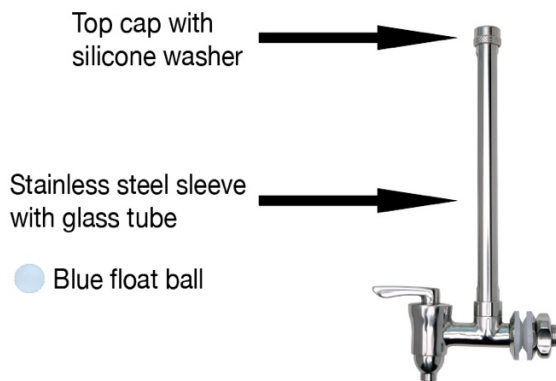


Stainless Steel Berkey Water View™ Spigot Troubleshooting Guide



If you are experiencing leaking from the bottom of the stainless steel sleeve with glass tube:

- A leak at the **bottom** of the stainless steel sleeve can usually be stopped simply by tightening the top cap at the **top** of the glass tube (see picture below). The top cap must be securely tightened by hand only.
- If that does **not** stop the leak, follow these steps:
 - Remove the top cap and check to make sure the silicone washer is in place. Re-install the top cap and re-check for leaks.
 - If a leak persists, remove the top cap and slide the glass tube up and out of the stainless steel sleeve. Flip the glass tube upside down and reinstall, then reinstall the top cap, tighten and check for leaks.
- If a leak persists after these steps, please contact your Authorized **Berkey®** Dealer.



If you are experiencing a stuck float ball:

- Remove the top cap from the top of the stainless steel sleeve. Remove the silicone washer from inside the top cap. Make sure the hole in the silicone washer is completely punched out (see below). If needed, you can use a clean drinking straw or similar to push the float ball down. Reinstall the silicone washer and top cap and retest.
- If this does not fix the stuck ball, follow the instructions below:
 - Empty the water from your **Berkey®** Water Filter System.
 - Remove the top cap with the silicone washer inside it.
 - Carefully remove the glass tube by sliding it up and out of the stainless steel sleeve.
 - Run water through the tube, being careful not to lose the float ball.
 - Reinstall the glass tube, insert the float ball and reinstall the silicone washer and top cap. Tighten the top cap securely by hand only. Fill the system with water and test.
- If all troubleshooting is completed and float ball is still sticking, contact your Authorized **Berkey®** Dealer.

