



Dispense quality problems are normally caused by easy to solve faults.

Use the information below to help identify the appropriate action.

KEG

No beer at dispense

- Keg empty
- Damaged spear
- Blocked orifice plate
- Sparkler too tight
- Gas cylinder empty
- Gas valve turned off
- Gas supply failed
- Kinked gas line
- Kinked beer line
- Stuck fob detector float
- No electricity
- Remote coil frozen
- Keg connector coupling faulty

Taste

- Dirty beer lines (not cleaned properly every 7 days)
- Line cleaning solution not flushed or
- Product past best before date
- Incorrect dispense temperature
- Dirty glassware
- On sale too long

Fobbing

- Dirty beer lines (not cleaned properly every 7 days)
- Cellar temperature outside the range of 11
- Remote cooler not working (check power supply)
- Damaged spear
- Incorrect gas mixture
- Incorrect orifice plate
- Dispensed too quickly or glass not held at correct angle
- Keg on sale longer than 5 days
- Gas not turned off between
- Hot glasses out of glass washer
- Keg connector coupling faulty



Flat

- Cellar temperature outside the range of 11-13°C
- Damaged spear
- Incorrect orifice plate
- Dispensed too slowly or glass not held at correct angle
- Incorrect gas mixture
- Wet glasses
- Glass washer not working properly (incorrect rinse aid or greasy glasses)
- Keg connector coupling faulty

Hazy

- Dirty beer lines (not cleaned properly every 7 days)
- Product past best before date
- On sale too long

CASK

No beer at dispense

- Cask empty
- Cask tap turned off
- Vent peg not removed or too tight
- Air lock in line
- Kinked beer line
- Blocked hop filter
- No gas to gas pump (if fitted)
- No electricity to electric pump (if fitted)

Taste

- Longer than 3 days on dispense
- Dirty beer lines (not cleaned properly every 7 days)
- Dirty and/or warm cellar (causing rapid infection)
- Incorrect dispense temperature
- Traces of line cleaner in lines
- Product past best before date

Fobbing

- Insufficient conditioning
- Dirty beer lines (not cleaned properly every 7 days)
- Kinked beer line
- Cellar temperature outside the range of 11-13°C
- Dispensed too fast

Flat

- Rapid conditioning due to high temperature
- Over conditioned
- Cask not hard pegged between sessions
- Dispensed too slow
- Longer than 3 days on dispense
- Cellar temperature outside the range of 11-13°C
- Glass washer not working properly (incorrect rinse aid or greasy glasses)

Hazy

- Longer than 3 days on dispense
- Cellar temperature less than 11°C (chill haze)
- Cellar temperature greater than 13°C (beer spoilt)
- Dirty beer lines (not cleaned properly every 7 days)
- Dirty cellar (causing rapid infection)
- Over tilting
- Incorrect venting process or conditioning process



- Hard peg not removed during service
- Product past best before date
- Cask accidentally disturbed

For further advice on cellar standards and serving quality cask and keg beer, visit www.cellardoctor.co.uk