Owner's Instruction Manual

Model: CryoChiller
Company: Wine Well Chiller LLC
Address: 6250 42nd St N #23, Pinellas Park, FL 33781

***Contact Methods*:**

Contact Form: https://winewellchiller.com/contact

Email 1: support@winewellchiller.com

Email 2: jack@winewellchiller.com

Office Phone: (727) 366-2988

Revision Date: November 1, 2025

Table of Contents

Section 1 – Safety Information
Section 2 – Specifications
Section 3 – Installation & First Use
Section 4 – Normal Operation
Section 5 – Cleaning & Maintenance
Section 6 – Upgrades & Accessories
Section 7 – Troubleshooting
Section 8 – Warranty & Support
Section 9 – Technical Service

1. IMPORTANT SAFETY INSTRUCTIONS

Please read and follow all safety instructions before installing or operating your CryoChiller. Failure to observe these precautions may result in electric shock, injury, or equipment damage.

Critical Electrical Safety

- Power Source: Operate only on a 120 V / 60 Hz grounded circuit.
- Current Draw: The CryoChiller draws approximately 2–3 amps under normal operation.
- Grounding: This appliance must be grounded using a properly installed grounded outlet.
- Outlet Use: Plug into a dedicated power outlet**.** Do not share the outlet with other equipment.
- Extension & Surge Protection: Do **not** use extension cords or power strips.
    - A single-port surge protector rated for **at least 10 amps** may be used if properly grounded and in good condition.
- Wet Conditions: Risk of electric shock. Do not operate if the plug is wet.
- Water Contact: Never allow electrical parts to come into contact with water inside the well.
- Handling: Keep hands and surfaces dry when connecting or disconnecting the power plug.

2. Specifications

• Voltage: 120V / 60Hz
• Weight, unfilled: 85 lbs (approx.)
• Dimensions: 14.5” (wide) x 16.5” (deep) x 37.5” (tall)
• Environment: Indoor use and well-ventilated area recommended.
• Note: Some units feature a visible temperature probe located in the water well. Ensure elbow fitting directs water flow onto probe. If probe is hidden, disregard this step.
• Water pump is not self-priming; allow air bubbles to escape before first operation.

3. Installation & First Use

1. Place the unit on a flat, stable surface with at least 6 inches of clearance behind for ventilation.
2. Plug into a dedicated 120V grounded outlet.
3. Remove rubber end cap from elbow fitting in bucket.
4. Fill the bucket with clean water until the level reaches the thin red line above the stainless-steel mesh filter. When filling, it is recommended to use a portion of *our* ***Chilling*** **Solution**, available for purchase through our website.
5. For visible probe models, ensure the elbow fitting shoots water directly onto the probe. If probe is hidden, disregard this step.
6. Ensure toggle switch is in the "OFF" position, then plug in.
7. Wait at least 6 hours before initial use.
8. Flip toggle switch to "ON."

- Allow air bubbles to escape from the water pump before operation (pump is not self-priming).
- If Smart Switch was purchased:
  - Download "Smart Life" app.
  - Tap "Add Device," hold silver button below toggle switch for 5–7 seconds.
  - Follow pairing prompts.

Important Notes:

• More water in the bucket increases chill time. More water will also limit number of bottles chilled at once. Maintain water level above mesh filter at all times.
• Wait at least 5 minutes before switching unit back to ON position after switching OFF to prevent compressor strain. "Short cycling" may void warranty.

4. Normal Operation

Controller Settings

The CryoChiller is factory-programmed with the following **required controller parameters** (STC-1000 digital controller):

F1. Target Temperature: **1.5 °C**

F2. Differential: **2.5 °C**

F3. Compressor Delay: **3 minutes**

These settings must remain unchanged for proper system performance. Refer to steps 1-4 in **Section 7, Troubleshooting**. The default controller displays temperatures in Celsius (°C) only. Owners who prefer Fahrenheit may replace the controller at their own expense; however, any modification or replacement of the temperature controller voids the product warranty.

Compressor Function and Delay

After turning the unit ON, cooling will begin approximately three (3) minutes later. During this delay, a flashing dot will appear on the STC-1000 display.
This is a built-in compressor protection delay, preventing short cycling and extending compressor life.
Do not repeatedly switch the unit ON and OFF during this period, as doing so may cause compressor damage and void warranty coverage.

Operation Recommendations

- It is recommended to leave the CryoChiller powered ON during normal business hours. Turn it off only if it will remain unused for several consecutive days. Frequent power cycling increases compressor wear.
- The unit produces a slight hum and whirring sound from the compressor, water pump, and cooling fan during operation. These noises are normal.
- **Monitor** the digital display periodically to ensure stable temperature readings and continuous water flow.
- Confirm that the water level remains above the stainless-steel mesh filter at all times.
- Chilling Solution (inhibited propylene-glycol mix) is recommended to maintain cooling efficiency and prevent corrosion. This is also indicated by pink dye. Replace the water in the bucket every **30 days**, and clean the mesh filter when visibly dirty.
- Load **no more than three (3) × 750 ml bottles** per chilling cycle. Avoid overfilling the water well; ensure that bottle insertion does not cause water to overflow.
- Under normal conditions, bottles should reach approximately **50 °F (10 °C)** in **under six minutes**.
- Operation in high-humidity or warmer ambient environments is acceptable, though **closer temperature monitoring** is recommended to maintain target performance.

Environmental Safety

Use the CryoChiller with a **CryoChiller Mat** (available at winewellchiller.com) or another water-absorbent floor mat to reduce slip hazards from condensation.

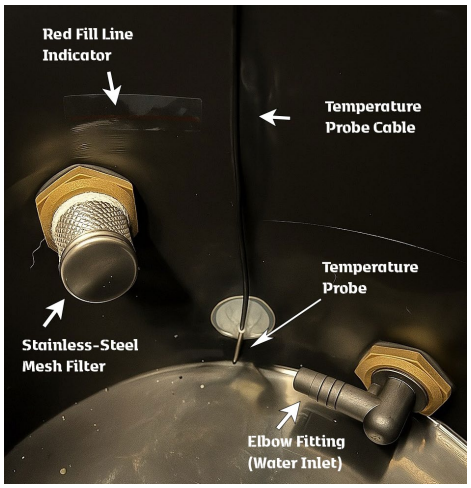
After Power Loss

If a power outage occurs, verify that the controller has retained its programmed settings (target temperature, differential, and compressor delay) before resuming operation.

Water Well Layout

The following image identifies key interior components of the CryoChiller water well for proper setup and operation:

- Stainless-Steel Mesh Filter – filters circulating water to protect the pump and heat exchanger from debris.
- Temperature Probe – monitors internal fluid temperature as it enters water well for accurate system control.
- Elbow Fitting – returns chilled water into the bucket; must direct flow towards probe area.
- Red Fill Line Indicator – Indicates proper water level. Fill until water reaches this line, located just above the mesh filter.



Before operation, ensure that the water level reaches the red fill line indicated inside the bucket. The elbow fitting should be positioned so that the returning water flows directly over the temperature probe, allowing accurate temperature readings. Always keep the stainless-steel mesh filter clean and free of debris, as buildup can restrict flow and reduce cooling performance. The water level must remain above the mesh filter at all times to prevent the pump from drawing air and causing cavitation. Allow all air bubbles to escape from the system before starting operation, since the pump is not self-priming. For best performance and corrosion resistance, use the recommended chilling solution, and replace the water approximately every 30 days or sooner if it becomes cloudy or contaminated.

5. Cleaning & Maintenance

Regular maintenance ensures optimal cooling performance and extends the service life of your CryoChiller. The system should be cleaned routinely to prevent buildup in the water reservoir and to maintain clear circulation through the mesh filter and pump. Under normal operating conditions, it is recommended to clean the system and replace the water once per month. When refilling, use a portion of our **Chilling Solution**, available for purchase through our website, to enhance cooling efficiency, safeguard internal components from corrosion, and provide anti-freeze protection.

Cleaning Procedure

1) Turn the CryoChiller OFF using the power toggle switch.
2) Drain the system using the provided liquid transfer pump.
(Replacement pumps are available for purchase on the Wine Well Chiller website if missing or damaged.)

3) Once the well is empty, turn the unit ON for no more than 15 seconds to purge remaining water from the lines through the elbow fitting, then turn it OFF again.
4) Remove any remaining water from the bucket and dry the well completely using a clean, absorbent cloth.
5) Refer back to **Section 3 – Installation & First Use** for refilling and startup instructions.
   If the unit remained upright during cleaning, you may skip Step 7 (the 6-hour rest period).

Inspect the stainless-steel mesh filter weekly**.** Rinse with clean water to remove debris or replace if visibly obstructed/damaged. Replacement filters are available through the our website.

If dust or debris accumulates on the side or rear ventilation openings, gently clean these areas to maintain proper airflow. Wipe vent surfaces with a damp, lint-free cloth to remove buildup and ensure consistent cooling performance.

6. Upgrades & Accessories

The CryoChiller can be customized or maintained with a variety of optional upgrades, consumables, and accessories designed to improve functionality, convenience, and safety. All products listed below are available for purchase through our website at winewellchiller.com/shop.

Upgrades & Attachments

Enhance usability and durability with the following upgrade options:

- ✓ **Locking Casters** – Add mobility and secure positioning during use.
- ✓ **Paper Towel Holder** – Convenient mounting accessory for quick cleanup.
- ✓ **Bag Dispenser** – Provides easy access to disposable bottle bags for customer use.
- ✓ **Smart Switch Module** – Enables wireless control via the Smart Life app.
- ✓ **8-Year Extended Warranty** – Includes extended compressor coverage and additional replacement protection.

Consumables

Regular-use items recommended for ongoing operation and maintenance:

- ✓ **Disposable Wine Bottle Bags** – Protect bottle labels and simplify customer handling.
- ✓ **Chilling Solution** – Enhances cooling performance, safeguards components, and provides anti-freeze protection.
- ✓ **Stainless-Steel Mesh Filter** – Replace periodically to maintain clear water circulation.

Accessories

Optional tools and convenience items available to improve workflow and safety:

+ **Liquid Transfer Pump** – Simplifies draining and refilling during maintenance.
+ **CryoChiller Mat** – Absorbs condensation to reduce slip hazards.
+ **Digital Magnetic Timer** – Helps monitor cooling cycles with consistency.

7. Troubleshooting

Water Flow Stalling After Chilling

If the CryoChiller stops circulating water or the water flow slows significantly after cooling, follow the steps below to identify and resolve the issue.

1) Verify temperature controller settings.
2) Check Target Temperature (F1):
    - Hold the "S" button on the STC-1000 controller for 3–5 seconds until "F1" appears.
    - Press "S" again to view the target temperature. It should read **1.5 °C.**
    - If not, hold "S" and press the ▲ or ▼ buttons to adjust, then press "S" to save.
3) Check Differential (F2):
    - From "F1," press the ▲ button once to display "F2."
    - Press "S" and confirm the differential is set to **2.5 °C.**
    - Adjust if needed using the ▲ or ▼ buttons, then press "S" to save.
4) Check Compressor Delay (F3):
    - From "F2," press the ▲ button again to display "F3."
    - Press "S" and confirm the delay time is set to **3 minutes.**
    - Adjust as needed using the ▲ or ▼ buttons, then press "S" to save.
5) Turn the CryoChiller OFF using the power switch.
6) Drain the system using the liquid transfer pump, then refill with warm or room-temperature water.
7) Inspect the stainless-steel mesh filter to ensure it is clear of debris. Clean or replace the filter if obstructed/damaged.
8) Wait for all ice in the lines and heat exchanger to melt completely before restarting (this may require several hours or overnight).
9) Turn the CryoChiller ON and confirm water is flowing normally.

If water flow continues to stall or the pump fails to circulate after completing these steps, contact support@winewellchiller.com for further assistance or refer to the Technical Service section for potential water pump replacement.

8. Warranty & Support

All CryoChiller units include a Standard 12-Month Warranty, effective from the date of purchase. An Optional 8-Year Extended Warranty is also available, providing long-term protection and coverage for the same components listed below.

Warranty Coverage

Both warranty options cover defects in materials or workmanship for the following major components:

- ✓ Compressor
- ✓ Condenser Fan
- ✓ Digital Metering Device
- ✓ Water Pump
- ✓ Smart Switch (if purchased)

During the warranty period, defective components will be replaced with new parts of equal or improved quality. All warranty service is performed by part replacement only; on-site service is not provided. The customer is responsible for shipping costs associated with replacement parts or replacements.

Exclusions

This warranty does not cover damage resulting from misuse, improper installation, or unauthorized modifications. Warranty coverage may be voided if the unit is operated outside of the recommended maintenance and usage guidelines provided in this manual.

Support and Claims

For all warranty claims or product support, please contact **support@winewellchiller.com** with your order details and a brief description of the issue.
Diagnostic information, such as photos or short videos, may be requested to verify the claim and expedite service.

For complete warranty terms, including eligibility requirements and coverage details, customers may request the official warranty document by email.

Customer support contact information can also be found on the **cover page or Section 10** of this manual.

10. Contact Methods

For assistance, product inquiries, or warranty support, you can reach **Wine Well Chiller LLC** through the following channels:

📍 **Mailing Address**
Wine Well Chiller LLC
6250 42nd St N #23
Pinellas Park, FL 33781
United States

📞 **Office Phone**
(727) 366-2988

✉️ **Email**

- **Technical & Warranty Support:** support@winewellchiller.com
- **Business & General Inquiries:** jack@winewellchiller.com

🌐 **Contact Form**
https://winewellchiller.com/contact