

## **Jockey Box Instructions**

This instruction sheet is for both first-time users as well as those customers who are familiar with the operation of a Jockey Box. Even if you have rented Jockey Boxes from Matagrano, Inc. many times in the past, please read this in its entirety, as it contains policies new to 2010.

The Draught Department's objective is for our customers to be able to pour their beer as cleanly and efficiently as possible. We strongly prefer to set up your Jockey Box for you upon delivery to ensure this happens.

In the event that you choose to set up the Jockey Box yourself, these instructions are here to help guide you along the way. If you experience problems with your Jockey Box, refer to the Troubleshooting section.

### **Jockey Box Set-up.**

#### **FOLLOW THESE INSTRUCTIONS *IN THIS ORDER***

- 1) Place the Jockey Box and kegs at the pouring station and attach the tap handles to the faucets.
- 2) Connect the regulator to your gas tank using a crescent wrench. CO<sub>2</sub> tanks have a male fitting, while beer gas tanks have a female fitting. If you are using CO<sub>2</sub>, be sure to include a washer. **DO NOT** turn on the gas yet.
- 3) After making sure the faucets are in the closed/off position, tap both kegs.
- 4) Turn on the gas.
- 5) Open the taps and drain the coils of water. You may want to use a bucket to expedite this process. Continue to drain until BEER pours for at least 10 seconds.
- 6) Fill the Jockey Box with ice, making sure to surround the coils as much as possible. This will keep your beer cold and help prevent too much foam. (Warm temperatures combined with constant pouring sometimes make it necessary to refill the Jockey Box with ice, but this is rare.)

### **Jockey Box Break Down**

- 1) Turn off the gas tank first.
- 2) After detaching the regulator and un-tapping the kegs, unplug the Jockey Box and drain of melted ice. Drain the Jockey Box as you would any normal cooler or ice chest. Use hot water to speed up the process.
- 3) Place tapping devices and regulator inside the box.
- 4) Place the Jockey Box in an accessible area to ensure proper pick-up.

## Troubleshooting

At Matagrano, Inc. we have made every effort to insure your Jockey Box works properly for the entirety of your rental period. Draught technicians are available during our normal business hours: Mon-Fri, 8AM-4PM (650) 246-3770. Saturdays call 1-800-821-4199 ext. 223. Review this list if you encounter problems in the set-up process, or while pouring.

Below are some typical troubleshooting guidelines:

### **If beer or gas is leaking profusely...**

SHUT EVERYTHING OFF. A good rule of thumb in the event of a leak, whether on a Jockey Box or a permanently installed draught system, is to immediately un-tap the keg that is the source of the leak. In the event of a gas leak on a Jockey Box, shut the gas off at the tank. Following these steps will prevent any further loss of product. Inform Matagrano, Inc. of the issue during business hours.

### **If keg is un-tappable due to faulty or incompatible tapping devices...**

Leave equipment alone and inform Matagrano, Inc. of the issue during business hours. The Jockey Box rental fee will be waived.

### **If gas cannot be connected due an incompatible regulator...**

You will be unable to pour beer from the Jockey Box unless you are able to attain a compatible gas tank. Contact Matagrano, Inc. during business hours and inform us of the issue. **DO NOT ATTEMPT TO ATTACH A REGULATOR WITH TAPE, GLUE, OR BY ANY OTHER IMPROPER MEANS.** A CO<sub>2</sub> regulator **WILL NOT** connect to a Nitrogen tank, just as a Nitrogen regulator will not connect to a CO<sub>2</sub> tank. **ATTEMPTING TO DO SO COULD RESULT IN SERIOUS INJURY.**

### **If beer will not pour...**

Follow these steps:

- 1) Make sure the tapping devices are tapped *all the way down* and in the locked position.
- 2) Turn on the gas tank.
- 3) Make sure the regulator shut-off valve is in the vertical "on" position. Below is an example of a CO<sub>2</sub> regulator with its shut-off valve in the "on" position.



Beer will not pour if the valve is facing horizontally.

- 4) Icing down the Jockey Box before pouring the beer through for ten seconds may freeze the coils. Only by pouring hot water over the coils repeatedly until beer begins to flow will solve this problem.
- 5) Make sure gas tank and kegs are not empty.

In the event of equipment failures, incompatible or omitted equipment, inform Matagrano, Inc. during normal business hours. **DO NOT** replace or attempt to repair Matagrano equipment. **Broken or missing equipment may result in partial or total loss of the deposit (\$500).**