

To our Customers,

Our thoughts are with you and your families during this uncertain time.

We are currently in a national crisis due to the coronavirus pandemic and as such the government announced on Monday 23rd March that all non-essential businesses are to cease trading with immediate effect. The team at Primo Drinks fully understands and supports this decision, as we wish to protect our customers and employees at all times. We are therefore now fully closed until the government's position advises us that it is safe to re-open. We are not in control of the timelines here and will be listening to all of the announcements over the coming weeks and fully complying where and when told to do so.

We are suggesting the following procedures are followed, to protect your beer dispense systems during the closure. Failure to close down your dispense systems correctly may irrevocably damage your system. This could lead to a delay in reopening your premises with draught dispense and may negatively affect the quality, flavour and dispense of your drinks.

If your premises closes and there will be no one on site for a significant period:

- Clean all beer lines as per your normal procedure.
- Once flush is complete allow cleaning bottle to empty and flush through each line until they are purged of water and only gas comes through tap.
- Ensure remote cooler is switched off.
- Switch off all gas bottles and/or gas generation systems.
- If stock is left in the cellar leave cellar cooling switched on.
- NB - If site is closed for more than 7 days any part kegs will not be fit for dispense.
- Remove all nozzles in the bar, clean with warm water and leave to air dry. Do not leave nozzles to soak.
- Clean and drain down glasswashers and leave door open to air dry.

If your premises closes and someone remains on site or makes weekly visits:

- Clean all beer lines as per your normal procedure.
- Once flush is complete leave fresh water in the lines.
- Ensure remote cooler is switched off.
- Switch off all gas bottles and/or gas generation systems.
- If stock is left in the cellar leave cellar cooling switched on.
- If site is closed for more than 7 days any part kegs will not be fit for dispense.
- Once a week, refresh water through the beer lines and switch on remote cooler for half an hour.
- Remove all nozzles in the bar, clean with warm water and leave to air dry. Do not leave nozzles to soak.
- Clean and drain down glasswashers and leave door open to air dry.

When you are ready to reopen your premises after prolonged closure:

- Cellar cooling should be switched on at least 24 hours prior to reopening.
- Switch on gas supply and/or gas generation systems.
- Clean all beer lines as per your normal procedure.
- Switch on remote cooler.
- Ensure keg connectors are scrubbed clean
- Check that kegs are in date and connect to fresh kegs.
- Reattach nozzles and pull through beer to each tap.
- Beer will be ready for customer serve after 2hrs.
- Refill glasswasher and dependent on length of closure, consideration should be given to cleaning all glasses on site.

We hope you and your families stay healthy.

Keep safe and well

The team at Primo Drinks

Lancashire

230 Bristol Avenue,
Bispham,
Blackpool,
FY2 0JF

Greater Manchester

Corrie Way, Bredbury
Park Industrial Estate,
Bredbury, Stockport,
SK6 2ST

North East

Unit 2, Kilburn Drive,
Seaview Industrial
Estate, Peterlee,
County Durham,
SR8 4TQ

Staffordshire

Unit 14, Stoke
Business Park,
Bowstead Street,
Stoke On Trent,
ST4 1EZ

Merseyside

Unit 2, Old Hall
Road,
Bromborough,
Wirral,
CH62 3NX

Yorkshire

Unit 3, Swinton Meadows
Industrial Estate,
Meadow Way, Swinton,
Mexborough,
S64 8AB