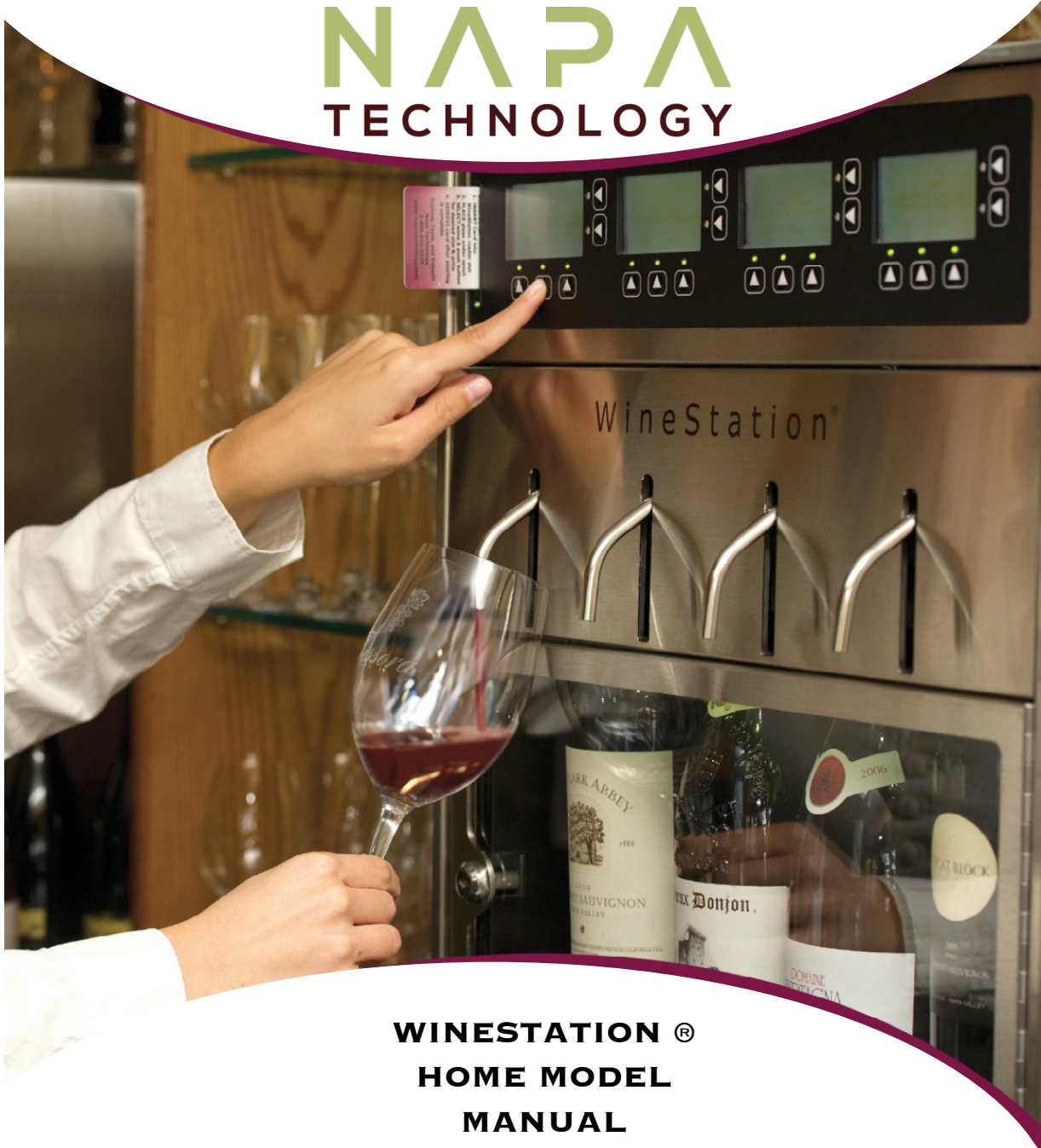




NAPA
TECHNOLOGY



WINESTATION®
HOME 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 created the WineStation as an exquisite wine serving solution that lets you enjoy the freshest wine, each and every time. 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 uncork and enjoy multiple vintages from your personal wine collection without having to throw away what's left over from the evening.

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 07.18.17 Version 3.1

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:



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

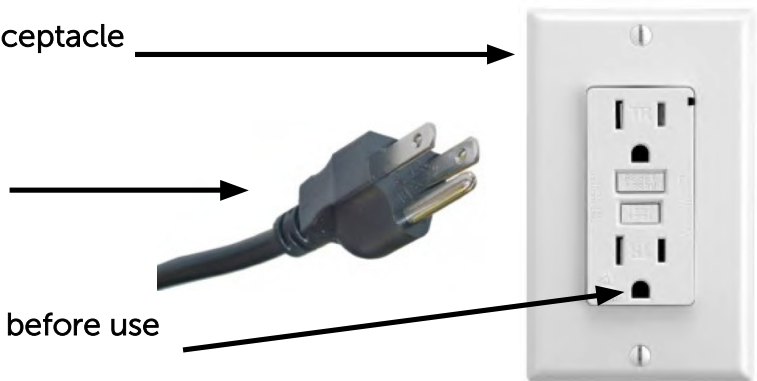
ELECTRICAL SHOCK HAZARD

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, 10A 50/60 Hz, AC only (230Vac 10A 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 horizontal 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 to diagnose potential problems with the WineStation.



SYSTEM OVERVIEW

Easy to Read LCD Screen shows the Wine Information for a Taste, Half or Full Glass pour.

Stainless Steel/Painted Cabinet



Patented Clean-Pour Technology keeps Wine fresh for up to 60 days

Locking Door

State of the Art Cooling and Temperature Control gives you the Optimum Tasting Experience

Nitrogen or Argon Gas Preservation System for Increased Wine Shelf Life

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.
- 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

<p> WARNING</p> <p>Excessive Weight Hazard!</p> <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>	<p> CAUTION</p> <p>Protect your Counter top / Installation Area!</p> <p>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 each box, so that it will arrive with the display window facing up towards the box opening.
- b. It is suggested to open box along the taped closure.
- c. Once the box is opened, please remove the four (4) Leveling Feet found in a single plastic bag, taped to the top of the WineStation.
- d. Remove the foam brace. 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.
- 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 the leveling feet – they are required for proper air circulation; doing so will void the warranty. (See Appendix Product Specifications for clearance and spacing information.)

UNPACKING AND INSTALLING YOUR WINESTATION(S)

2. Connecting the Gas Cylinder.

Note: If you have purchased argon or food grade nitrogen gas filled canister tanks from an external national gas company, follow these instructions:

- a. Install the gas regulator assembly (provided) into the gas tank (customer provided).
- b. Plug one end of the gas tubing with male/female connectors (provided) into the connector at the back of the WineStation.
- c. Plug the other end of the gas tubing into the gas regulator assembly.
- d. Turn gas tank valve on.

Note: If you have purchased a pack of Napa Technology Argon Gas disposable tanks follow these instructions:

- a. Remove the plastic cap from the gas tank.
- b. Install the gas regulator assembly (provided) into the gas tank.

Note: The gas regulator provided with the purchase of the Napa Technology Argon Gas disposable tanks are different from the regulators provided to customers who choose to source the gas externally.

- c. Plug one end of the gas tubing with male/female connectors (provided) into the connector at the back of the WineStation.
- d. Plug the other end of the gas tubing into the gas regulator assembly.

Note: The regulator is pre-configured to the appropriate setting and the gas valve has been removed. In the event that you need to adjust the gas pressure, please refer to troubleshoot guide for detailed instructions.

UNPACKING AND INSTALLING YOUR WINESTATION(S)

3. Power on the WineStation.

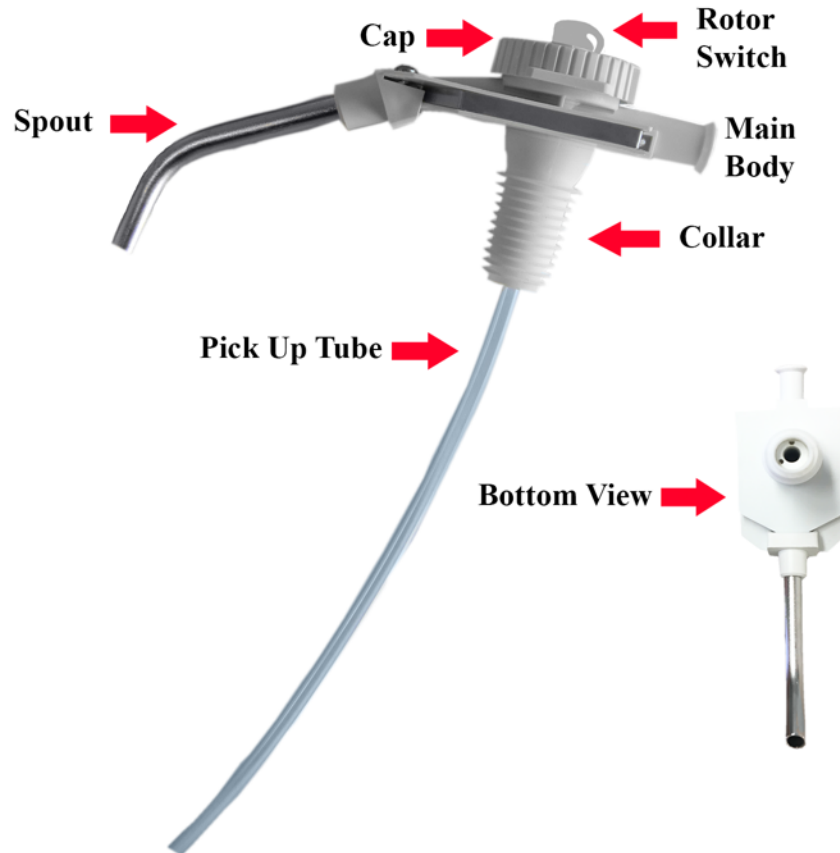
- a. Plug the power cord (provided) into the power plug on the rear of the WineStation.
- b. Plug the other end into a grounded power outlet (See Appendix Product Specifications).
- c. Turn the power switch on in the front of the unit, located under the spout cover. Switch up for on, all the way down for off.
- d. The WineStation will run through a series of self-tests, which could take up to approximately 5 minutes. Once this process is completed, the green lights below the LCD screens will be illuminated, indicating that the WineStation is ready for service.

Congratulations!!!

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

ATTACHING CLEAN-POUR DISPENSING HEADS

1. Clean-Pour Head Overview

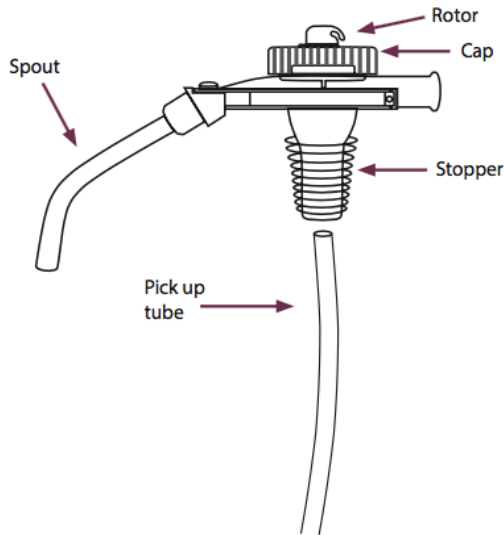


Important: When carrying around bottles with the dispensing heads attached, always hold the bottle itself (and not just the head), as an extra safety precaution.

WineStation.

UNIVERSAL CLEAN-POUR DISPENSING HEAD USE AND CARE GUIDE

CLEAN-POUR DISPENSING HEAD ANATOMY

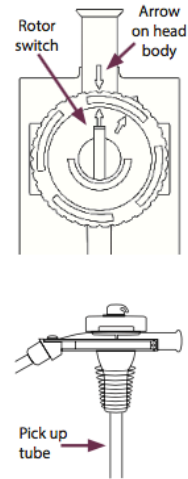


1 ATTACHING THE PICK UP TUBE

Remove the cap from the head body.

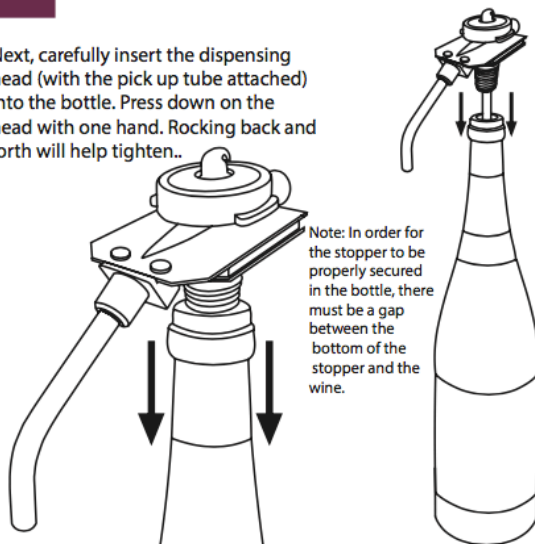
Insert a clean pick up tube into the bottle (it is normal for the upper end of the tube to extend beyond the tip of the bottle at this point). Insert the upper end of the pick up tube firmly into the opening on the bottom of the head, as shown in the Clean-Pour Dispensing head anatomy diagram. The tube 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.

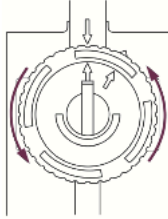


CLEANING & CARE

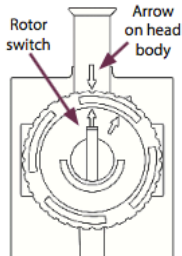
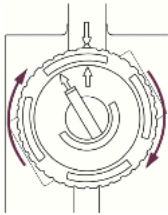
To assure your WineStation operates at the highest level of efficiency, you should clean the Clean-Pour Dispensing heads regularly.

- 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/

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.

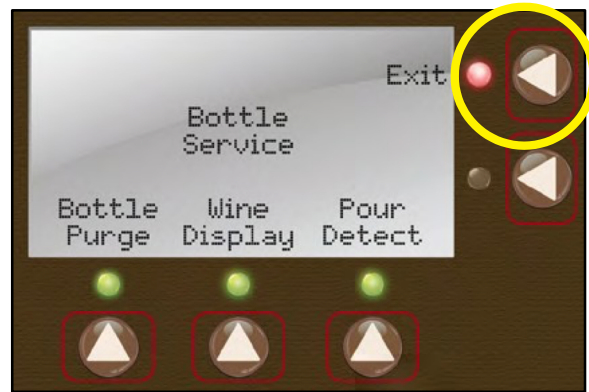
For further assistance, contact Napa Technology Customer Support by calling 1.800.603.6550 or emailing support@napatechnology.com

OPERATIONS AND SCREEN FUNCTIONS

The WineStation 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. Unlocking your WineStation

- a. Open the front door.
- b. Lift the spout cover.
- c. Underneath the spout cover you will find a switch board. Move the switch down one notch to access the main service menu.
- d. Select "Bottle Service."
- e. Select "Exit."
- f. Next, move the switch back to the up position.
- g. Close the spout cover.
- h. Close the front door.
- i. Your WineStation is now unlocked.



2. WineStation Bottle Service Set Up Screen, Default Settings:

- a. To begin utilizing the functionality of your WineStation, first open the front door, lift the spout cover and move the switch down one notch to get to the main menu.

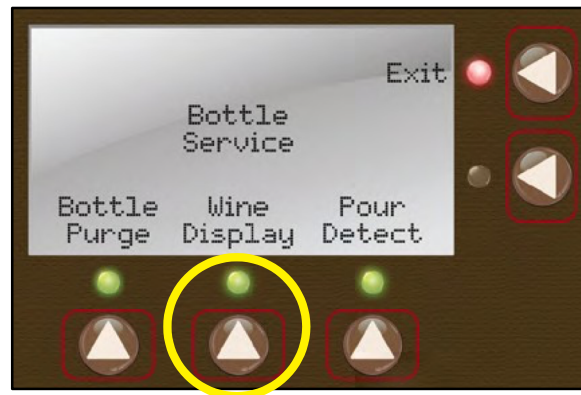


Note: When you are done using the service menu, you will need to move the switch back to the up position in order to use the dispensing function of the system.

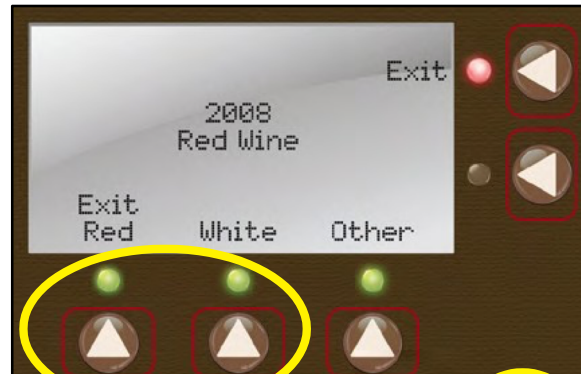
- b. To begin preparing your bottles for insertion in the WineStation, select "Bottle Service."



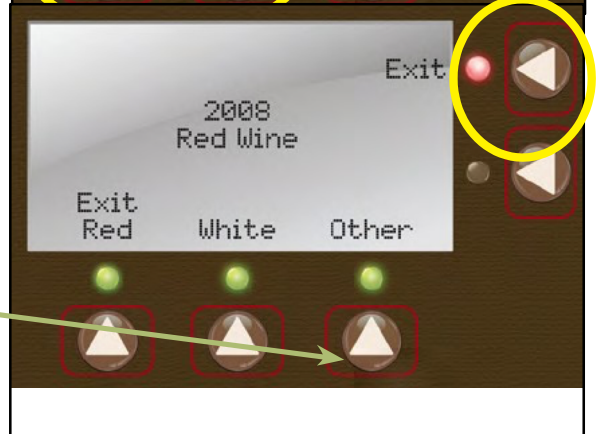
- c. From the Bottle Service Screen, you will select "Wine Display" so that you may set up the display to showcase Wine Type, Wine Year, and Wine Varietal.



- d. Now you can select Wine Type (Red or White).

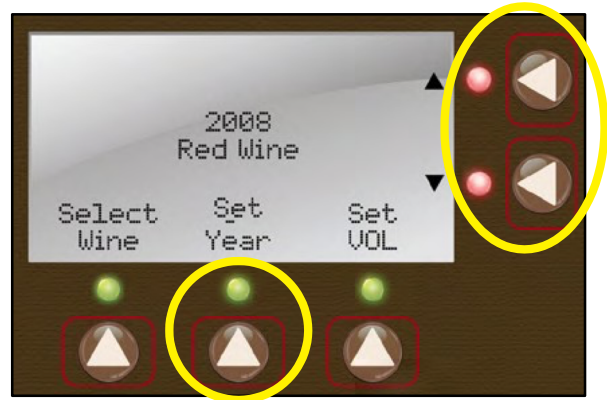


- e. Select the varietal by utilizing the side buttons to scroll through the list, then press "Exit".

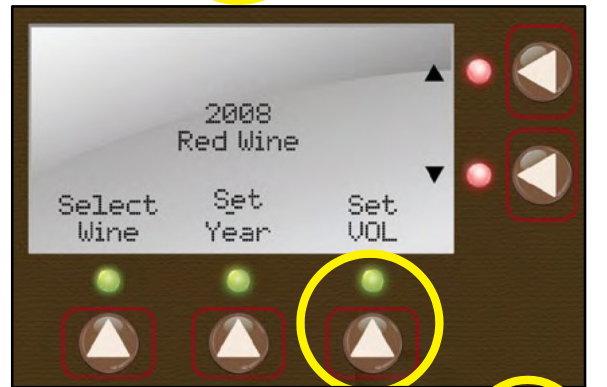


The Pristine PLUS has over 100 wine varietal options including unique offerings, found using the Other button. See Appendix for complete listing.

- f. Next you will select Set Year, utilizing the side buttons to set year.



- g. Next you will select "Set VOL".



3. Setting Pour Volumes.

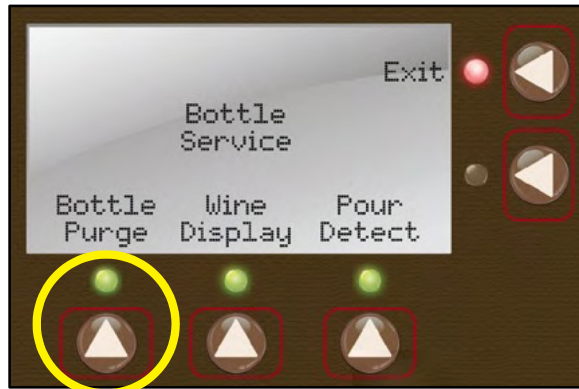
- a. Volume sizes will appear on the Volume Size selection screen. Using the buttons on the right, you can set the desired pour volume in 1/2 ounce increments, as shown right:



4. Prepping Bottles For Use.

- a. First, insert the wine bottle with the attached Clean-Pour dispensing head into the WineStation position.

- b. At this time, select "Purge" so that the argon or food grade nitrogen will replace the oxygen in the bottle, assuring preservation.



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

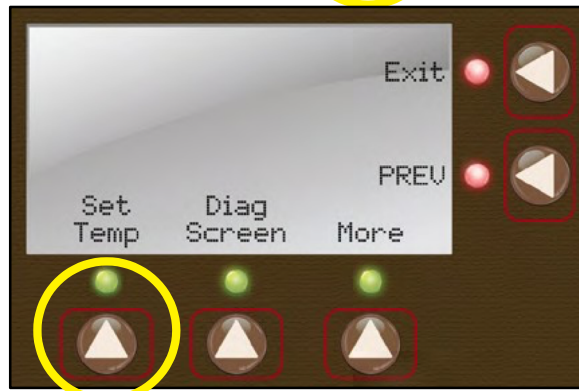


5. Setting the Temperature

- a. To set the desired temperature, select "WineStation Service" from the default menu screen and then select "More."

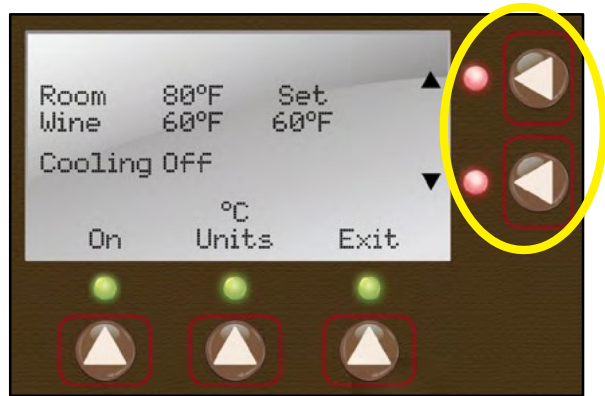


- b. Next, select "Set Temp".

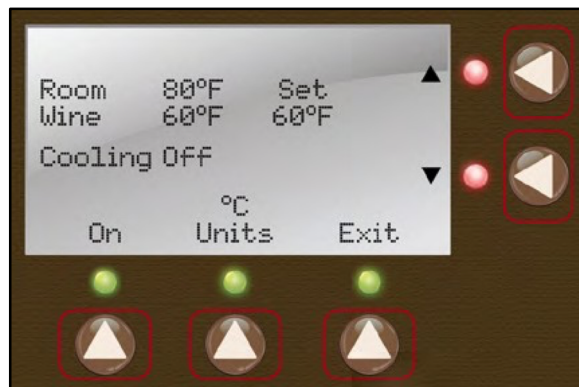


- c. Now set desired temperature by using the + and – buttons. Select “Exit” when finished to save settings.

Note: You may use Celsius or Fahrenheit.

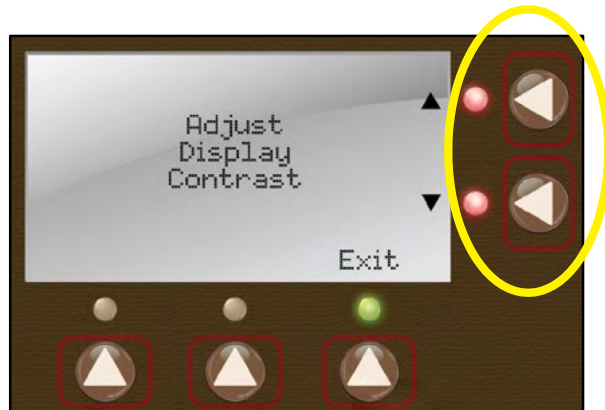
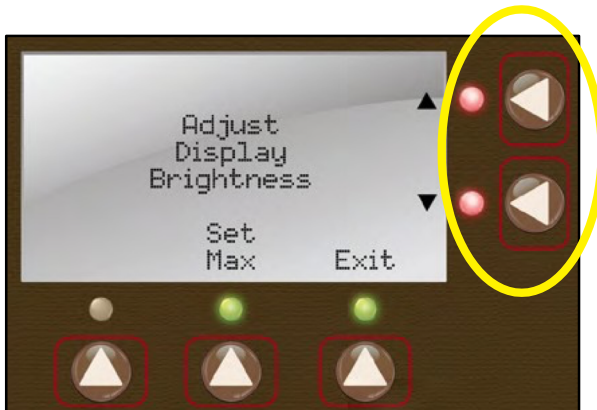
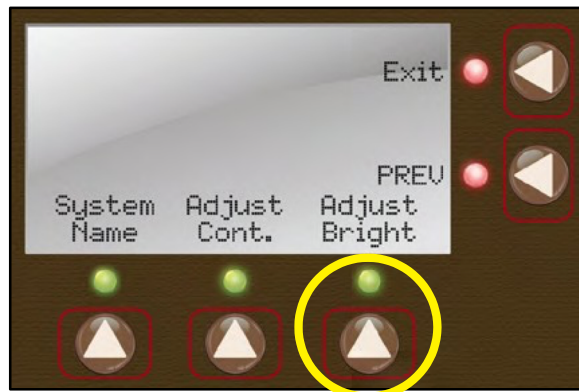


- d. You may also turn off cooling by selecting cooling mode, as shown in the screen right:



6. Adjust Bottle Light

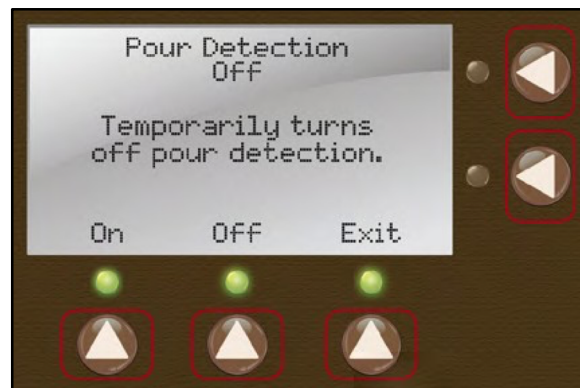
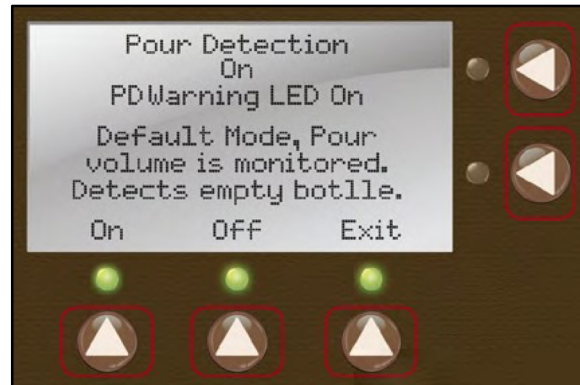
- a. To adjust the Bottle Light, return to “WineStation Service” menu and select “More” twice.
- b. Select “Adjust Bright”.
- c. From here you may adjust Brightness or Contrast, as show in the screens below:



7. Pour Detection

The WineStation can also detect if there is a fault in the pouring capabilities of each bottle position.

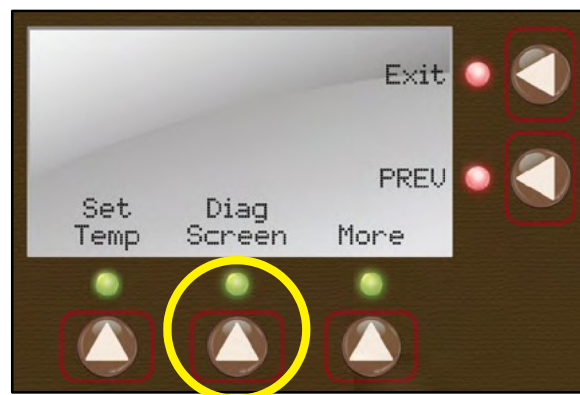
- a. Pour Detection can be turned off from the "Bottle Service" menu.
 - i. Selecting this option will turn off the WineStation's ability to detect the empty bottle condition.
 - ii. Pouring will continue to be accurate if this option is selected.



8. Diagnostic Information

The "Diag." screen menu can be selected from the "WineStation Service" screen to provide detailed diagnostic information about the WineStation. This information may be helpful to determine version levels or for servicing purposes.

- a. To get to the diagnostic screen, select "More" and then select "Diag Screen".



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.

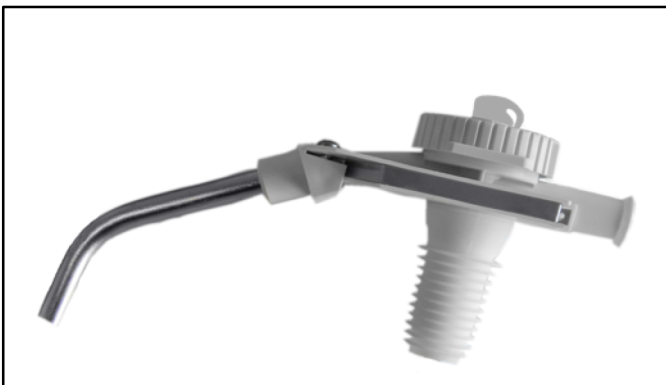


NOTE: To assure that condensation does not gather, it is recommended to remove and drain the internal drip tray weekly. In summer months/higher humidity, this may be required more frequently.

- 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.

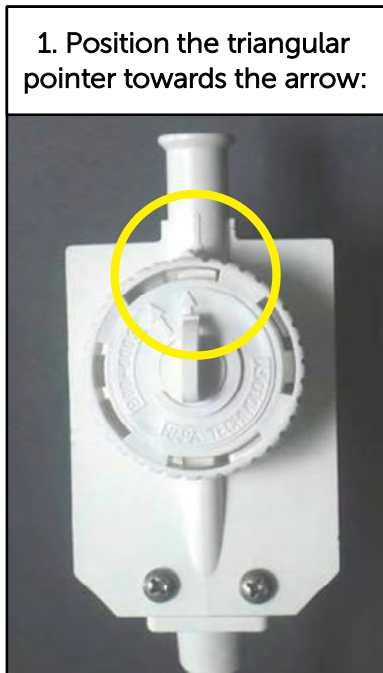
NOTE: Do not attempt to remove steel spout, as you may damage the Clean Pour Head.

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.

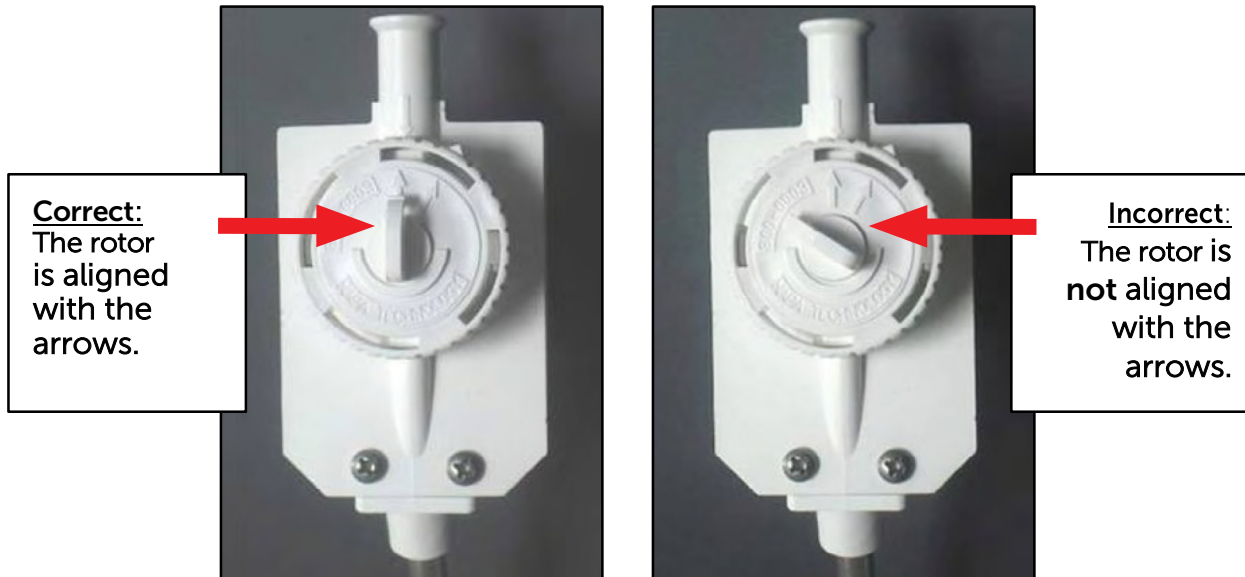


- g. Re-position the cap on the head, as follows:

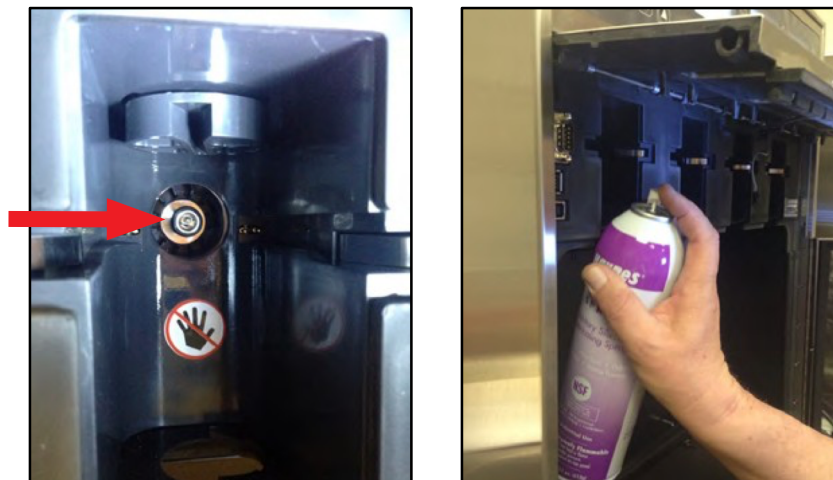


CLEANING AND CARE

- 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.



APPENDIX – PRODUCT SPECIFICATIONS

Dimensions & Weight (4-bottle unit: SX, MX, EX, HX)	
Single System Width:	19.6" – 49.76 cm
Single or Multi System Height:	25.58" – 64.87 cm (including 1" for leveling feet)
Single or Multi System Depth:	16" – 40.44 cm
Single System Weight:	85 lbs – 38.55 kg (when empty)
<p>* 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.</p>	

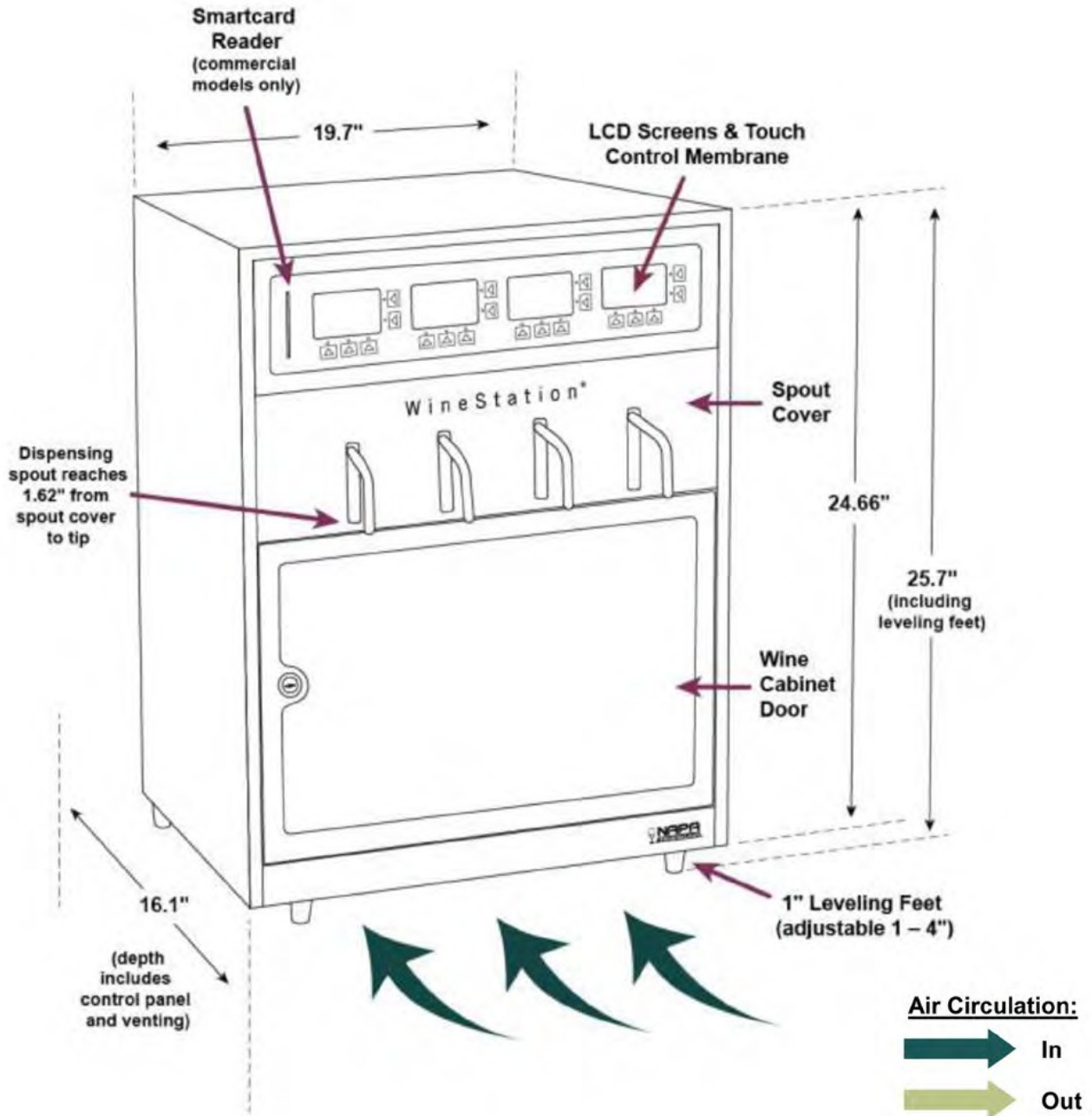
Cooling & Electrical	
<p>* Note: WineStation is shipped with leveling feet attached to the bottom of the unit. These leveling feet are set to a minimum of 1 inch height. The height can be increased, but not decreased. <u>The warranty is void if the leveling feet are removed.</u> *Cooling can be effected 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:	1" – 2.54 cm
Operating Ambient (Room) Temperature	Min 50°F – 10°C Max 80°F – 26.7°C
Internal (Wine Cabinet) Temperature	Approx. 25°F to 32°F – 10°C to 0°C*
Rating	IPX0 (indoor or covered use only)
Ventilation	2" – 5.08 cm top venting required for Built-In or Cabinet
Electrical Input	North America 115Vac 10A 50-60Hz Europe 230Vac 10A 50-60 Hz

APPENDIX – PRODUCT SPECIFICATIONS

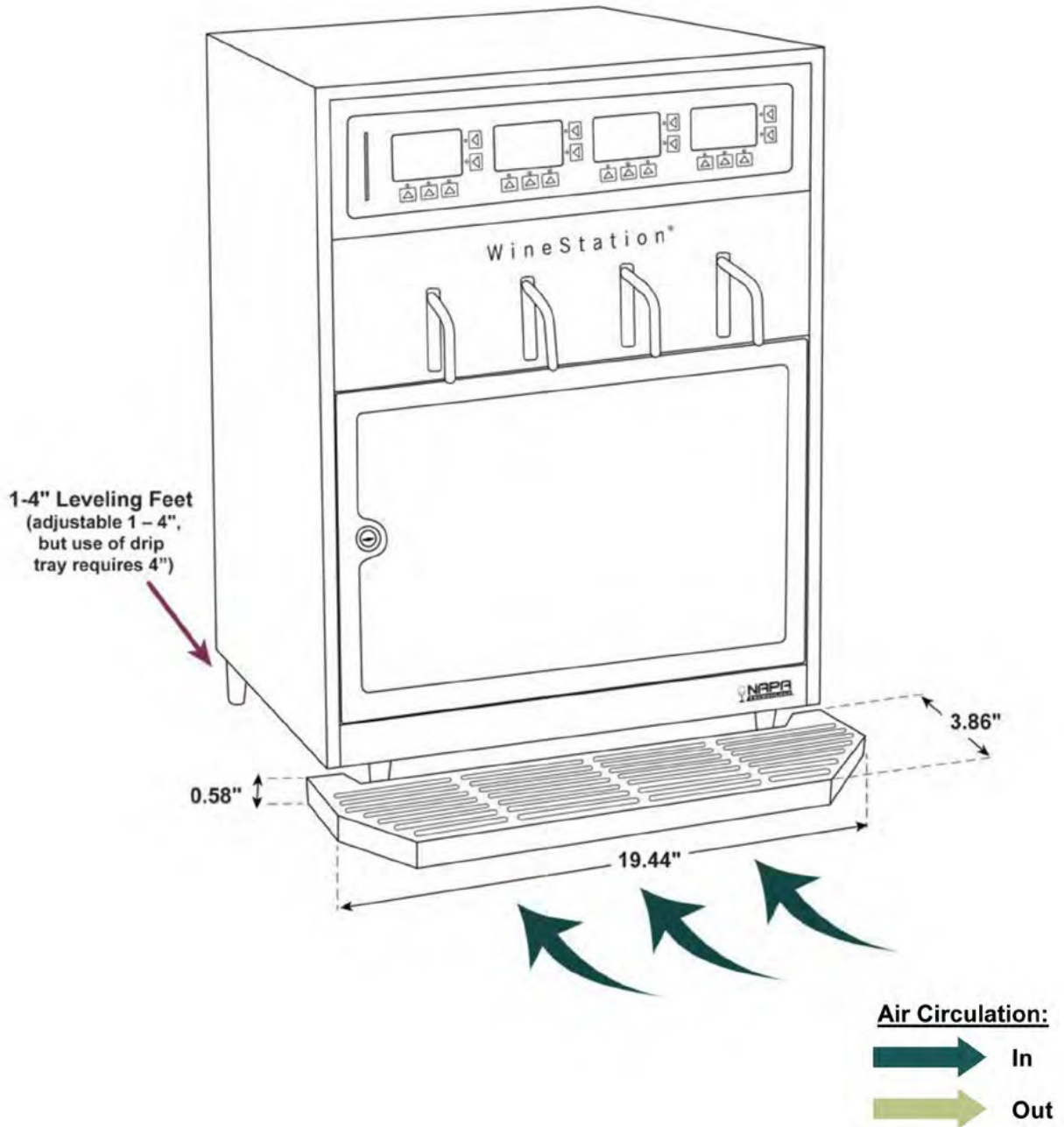
Gas Cylinder (Externally sourced)	
Inert Gas:	Choice of either Argon or Food-grade Nitrogen
Cylinder Size:	Cylinder is external, any size can be used (depending on the available space)
Cylinder Pressure (into regulator):	1,800 PSI min. 3,000 PSI Max.
Cylinder Fitting (Valve) Required:	CGA 580
Regulator Pressure (into the WineStation):	35-40 PSI Max. (Regulator is supplied with the WineStation)

Napa Technology Argon Gas Cylinder	
Inert Gas	Food-grade Argon
Cylinder Size	9.5in H x 2.5in W
Required Regulator	SCOTT QB1262AA600
Regulator Pressure (into the WineStation)	25-40 PSI

APPENDIX – PRODUCT SPECIFICATIONS



APPENDIX – PRODUCT SPECIFICATIONS



APPENDIX - PRE PROGRAMMED WINE SELECTIONS

Red Wines

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

GAS REPLACEMENT ORDERS

To purchase a package of Argon gas, please call Napa Technology sales at 1.800.916.3338 or email us at info@napatechnology.com

Product Features:

- Available Sizes: 34 L and 17 L
- Comes in pack of 3
- Each 34 L disposable tank of Argon gas provides preservation and dispensing for approximately 40 bottles of wine.
- Each 17 L disposable tank of Argon gas provides preservation and dispensing for approximately 20 bottles of wine.



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 system on using power bar on/off switch
 - If there is no power bar, use the on/off switches behind each unit (on the left)
 - If on/off switch does not work, check the breaker room.

2. 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.

3. 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

4. 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 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 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 may need some care is the “o-rings” located on the gas stem in the very rear of the position where the dispensing head is inserted. The o-rings are lubricated, but may occasionally need some lubricant. Moisten the o-ring by wiping a damp cotton swab with silicon spray or swabbing the inside of the dispensing head (gas inlet), then insert the dispensing head into the bay fully to ensure that the o-ring is being moistened.

TROUBLESHOOTING GUIDE - ALL WINESTATION MODELS

5. 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.

6. 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.

7. 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.
- 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.

TROUBLESHOOTING GUIDE - ALL WINESTATION MODELS

8. Adjusting the gas pressure on your Napa Technology regulator.

(Used with Napa Technology disposable tanks)

- a. For safety reasons, we removed the regulator cap and pin needed to adjust your systems' gas pressure.
- b. In the event you need to increase or decrease the pressure of your gas system, the following procedure will allow you to do so.

Note: Adjusting the pressure could cause damage to the system.

- i. First, locate the black cap and pin in your accessories box. You will find them in the plastic bag with your regulator.
- ii. Place the cap on the top of the regulator.
- iii. Next, insert the black pin into the hole located on the side of the black cap and twist to the right to tighten the cap onto the regulator.
- iv. Now you can follow the on and off arrows to adjust the gas pressure.
- v. Once you are done adjusting the pressure, use the pin to loosen the cap by twisting left.
- vi. The cap should then easily pop off.



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).

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info@napatechnology.com

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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 NONINFRINGEMENT.

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