

# Brewie - FAQ & Support

## Table of contents

### Shipping

Shipping

### Software & App

Software & App

### Purchasing a Brewie

Purchasing a Brewie

### How Brewie works

How Brewie works

### Technical support

Technical support

# Shipping

## Shipping

### **Can I order my Brewie to anywhere in the world?**

As of now, Brewie and accessories are available in Australia, Canada, the European Union, Iceland, New Zealand, Norway, Switzerland, the United Kingdom and the United States. Shipping is also possible to other countries, in cases of special requests - for more information, contact us!

### **From where do you ship the Brewies?**

Brewies are manufactured at and shipped from Taiwan and reach their destination countries by air cargo.

### **What is the estimated delivery time for Brewie?**

We are working with a three-month-long schedule, so whenever you order your Brewie, we ship it to the destination country in three months.

### **What is the estimated delivery time for accessories or Brewie Pads?**

Brewie Pads and accessories are currently assembled in Australia, Hungary and the US - which helps with a fast delivery of 2-3 weeks from finalizing your order. If your Brewie has not yet been shipped or if you have just purchased it, you'll most probably receive the Pads along your Brewie.

### **Can I expect my Brewie with other purchased Brewie equipment?**

Unfortunately, no - wherever you ordered your Brewie, accessories are assembled in the site

closest to you, while Brewie manufacturing stays in Taiwan.

## Software & App

### Software & App

#### **What software runs on the Brewie?**

Brewie uses a unique software, developed by the Brewie team for the purpose of helping you with the easiest way for homebrewing.

#### **How do I update the Brewie software?**

Once connected to the Internet, the software will automatically update itself. You can check the currently running version once the update window pops up.

#### **How do I connect my Brewie to the Internet?**

When turned on for the first time, Brewie will ask for connection on all available networks. Once connection is chosen and it connected, Brewie will remember the security code and will automatically connect to the same network every time it is turned on again.

#### **Where can I find the Brewie application?**

The Brewie application is still in development phase. We're working hard to get it to you as soon as we can.

#### **Can I connect my Brewie to my phone or tablet?**

Once the Brewie application is ready, you'll be able to download it to either your phone or tablet, be it Android or IOS.

## **Purchasing a Brewie**

### **Purchasing a Brewie**

**How can I purchase my Brewie?**

Brewie is available at the Brewie Shop. You can find the Shop at <http://shop.brewie.org/>

**Can I buy accessories or Brewie Pads?**

Of course you can! Check the Brewie Shop for more information on accessories or different Brewie Pads: <http://shop.brewie.org/>

**Can I purchase a Brewie anywhere in the world?**

As of now, Brewies are available in Australia, Canada, the European Union, Norway, Switzerland, the United Kingdom and the US.

**Can I adjust currencies to my location?**

Right now, we are using USD for all purchases, independent of where you're residing. We'll expand options to Euro and – if requests become frequent – to other currencies.

**Do I receive a receipt after purchase?**

Yes, of course! Once you finalize your order, you'll receive an automatic message which includes your purchase information and a receipt for your purchase(s).

### **Is there a warranty on Brewie?**

Brewie has a warranty of 18 months, which naturally starts counting on the day you receive your Brewie.

### **Can the Brewie Pads expire?**

Unfortunately, everything expires. However, Brewie Pads have a lifetime of approximately 6 months – but it will be displayed on their packaging, naturally. However, make sure that neither the malt, nor the hops are exposed directly to sunlight – it can fasten up the expiring process.

## **How Brewie works**

### **How Brewie works**

#### **Is the beer ready when Brewie finishes?**

Brewie goes through all steps of the traditional beer brewing process. However, fermentation is a multiple-variable phase, which changes from beer type to beer type. Thus fermentation should be done outside the Brewie in equipment produced especially for fermentation.

#### **How much wort can I make with Brewie?**

Brewie is able to brew you 10-20 liter batches if the water volumes are well-adjusted. You can

learn more about that in the Knowledge Center's **User Manual** or **Starter's Guide** chapters.

### **From where does Brewie receive the water it uses?**

You can add water to Brewie automatically (with our high-pressure water hose connected to your household water system) or manually (by adding pre-measured volumes yourself at the indicated phases). Please, always check if the automatic water inlet is connected before starting an automatic program. Keep in mind that cooling in the Brewie is automatic and needs the cooling water inlet to be connected to work properly.

### **Can I connect my Brewie to any water source?**

When ordering a brewie, you will receive the water inlet hose with a connection that is used globally. Customers in the US will receive a plug adjustment to make an easy connection possible.

### **What are all these accessories that arrive with my Brewie?**

The Brewie includes 4 hop cages, a false bottom and three water hoses. The package also includes three spare Standard Brewie Bags for your fermentables and a sponge to help with cleaning the machine and accessories. You can learn more about them in *Assembling the Brewie* in the Knowledge Center's **Starter's Guide**.

### **Can I just connect Brewie and start brewing at once?**

Please, don't do that. Brewie is a user-friendly, but complicated machine. To make sure that all will be well, please, never leave out the First Safety Clean, the calibration and an unclogging program before starting your first batch. The first two programs are crucial for a successful brew, and the latter is a precautionary measure – the tubes inside might stuck in on themselves during the shipping period.

### **OK, I've done these programs - can I now start brewing?**

Before you start any brew, make sure that the false bottom is in the mashing tank - you need to place the malt on it to avoid burning the malt. Also, always put the malt in an intact Brewie Bag, to avoid clogging the inner tube system. All Brewies arrive with three Standard Brewie Bags, which can be used up to 20 times. Also, the Brewie Pads will also include a single-use bag that will contain your malt for one use.

### **How does Brewie mash the malt?**

Brewie heats up water in its boiling tank and pours it over the malt in the mashing tank, where it executes the different mashing steps. Check how Brewie works in the **User Manual** of the Knowledge Center.

### **Does Brewie grind the malt?**

No, it doesn't - always use ground malt when you brew. With the Brewie technology, we recommend using a 0,7 mm distance if you use dual-cylinder methods to grind your malt.

### **Can Brewie sparge?**

Yes, absolutely! Brewie heats up the sparging water in the boiling tank, while mashing is in effect. After the mashing phase ends, Brewie pours the sparging water over the malt to wash out the remaining sugars.

### **How does Brewie hop the wort?**

Brewie has four separate hop cages of which all can be programmed to start washing through the hops inside at a different time. The first hop tank will be used through the whole phase while other tanks will be added when the programmed timeframe **is left** from the whole process.

### **Can I boil before adding the hops?**

Yes, you can. You only have to opt for Delayed hopping and add how long you wish to boil the wort before adding the hops.

### **Is the Brewie able to perform any unconventional or extra brewing methods?**

The Brewie is not yet ready to do First Wort Hopping or Decoction Mashing - we're working on the method of realizing these special processes.

### **Can I double mash?**

Right now, you can't. We are developing methods to let you brew with multiple malt bags, giving you the option of multiple mashing.

### **Can I add extra ingredients to my brew?**

With caution, you can. Never forget that the Brewie's inner tube- and valve system is prone to clogging by any material that gets inside the machine without a (literal or no) „safety net”. Always use a hop cage, a hop sock or any similar equipment to prevent chunks of extra materials getting into your Brewie!

### **Can I ferment my wort in the Brewie?**

We do not recommend it. In theory you can but it can have devastating effects on the machine, while preventing you from brewing another batch until the whole timeframe of the fermentation.

### **How can I keep my Brewie clean?**

Fortunately, you can easily clean Brewie. It has three different cleaning methods all available with both automatic and manual water inlet. Throughout these programs, Brewie always displays



what you need to do at the exact moment you have to do it (e.g. adding washing tablets, using the sponge to remove remnant materials etc.)

### **Will I avoid infections in my beer with Brewie?**

If you take care of the Brewie, the Brewie will take care of your beer. Use the cleaning programs and always keep your fermentation equipment sanitized – that way you can not be surprised.

## **Technical support**

### **Technical support**

#### **I connected my Brewie but it does not start.**

Once Brewie is connected to your standard household power outlet, turn on the master Power toggle switch on the back panel, and then hold down the On/Off button on the right side of the machine until you hear the "beep" (5 seconds)

#### **My Brewie starts but the display is blank.**

Always check if the Brewie has really started - you can confirm it if the machine gives a beeping sound and turns the light of the On/Off button on. Wait a few seconds after turning it on. If the display keeps being black, send us a video of turning on the Brewie.

#### **I can not connect to my WiFi network.**

Weak connectivity is usually caused by a weak signal. First we recommend you to try a mobile hotspot instead of the home WiFi - it's only needed until the update has been done. If Brewie still can't connect, turn the machine towards the router or the device with the mobile hotspot and

place the latter as close to the machine's front as possible. If it does not work, we recommend you to check your network's encryption - Brewie can handle WPA PSK, WPA2 PSK, WEP or open encryption but not others. Also check if your WiFi password needs any special characters - Brewie can use only characters in the English alphabet.

### **My Brewie makes weird sounds.**

The Brewie includes many valves, pumps, fans, and other electrical equipment. Don't be nervous if Brewie sounds weird, it's just being friendly.

### **My Brewie is loud and sounds like an air raid siren.**

Have you run the First Safety Clean program? The first manual cleaning program's job - among other things - is to get the pumps wet and prevent them from running dry. Please, run a manual short clean for 2-3 times. By the time you're ready, the sound should cease.

### **The water is not drained from one or more of the tanks after cleaning.**

Have you chosen a manual or automatic program? Manual programs don't have a built-in draining phase, you have to choose it manually from the main menu. If you started the drain, check if all tanks are orange and you have chosen the Drain all option. Also check if the compartment to where you're draining is physically on a lower level than the machine itself.

### **Calibration is unsuccessful.**

Please, check if you have measured the water's weight well. Check your scales, they ought to be precise, but in a few cases (due to age, brand or type) they might miscalculate the actual weight of the water. Check if you have accounted for the weight of the bucket or tank in which you are measuring the water. Check if the machine is standing level on its four legs. Don't forget to remove the hop cages and the false bottom, and to pour in every last drop of water!

### **The malt bag is burnt down, it left scorchmarks on the bottom of the mashing tank.**

Please, check if you have put the false bottom inside the machine and if you've placed the malt on the false bottom. Not placing in the false bottom before brewing voids the warranty!

### **The boiling tank is heating up but there is no water inside.**

Have you started a brew with automatic or manual water inlet? In the first case, check if you have connected the water inlet hose. In the latter case, check if you have added the right amount of water inside the boiling tank when the machine indicated.

### **My brew overflowed during the sparging process.**

Check if you have added the right amount of water in your recipe to prevent overflowing. You can take a look at the recommended safe water volumes in the **Starter's Guide's Brewing** chapter.

If you have added safe water volumes and you have successfully calibrated the machine, run the unclogging program to see if waterflow is continuous between the two tanks.

### **My brew overflowed during the boiling process.**

Check if you have added the right amount of water in your recipe to prevent overflowing. You can take a look at the recommended safe water volumes in the **Starter's Guide's Brewing** chapter.

If you have added safe water volumes and you have successfully calibrated the machine, run the

unclogging program to see if waterflow is continuous between the two tanks.

**To what temperature can I cool the wort?**

Brewie measures the temperature of the original water inlet and can cool down the wort to any temperatures that is at least 5°C over that original temperature.

**I don't want to drain the sediment into my fermentation tank.**

No worries – choose the Leave sediment draining option. This will leave all the sediment in the boiling tank with about 2 liters of wort. After draining the clear wort, you can still drain down the sediment with using the Drain all function.

**I have not received one or more of the Brewie's accessories.**

Please check the Starter's Guide if it really is supposed to arrive with the Brewie. If so, and it's still missing, please, contact us!