

Brewie - FAQ & Support

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FAQ

Introduction

What is Brewie?

B20 - The machine

Brewie is a fully automated beer brewing device, the only beer brewing machine on the market that

takes care of every single step of the brewing process and follows exactly the traditional way of brewing.

This includes: step-like mashing, sparging, boiling, hop addition (up to 200g at 4 different times), cooling and cleaning.

How Brewie works?

How much grain can the machine handle?

The maximum is 8 kilograms.

How does Brewie get its water supply?

"You have to connect your Brewie to your household water pipes for brewing and cleaning as well.

If you wish to use your own sparging water just simply fill it up manually before each brew."

How much beer can I brew with Brewie during each brewing process?

"The batch size can range from 10 to 20 litres depending on your recipe, the parameters you set and your preferences."

How can I make 10-, 15- or 20-gallon or 35-, 55- or 75-litre batches?

"Right now we don't have machines for larger batches, but the technology is scalable. Alternatively, you can buy more than one Brewie."

What voltage can Brewie handle?

Brewie is designed to work with 240V or with 110V.

What types of power outlets does Brewie work with?

"The type you have in your home. When ordering, you can fill in this information and you'll get the standardized plug for your home country – anywhere in the world!"

How many times can I use my Brewie?

"We've done our best to make Brewie the highest-quality home-brewing system with the most durable components.

Therefore, you should be able to make as many brews as you like, back to back.

The valves and pumps may need to be replaced after about 10 000 brews – but good luck reaching that amount!"

What other equipment would I need?

"We can provide them all! You would need hoses to connect it to the household water system and to pump it

into the fermentation tank. You would also need vessels for that and bottles and/or kegs for storing."

I have 110V and 240V, is there any difference in performance between them?

No, they are both 1800W.

What type/size is the inlet and outlet for the water in/out and wort out?

"The low pressure hose for draining and cooling the water and the wort is 1/2 inch, the high pressure hose for water intake is 3/4 inch."

"The low pressure hose for draining and cooling the water and the wort is 1/2 inch, the high pressure hose for water intake is 3/4 inch."

"The machine has only one water inlet but you have more options to solve the case. We can give you further information about this via email, so contact us."

Does the chiller use tap water for cooling or does it have its own built in cooling system?

Brewie uses the water to cool the wort down and it takes about 20 minutes.

What can I use for the cleaning?

"There are three cleaning cycles we could mention. All of them are automated, so you only have to place the washing tabs and launch the program. One of them is a shorter one which you can run between batches. The other one is a so called Big clean and it is necessary for the persistent cleanliness and high quality craft beers. The third one, the safety cleaning also works like that and you are

supposed to run that
before your first batch. Of course, you can use different chemicals like PBW or Oxyclean
as long as they are Food and Beverage sanitizers."

**"Does the Brewie have a valve which regulates the flow of the chill water, to save water, or
does this need to be regulated before it enters the water in port?"**

"Yes, it recirculates through the plate chiller until it reaches the desired temperature. That takes
about 15-20 minutes.

There's a pressure reducer built inside the valve that we use but it's not controlled,
it only reduces the pressure by a given percent. You can further reduce the pressure in order to
save water
by regulating the pressure of the water port, however that would increase the time of cooling."

**I see it has a wort extraction outlet. Is this outlet powered by a pump or does it use gravity to
transfer the wort into a fermentor?**

"The outlet is powered by pumps but we wouldn't advice you to place it under the fermentation
tools
as the gravity is always a big help. You can place it next to each other of course."

Software & App

How many recipes can be stored on the machine? Can notes be added to the recipes?

The size of one recipe is only a few kilobytes because Brewie uses our new, very efficient
database format.

The machine comes with around 3GB of unused flash memory built in, so you can store a lot of
recipes and

brewing logs. Additionally, notes can be added to the recipe – the length of one note is practically unlimited.

Which operating systems does the smartphone application support?

Brewie's application currently works on PC, Android and iOS but we plan to extend it to Windows Phone as well.

Our goal is to make it possible for you to control your Brewie from any device, anywhere.

How do I get software updates?

We think it's important to improve Brewie's user experience continuously. Therefore, Brewie updates its software and

your recipes by itself when you turn it on. Of course, this only works when the machine is online.

In what languages will be the software and application available?

For now you can only use them in English.

Multiple accounts

Sure, you can use different accounts to control the same machine (you can choose the account after switching on).

That also means that you can download the app to all of your devices.

Can a brew be started remotely from an iPhone if the ingredients are added and the water is hooked up?

Yes, it can be started remotely from smartphone or from browser, or you can even select the delayed start option

when pressing Brew on the touchscreen in order to ensure that you will be home by the time the brewing process is over.

Do you have to be online with the Brewie to run a batch?

No, but in that case you won't be able to follow the process from your devices. Also, you have to synchronise

the information from time to time to time to be able to save your batches.

The brewing process

How do I calculate the price of a glass of beer made with Brewie?

You add the prices of the ingredients and your utility costs, such as water and power, and divide your total yield by the size of a glass. As you see, it is difficult to define an average price for that. It is easier to say that Brewie pays off after about 14 brews (depending on local prices).

What's the difference of the beginners' and experts' version?

The machine is totally the same. There is a difference in the way you use the machine.

So you can start brewing like a beginner and then as the time passes you become a masterbrewer.

As a beginner you may

want to use the prepared recipes and Brewie Pads with all the measured ingredients but if you know more

about the brewing you can use and test your own ingredients, you can adjust every step of the brewing process - you can create and test your own recipes.

What types of beer can I brew with Brewie?

You can literally brew any beer you want! You can manually set up your favorite brewing duration and temperature, use your favorite ingredients and choose from many other customizations. As Brewie includes all three steps of the lautering process, you can even use it to brew wheat beer and oat beer!

How long does it take to finish a brew?

It depends on the type of the beer, but it generally takes between five and six hours to brew. That's followed by 5 to 21 days of fermentation, which is necessary for the sugar to become alcohol and CO₂ - so be ready to drink.

Can I add hops at more than just four times during the brewing process?

Sure! Four hops can be added automatically, while you can add further hops manually in any quantity.

Brewie will notify you for manual additions as often as you'd like!

Does Brewie add yeast to my brew?

No, you need to add the yeast yourself, after your brew is transferred to the fermentation tank.

How do you get the wort out?

Brewie has an outlet on the back to which you can connect the outlet tube, which we can provide you.

There is a tactile switch on the side of the machine that you simply need to press once brewing is ready.

Brewie will pump the brew out automatically.

How does carbon dioxide get into my beer?

You can either wait for the natural carbonation process developing under pressure inside the kegs we provide, or you can use an external CO2 tank.

What is Brewie's average mashing efficiency?

The mashing efficiency is valued at approximately 80%. The exact value depends on the settings for mashing time and mashing temperature.

How does Brewie cool the wort down to pitching temperature?

Brewie comes with a water-to-water heat exchanger that cools your wort down to room temperature within 20 minutes.

Can you dry hop?

Yes, dry hopping happens after the primary fermentation.

There's a dry-hopping program in the Brewie system that helps you boil and cool your hop extract.

Is it possible to oxygenate the wort before fermentation?

During the cooling, the wort circulates and falls back to the tank, which makes it oxygenate itself

on a relatively large surface. However, if we want to brew a higher gravity beer, we use one larger fermentation tank and we pour the wort from a height of approximately 60 centimeters. This makes it nice and foamy – just as if we oxygenated it by hand!

Does Brewie use extract?

No, its all-grain!

Can you add adjunct fermentables?

Of course!

Do you have to clean out all the hops manually?

No, the hops are also placed inside a cage, so it's easy to clean.

What temperature does my wort need to have for fermentation?

It depends on the type of the beer. If you brew an ale, room temperature (18-25°C) works well for fermentation.

However, if you'd like to brew lager you need to cool the brew to 8-15°C.

Therefore, you may need a separate cooler or other cooling techniques.

Do I have to order the ingredients directly from you or can I use my own?

You can use the ingredients you typically buy at your local brew-shop, but have to use our Brewie Bags.

When using my ingredients, do I need to put them in a bag?

In order to use Brewie with your own ingredients, you need to use the Brewie Bags like the ones provided with every Brewie Pad.

You need to place the ingredients inside these Bags in order to make sure you get everything right.

Are the grain and hop bags reusable? If not where do I get more?

Yes, both the bags and the cages are reusable. You will be able to order them from our webshop.

Kits and tools

What about keggings?

You are welcome to use your own kegs if you have some already.

Brewie is compatible with every currently existing keggings system. If you do not have any kegs yet,

you can find them at your local brewing store or order them directly from us soon.

How do we get the Brewie bags and hop cages to use our own grains and hops?

You can order them from our webshop soon. We don't recommend you to use different brewing bags as they vary on a large scale and our recipes and processes are based on the kits we provide.

Your Brewie

Order

How can I order a Brewie?

For now you can only receive a Brewie by pre-ordering on our website.

Where can I meet Brewie?

Most of the time you can meet us and the machine at different festivals, expos and events.

To stay up-to-date about these dates, follow us on the social channels and subscribe to our newsletter.

I placed my order but did not get a receipt from Brewie, only a PayPal confirmation number.

We received your order, don't worry! You are registered in our system with your PayPal confirmation number as well.

Is it possible to deduct the cost of a Brewie from my company's income?

Yes, we can provide an invoice after you placed your order. Just simply let us know.

What hoses come with the machine?

You can check the contents of the package here. (pre-order site)

Delivery

What is the estimated delivery time?

The delivery date depends on the plug type and location as well.
Orders from 20 April will be shipped in the beginning of 2017.

Warranty

How long is the warranty?

The warranty is 18 months.

What if something breaks inside Brewie?

Brewie was built and designed with the utmost care so that you can enjoy its great service for many years.

It has a modular design to make it easy to replace parts if maintenance is needed. It has several sensors to detect errors and notifies the user if something needs to be replaced or checked. The development of our service and warranty system is still ongoing, but for now we provide a standard 18 months warranty.

Shipping

Why is shipping not included in the price?

Shipping costs vary depending on where you are in the world.

Therefore, we believe that it is fair if everyone pays for their own shipping.

Support

Support

My machine makes loud, rattling noises while circulating water

Rattling, grinding noises might originate from the pump, while circulating water.

Suggestion:

1. Start a short clean with automatic water inlet.
2. If the problem still occurs, contact Brewie customer service.

After plugging in the machine, it blows out the fuse.

Please, contact Brewie customer service.

My machine blows out the fuse while brewing.

Brewie works on electric circuits with a definite carrying capacity. In other cases, it might overcharge your electric network.

Suggestions:

1. Check your electric network. Brewie picks up 7.8 A on 220V, or 15A on 110V.
2. If your network fits the aforementioned details, and the problem still occurs, check if your Brewie and other plugged-in devices exceed the nominal performance of your network.

My machine is clogged.

Sometimes vents that normally let liquids flow through are clogged. In these cases, the system had been contaminated, which clogged a part of the machine. It is important to use grainy ingredients only with the mashing bag and the hop cages.

Suggestions:

Start an unclogging program

The LCD display does not turn on or stays black.

Despite other clues that the machine is „On“ (lights, noises), the LCD display does not turn on or stays black.

Please, contact Brewie customer service.

My machine does not inject water after pressing „Brew“

Please check if:

the high pressure water hose is attached to Brewie's water inlet and to your household water system. Open the household water valve. Check the water pressure.

Suggestions:

1. Injecting water does not start instantly – please, wait a few seconds before pressing any buttons.
2. Check if your Brewie is plugged onto your household water system.
3. If the problem still occurs, contact Brewie customer service.

My machine starts hopping in the wrong sequence during the whole brewing.

If you recognise this, first watch the sequence for 30 seconds. If it still malfunctions, wait for the

brew to be finished, then launch a Short Clean (automatic or manual water inlet) and afterwards the unclogging program.

After turning my machine on, the LCD display starts flashing, but does not turn on.

However long I press the power button, the LCD display only flashes, then blackens again - it happens anytime I try to switch my machine on.

Please, contact Brewie customer service.

The drain button does not work.

After pushing the Drain button, draining of the wort does not start.

Suggestions:

1. Make sure that you push the button long enough.
2. If the problem still occurs, please, contact Brewie customer service.

The LCD display turns on but does not respond.

The graphics appear on the display, but it does not respond to any commands.

Suggestions:

1. Restart the machine.
2. If the problem still occurs, please, contact Brewie customer service.

My machine does not turn on.

Even after plugging in, switching on and pressing the power button, the machine stays inactive.

Suggestions:

1. Carefully check your power socket for voltage.
2. Check if your Brewie's power switch is in „I” (ON) position.
3. Check if you pushed the power button long enough.
4. If all options above are checked, and the problem still occurs, please, contact Brewie customer service.

The fuse went out in my Brewie.

Even after plugging in, switching on and pressing the power button, the machine stays inactive.

Suggestions:

1. Carefully check your power socket for voltage.
2. Check if your Brewie's power switch is in „I” (ON) position.
3. Check if you pushed the power button long enough.
4. If all options above are checked, and the problem still occurs, please, contact Brewie customer service.

My machine can not connect to any WiFi network.

The machine does not connect to WiFi - it either shows an error message or simply does not do anything.

Suggestions:

1. WiFi receiver of the machine is found behind the plastic front panel. While using your Brewie in a room with weak WiFi signal you might turn your machine towards the WiFi source.

2. For now Brewie can only handle WiFi networks with WPA-PSK and WPA2-PSK security protocols with any encryption. For security reasons it doesn't support opened Wifi networks and WEP algorithm
3. The machine can connect to the internet through mobile hotspots. If you have the option of sharing your mobile hotspot, it might solve the problem. The device providing the hotspot must face the machine as well.
4. Using an ethernet-USB transformer, you can connect your Brewie on a fixed network.
5. If the problem still occurs, please, contact Brewie customer service.

My machine freezes while brewing.

While brewing, the machine either does not respond or shows a window with no connection to the current process.

Suggestions:

1. Restart your Brewie.
2. If the problem still occurs, please, contact Brewie customer service.

A “software update” or WiFi window pops up when it should not.

The application freezes, popping out a window with no connection to any current process.

Suggestions:

1. Restart your Brewie.
2. If the problem still occurs, please, contact Brewie customer service.

After pushing any command buttons (i.e. Brew; Cleaning), nothing happens.

Nothing happens after pushing any command buttons for 30 seconds.

Suggestions:

Choose the 'Home' button, then 'Actual brewing'. Stop the program that is running and try again.

The application can not be updated.

After the release of a new patch, the machine can not be updated.

Suggestions:

1. WiFi receiver of the machine is found behind the plastic front panel. While using your Brewie in a room with weak WiFi signal you might turn your machine towards the WiFi source.
2. For now Brewie can only handle WiFi networks with WPA-PSK and WPA2-PSK security protocols with any encryption. For security reasons it doesn't support opened Wifi networks and WEP algorithm
3. The machine can connect to the internet through mobile hotspots. If you have the option of sharing your mobile hotspot, it might solve the problem. The device providing the hotspot must face the machine as well.
4. Using an ethernet-USB transformer, you can connect your Brewie on a fixed network.
5. If the problem still occurs, please, contact Brewie customer service.

Clean water appeared under my machine.

While brewing, clean water appeared under my machine.

Suggestions:

1. Make sure that the water did not come from any external sources.
2. If the water came from inside the machine, use your the attached user guide to tighten the pipe clamps on the water hoses.
3. If the problem still occurs, please, contact Brewie customer service.

Wort appeared under my machine.

While brewing, wort appeared under my machine.

Suggestions:

1. Make sure that the wort did not come from any external sources.
2. If the wort surely came from the batch, please, contact Brewie customer service.

My machine adds more or less water during automatic water addition.

While automatically adding water, the machine adds more or less than the appropriate amount.

Suggestions:

1. Calibrate your machine according to instructions.
2. Make sure, nothing is under the machine, and it lies on its legs on a horizontal surface.
3. Make sure no one touched the machine during water addition.
4. Make sure that nothing puts pressure on the sides of the machine.
5. If the problem still occurs, please, contact Brewie customer service.

The tanks are not drained completely.

Water remains in one or both tanks after pressing the full drain or drain after brew buttons.

Suggestions:

The "drain after brew" button drains only the hop and boil tanks, to prevent draining any liquid (dripping out of the malt during boiling) into the fermentation compartments. Full drain drains both tanks and the hop tanks. 1-2 cm of water will every time remain in the tanks. If more liquid remains, please, press the command button again.

Temperature display is dysfunctional.

Temperature display shows a different result than measured by an external thermometer.

Suggestions:

Check the external thermometer's properties. The data indicated by the +/- values ensures the accuracy of the thermometer, not its resolution. All our machines are driven through a temperature-calibration, during which accuracy between 50-80 degrees (brewing area) breaks down to +/- 0.75°. Our temperature tolerance under and over that area is +/- 1°. If your thermometer's accuracy is higher than +/-0.75 and the measured temperatures differ in more than 1.5 degrees (the total maximum of 2 thermometer's inaccuracy) in the brewing area, contact Brewie customer service.

The internal thermometer displays a constant temperature.

Internal thermometer displays a constant temperature while brewing.

Suggestions:

1. Make sure that the data displayed is false and can not be a constant.
2. If the display should change and the problem still occurs, please, contact Brewie customer service.

My machine does not add enough water between the tanks.

During the mashing, all water must disappear from the boiling tank and all wort must disappear from the mashing tank while sparging.

Suggestions:

1. Check if you have ensured the brewing water properly, as needed for the chosen water addition method. If water was not added according to instructions, the machine was burnt through your own fault.

2. Make sure all ingredients are put in its proper place (according to the manual). [Mashing bag on the right side, over the false bottom.]
3. If the problem still occurs, please, contact Brewie customer service.

The bottom of the mashing tank is burnt.

A black, coaly layer appeared on the bottom of the mashing tank.

Suggestions:

1. Make sure the layer is the result of burning - a brown layer appears naturally during brewing, which does not influence the operation of the machine, nor the wort's quality.
2. Check if you have put the false bottom in its place.
3. Check whether the mashing bag tore or not.
4. Make sure the weight sensor is calibrated well.
5. Check whether the machine adds enough water or not.
6. Check if your malt was overground (do not let it go under 0.7 milligap while crushing)
7. If all of the above are in order, please, contact Brewie customer service.

The bottom of the boiling tank is burnt.

A black, coaly layer appeared on the bottom of the boiling tank.

Suggestions:

1. Make sure the layer is the result of burning - a brown layer appears naturally during brewing, which does not influence the operation of the machine, nor the wort's quality.
2. Make sure the weight sensor is calibrated well.
3. Check whether the machine adds enough water or not.
4. If all of the above are in order, please, contact Brewie customer service

Both tanks are burnt

A black, coaly layer appeared on the bottom of both the boiling and the mashing tank.

Suggestions:

1. Make sure the layer is the result of burning - a brown layer appears naturally during brewing, which does not influence the operation of the machine, nor the wort's quality.
2. Make sure the weight sensor is calibrated well.
3. Check whether the machine adds enough water or not.
4. If all of the above are in order, please, contact Brewie customer service

The weight sensor displays false data.

The weight sensor jumps between false values.

Suggestions:

1. Make sure you calibrate the weight sensor according to instructions. The more water you use, the more accurate calibration will be.
2. If the problem still occurs, please, contact Brewie customer support.

The wort boiled out of my machine.

At the start of the boiling phase, the wort boiled out from under a closed lid.

Suggestions:

Open the lid and the process should go on in the normal way.

The automatic clean function overfills the boiling tank.

The short clean function (with automatic water inlet) overfills one or both of the tanks, or fills them to the brim.

Suggestions:

1. Make sure you have the latest update installed on your Brewie.
2. Check if the drainage is properly tied in. If the drainage is not properly tied in, the function might overflow one or both of the tanks, which - if run out - can lead to damages in your machine.
3. If the problem still occurs, please, contact Brewie customer service.

A hotplate turns on with no explanation.

One or both of the hotplates turns on with no explanation.

Suggestions:

Please, contact Brewie customer service.

My machine turns off during the brewing process.

The display goes black with no explanation during any part of the brewing process.

Suggestions:

1. Turn on your Brewie again and continue with your brewing process.
2. Check if you have the latest update installed on your Brewie.
3. If the problem still occurs, please, contact Brewie customer service.

The lids are falling apart, my Brewie arrived damaged.**Suggestions:**

Please, contact Brewie customer service.

My machine stuck on a constant temperature during the mashing process.

My machine stuck on a constant temperature during the mashing process.

Suggestions:

1. Make sure, the lids are closed on your Brewie.
2. Check if you have the latest update installed on your Brewie.

After the water addition, an orange disc (app. 10 mm in width) appears in my machine.

Please, contact Brewie customer service.