



**DRAUGHT
SERVICES**
— SINCE  1947 —

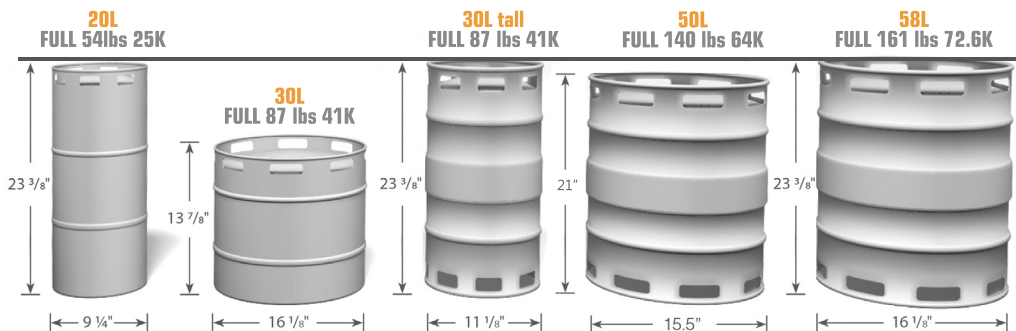
TAP INTO SUCCESS

www.draughtservices.ca



Improving the draught experience one tap at a time.

KEG VOLUME & YIELDS



**all measurements are approximate.*

KEG SIZE LITRES	OUNCES	12 OZ. POUR 14 OZ. GLASS	18 OZ. POUR 20 OZ. GLASS
58.6 L	2063	165	111
50 L	1760	140	95
30 L tall	1056	85	57
30 L	1056	85	57
20 L	704	56	38



* 2 ounces of foam = .5 ounces of beer

Draught beer can be one of the most amazing experiences one can enjoy.

Consumer's tastes are evolving rapidly. Beer drinkers are more educated about beer than ever before and that includes draught. With this changing landscape, it is crucial for the draught beer purveyor to pour and serve quality draught beer. **Understanding how to handle draught beer can dramatically increase your profitability, customer retention and overall sales.**

Your draught beer system should allow you to showcase a variety of different beers. Regular servicing and line cleaning ensures you attain the full potential of the draught beer and maintains the quality, freshness and taste the brewer intended.

This guide will help you down the path of draught beer perfection.



Contact your **DRAUGHT SERVICES** Representative for Sales & Service
1.800.668.4718 www.draughtservices.ca draughtcatalogue@thebeerstore.ca

DRAUGHT BEER

The history of draught beer can be traced back into British beer history. Originally, beer was poured straight from a cask. In the late 1600's, a device called a 'beer engine' became popular and allowed the beer to be stored in a cooler environment, some distance away from the customer. The 'beer engine' had a handle that was to be pulled several times in order to 'draught' the beer from the cask to the glass.

Modern draught beer has grown to have a new definition. Draught beer is stored in a keg and poured from a tap. These kegs are carbonated and must be kept cold until consumed. While some beers are pasteurized (a heating process designed to eliminate harmful bacteria), many are not.

Draught beer is now one of the focal points of the hospitality trade. **It draws in customers and can contribute a high percentage return on investment. Your consumers are more educated today about quality draught than ever before. You as a licensee, and your employees, should understand how to ensure your system operates to the highest standard. Proper installation, regular servicing and line cleaning can create a competitive advantage.**

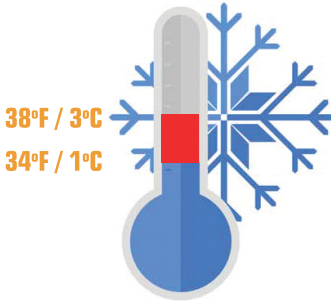
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STORAGE HANDLING

Draught beer should be treated as a food product. Proper storage will prevent bacterial growth and off-flavours. Therefore, it is important to store and handle kegs properly. **Proper storage will provide the right environment to ensure the highest quality draught experience for you and your customers.**



- Kegs should be stored in a refrigerated area (walk-in cooler or portable draught system). A keg typically needs to be chilled for 24 hours before serving. Proper storage temperature is 1° - 3° C (34° - 38° F).
- Kegs should be stored separately from food products.
- Keg storage and dispensing areas should be kept clean at all times.
- Ensure your draught beer is being properly rotated. Common practice is first in, first out. Also, ensure you are taking note of the date code on the keg to ensure freshness.
- Kegs are heavy and range in weight from 25 kg (54 lbs) to 73 kg (160 lbs). Take steps to properly educate your staff on proper lifting procedures and use equipment like the **Lift'n Buddy** (pictured here).



DISPENSE GAS & FRESHNESS

Different dispensing systems require different dispensing gases. There are many factors when choosing proper dispensing gas.

- Type of dispensing system.
- Required internal carbonation of product.
- Length of lines from cooler to bar.
- Actual product served may require different types of dispense gases tailored to specific carbonation levels of the beer.



Each of these elements play a role in choosing the proper gas and dispensing pressure.

Once a keg has been tapped, quality can deteriorate quickly.

To ensure the highest quality beer experience to the consumer, you should aim to sell a minimum of 1 keg per week of each brand of beer. However, the shelf life of beer brands do vary. For specific information, please contact the brewer.

Carbon Dioxide (CO₂) – switch the gas off every evening (at the regulator). This prevents CO₂ from leaching into the keg causing over foaming and waste.

Blended Gases – higher levels of Nitrogen can cause beer to go flat within a week. The secret to freshness is the balance between dispense pressure and gas blend. Higher levels of CO₂ maintain keg carbonation.

FOB's

FOB's are important pieces of a quality draught system. These devices are designed to recognize when a keg empties. The FOB shuts off the flow of beer which eliminates the foam you get from an empty keg. It also eliminates the need to refill lines with beer and purge gas from your system saving hundreds of dollars in wasted beer. It is important to educate staff members on the proper steps to reload a FOB.

1. VENT A

2. RELEASE (push up) B

3. RESET (pull down) B



While all FOB's serve the same purpose, it's important to understand how to use each individual type of FOB in order to reduce further waste.

Once the new keg has been hooked up to a coupler:

- Vent the FOB by pressing the top (A) to fill chamber with beer.
- If the ball inside doesn't immediately float, then push the plunger up to release the ball.
- Once the ball floats, pull the plunger (B) back down. *NOTE If the plunger is left in the up position, the FOB will not shut off flow of beer causing the line to empty and fill with foam.

GLASSWARE

- A crucial part of creating a great draught beer experience means using a “Beer Clean” glass. A “Beer Clean” glass is one that contains no fatty substances, cleaning or rinsing agents. Take these steps to ensure you are providing your guests with the best possible experience.
- Maintain strict sanitary conditions in the glass washing area.
- Never wash glassware with utensils or dishes used to serve food. Food particles and/or residue can affect the quality of draught.
- Do not use regular liquid household dish washing detergents for glassware. They are fat-based and will leave a slight oily film on the glass. This causes beer to go flat quickly. Use a detergent designed specifically for beer glass cleaning. It must be low-suds, odour-free and non-fat.
- Place glassware upside down on a deeply corrugated drainboard to dry so that air can circulate freely inside the glasses. A flat counter top is a potential source of contamination as it is often used for other tasks such as food preparation and serving.
- Never dry glassware with a towel. Towels are used frequently at the bar so it is hard to keep them clean and lint free.
- We recommend that you use beer glassware only for beer. Dairy and other food products leave a residue which can adversely affect the quality of the draught beer.
- Store glasses at counter height or lower. Cooking odours and grease odours tend to rise. If you have overhead glass racks, use them for liquor and cocktail glasses. These drinks are not affected in the same way as draught beer.
- Do not stack glasses. It can create cracks and scratches on the inside surface of glassware leaving areas for fat and bacteria to collect. Wet glasses can stick to one another and be difficult to separate. The wet area in between glasses does not dry properly and the fats/oils from hands can be transferred from one glass to another.



GLASSWARE

Beer Clean Glass Results

- Enhanced aroma and taste.
- Retains a thick, creamy, foam head.



SHEETING TEST: A beer clean glass will shed water evenly in unbroken “sheets”. On a glass with invisible film, water will break up and form droplets on the surface of the glass.



LACING TEST: In a beer clean glass, foam will adhere to the inside, forming a parallel ring pattern (lacing) as each sip of beer is taken. In a glass that is not properly cleaned, foam will adhere to the glass in a loose, random pattern - or may not adhere at all.

- Beer is sparkling clear and free of gas bubbles.
- Repeat business and added profits.



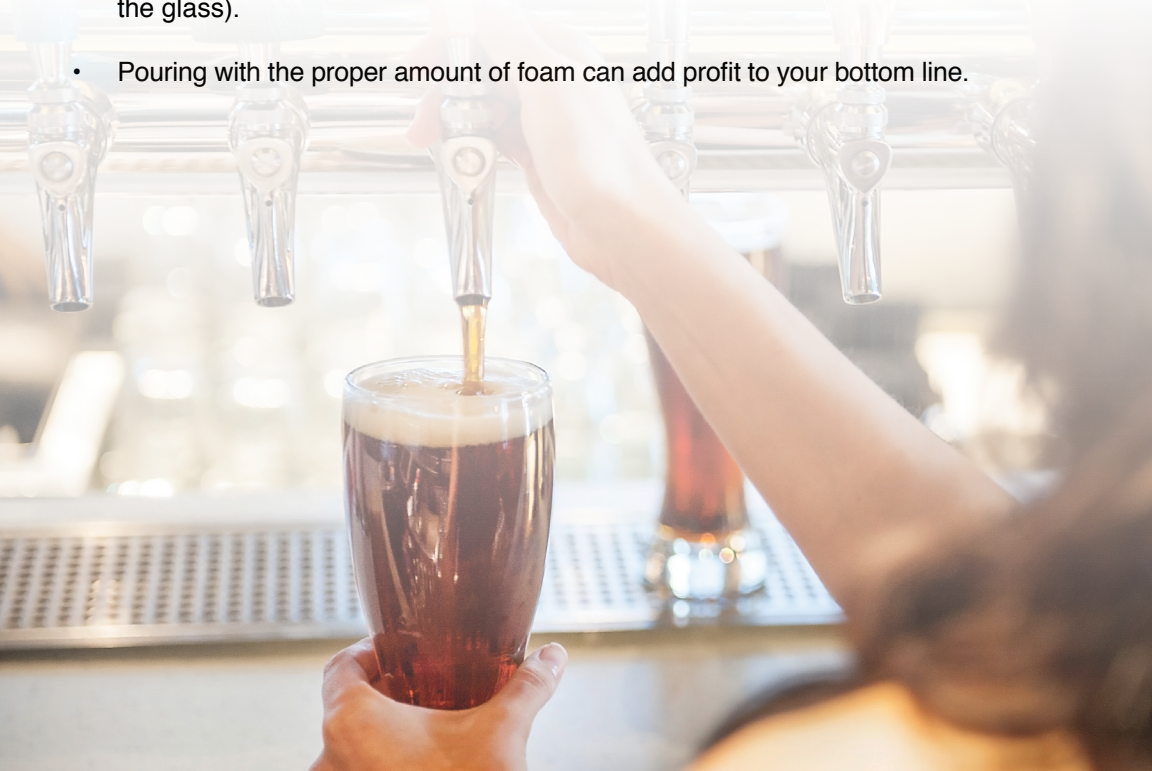
SALT TEST: In a beer clean glass, salt sprinkled on the interior of a wet glass will adhere evenly. If not properly cleaned, salt will fall to the bottom or adhere in a random pattern. Salt will not stick wherever a greasy film is present.



HEAD RETENTION TEST: A beer clean glass will form a thick, tightly-knit, creamy head. The beer will be sparkling-clear and free of bubbles. A glass that is not properly cleaned will have loose, large bubbles (fish eyes) that will cause the head to disappear within ten to sixty seconds. Bubbles will visibly rise from the bottom of the glass and adhere to the sides.

BENEFITS OF POURING A PROPER DRAUGHT

- Creating a great draught experience for the consumer includes proper pouring and serving. Pouring with at least 2 ounces of foam is critical to ensuring profitability and drinkability.
- It looks great (all beer advertisements include foam and the beer looks beautiful and refreshing).
- Allows aromas to be released to the drinker.
- Allows some CO₂ to be released making the beer smoother and easier to drink (when a beer is poured without foam, CO₂ rises all to the top, making the consumer gassy and bloated).
- Protects the beer from oxygen (oxygen is beer's biggest enemy and will create a papery, cardboard flavour).
- Keeps the beer fresher, longer (without foam, the beer will go flat midway through the glass).
- Pouring with the proper amount of foam can add profit to your bottom line.



MAINTAINING THE DRAUGHT SYSTEM

Beer is food and it's only natural that bacteria can build up in a draught system. It's extremely important to maintain your draught system to ensure quality and profitability. Beerstone (a scale that builds up in draught lines), microorganisms and bacteria should never be allowed to exist in a quality draught system. Special cleaners and equipment are required to maintain the draught lines.



It is therefore suggested to use Draught Services, a professional line cleaning and install team. Draught Services will identify solutions, improve dispense quality and maximize profitability.

The goal of draught line cleaning is to keep the beer tasting the same before and after cleaning. This protects the integrity and quality of the product. If there is a flavour or aroma change, then it has been too long since the last cleaning and service. Your line cleaning should occur every 4 - 6 weeks.

Typical characteristics of dirty draught lines:

- Buttery popcorn: this aroma and taste is called Diacetyl and is directly related to bacteria in draught lines.
- Vinegar, acidic, rotten eggs, or sour milk: if a beer smells or tastes like this, there is bacteria in the draught line.
- Cloudiness: beers that are meant to be crystal clear often take on a cloudy appearance if bacteria or yeast are present.

TROUBLESHOOTING FLAT BEER

Flat beer is typically caused by:

- Improper pressure source or gas.
- Type of beer gas used.
- Improper dispense technique.
- Dirty, unsanitary glassware.
- Warm storage.
- Product past shelf life.

If you are experiencing flat beer or beer that is pouring slowly, follow these steps to correct the issue:

- Change your gas mixture to a blend that ensures carbonation will be maintained.
- Check your cooler temperature (it may be too cold).
- Check your line chiller temperature (too cold).
- Check your gas (it may be empty).
- Check your regulators (they may be off).
- The primary regulator (at the gas cylinder) may be set too low.
- Our standards for secondary regulators (inside the cooler) are 1 per line. If you have fewer regulators, some beers may not get enough pressure to pour properly (1 Regulator + 1 FOB per line).



**HAVE YOU HAD YOUR BEER LINES CLEANED?
CALL DRAUGHT SERVICES!**

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TROUBLESHOOTING FOAMY BEER

Foamy beer is typically caused by 3 things:

1. High temperature.
2. Dirty line – bacteria, yeast and beerstone build up will create restriction in the line and cause foam.
3. High pressure.

If you are experiencing foamy beer or beer that is pouring quickly, follow these steps to correct the issue:

- Check your cooler temperature (ensure temperature is 2-4°C).
- Check your line chiller unit (consult your Draught Services Representative).
- FOB's are not loaded properly.
- Industry standards for secondary regulators (inside the cooler) are 1 per brand. If you have fewer regulators, some beers may get too much pressure to pour properly.
- A bad keg seal causes 'bursting'; beer pours clear then foamy repeatedly.
- Over carbonation.
- Draught tower is not properly insulated.
- Check beer line chiller temperature (consult your Draught Services Representative for proper settings unique to your system).



**HAVE YOU HAD YOUR FAUCETS CLEANED?
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DRAUGHT SERVICES

Draught Services supplies complete customized quality draught systems. To browse our complete catalogue, visit www.draughtservices.ca, or contact your Draught Services Representative (1.800.668.4718).

TAPS & TOWERS



REFRIGERATORS

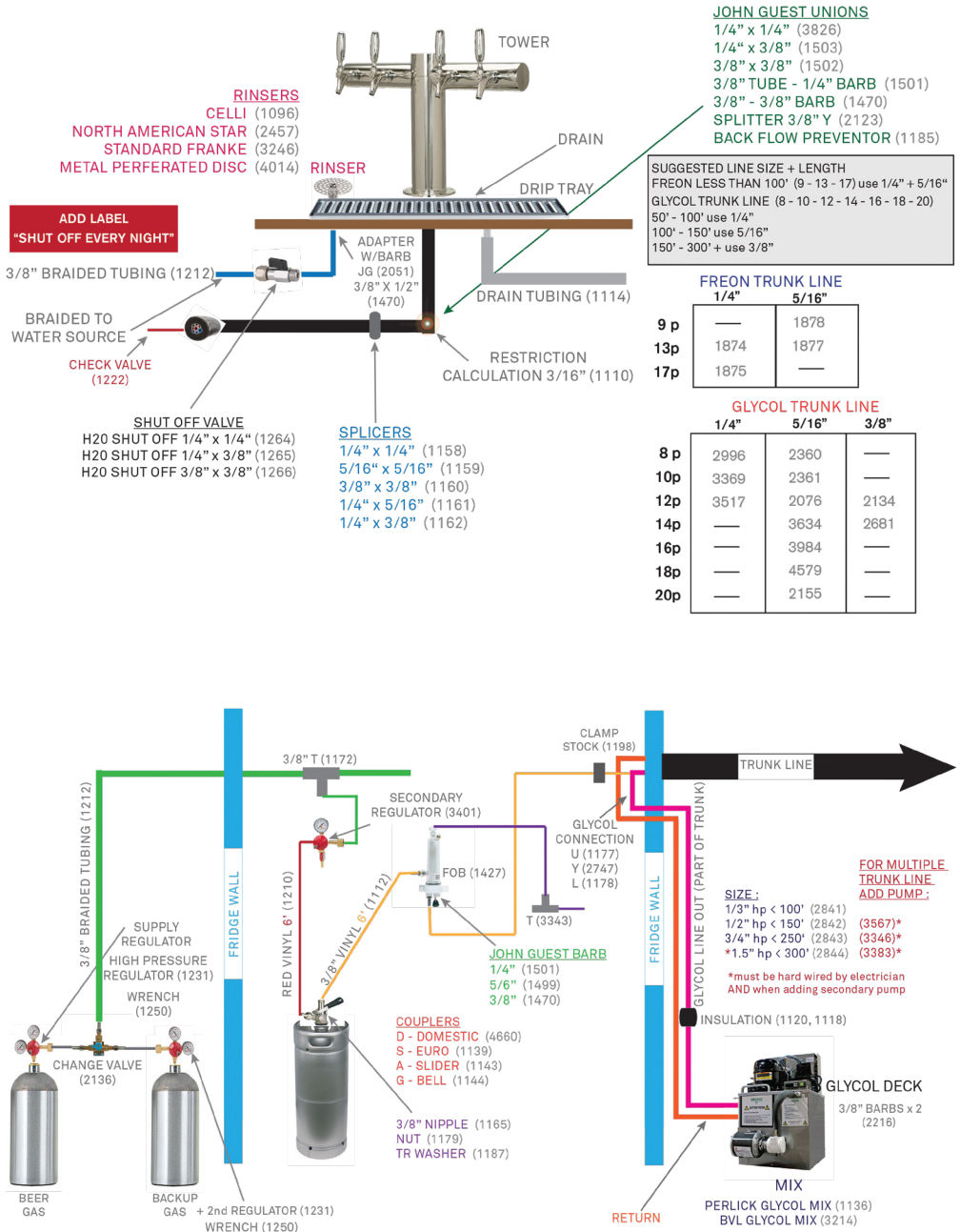


COUPLERS, REGULATORS, TUBING & SMALL PARTS



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TYPICAL BEER DISPENSING SCHEMATICS





Draught Services was established in 1947. Draw from our experience in beer line cleaning, installation, service and certified education. View our current line-up of dispensing towers, self-contained direct draw or back bar fridges, and inventory monitoring systems. Draught Services supplies complete customized quality draught and alternative beverage systems to meet your needs, and the needs of your valued customer.

Draught Services is committed to helping you enjoy the full potential of draught beer and offers the following products / services.

- Remote Draught Beer Systems
- Draught Beer Towers
- Bottle and Can Coolers
- Specialty Items
- Portable Draught Beer Systems
- Draught Beer inventory Controls
- Glass Washers
- Customized Equipment
- Keg Storage & Dispensing Units
- Beer Line Cleaning Equipment
- Branded Marketing Items
- Ice Machines



**DRAUGHT
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— SINCE ♦ 1947 —

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