



Intended Use & Safety Instructions

Safety and operating instructions for the SILEXA product line

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- **Redl Gastrosystems GmbH** (affiliated company of Redl GmbH)
- **Redl Technologies GmbH** (affiliated company of Redl GmbH)
- **Redl Servicepartner GmbH** (affiliated company of Redl GmbH)

All of the aforementioned companies are hereinafter collectively referred to as the "**Redl Group**".

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⚠ Important information before commissioning

- Read these documents completely before using the product.
- Keep this document to hand and pass it on if you sell it on.
- If you have any questions, please contact your SILEXA service partner or the Redl Group directly.

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1. general purpose

All products in the SILEXA product line and the alternative POS system solutions (TiPOS) from the Redl Group are designed exclusively for use in commercial catering businesses and comparable corporate environments (hotels, company catering, events, retail).

The systems are used to control, monitor, evaluate and optimize dispensing and serving processes. They are to be treated as professional operating resources.

1.1 Intended use cases

✓ Permitted use - all products

- Use exclusively in commercially used premises by trained specialist personnel.
- Operation in accordance with the enclosed technical specifications and installation instructions.
- Only connect to tested and standardized supply systems (electricity, gas, water, compressed air).
- Maintenance and cleaning in accordance with the product-specific interval specifications.
- Use within the specified ambient conditions (temperature, humidity, room climate).
- Use only with consumables and accessories approved by the manufacturer.

1.2 Non-intended use

✗ Prohibited use - all products

- Use by unskilled or untrained persons.
- Operation outside the parameters specified in the technical data.
- Modifications, conversions or extensions without the express written permission of the Redl Group.
- Use in potentially explosive atmospheres, unless the product is expressly certified for this purpose.
- Use for media that are not approved for the respective system.
- Operation with damaged components, defective cables or open housing.

2. general safety instructions

2.1 Electrical safety

- All devices must be electrically checked by a specialist before commissioning.
- The connection must be carried out exclusively by specialist companies.
- In the event of moisture or damage to the mains cable, disconnect from the mains immediately.
- Overvoltage protection in accordance with national standards must be ensured.
- Disconnect the power supply before carrying out any maintenance work on the electrical system.
- No unauthorized interventions in electrical assemblies.

2.2 Pneumatic systems (compressed gas CO₂/N₂ and compressed air)

Several products in the SILEXA product line work with compressed gas (CO₂, N₂) and/or compressed air. The following safety regulations are mandatory for all pneumatic systems:

⚠ CAUTION - Pneumatic systems: NEVER change pressures without authorization

The set operating pressures are specified by the manufacturer or specialist company - do not adjust them yourself!

- Excessive pressure can lead to line breakage, valve failure or serious injury.
- Regular visual inspection of all hoses, fittings and connections for leaks.
- CO₂ and N₂ are odorless gases - only operate in sufficiently ventilated rooms (see risk assessment) or with a suitable gas warning system.
- In the event of a gas leak, leave the room immediately, ventilate and inform a service partner or qualified person.
- Always secure pressurized gas cylinders against falling over and keep them away from heat sources.
- Permissible operating pressures are specified in the respective product data sheets.
- Only have pressure reducers adjusted and maintained by trained specialists.

🔧 Air Compressor – Operator's Maintenance Obligations

- The air compressor used must be maintained in accordance with the operating instructions supplied by the compressor manufacturer.
- Maintenance of the compressor (filter change, condensation drain, pressure test, oil level, etc.) is the responsibility of the operator.
- Observe and document maintenance intervals and protocols in accordance with the operating instructions.
- Compressed air must be free of oil and water vapor - if necessary, install suitable filters upstream.
- Immediately take defective or unmaintained compressors out of operation.

Special note: Pneumatic cylinders

⚠ DANGER - Pneumatic cylinders: Risk of injury from incorrect pressures!!

The following products use pneumatic cylinders to open taps and valves:

- **SILEXA Growler Filler** - pneumatic filling cylinder
- **SILEXA Move Add-On** (tower with pneumatic beer tap) - pneumatic dispensing cylinder may only be operated with compressed air, not with dispensing gases.

The following dangers exist if the pressures are not set correctly:

- Excessive pressure: The cylinder extends uncontrollably and with great force - crushing hazard for fingers and hands!
- Pressure too low: The tap does not open fully - system malfunction.
- Pressures may ONLY be set by trained specialist personnel or Redl service technicians.
- Never reach into the movement area of the cylinder during operation.
- Before carrying out maintenance work on pneumatic cylinders: Shut off the compressed air supply completely and release the pressure.

2.3 Use of technical gases (CO₂, N₂, mixed gas, etc.):

⚠ DANGER – Technical gases: Risk of suffocation!

As a rule, technical gases are used in many technical systems in such a way that they are not released into the surrounding atmosphere during normal operation. Examples of this are gases that are used as refrigerants in cooling systems or as dispensing gases (in shipping containers), such as carbon dioxide CO₂ and/or nitrogen N₂. These gases can be released after incidents and accidents (e.g. collisions), technical failure or after assembly errors (changing cylinders) and endanger the safety and health of workers.

- The responsibility for suitable protective measures and the safeguarding of hazardous areas lies exclusively with the operator.
- In the event of damage, the Redl Group and its affiliated companies shall be indemnified and held harmless.
- The requirements are described in the decree "Unintentional release of technical gases in rooms" GZ: BMASK-461.308/0011-VII/A/2/2015.

On request, we will carry out a **risk assessment** by an expertly trained person and, if required, prepare a separate quotation for the use of a **SILEXA Gas Alarm Systems** gas warning system.

Gaswarnanlage.

2.4 Food hygiene and cleaning

As all dispensing products come into contact with food, the relevant national and European food hygiene regulations (in particular Regulation (EC) No. 852/2004) apply.

Hygiene & cleaning

- ➔ **Obligation to inspect:** every operator of a fixed or mobile beverage dispensers is obliged under the Occupational Health and Safety Act and the Ordinance on Industrial Safety and Health to carry out a risk assessment, an inspection after assembly/installation and, if necessary, a periodic inspection.
- ➔ **Documentation obligation:** written records of risk assessments and inspections must be kept at the operating site of the system. (See § 3, § 10 and § 11 of the Ordinance on Industrial Safety and Health and § 2 para. 1 of the accident prevention regulation BGV A 1-Principles of Prevention. The EU Regulation on the hygiene of foodstuffs (Regulation (EC) 852/2004) also prescribes corresponding documentation (see Article 4 (2)(g)).
- Observe cleaning intervals in accordance with product regulations and local food authority requirements.
- Only use approved, food-safe cleaning agents and disinfectants.
- After cleaning, rinse all components completely to remove cleaning agent residues (pH check).
- Document proof of cleaning (date, agent, person carrying out the cleaning).
- Check dispensing hoses and lines regularly for biofilm formation.
- Replace dispensing heads, filters and cooling elements according to the maintenance schedule.

Automatic cleaning systems – pH value control absolutely essential!

⚠ SILEXA Draft Line Cleaner – pH check after EVERY cleaning!

- After each cleaning process with the automatic cleaning system, all cleaned pipes MUST be checked for the correct pH value.
- Only a suitable pH measuring strip (in accordance with the product instructions) should be used for this purpose.
- The system may ONLY be put back into operation if the measured pH value is within the permissible range specified in the operating instructions.
- Residual cleaning agent in the pipes can lead to damage to the health of guests and to considerable liability risks for the operator.
- Document the measurement and result (date, line, measured value, name of the person carrying out the measurement).
- If the pH value is too high or too low: repeat the rinsing process and measure again.
- Commissioning without a successful pH check is not permitted.

Special note: Cleaning the pneumatic beer tap

⚠ Beer tap cleaning – Critical for proper function!

- After each cleaning process with the automatic cleaning system, all cleaned pipes MUST be checked for the correct pH value.
- Only a suitable pH measuring strip (in accordance with the product instructions) should be used for this purpose.
- The system may ONLY be put back into operation if the measured pH value is within the permissible range specified in the operating instructions.
- Residual cleaning agent in the pipes can lead to damage to the health of guests and to considerable liability risks for the operator.
- Document the measurement and result (date, line, measured value, name of the person carrying out the measurement).
- If the pH value is too high or too low: repeat the rinsing process and measure again.
- Commissioning without a successful pH check is not permitted.

2.5 Cooling systems and temperature control

🔧 Cooling & Temperature Control

- Do not block or cover cooling systems – ensure sufficient air circulation.
- Check the condensate drain regularly and keep it clear.
- Document product temperatures in the beverage area in accordance with the HACCP plan.
- Do not introduce any foreign bodies into the cooling housing.
- If ice forms outside the cooling area, take the appliance out of operation and contact a service partner.

3. legal restrictions – calibration and measuring instrument law

The following regulations must be observed for the proper operation of all dispensing and monitoring systems.

3.1 Purpose and use cases of the flow meters and monitoring systems

All SILEXA systems in waiter service mode are developed as internal control and management systems – including SILEXA Draft Line Tracker and SILEXA Draft Line Counter, for example. They enable:

- The target/actual comparison between the quantity actually tapped and the sales recorded in the POS system.
- Avoiding losses due to spillage, theft and shrinkage.
- Quality control and transparency in dispensing management.
- Business optimization through evaluation of beverage consumption.

3.2 Intended use – Waiter service mode (behind the counter)

✓ Permitted use: Internal control system

- All SILEXA systems in waiter service mode are developed as internal control and management systems – including SILEXA Draft Line Tracker and SILEXA Draft Line Counter, for example. They enable:
- The target/actual comparison between the quantity actually tapped and the sales recorded in the POS system.
- Avoiding losses due to spillage, theft and shrinkage.
- Quality control and transparency in dispensing management.
- Business optimization through evaluation of beverage consumption.

3.3 Non-intended use – MID regulation (applies to all SILEXA products)

✗ FORBIDDEN – Direct billing based on flow meter readings!

- All SILEXA products are NOT certified according to the European Measuring Instruments Directive MID 2014/32/EU.
- They may NOT be used for direct billing to the end customer on the basis of the flow rate measured by the device.
- Example forbidden: Mount a tower on a table and charge guests directly according to the liters consumed.
- Example prohibited: Showing the display or log of the device as the sole basis for billing on the invoice.
- The legally binding billing measure in Austria is exclusively the calibrated dispensing vessel in accordance with the Dispensing Vessel Ordinance.
- Violations can lead to official sanctions and civil liability of the operator.

3.4 Self-service systems – Special legal-for-trade information

The following also applies to self-service operation: All SILEXA self-serve systems are not MID-certified. Only the calibrated dispensing vessel in accordance with the Dispensing Vessel Ordinance applies as the legally binding billing measure.

➔ **This regulation is always valid, not just in self-service mode!**

AT Austrian Beverage Service Vessel Regulation

- The Austrian Beverage Container Ordinance applies – the beverage container with a calibration mark is the only legally binding measure.
- Guests must be able to contact a waiter or person in charge at any time if the filling quantity is incorrect (e.g. technical defect, keg empty).

- Systems may therefore only be operated under supervision.

Note on the EU type-examination certificate:

Our appliances have an EU type examination certificate (T12065). However, this is not considered sufficient in Austria. The Redl Group is still working on an approval for corresponding operating forms.

Global Use – Country-Specific Regulations

SILEXA systems are used worldwide under a wide variety of legal conditions. The Redl Group expressly points this out:

- The operator is solely responsible for compliance with the locally applicable national regulations (calibration law, food law, liquor law, youth protection).
- The Redl Group does not provide legal advice for operations in third countries and assumes no liability for the legal conformity of operations outside Austria.
- Operators are obliged to inform themselves about the locally applicable requirements before commissioning and to comply with them.

Free-Flow Mode – Prohibition and Installer Liability

Free-Flow-ban (EU):

- The installation of self-dispensing systems (e.g. SILEXA Self-Serve Hub, SILEXA PourMyBeer) in free-flow mode is **not permitted** in the EU.
- Self-service dispensing systems may only be operated in portioned mode - filling up to the calibration mark of the dispensing vessel.

Liability in the event of unlawful configuration by the service partner:

- Anyone who configures and commissions a SILEXA system in an operating mode that is not permitted by law (e.g. free-flow mode) is acting as a distributor within the meaning of the EU Market Surveillance Regulation (EU) 2019/1020 and assumes all associated legal obligations and liability risks - regardless of whether they are a dealer, system integrator or service technician.
- Only technicians and partners authorized by the Redl Group are entitled to commission SILEXA systems. Unauthorized configuration leads to the complete expiry of all warranty and liability claims against the Redl Group.
- Violations can result in substantial fines and the official blocking of all installed systems

Special Features in the United Kingdom

- The certificate "Pursuant to section 12 of the Weights and Measures Act 1985, Certificate No 3115" is available for the operation of a self-dispensing system in Great Britain.
- Please contact your Redl consultant for details on GB-specific approval..

4. dealer and partner obligations in international sales

SILEXA products are freely configurable - almost all functions can be set and customized. The Redl Group sells its products to dealers and partners worldwide. By reselling, the dealer or partner assumes full responsibility for compliance with all legal, technical and commercial

requirements applicable in the target country. The following points regulate these responsibilities in a binding manner.

4.1 Patent and license rights

Patents and license rights - Duty of the dealer/partner to check

- As SILEXA products are freely configurable and almost all functions can be set, there may be patents or third-party property rights in individual countries that restrict or prohibit the use of certain functions.
- The dealer/partner is obliged to check on his own responsibility whether such property rights exist before placing the products on the market and configuring them in the respective target country.
- The Redl Group accepts no responsibility for patent or license infringements resulting from the use or configuration of the products abroad. All resulting third-party claims shall be borne in full by the dealer/partner.

4.2 Country-specific approvals and certifications

National approvals - obligation of the dealer/partner

- SILEXA products are supplied with CE marking. In individual countries (e.g. USA: FCC, Great Britain: UKCA, other third countries), national approvals, markings or registrations are also required.
- Obtaining all necessary national approvals and certifications before placing the product on the market is the sole responsibility of the dealer/partner.
- The Redl Group provides support with technical documentation on request, but accepts no liability for missing or late approvals in the destination country.

4.3 Distributor obligations of the dealer/partner

Distributor in accordance with EU market law - obligations of the distributor/partner

- SILEXA products are freely configurable and almost all functions can be set, there may be patents or third-party property rights in individual countries that restrict or prohibit the use of certain functions.
- The dealer/partner is obliged to check on his own responsibility whether such property rights exist before placing the products on the market and configuring them in the respective target country.
- The Redl Group accepts no responsibility for patent or license infringements resulting from the use or configuration of the products abroad. All resulting third-party claims shall be borne in full by the dealer/partner.

4.4 Documentation in the national language

Local documentation and translations

Viele Länder schreiben vor, dass Betriebsanleitungen, Sicherheitshinweise und produktbezogene Dokumentation in der jeweiligen Landessprache vorliegen müssen. Die Many

countries stipulate that operating instructions, safety instructions and product-related documentation must be available in the respective national language. The translation and local adaptation of these documents is the responsibility of the dealer/partner.

- The content of the translation may not be changed by the dealer/partner. In the case of translations, the original German-language text shall prevail. In the event of contradictions between the translation and the original, the original shall always prevail.
- The original document must always be supplied when the product is resold.

4.5 Resale and product changes

Resale and modifications

- Any physical alteration, extension or modification to the product without the written consent of the Redl Group will result in the complete invalidation of all warranty and liability claims against the Redl Group.
- Software configurations within the scope of the intended setting options are not considered to be modifications if they are carried out by authorized personnel.
- When reselling the product, the dealer/partner must ensure that the end user is informed of all restrictions, obligations and safety instructions.

4.6 Export controls and sanctions

Export control - personal responsibility of the dealer/partner

- The dealer/partner is obliged to check before delivery to a third country whether relevant export restrictions, embargoes or sanctions list entries (EU, USA, UN) stand in the way of the transaction.
- SILEXA products contain electronic components and software that may be subject to dual-use regulations depending on the country of destination. It is the sole responsibility of the dealer/partner to check and comply with all applicable export control regulations.
- The Redl Group assumes no liability for violations of export control regulations or sanction regulations by the dealer/partner.

5. protection of minors and alcohol distribution

Protection of minors - legal obligation of the operator

- For all bar and self-service systems, compliance with the applicable local legal provisions for the protection of minors and for the distribution and serving of alcoholic beverages is mandatory.
- The unsupervised distribution or serving of alcoholic beverages is prohibited without exception.
- The sale of alcohol to minors is prohibited without exception.
- The operator is obliged to implement suitable technical or organizational measures for age verification (e.g. ID check, electronic age verification).

- All operating instructions, documentation and legal requirements must be carefully observed.
- The requirements of the Beverage Container Ordinance must be observed in full..

Liability and instruction clause in accordance with the Youth Protection Act:

- The customer has been expressly informed of the applicable statutory provisions on the protection of minors and on the supply and serving of alcoholic beverages and undertakes to comply with these provisions without exception.
- The customer assumes sole responsibility for compliance with the statutory regulations within the scope of his business or event.
- The Redl Group assumes no liability for violations of the Youth Protection Act or other relevant regulations by the customer or its employees.
- The customer shall indemnify the Redl Group against all third-party claims that could result from such a breach.
- The Redl Group assumes no liability for violations of youth protection or other relevant regulations - the responsibility lies with the operator.

6. special notes - TiPOS POS systems

i TiPOS- specific notes

- TiPOS POS systems must be operated in accordance with the applicable Austrian fiscal regulations (cash register obligation).
- Manipulation of the POS system or deliberate suppression of bookings are prohibited by law.
- Carry out data backups and updates regularly in accordance with the system documentation.
- Manage access data and rights concepts for employees in accordance with internal security guidelines.
- For self-service terminals: The device must be protected against unauthorized access to the administration interface.
- When using cashless means of payment, the PCI DSS requirements of the respective payment service provider must be complied with.

7. Installation, commissioning and maintenance

7.1 Installation

- Installation exclusively by trained specialist companies or Redl-certified technicians.
- Make all connections (electricity, water, compressed gas, compressed air, network) in accordance with the installation plan.
- Ensure proper wall anchoring and stability for counter and wall mounting.
- Observe the minimum distances from walls, heat sources and other devices in accordance with the data sheet.
- After installation, carry out a complete leak test of all media-carrying lines.

7.2 Maintenance intervals (Austria)

Maintenance task	Recommended interval	Note
Equipment components that come into contact alternately with products and air: taps, drip trays, sinks, brushes, etc.	DAILY	Equipment components that come into contact alternately with products and air must be cleaned at least once a day with warm water (at least 65°C) that meets drinking water standards. If cleaning agents are used, always rinse thoroughly.
Tap spouts	DAILY	Clean with warm water (at least 65°C) that meets drinking water standards and a suitable alcohol-based cleaner (at least 70% vol.).
Pneumatic Beer Tap Cleaning (SILEXA Move AddOn)	DAILY	Use warm water (at least 65°C) that meets drinking water standards and a suitable alcohol-based cleaner (at least 70% vol.). Clean immediately if any residue appears
KEG fittings	when changing KEGs	Clean using a disposable towel and an appropriate alcohol-based cleaner every time the keg is changed.
Beer lines and fruit juice lines	in between	Using a suitable cleaning container and cleaning agent, such as the SILEXA Draft Line Cleaner
pH monitoring after cleaning with alkaline solutions	after EVERY cleaning	After each cleaning with a lye solution, the pH level of each pipe must be checked. Operation is permitted only if the pH level is within the acceptable range.
Inspection of Gas Pressures & Fittings	Once a week	Check the set pressures and connections by trained personnel. Replace worn seals immediately.
Thorough cleaning of the entire dispensing system	QUARTERLY	the beverage system must be thoroughly cleaned at least every 3 months. Complete records must be kept.
Refrigeration unit / Compressor / Condenser	As specified by the manufacturer	Follow and document the manufacturer's maintenance instructions.
Software updates SILEXA / TiPOS	As specified by the manufacturer	latest versions should be installed regularly.
Deep cleaning by a professional cleaning company	If necessary	Depending on the condition of the system, or in the event of a change in beverage type or an extended period of inactivity, the system must be thoroughly cleaned by a professional cleaning company.

7.3 Training and instruction of employees

Every operator is obliged to inform his employees appropriately about the dangers arising from the operation of a beverage dispensers. Proven and annual training should be provided:

- Function of the beverage dispensers
- Hazards during operation of the beverage dispensers, in particular hazards arising from the use of technical gases
- Changing and connecting beverage containers, pressurized gas cylinders and pressure reducers
- Explosion hazards due to incorrect function and operation of the pressurized components of a beverage dispensers
- General hazards associated with the handling of pressurized gas containers and beverage containers.
- Function of the gas warning system and the measures to be taken
- Handling hazardous substances such as cleaning agents

8. disclaimer

The Redl Group (Redl GmbH, Redl Gastrosystems, Redl Technologies, Redl Servicepartner) accepts no liability for damages or legal consequences arising from:

- Improper use of the products.
- Unauthorized modifications, conversions or extensions.
- Disregarding the safety and operating instructions.
- Use of non-approved consumables, cleaning agents or spare parts.
- Failure to perform maintenance or improper maintenance.
- Inadmissible use of measuring systems as a direct billing basis without a calibrated dispensing vessel.
- Violations of youth protection or relevant bar regulations.
- Operation under conditions outside the parameters specified in the data sheets.

The operator is responsible for ensuring that all applicable national and European regulations are complied with, in particular:

- Austrian Measurement and Verification Act (MEG) and EU Measuring Instruments Directive MID 2014/32/EU
- Austrian Beverage Container Ordinance
- Food Hygiene Regulation VO (EC) No. 852/2004
- Austrian Cash Register Security Ordinance (RKSV)
- Youth Protection Act (federal and state law)
- Employee Protection Act (ASchG) and pressure vessel regulations
- Accidental release of technical gases in rooms GZ: BMASK-461.308/0011-VII/A/2/2015

9. contact & service

Technical service & questions

Contact your local Redl service partner or the Redl Group directly.

The company concluding the contract in each case can be seen from the specific offer or the order confirmation.

Contact form & service partner list: www.redl.net/en/contact

Redl Group

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