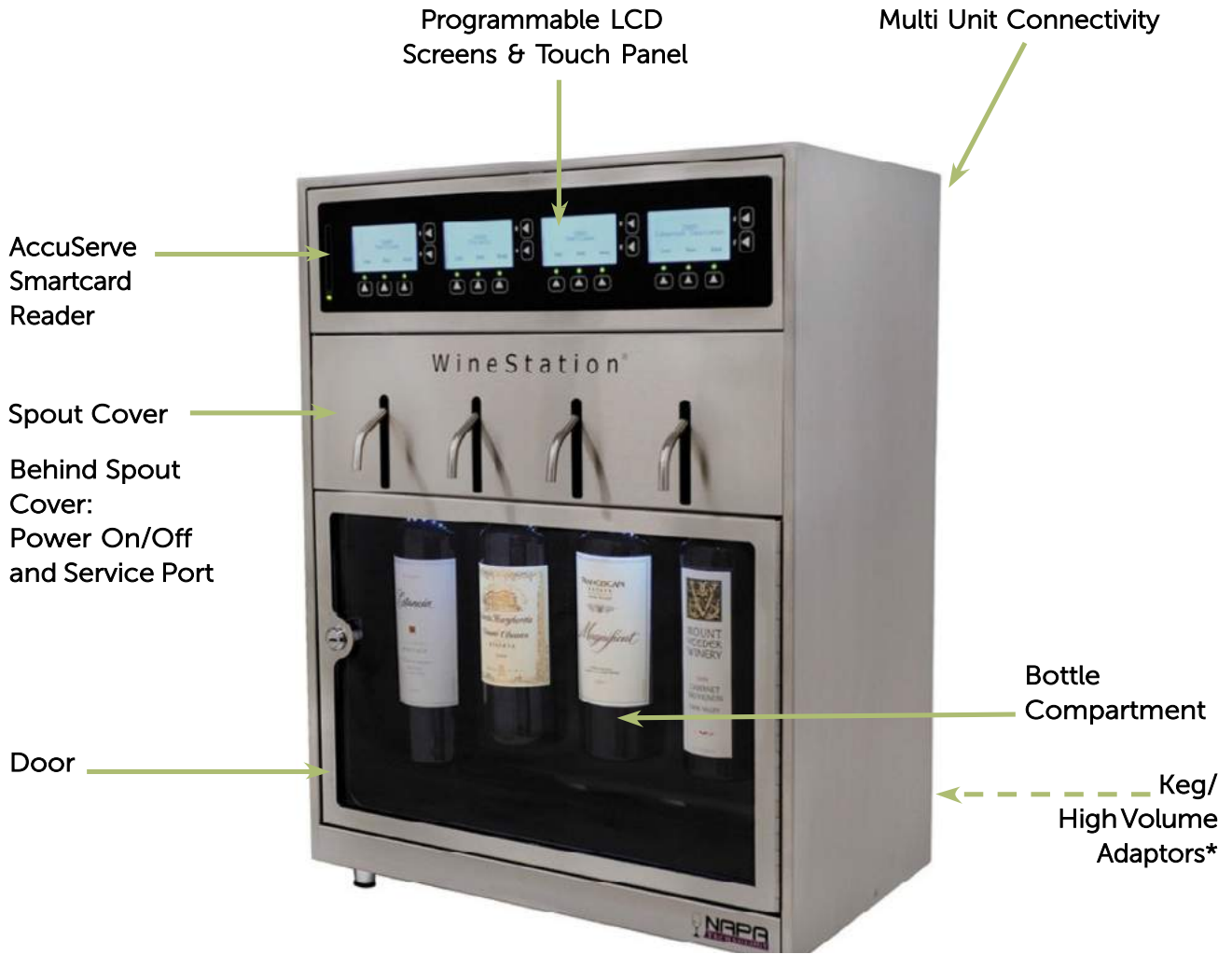**** SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE ****

⚠ 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

Programmable LCD
Screens & Touch Panel

Multi Unit Connectivity

AccuServe
Smartcard
Reader

Spout Cover

Behind Spout
Cover:
Power On/Off
and Service Port

Door

Bottle
Compartment

Keg/
High Volume
Adaptors*

Ultra High Purity Argon Cylinders &
Regulator with pressure gauges.**

Regulators with pressure gauges
Gas tubing (with filter)

*Optional feature **UHP Argon and regulator sold separately through Napa Technology

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.

- Ultra High Purity Argon can be sourced through Napa Technology. Two tanks (one for back up) is recommended. Additional tanks may be required dependent upon the size of the systems and/or configuration.

- 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

⚠ WARNING	⚠ CAUTION
Excessive Weight Hazard! 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.	**Protect your Countertop / 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.

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 form harmful surfaces and debris. <u>Removal of Leveling Feet will void product warranty.</u> (See Appendix Product Specifications for clearance and spacing information.)

Unpacking and Installing your WineStation(s)

2. Connecting the Gas Cylinder.

Ultra High Purity argon cylinders can be sourced directly through Napa Technology, as can the regulator. Both are required for operation. Please see product specifications for more detail.

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.

3. 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.
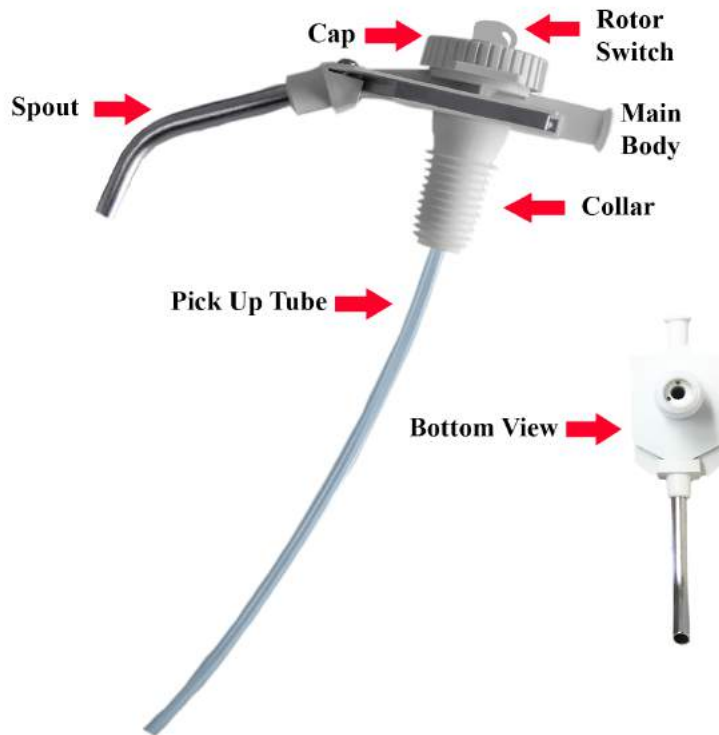
    b. Turn the power switch on in the front of the unit, located under the spout cover. Switch up for on, or all the way down for off.

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

Attaching Clean-Pour Dispensing Heads
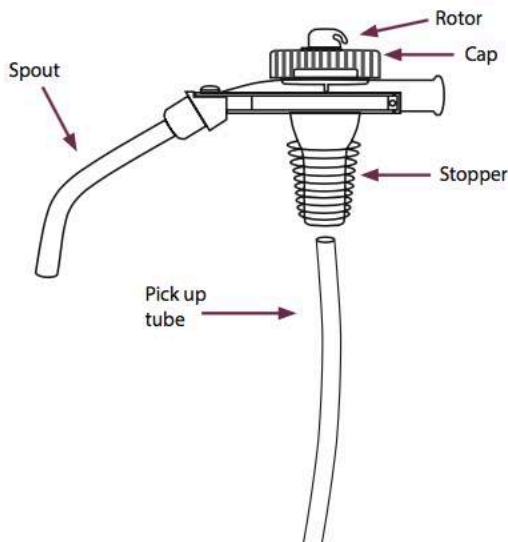
1. Clean-Pour Head Overview:

Important: When carrying around bottles with the dispensing heads attached, always hold the bottle itself (and not just the head), as an extra safety precaution.

UNIVERSAL CLEAN-POUR DISPENSING HEAD USE AND CARE GUIDE

CLEAN-POUR DISPENSING HEAD ANATOMY

Rotor
Cap
Spout
Stopper
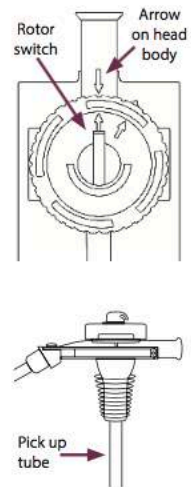Pick up tube

1 ATTACHING THE PICK UP TUBE
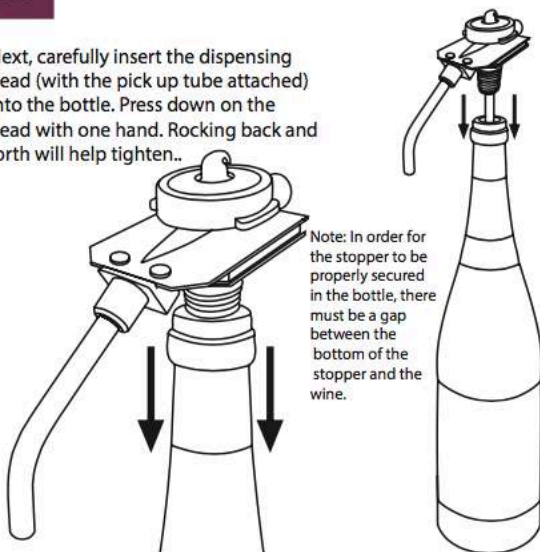
Remove the cap from the head body.

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.

Rotor switch
Arrow on head body
Pick up tube

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..

Note: In order for the stopper to be properly secured in the bottle, there must be a gap between the bottom of the stopper and the wine.

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.
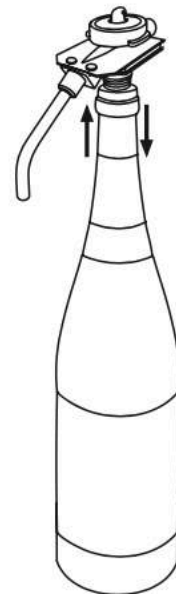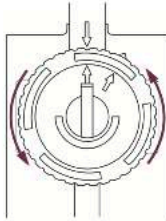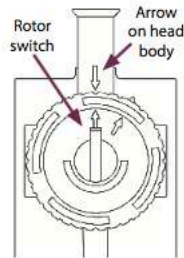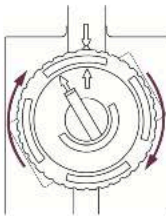
CLEANING & CARE

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:

Rotor switch

Arrow on head body

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/

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

Operations and Screen Functions

The WineStation Professional is designed to provide you with a wide range of operating functions. Below you will find an in-depth review of each LCD Screen and its function:

1. WineStation Bottle Service & Set Up:

   The below LCD screen showcases the standard default setting for your WineStation Professional. The following steps will describe how to program as desired.

   a. To begin using the functionality of your WineStation Professional, insert the Mananger Accuserve Smartcard into the Smartcard slot (with chip facing the right side as shown below).

   b. Service Mode and Dispense Mode will appear on the LCD screen. Select Service mode.
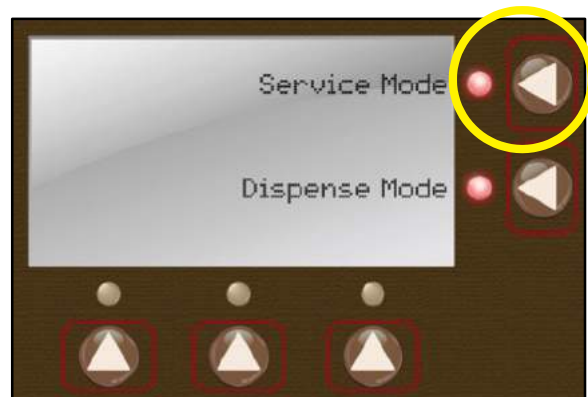
c. From the Service Mode Screen, you will select "Bottle Service."

d. Once on the Bottle Service Screen, you will then select new bottle, so that you may set the display to showcase Wine Type, Wine Year, and Wine Varietal.

e. Now select Wine Type (Red, White or Other). The "Other" setting provides a preset selection of Varietals.
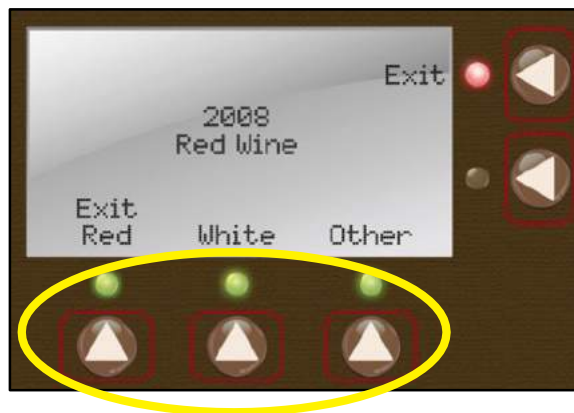
f. Now select the Wine Varietal, using the side buttons to scroll through varietal options.

The WineStation Professional has over 100 wine varietal options including unique offerings, found using the Red, White and Other buttons

g. Next you will select the Year, utilizing the side buttons to select desired date. Once year has been set, press Select Wine to get to exit screen.
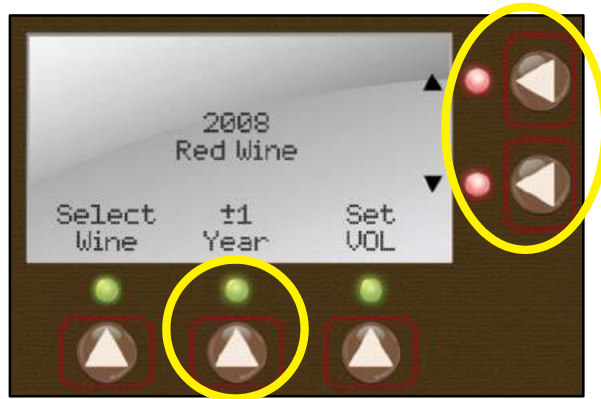
h. When complete, return to the Bottle Service Menu.

2. **Setting Pour Volumes:**

This feature allows you to set three pour volume sizes in 1/4 ounce increments.

a. To do so, from the Bottle Service Screen, select Set VOL
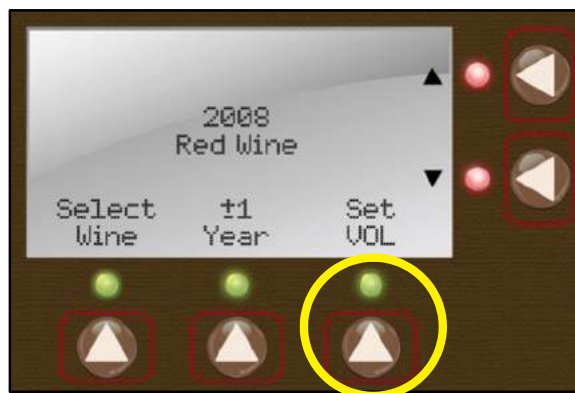
b. Volume sizes will appear on the Volume Size selection screen.

      i. Using the buttons on the right, you can set the desired pour volume in ¼ ounce increments, as shown below:
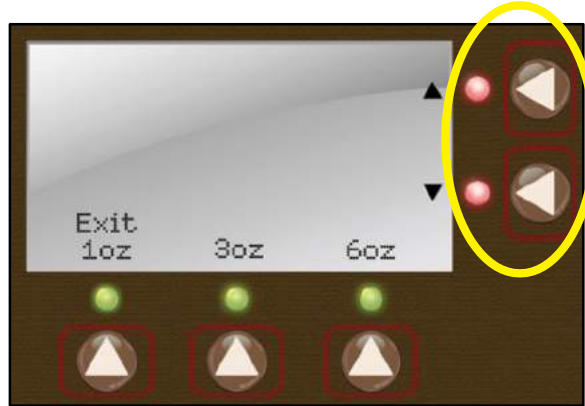
3. Prepping Bottles For Use:

a. From the Bottle Service Screen, you will execute three functions:
      i. New Bottle: used when a wine with new varietal or year is inserted.
      ii. Prep Bottle: used when pre-staging of wine bottles that will not immediately be used.
      iii. Refill Bottle: used when replacing a wine with the same varietal and year. This function will also reset the volume and installed date in the display window.

b. First, return to the "Bottle Service" menu and select "Refill Bottle", as shown below.

c. After you have selected "Refill Bottle", you may insert the wine bottle with the attached Clean-Pour dispensing head into the WineStation position.

i. NOTE: Make sure to close the spout cover and close the front door.
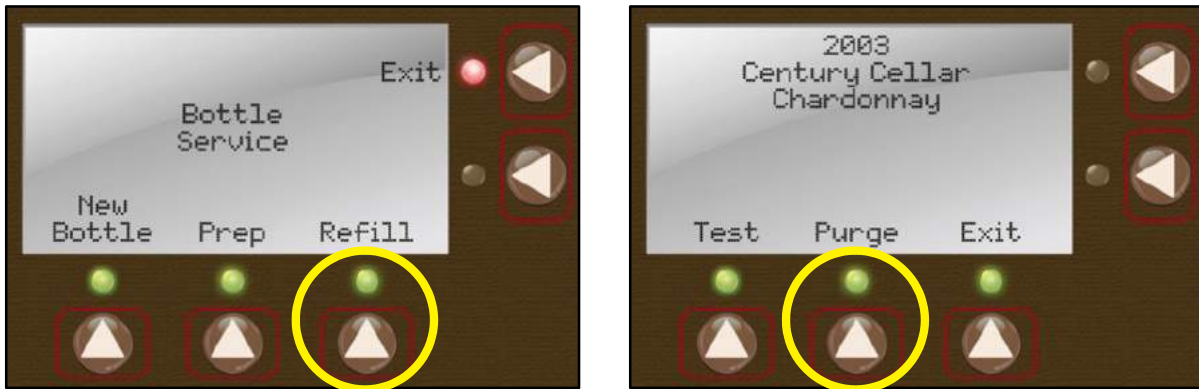
d. At this time, select "Purge" so that the argon or food grade nitrogen will replace the oxygen in the bottle, assuring preservation.

e. Next, select "Test." This will serve about ¼ ounce of wine to prime the liquid into the tube and allow for a taste of the wine.

    i. Make sure that a glass is placed under the spout.

    ii. The wine is now ready for serving. You can now repeat this process for the other 3 positions.

4. To serve the wine, you can use either a Manager or Pour AccuServe Smartcard (to be detailed later).

a. Insert Smartcard and select "Dispense Mode"
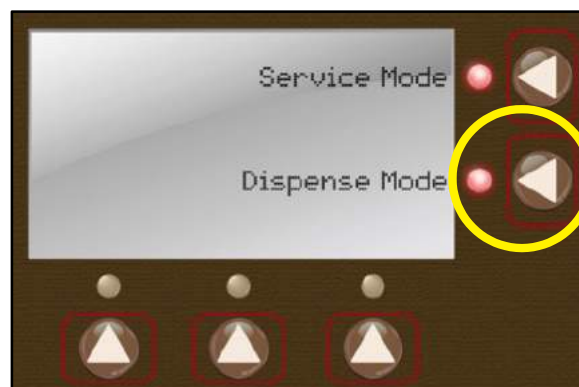
b. You are now able to pour. By selecting any of the 3 pour buttons, you will begin dispensing wine.

5. To set desired temperature, return to the "Service Mode" Menu and select "Config."

   a. Next, select "Module Config" and then select "Adjust Temp" as show in the two screens below:
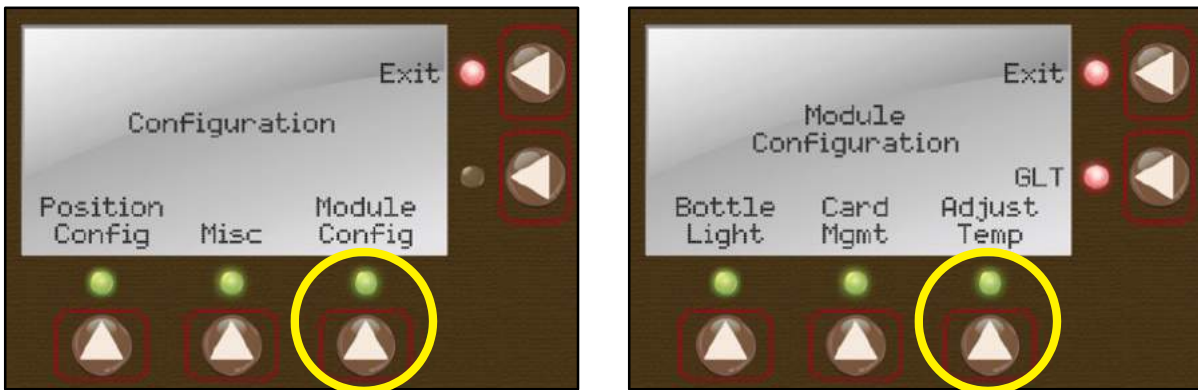
6. Now set desired temperature by using the + and − buttons. Select exit when finished to save settings.

   • The WineStation may be set to display temperature in either Fahrenheit or Celsius.

   • By selecting MAX your WineStation will operate at the most optimal level.
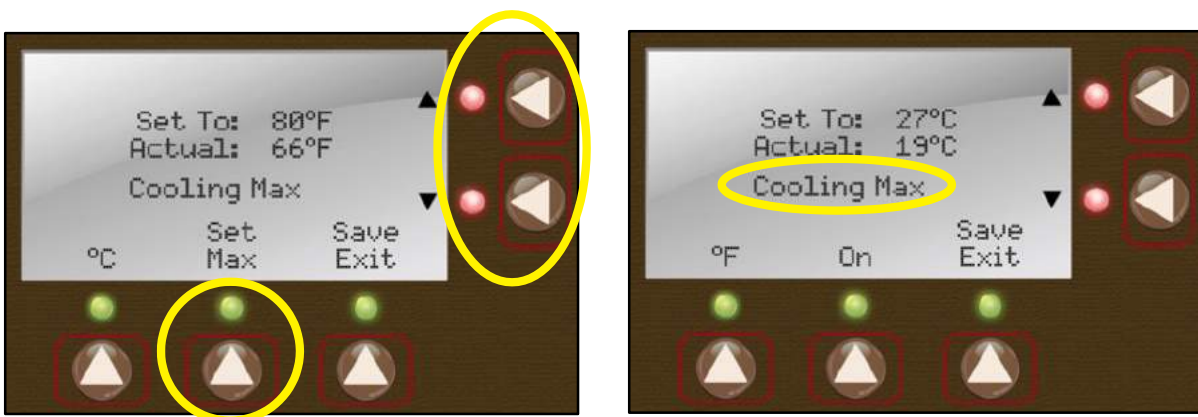
NOTE: To assure that condensation does not gather, it is recommended to remove and drain the internal drip tray weekly. In summer months/higher humidity regions, this may be required more frequently.

7. To adjust the Bottle Light, return to the "Module Configuration" menu.
   a. The bottle light settings are adjusted by selecting "Bottle Light".
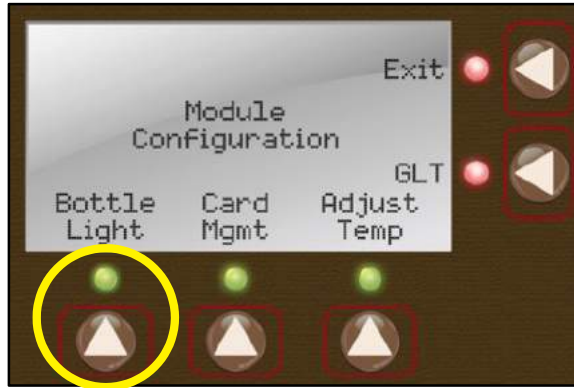
   b. From here you may adjust brightness or contrast, as show in the screens below.
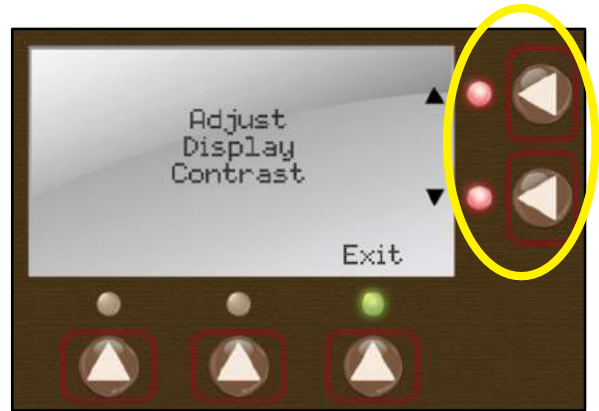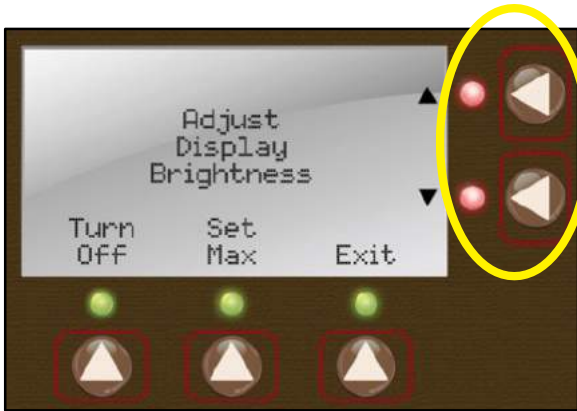
8. A gas leak test may be performed to detect and isolate any gas leaks in the system.
   a. Return to the "Module Configuration Screen" and select the vertical button indicating the letters GLT
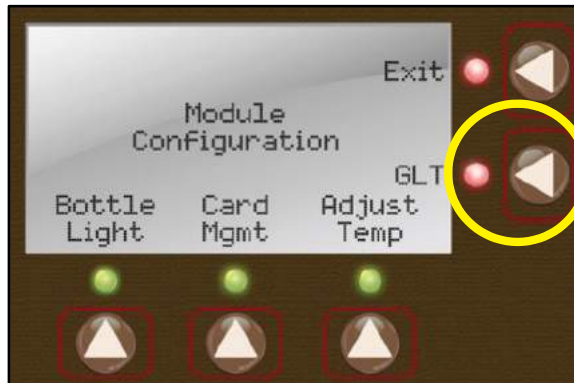
b. Unplug the hose from the gas regulator (or you may shut off the gas cylinder). Certain models may also have an automatic shut off valve.

- The LCD screen will show the current pressure detected. The below example shows a reading of 30.9psi.
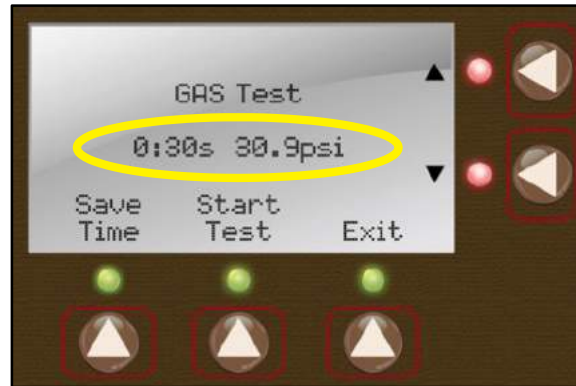
c. Next, select the Start Test button. The test will last for a number of seconds, which will also display on the screen.

- The example above shows a 30 second test, which can be increased or decreased using the up or down arrows, in 15 second increments.

- You may also change to Default Test Time, by setting a new time (as described above) and then selecting the Save Time button.

d. If a leak is detected, the top red lights on the LCD display will blink on and off when the Manager Card is removed from the Smartcard reader.

9. The WineStation Professional also provides a "Wine Bottle Near Empty" detection feature, allowing you to notify your bartenders when the bottle has approximately 2 ounces remaining.

a. Both a message and a flashing red light indicator will appear when this condition is detected.

NOTE: The factory setting for this feature is ON. To disable, begin at the "Service Mode" screen, then select "Config". From the Configuration screen (shown below) select the middle button labeled "Misc". You will now have the option to select OFF as shown below.
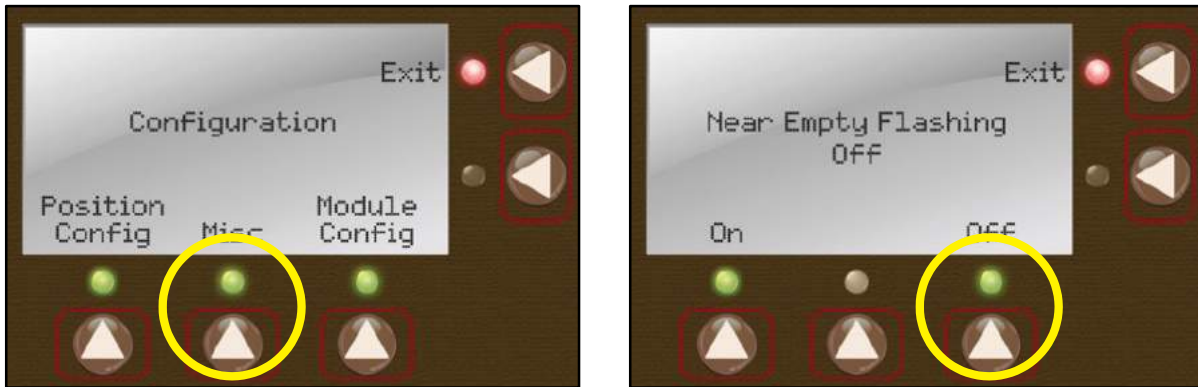
10. The WineStation Professional also provides a "Resume Pour Function", which is designed to allow bartenders to complete an accurate, measured pour between bottle changes.

    This process is simple and will provide the Bartender with an alert message on the LCD screen that reads "Check Wine Bottle" alerting the bartender to the partial pour.

    a. The first step is to properly replace the bottle. Once the bottle change has been completed, securely fasten the dispensing head on the new bottle and insert it back into the WineStation.

    b. Utilizing the Manager Card, the bottle will need to be prepped by utilizing the REFILL button. Once again, the LCD will showcase the amount of wine that had previously been poured.

    c. Then press PURGE to properly pressurize the bottle. After a TEST has been executed, simply press the RESUME button to complete the remainder of the designated pour.

11. The WineStation Professional allows you to make two types of AccuServe Smartcards: Manager Card and Pour Card.
    - The Manager Card is used to change the settings of your WineStation Professional.
      Professional.

    - The Pour Card is used to enable wine dispensing only.

<u>An AccuServe Smartcard can only be made using a valid Manager Card.</u>

a. To begin, insert your Manager Card into the WineStation. This action will prompt you to a screen from which you will select "Service Mode". From this screen, you will want to follow this series of button pushes: Config -> Module Config -> then select Card Management. You are now ready to create either a Manager or Pour Card.
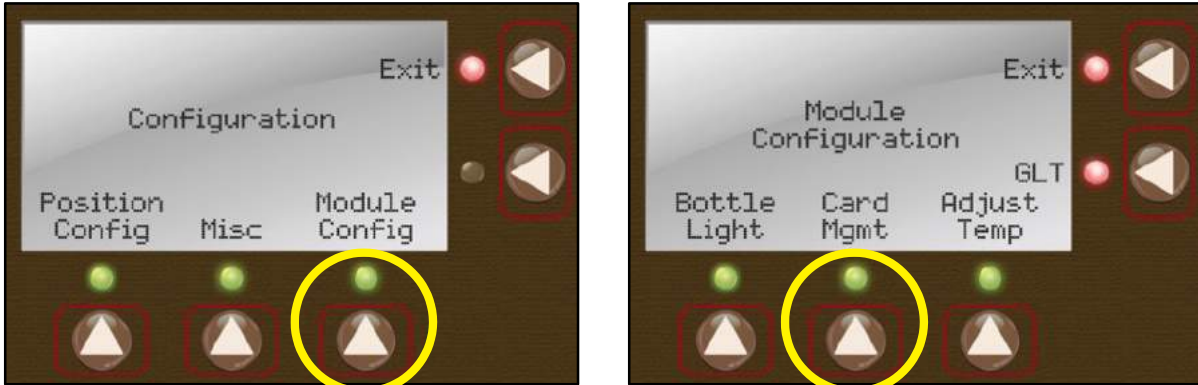
b. Once at the Card Management screen, remove the Manager Card from the WineStation.

c. Insert the blank card that will be used to make a new Manager or Pour Card.

d. Select either the "Make Manager" or "Make Pour" button.

e. Remove the card and then hit the "Exit" button. This card can now be used in this WineStation.

12. If you have more than one WineStation, it is possible to create Smartcards that will work in multiple systems. The "Link" button is used for this.

Winestation #1 / **Winestation #2**
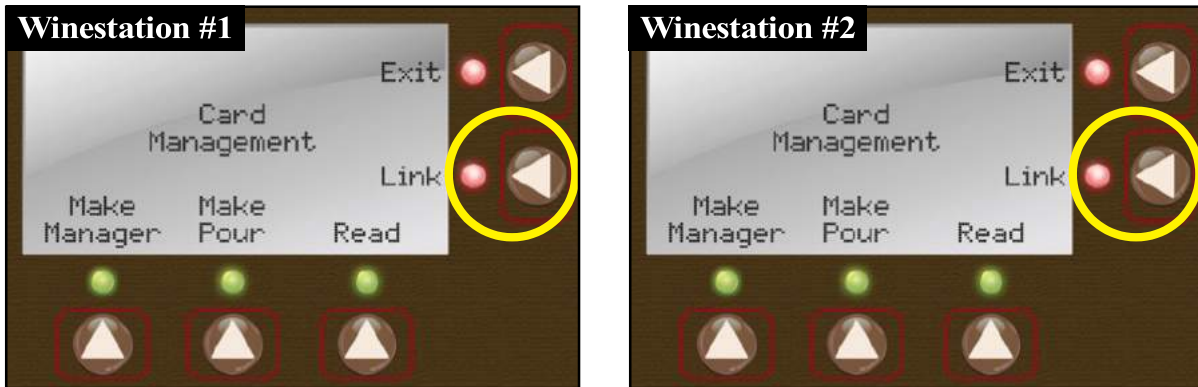
a. Put Manager Card into Unit 2 and go to the Card Management Screen using the following sequence; Service -> Module Config-> Card Management

b. Take Manager card from Unit 1 and insert into card reader on Unit 2.

c. Select Link function (Unit 2 will now have the same customer ID as Unit 1). The red LEDs will flash once if link is successful.

d. Take the Unit 2 Manager Card and reinsert into card reader on Unit 2.

e. Select Make Manager Card button.

f. Both cards should now work in both machines.
   - Now you can make cards in either unit which work in both.
   - Once this function is enabled, additional cards can be made from any machine.

13. The WineStation Professional can track the number of ounces from each bottle position. The total may be reset, as needed, from the "RPTS" screen. You may reach this screen using the following sequence, insert a Manager Card into the WineStation, select "Service Mode" then select "RPTS".

14. The WineStation will also monitor each pour for accuracy utilizing the Pour Detection sensor. This feature can be enabled or disabled in the Pour Detect Screen. You may reach this screen using the following sequence; Service-> Config-> Position Config -> Pour Detect.
   a. Turning this feature Off will disable the WineStation's ability to alert the user of an empty bottle

   b. When Pour Detect is left enabled, the WineStation recognize the empty bottle and the LCD screen will read: "Check Wine Bottle". To continue pouring with a new bottle, utilize the "Refill" process described in Prepping

Bottles on page 21.
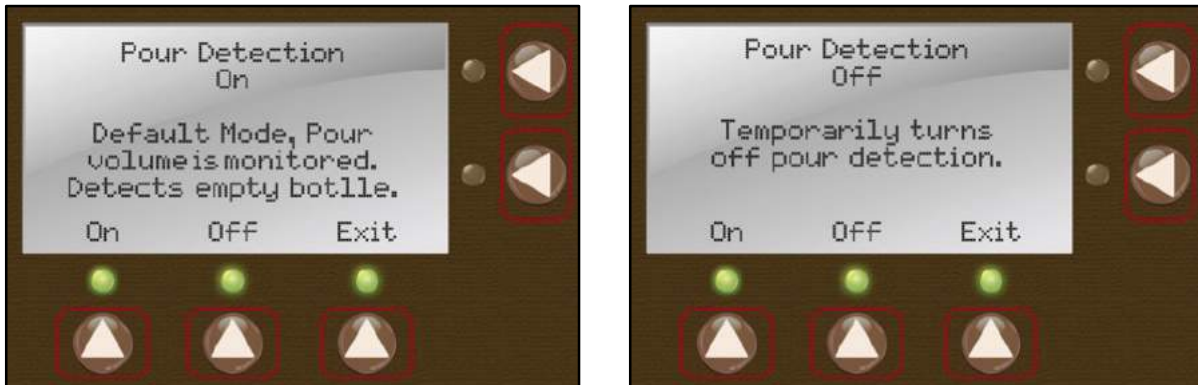
15. The "Diag" screen menu can be selected from the RPTS screen, to provide detailed diagnostic information about the WineStation. This information may be helpful for servicing purposes.
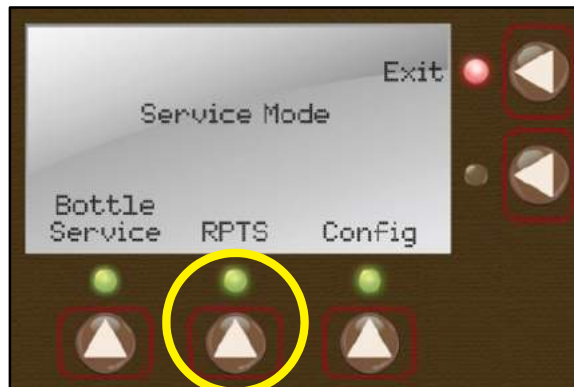
Cleaning and Care

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, a silicon lubricant is provided by Napa Technology and should be applied with a Q-tip or small brush, in the same manner as instructed with the spray.

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

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, a silicon lubricant is provided by Napa Technology and should be applied with a Q-tip or small brush, in the same manner as instructed with the spray.

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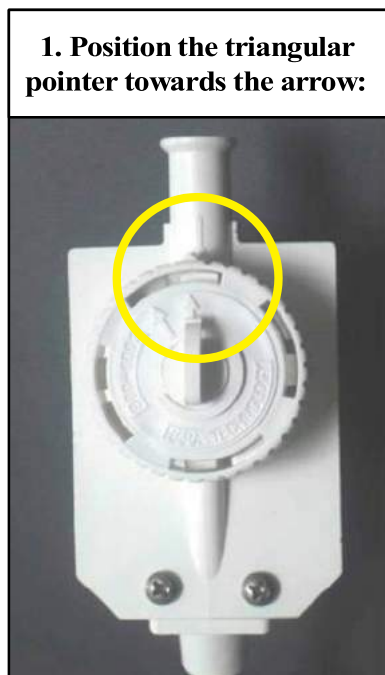
Cleaning and Care

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

Correct: The rotor is aligned with the arrows.

Incorrect: The rotor is not aligned with the arrows.
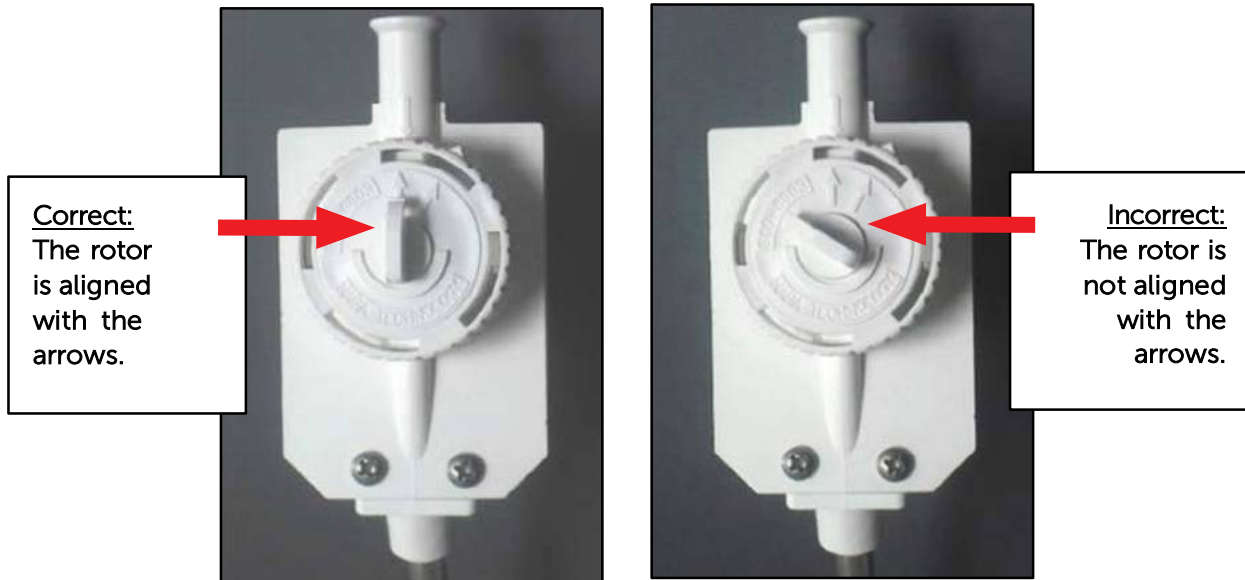
i. Store the heads and tubes in a clean, closed container while they are not in use. When in storage, always make sure the collar is fully un-tightened (all the way up touching the head), to minimize any unnecessary pressure on the gaskets.

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. **Adjust Temp.:** 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 diagnostic 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).

3. **Misc.:**
   Includes a "Near Empty Flashing" function which flashes when the bottle is nearly empty. The factory default for this function is off.

Appendix – Product Specifications

Dimensions & Weight (4-bottle unit: SX, MX, EX, HX)	
Single System Width:	19.7" [49.76 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
Note: 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.	

Cooling & Electrical (4-bottle unit: SX, MX, EX, HX)	
Note: WineStation is shipped without leveling feet attached to the bottom of the unit and requires assembly. These leveling feet can be set to a minimum of 1 inch height. Warranty is void if the leveling feet are removed. TEC cooling optimization requires proper air intake and exhaust to achieve optimal cooling temps. Below are recommended clearances for standalone installations.	
Required Clearances for Stand-Alone Installation:	
Top:	A minimum space of 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 Temp	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	IPXO (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:	Ultra High Purity Argon (UHP 5.0)
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 supplied with the WineStation)
Note: 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 Consol	
Consol	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	10/100/1000Mbps
USB Ports	At least 2

Peripherals and Accessories	
Wireless Router *	Linksys WRT120N Wireless Router 802.11b/g/n up to 150Mbps/10/100 Mbps Ethernet Port x4
Desktop Smartcard Reader/Writer*	Omnikey 3121
Handheld Barcode Scanner*	TYSSO BCP-5000 Portable Bar Code Data Collector
*Accessories standard in Premier Model Series	

Appendix – Product Specifications

Smartcard Reader (commercial models only)

19.7"

LCD Screens & Touch Control Membrane

WineStation®

Spout Cover

Dispensing spout reaches 1.62" from spout cover to tip

24.66"

25.7" (including leveling feet)

Wine Cabinet Door

16.1"

(depth includes control panel and venting)

1" Leveling Feet (adjustable 1 – 4")

Air Circulation:

In

Out

Appendix – Product Specifications

1-4" Leveling Feet
(adjustable 1 – 4",
but use of drip
tray requires 4")

WineStation®

3.86"

0.58"

19.44"

Air Circulation:

In

Out

Appendix – Product Specifications

Ethernet Connection

Multi-Unit Communication Ports

Comm Port Terminator Switches

Gas In Quick Connect

AC Input

On   On

3.3"

3.3"

9.31"

16.1"

Air Circulation:

In

Out

Appendix - Pre Programmed Wine Selections

Red Wines

Red Wine	Cabernet Franc	Mourvedre/Mataro	Sangiovese
Barbera	Cabernet Sauvignon	Nebbiolo	Shiraz
Barolo	Chianti	Petit Verdot	Syrah
Bordeaux	Grenache	Petite Sirah	Tempranillo
Brunello	Malbec	Primitivo	Zinfandel
Burgundy	Merlot		

White Wines

White Wine	Pinot Grigio	Viognier	Fume Blanc
Chardonnay	Pinot Blanc	Pinot Gris	Ice Wine
Gewurztraminer	Riesling	White Zinfandel	Rose
Meritage	Sauvignon Blanc		

Other Wines

Albarino		Morio-Muskat	
Alicante Bouschet	Cortese	Muller-Thurgau	Soave
Aligote	Corvina	Muscadelle	Souzao
Amarone	Counoise	Muscardin	St. Laurent
Arneis	Duriff	Muscat	Terret Blanc
Auslese	Eiswein	Negrette	Terret Gris
Baco Noir	Fiano	Neuburger	Terret Noir
Barbaresco	Frascati	Niagra	Tinta Cao
Bardolino	Gamay	Picpoul Blanc	Tinta Narroca
Beaujolais	Garganega	Picpoul	Tinta Negra Mole
Black Corinth	Grappa	Piedmont	Ugni Blanc/Trebbiano
Blush	Grenache Blanc	Pinot Meunier	Vaccarese/Camarese
Bourboulenc	Grenache Gris	Pinot Noir	Valdepenas
Carignan	Grignolino	Pinot St. George	Valdiguie
Carmenere	Gros Verdot	Pinotage	Verdelho
Carnelian	Gruner Veltliner	Priorat	Vernaccia
Chancellor	Kerner	Roussanne	Verndicchio
Charbono	Lambrusco	Rubired	Vidal Blanc
Chelois	Maccabeo	Ruby Cabernet	
Chenin Blanc	Marechal Foch		
Cinsault		Sauternes	
Clairette Blanche	Marsanne	Scheurebe	
Claret	Melon	Semillon	
Colombard	Meritage	Seyval Blanc	
	Meunier	Sherry	
	Mission		

TROUBLESHOOTING GUIDE-ALL WINESTATION MODELS

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

1. <u>**Machine is off, all LCDs are dark**</u> *(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. <u>**LCDs are on, but cards don't work**</u>

   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

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 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.

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.

7. <u>**Red lights are on in all or many units and pouring is not possible from these units.**</u>
   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. <u>**Red lights flashing in the lower row of Red Lights on one or more units of a Premier & Premier PLUS configuration**</u>
   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. <u>**Pouring is not working properly (too much being poured or not enough being poured)**</u>
   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. <u>**Gas leaks & gas cylinder emptying too quickly**</u>
   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.

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

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.

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).

LIMITED WARRANTY TERMS & CONDITIONS

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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