

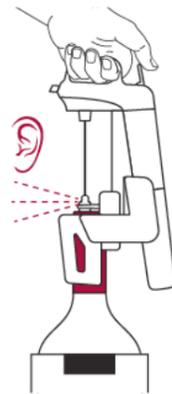


Coravin Frequently Asked Questions FAQ

GENERAL

“When I try to pour, no wine comes out”

To start, remove the Coravin System from the bottle:

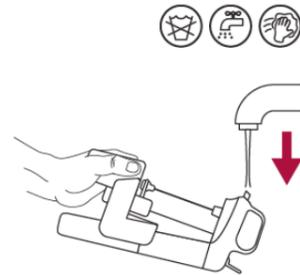


1) Give the trigger a quick press > If you do not hear gas escaping “psst”, then:

-> Unscrew the needle > Press the trigger:

a) If “psst” > The needle is clogged > Clean the needle with the Needle Clearing Tool.

b) If no “psst” > Coravin Capsule is out of gas > Insert a new Coravin Capsule.



2) If the issue persists, clean the Coravin System: A light rinse with tap water down the spout will help flush any residual wine from the system. After the rinse, press the trigger to remove any water from inside the needle.

IMPORTANT: Never submerge your Coravin System in liquid and never press the trigger while rinsing out the spout.

3) If the issue persists > Please contact the Coravin Customer Service.

“After using Coravin, the cork of the bottle is leaking”

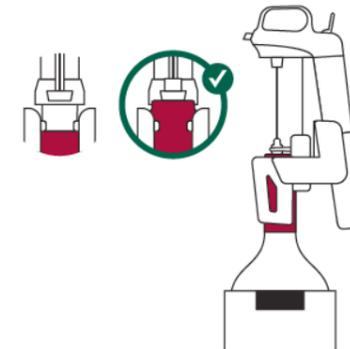
1) Make sure that it is a natural cork. While a synthetic closure will not damage your needle, the closure will not reseal.

2) Please keep in mind that a colder cork will take longer to reseal. Leave chilled bottles standing upright after accessing to allow more time to reseal.

3) While removing the needle from the cork, it is possible that a small amount of residual wine was pooled in between the cork and the foil cap. This excess wine can sometimes leak from underneath the foil even though the cork has fully resealed.

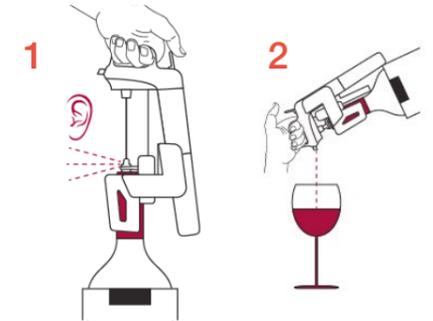
4) If the cork is old or damaged, it might not reseal completely > Use the Vintage Needle on these types of corks.

5) It is important to remove the Coravin System from the cork after having accessed the bottle. The longer you leave the needle in the cork, the longer it will take to re-seal.



“After having accessed a bottle with Coravin, the remaining wine is oxidized”

1) Always purge the needle before inserting into the cork. After placing the Coravin™ on the bottle, give the trigger a short press to ensure any oxygen that may be in the needle is cleared out. Then insert the needle into the cork.



2) After accessing the wine ensure that you store the bottle horizontally to ensure the cork remains viable. Also, avoid temperature fluctuations that could affect the wine.

3) Please also clean the Coravin regularly; once per week for standard usage; once per day for heavy usage.

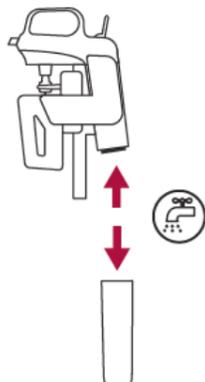
4) Always remove the Coravin from the cork after you have finished your pour. If you left the needle in the cork for a long while, it could make it more difficult for the cork to re-seal.

CAPSULES

“Issues happening while inserting the Coravin Capsule”



Issue 1: While inserting the Coravin Capsule, all the argon gas escapes and the black o-ring on the cap of the capsule is split > Contact the Coravin Customer Service.



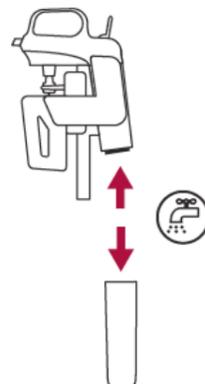
Issue 2: The Capsule cup cannot be unscrewed from the Coravin System > Place the Capsule cup under a stream of warm water and try again to unscrew the cup.

- If this works > Clean both the cup threads and the threads on the unit with a hot, wet cloth. Don't be afraid to give it a good scrub.

- If that does not work > Please contact the Coravin Customer Service.

“Cup won't tighten when changing capsules”

The threads on the capsule cup may require cleaning. Sometimes wine residue and some slight debris may gather in the threads and create some difficulty with the sealing process. We recommend cleaning both the cup threads and the threads on the unit with a hot, wet cloth. Don't be afraid to give it a good scrub.



“Limited Use from the Coravin Capsules”



1) When inserting the capsule > Quickly tighten the black cup onto the unit until it is as tight as you can get it.

2) Make sure the cup is fully tightened.

3) Do not “untwist” the cup until you are sure it is empty; otherwise all of the gas that is remaining will quickly release.



4) Ensure that you only use enough gas for the pour that you want. If, when you finish your pour and bring the bottle back to an upright position you hear a long release of gas then you may have used too much gas for the pour that you want.

“When using Coravin to pour wine, the wine leaks through the top of the needle”

Please make sure that the needle is fully screwed onto the Coravin System.



“My needle has bent/broken – what do I do?”

In this case, you need to replace the needle.

NEEDLE



In case of faulty devices, please contact the Coravin Customer Service at csr_eu@coravin.com or by phone +44 (0) 203 6089 115. The Coravin Team stays at your disposal to answer all of your questions.

You can refer to our FAQ on www.coravin.co.uk/faq

CORAVIN Videos:

[Coravin Technology](#)

[Quick Start Guide](#)

[How to Pour Vintage Wines](#)

[Elasticity of corks](#)

[Getting the perfect pour with Coravin](#)

[Cleaning your Coravin System](#)

[Getting the most out of each capsule](#)

[Replacing the Capsule](#)

[How to pour multiple glasses?](#)

[Replacing the needle](#)

[Unclogging the needle](#)