

# Model JEM

## Jägermeister Tap Machine®

### Owner Guide

**The Quickest, Easiest Way To Pour Colder-Than-Ice® Shots**  
Over 16 Years of Pouring Perfection





## Dear JEM Jägermeister Tap Machine® Owner:

Thank you for your purchase of the Model JEM Jägermeister Tap Machine®, the quickest and easiest way to pour colder-than-ice shots while pouring on the profits.

The first of its kind in the industry, the Jägermeister Tap Machine® has won praise from the beverage media, but more importantly, it has won over tens of thousands of owners across the country and around the world.

We are extremely proud of our all new, patented Model JEM Jägermeister Tap Machine® and believe it is the greatest thing to happen to the corner bar or the home bar. We think you'll agree. Now, you too can serve up the best and coldest shots of Jägermeister in town.

## The Unique Taste



**Jägermeister Herbal Liqueur** is a 70 proof spirit imported from Wolfenbützel, Germany. Made from a secret recipe of 56 herbs and spices, Jägermeister's unique taste sets it apart from all other spirits. Jägermeister is the **NUMBER ONE** selling imported liqueur in the United States and the favorite shot of millions.  
Drink Responsibly.

### Why is it so good?

What is it about Jägermeister that makes it so irresistible? Is it the taste? The ice-cold chill? The effect? Your answer is as good as ours. What we do know is Jägermeister is available in the 50ml, 100ml, 200ml, 375ml, 750ml, 1.0L and 1.75L sizes.

## The Label and the Legend

Back in the seventh century, a young lad named Hubertus was envied for his purity. Theoderich of Burgundy was one of these jealous sorts, and so waged war against Hubertus and his uncle. By defeating Theoderich, Hubertus proved himself valiant in battle and dashing in a codpiece, and so won the hand of the beautiful princess, Floribana. Together they lived happily with the benefits of wealth and good fortune.

The good Princess soon fell ill and died. In his grief, Hubertus turned away from the sumptuous life of royalty and became a solitary figure, often going to the woods to hunt alone. During one of these hunting trips, Hubertus encountered a splendid stag with a cross that appeared to float between its antlers. The vision moved Hubertus to change his life. He gave all his material possessions to the poor, gave up his title, and founded several monasteries. After his death, Hubertus was made a saint and became the Patron Saint of Hunters.



**PLEASE READ BEFORE OPERATING TAP  
DISPENSER**

**PLEASE TAKE A MOMENT NOW TO FILL OUT AND MAIL  
IN THE POSTAGE PAID TAP MACHINE® WARRANTY  
REGISTRATION FORM THAT IS INCLUDED,**

**OR REGISTER YOUR NEW TAP MACHINE® ON LINE AT  
[www.tapmachine.com](http://www.tapmachine.com)**

**FAILURE TO REGISTER YOUR MACHINE WILL CAUSE  
UNNECESSARY DELAYS IF YOU REQUIRE WARRANTY  
SERVICE.**

**WHEN READING THIS DOCUMENT, IMPORTANT NOTES AND  
WARNINGS ARE ALWAYS CONTAINED IN A BOX LIKE THIS:**

**A BOX SIMILAR TO THIS WILL INDICATE  
WARNING, CAUTIONS OR OTHER IMPORTANT  
INFORMATION**

This manual is provided with each new Model JEM Jägermeister Tap Machine® and contains important information to keep your Tap Machine® running problem free. This manual is also available on line at [www.tapmachine.com](http://www.tapmachine.com).

Jägermeister Liqueur 35% Alc./Vol. Imported by Sidney Frank Importing Co., Inc., New Rochelle, NY. Drink Responsibly.

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Jägermeister® and the Jägermeister Logo are registered trademarks of Mast-Jägermeister AG, Wolfenbützel, Germany.

Tap Machine technology protected by one or more United States patents: 5427276, 546387, 5494195.  
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## Revision History

Revision	Date	Description of Changes	Changed Page
Initial Release	11/1/2007	Original Release	

## WARNINGS AND IMPORTANT NOTICES

### **DANGER**

#### ***ELECTRICAL SHOCK HAZARD***

##### **Electric Shock Hazard**

Can Cause  
Injury or Death. Before Attempting  
to Perform ANY Maintenance, UNPLUG Unit.  
Use extreme care during electrical  
circuit tests. Live circuits may  
be exposed

Disconnect and lockout ALL electrical power sources  
before performing service or maintenance on this  
dispenser - except when electrical tests are being  
performed by qualified service personnel.

**THERE ARE NO USER REPLACEABLE PARTS OR USER  
ADJUSTMENTS INSIDE THE MACHINE.**

### ***WARNING***

DO NOT introduce water or other fluids with a freezing  
temperature above -15°F while the POWER switch is in the  
ON position.

Failure to do so may result in the unit freezing causing  
internal damage.

## Chapter 1

## Unpacking Your New Machine



*Failure to follow these simple unpacking instructions may result in damage to your new machine. Please follow these instructions carefully.*

### **PLEASE READ BEFORE** **UNPACKING YOUR JÄGERMEISTER** **TAP MACHINE**

1. Remove the foam that is protecting the top of the machine to reveal the top of the tap machine.



2. Remove the insulation protecting the front and the rear of the tap machine.





3. Using the straps around the machine, lift the tap machine straight up and out of the box.

**AT NO TIME SHOULD YOU HOLD THE TAP MACHINE BY THE FRONT FAUCET ASSEMBLY.**



4. Remove the accessory package from the box. The accessory package contains the operator's manual, warranty registration card, tap handle, filter, and drip tray and bottle stoppers for your new Jägermeister Tap Machine.



5. Return all packing materials to the box.
6. RETAIN AND STORE THE BOX IN A COOL, DRY LOCATION.

**YOU WILL BE REQUIRED TO USE THIS CONTAINER IF YOU MUST RETURN YOUR JÄGERMEISTER TAP MACHINE.**

7. Finally, remove the protective coverings on the display panels.

***Note: If You Must Return Your Jägermeister Tap Machine®***

**DO NOT RETURN YOUR MACHINE UNLESS YOU RECEIVE  
AUTHORIZATION TO DO SO BY TAP MACHINE INC.**

**READ THIS NOTE:**

**SHOULD THE TAP MACHINE® NEED TO BE RETURNED FOR REPAIRS, IT MUST BE RETURNED IN THE ORIGINAL BOX. THIS CONTAINER IS DESIGNED TO PROTECT THE TAP MACHINE® FROM DAMAGE DURING SHIPPING. FAILURE TO USE APPROVED PACKING WHEN RETURNING A MACHINE, WILL RESULT IN THE MACHINE BEING RETURNED TO YOU IN ITS PRESENT CONDITION. ANY DAMAGE SUSTAINED FROM SHIPPING A TAP IN AN UNAUTHORIZED CONTAINER, WILL NOT BE THE RESPONSIBILITY OF TAP MACHINE INC.**

**THE AUTHORIZED CONTAINER IS: ORIGINAL BOX or CONTAINER AND PACKING PROVIDED BY TAP MACHINE INC.**

**IF YOU REQUIRE A SHIPPING CONTAINER FOR YOUR MACHINE, CALL 1-800-713-8881 TO ORDER. A SHIPPING BOX WILL BE SHIPPED TO YOU AT NO CHARGE.**

**DO NOT RETURN YOUR MACHINE UNLESS YOU RECEIVE AUTHORIZATION TO DO SO BY TAP MACHINE INC. TO RECEIVE A RETURN MATERIAL AUTHORIZATION (RMA) NUMBER CALL 1-800-713-8881**

**MACHINES RETURNED TO TAP MACHINE INC, SFIC OR OUR AFFILIATED WAREHOUSES, WITHOUT A SPECIFIC RETURN MATERIAL AUTHORIZATION (RMA) NUMBER WILL BE REFUSED AND RETURNED TO SENDER UNOPENED.**

## Chapter 2 What's in the Box? - Parts Supplied

Check and verify that the parts shown below are packaged with the dispenser. If any of these items are missing or to order spare parts, Call 1-800-713-8881 or visit [www.tapmachine.com](http://www.tapmachine.com).

<u>Description</u>	<u>Quantity</u>
1. Bottle Stopper	3
2. Drip Tray	1
3. Drip Tray Cover	1
4. Handle with Logo	1
5. Filter-Reusable	1
6. JEMUS Tap Machine®	1
7. This Manual (Not Shown)	1
8. Warranty Registration Card (Not Shown)	1



Figure 1 - Items Supplied

## Chapter 3 Key Features

1. When the power switch at the rear of the machine is in the “Off” position, the graphics will be the standard black and white Jägermeister Logo, but once the power switch is in the “On” position, machine comes to life with the internal display lighting. The machine will change colors to the dramatic “Jägermeister Orange” logo.



2. Another key feature is the digital indicator in the upper right corner of the machine. This gives you an indication of the amount of Jägermeister in the cooling system. An “L” on the display indicates that there is less than 420 ml left in the cooling system. As a safety feature, when the “L” is displayed, the refrigeration system is disabled and will no longer operate. As product is added into the system, once the level reaches 420 ml, the display will change from “L” to “F” and the refrigeration system will begin to operate.
3. A simple, standard draft beer faucet is used as the dispense point. The machine dispensing with no motors or pumps.

## Chapter 4      Locating Key Components on Your Tap Machine

### *Locate the Machine Serial Number*

The serial number tag is located on the rear of the machine next to the fuse. The serial number is also located on the front page of this manual.

### *Other Components*



#### **On/Off and Fuse**

The On/Off switch enables/disables both the LED lighting and refrigeration system.

Fuse is user replaceable as necessary.

**Figure 2 Rear View - Machine On/Off Switch and Fuse Location**



#### **The Tap Handle**

The unit uses a standard functional draft beer type faucet assembly.

**Figure 3 -Front View**



**Figure 4 - Front View – Filer and Drip Tray**

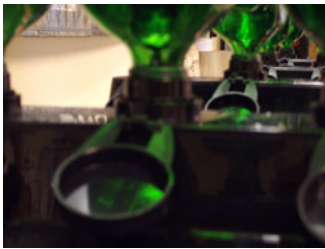
### **A) Removable-Reusable Filter Assembly**

The filter must be kept clean to allow for proper ventilation. If the filter is clogged the machine will not be able to effectively cool the Jägermeister. If you notice the machine has gotten warmer over time, this is by far the most likely cause.

The filter can be vacuumed or cleaned under warm water. If you use water to clean the filter it should be allowed to dry completely before using the machine.

The filter is held in place at the FRONT of the machine by a filter tray. When the drip tray is in place, the filter is not visible. When removing the drip tray for cleaning, the filter will also be extracted from the filter tray.

If the filter is damaged a replacement can be ordered at [www.tapmachine.com](http://www.tapmachine.com) or 1-800-713-8881.



**Figure 5 - Top View**

### **A) Bottle Well**

This acts a reservoir that fills with Jägermeister when bottles are supplied to the machine.

### **B) Bottle Well Cover (flipped open)**

These should always be sealed closed when a bottle is not present.



**Figure 6 – Level Indicator**

### **A) Level Indication**

An “L” shown on the digital display (left) indicates that the level of Jägermeister has fallen below 420 ml. An “F” shown on the digital display indicates the level of Jägermeister is above 420 ml.

NOTE: THE REFRIGERATION SYSTEM WILL SHUT OFF AND NO LONGER CHILL THE JAGERMEISTER WHEN THE “L” IS DISPLAYED. ONCE THE LEVEL IS ABOVE 420 ML, THE DISPLAY WILL CHANGE FROM “L” to “F” AND THE REFRIGERATION SYSTEM WILL TURN ON.

## Chapter 5 JEM Setup and Operation

**General:** The Model JEM Jägermeister Tap Machine® is a unique display, refrigeration and delivery system designed to chill and dispense Jägermeister Herbal Liqueur at temperatures well below freezing - 0° F (-18° C).

### **WARNING**

**DO NOT introduce water or other fluids with a freezing temperature above -15°F while the On/Off switch is in the ON position.  
Failure to do so may result in the unit freezing causing internal damage.**

### ***How Much Jägermeister Does The Machine Hold?***

The Jägermeister Tap Machine® holds the following amounts of Jägermeister:

- ✓ Bottle Well Assembly (not chilled) - 100ml – @3.38 Fl. Oz.
- ✓ Cooling System (Chilled Colder Than Ice) - 1470ml - @ 49.68 Fl. Oz
- ✓ Total - 1570 ml - @ 53.06 Fl. Oz.

**THE MACHINE WILL LOAD A TOTAL OF APPROXIMATELY 1 ½ Liters OR ABOUT 53 OUNCES OF JÄGERMEISTER.**

The Model JEM Jägermeister Tap Machine® is designed to hold only 750 ml or 1.0 L Jägermeister bottles. DO NOT ATTEMPT TO USE BOTTLES LARGER THAN 1.0 Liters.

### ***Electrical Requirements:***

The Model JEM requires a 115 VAC, 60 Hz. 15 Amp, 3-pronged power receptacle within 5 feet of the rear of the unit. **DO NOT USE AN EXTENSION CORD OR SURGE SUPPRESSOR TO POWER THIS UNIT. FAILURE TO PROVIDE ADEQUATE ELECTRICAL POWER WILL RESULT IN IMPROPER CHILLING OF THE JÄGERMEISTER OR POSSIBLE DAMAGE TO INTERNAL COMPONENTS**

### ***Remove the Machine from the Shipping Container:***

Follow the instructions for removing the machine from the shipping box. DO NOT HOLD OR CARRY THE MACHINE BY THE FAUCET MOUNTED ON THE FRONT OF THE MACHINE. DOING SO MAY DAMAGE THE MACHINE.

### ***Remove From Plastic Bag:***

Remove the plastic handles from the machine by cutting with a scissors. Remove the machine from the protective plastic bag. Remove the protective plastic coverings that are protecting the display panels on the unit.

### ***Placing the Machine on the Bar:***

A level surface with a MINIMUM of 1 inches of clear space at the rear of the unit and 1 inch MINIMUM on both sides is required to permit adequate airflow for the refrigeration system. An additional 5 inches at the front of the machine is necessary for the drip tray/filter access that is provided with the unit. **DO NOT REMOVE THE LEGS FROM THE MACHINE.** FAILURE TO PROVIDE ADEQUATE CLEAR SPACE AT THE REAR OF THE MACHINE WILL RESULT IN IMPROPER CHILLING OF THE JÄGERMEISTER OR POSSIBLE DAMAGE TO INTERNAL COMPONENTS

### ***Tap Handle Installation***

The Model JEM uses a fully functional draft beer type faucet and requires an acrylic handle. In the accessory bag, locate the acrylic handle and screw it on the top portion of the faucet. DO NOT OVERTIGHTEN. The finger grooves on the back of the handle should be facing to the rear of the machine. Use the adjustment on the faucet to tighten in place. Once installed correctly, the flat portion of the handle will face the user.



Figure 7 – Handle In place



## ***Bottle Stopper Insertion and Removal***

**IMPORTANT NOTICE:**  
**WHEN REPLACING EMPTY**  
**BOTTLES - DO NOT**  
**DISCARD OR THROW THE**  
**BOTTLE STOPPERS AWAY.**  
**THE BOTTLE STOPPERS**  
**ARE TO BE REUSED AND**  
**ARE NOT DISPOSABLE!**



**Figure 8 – Screw On Bottle Stopper**

Model JEMUS bottle stoppers are screw on style. This stopper used in conjunction with the Model JEMUS bottle well assembly supports up to 1 liter bottles without the use of a bottle cage. Do not use these stoppers in older model Jägermeister Tap Machines.

***DO NOT DISCARD OR THROW THE BOTTLE STOPPERS AWAY. THE BOTTLE STOPPERS ARE TO BE REUSED AND ARE NOT DISPOSABLE!***



**Figure 9 – Screw On**

Step 1

Remove the cap from the Jägermeister Bottle and position the Bottle Stopper above the Bottle.



**Figure 10 - Seated**

Step 2

Screw onto the threaded neck of the bottle.

Screw on tightly but do not over tighten. A correctly installed bottle stopper will ensure a tight seal between the bottle stopper neck and the bottle.



**Figure 11 - Install**

Step 3

Unsnap the three (3) dust caps from the bottle well assembly. Carefully and slowly turn the bottle upside down and position it directly over the machine. If any Jägermeister begins to drip ensure the bottle stopper is securely screwed on.



**Figure 12- In Place**

**Step 4**

Slowly insert the bottle stopper into the hole of the bottle well. Push down slightly and allow the bottle to rest inside the bottle well. The weight of the bottle will keep the bottle securely in the bottle well. If the bottle is slightly turned, you can turn the bottle up to 1/8 turn to line up with the front of the machine. Repeat for All Bottles.



**Figure 13- Remove**

**Step 5**

To remove a bottle, lift it straight up- Do not pull it forward or to the side- pull the bottle directly up until it has cleared the bottle well.

Unscrew the bottle stopper from the bottle before discarding- Bottle Stoppers ARE NOT Disposable!

**WHEN REPLACING EMPTY BOTTLES - DO NOT DISCARD OR THROW THE BOTTLE STOPPERS AWAY. THE BOTTLE STOPPERS ARE TO BE REUSED AND ARE NOT DISPOSABLE**

## Chapter 6 Plug It In, Turn It On, And Load It!

1. Unsnap the 3 protective dust caps from the bottle well assembly located on the top of the dispenser. These caps should not be removed and should be snapped in place when a well space is not being used.

**IF THIS IS THE FIRST USE FOR THE MACHINE, REMOVE ANY ABSORBANT MATERIALS IN EACH WELL. ALSO REMOVE THE PROTECTIVE CAP ON THE OUTPUT OF THE FAUCET**

2. Plug in the power cord of the machine into a 115VAC, 60 Hz. 15 Amp, 3-pronged power receptacle within 5 feet of the rear of the unit. **DO NOT USE AN EXTENSION CORD OR SURGE SUPPRESSOR.**

If the power switch is "ON", the built in lighting will be on. If the lighting does not come on, turn the power switch to the "On" position.

3. Unscrew the caps from 3 fresh bottles of Jägermeister and insert the tapered end of the bottle stoppers as described in "Bottle Stopper Insertion and Removal" above. The bottle stoppers are spring actuated and prevent dispensing until they are inserted into the bottle well assembly.
4. Place each of the Jägermeister bottles on the top of the machine by inverting the bottle and inserting the barrel end of the bottle stopper assembly into the bottle well assembly until the collar of the bottle stopper rests inside the bottle well assembly flange. The Jägermeister flow into the machine is automatically activated when the bottle stopper is placed correctly into the bottle well.

**THE MACHINE WILL LOAD A TOTAL OF APPROXIMATELY 1 ½ Liters OR ABOUT 53 OUNCES OF JÄGERMEISTER.**

5. If the power switch is not in the "On" position, place it in the "On" position. Allow 30 minutes for the system to chill down before dispensing shots of Jägermeister. When the refrigeration switch is in the "On" position and the level indicates "F", the refrigeration compressor and the condenser fan will begin to run within 2 minutes. It is very important that the front and the rear of the machine is kept free and clean of obstructions. Air is drawn from the front of the machine through a removable filter and exhausted through the rear of the machine. With the refrigeration switch is in the "On" position and the level indicates "F", the refrigeration compressor and the condenser fan will begin to run within 2 minutes. It is very important that the front and the rear of the machine is kept free and clean of obstructions. Air is drawn from the front of the machine through a removable filter and exhausted through the rear of the machine.

### **NOTE**

**THE MACHINE WILL LOAD A TOTAL OF APPROXIMATELY 1 ½ Liters OR ABOUT 53 OUNCES OF JÄGERMEISTER.**

### **IMPORTANT INFORMATION**

**IF THE FLOW FROM THE BOTTLES DOES NOT STOP AFTER A FEW SECONDS (the bubbles continue and you may notice Jägermeister flowing all over your counter) - DO NOT CONTINUE ANY FURTHER. REMOVE THE BOTTLES AND CALL OUR SERVICE CENTER AT 1-800-713-8881.**

**When product is dispensed, it is normal for bubbles to continue in the bottle(s) for a few seconds after you close the tap handle.**

### **GREEN, RED or PINK FLUID INFORMATION**

If this is the first time the machine has been used, or has been returned from repair, the initial flow from the Jägermeister Tap Machine® will be a harmless pink or green fluid followed by Jägermeister. This red, pink or green fluid is an FDA approved glycol solution used during factory tests. All of the liquid dispensed prior to the Jägermeister must be discarded.

### **IMPORTANT**

**It is very important that the rear of the machine is kept clean and free of obstructions. Air is drawn from the front of the machine through a removable filter and exhausted through the rear of the machine.**

**ANY OBSTRUCTION IN AIRFLOW WILL RESULT IN WARM SHOTS OF JÄGERMEISTER BEING DISPENSED.**

### **Note**

**As with air conditioning units, once the refrigeration switch has been turned on or off - do not switch it again for at least 5 minutes. Rapidly turning the switch on and off will prevent the compressor from properly starting and/or resetting. If you suspect this has happened, turn the machine off and allow at least 5 full minutes for it to properly reset before restarting.**

## Chapter 7 Keeping Your Tap Machine® Clean

**WARNING**  
**THE POWER SWITCH MUST BE TURNED "OFF" DURING CLEANING.**



**Figure 14 - Rear View**

**FAILURE TO TURN THE POWER SWITCH "OFF" MAY RESULT IN  
INTERNAL DAMAGE TO THE MACHINE.**

Your Jägermeister Tap Machine® REQUIRES simple, regular cleaning to function properly.

### **Bottle Stoppers**

When replacing empty bottles, wash each bottle stopper in warm water before using a new bottle. Be sure to run warm water through the stopper to remove build up of Jägermeister that may hinder desired operation.

### ***Weekly***

#### **Drip Tray and Air Filter**

Remove and clean the drip tray and air filter at the front of the machine. The filter may be rinsed in warm water and allowed to dry for a few minutes. Replace the filter in the filter holder at the front of the machine.



**Figure 15 - Clean Filter**

## ***Monthly***

On a ***Monthly*** basis clean the machine as follows:

1. Turn off the power switch at the rear of the machine.
2. Remove the bottles from the top of the unit.
3. Open the faucet and drain all remaining Jägermeister from the system.
4. With the faucet opened, pour approximately one liter of warm water into the bottle well at the top of the machine and flush the water through the machine until it is empty again. Close the faucet once all of the water has drained.
5. Wipe the outside of the machine with a warm damp cloth.
6. Remove and clean the drip tray and air filter at the front of the machine. The filter may be rinsed in warm water and allowed to dry. A dry filter may also be vacuumed. Replace the filter.
7. Replace the bottles of Jägermeister on the top of the machine and turn the power switch at the rear of the machine to the "On" position.
8. Allow the machine 30 minutes to cool before dispensing Jägermeister "Colder Than Ice".

## Chapter 8 Let's Talk About Temperature

### Jägermeister - The Big Chill Warms

Once a shot of Jägermeister is dispensed into a glass or other container, IT BEGINS TO WARM UP IMMEDIATELY. Depending on the temperature of the glass and the room, Jägermeister can warm up 20° F within seconds.

### Keep This In Mind

Each person's perception of "Colder-Than-Ice" Jägermeister is extremely subjective and can only be verified by proper temperature testing of the Jägermeister as it is dispensed from the Tap Machine. Most individuals have a difficult time detecting the difference in liquid temperatures between 0° F and 30° F. They know it's cold, but not how cold. The JEM Jägermeister Tap Machine® is factory set to dispense Jägermeister at the optimum temperature for enjoyment - 0° F (-18° C). There are no User temperature adjustments. The temperature is factory set and not adjustable.

### Properly Test The Temperature

A simple procedure to test the dispensing temperature can be performed to verify that the temperature. Simply relying on a person's perception that the machine is not cold enough is not an accurate method to determine actual and accurate dispensing temperatures.

### Tools you WILL need to test PROPERLY

1. A quick responding digital, liquid proof thermometer. Non-digital thermometers respond too slowly.
2. Pre-chilled COLD glass (Pre-chill it in the freezer) - Must be able to hold at least 4 ounces. Similar to the glass below.



**Figure 16 Typical Digital Thermometers and Glass**

If you suspect the Jägermeister Tap Machine® is not cooling properly, First CLEAN THE FILTER AT THE FRONT OF THE MACHINE. Your JEM Jägermeister Tap Machine® will not chill properly with a dirty filter. Before performing any temperature testing, remove and clean the filter. After you clean the filter, you must wait at least 30 minutes before performing any further temperature testing. Then measure the temperature of the Jägermeister as follows:

1. Using a chilled glass (or insulated container), dispense 3 to 4 ounces and immediately place the thermometer in the Jägermeister, holding it such that the probe is suspended in the middle of the liquid, and not in contact with the sides or bottom of the container. (If the thermometer is allowed to touch the sides or bottom, the results will not be accurate and could be off as much as 20° F )
2. Wait a few seconds for the thermometer to reach temperature. This temperature represents the coldest the machine will get, and should be at or below 5° F. If the temperature is not below 5° F call the Tap Machine Inc. service line.

## Chapter 9 When Problems Arise

Most problems can be prevented by simple weekly and monthly maintenance described in "Keeping Your Jägermeister Machine Clean." The Jägermeister Tap Machine® is very reliable, however every now and again something can go wrong. Most problems are easily corrected without sending your tap to Tap Machine Inc. for repairs. While the information provided here was accurate at the time of the initial printing, an up-to-date, comprehensive troubleshooting guide and instructions can be found at [www.tapmachine.com](http://www.tapmachine.com).

If you suspect your Tap Machine® is not operating properly, check the following complaints and suggested resolutions as it applies to your problem. For additional information go to [www.tapmachine.com](http://www.tapmachine.com).

### Frequent Questions

Note: These are only the most commonly asked questions and by no means every conceivable question. If there are ever any questions that you have please contact the Tap Machine service line at 1-800-713-8881.

#### **Why do my bottle stoppers break?**

Many times your Tap Machine® will be placed so the position of the bottles on the machine is higher than where the person trying to take them out is standing. This causes the person to angle the bottle and for the bottle stopper to break. The solution to this problem is simple. When replacing the bottle lift straight up so as not to cause undue stress on the bottle stopper.

#### **Why is my Tap Machine® is not dispensing product?**

Check the digital indicator on the upper right corner of the machine. If the "L" is visible, the machine contains no Jägermeister. Refill the machine.

#### **Why is my Tap Machine® leaking from the well?**

The reason for this is that one or more of the bottle stoppers are damaged. You should take the bottles off of your Tap Machine® and order new bottle stoppers. Note: since the bottle stopper may not appear broken it is best to dispose of all the bottle stoppers.

#### **Why is my Tap Machine® not cooling?**

Is the power switch in the "On" position? If it is, check the digital indicator on the upper right corner of the machine. If the "L" is visible, the machine will not be cool. Refill the machine with Jägermeister until the display change to "F" and the cooling system will be operate.

#### **How do I order parts for my Tap Machine?**

All you have to do is call the Tap Machine service line at 1-800-713-8881 or log on to our website at [www.tapmachine.com](http://www.tapmachine.com) and click on the "Replacement Parts" icon.



## Chapter 10 Contacting Tap Machine Inc.

Before contacting Tap Machine Technical Support log on to [www.tapmachine.com](http://www.tapmachine.com) and read the FAQ section.

### Important Required Information:

To process a request we will require the following information from you:

1. Serial Number and Date Code – The serial number and date codes are located on the front page of this user manual and on the serial number tag located on the rear of the machine.
2. Name of purchaser and/or account name. We need the name of the original purchaser of the machine, and if it is being used in a bar or restaurant - the name of the location it is being used.
3. If you did not purchase the machine from Tap Machine Inc., we need the date of purchase and the name of the company you purchased the machines from. **Note: Machines purchased used are not covered under any warranty.**

If you send us an e-mail or leave a voicemail message, and expect a reply, include a telephone number INCLUDING THE AREA CODE (or e-mail address) and the name of a person to contact in addition to the information required above.

Be sure to include in an e-mail, or be able to tell a technician if you call, what if anything you have tried to do to remedy the problem, has the machine been recently moved or cleaned, etc. If you use the online guide, please be able to tell us what point it directed to contact technical support.

Online Form	<a href="http://www.tapmachine.com/service/index.html">www.tapmachine.com/service/index.html</a>
Direct E-Mail	<a href="mailto:service@tapmachine.com">service@tapmachine.com</a>
By Telephone	(800) 713-8881 9 AM to 5 PM ET, M-T except holidays. Friday 9 AM to 12 NOON ET. Voicemail is available during non-business hours.
General Questions	<a href="http://www.tapmachine.com/service/emailinfo.html">www.tapmachine.com/service/emailinfo.html</a> Or E-Mail us directly at <a href="mailto:info@tapmachine.com">info@tapmachine.com</a>

## JEM Specifications

<b>Model Number</b>	<b>JEMUS</b>
<b>Dimensions</b>	<b>11"W x 15"D x 26"H</b>
<b>Shipping Weight</b>	<b>46.8 Pounds – 21.2 Kg</b>
<b>Power Required</b>	<b>115 VAC, 60Hz, 160 Watts</b>
<b>Current Draw</b>	<b>3A at start / 1.4A steady state</b>
<b>Electrical Cord</b>	<b>6 Ft.</b>
<b>Compressor</b>	<b>1/5 HP</b>
<b>Refrigerant / Charge Size</b>	<b>R134A / 90g</b>
<b>Design Pressure, min.</b>	<b>High Side: 186psig Low Side: 160psig</b>
<b>Temperature Range</b>	<b>Factory set at: 0° F (not adjustable)</b>
<b>Capacity</b>	
✓ <b>Bottle Well Assembly (on top)</b>	<b>100ml – 3.38 Fl. Oz.</b>
✓ <b>Cooling System (inside)</b>	<b>1470ml - @ 49.68 FL. Oz</b>
✓ <b>Total</b>	<b>1570 ml - @ 53.06 FL Oz.</b>
<b>Required Clearances</b>	<b>2 inches (50mm) to the rear 1 inch (25mm) on each side 5 inches (127mm) to the front</b>
<b>Environmental</b>	<b>For Indoor Use Only</b>

Jägermeister Liqueur 35% Alc./Vol. Imported by Sidney Frank Importing Co., Inc., New Rochelle, NY. Drink Responsibly.

Jägermeister® Tap Machines are produced exclusively by Tap Machine Inc.

Tap Machine®, Tap Machine Inc. Colder Than Ice®, and the Tap Machine appearance are registered trademarks. Jägermeister® and the Jägermeister Logo are registered trademarks of Mast-Jägermeister AG, Wolfenbittel, Germany.

Tap Machine technology protected by one or more United States patents: 5427276, 546387, 5494195.

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# Limited Warranty

## **LIMITED ONE (1) YEAR WARRANTY**

The Jägermeister Tap Machine dispenser ("Dispenser") is warranted to be free from defects in material and workmanship under normal usage when installed and operated in accordance with the instruction manual for a period of one (1) year from the date of purchase ("Warranty Period"). This Limited Warranty is limited to the free replacement of the Dispenser and extends only to the original purchaser and no other subsequent owners regardless of time of subsequent ownership. There is no repair service, on site or otherwise, provided for the Dispenser under this Limited Warranty. Any and all service, repairs or any labor costs upon the Dispenser shall be at the sole discretion and cost to purchaser.

This Limited Warranty is solely to replace the Dispenser when it has experienced Operational Failure during the Warranty Period. For purposes of this Limited Warranty, "Operational Failure" is defined as failure relating directly and exclusively to defects in material and workmanship. The determination of when an Operational Failure has occurred will be made by Tap Machine Inc.

This Limited Warranty does not extend to any Dispenser that has been damaged or rendered defective or non-operational due to: (a) accident, misuse or abuse, including but not limited to damage resulting from spillage due to improper bottle insertion or removal; (b) any modifications to or tampering with the Dispenser; (c) temperature variations due to purchaser's failure to clean the filter or attempts to make temperature adjustments; (d) "freeze up" due to water in the system after cleaning; (e) dispensing product other than Jägermeister Liqueur ("Jägermeister").

This Limited Warranty does not extend to any Dispenser that has been used for products other than Jägermeister.

## **REPLACEMENT OF DISPENSER UNDER LIMITED WARRANTY**

Tap Machine Inc. will replace the Dispenser free of charge to the original purchaser if the Dispenser experiences an Operational Failure within the Warranty Period. Notification of an Operational Failure must be given within ten (10) business days of the Operational Failure. Notifications must be given by contacting Tap Machine Inc. at 1-800-713-8881 between 9 a.m. and 5 p.m. (Eastern Time) Monday through Friday excluding holidays, and the purchaser must fully cooperate and provide information enabling Tap Machine Inc. to evaluate if an Operational Failure has occurred. In order to obtain the replacement Dispenser, the defective unit must be returned to the address provided by Tap Machine Inc.

PRIOR TO REPORTING AN OPERATIONAL FAILURE, PLEASE REVIEW THE FREQUENTLY ASKED QUESTIONS GUIDE LOCATED IN THIS MANUAL AND THE CLEANING INSTRUCTIONS IN THIS GUIDE.

## **WARRANTY DISCLAIMERS**

**EXCEPT AS EXPRESSLY SET FORTH IN THIS WARRANTY, THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL WARRANTIES NOT STATED IN THIS LIMITED WARRANTY ARE EXPRESSLY DISCLAIMED. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED TO THE TERMS OF THIS EXPRESS LIMITED WARRANTY.**

## **LIMITATION OF REMEDIES**

**TAP MACHINE INC. IS NOT LIABLE FOR ANY DAMAGES CAUSED BY THE DISPENSER OR THE FAILURE OF THE DISPENSER TO PERFORM, INCLUDING LOST PRODUCT, LOST PROFITS, LOST SAVINGS, INCIDENTAL DAMAGES OR CONSEQUENTIAL DAMAGES. TAP MACHINE INC. IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY THE PURCHASER FOR A THIRD PARTY.**

