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# Owner's Instruction Manual

*For Commercial Use*

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**Model** Vigelum™ CryoChiller Gen2-V1  
**Company** Wine Well Chiller LLC  
**Address** 6250 42nd St N #23, Pinellas Park, FL 33781

## Contact Methods

Contact Form [winewellchiller.com/contact](http://winewellchiller.com/contact)  
Support Email [support@winewellchiller.com](mailto:support@winewellchiller.com)  
Owner Email [jack@winewellchiller.com](mailto:jack@winewellchiller.com)  
Phone (727) 599-5263

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# Safety Information

Please read and follow all safety instructions before installing or operating your Vigelum™ CryoChiller Gen2-V1. Failure to observe these precautions may result in electric shock, injury, or equipment damage.

## Electrical Safety

- Power Source: Operate only on a 120 V / 60 Hz grounded circuit.
- Current Draw: Approximately 0.15–1.5 amps under normal operation.
- Grounding: This appliance must be grounded using a properly installed grounded outlet.
- Dedicated Outlet: Plug into a dedicated power outlet. Do not share 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: Do not operate if the power plug or cord is wet. Risk of electric shock.
- Water Contact: Never allow electrical components to come into contact with water inside the well.
- Handling: Keep hands and all surfaces dry when connecting or disconnecting the power plug.

## Physical Safety

- Placement: Position the unit on a flat, stable, level surface capable of supporting the unit's filled weight.
- Clearance: Maintain a minimum of 6 inches of clearance at the rear of the unit and at least 6 inches of clearance on at least one side for proper ventilation at all times.
- Tipping & Transport: All units include casters for mobility. When moving the unit, do so slowly and carefully to prevent water from spilling onto internal electrical components or overflowing the well. Do not tilt or lay the unit on its side during operation or transport.
- Lifting: Due to the unit's weight, always use proper lifting technique or a mechanical aid when moving.
- Children & Pets: Keep children and pets away from the unit during operation.

## Refrigerant Safety

- This unit uses R-600a (isobutane), a flammable refrigerant. The refrigerant circuit is fully sealed and requires no user maintenance.
- Do not puncture, incinerate, or attempt to modify the refrigerant circuit.
- If you detect a gas odor near the unit, power it off immediately, ventilate the area, and contact support before restarting.
- Operate the unit in a well-ventilated indoor environment only. Do not use in enclosed spaces without adequate airflow.

## Water & Fluid Safety

- Use only clean potable water in the well. Do not use saltwater, carbonated water, or chemical solutions other than the approved Chilling Solution.
- Maintain the water level above the stainless-steel mesh filter at all times during operation.
- Condensation: Internal components may produce condensation during operation, which can accumulate and cause puddling beneath the unit. Always place a CryoChiller Mat or water-absorbent floor mat under the unit to absorb moisture and reduce slip hazards.
- Do not overfill the well. Ensure bottle insertion does not displace water above the well opening.

## Operational Warnings

**WARNING:** Do not repeatedly cycle power ON and OFF. Short cycling may damage the compressor and voids warranty coverage. Wait a minimum of 5 minutes between power cycles.

**WARNING:** Do not modify, bypass, or replace the temperature controller with an uncertified substitute. Unauthorized modifications void the warranty.

**CAUTION:** This unit is intended for commercial indoor use only. Outdoor or high-humidity environments may affect performance and could damage internal components.

**CAUTION:** Maximum load is three (3) × 750 ml bottles (approximately 2.5 liters total) per chilling cycle. Exceeding this limit may cause water overflow or reduced cooling performance.

## Save These Instructions

Retain this manual for the life of the product. If the unit is transferred to a new owner or location, include this manual with the unit.

## Specifications

The following table lists the technical specifications for the Vigelum™ CryoChiller Gen2-V1. All specifications are measured under standard indoor operating conditions unless otherwise noted.

### General

Specification	Value
Model	Vigelum™ CryoChiller Gen2-V1
Manufacturer	Wine Well Chiller LLC
Intended Use	Commercial indoor rapid wine bottle chilling
Weight (unfilled)	Approx. 85 lbs (38.6 kg)
Dimensions	14.5" W × 16.5" D × 37.5" H
Mobility	Locking casters (included on all units)

### Electrical

Specification	Value
Input Voltage	120V AC / 60 Hz
Current Draw	0.15–1.5 A (normal operation)
Plug Type	NEMA 5-15P (standard 3-prong grounded)
Grounding	Required — must use grounded outlet

### Refrigeration System

Specification	Value
Refrigerant	R-600a (isobutane)
Circuit Type	Sealed — no user serviceable components
Temperature Sensing	Internal to refrigeration circuit (BPHE); no in-well probe
Target Water Temp	1.0°C (33.8°F)
Temp Controller	STC-1000 digital (factory pre-programmed)

## Performance

Specification	Value
Max Bottle Capacity	3 × 750 mL bottles (~2.5 L total)
Chill Time	Under 6 minutes to approx. 50°F (10°C)
Water Pump	Submersible; not self-priming
Operating Env.	Indoor, well-ventilated area
Ventilation Required	6" rear clearance + 6" on at least one side

**NOTE:** Specifications are subject to change without notice. For the most current technical information, visit [winewellchiller.com](http://winewellchiller.com) or contact [support@winewellchiller.com](mailto:support@winewellchiller.com).

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For support, contact [support@winewellchiller.com](mailto:support@winewellchiller.com)

## Installation & First Use

Follow the steps below in order when setting up your Vigelum™ CryoChiller Gen2-V1 for the first time. Skipping or reordering steps may result in poor performance or equipment damage.

### Before You Begin

- Inspect the unit for any visible shipping damage before proceeding. If damage is found, contact support before installation.
- Ensure the installation location is indoors, on a flat stable surface, and near a dedicated 120V grounded outlet.
- A CryoChiller Mat or absorbent floor mat placed beneath the unit is recommended to protect flooring from condensation drainage.

### Installation Steps

#### 1. Position the Unit

Place the unit on a flat, stable surface. Ensure at least 6 inches of clearance at the rear and at least 6 inches of clearance on at least one side. Lock the casters once in final position.

#### 2. Fill the Water Well

Fill the well with clean water until the level reaches the red fill line indicator inside the bucket. Adding one serving of Chilling Solution (available at [winewellchiller.com](http://winewellchiller.com)) is recommended to enhance cooling performance, inhibit corrosion, and provide freeze protection.

**NOTE:** More water in the well increases chill time and reduces the number of bottles that can chill simultaneously, but also provides greater thermal mass for high-volume use. Keep the water level above the mesh filter at all times.

#### 3. Allow the Unit to Rest — 6 Hours Minimum

Before filling or plugging in, allow the unit to stand upright for a minimum of 6 hours. This allows compressor oil that may have shifted during shipping to fully settle, and is critical for compressor longevity.

**WARNING:** Do not plug in or power the unit ON until the 6-hour rest period is complete. Skipping this step may cause compressor damage and will void warranty coverage.

#### 4. Confirm Switch is OFF, then Plug In

Ensure the toggle switch is in the “OFF” position, then plug the unit into a dedicated 120V / 60 Hz grounded outlet. Do not use extension cords or power strips.

#### 5. Turn the Unit ON

Flip the toggle switch to the “ON” position. The STC-1000 controller will illuminate. Cooling will begin after the built-in 7-minute compressor protection delay — a flashing dot on the display during this period is normal.

## Smart Switch Setup (If Purchased)

- Download the “Smart Life” or “Tuya” app on your smartphone (iOS or Android).
- With the unit powered ON, press and hold the pairing button for 5–7 seconds to enter pairing mode.
- In the Smart Life (or Tuya) app, tap “Add Device” and follow the on-screen pairing prompts.
- Once paired, you can remotely power the unit ON or OFF via the app or any compatible voice assistant.

## Important Notes

**CAUTION:** Wait at least 5 minutes after turning the unit OFF before turning it back ON. Short cycling the compressor may cause damage and voids warranty coverage.

**NOTE:** The water pump is not self-priming. Before turning the unit ON, remove the stainless-steel mesh filter and allow a few minutes for any trapped air to escape from the pump and lines. Reinstall the filter before starting. If you skip this step and notice sluggish or no water flow after startup, turn the unit OFF, remove the filter, wait a few minutes, reinstall, and restart. Always wait at least 5 minutes between power cycles.

**NOTE:** After first use, monitor the water level and top off as needed to keep it above the mesh filter. Replace the water and clean the well once per month under normal operating conditions. See Section 5 – Cleaning & Maintenance for full instructions.

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For support, contact [support@winewellchiller.com](mailto:support@winewellchiller.com)

## Normal Operation

This section covers day-to-day operation of the Vigelum™ CryoChiller Gen2-V1, including controller settings, recommended operating practices, and what to expect during normal use.

### Controller Settings (STC-1000)

Your unit ships factory pre-programmed with the following required STC-1000 settings. These parameters are critical for proper system performance and must not be changed.

Parameter	Factory Setting
F1 – Target Temperature	1.0°C
F2 – Differential	1.0°C
F3 – Compressor Delay	7 minutes
F4 – Probe Accuracy	0.0°C

**WARNING:** Do not alter the factory controller settings. Incorrect parameters may result in freezing, poor cooling performance, or compressor damage. Changing or replacing the temperature controller voids the warranty.

The controller displays temperature in Celsius (°C) only. Owners who prefer Fahrenheit may replace the controller at their own expense; however, this voids warranty coverage.

### Compressor Startup Delay

- After turning the unit ON, a 7-minute compressor protection delay is built in before cooling begins.
- During this delay, a flashing dot will appear on the STC-1000 display. This is normal.
- Do not cycle power during this period. If power is cycled, the delay resets.
- The delay only activates when restarting within 30 seconds of the last shutdown. After a longer off period, the compressor starts normally.

### Daily Operation Recommendations

- Leave the unit powered ON throughout normal business hours. Frequent power cycling increases compressor wear and reduces service life.
- Monitor the digital display periodically to confirm stable temperature readings and that the water is actively circulating.
- Confirm the water level remains above the stainless-steel mesh filter before each shift.
- The unit produces a low hum and whirring sound from the compressor, water pump, and cooling fan during operation. This is normal.
- Under normal conditions, bottles should reach approximately 50°F (10°C) in under six minutes.

- Replace the water and add fresh Chilling Solution approximately every 30 days. Clean the mesh filter whenever visibly dirty, or replace it directly through our website at [winewellchiller.com/shop](http://winewellchiller.com/shop).
- Load no more than three (3) × 750 mL bottles (~2.5 L total) per chilling cycle. Ensure bottle insertion does not cause water to overflow.

## Water Well Layout

The following components are present inside the CryoChiller water well:

- Stainless-Steel Mesh Filter — Filters circulating water to protect the pump and heat exchanger from debris. Keep clear at all times.
- Elbow Fitting — Returns chilled water into the bucket. Angle the fitting parallel with the bottom of the bucket, pointing toward the well wall, to promote a circulation effect and ensure even cooling throughout the well.
- Red Fill Line Indicator — Marks the correct water level. Fill until water reaches this line. Do not fill above it.



**NOTE:** On the Gen2-V1, temperature sensing is handled internally within the refrigeration circuit (BPHE). There is no temperature probe inside the water well.

## Environmental & Safety Notes

- Operation in high-humidity or warmer ambient environments is acceptable, though more frequent monitoring of water temperature and level is recommended.
- Internal components may produce condensation that drains beneath the unit. A CryoChiller Mat is recommended to absorb moisture and prevent slip hazards.
- Use the unit with a CryoChiller Mat rated for commercial environments whenever possible.

## After a Power Outage

If a power outage occurs, verify that the STC-1000 controller has retained its programmed settings (target temperature, differential, and compressor delay) before resuming operation. Refer to Section 7 – Troubleshooting for controller reset steps if needed.

## Cleaning & Maintenance

Regular cleaning ensures consistent cooling performance and extends the service life of your Vigelum™ CryoChiller Gen2-V1. Under normal operating conditions, perform a full water change and well cleaning once per month.

### Monthly Cleaning Procedure

Perform the following steps approximately every 30 days, or sooner if the water appears cloudy or discolored.

#### 1. Power Off

Flip the toggle switch to the “OFF” position.

#### 2. Drain the Well

Use the provided liquid transfer pump to remove all water from the bucket. Replacement pumps are available at [winewellchiller.com/shop](http://winewellchiller.com/shop) if the original is missing or damaged.

#### 3. Purge Remaining Water from the Lines

Once the well is empty, briefly turn the unit ON for no more than 15 seconds. This flushes remaining water from the internal lines out through the elbow fitting. Turn the unit OFF immediately after.

**CAUTION:** Do not run the unit in this dry-purge state for more than 15 seconds. Running dry can damage the pump.

#### 4. Dry the Well

Remove any remaining water and wipe the interior of the bucket completely dry using a clean, absorbent cloth.

#### 5. Refill and Restart

Refill the well with clean water to the red fill line. Add one serving of Chilling Solution to enhance cooling performance, inhibit corrosion, and provide freeze protection. Follow the startup steps in Section 3 – Installation & First Use to resume operation.

**NOTE:** Since the unit remains upright during cleaning, you may skip the 6-hour rest period. Plug in and power ON as normal after refilling.

### Mesh Filter Maintenance

- Inspect the stainless-steel mesh filter weekly.
- If visibly dirty, remove and rinse thoroughly under clean running water before reinstalling.
- If the filter is damaged, deformed, or cannot be adequately cleaned, replace it. Replacement filters are available directly at [winewellchiller.com/shop](http://winewellchiller.com/shop).

**NOTE:** A clogged filter restricts water flow and reduces cooling performance. Keep it clean and replace it at the first sign of damage.

## Ventilation Openings

- Inspect the side and rear ventilation openings periodically for dust or debris buildup.
- If buildup is present, gently wipe the vent surfaces with a damp, lint-free cloth to restore proper airflow.

## Chilling Solution

The Vigelum™ Chilling Solution is an inhibited propylene-glycol mix that enhances cooling efficiency, protects internal components from corrosion, and provides anti-freeze protection. Its presence is indicated by a pink tint in the water.

- Add one serving per fill cycle.
- Replace the entire water charge every 30 days under normal use, or sooner if the water appears cloudy, discolored, or odorous.
- Available for purchase at [winewellchiller.com/shop](http://winewellchiller.com/shop).

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For support, contact [support@winewellchiller.com](mailto:support@winewellchiller.com)

## Upgrades & Accessories

A range of upgrades, consumables, and accessories are available to enhance, maintain, and protect your Vigelum™ CryoChiller Gen2-V1. All items listed below are available through our shop — see the link at the bottom of this section.

### Upgrades & Attachments

- ✓ **Smart Switch Module** — Enables remote power control via the Smart Life app and compatible voice assistants.
- ✓ **Paper Towel Holder** — Mounts to the unit for readily available paper towels to wipe down bottles after service.
- ✓ **Bag Dispenser** — Mounts to the unit and provides easy access to disposable bottle bags for customer use.
- ✓ **8-Year Extended Warranty** — Extends coverage to 8 years including compressor, condenser fan, digital metering device, and water pump. See Section 8 – Warranty & Support for details.

### Consumables

- ✓ **Chilling Solution** — Inhibited propylene-glycol mix. Enhances cooling efficiency, protects internal components from corrosion, and provides anti-freeze protection. One bottle provides 4 servings — add one serving per fill cycle and replace every 30 days.
- ✓ **Disposable Bottle Bags** — Single-use bags that protect wine bottle labels and simplify handling for customers during service.
- ✓ **Stainless-Steel Mesh Filter** — Replacement filter for the water well. Replace whenever the filter is damaged or cannot be adequately cleaned.

### Accessories

- ✓ **CryoChiller Mat** — Absorbs condensation drainage beneath the unit to protect flooring and reduce slip hazards. Recommended for all installations.
- ✓ **Liquid Transfer Pump** — Simplifies draining and refilling the water well during monthly maintenance.
- ✓ **Digital Magnetic Timer** — Attaches to the unit to help staff or customers consistently monitor chilling cycles.

**NOTE:** Browse and order all upgrades, consumables, and accessories at [winewellchiller.com/shop](https://winewellchiller.com/shop). If an item is not currently listed, contact [support@winewellchiller.com](mailto:support@winewellchiller.com) and we can assist.

## Troubleshooting

Use this section to diagnose and resolve common issues. If a problem persists after following the steps below, contact support at [support@winewellchiller.com](mailto:support@winewellchiller.com).

### Verifying Temperature Controller Settings

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If the unit is not performing as expected, verifying the STC-1000 controller settings should always be the first step. Incorrect parameters can affect cooling performance.

#### Step 1 — Verify Controller Settings

1. Hold the “S” button on the STC-1000 for 3–5 seconds until “F1” appears on the display.
2. Press “S” to view the target temperature. It should read 1.0°C. If not, hold “S” and press ▲ or ▼ to adjust, then press “S” to save.
3. Press ▲ once to advance to F2 (Differential). Press “S” — confirm it reads 1.0°C. Adjust and save if needed.
4. Press ▲ again to advance to F3 (Compressor Delay). Press “S” — confirm it reads 7. Adjust and save if needed.
5. Press ▲ again to advance to F4 (Accuracy). Press “S” — confirm it reads 0.0°C. Adjust and save if needed.

### Unit is Running but Not Cooling

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**Cause:** Water level is too low, pump is not circulating, or controller settings are incorrect.

**Fix:** Confirm water level is above the mesh filter. Verify controller settings per Step 1 above. Check that the elbow fitting is properly angled and water is visibly circulating.

**Cause:** Insufficient ventilation causing the system to overheat.

**Fix:** Ensure at least 6 inches of clearance at the rear and at least 6 inches on one side. Move the unit if needed.

**Cause:** Unit was just powered on — compressor delay active.

**Fix:** Wait the full 7-minute compressor delay. The flashing dot on the STC-1000 display indicates the delay is in progress.

### Pump Not Circulating Water

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**Cause:** Air is trapped in the pump (not self-priming).

**Fix:** Turn the unit OFF. Remove the mesh filter and allow a few minutes for trapped air to escape from the pump and lines. Reinstall the filter, then turn the unit back ON and check for flow.

**Cause:** Mesh filter is clogged.

**Fix:** Remove, rinse, and reinstall the filter. Replace if damaged.

**Cause:** Water level is too low.

**Fix:** Top off the well to the red fill line. The pump must remain submerged to operate.

## Controller Display Not Responding or Showing Unexpected Values

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**Cause:** Settings were lost after a power outage.

**Fix:** Re-enter the factory settings: F1 = 1.0°C, F2 = 1.0°C, F3 = 7 min, F4 = 0.0°C. Hold “S” for 3–5 seconds to access the menu.

**Cause:** Controller was changed or replaced with a non-standard unit.

**Fix:** Only the factory-installed STC-1000 controller is covered under warranty. Contact support if you need a replacement.

## Unusual or Loud Noises

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**Cause:** Gurgling or bubbling sounds during startup.

**Fix:** Normal — this is air escaping from the pump and lines during startup. If it persists, turn the unit OFF, remove the mesh filter for a few minutes to purge air, reinstall, and restart.

**Cause:** Rattling or vibrating sound.

**Fix:** Check that the unit is on a flat, level surface. Confirm casters are locked. Check that no loose items are resting against the unit.

## Smart Switch Not Pairing

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**Cause:** Device was not put into pairing mode correctly.

**Fix:** Press and hold the pairing button for 5–7 seconds until the device enters pairing mode, then immediately follow the prompts in the Smart Life app.

**Cause:** Wi-Fi network issue.

**Fix:** Ensure your phone is connected to a 2.4 GHz Wi-Fi network (not 5 GHz). The Smart Switch does not support 5 GHz networks. If the button is not accessible externally, open the junction box, press and hold the internal button, and confirm the blue LED signal before following the app pairing prompts.

**SUPPORT:** If your issue is not listed here or steps do not resolve the problem, contact [support@winewellchiller.com](mailto:support@winewellchiller.com) with a description of the issue and any photos or video that may help diagnose it.

## Warranty & Support

All Vigelum™ CryoChiller Gen2-V1 units include a Standard 12-Month Warranty effective from the original date of purchase. An Optional 8-Year Extended Warranty is also available for long-term coverage.

### Warranty Coverage

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

Component	Standard Warranty	Extended Warranty
Compressor	12 months	8 years
Condenser Fan	12 months	8 years
Digital Metering Device	12 months	8 years
Water Pump	12 months	8 years

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 any shipping costs associated with warranty parts.

### Exclusions

- Damage resulting from misuse, accidental damage, or improper installation.
- Unauthorized modifications or replacement of factory components (including the temperature controller).
- Units operated outside the recommended maintenance and usage guidelines in this manual.
- Consumable items (Chilling Solution, mesh filters, bottle bags).
- Cosmetic damage that does not affect function.

### Filing a Warranty Claim

To submit a warranty claim or request support, contact us at [support@winewellchiller.com](mailto:support@winewellchiller.com) with the following information:

- Your order number or proof of purchase.
- A brief description of the issue.
- Photos or short video footage of the issue if possible — this helps us diagnose and expedite your claim.

Upon review, we will confirm coverage eligibility and ship a replacement part. Full warranty terms, including eligibility requirements, are available upon request by email.

## 8-Year Extended Warranty

The 8-Year Extended Warranty provides the same component coverage as the Standard Warranty for a total of 8 years from the original purchase date. It is available for purchase through our shop at [winewellchiller.com/shop](http://winewellchiller.com/shop).

## Caster Replacement

If a caster is damaged in transit or during use, contact [jack@winewellchiller.com](mailto:jack@winewellchiller.com) to request a replacement. To replace a caster:

1. Drain the water well completely before laying the unit down.
2. With assistance, carefully lay the unit on its right side or rear onto a padded surface.
3. Turn the damaged caster counter-clockwise to remove.
4. Thread the replacement caster clockwise until firmly seated.
5. Return the unit to upright and allow it to stand for 6 hours before restarting.

**CAUTION:** Always drain the well before laying the unit down to avoid water contacting internal electrical components.

## Technical Service

The Vigelum™ CryoChiller Gen2-V1 is designed for long-term reliable operation with minimal servicing. All technical service is performed by part replacement only. This section describes what owners can address themselves and what requires contacting support.

**IMPORTANT:** Do not attempt to repair, modify, or open any sealed system components including the refrigerant circuit, compressor, or condenser. Doing so is dangerous, will damage the unit, and voids all warranty coverage.

### Water Pump

The submersible water pump circulates chilled water through the well. It is the most likely component to require replacement over time.

- If the pump fails to circulate water after the air purge procedure in Section 3, the pump may need replacement.
- Drain the well fully before removing the pump.
- The pump connects via a threaded fitting with a plastic seal. An adjustable wrench is required for removal — thread counter-clockwise to remove and clockwise to reinstall. Take care not to overtighten, as the fitting uses a plastic seal.
- Contact [support@winewellchiller.com](mailto:support@winewellchiller.com) to order a replacement pump.

**NOTE:** The liquid transfer pump used for draining (Section 5) is a separate item from the internal circulation pump and is available through our shop.

### Temperature Controller (STC-1000)

The STC-1000 is factory pre-programmed and should not require replacement under normal use. If the display becomes unresponsive or settings cannot be saved:

1. Disconnect power for 60 seconds, then reconnect and re-enter the factory settings: F1 = 1.0°C, F2 = 1.0°C, F3 = 7 min, F4 = 0.0°C.
2. If the issue persists, the controller may require replacement. Contact [support@winewellchiller.com](mailto:support@winewellchiller.com).

**WARNING:** Replacing the temperature controller with a non-factory equivalent voids the product warranty. Only use a direct replacement sourced through Wine Well Chiller LLC.

### Condenser Fan

The condenser fan runs during compressor operation to dissipate heat. If the fan stops running while the compressor is active, the unit may overheat and shut down.

- Confirm the ventilation openings are clear and unobstructed.
- If the fan is confirmed not spinning during operation, contact [support@winewellchiller.com](mailto:support@winewellchiller.com) for a replacement.

- Do not operate the unit with a non-functioning condenser fan.

## Refrigerant System

The R-600a refrigerant circuit is fully sealed and contains no user-serviceable components. It requires no maintenance under normal operation.

**WARNING:** Do not attempt to access, modify, recharge, or repair the refrigerant circuit. R-600a is flammable. Any work on the refrigerant system must be performed by a certified refrigeration technician. Contact [support@winewellchiller.com](mailto:support@winewellchiller.com) if you suspect a refrigerant issue.

## Electrical Components & Wiring

If you observe any of the following, discontinue use immediately and contact support:

- Burning smell or visible scorch marks near any component.
- Sparking or arcing at the plug or outlet.
- Tripped breaker or blown fuse on a dedicated circuit.
- Exposed or damaged wiring.

**WARNING:** Do not attempt to repair or rewire any electrical components. Contact [support@winewellchiller.com](mailto:support@winewellchiller.com) and discontinue use until the issue is resolved.

## Contact Methods

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For product support, warranty claims, orders, or general inquiries, reach Wine Well Chiller LLC through any of the following channels. We're happy to help.

### Customer Support

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**Email** [support@winewellchiller.com](mailto:support@winewellchiller.com)

**Phone** (727) 599-5263

**Hours** Monday – Friday, 8:00 AM – 6:00 PM ET

**Contact Form** [winewellchiller.com/contact](http://winewellchiller.com/contact)

### Owner & Business Inquiries

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**Email** [jack@winewellchiller.com](mailto:jack@winewellchiller.com)

For partnership inquiries, wholesale accounts, or business-related matters.

### Shop & Website

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**Shop** [winewellchiller.com/shop](http://winewellchiller.com/shop)

**Manual** [winewellchiller.com/manual](http://winewellchiller.com/manual)

**General** [winewellchiller.com](http://winewellchiller.com)

Browse accessories, consumables, extended warranty, and replacement parts.

### Mailing Address

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Wine Well Chiller LLC

6250 42nd St N #23

Pinellas Park, FL 33781

United States

### Warranty Document

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To request a copy of the full warranty terms and conditions, email [support@winewellchiller.com](mailto:support@winewellchiller.com) with your order number.

*Thank you for choosing Vigelum™ by Wine Well Chiller LLC.  
We're committed to keeping your service fast, consistent, and cold.*