

Covid-19 Update 19th March 2020: Important guidance to SmartDispense customers

Dear SmartDispense Customer

I wrote to you earlier today with an update on how we are working to support your business during these uncertain times. As the UK Government advice is updated rapidly, we understand some businesses are being forced to take difficult decisions. Whether you are continuing to trade or have temporarily closed your doors we want to continue to service our SmartDispense customers the best we can. This document contains more information on:

1. Innserve service levels
2. How to maintain your systems in LOW trading period
3. How to maintain your system in NO trading period
4. How to re-start your system
5. FAQ
6. Contact details

1. Innserve Service Levels

- **Important Covid-19 Action:** If you are aware that a person who has recently been at your outlet has Coronavirus, please call Innserve on your usual number and Innserve will arrange for a SmartDispense technician to attend when it is safe to do so. In the meantime, leave the SmartDispense system on.
- Innserve will continue to provide a maintenance service as long as the UK Government permits movement of people. Depending on the development of Covid-19, Innserve may have a limited service available and may need to reschedule a visit.
- With immediate effect, HEINEKEN will no longer be taking requests for NEW installations from customers. Installation requests that have already been raised will be honoured if the customer still wishes to proceed. This decision has been made in order to minimise human contact at this time and free up resource to deliver essential maintenance to existing customers.

2. Maintaining your system during LOW trading period

If your outlet is continuing to trade but you are choosing to do so over a reduced pattern, please see the following advice to protect the dispense system and product quality.

Important: If the system or part of the system is not used for 7 days please refer to the shutdown process (point 4 in this document).

Take Extra Care

SmartDispense systems are designed to be used regularly, so times of inactivity can add risk to the dispense quality. If beer is left in the lines for longer periods of time it can become stagnant and taste poor. If beer systems are turned off, the beer will warm up and the CO₂ in the beer will come out causing fobbing and flat beer. To prevent any period of inactivity from having a negative impact on dispense quality, please follow the guidelines below:

Maintenance Process

- Do not leave beer in a dispense system without use for 7 days or more.
- Always leave the cellar cooling switched on.
- Always leave the beer coolers switched on.
- Turn off the dispense gas when not using the system.
- A SmartDispense Technician will clean the lines as per the schedule.

3. Maintaining your system during NO trading period

If you are not using your system or planning to close your outlet for more than 7 days please follow this procedure to close down the dispense system and protect the dispense equipment. This process allows protection for up to 6 months.

We want to ensure the draught systems are protected so that when outlets re-open they are able to serve great quality beer as soon as possible.

Failing to properly close down the system can cause irreversible damage to the system and render it unusable. This will result in costly, time consuming work to replace the equipment which could cause delays to your outlet re-opening. Turning off cellar cooling and beer coolers will also save energy and money whilst you are closed.

Close down Process

- If you are temporarily closing your pub, please contact Innserve to arrange a visit for them to close down the system, this may be during your next scheduled visit. Leave the system switched on until a technician arrives.
- The SmartDispense technician will complete the service call and will either fill the lines with a protective '*guardian*' or fill the lines with gas (both will preserve the condition of the lines for up to 6 months).
- Keg couplers will be sprayed with an alcohol sanitising spray and placed in hygienic bags.
- As part of the service call the beer cooler(s) and gas bottles will be switched off.
- The cellar cooling can also be switched off (to save energy) if you require.
- The SmartDispense technician will remove, clean and dry the tap nozzles and put them back on the taps.
- The SmartDispense technician will turn off bar lighting.

4. How to restart your system

If your system has been turned off and/or if you have been closed for 7 days or more please follow the process below prior to re-opening. This should be done 24 hours prior to reopening and can be done yourself, it does not require an Innserve technician.

- Turn on the cellar cooling on.
- Turn on the beer coolers and gas system.
- Connect the couplers to kegs that are in date.
- Reset each cider or beer by pressing the reset button on each keg drop.
- Pull through the beer until it is a flowing clearly from the tap, the beer may 'fob' if the cooler is not down to temperature.
- The beer cooler will be ready to dispense at the correct temperature within 2-4 hours.
- Refit the nozzles and you are ready to serve.

5. Frequently Asked Questions

1. Will Innserve provide maintenance cover if I'm still open during this period?

As long as government does not prohibit the movement of technicians then Innserve will continue to provide a maintenance service but this may be on a reduced service level.

2. Will Innserve come and complete a shutdown process for my lines?

If you have a SmartDispense system then yes, Innserve will complete a shutdown process for you. Please also refer to questions 10 to 14 as these are specific to SmartDispense customers.

3. When will my Smart Dispense Service Technician come to shut down my lines?

Innserve will confirm the date of their shutdown visit. Where possible this will be on your scheduled service visit date but we ask customers to be flexible with dates and times to ensure we get to every outlets as quickly and efficiently as possible.

4. Can I shut down my own lines?

No, SmartDispense customers do not have the cleaning equipment or chemicals on site so we need to send a technician. This will either be on your next scheduled service date or sooner, Innserve will contact you beforehand to confirm.

5. Once lines are shut down, how long will the lines last without cleaning?

The lines will last for up to 6 months if the shutdown procedure is followed correctly. If the shutdown procedure is not completed or carried out incorrectly then lines may need replacing after just a few weeks if beer or cider is left in the lines. This may result in additional costs to replace the lines as well as delays in re-opening.

6. What should I do before the technician comes to clean the lines?

Leave the system and cooler switched on with beer in the lines even if you are not dispensing.

7. What do I do if I need to shut my bar before my next service visit is due?

Please contact Innserve to arrange a suitable date for them to attend your site and shut down the system. Innserve can still visit your site even if you are closed. We may need you to be flexible with dates and times to ensure we get to every outlets as quickly and efficiently as possible.

8. Will there be a delay to me re-opening if you shut down the lines?

No, if the shutdown process has been followed properly, all SmartDispense customers will be able to self-start by following the re-opening process.

9. What if I do not want to complete the opening processes myself?

Please contact Innserve who will arrange for a technician to do this for you. Please be aware this may potentially delay your opening.

10. I have a Blade/Integral unit, what should I do if I'm not going to use it?

Disconnect the current container and switch off the machine

11. What should I do with broached containers?

Please disconnect them from the system and leave them in the cellar

12. Can I reconnect un-broached containers to the system once I'm ready to re-open?

Yes, as long as they are still in date (refer to the BB date on the container). Spray with sanitiser before reconnecting.

6. Contact Details

Please contact Innserve for more information:

- 0345 878 7071 (northern UK)
- 0345 878 7072 (central UK)

- 0345 878 7074 (southern UK)
- 0345 878 7075 (National customers)
- 0345 878 7076 (Star Pubs & Bars)