P L U M ◐

Plum Setup & User's Guide

For your safety and to prevent damage to your Plum, it is important that you read these instructions before use.

Table of Contents

IMPORTANT SAFETY NOTES

When using electrical appliances, basic safety precautions shall always be followed to reduce the risk of fire, electric shock, and/or injury to persons. In addition to basic precautions, it is important you follow the following rules:

- Read all instructions
- To protect against fire, electric shock and injury to persons, do not immerse power cord, plugs, or body of machine in water or other liquid
- Close supervision is necessary when any appliance is used by or near children
- Unplug from outlet before physically cleaning your Plum. Allow to reach room temperature before removing or replacing parts, and before cleaning the appliance
- Unplug from outlet if you are not going to use for an extended period of time (i.e. seasonal use)
- Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, or has been damaged in any manner
- Do not insert any wine bottle that is outside of Plum's bottle requirements for size or closure contained in this manual.
- The use of an accessory attachment not certified by Plum may result in fire, electric shock, or injury to persons
- Do not use outdoors
- Do not place on or near a stove, oven, or other heat source
- Do not use appliance for other than intended use
- Only for use with still wine. This Plum version does not support sparkling wine, beer, or spirits
- For household use only

Responsible Drinking:
Excessive or irresponsible consumption of alcohol may have personal, social or health consequences. Plum is committed to encouraging responsible consumption; we ensure that communications regarding our products do not encourage excessive consumption or misuse of any kind. Alcohol-impaired driving is a serious problem, and if you plan to drink, we encourage you to plan an alternative to driving yourself. You should never drive while under the influence of alcohol.

Comply With Alcohol Laws:
Plum may only be used by individuals that are of the legal drinking age in their jurisdiction. You are responsible for ensuring you are complying with all local, state, and federal alcohol laws.

Getting to Know Your Plum

1   7" touchscreen
2   Wine spout
3   Speaker (hidden)
4   Electronic door lock (accessed via software)
5   Proximity sensor
6   Stainless steel shell
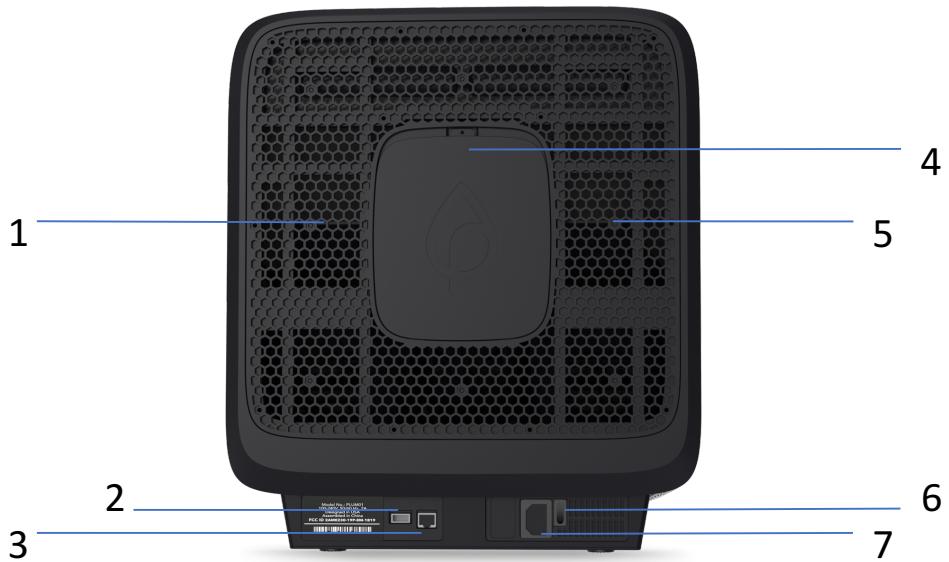
1   Right chamber cooling vent
2   USB port for service by authorized technician
3   Ethernet port
4   Argon door (requires screw removal)
5   Left chamber cooling vent
6   Power switch
7   Power plug

Setting up Your Plum

Location
Place your Plum on a hard surface with at least 2" between the rear of the Plum and a wall to allow for adequate cooling. The ambient temperature of the room must be below 80 degrees Fahrenheit to ensure proper cooling and to prevent your Plum from wearing out prematurely. Plum is designed for INDOOR use only, and using your Plum outdoors will void your warranty.

Power
Insert the included power cord into Plum's power on the rear of the device, and the plug into a standard household power outlet. Plum works with 100-240v outlets, with a standard 15amp or 20amp circuit.

Switch on the power button on Plum which is located next to the power cord. Your Plum will run diagnostics and be ready to use in approximately two minutes.

Connecting to the Internet
Plum works with 802.11 b/g/n on the 2.4GHz spectrum.

Follow the on-screen instructions to find your WiFi network and connect your Plum to the Internet. Your Plum needs an Internet connection in order to automatically identify bottles and provide rich content on your wine.

If you do not have WiFi or a strong signal, you can also use your Plum's Ethernet cable to hardwire the Internet connection.

Web Application
Plum includes a companion application to make your Plum appliance even more useful. The Plum web application automatically tracks your wine history so you can easily write wine reviews or share what you are drinking on social media apps such as Facebook and Twitter.

To get started, go to **my.plum.wine** and create an account. Follow the on-screens steps, including activating your Plum, which connects it to your account.

Activating
Activating your Plum lets you see what wines are on tap from your computer, tablet, or mobile phone. You can also write reviews, and share your wines with others.

To activate your Plum, touch the Settings button on your appliance touchscreen, then the **General** button, and finally the **Activation** button.

Enter the code it generates in the Plum web application to connect your appliance.

Loading Wine Bottles

Take the bottle by the neck, and insert each bottle with the label fully facing up so the cameras can capture an image of the label. Push the bottle down until it rests against the sealing cup.

Note: Plum uses a special 55 degree angle for bottle storage. This angle serves several purposes. First, it allows sediment in unfiltered or unfined wines to collect in the shoulder of the bottle rather than in your glass. Second, it keeps a liquid barrier on the cork until the very last glass, which improves preservation. Finally, wine bottles cool faster on their side due to an interesting (and complex) law of thermodynamics. So there you go!

Daily Operation

Which Wine Bottles and Closures Can I Use in Plum?

Your Plum can accept wine bottles from 10.5"-13" in length, and from 2-3.5" in diameter, which means the vast majority of standard 750ml bottles will work. Some wines (i.e. certain German Spätlese) will be too long to fit, and are not for use in your Plum.

Almost all closures will work with Plum including natural cork (up to 55mm in length), artificial cork, engineered cork, and even metal screw caps. Plum will not work with other types of closures including glass stoppers. Please do not put these closures in Plum as it may damage your appliance.

If you have a closure with wax over it, you should remove the wax before inserting into Plum.

Cooling

Your Plum will automatically cool each bottle to the perfect serving temperature for that varietal.

If you want to adjust the temperatures for a specific bottle, touch the wine **DETAILS** button and then use the + and – buttons in the bottom left to adjust the temperature.

If you want to adjust the temperature for every bottle of a given varietal, touch the **SETTINGS** button, then select **TEMPERATURE**, and scroll to the varietal that you wish to change.

The time it takes to reach the desired temperature will vary depending on how you stored the bottle (i.e. room temperature or in a cellar at 55F) and what the target temperature is. Your Plum will pre-chill the chamber to 55 degree to cool your bottle faster.

You can see a small cooling symbol on the screen if your bottle is currently cooling.

Removing Wine Bottles

It is ***strongly recommended*** that you leave each bottle in your Plum until it is empty. This is because Plum uses a special needle that works with any type of closure and enables faster pouring of each glass. This needle will leave a small hole in the cork, so if you remove a bottle that still has wine you should consume it within 24 hours depending on the varietal. It will also leak a small amount of wine upon removal as the contents are under pressure.

If you wish to remove a bottle that still has wine in it, touch the **SETTINGS** button, then touch the **GENERAL** button, then touch the **REMOVE BOTTLES** button and select the wine you wish to remove. Please note that if the bottle is pressurized, a small amount of wine may escape during removal. Please wipe down the bottle tray after removal.

The system will automatically prompt you to replace an empty bottle.

Adding & Replacing Wine Bottles

When you finish a bottle, the system will display REPLACE for that chamber. Press the **REPLACE** button, and the system will disengage the needle and the door will automatically open. Simply remove the empty bottle, and place the new bottle with the neck facing down and the wine label fully visible in the lit Plum chamber and close the door. The system will automatically identify and tap the new bottle.

Checking Argon Levels

The argon canister will preserve approximately 160 bottles of wine, as additional argon is used to automatically purge oxygen from the needle and tubing to maximize preservation. The system will automatically track how much argon is left and notify you when it's low. If you want to check the argon level at any time, touch the Settings button, and then touch the **ARGON** button.

Opening the Door

If you want to open the door without removing the wine bottles, touch the **SETTINGS** button, then the **GENERAL** button, and then the **OPEN DOOR** button.

Customizing Your Plum

Accessing the Settings Menu

To personalize your Plum, start by clicking on the **SETTINGS** button on the home screen:
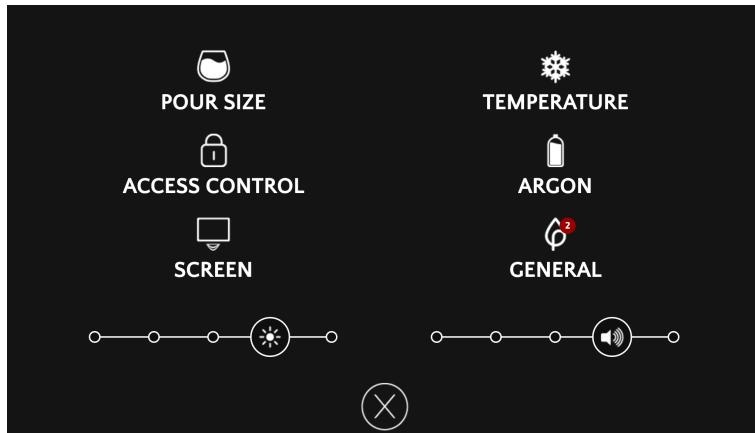
Pour Sizes

Your Plum lets you choose from two different pour sizes for each wine: **TASTE** and **GLASS**. By default, taste is 1.5 ounces, and glass is 5 ounces.

To change the pour size, touch the **SETTINGS** button, and then click **POUR SIZE**. Use the **+** and **-** buttons to change the taste size on the left, or the glass size on the right.

You can change from oz to ml, by selecting ml at the top of the POUR SIZE screen.

Wine Temperatures

Your Plum is designed to automatically chill each of the 220 commercial varietals and blends of wine to the perfect serving temperature. However, you may prefer a different temperature for a given varietal. If you want to adjust temperature for a varietal, touch the Settings button, and then touch **TEMPERATURE** button. The varietals that are currently in your Plum will come up first, and then all the varietals and blends will be in alphabetical order. Select the varietal, and then use the **+** and **–** buttons to adjust the temperature.

If you want to only adjust the temperature for a bottle of wine that is currently in your Plum, click the DETAILS buttons and then use the **+** and **–** buttons.

Screen Brightness

You can adjust the screen brightness by clicking on the **SETTINGS** button, and then moving the slider in the lower left hand side of the screen.

Volume

You can adjust the speaker volume by clicking on the **SETTINGS** button, and then moving the slider in the lower right hand side of the screen.

Access Control

If you want to prevent modifications to your settings of Plum, you can add a Settings code by clicking on the **SETTINGS** button, and then clicking on the **ACCESS CONTROL** button. Click the **SETTINGS LOCK**, and the system will prompt you to enter a 3-8 digit code, and then confirm that code. This code will need to be entered each time you access the Settings page.

If you have anyone in your home below the legal age of consumption (or even a spouse who wants your prized wine), and want to lock your Plum so that it requires a passcode to pour, you may touch the **ACCESS CONTROL** button under settings. You will need to first enter a settings code, and then enter a pour code. Both codes can be the same if you choose.

You must activate your account to set access control so that your device may be reset if you forget your codes.

Proximity Sensor Adjustment

You can adjust the sensitivity of the proximity sensor to prevent the screen from turning on unintentionally. Touch the **SETTINGS** button, then click **SCREEN** button, and adjust the Motion Sensitivity slider to the left to reduce sensitivity or to the right to increase sensitivity.

Screen Timeout

You can adjust how long your screen stays on after it detects motion. Touch the **SETTINGS** button, then click **SCREEN** button, and adjust the Screen Timeout slider from 15 seconds to 5 minutes.

Bluetooth

In a future software update, your Plum will automatically be upgraded so that you will be able to pair your mobile device with your Plum to view information about your wine. This feature will be in the **SETTINGS** menu.

Maintaining Your Plum

Cleaning the Touchscreen

The touchscreen has a glass panel to make it durable and easy to clean. You can clean the touchscreen to remove fingerprints by putting a bit of glass cleaner on a microfiber cloth to avoid scratching your screen.

To avoid accidentally pouring wine, touch the **Settings** button, then the **SCREEN** button and then the **SCREEN CLEANING** button, which will disable all input for 30 seconds so you can clean the screen. After 30 seconds it will automatically return to the default wine screen.

Cleaning the Front Panel

The front panel is finished in a UV coating to prevent fading. To clean the front panel, simply wipe the panel with a damp cloth. Avoid using harsh cleaners to prevent damaging the paint.

Cleaning the Stainless Steel Shell

Your Plum is finished in a #4 brushed 304 grade stainless steel. It is recommended that you use only stainless steel cleaner to keep your Plum looking beautiful.

Cleaning the Bottle Trays

The bottle trays are powder-coated for durability. Simply wipe the bottle trays down with a cloth if any wine is on the tray.

Cleaning/Replacing the Needles

The needles do not need to be manually cleaned. If you want to wipe down the needle, you can remove the needle cover and wipe it with a damp cloth.

The needles are incredibly durable and designed to last more than 400 bottles per chamber. If your needle needs replacing, please contact Plum and you can order replacement needles along with a simple tool to make replacement easier.

Cleaning/Sanitizing Your Plum

Your Plum keeps track of when it needs cleaning of the tubing and needles. While there are no health risks, it ensures that a wine with a flaw such as Brettanomyces does not affect your next bottle. When the system needs cleaning, it will notify you on the touchscreen and walk you through the process.

Use the included cleaning bottle and fill it to the indicated mark with hot tap water (important: not to exceed 140° Fahrenheit). Drop in a cleaning tablet and insert into the chamber that needs cleaning. The system will automatically run the cleaning cycle, which takes approximately seven minutes. It will prompt you to put a container under the spout during cleaning.

Argon Refills

Your plum will automatically notify you when your argon is running low, and when it needs replacing. Your argon canister is fully reusable, and you can order replacement canisters directly from Plum or through authorized resellers. To replace the canister, power off your Plum by removing the power cord, and then remove the screw from the argon door on the rear of your plum. Unscrew the argon canister counter clockwise, and screw the new canister in until its secure. Power your Plum back on, and touch the **Settings** button and **ARGON** button to verify the argon canister is now displaying as full.

Factory Reset

If you want to return your Plum to the original factory settings, touch the **Settings** button, then touch **GENERAL** button, and then touch **ABOUT** button. Select the **FACTORY RESET** button and then confirm to restore your Plum.

Transporting Plum

We recommend that you do not move your Plum frequently, but if you need to move your Plum, it's best to do so in its original packaging. When carrying Plum, hold it by the sides on the black plastic base.

Troubleshooting

Problem	Cause	Action
My screen won't turn on	Power cord is not connected on one side, power switch was not flipped to on position.	Check to ensure the power cord is inserted fully into Plum and that the other side is inserted into a working outlet, and verify the switch is in the on position. If none of this works, please contact customer service.
I don't hear the cooling working.	Your bottle may already be at proper serving temperature, you may not be able to hear the cooling.	Check the touchscreen for a small snowflake icon below the wine label which identifies cooling. If you see the icon, place your hand behind the Plum on the side where you are checking cooling and feel for air exiting Plum. If the snowflake is on and you don't feel any airflow, please contact Plum customer support at 844-856-PLUM.
My screen says "Please contact Plum for service"	Your Plum has encountered an error that needs to be manually reset, or requires physical service.	Contact Plum customer support at 844-856-PLUM.

Technical Data

Display	7" IPS touchscreen, 400 nits brightness
Processor	CPU: 1.2 GHZ quad-core ARM. GPU: Broadcom VideoCore IV 400 MHz
Memory	1 GB SDRAM
Storage	4GB microSD
Network	10/100 MBPS Ethernet
WiFi	IEEE 802.11 b/g/n compatible
Bluetooth	Bluetooth 4.1 compatible (currently disabled)
Audio	2 watt speaker
Argon	Argon canister will preserve approximately 160 bottles of wine depending on use. Canisters fully refillable.
Size and Weight	20.5" deep, 17" high, 15" wide. 68 pounds.
Electrical	Line voltage: 100–240V AC. Frequency: 50Hz to 60Hz, single phase
Operating Temperature:	50° to 80° F (10° to 27° C)
Operating Altitude:	Up to 6,000 feet

Limited Warranty

THIS LIMITED WARRANTY CONTAINS IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS, AS WELL AS LIMITATIONS AND EXCLUSIONS THAT MAY APPLY TO YOU.

1. WHAT THIS LIMITED WARRANTY COVERS; PERIOD OF COVERAGE
Wine Plum, Inc. ("Plum"), 11 SW 12th Ave, Suite 104, Dania Beach, FL, USA, warrants to the owner of the enclosed product that the product contained in this box ("Product") will be free from defects in materials and workmanship for a period of one (1) year from the date of delivery following the original retail purchase (the "Warranty Period"). If the Product fails to conform to this Limited Warranty during the Warranty Period, Plum will, at its sole discretion, either (a) repair or replace any defective Product or component; or (b) accept the return of the Product and refund the money actually paid by the original purchaser for the Product. Repair or replacement may be made with a new or refurbished product or components, at Plum' sole discretion. If the Product or a component incorporated within it is no longer available, Plum may, at Plum' sole discretion, replace the Product with a similar product of similar function. This is your sole and exclusive remedy for breach of this Limited Warranty. Any Product that has either been repaired or replaced under this Limited Warranty will be covered by the terms of this Limited Warranty for the longer of (a) ninety (90) days from the date of delivery of the repaired Product or replacement Product, or (b) the remaining Warranty Period. This Limited Warranty is transferable from the original purchaser to subsequent owners, but the Warranty Period will not be extended in duration or expanded in coverage for any such transfer.

2. TOTAL SATISFACTION RETURN POLICY
If you are the original purchaser of the Product and you are not satisfied with this Product for any reason, you may return it in its original condition within thirty (30) days of the original purchase and receive a full refund.

3. WARRANTY CONDITIONS; HOW TO GET SERVICE IF YOU WANT TO CLAIM UNDER THIS LIMITED WARRANTY
Before making a claim under this Limited Warranty, the owner of the Product must (a) notify Plum of the intention to claim by visiting plum.wine/support during the Warranty Period and providing a description of the alleged failure, and (b) comply with Plum' return shipping instructions. Plum will have no warranty obligations with respect to a returned Product if it determines, in its reasonable discretion after examination of the returned Product, that the Product is an Ineligible Product. (defined below). Plum will bear all costs of return shipping to owner and will reimburse any shipping costs incurred by the owner, except with respect to any Ineligible Product, for which owner will bear all shipping costs.

4. WHAT THIS LIMITED WARRANTY DOES NOT COVER
This Limited Warranty does not cover the following (collectively "Ineligible Products"): Products marked as "sample" or "Not for Sale", or sold "AS IS"; or Products that have been subject to: (a) modifications, alterations, tampering, or improper maintenance or repairs; (b) handling,

storage, installation, testing, or use not in accordance with this User's Guide or other instructions provided by Plum; (c) abuse or misuse of the Product; (d) breakdowns, fluctuations, or interruptions in electric power or the telecommunications network; or (e) Acts of God, including but not limited to lightning, flood, tornado, earthquake, or hurricane. This Limited Warranty does not cover consumable parts, including batteries, unless damage is due to defects in materials or workmanship of the Product, or software (even if packaged or sold with the product). Plum recommends that you use only authorized service providers for maintenance or repair. Unauthorized use of the Product or software can impair the Product's performance and may invalidate this Limited Warranty.

5. DISCLAIMER OF WARRANTIES
EXCEPT AS STATED ABOVE IN THIS LIMITED WARRANTY, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, PLUM DISCLAIMS ALL EXPRESS, IMPLIED, AND STATUTORY WARRANTIES AND CONDITIONS WITH RESPECT TO THE PRODUCT, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, PLUM ALSO LIMITS THE DURATION OF ANY APPLICABLE IMPLIED WARRANTIES OR CONDITIONS TO THE DURATION OF THIS LIMITED WARRANTY.

6. LIMITATION OF DAMAGES
IN ADDITION TO THE ABOVE WARRANTY DISCLAIMERS, IN NO EVENT WILL PLUM BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, OR SPECIAL DAMAGES, INCLUDING ANY DAMAGES FOR LOST DATA OR LOST PROFITS, ARISING FROM OR RELATING TO THIS LIMITED WARRANTY OR THE PRODUCT, AND PLUM' TOTAL CUMULATIVE LIABILITY ARISING FROM OR RELATED TO THIS LIMITED WARRANTY OR THE PRODUCT WILL NOT EXCEED THE AMOUNT ACTUALLY PAID FOR THE PRODUCT BY THE ORIGINAL PURCHASER.

7. LIMITATION OF LIABILITY
THE PLUM ONLINE SERVICES ("SERVICES") PROVIDE YOU INFORMATION ("PRODUCT INFORMATION") REGARDING YOUR NEST PRODUCTS OR OTHER PERIPHERALS CONNECTED TO YOUR PRODUCTS ("PRODUCT PERIPHERALS"). THE TYPE OF PRODUCT PERIPHERALS THAT MAY BE CONNECTED TO YOUR PRODUCT MAY CHANGE FROM TIME TO TIME. WITHOUT LIMITING THE GENERALITY OF THE DISCLAIMERS ABOVE, ALL PRODUCT INFORMATION IS PROVIDED FOR YOUR CONVENIENCE,"AS IS", AND "AS AVAILABLE". PLUM DOES NOT REPRESENT, WARRANT, OR GUARANTEE THAT PRODUCT INFORMATION WILL BE AVAILABLE, ACCURATE, OR RELIABLE. YOU USE ALL PRODUCT INFORMATION, THE SERVICES, AND THE PRODUCT AT YOUR OWN DISCRETION AND RISK. YOU WILL BE SOLELY RESPONSIBLE FOR (AND PLUM DISCLAIMS) ANY AND ALL LOSS, LIABILITY, OR DAMAGES, INCLUDING TO YOUR WINE, WIRING, FIXTURES, ELECTRICTY, HOME, PRODUCT, PRODUCT PERIPHERALS, COMPUTER, MOBILE DEVICE, AND ALL OTHER ITEMS AND PETS IN YOUR HOME, RESULTING FROM YOUR USE OF THE PRODUCT INFORMATION, SERVICES, OR PRODUCT.

8. LIMITATION OF WINE PRESERVATION

Customer agrees that wine preservation will be dramatically impacted by how the bottle is stored and handled prior to being added to Plum, the varietal of the wine, the winemaking, and a variety of other factors outside of Plum's control. Plum does not guarantee or promise any specific length of wine preservation or monetary benefit from the use of the Products or any feature of them. Actual preservation and monetary benefits vary with factors beyond Plum's control or knowledge.

9. YOUR RIGHTS AND THIS LIMITED WARRANTY
This Limited Warranty gives you specific legal rights. You may also have other legal rights that vary by state, province, or jurisdiction. Likewise, some of the limitations in this Limited Warranty may not apply in certain states. The terms of this Limited Warranty will apply to the extent permitted by applicable law. For a full description of your legal rights you should refer to the laws applicable in your jurisdiction and you may wish to contact a relevant consumer advisory service.

Legal

Your continued use of Plum means you agree to our [Privacy Policy](#), [End User License Agreement, and Terms of Service](#), as may be updated from time to time by Plum. Please read and ensure you understand these terms. Customer also agrees to use the Appliance in accordance with its specifications.

All intellectual property rights, including copyrights, patents, trademarks, and trade secrets, in the products and anything developed under this Agreement are owned by Plum, its affiliates, suppliers, or licensors. Winery's possession, access, and use of the products does not transfer to Customer or any third party any rights, title, or interest in or to any intellectual property rights. Plum and its affiliates, licensors, and suppliers reserve all rights.

Open Source

Plum is committed to the open source software community and uses a variety of open source software in some of its products. Most open source software is used unmodified as binaries, but in some cases Plum will modify it to fit certain product function requirements. Any modifications of the open source package are made in accordance with the terms of the related licenses, whether or not these licenses apply. Any code made available by Plum is for reference only and is distributed with no support or warranty. To inquire about the packages currently utilized by Plum, please contact us at legal@plum.wine.

The software included in this product contains copyrighted software that is licensed under the LGPL, GPL, MPL, and GFDL. A copy of those licenses is included with the product. You may obtain the complete Corresponding Source code from us for a period of three years after our last shipment of this product, which will be no earlier than 2020-07-01, by sending a money order or check for $5 to:

GPL Compliance Division
Wine Plum, Inc.
11 SW 12th Avenue
Suite 104
Dania Beach, FL 33004
USA

Please write "source for Plum" in the memo line of your payment.
You may also find a copy of the source at https://oss.plum.wine. This offer is valid to anyone in receipt of this information.

FCC

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-- Reorient or relocate the receiving antenna.
-- Increase the separation between the equipment and receiver.
-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
-- Consult the dealer or an experienced radio/TV technician for help.

FCC Radiation Exposure Statement:
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.

FCC DoC:
You can review the FCC compliance information by touching the **SETTINGS** button, and then touching the **ABOUT** button.