



By the Glass® Tailormade User Manual

Wine Serving and Preservation System with Wine by the Card | VS 5.0



The World's Best Wine Entertainment

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BEFORE COMMISSIONING

IMPORTANT SAFETY INSTRUCTIONS!

1. What you need to Consider Before Commissioning

Read this instruction manual carefully, before starting to use your By the Glass® Wine Dispenser. It contains important information for the installation, operation, and for the care and maintenance of this appliance.

The manufacturer is not liable for damages resulting from gross disregard of the instructions and information contained in the instruction manual.

2. Notes on Handling Packaging Material

The packaging material protects the By the Glass® Wine Dispenser and its accessories for transport purposes. It consists of recyclable materials. Please protect the environment, by ensuring an eco-friendly disposal.



Warning!

Packaging material is not a toy for children! Improper handling of the packaging material, and, in particular, the foils used, may result in injury and even suffocation.

3. Technical Guidelines and Standards



The By the Glass® Wine Dispenser meets the requirements of the following norms and EU directives:

- EN 60335-1:2012
- EN 60335-2-24:2010
- 2006/95/EU

The By the Glass® Wine Dispenser serves for cooling, storing and for dispensing doses of wine.



Warning!

Repairs can only be performed by an expert designated by By The Glass International B.V. Any improper repair can void the warranty.

4. Tips for the Setting-up Location

If you do not install it right away, store the dispenser in a dry, sheltered place. The wine dispenser is designated for indoor use only and shouldn't be installed near a heat source or exposed to direct sunlight.

The manufacturer guarantees proper performance for rooms with up to 25 °C room temperature and up to 65 % relative humidity. Higher values result in a degradation of performance, increase the formation of ice and condensation and can damage the dispenser.

When choosing a suitable location, consider the weight of the machine filled with wine bottles. Ensure that the installation surface is level, and that the wine dispenser stands on all of the adjustable feet, as this could lead to vibrations and thus to undesirable noise otherwise.

If your wine dispenser is equipped with an integrated refrigeration compressor, its ventilation can be provided either by the rear or the side vents. Make sure that the vents of at least one of these two sides are not blocked.

The minimum distance to any limitations of the ventilation space is 15 cm for unilateral ventilation, and, for multilateral ventilation, 10 cm on one side and 5 cm on the second ventilation side. Make sure that the ventilation area itself is well ventilated.

Deviations from these requirements, for example, for the purpose of fitting in furniture, are to be discussed with By The Glass International B.V., and are only permissible, when sufficient ventilation can be ensured by appropriate measures. Otherwise, performance degradation can be the result, and even damage to the cooling unit.

Warning:



- The machine is to be transported and stored only standing upright. Never lay the unit on its side, and do not tip it.
- Don't install the unit near flammable materials.

5. Elektrische Anschlüsse

The wine dispenser may only be connected to a grounded power supply by use of the supplied grounded IEC power cord.

The required mains voltage is **230 volts, 50 Hz** (120V/60 Hz. for US vs.)

To connect the wine dispenser, only use the supplied power cord.

Warning:



- Check for possible damage. If the connection cable is damaged, it must be replaced by the manufacturer prior to startup.
- Never pull on the cord to disconnect the plug from the socket.
- In case of damage, pull the power cord immediately, and contact By The Glass International B.V.

6. Condensate

Run the condensation hose from the device in a direct line down into a drain, an electric vaporizer or in a collecting container that you regularly check and empty when necessary. Make sure that the hose isn't twisted, which could prevent the outflow, which could in turn cause damage to the wine dispenser (see Para. 19).

7. Recommendations for Gas Use

For protecting the wine from oxidation, the system can be operated with either nitrogen or the noble gas argon. Both gases are non-toxic, non-flammable, tasteless and reactive neutral (inert), which makes them suitable for displacing atmospheric oxygen from the bottles. For the operation of the system, it makes no difference, which of the two gases you use.

The supply usually takes place with gas cylinders that can be purchased from a local dispensing gases supplier. When using nitrogen as inert gas, make sure you order pure nitrogen, as nitrogen is commonly mixed with CO₂ in the area of draft equipment. Respect the following specifications:

Nitrogen gas for food applications (E941) or Argon gas for food applications (E938)

The e-number certifies the gases as approved food additive in the EU. Gases for food use are sold by suppliers under brand names such as "Biogon N" (Linde) or "Aligal 1" (Air Liquide).

Warning:



The above listed gases are non-toxic and non-flammable, but they can displace the breathing air in small, poorly ventilated spaces; and the containers are under high pressure, which means that for the handling and installation of such gas cylinders special safety regulations apply. Please consult your gas supplier, and find out about the safety regulation that is applicable for your business.

8. Tips for Inserting Wine Bottles

You can store a second bottle of each wine in the dispenser, waiting for its turn to be connected at perfect temperature. Do not lean bottles against the walls of the dispenser. They could freeze.

Clean the inside of dust before the first use, according to the care instructions below (see Para. 17). Do not leave the sliding doors open for too long. It is better, to open and close wine dispenser several times, rather than leaving it open for a longer period of time. This will save energy, and prevent the formation of ice and condensation.

SETTING-UP AND OPERATION

9. Commissioning



Fig. 1: Power switch and dimmer (in this case top right but position depends on model)

Press the power switch on the side or back of the unit. It lights up green when switched on.

After this, turn on the device by pressing the thermostat power buttons (⏻) on the front side. The compressor and the fans start to cool the temperature zones.

Turn on the **light** on the thermostat for the white wine zone (see Fig. in Para. 13). There is a **dimmer** above the power switch, which allows you to regulate the light.

10. Connecting the Gas Supply

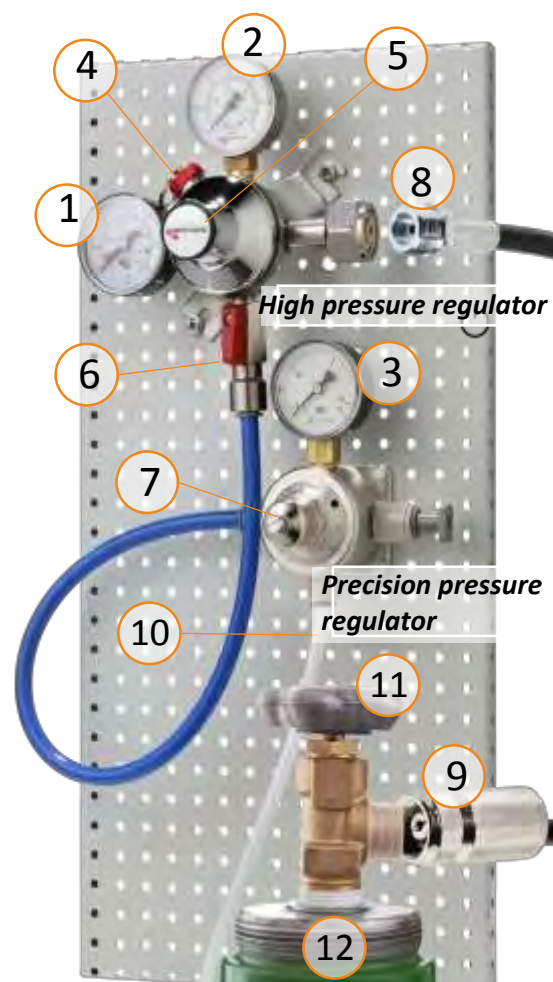
To operate the system, you need a **pressure regulator** to reduce the pressure of the gas cylinder, which can be up to 250 bar, depending on the filling pressure and level. The pressure has to be reduced to a stable operating pressure of 0.25 to max. 0.5 bar. You can order a high-quality pressure regulator from By the Glass.

The following information relates to the model supplied at the time of publication of this manual for the use with refillable gas cylinders (as of 9/2016). It is a connected combination of a **high-pressure regulator** and a **precision pressure regulator** on a mounting plate. For different models, please note the separate instructions of the manufacturer.

The following installation steps are usually performed by a technician when installing your By the Glass® wine dispenser. Only in exceptional cases the necessity will arise to perform work or adjustments on the pressure regulators (see also Para. 12).

Fig. 2: Combination of high pressure and precision pressure regulator

1. Display of the input pressure
2. Transition pressure display
3. Display of the discharge pressure
4. Manual release valve
5. Set screw for the transition pressure (Allen screw under cover)
6. Closing lever
7. Screw for the discharge pressure with locknut
8. High-pressure hose I (connected to high-pressure regulator)
9. High-pressure hose II (quick coupling for gas bottle)
10. Low-pressure line to the dispensing system
11. Shut-off valve of gas cylinder
12. Gas cylinder



- Mount the supplied pressure regulators accessibly and easy to read on a wall or in the appropriate furniture piece. When choosing the mounting location, make sure that the lines can be connected with the least possible torsion, so that they are not under tension and move as little as possible during operation.
- Connect the high-pressure hose (8) to the high-pressure regulator. The thread must be screwed very strongly and durably, to ensure tightness. Use two matching wrenches, to avoid damaging the pressure regulator.
- Connect the quick coupling of the high-pressure hose (9) to the gas bottle. The quick coupling has a safety mechanism that prevents the releasing of the connection when under pressure. To release the connection, you must first close the lever of the gas cylinder (11), and then release the pressure by means of the manual release valve (4). (See also Para. 12 "Exchanging the Gas Cylinder".)
- Connect the low-pressure line of the wine dispenser (10) to the precision pressure regulator. For this, pull off the red locking ring, and insert the tube all the way into the plug-in connection. Secure the connection again with the red locking ring.
- Close the shut-off valve (6) on the pressure regulator (horizontal position), and then slowly open the cock of the gas cylinder (11). First, check whether the connections on the high-pressure regulator (8) and the cylinder (9) are audibly proof.
- Now set the transition pressure (2) with the adjustment screw (5). Upon delivery, the valve is closed, and the display shows "0". Turn the Allen screw under the cover in clockwise direction until the indicator (2) shows 1 to max. 1.5 bar. If the pressure exceeds 1.5 bar, turn the screw backwards. For the indicator to drop, you must first let out gas manually via the release valve (4).
- Now open the red lever (6), and adjust the discharge pressure (3) with the adjustment screw (7) on the precision pressure regulator provisionally. Upon delivery, the valve is closed, and the display shows "0". Keep turning the adjusting screw clockwise, until the display shows a pressure between 0.25 and 0.4 bar (see Para. 11 for subsequent fine adjustment of the discharge pressure).
- First check the tightness of the system. You can test the tightness reliably by closing the gas cylinder again (11), while keeping an eye on the pressure gauge for the inlet pressure (1). If even after several minutes, the manometer for the inlet pressure doesn't drop, the system keeps the built-up pressure and is therefore tight.
- If, however, after closing the gas bottle, the inlet pressure drops after a few minutes, this indicates a leak. The check for possible leaks at the joints can be performed with a leakage spray by looking for bubbles forming.



Warning:

Always open the gas cylinder slowly and not abruptly, to prevent damage to the lines and the pressure reducers.

11. Adjusting and Regulating the Gas Pressure



Fig. 3 Pressure gauge with scale for inlet pressure

The pressure from the gas cylinder is displayed on the pressure gauge for the inlet pressure (Fig. 3), and, depending on filling pressure, can amount up to 250 bar for a full bottle. The inlet pressure decreases with consumption of the gas, and is accordingly an indicator for the bottle running out. When the bottle is empty, the pressure gauge will show "0".

Keep checking the inlet pressure gauge at regular intervals, so that you can order a new bottle of nitrogen or argon in time.



Fig. 4 Pressure gauge with scale for the transition pressure (max. 1.5 bar)

The discharge pressure (Fig. 5) is at the same time the **operating pressure** of your dispensing system. It determines the **flow rate of the wine**, and in conjunction with the programmed time, also the **dispensed volume**. The ideal operating pressure lies between 0.25 and a maximum of 0.5 bar.

Within this range, a low pressure results in a quiet, slow flow rate, and correspondingly in longer dispensing times. Higher pressures within the specified range lead to a faster flow of wine, leading to formation of bubbles in the glass in the short term, which may be perceived negatively by some people.



Fig. 5 Pressure gauge with scale for the dispensing (operating) pressure (0.25-0.4 bar)

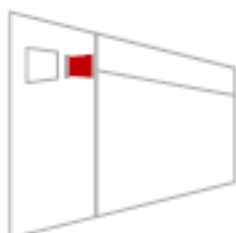
The setting of a lower pressure than 0.25 bar is possible, and leads accordingly to very slow flow rates. Higher pressures than 0.5 bar should be avoided. They could cause damage to the internal lines.

When setting up the system, choose the optimal flow rate; if necessary, by testing with different operating pressures, and don't change it anymore, because a subsequent pressure change would require the reprogramming of all the dispensation volumes (see Para. 11).

Usually, at the installation of your system, the technician will preset the operating pressure and calibrate the respective dispensing amounts on this basis. However, you can also make these settings yourself:

- In order to adjust the dispensing (operating) pressure, loosen the locknut on the adjusting screw of the precision pressure regulator (7).
- Turn the screw clockwise for a higher pressure and counter-clockwise in order to reduce it.
- Note that the pressure gauge reacts immediately only to pressure increases. In order for the display to show a reduction of pressure, you first need to release the pressure from the system by pressing one of the dispensing buttons. You might possibly have to remove an already connected wine bottle from its position.
- Finally, secure your chosen pressure by retightening the locknut.

The other number item references on this page refer to Page 6, Fig. 2.



**) See Para. 15 ff. for explanations on card technology.*

12. Exchanging the Gas Cylinder

The following number item references refer to Fig. 2 on Page 6:

- Before changing the gas bottle, close the cylinder (11), even if the cylinder has been completely emptied.
- Release only the quick coupling of the high pressure hose (9) from the gas bottle. Make sure not to twist the high-pressure hose if possible, to prevent loosening the connection to the high-pressure regulator.
- The quick coupling has a safety mechanism that prevents the releasing of the connection when under pressure. If you would want to change the gas bottle before completely emptying it, you would first need to release the pressure with the manual release valve (4), before being able to release the gas cylinder coupling.
- Connect the new bottle. Open the new gas cylinder slowly and not abruptly, to prevent damage to the lines and the pressure regulators.



When handling compressed gas containers, always observe the safety instructions of your supplier and possibly existing trade association standards!

13. Thermostats and Separating the Temperature Zones



Fig. 6: Guide rail for plexi divider. Alternatively, a fixation with pins and loops is used.

Your By the Glass® wine dispenser has two temperature zones, which can be used variably according to varying ratios of red and white wines in the climatized bottle compartments.

Insert the **plexiglass divider** before placing bottles in the desired positions. For this, introduce the divider inclined from below in the appropriate guide rails or loops on the housing ceiling, and, afterwards, place it upright on the inside bottom floor.

The two temperature zones are controlled via two separate **thermostats**. The cooler temperature zone (white wine zone) must always be designated to the side of the By the Glass® wine dispenser where the thermostat displays are located.

For a device that has its own cooling compressor, the outer thermostat is designated for the white wine zone. For a device with separate or central cooling, the upper thermostat controls the white wine zone.

The thermostats and control panels for both zones look the same from the outside. However, the displays differ in a way that the operation of the compressor and defrosting function are only found on the thermostat for the cooler zone. Also, the **light** is only switched via the control panel on the thermostat for the white wine zone.



Fig. 7: Arrangement of thermostats for devices with connected and with separate refrigeration.

14. Adjusting and Regulating the Temperature

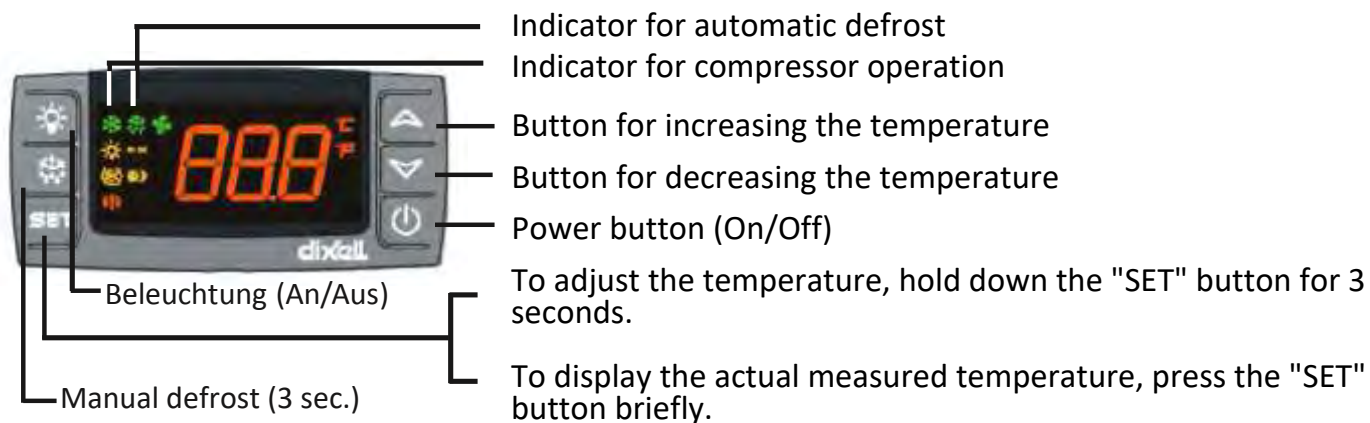


Fig. 8 Thermostat for white wine zone (red wine thermostat looks similar)

The factory settings are 16 °C for the red wine zone, and 6 °C for the white wine zone.

In order to **change the temperature settings**, follow these steps:

1. Hold down the "SET" button for 3 seconds, until the "°C" begins flashing on the display.
2. Change the temperature using the buttons "▲" and "▼".
3. To confirm the set temperature, press again "SET".

Per factory settings, you can choose temperatures for the cooler zone in the range of 4-12 °C, and for the red wine zone 15-21 °C. For these temperature ranges, it is ensured that the selected average temperatures can be maintained in both compartments.

For energy efficiency reasons, we have preset a tolerance of +/-2.0 °C for the start and switch-off point of the compressor, by which the air temperature in the compartment may vary, because the wine keeps the set average temperature, being a thermic inert liquid.

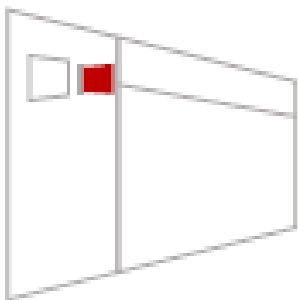
In idle state, the thermostat display shows the preset temperature. Press the "SET" button briefly, to display the **actual measured temperature** in the respective compartment.

You can change the preset temperature ranges, for example for exclusively presenting white wines in the wine dispenser, by means of the Expert Menu of the thermostat.

To do this, hold down the "SET" and "▼" buttons simultaneously for 3 seconds, until the programming menu appears. Release the buttons, and hold down the "SET" and "▼" buttons simultaneously for another 7 seconds. The hidden menu for expert settings appears. Release the buttons, and scroll using "▲" and "▼" through the menu to the position "US" for the programmable temperature maximum or "LS" for the programmable minimum. Select the entry by pressing "SET", and change the corresponding value with "▲" or "▼". Confirm the new value by pressing "SET". Leave the Expert Menu by simultaneously pressing "SET" and "▲".

When accessing the Expert Menu, be careful, not to accidentally change other parameters. Temperature settings below 4 °C can lead to ice formation and may spoil your wines and damage the device. Also, please note that the manufacturer's energy consumption information is only valid for factory settings of the thermostats. If you set both thermostats to operate the entire device with the same temperature, it is better to remove the divider for reasons of energy efficiency.

15. Changing and connecting the Wine Bottles



Insert the **service card** into the card reader to change the bottle types. The service menu appears on the display. With the inserted card and in the service menu view, you can give a "mini-sip" by pressing the left dispensing button. This should help you to tap a new bottle and if necessary to displace remaining old wine there or water from the hose line (see below).

In order change and to connect the bottles, follow these steps:

1. Grab the flexible hose at the upper thicker part, and bend it slightly forward towards you.
2. Pull the rubber stopper down to the end of the thicker part of the hose. At the initial set-up, the supplied rubber stoppers must first be plugged onto the hoses.
3. Stick the hose end into the bottle, and press the bottle firmly onto the stopper, to close the bottle tightly.
4. Keep holding the upper thicker hose end, and slide the bottle with the stopper upwards on the tube, until you can place it upright and securely on the floor of the cooling chamber.
5. Hold a glass under the tap and press the left dispensing button to tap a small volume of the wine. As a result, that displaces residual air from the bottle and the hose, as well as rests of liquids previously in the hose.
6. The bottle is now protected against oxidation and ready for dispensing.
7. **Confirm each newly connected bottle after the changing and its content via the „Change Bottle“ program menu - see the following section.**



- ! **Practical tip:** When replacing the bottle, you can let the remaining wine in the tube flow back into the bottle by repeatedly pressing the left dispensing button (with the connected service card and the service menu view), if the hose end hangs freely in the bottle after releasing the stopper.

16. The customer card management system Wine by the Card

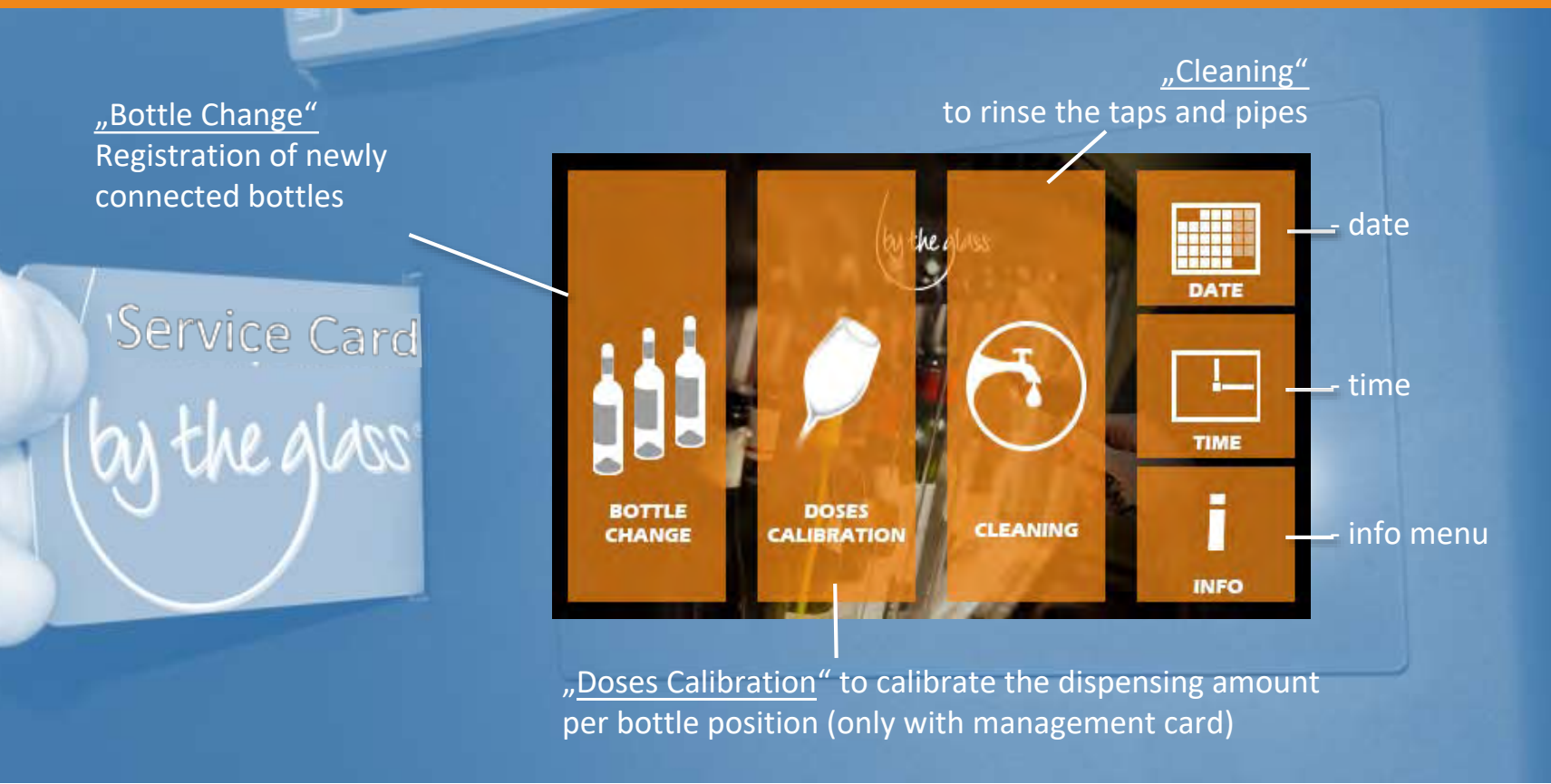


Image 9 – Wine by the Card main menu

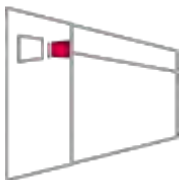
The customer card management system By the Glass® Wine by the Card enables self-service and billing with so-called RFID smart cards with the most common standard for contactless access and payment systems ISO/IEC 14443a (13.56Mhz).

The customer cards must be specifically precoded for your system for security reasons and for uniqueness. Special conditions and technical requirements apply to the alternative use of possible existing customer or room cards of the same standard in connection with our card systems.



For the management of the customer card system you receive a set of **service and management cards**. You can create additional service and management cards at any time using the back office software By the Glass® Wine Monitor "desktop edition" (see section 21 - card management). You need the **service card** for the daily management of the system (menu items: change bottle and cleaning - see para. 17 ff.).

The **management card** also provides access to the system settings calibration as well as time and date. In order to avoid incorrect entries, please only use the service cards in the everyday management of the dispensing system.

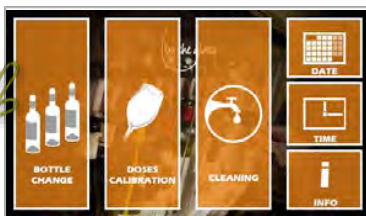


Specific setup steps for which you need the service or management card are marked with the adjoining pictogram in this manual. The card system is usually set up at the factory with the included service and management cards for the operation at your site. Therefore it normally does not require a network connection for the preceding and following setup steps.

If, however, your dispensing system does not display the message **"Dispenser has not been set yet"** on the touch display during the initial operation, please first connect it to the network for the setup and a PC which is connected to the same network via the back office software By the Glass® Wine Monitor (see para. 19).

17. „bottle change“ - Registration of newly connected bottles

Newly connected bottles and their contents must be logged into the card system via the menu „bottle change“:



- Insert the service card into the card reader.
- Select the feature “bottle change”
- Choose the bottle position you have restocked.
- Confirm the content “750ml”* with "Ok" if you have connected a full 0.75l bottle.
- The system confirms the successful bottle change.
- Select other bottle positions which you have changed or leave the menu with „☒“
- If you have connected a bottle to the dispensing system that has already been partially consumed, you can correct the level via the display.
- Estimate the level of opened bottles as best as you can, e.g. 375ml for bottles which are half-full or 500ml which are two-thirds full.



- *) Different bottle sizes, e.g. Magnums, liters or half bottles can be preset via the back office software By the Glass® Wine Monitor (see para. 20).

! The registration of newly connected bottles is essential for the inventory management in connection with billing via customer cards. Otherwise unregistered full bottles will be considered to be empty by the dispensing system and it will refuse the filling. The system may still try to pour out registered bottles which have an incorrect level (too high), even though these are already empty. That would result in wrong charges of customer cards.

18. Calibration of the dispensing amount (calibration doses)

Explanation of how it works: What does calibration mean?

Your dispensing system has a programmable automatic metering for three dispensing amounts, which you can choose freely and program firmly. The flow speed depends on the adjusting operating pressure (see para. 11) and the metering of the dispensing amount is time-controlled.

This means that you must inform the system on how much it pours in a given delivery time, after determining the operating pressure. So that it can calculate the time, the valves need to open for the delivery of the desired dispensing amount. The learning process for calibrating the dispensing amount can be carried out via the menu item „calibration doses“.

At the initial setup, the service technician will usually calibrate all tap positions for you. However, since the flow rate in addition to the adjusted pressure also depends on the viscosity of the particular wine and if applicable on any existing deposits in the pipelines, it may be useful to check the dispensing amounts from time to time and to calibrate individual positions again. We explain the necessary steps below:

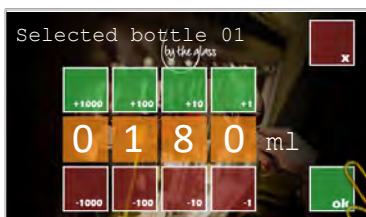
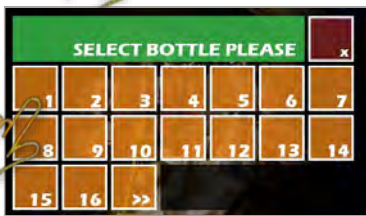
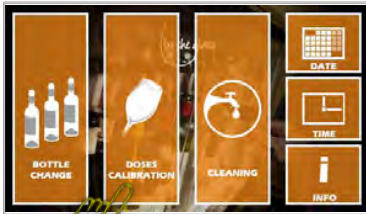
Programming of the dispensing amount (calibration doses) – continuation

To calibrate the dispensing amounts, provide a **measuring cup** with scaling as accurately as possible, or ideally, a **kitchen scale with digital display**, from which you will pull off the tare of the measuring cup before.

Connect a bottle of water to the relevant position (see connecting bottles, para. 15). Insert the **management card** into the system and, before selecting the menu item „calibration doses“, press the central dispensing button ("MP") at the relevant position to ensure that the bottle is tapped, i.e. that the water is available at the tap.

Now choose the menu item “calibration doses”...

- Select the suitable bottle position
- Keep the measuring cup under the relevant tap and press one of the dispensing buttons
- The tap now releases water for exactly 10 seconds
- Read from the measuring cup or ideally from the display of your kitchen scales, how much water the device has emitted in 10 seconds
- Compare the amount with the display on the touch screen in ml (1g of water equals 1ml)
- Adjust or enter the correct amount you measured through the touch display.
- Confirm the input with „OK“



! Practical tip: Since wine usually flows a little slower than the water used for calibration, the device would deliver a little less wine at the relevant position at the same time. To meet that fact, you can enter 4-5ml less on the touch display than you measured / balanced. If necessary, check the correct calibration with wine and a customer card for any dispensing amount.

In general: Lower amount input via the calibration menu will lead to larger dispensing amounts at the tap. If, on the other hand, the tap gives too much, the amount which was entered during calibration and stored in the system, will be too small.

19. Connecting your dispensing system to the network (LAN)

For further setup steps and in case your card system has not already been set up for your location by the factory (display: "Dispenser has not been set!"), connect your dispensing system to the network (LAN) and a connected PC in the same network (subnet).

- Connect the network cable to the dispensing system.
- Insert the service card and select the "i"nfo menu.
- If the network connection works, a (dynamically) related **IP address** will be displayed.



You can also assign a fixed IP address to the dispensing system by registering the MAC address of the device in your router. See para. 26 for possible connection- and IP conflicts.

20. The back office software By the Glass® Wine Monitor "desktop edition"

By using the back office software By the Glass® Wine Monitor "desktop edition", you can conveniently manage system settings such as prices and dispensing amounts from a PC or laptop which is connected to the same network (LAN/subnet) and download as well as export detailed sales information from the dispensing system. In conjunction with the LCD price field display option, use the back office software to program the wine names which are shown on the displays.

20.1 Installation

Install the back office software or app By the Glass® Wine Monitor on a PC (Windows 7 or higher) via the link which was provided by your dealer.

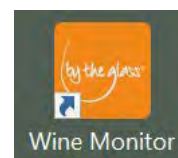
For the installation of the app under Windows 10 or higher, please confirm the reference "Your PC is being protected by Windows" that you trust the source: Therefore, select "further information" and then "install anyway".

Special notes for older versions of Windows and administrators

The Microsoft SQLite database application underlying reporting (card credits and sales information) is preinstalled on your PC as of Windows version 10. For older versions of Windows, you may be asked if necessary, to confirm the installation.

For PCs that are used in a network or by different users, please note that the installation must be carried out as described on the hard disk (C:/Programs ...), as well as the storage of the configuration file (under C:/User/AppData/Local...) and the storage of the Microsoft SQLite database underlying reporting, by the user who is going to operate the system. The unit is automatically installed during installation. The compliance with the user-bound storage of the configuration and data files is important if the installation is performed by an administrator.

After a successful installation, the application starts automatically. If that is not the case, start the application via the shortcut on the desktop.



Select a language and enter the 8-digit **access code ("token")**, consisting of numbers and letters which was provided by your dealer.

In the next window, check the details of your subscription, currency and currency format as well as of your dispensing systems.

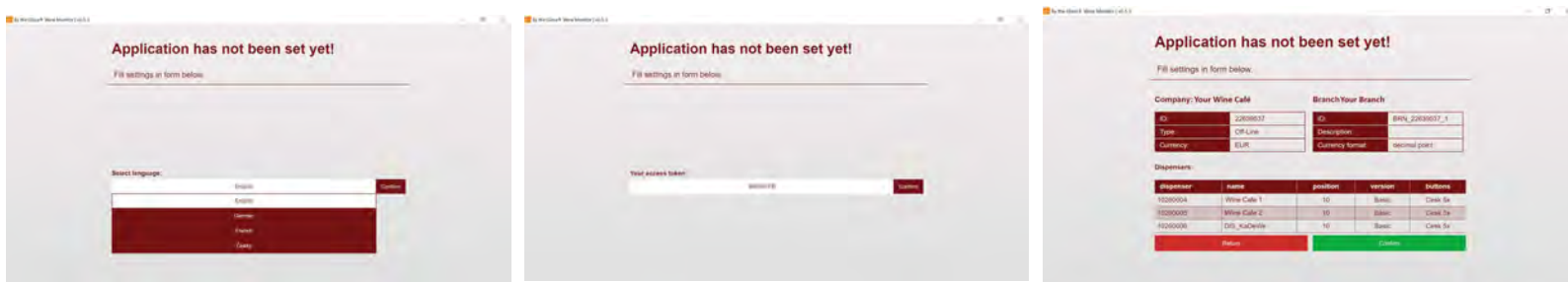


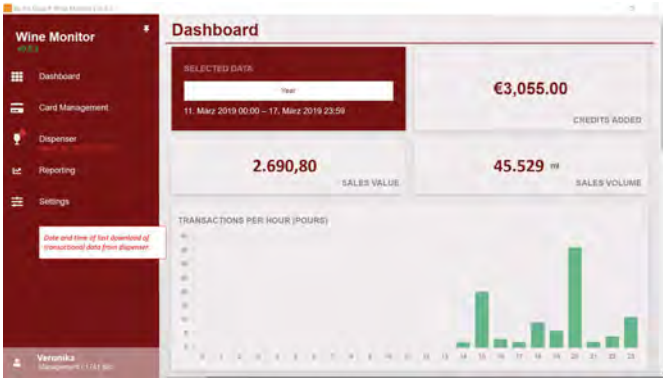
Image 10 – By the Glass® Wine Monitor "Desktop Edition" installation menu

Confirm the information with "confirm", or contact your dealer in case of false information. Select "back" or close the application to continue the activation as soon as your dealer has corrected the information.

After the confirmation, assign a first user name and password to protect your application and log in (see also section 20.5 - user administration).

20.2 By the Glass® Wine Monitor – Dashboard and card management

You have successfully installed and set up the back office software. To get started, you will see your **dashboard** with information about the sold card balance and sales information (value and amount) of your dispensing systems as well as lists of the best-selling wines and customers with the highest added credits.



You can select the display period. Please note that you will only be shown card balances that you have booked on cards with this PC, and only any sales information that you have previously downloaded to the PC. The last download date will be displayed in the menu on the left, under "Dispensing System" (see para. 20.3.3 for downloading the data from the dispensing system.)

20.2.1 Installation of the card reader

Connect the card reader with USB port to your PC. Select the menu item card management. Select the entry "Download: Driver" (1). Save the zipped driver file folder as recommended, e.g. under downloads (2). Open/unzip the folder CP210x_Windows_Drivers in Microsoft Explorer. Select the application "Installer x64" for newer PCs with a 64-bit processor or "Installer x86" for PCs with 32-bit technology. If your PC did not automatically unzip the contents of the file folder, first copy all files and folders from the current Microsoft Explorer window and save them in a new folder on your hard drive. Run the appropriate "Installer" file from there to install the driver. If the installation is successful, you will find your card reader in the drop-down menu under card reader (3). Select it and then "connect".

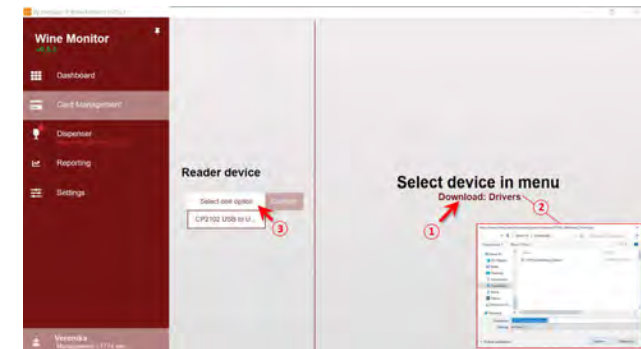


Image: Install card reader

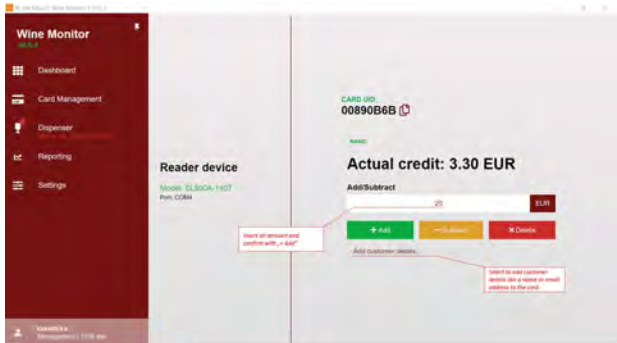
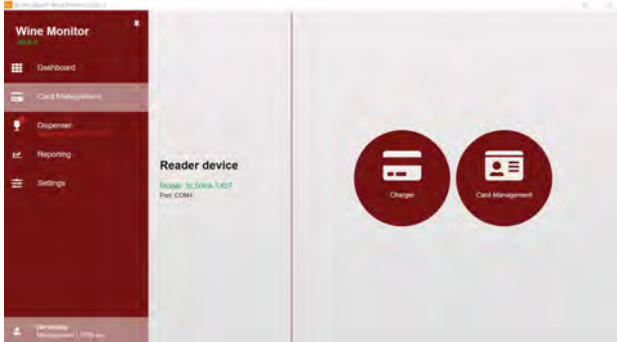


Image: Card management with charger

20.2.2 Card management

There are basically two ways to manage and charge the cards: With its simple input screen, the **Charger** function allows you to quickly charge cards at a checkout, debit them or clear credits. You can give the card certain information such as name, customer no. or add an email via the selection "add customer data". If you are logged in as a service user, only the option **Charger** will be displayed in the Wine Monitor (see section 20.5 user management). In addition, the **card management** function enables the creation of service and management cards, discounts for customer cards and the complete deletion of card data.

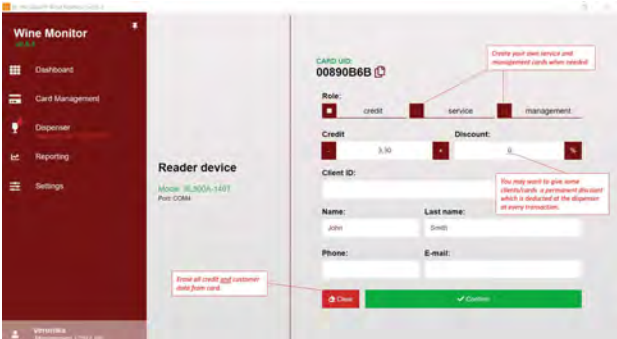
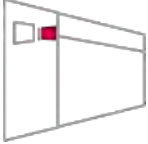


Image: Card management with card manager (only manager login) The note "Card not yet set up" is displayed when the card is first presented to the card reader. It serves as a control and should remind you to add customer data to the card while you are at it.

20.3 By the Glass® Wine Monitor – Dispensing system (wine, prices, amounts...)



In order to connect a dispensing system to your PC and to carry out settings via Wine Monitor, you must always insert a service card and select the "i"nfo menu on the dispensing system!

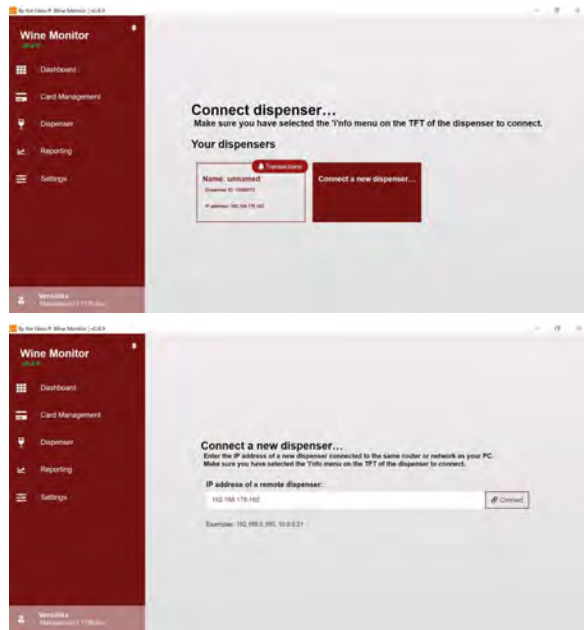


Image: Connect / add dispensing system

20.3.1 Connect a dispensing system

Insert the service card into the dispensing system and select the "i"nfo menu on the touch display. Select the dispensing system in the Wine Monitor and then "connect new dispensing system". Enter the IP address which is displayed on the dispensing system and confirm with "connect". Please note that your PC and the dispensing system must be in the same local network for the successful connection (see section 26 on connection problems). Dispensing systems that you have already successfully connected to your PC, will be directly displayed under "your dispensing systems". The notice "transactions" with the bell symbol indicates that new transaction data is available for download on the dispensing system (see below).



Image: Dispensing system - Dashboard

20.3.2 Dispensing system - Dashboard

In the dashboard of your dispensing system, you will find information on the current level of the bottles as well as data about the last bottle change and cleaning.

20.3.3 Dispensing system - Dispensing settings

Select a bottle position to maintain the following settings and data of the wines in your dispensing system:

Name: Name of the wine, listing on the touch display, required field, maximum of 25 characters (a-z, A-Z, 0-9)

Article description (SKU): Unique article name, e.g. your article number, appears in the reporting, required field, default of consecutive number, free text max. 40 characters.

Bottle size: in ml, required field

Remainder: Current stock, no entry is possible

Minimum stock: Safety reserve in ml to avoid small amounts when dispensing from an almost empty bottle - blocks the dispensing if "remaining stock ./ minimum stock < requested dispensing amount", mandatory field, default 20ml

Display name 1/2: Wine names on the LCD displays above each bottle position, maximum 16 characters per line (a-z, A-Z, 0-9, no special characters)

Prices and dispensing amounts in ml: for the 3 dispensing sizes: small, medium and large amounts...



Image: LCD display

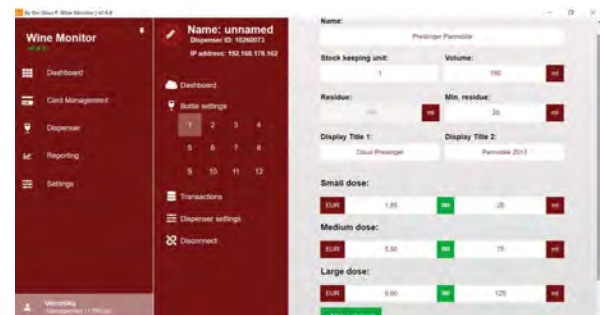


Image: Dispensing system - Dispensing settings

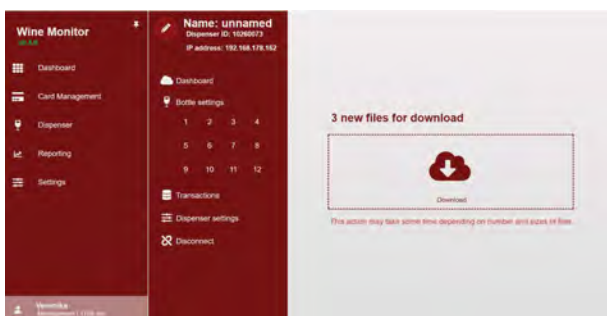
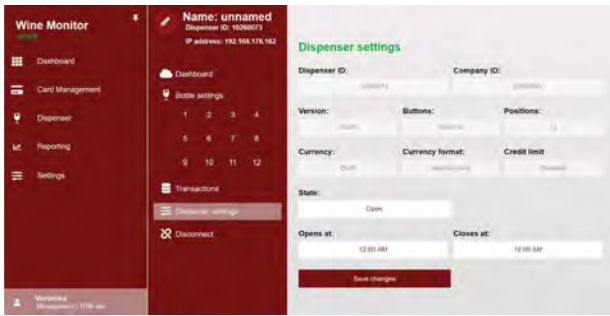


Image: Transactions of the dispensing system

Download the transaction data to your PC on a regular basis. After that you will find them in the reporting, also if you are not connected to the dispensing system. The data will be deleted by the dispensing system after the download.

20.3 By the Glass® Wine Monitor – Dispensing system (settings)



20.3.4 Dispensing system - System settings

Here you can change the status of a connected dispensing system from open to closed, more precisely, to lock the dispensing system. Alternatively, you can also set opening times for your system, which is available to your guests.

The *credit limit* function can be activated via the general settings in the main menu of Wine Monitor (see below). Other parameters or system settings can only be changed by administrators.

Please note that changes in the system settings do not take effect until the dispensing system is restarted, which automatically happens when you click on "save changes".

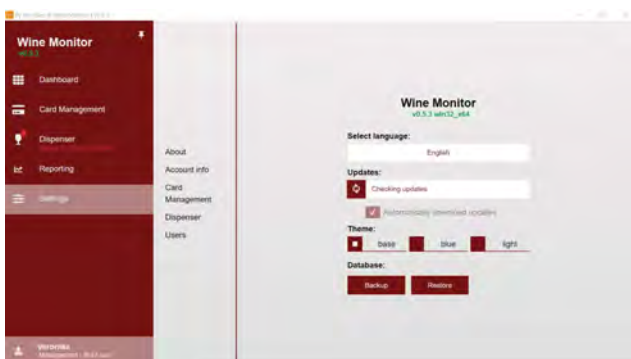
20.4 By the Glass® Wine Monitor – Reporting

By the Glass® Wine Monitor "desktop edition" offers you extensive reporting possibilities and thus control over the credit balance booked on customer cards, the wines and dispensing amounts that your customers receive from the dispensing system, the bottle changes taken and calibrations of your dispensing system. To display it, select the report type (credit, dispensing, bottle change ...) and the period (day, week, month ...).

ID	dispenser	SKU	position	LHO	client id	credit after	price
1	10200054	Clava Pinenoigt Heesboden	6	59E70A8B		198.00	2.00
2	10200054	Clava Pinenoigt Frischbeben	5	59E70A8B		197.00	1.00
3	10200054	Weissburgunder & Chardonnay	4	032C096B		968.00	2.00
4	10200054	Weissburgunder & Chardonnay	4	032C096B		967.00	1.00
5	10200055	Riesling Münster Kapellenberg	2	032C096B		996.20	0.80
6	10200055	Riesling Münster Kapellenberg	2	032C096B		995.40	0.80
7	10200056	Riesling Bönningkamp	1	032C096B		991.80	3.80
8	10200056	Riesling Münster Kapellenberg	2	032C096B		990.20	1.80
9	10200056	Riesling Münster Kapellenberg	2	032C096B		988.60	1.60
10	10200056	Riesling Münster Kapellenberg	2	032C096B		985.80	2.80

You can export the selected data for further processing and analysis in Excel or CSV format. Please take into account that the data in the version By the Glass® Wine Monitor "desktop edition" are based on local databases on your PC. Only information about card transactions (credits) that you have carried out with a card reader, connected to this PC and only dispensing data from the dispensing system that you have previously downloaded to this PC, are displayed.

20.5 By the Glass® Wine Monitor – Settings



When you go to the entry **info** in the menu settings, you can select the language as well as different color schemes for the display.

Software updates are automatically searched for and downloaded when you select this option. However, the installation of the updates requires your confirmation.

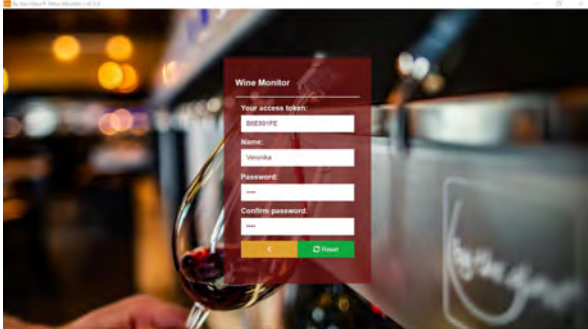
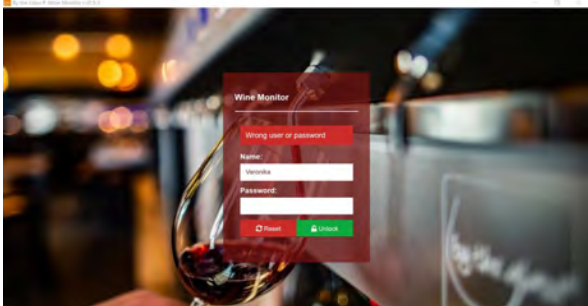
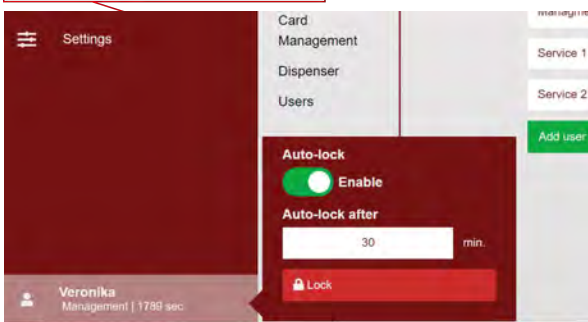
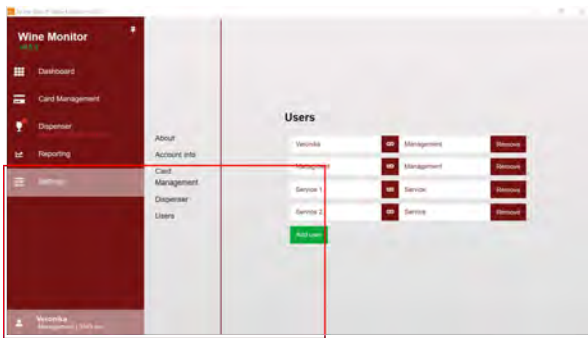
You can check this section from time to time to see if new software versions are recommended for installation.

The **backup** function allows you to backup your database with credits and dispensing information, which you can transfer to a PC with the function **restore** when re-installing the software.

20.5 By the Glass® Wine Monitor – Settings (continuation)

The section **customer account** gives you information about your customer account and the associated dispensing systems. You can manually retrieve information updates.

Under settings/**card management** you can set a limit for the maximum credit that can be entered on the customer cards. You can also transfer this limit to a connected **dispensing system** within the menu item settings / dispensing system, so that cards with a higher credit balance are rejected at the dispensing system, with reference to talk to a staff member. This, in particular, is a function for protection against misuse. Other changes within these two menu entries require administrator rights.



User management

You can independently create any number of user profiles and passwords, distinguishing between *management users* and *service users*, in which the former are given access to all the functions of Wine Monitor, including user management, while *service user* profiles only have access to *Charger* to charge the cards.

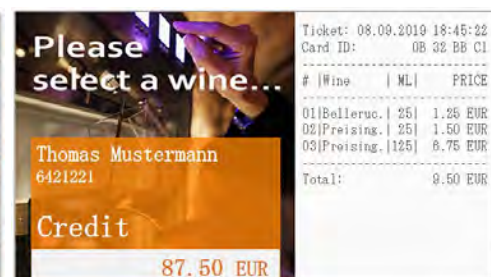
At the bottom left corner of the program window you will find the respective user which is logged in. A default setting, an automatic logout (**auto-lock**) of the user is set after 30 minutes (1800 seconds) of inactivity. By clicking on the username you can log out manually, change the time period for the automatic logout or deactivate the function.

If you forget your password, you can reset it using your personal activation code (token). Select **reset password**. Then enter your token as well as your username and assign a new password.

If you forgot your username, ask another user with management privileges to re-create your user profile in user management.

21. By the Glass® Wine by the Card from the customer's point of view

Tip: Here you will find the current firmware version of your dispensing system.



When you insert the card, the touch display shows the name and the current credit balance, as well as a list of currently purchased wines with amounts and prices in the right-hand area.

CARE AND MAINTENANCE

23. Cleaning the Surfaces

If possible, clean the inside and outside of the By the Glass® Wine Dispenser only with a damp cloth. If necessary, use only mild detergents on soap basis. When cleaning the interior, turn refrigeration off (set device to "Standby"); avoid cleaning the interior with perfumed cleaning agents.

For cleaning, you can take the sliding doors out of the guide rails. For this, lift the door upwards, and pull it bottom first out, towards you. If you use a glass cleaning agent to clean the sliding door, let it first dry completely, before reinserting the door.

Warning:

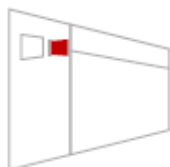
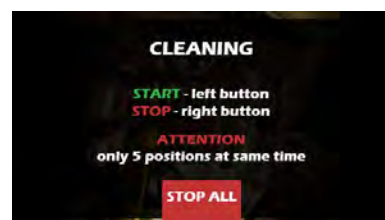
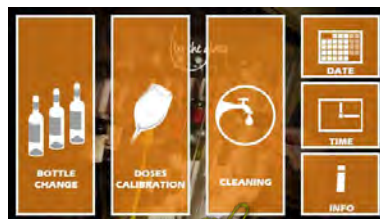


For cleaning stainless steel surfaces, do not use chemicals, petrol, alcohol, disinfectants, vinegar, harsh detergents, acid, or abrasive cleaning agents, and also no abrasive cleaning sponges! Otherwise, you might create rough places on the otherwise stainless material that will be susceptible to

24. Cleaning the Taps and Lines

Proper care for the wine taps and lines ensures long life, and flawless and hygienic operation of your By the Glass® Wine Dispenser. This requires a few, easily performed steps:

1. The short taps are the wine carrying part, which comes into contact with air. It is here, where wine and its sediments can leave dried stains, which can lead to clogging. In addition, during the warm season, droplets in this area can attract flies. **For this reason, wipe the taps regularly, and clean them with a damp pipe cleaner.** To do this, take a bowl of water. Fold the pipe cleaner once, dip it into water, and run it all the way into the tap. Do this for all the taps.
2. The wine carrying lines do not come into contact with air during operation. Nevertheless, over a long period, deposits, and particularly discoloration, can occur there.



Flush the lines at regular intervals with water, especially if you start using a new wine, or if you change a wine bottle that has been standing in the By the Glass® Wine Dispenser for a longer time. For this, connect a bottle with cold tap water, and pump several hundred milliliters through the line by repeatedly pressing the button "Large Glass" (or holding it down for 3 sec.) at the tap in question.

3. If, despite respecting the above care tips, deposits have formed in taps and lines, you can dissolve them with a mixture of water and a light dose of pure citric acid powder. Follow the dosing instructions on the package, and proceed as when rinsing the tubes with water. However, let the citric acid act for about 20 minutes in the lines and taps, and afterwards do a thorough rinse with water.
4. Regular flushing with citric acid powder, e.g. at intervals of 2 or 3 months, can prevent discoloration of the red wine tubes. However, you cannot prevent discoloration completely. But note that it is not a hygienic hazard. For reasons of visual appearance, discoloration can be eliminated by replacing the tubes in the course of maintenance.

For residue in taps that don't want to come out, leading to a deterioration of flow, it is recommended, to demount them on a case by case basis with a wrench (size 14), and to soak them for about one hour in a mixture of water with a higher dose of citric acid powder. Afterwards, you must rinse them thoroughly with water.

5.



25. Manual Defrost

Your By the Glass® Wine Dispenser is equipped with an **automatic defrost system**. The resulting condensation water flows out from the unit via the designated tube. Manual defrost will be necessary only in exceptional cases, e.g. when ice forms in the interior. For this, hold down the button "Manual Defrost" for 3 seconds (see Page 10, Fig. 8). The manual defrost cycle ends automatically.

26. Maintenance and Trouble-Shooting

Your new By the Glass® Wine Dispenser is a high-performance and durable appliance for professional use. The device has left the factory in a perfect, tested condition, and the manufacturer covers all electrical and mechanical parts with a 12 months warranty.

To further ensure many years a flawless and hygienic operation, we recommend, in addition to regular care, to conclude a service contract with a licensed service provider. Speak to your dealer about it, or visit us at www.bytheglass.eu for more information.

As with all devices with electrical and with moving parts, despite all care, sometimes interference is inevitable. If malfunctions occur, our contractors worldwide are there to help you with their technical field service.

However, sometimes you will find that you can solve a problem easily by yourself. In the table below we have listed a number of possible troubles that can usually be solved in an easy way. We also listed the simple steps, how to remedy these situations.

Malfunction / Problem	Possible cause / solution
The device is off and cannot be turned on.	Is there a disruption of the power supply? Is the cold device plug well connected to the terminal of the device? If the connection cable is damaged, pull the plug and call the service.
The card system does not respond / is blocked. (No response to card or input)	Turn the machine off for 10 seconds and turn it on again at the main switch to restart the system.
The lights are off.	Is the switch on the white wine thermostat turned on? Is the dimmer on the side or back of the unit possibly twisted?
The wine cannot be dispensed from any of the taps or flows very slowly.	Is the gas bottle empty? Check the pressure on the inlet pressure display. Is the nitrogen pipe bent or leaking? Check the pressure on the operating pressure display.
A single tap does not work. The wine flows slowly or it dribbles.	Is the rubber stopper firmly placed on the bottle? Is the tap clogged? Clean it according to the instructions. Is wine sediment clogging the tube? Take out the bottle and, when the hose is loosely hanging in the bottle, press a dispensing button several times to let the sediment run back into the bottle. Rinse the pipe with water.
After a short time, the wine is oxidized or has an unpleasant taste.	Was there a constant over-gassing of the wine? When connecting the bottle, did you ensure to tap the bottle (see para. 15/5)? Is the rubber closure tightly placed on the bottle? Was the hose possibly contaminated with the remains of an old wine when connecting the bottle? Rinse the pipe with water.
The cooling is insufficient.	Check if the ventilation slots on the side or the back of the appliance are not blocked. Are the ventilation slots possibly clogged with dust? Clean it with a vacuum cleaner.
The compressor is running frequently and / or usually runs for a long time.	Are the doors properly closed? Have they been opened frequently? Are the ventilation slots on the side and back covered? Is the ambient temperature very high?
There is condensation in or under the device.	Is the condensation hose clogged or blocked by the water level in the collecting container? Does the hose hang loose and does it lead upwards into the collecting container without being twisted? Is the device placed in a horizontal position?
The gas bottle is empty after a short time.	Is the high-pressure hose firmly connected to the pressure reducer? Is the cable of the device not tightly plugged into the pressure regulator or is there a detectable leak?
The wine dispenser vibrates or makes noise.	Is the device placed on an even surface? Do the bottles in the interior possibly lean against each other?

Malfunction / Problem	Possible cause / solution
The card system doesn't display an IP address in the "i"nfo menu. (Display "check cable!")	Check the router and the network cable on the dispensing system. Disconnect the network cable from the dispensing system and re-connect it. Is every single IP possibly occupied in the network?
The connection to the dispensing system via the Wine Monitor fails. (Error message: "time out")	Have you introduced the service card and did you select the "i"nfo menu. Has the displayed IP address changed? Are the PC and the dispensing system in the same network and subnet?
I get another error message when connecting to the dispensing system.	Does the error message say "ENETUNREACH HOST IP + 5000"? Verify that the PORT 5000 on your router is enabled for the application and that it is not occupied by another application.
A card cannot be charged (No response of the card reader or error message: Card not active)	If the card reader does not respond to the card, the chip or the antenna is damaged. Error messages such as "card not active" or "This card has been activated for another system" are coding errors - collect these cards and send them in.
The reporting does not show known transactions.	Did you download the transactions from the dispensing system? Are the time and date settings correct on the dispensing system?

If the problem has not been listed here or cannot be solved, or if you rather require further technical assistance, please do not hesitate to contact us.



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