

Looking into similar systems? Make sure you ask the right questions...

Investing in your business is a calculated, well researched decision process. In efforts to help you in your efforts, please find some very helpful questions to ask when evaluating systems.

Our results show that WineStation® has the lowest total cost of ownership when compared to similar automated dispensers; sometimes by as much as 40% to 50% in the first year.

Be sure to ask the following:

Q. Does the equipment have proper UL and NSF certification?

A. Underwriters Laboratory (UL) and the National Sanitation Foundation International (NSF) are nationally recognized by the Occupational Safety and Health Administration, and required by Electrical, Fire and Sanitation compliance inspectors nationwide. It is strongly recommended that you require proof of certification, as it has come to our attention that this claim is falsely made. For complete review of Napa Technology compliance, please visit our website.

Q. Has their product ever been replaced by a competitor?

A. Since launching our product line in 2005, Napa Technology has never been "ripped and replaced" with a competitor's product. We proudly have created partnerships with the likes of Royal Caribbean Cruise Lines, Whole Foods, the Province of Quebec Liquor Control and Hyatt, when previous systems failed to perform.

Q. Does their product offer Wireless networking?

A. The WineStation® provides wireless networking, assuring that data collection (consumer, staff and product) is painless, easy and accurate.

Q. Does their system offer POS/Database integration capability?

A. Napa Technology provides the only system with potential to create a simple to use POS/ Database integration, allowing you to combine the intelligence of the AccuServe Smartcard technology with your existing software.

Q. How available is their Tech/Customer support and software support?

A. Napa Technology is located in Northern California, allowing attention to service issues to be immediate and does not require international calling. Napa Technology reports a 99.3% uptime and swift and efficient customer support.

Q. Does their system offer the ability to utilize Smartcards in multiple locations?

A. The WineStation AccuServe Smartcard technology is designed to afford multi-unit operators with a single card solution to support Customer Loyalty programs and drive repeat visits. The AccuServe Smartcard technology that affords the use of cards in multiple locations.

Q. Can their system preserve the wine outside of the system and can they rotate bottles in and out?

A. The WineStation, using the Clean Pour® technology is the only preservation system that can preserve wines for a period of 60 days within the unit, and over 14 days outside the unit.

Q. Are the units portable, should you choose to expand and/or move placement of the equipment?

A. The WineStation is a fully encapsulated unit, providing the ease of portability. Each unit houses 4 bottles that may be daisy-chained together or operate remotely using Bluetooth® technology.

Q. What is the lead time to receive your product once the order is placed?

A. Napa Technology is an American company and produces all WineStation equipment in Northern California, thus allowing shipping, delivery and installation in less than ten weeks.

Q. Have you priced the cost of their Smart Cards and are they available in custom colors?

A. Napa Technology provides fully customizable Smartcard creative and pricing that is 15-25% lower than most competitors.

Q. Are there additional costs and/or yearly software fees associated with the purchase of your equipment?

A. Napa Technology charges no additional fees for any standard software services.

Q. What is the required amperage for their product?

A. The WineStation operates on 110V power, and can manage multiple machines, making the addition of this product a simple installation for any business; 2 amps per unit.

Q. You may want to ask to review their product manual for additional details, to assure the product installations are non-destructive, or require costly plumbing or drainage.

A. The WineStation is the first fully-functional wine dispensing system. This “plug-and-play” unit can be operational in minutes, with zero build-out.

Q. Does their product properly cool the wine year-round?

A. The WineStation operates on a Thermo-Electric cooling system that is environmentally sound, as well as reliable, quiet, accurate, and compressor-free. Many competitors do not offer refrigeration without additional costs. Furthermore, compressor-based systems have higher failure rates and repair is costly.

Q. Does their refrigeration system utilize compressors and can you review their failure rate?

A. Compressors have a high failure rate and can often be noisy, as well as expensive to repair.

Q. Do you have to flush their system with citric solution or other chemicals daily or weekly?
How long does this process take?

A. Citric purging and maintenance on most competitive products are quite labor intensive and lengthy, where the WineStation requires just a simple rinse under warm water of the Clean Pour® Dispensing Head and Pick-Up Tubes.

Q. Can the product clearly display the wine information on LCD screens (above each bottle) or do you need paper notes taped to the machine?

A. The WineStation provides you highly visible, controllable LCD screens that can provide wine information or even tasting notes for your guests or servers.