



Customer User Guide

Our passion for Quality and Sustainability

In the UK, enjoying a draught beer and cider is a cultural institution. One tradition that needed updating, though, was the old-fashioned equipment used to cool and serve the beer and cider.

We conducted in-depth research and concluded that technical development and innovation was required to improve the quality of the consumer draught drink experience while reducing operational wastage. Not only that, but standard systems were now relatively inefficient in terms of cost and environmental impact.

It was time for a change.

Motivated by the research findings and one of our core business values, '*A Passion for Quality and Sustainability*', we developed an innovative new draught dispense solution.

The result is the HEINEKEN SmartDispense® system – self-contained system and service which offers a winning combination of quality beer, reduced operating costs, less wastage and reassurance that the quality of every pint is consistently great for consumers.



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Why HEINEKEN SmartDispense®?



Quality

Seven-day customer satisfaction visit following install plus ongoing customer support to help you serve consistent quality draught.

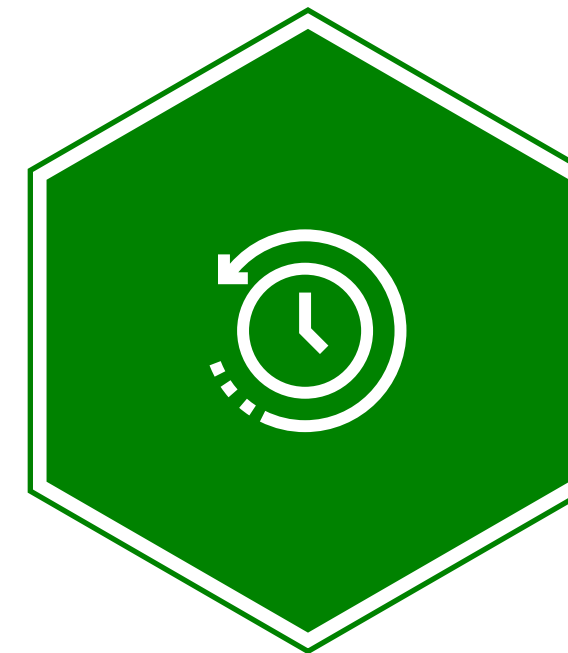
Staff training tailored to your individual needs including cellar management, hygiene, glass care and perfect pint training



Sustainability

Improved sustainability with significantly reduced waste.

Save 20,100 pints of beer, water, gas and chemicals per year¹.



Time Saving

Ongoing six or twelve weekly proactive service call including line cleaning and system check from a SmartDispense technician.

Save 156 line cleaning hours per year and reinvest your valuable time.



Profitability

Save £5000 with access to our Smart Services including HEINEKEN Buying Club.

Reduce your cellar energy consumption and costs with Cellar Manager and Remote Manager and save over £3000².



Safety

Easy to use systems and routine Smart Service visits to improve safety for guests and staff.

Use of quality chemicals with lower environmental impact and dispensed in the correct dose by a qualified technician.

1. Average system saving among HEINEKEN SmartDispense CellarPro customers. Based on 10 taps, weekly line clean and minimum 3 kegs/week volume with £1.55 cost price/pint. 2. Based on post .gov energy price cap support; expected rate 51p per kWh; Cellar Manager saving 5,221 kWh p.a. and Remote Manager saving 1,750 kWh p.a.; delivering annual net benefit of £3,014.

Your new SmartDispense[®] cellar technology

Now that you have your new HEINEKEN SmartDispense[®] system installed let's remind you of the key benefits of this system:

Benefits of SmartDispense[®] include:

- Improved ease of use vs. standard draught dispense.
- Consistently high quality draught product in glass.
- Ongoing six or twelve weekly proactive service call which includes a line-cleaning service.
- On every visit your SmartDispense Technician is there to support you with training, tailored to your individual needs, including glass care, hygiene training and cellar management, therefore make sure you discuss and agree your needs as referred to later in the guide.
- Planned system servicing with a copy of your most recent Service Visit checklist including any agreed actions sent to you as a unique link, via text message, on completion of the visit.
- Full system training session will be provided to you and your staff.
- Agreed Customer Satisfaction audit following the install.
- Products fully trace-cooled from coupler to tap to ensure great cider and beer.
- Ongoing access to SmartDispense technical advancements such as Cellar Manager and Remote Manager
- Access to Heineken Buying Club where you can save up to £5,000 on suppliers.

How does SmartDispense[®] reduce water, chemical and beer waste whilst saving energy?

- Standard dispense systems require cleaning every seven days, SmartDispense CellarPro or CoolFlow systems only require cleaning every six or twelve weeks depending on the system installed.
- Six week service visits on SmartDispense CellarPro systems can be achieved where the cellar temperature remains at 12°C or below.
- Benefit = 85% reduction in beer, water, CO₂ and cleaning material waste[†].
- By using Cellar Manager and Remote Manager you can save upwards of 6,500kWh.
- Save approximately 156 hours per year previously spent line cleaning, to reinvest your valuable time*.

Knowledge That...

- Quality chemicals are used, with lower environmental impact.
- The right dose of chemicals for the right amount of time ensures the cleanliness of the beer and cider lines.
- Decreased environmental impact through reduced waste, time and cost.

* - Based upon moving from 3 hours of line cleaning per week † - Based on change from weekly to 6-weekly line cleaning. Recommended minimum throughput of 1 keg per week per tap.

General operation of your SmartDispense® system

Dropline detection

1. Connect to a keg - Initial Operation

The coupler is identical to a standard coupler and connects to a keg in the same way. Before connecting, please check the keg well and remove any debris. Spray both the coupler and the keg well with sanitising spray. Connect the coupler to the keg. No cider or beer can be dispensed until the system has been reset.

2. Set dropline to Dispense Mode

Once the coupler is connected to the keg, with the gas supply turned on, simply press the button on the 'torpedo' once. This will change the colour of the LED from red to green, and the LED on the torpedo will switch off. Cider or beer can then be dispensed.

3. Reset a dropline at a keg change

When the dropline has detected that a keg has emptied, both LEDs will change to red. The keg should be changed and action 1 repeated. In rare instances where there is a faulty keg and an excess of gas passes through the dropline, it is possible that the dropline will trip. To reset, simply check whether there is still beer in the keg and re-set by pressing the button on the dropline once. No cider or beer can be dispensed until the system has been reset.



Hygiene Factors

The perfect pint doesn't just happen by accident. To deliver a pint of the highest quality, the following have to be spot on:

- Clarity** – The pint should be clear and not cloudy
- Head** – Ideally 10 - 15mm
- Amount** – The perfect pint should be 95% liquid
- Temperature** – 2 - 4°C for Extra Cold | 6 - 8°C for standard | 10 - 12°C for cask
- Taste** – The taste should be clean and crisp, free from 'off flavours' like vinegar
- Smell** – The beer should be free from aromas such as wet cardboard or rotten eggs
- Lacing** – Evidence of lacing all the way down the glass



Pouring the perfect draught product

Three steps to pouring the perfect pint of keg ale or cider



Prepare

Always use a clean, cool and dry branded glass.



Pour

Keep the glass steady, allowing the liquid to reach the top. As it reaches the rim, straighten the glass.



Serve

Present the drink to the customer on a branded drip mat, with the logo on the glass facing them. Tell them to enjoy their drink.

Three steps to pouring the perfect pint of lager



Prepare

Always use a clean, cool and dry branded glass. Hold it at a 45° angle to create as little head as possible when pouring.



Pour

Pour down the side of the glass, aiming at the logo. Stop pouring just before the top and use the Poutal tap to create the perfect head.



Push

Gently push the Poutal tap away from you and layer the foam on top of the beer. This foam will seal the temperature and flavour. Serve to the customer on a branded beer mat, with the logo facing them. Tell them to enjoy their drink.



First class in the right glass

You can pour a pint of beer with passion, but unless the glass you're putting it into is clean and dry, it's going to fall flat

To produce the perfect head, the right amount of bubbles and to preserve the flavour of the beer, it needs to go into a cooled, branded glass that has been thoroughly washed and air dried.

Branded glasses are designed specifically for that drink – and this is not merely for cosmetic purposes and to show that you know your products. Each shape has its own properties which help retain the head and quality of the drink.

Selecting a branded glass affects customer perception of both the bar tender and the drink in a positive way. A quality product such as Heineken should be presented in a Heineken branded glass – this is all part of giving the consumer an enjoyable experience.

A clean beer glass is an absolute essential. Dirty glasses are unhygienic, ruin the beer and reflect badly on a bar's hygiene. A greasy film inside the glass that doesn't rinse away will damage the head and affect the bubbles.



Renovation

New glasses are covered in residues from the manufacturing process – renovation removes these. It is also an important process to correct the effects of poor glass washing, and to keep glassware looking clear and bright.

The process can be carried out in a number of ways:



Soak glasses in renovate solution then rinse with fresh cold water.

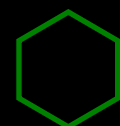


Add suppliers recommended dosage and double wash glasses in recycled wash water in the machine, then rinse in fresh cold water.



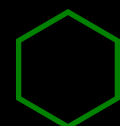
If your machine is a fresh water model then follow the manufacturers recommendations for the renovation cycle.

To check a glass is clean, carry out a simple 'water break' test.



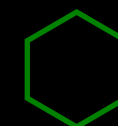
Step 1

Fill a glass with cold water



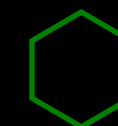
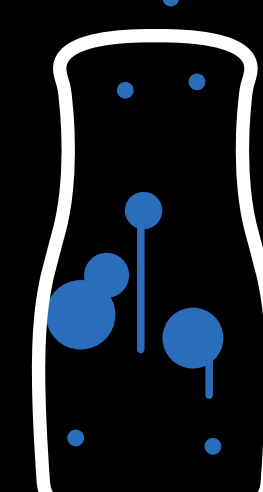
Step 2

Dry the outside of the glass



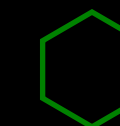
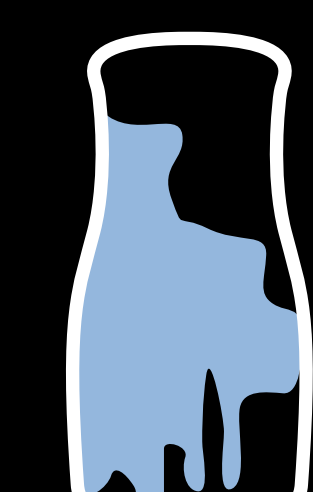
Step 3

Invert the glass over a sink



Step 4

Spots and dots are evidence of poor washing



Step 5

Continuous film means your glass is clean

Do's and don'ts of machine washing

- ✔ Before use allow the machine to fill and heat up to the required temperature – ideally a wash should be 55°C and a rinse 65°C.
- ✔ Do use brewery recommended detergent and rinse aid.
- ✔ Do remove traces of lipstick from the rim before washing.
- ✔ Do check the rotating arms spin freely, and clean and unblock spray jets before every use. Leave the door open at the end of each working day. Empty out water at the end of service.
- ✘ Don't forget to ensure glasses are empty before putting them into the machine – no straws, lemon slices etc.
- ✘ Don't put anything other than glasses into your washer e.g- coffee cups, plates, chopping boards.
- ✘ Don't use perfumed detergents or polishes, or leave the wash water in overnight.
- ✘ Don't keep dirty, scratched or stained glasses. The logo at the bottom of the glass should be white, not brown as this indicates protein build-up.
- ✘ Never dry glasses with tea or paper towels; instead, use a glass dryer or allow them to dry naturally. Store glasses in an inverted position on ventilated drip mats or in basket units.

Do's and Don'ts of Hand Washing

- ✔ Do clean sinks and the work area, to remove any chemicals, oil and grease, before starting work.
- ✔ Do clean the glass in hot water and using a suitable detergent. Rinse them in cold water.
- ✘ Don't empty glasses into the cleaning water, as it will dilute the washing solutions.

Q-Pack Helps Preserve Great Quality

The Q-Pack is supplied to every outlet when SmartDispense® is installed.



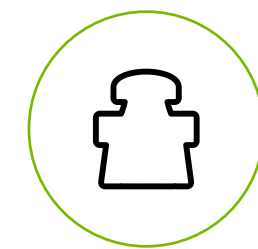
Glass washer detergent



Nozzle cleaning kit



Glass washer rinse aid



Hand brush



Renovate hygiene spray



Smart hygiene guide



To ensure a great hygiene regime is maintained keg coupler spray and nozzle sanitisation tablets, that are included in the Q-Pack, are available free of charge on an ongoing basis.

[Please click on the images to access the required video.](#)

Please follow manufacturers guidelines when using or handling cleaning chemicals

What is included in the Quality Pack

How to use the sanitiser spray

How to use the sanitiser tablets

How to order more tablets and spray

Every Good Pint Starts in the Cellar...

A good cellar management routine is an essential element to any pub's success. While it's great to have bar staff who can talk the talk and engage customers in a conversation about the beer on offer, all that hard work will have been for nothing if the hygiene routine is lacking.

Keep Your Cool

It is vital that you maintain the required temperature in your cellar so that both the liquid and technical equipment can perform in the most efficient way .

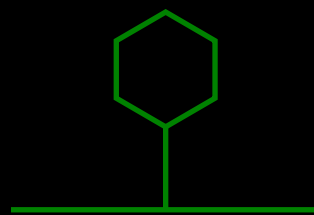
- Cellar cooling should stay switched on and the cellar should be kept at the optimum temperature of between 11°C and 13°C
- Failure to achieve this constant temperature will result in a number of issues including excess fobbing, which will create waste and loss of money
- Using the cellar as a general storage space is never a good idea and it is most certainly not the best place for the chest freezer, ice maker or fridge. (This can be like putting a heater in your cellar).
- The volume of non-beer, wine and soft drink items kept in the cellar places an additional burden on the cooling system, which in turn can affect its efficiency.
- The harder the system has to work to stay cool the greater the energy usage and costs.
- Cellar Manager and Remote Manager from SmartDispense help reduce your cellar cooling and remote cooler energy consumption and costs

Keep It Clean

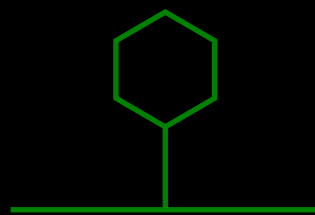
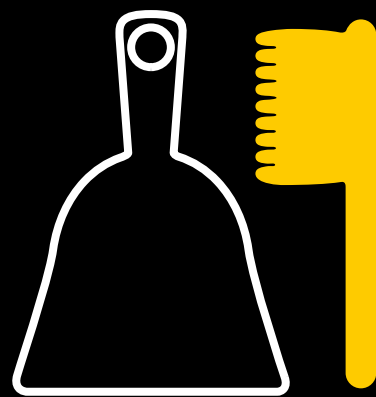
Essentially, the cellar is a food preparation area and should be treated as such. Even though kegs look like a close container, bacteria can get into the beer and contaminate it. As a 'live' product, cask ale is particularly vulnerable to changes in the cellar atmosphere.

- Spills must be mopped up immediately.
- Drains and sump pumps kept clear and the floor and walls washed thoroughly every week – although it is recommended that you steer clear of strong-smelling cleaners as these can affect the taste of the beer.
- Every time a pint of ale is poured, a pint of air is drawn into the cask, and if that air is dirty, the beer is at risk of contamination from wild yeast and bacteria.
- Wash and sterilise all utensils and nozzles after use, but don't leave them to soak overnight as this can contaminate the air in the cellar.
- Food should never be stored in the cellar. Not only can it attract vermin and impact on beer taste, it contravenes food hygiene regulations.
- Strong-smelling or spicy snacks can also have an effect on the taste of cask ale.
- Cardboard, for example, can smell damp and musty when wet, so leaving it in the cellar can affect the taste of the beer.

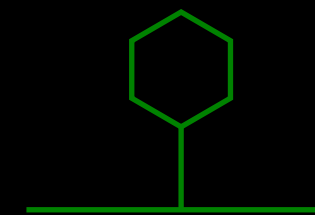
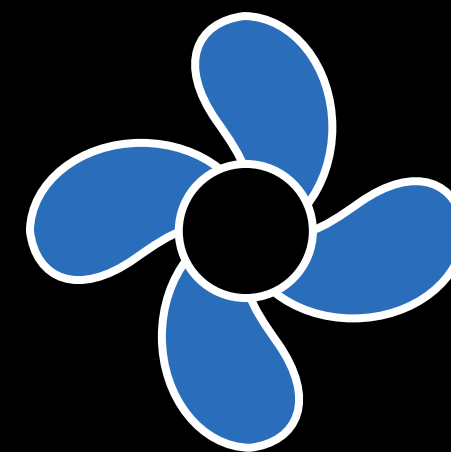
Regular checks are vital, while other good practices include:



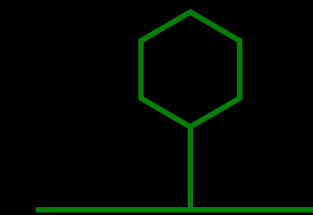
Having a wall-mounted thermometer, clearly displaying the temperature inside the cellar.



Cleaning the surrounding area and grills regularly, to keep main cellar cooling equipment functioning at its best



Check that fans and condensers are kept free of dust and blockages.



Keep your service calendar close to hand and visible.

Cellar Manager

Cellar Manager helps reduce your cellar cooling energy consumption and costs.

Cellar Manager is a SMARTER way to control your cellar cooling, it monitors the temperature of the area where your kegs are placed and then controls the main cellar cooler by switching it on and off as required, therefore maintaining the beer temperature at 12 degrees as opposed to the entire cellar. A timer is also programmed to switch the main cellar cooler off when it is not required based on your opening hours.

Based on independent tests Cellar Manager reduces energy consumption and costs by 36% a year¹, producing an average electricity saving of 5,221KWh or around £2,300 p.a.² with a reduced carbon footprint of 1.11 tonnes of CO₂e[†]

Cellar Manager is available as an optional extra with SmartDispense cellar systems.



¹ Independent test results based on subterranean and ground floor pub cellars of varying sizes.
² Annual electricity saving of 5,221 KWh at expected rate of 51p per KWh delivering cost saving of £2,662p.a. with Cellar Manager rental cost of £360p.a. (£30 per month) for net annual benefit of £2,302.
[†] CO₂e stands for Carbon Dioxide equivalent and is a term used for describing different greenhouse gases in a common unit.
¹ Cellar manager is required for every Cellar Cooling unit

Remote Manager

Remote Manager helps reduce your remote cooler energy consumption and costs.

Remote Manager is a new plug in solution which monitors and manages the temperature of your remote cooler bath, it reduces energy usage of the recirculation pump through intelligent control whilst maintaining core temperature for quality and hygiene standards.

Remote manager reduces energy consumption and costs by 33%¹ a year, producing an average electricity saving of 1,750KWh p.a. or around £712p.a.² per remote cooler and a reduced carbon footprint of 0.32 tonnes of CO₂e[†]

Remote Manager is fully quality tested by an independent microbiology specialist and service frequency is unaffected. Available as an optional extra with SmartDispense cellar system.



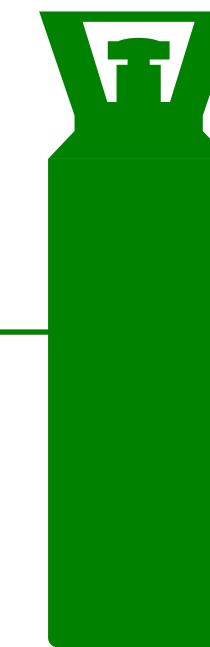
¹ Verified by independent and HEINEKEN Technical Services test results.
² Annual electricity saving of 1,750 KWh at expected rate of 51p per KWh delivering cost saving of £892p.a. with Remote Manager cost of £180p.a. (£15 per month per cooler) for net annual benefit of £712.
[†] CO₂e stands for Carbon Dioxide equivalent and is a term used for describing different greenhouse gases in a common unit.
1 remote manager is required for every remote cooler used

Every Good Pint Starts in the Cellar...

Taking Stock

Prepare the cellar before a delivery is due, ensuring the area is tidy and free from obstructions.

- Empty gas cylinders and glass bottles should be stacked and ready to return
- Empty casks bunged
- Never accept damaged or over-aged containers and refuse to take any cases without labels or with missing or damaged bottles.
- Containers should not be left outside the cellar for any length of time as they may become too hot or too cold to dispense effectively



It's a Gas!

Cellars must be adequately ventilated, and while the door should generally be kept closed to maintain a constant temperature, leaving it open for 10 minutes a day will help air to circulate.

CO² is a silent killer; it has no smell or taste yet just 9% concentration in the atmosphere can kill. If a gas leak occurs, notify someone before entering the cellar, open all doors to ventilate it, and spray water onto the floor as this will attract the gas. Then please contact your gas supplier. All keg products use different dispense gases, with most made up of various mixtures of carbon dioxide and nitrogen. The gas supply must be turned off between serving sessions, to prevent the kegs becoming over-carbonated. If using gas bottles, these should be stored upright and chained to a wall.

Quality Service Call

As part of the ongoing support included in your purchase of your SmartDispense® system, you will receive a six or twelve weekly quality call from a SmartDispense® Service Technician which will include a full professional line clean of your system. This service visit can be completed between 06:30 - 17:00. In most cases the line clean can be completed during customer trading hours.

The week before your service visit, you will receive a text message reminder confirming the day your service visit is due to take place. In addition to this your dedicated SmartDispense Service Technician will make contact up to 48 hours prior to the visit to confirm time of arrival.

If for any reason your planned service visit is not convenient or you need to change the visit day, please contact Innserve on your usual [maintenance number](#).

We will check and thoroughly clean the complete system, utilising the new colour changing cleaning product to verify line hygiene, thus ensuring that the quality of the cider and beer is pure 'pint perfection'.

The condition of your glasses will be checked and glasses will be renovated twice a year. We will also inspect the condition of your glasswasher and make recommendations if necessary.

Pint Perfection training is a fantastic way to make sure your team are delivering the best pint they can to your customers. This can be requested with your Service Technician or via the Innserve team through your usual [maintenance number](#).

At the end of the service call, you will be asked to sign the report and provide an electronic signature to indicate your satisfaction with the service, or alternatively note your comments should you not be satisfied. At this time the Service Technician will confirm the date of your next service visit.

A copy of your most recent Service Visit checklist including any agreed actions will be sent to you as a unique link, via a text message, on completion of the SmartDispense Service Visit.

Please ensure your Service Technician has your most up to date mobile telephone number to send this link to upon completion of the Service Visit. This will allow you to view the details of the Service Visit, including all completed tasks and any agreed actions due for completion prior to the next Service Visit.



Additional Benefits for SmartDispense® customers

As a valued SmartDispense® customer, you get exclusive access to HEINEKEN Business Builder:

- Earn great savings on products and services from leading suppliers through the **HEINEKEN Buying Club**.
- Order professionally-printed or personalised point of sale for your outlet, website or social channels from **POS Direct**.
- Upskill your bar staff through the **Hello BEER** training app, completely free.
- Share experiences, learnings or ask questions to fellow operators in **The Pub Social**.
- Benefit from the expertise and insights of our **Star Pubs & Bars**.

All available at **HEINEKEN Direct**, plus access all your statements and customer support contacts all in one place.

New SmartDispense customers

Simply click the link in your Heineken Direct Account Open email after your post-install visit then follow the instructions on screen.

Existing SmartDispense customers

Simply visit <https://direct.heineken.co.uk> then follow the below steps:

- Login with your email and password or select 'Sign Up to HEINEKEN Direct today!'
- To sign up, select option 'I want to validate my keg lines'
- Follow the short instructions on screen.



Frequently Asked Questions

What do I do if the system is not working as I expect it to?

Refer to the operation of your SmartDispense system section in this guide and if this does not resolve your dispense issue then call Innserve on the standard phone number as highlighted [on p24](#) and a technician will come to you to rectify the fault.

What is included on a six or twelve-weekly service call?

We will check and thoroughly clean the complete system, including the taps and couplers. This will ensure you continue to serve great quality beer and cider. The condition of your glasses will be checked and, twice a year, renovated (up to 25 glasses). We will also inspect the condition of your glasswasher and make recommendations if necessary. Your staff will receive Pint Perfection training upon request and agreement with your SmartDispense Service Technician.

What can I do to ensure the performance of the SmartDispense systems are maintained? To optimise the efficiency, the SmartDispense system needs to operate in ambient temperatures that do not exceed 24°C*, as highlighted earlier in this guide. Having great air circulation around the cooler will also help reduce energy usage, so please ensure it has room to breathe!

*The 24°C maximum temperature guidance is for BarPro and CF systems. CellarPro systems will operate at maximum efficiency when cellar cooling is at 12°C. The system will still operate with cellar cooling set between 12°-18°C but this will have a negative impact on throughput.

What is the maximum recommended temperature for storing my kegs?

We recommend that all kegs are stored at an ambient temperature of no more than 24°C. Maintaining a consistent cellar temperature is also important to ensure great dispense. This means that the SmartDispense system can work as efficiently as possible for the longest possible time, delivering repeatedly cold, refreshing Perfect Pints!

How is a SmartDispense® system different from a 'standard' installation and why does it only require cleaning every six or twelve weeks?

The SmartDispense systems chill the beer immediately from when it leaves the keg right through the system to the point where it leaves the tap. This prevents yeast forming, which means cleaning cycles can be extended to six or twelve weeks dependant on the system type. The professional, thorough clean by the SmartDispense technician means you will always have great tasting, fresh beer.

Is there anything I need to do to guarantee the quality of the cider and beer?

By having a great hygiene regime (which is easy to carry out), the quality of the beer can be consistently high. This is as simple as removing and cleaning the tap nozzles at the end of every session in a sanitised solution and ensuring keg couplers are never left on the floor or damaged. Keg couplers and keg wells should be sprayed with keg sanitiser spray as part of every keg change.

Frequently Asked Questions

Please remember the correct pouring technique. Offering clean and branded glassware and serving at correct temperatures will all add to your customers receiving great quality cider and beer every time. Adherence must also be given to hygiene standards mentioned in this guide.

I have a function room that is only used from time to time – what happens to the quality of the cider and beer if left in the line?

The product will be kept in a better condition than a current standard dispense system as the entire system is trace cooled. There are no hot spots so yeast growth is reduced significantly, meaning fresher tasting cider and beer. However, for quality to remain, any such system should ideally be used two to three times a week with all taps dispensing product. Wherever possible a minimum of one keg per brand should be dispensed every week.

What happens if I want to change one of my products after install?

You should contact your HEINEKEN sales representative or local wholesaler who will be able to advise you on any other brand that may be suitable for your system from our great brand portfolio.

How do I know my lines are cleaned at the end of a service visit?

We now use a colour changing product to clean your lines as part of the service, thus ensuring all product lines are cleaned to the required HEINEKEN quality standard.

My lines are clean – in fact, I’m in the Good Beer Guide. Are you telling me my ciders and beers are below standard?

We recommend that all kegs are stored at an ambient temperature of no more than 24°C. Maintaining a consistent cellar temperature is also important to ensure great dispense. This means that the SmartDispense system can work as efficiently as possible for the longest possible time, delivering repeatedly cold, refreshing Perfect Pints!

What if I don’t want to remove a particular brand that you have recommended?

Ultimately you decide which brands you want on your bar. However, we will always try to work closely with you to resize your outlet in such a way that if any tap does not pour at least one container every five to seven days, we could recommend its removal. Quality can be compromised and your level of waste to sales will be higher if these industry guidelines are not followed.

I enjoy cleaning my lines when I’m waiting for the dray, so you’re not saving me any money?

It’s great that you enjoy and take so much pride in line cleaning. SmartDispense can save you 85% of your current beer, water, gas and cleaning materials wastage[†] as we move from weekly to six or twelve weekly line cleaning. The few hours you spend line cleaning could be spent doing even more value-added activity in your pub.

A comprehensive guide to the SmartDispense® Service Call

- Cellar temperature checked and recorded with any out of spec recordings highlighted to the customer.
- In-glass appearance: The overall appearance of a presented pint being acceptable in terms of head size, texture, clarity and so on – see the CHATTSL test.
- Beer and cider dispense speeds checked, recorded and adjusted if required.
- All product lines cleaned, as per standard specification which includes cleaning verification and confirmation of completion.
- Colour changing cleaning product will verify the hygiene of the lines.
- All couplers will be removed and brushed clean with dilute cleaning solution. Any damaged seals will be replaced as required.
- While the coupler is removed the product line will be cleaned from the coupler fitting.
- The drop line will be checked for insulation integrity and cleaned
- A diluted cleaning solution is used to ensure any biofilm present is removed.
- Taps and spouts will be fully stripped and cleaned using diluted cleaning solution, 'O' Rings will be replaced as required on Pourtal taps.
- Cooler coolant levels checked and adjusted to ensure specification of 6-9%.
- Cooler grilles cleaned.
- Cooler maintenance: Overall check on unit, leaks, damage etc.
- All vent containers will be cleaned and sterilised.
- All nozzles will be checked for cleanliness and advice offered if required.
- Customer will be offered the opportunity to complete or view pull through from water to beer or cider to confirm completion of line clean.
- Fount/T-bar maintenance: Check all are operating correctly and that taps are illuminated and secure.
- Gas available: Check correct supply on site and the system has no leaks.
- Condition of Glassware checked and advice given on correct washing and storage methods if required.
- Glasswasher checked and cleaned internally if required.
- Check carried out to ensure correct glass wash detergent and rinse aid are being used and advice given if required, also that it is being operated at the correct temperatures, as per manufacturers instructions.
- Complete check carried out to ensure branded glasses are available.

A comprehensive guide to the SmartDispense® Service Call

- If required a maximum of one case of glassware can be ordered by your service technician, any further glassware orders should be placed via your HEINEKEN Representative.
- Glasses can be renovated twice yearly to demonstrate the use of glass renovate on your glassware. Up to 25 glasses.
- Any pouring or hygiene advice once discussed and agreed with the customer will be recorded and monitored on an ongoing basis.
- Line clean completion will be verified and recorded.
- Service technician log will be fully completed whilst on site and will include signatures from the service technician and the customer upon completion.
- Prior to completion of the visit the service technician will confirm customer contact details are correct, along with confirming the date of the next service visit.
- Pint perfection training should be offered to the customer and their staff during the 6 or 12 weekly quality call.

- Additional services are available as part of each service visit, these should be agreed with the service technician. Two of which can be selected from the six options below:

1. Perfect pour demonstration including staff training.
2. Demonstration of hygiene standards, which will include nozzle and keg hygiene sanitation.
3. Glasswasher cleaning training.
4. Glassware regeneration and hygiene training.
5. System overview and operational training.
6. General housekeeping standards training which will include use of the quality pack materials and the four simple steps to great hygiene referenced in the quality pack.



Customer Service Support

If you have any dispense issue or need to discuss or reschedule your service visit please call the required number below.

Free trade, leased and tenanted
and managed customers

0345 878 7071

Star Pubs & Bars
Customers

0345 878 7076
