

 **1. DAILY CHECKS (Before Opening)**

- ✓ Gas cylinder open
- ✓ Regulator pressure correct 2.8 Bar
- ✓ Cooler switched **ON**
- ✓ Python pump running
- ✓ Drip tray clean
- ✓ No visible leaks (beer or gas)






If something looks wrong → Do NOT adjust settings without guidance.

 **2. CLEANING & HYGIENE**

- Clean taps daily with warm water
- Wipe tower & drip tray
- Do NOT submerge taps in chemicals
- Do NOT turn off cooler overnight
- Use Alcohol provided by your technician to spray before coupling a keg

 Switching the cooler off causes beer quality issues.

 **3. DO NOT:**

-  Move the cooler
-  Adjust regulator pressure
-  Tamper with gas fittings – unless instructed by a CBC Technician
-  Disconnect lines
-  Allow third-party technicians to work on the system

Unauthorised changes may void support.

 **4. SERVICING & SANITISING**

- System must be sanitised every 21 days
 - Only authorised technicians may service the system
 - Missed cleans affect beer quality and warranty
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 **BEFORE LOGGING A CALL – PLEASE CHECK:**

 **GAS**

- Is the gas cylinder open?
 - Is there gas in the cylinder? (Gauge not on zero)
 - Is the regulator set to the correct pressure? (Do NOT adjust — just check reading)
 - Are gas fittings tight? (No hissing sound)
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 **BEER / KEG**

- Is there beer in the keg?
- Is the correct keg connected?
- Is the coupler fully locked down?
- Has the keg recently run empty?

● POWER

- Is the cooler switched ON?
 - Is the plug point ON?
 - Has the circuit breaker tripped?
 - Is the python pump running? (If applicable)
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● POUR ISSUE SPECIFIC CHECKS

Beer not pouring at all:

- Gas open?
- Keg empty?
- Coupler engaged?

Beer pouring foam:

- Cooler on for at least 2 hours?
- Keg warm?
- Gas pressure changed.
- Glasses clean (no detergent residue)?

Beer pouring flat:

- Gas pressure low?
 - Gas bottle empty?
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● LEAK CHECK

- Any visible beer leaks?
 - Any wet fittings?
 - Any smell of gas?
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● AFTER CHECKING ABOVE

If issue persists:

Scan QR Code and provide:

- Outlet name
- Description of issue
- Photo of regulator gauge
- Photo of keg connection
- Short video of the pour (if foam issue)

✦ This alone will reduce your unnecessary callouts by 30–50%.

📱 NEED ASSISTANCE?

Scan the QR Code on the cooler or visit:

<https://capebrewing.co.za/draught-support/>