



PROUDLY INDEPENDENT

ESTABLISHED 2002

INN EXPRESS TECHNICAL SUPPORT CONTACT DETAILS

For all cellar & drinks dispense problems, in the first instance the brand owners of that product provide first line technical services support. However, in most cases one brewery/supplier/producer will cover all of your cellar equipment should they occupy a majority share of your cellar/draught lines. This is known as a 'lead brewer' and they should be the number you call should any cellar issues occur.

A lead brewer is defined as the brewer with the most keg taps in your venue and they are responsible for servicing and maintaining the remote beer cooler in the cellar, pythons and primary gas reducing valve, as well as maintaining their own branded fonts and under bar secondary cooling.

A brand owner who is not lead brewer is responsible for their font, under bar secondary cooling, backboard equipment in the cellar and secondary gas reducing valves.

Who to call for example:

If all beers are fobbing / not pouring and your remote cooler is not working properly you should contact your lead brewer.

If you have one product down and everything else is pouring ok at the correct temperature, it is the brand owner of the product not dispensing whom you should contact.

For permanent Cask Ale installations, it's the brand owner of the dispensing product who is responsible for breakdowns.

Rotating/Guest Ale issues - Please contact the installers of this equipment. If that is not possible please contact our recommended technical suppliers below.

Cellar Gas Issues

Please note: Any gas leaks (that aren't container related) within your cellar or cellar equipment will be covered by your Lead Brewer.

Inn Express recommend GPT Drinks Dispense

With over 20 years of experience in the cellar and drinks dispense industry our technical services department offer a very friendly and high quality service. If you require any assistance please call our office or contact Tim Sheehy on 07882 688520

If the number you require is not listed or you are unsure of who to call then please contact us on 01789 488008

| BRAND OWNER | SUPPLIER HELPLINE |
|---|---------------------------|
| Air Liquide (ANY GAS LEAKS WILL BE COVERED BY YOUR LEAD BREWER) | 0800 3894807 |
| Asahi UK (Asahi, Peroni, Kozel, Pils Urquell) | 0845 652 0065 |
| Britvic (Pepsi/R Whites Postmix) | 03457 581 781 |
| Budweiser Budvar | 0345 850 4030 |
| Brewdog | 01358 724924 |
| Carlsberg Tetley (San Miguel, Somersby Cider, Tetley, Carlsberg, Mahou, Brooklyn) | 01937 535289 |
| Chapel Down (Curious Brew) | 01580 763033 |
| Coca Cola / Schweppes Postmix | 08705 336 699 |
| Coors (Carling, Worthington, Grolsch, Singha, Rekorderlig, Palm) | 0345 600 0888 |
| Diageo (Guinness) | 0345 7515101 |
| Empire Dispense Postmix | 01455 233 228 |
| Freedom Brewery | 01283 840721 |
| Frizzenti Draught Sparkling Wines | 020 3286 2692 |
| Greene King | 01284 763 222 |
| Hogans Cider | 01789 488433 |
| Hook Norton Brewery | 01608 737210 |
| Hartridge | 01730 233 214 |
| Heineken (Fosters, Johns Smiths, Strongbow, Amstel, Heineken, Symonds) | 0345 8787072 |
| AB Inbev (Budweiser, Bass, Boddingtons, Becks, Stella) | 03457 100 600 |
| James Clay (Anchor, Flensburger) | 01580 763033 |
| Marstons inc Charles wells (Estrella Damm, Bombardier) | 01902 711 811 |
| ROK Drinks (ABK Brewery) | 0247636 4736 |
| Sandford Orchards | 01363 777822 |
| Shepherd Neame (Five Grain, Sam Adams, Whitstable Bay, Oranjeboom) | 01795 532206 |
| Superbock | 07990584865 / 07808095942 |
| Thatchers Cider | 01934 822 862 |
| Westons Cider | 01531 660 117 |
| Wadworths | 01380 732 215 |