

GUIDE TO CONTAINING A REFILL STATION LEAK

What is this?

If a Refill Station leak is suspected, it's important to shut off the water and power to the FloWater Refill Station while waiting for a FloWater Technician to arrive onsite to inspect the Refill Station for leak. If you need additional assistance, please reach out to support@drinkflowater.com.

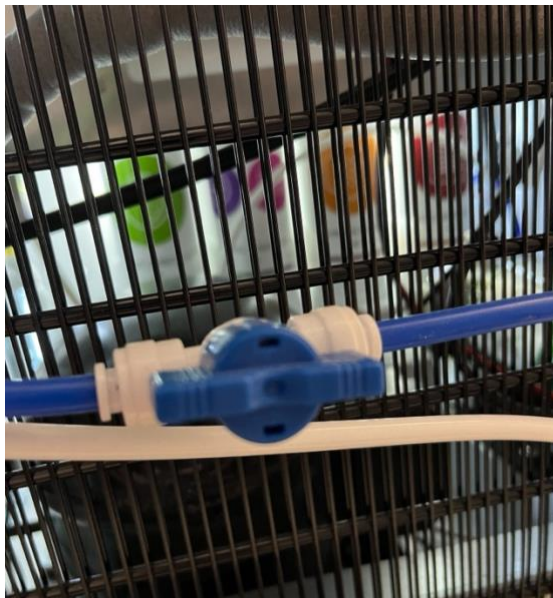
Tools Needed.

None.

Task One: Close and shut off the water supply to the Refill Station.

Close and shut off the water supply to the FloWater Refill Station by turning the blue valve behind the Refill Station to the closed position as seen in the image on the right.

OPEN VALVE



CLOSED VALVE



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Task Two: Unplug the power cord to from power outlet.



Additional troubleshooting.

Task Three: Clean the bottle catchment area, mesh, and tray.

If your Refill Station is pooling water and spilling over the catchment tray (depicted below) this may indicate a clogged drain. This can often be resolved by cleaning the catchment mesh or rear in-line drain screen filter.



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Please see the guide [how to clean the catchment area mesh](#) for instructions on how to easily clean the mesh in less than two minutes.

Task Four: Clean the rear in-line drain screen filter

Please see the guide [how to clean the rear in-line drain screen filter](#) for instructions on how to easily resolve this issue on your own. This generally takes about 5-10 minutes.

If your Refill Station is still experiencing drain clog issues after performing these steps, support@drinkflowater.com for assistance.