



# Your Guide to Fault Finding Your Bottling System Or Tap

## Still need assistance?

Ask us for further advice

Call **01392 877 172**

Email **hello@thirstywork.com**



Part of the **thirstywork** family

The following advice has been produced to help you to identify any faults that can be quickly and easily fixed without the need for an engineer call-out.

In this guide you'll learn what to do if your bottling system or tap:

⚠ <b>Is Leaking</b> .....	2
⚠ <b>Isn't Chilling</b> .....	2
⚠ <b>Isn't Dispensing Or Is Slow</b> .....	3
⚠ <b>Is Running Noisily</b> .....	3
⚠ <b>Isn't Fizzy Or Is Tasting Flat</b> .....	3
⚠ <b>Only Gas Is Dispensing From The Carbonated Tap</b> .....	4



These points only cover some of the basic checks that can easily be performed. If these don't resolve your issue quickly then please call us to arrange an engineer call-out.

# Troubleshooting Your Tap or Bottling System

## My Bottling System Or Tap **Is Leaking**



### Identify where the leak is coming from.

We understand that from time-to-time leaks may occur on dispensing equipment. Please check a couple of things before you call our customer service team.



1

#### Check that all drip trays are empty and wastes are unblocked.

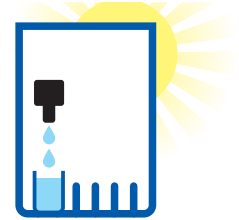
Drip trays are easy to remove, empty, clean and replace.



2

#### Make some observations.

Is the leak consistent?  
Has it been reoccurring over a prolonged period of time and on more than one occasion?  
Is it apparent, in the morning for instance, when the dispenser has not been in use overnight?



3

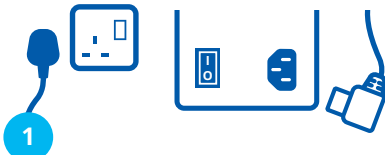
#### Is water dripping from the unit's overflow?

If your dispenser has an internal ice bath to chill the water, it may be that due to a room temperature change or increase in demand the water level in this has risen slightly. It's nothing to worry about and not unusual. Simply place a small receptacle beneath the outlet to catch the water until the unit finds its level and this will stop.

## My Bottling System Or Tap **Isn't Chilling**



Should you find that your water is not dispensing at its optimum temperature here are a few checks you can run through.



1

#### Is there power to the unit?

Check that the switch has not accidentally been turned off or the plug removed from the socket.

If your dispenser usually displays a power status light and this is not illuminated this is the first thing to check.



2

#### Is there good ventilation around the unit and its heat exchanger?

Because your dispenser is a refrigerated unit it is important that vents are not blocked or obstructed.

Check that cupboards are clear, and air is free flowing around the base unit. Check that the back of your dispenser has ventilation if it is a countertop unit.

If dust has built up on the heat exchanger this can easily be removed with a dry brush.



3

#### Has an excessive amount of chilled water been dispensed?

Although your equipment has been chosen to meet your capacity, it may be that the refrigeration system just needs a little time to catch up with an unusually excessive demand.

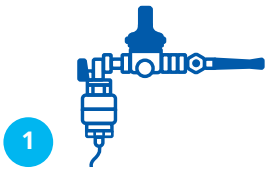
After you have performed checks 1 and 2 allow 10 minutes for the chilled water to drop down to optimum temperature.

### Still need assistance?

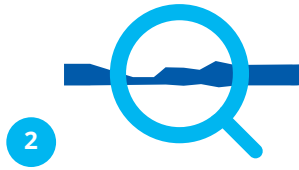
If the above hasn't resolved the issue please give our team a call on **01392 877 172**

## Troubleshooting Your Tap or Bottling System

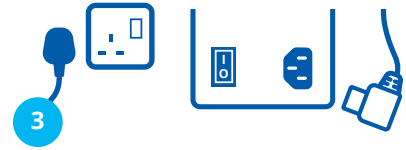
### My Bottling System Or Tap **Isn't Dispensing Or Is Slow**



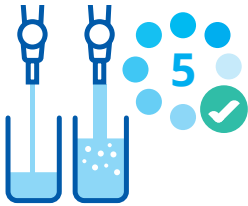
**1 Has the water supply been turned off or interrupted?**  
Check that the isolation tap has not been turned off.



**2 Inspect the plastic pipework that feeds your dispenser.**  
Has it been squashed, kinked or flattened?



**3 Is there power to the unit?**  
Check that plugs and switches have not been accidentally turned off.



**If you find that the flow from the still outlet is slow while dispensing from the sparkling outlet** this will be because the carbonator takes the pressure from the mains water inlet while it is making your sparkling water and replenishing its tank.

Simply wait for 5 seconds after you have finished dispensing the sparkling water and increased pressure should return to the still tap again.

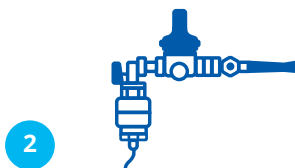
### My Bottling System Or Tap **Is Running Noisily**



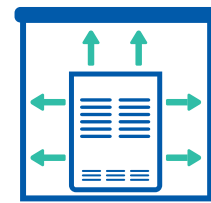
Refrigerated units will often produce a dull hum as they cool your water, and the carbonator will buzz as it cuts in to produce your sparkling supply. Should you find that your unit is making a louder than usual noise there are a few quick checks you can do.



**1 Check that all vents are clear, and the heat exchanger is free of dust and obstruction.**

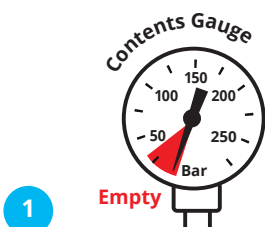


**2 Check that the water supply to the unit is not turned off or restricted.**



**3 Check that the unit is not up against or touching any surrounding materials.**

### My Bottling System Or Tap **Isn't Fizzy Or Is Tasting Flat**



**1 Have you run out of gas?**  
Check the contents gauge on your gas regulator to see if it is empty, if it's in the red you may have run out and require a new gas cylinder.

**2 Please ensure that you stock spare gas cylinders.**  
We recommend sizes SB or E as these can fit under your worktop, or B if storage size is not an issue. 1kg of gas provides approximately 100 litres of sparkling water.

**3 Need help changing your gas cylinder?**  
We've created a guide detailing how to order and change your gas cylinder.

[Click here to view](#)



**If you have replaced the gas cylinder and your water is still lacking carbonation** it's worth noting, you may have some flat water in the system and pulling through a couple of litres will purge the system. When you have finished this process allow 20 minutes for the sparkling water to chill down to its optimum level before dispensing again.

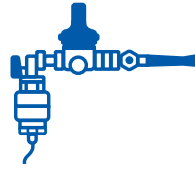
# Troubleshooting Your Tap or Bottling System

## Only Gas Is Dispensing From The Carbonated Tap



1

Should you find that only gas is being dispensed from your sparking tap it may be that the carbonator in your unit has **tripped out**. This can happen if the unit has dispensed an unusually high level of sparkling water, or if the water supply to the dispenser has been interrupted.



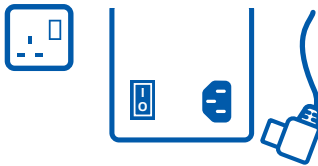
2

Has the water supply been turned off or interrupted? Check that the isolation tap has not been turned off.



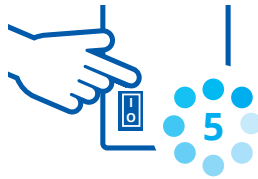
3

Inspect the plastic pipework that feeds your dispenser. Has it been squashed, kinked or flattened?



4

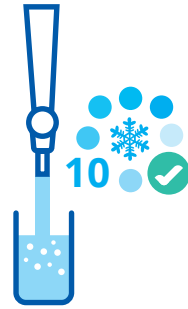
Is there power to the unit? Check that plugs and switches have not been accidentally turned off.



5

Next, turn the unit off at its power supply for 5 seconds and then back on again.

You should hear the buzz of the carbonator cut in as it begins to carbonate a fresh tank of water.



6

Pull the gas through at the tap and you will find water will start to flow through.

Do this until it becomes a steady flow without spluttering.

Wait 10 minutes for the carbonated water to fully chill down and you are ready to go again.

### Still need assistance?

If the above hasn't resolved the issue please give our team a call on **01392 877 172**  
More support guides are available at **[puraserve.co.uk](https://puraserve.co.uk)**