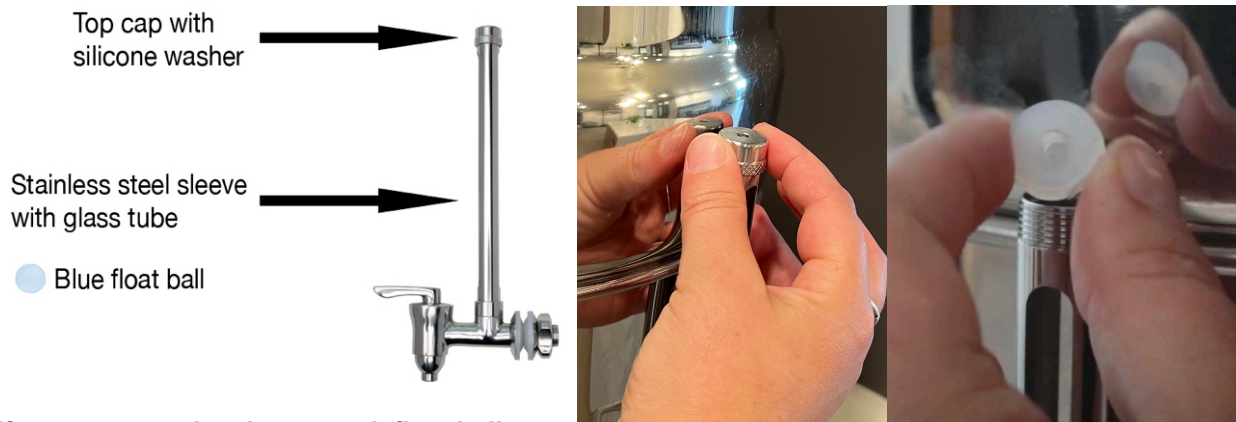


# Stainless Steel Berkey Water View™ Spigot Troubleshooting Guide

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

- Watch our YouTube Video – [https://youtu.be/15y\\_kW5lpuE](https://youtu.be/15y_kW5lpuE)
- First, tighten the top cap and retest for leaks (the top cap puts pressure on bottom of the glass tube so that a seal is formed in that area). This step fixes the leaks in most cases.
- If tightening the top cap did not fix the leak:
  - Remove the top cap and silicone washer.
  - Carefully slide the glass tube up and out of the stainless-steel sleeve. Flip it over and replace it in the stainless-steel sleeve.
  - Reinstall the silicone washer, securely tighten the cap and retest.
- If all troubleshooting is completed and it is still leaking, please contact your supplier.



If you are experiencing a stuck float ball...

- Watch our YouTube Video - <https://youtu.be/aXlh9NXI0CU>
- Check to make sure the hole in the silicone washer is completely punched out:
  - Remove the top cap and check the silicone washer to ensure that the hole in the silicone washer is completely punched out. If the hole is not completely punched out, clear the hole.
  - If the ball is stuck when the cap and silicone washer are removed, use a dry spaghetti noodle or something similar to free the float ball.
  - Reinstall the silicone washer, securely tighten the cap and retest.
- If the step above did not fix the stuck ball:
  - Drain the water from your Berkey Water Filter System.
  - Remove the top cap and silicone washer.
  - Carefully slide the glass tube up and out of the stainless-steel sleeve, then run water through it. Be careful not to lose the float ball.
  - Replace the glass tube and insert the float ball.
  - Reinstall the silicone washer, securely tighten the cap and retest.
- If all troubleshooting is completed and it is still leaking, please contact your supplier.

