

# Brewie - FAQ & Support

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# Shipping

## Shipping

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

As of now, Brewie B20s 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?**

Brewie B20s are manufactured at and shipped from Taiwan.

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

We are working with a three-month-long schedule, so whenever you order your Brewie B20, 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. For more precise delivery times, stay informed on the accessories page.

[Information on Brewie Pads](#)

[Information on Accessories](#)

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

Unfortunately, no – wherever you ordered your Brewie B20, accessories are assembled in the site closest to you, while Brewie B20 manufacturing stays in Taiwan.

### **My Brewie arrived damaged - what should I do?**

If you receive your Brewie B20 with damages, please, always take a few photos of the machine and send them to Brewie Customer Service. We will inform you on how to proceed with using your warranty.

## **Software & App**

### **Software & App**

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

Brewie B20s use 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.

Please note that the password does not include any special characters and that you use a safe network.

### **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.

### **I can not connect to any networks. What should I do?**

If your connection does not work, we recommend you to check your network's encryption - Brewie B20s can handle WPA PSK, WPA2 PSK, WEP or open encryption, but not others. Also check if your Wi-Fi password needs any special characters - Brewie can only use characters in the English alphabet.

You may try 3 further things. Try sharing your phone's Internet with your Brewie and see if that

works. Another option: you can buy a USB transformer and connect your Internet cable to the machine directly.

[Please check a USB ethernet adapter by following this link.](#)

Also, you may use the machine offline. When you see the listed Wi-Fis, there's a yellow button offering the option "USE OFFLINE".

As for how to create a hotspot using your phone, please follow [this link](#).

### **Can I use my Brewie offline?**

Yes, of course! You can decide any time that you do not wish to connect to your network and start using the Brewie B20 in offline mode.

### **My Brewie started updated itself and does not continue to any other windows. What should I do?**

Since Brewie automatically connects to a network previously deemed safe, it might not sense that the network has no data traffic. In these cases we advise to check your network and restart the Brewie once data traffic resumed. If the issue did not solve, we advise to use an ethernet/USB cable to connect your Brewie B20 directly to your router, ensuring the data traffic it needs.

## **Purchasing at Brewie**

### **Purchasing at Brewie**

**How can I purchase my Brewie?**

Brewie B20 is available at the Brewie Shop. [Click here to check it out!](#)

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

Of course you can! Check the Brewie Shop for more information [on accessories](#) or [different Brewie Pads](#).

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

As of now, Brewie B20s 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 purchas(es).

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

Brewie has a warranty of 18 months, which naturally starts counting on the day you receive your Brewie. This timeframe differs in countries which defines longer minimum warranty times on a legal basis.

### **Do 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.

### **My purchase was unsuccessful - what went wrong?**

If a purchase was unsuccessful, it might have been only an administrative issue. Please, contact Brewie Customer Service and state the error message you received - from then, we'll be able and happy to help you!

### **I've ordered Brewie Pads weeks ago but I've still not received them.**

Sending out the Brewie Pads and other accessories will always wait until delivery of your Brewie B20 is imminent - thus not making you store a number of boxes and other equipment without using them. Brewie Pads and accessories are sent out to arrive around the same time as your Brewie B20.

If you do not wish your Pads to wait until your Brewie B20 arrives, please state so in a message to the Brewie Customer Service.

### **I've not yet seen this payment method. What is Barion?**

Don't worry - Barion is a perfectly safe way to pay for any purchases. [Learn more about it on their webpage!](#)

## **How Brewie works**

### **How Brewie works**

## **How does Brewie work?**

To see how the Brewie B20 works, we recommend you visiting our Knowledge Center, in which everything is written down. [You can check the progress here.](#)

## **How do I set up my Brewie?**

About setting up the Brewie B20 you can also learn in the Knowledge Center, [by clicking here.](#)

## **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 B20s are 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 high pressure 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.

Learn more about it in the [User Manual.](#)

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

When ordering a Brewie B20, 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.

Please, make sure that your water pressure and water quality is also appropriate for brewing. If you have no knowledge of these, we recommend checking your local water provider's webpage.

### **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 the [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 everything is in order, please, never leave out the First Safety Clean, the calibration and an unclogging programs 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.

Learn more about how the Brewie B20 works in the [User Manual](#).

Or [check our video](#) about the Brewie B20's brewing method.

### **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.

Learn more about how the Brewie B20 works in the [User Manual](#).

Or [check our video](#) about the Brewie B20's brewing method.

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

The Brewie B20 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.

Learn more about how the Brewie B20 works in the [User Manual](#).

Or [check our video](#) about the Brewie B20's brewing method.

### **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.

Learn more about how the Brewie B20 works in the [Starter's Guide](#).

Or [check our video](#) about the Brewie B20's brewing method.

### **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!

Let's see what Thomas, our Ambassador [says about extra ingredients!](#)

### **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.

Learn more about fermentation in the [Starter's Guide](#).

Or [check our video](#) about fermentation.

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

Fortunately, you can easily clean the Brewie B20. It has three different cleaning methods all available with both automatic and manual water inlet. Throughout these programs, the Brewie B20 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.)

Learn more about cleaning your Brewie B20 in the [Starter's Guide](#).

Or [check our video](#) about cleaning.

### **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.

Learn more about cleaning your Brewie B20 in the [Starter's Guide](#).

Or [check our video](#) about cleaning.

### **What power outlet do I need for the Brewie?**

While purchasing the Brewie B20, you will be able to choose with which power outage are you choosing. It's important to not have any other kitchen equipment connected to the same power outlet - or if you have, make sure that the socket is rated a minimum of 10A at 230V or 15A at 120V. Always use a grounded socket!

## **Technical support**

### **Technical support**

**I connected my Brewie but it does not turn on.**

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 turns on 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!

### **During a Full Clean, my Brewie B20 makes loud noises, like an air siren, what should I do?**

Don't worry - during a Full Clean, air is freed up from the interaction of water and washing tablets. This air gets into the pumps thus producing these loud sucking noises. Although this is not an everyday phenomenon, it is certainly not caused by faulty machinery.