

# GLENBRIAR BOTTLED WATER CO. LTD.

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## Leaking Bottle or Water Cooler

99% of the time it is the bottle that has a pin hole in it and it appears as though the water cooler is leaking from the bottom. In fact, water coolers just don't start leaking unless they are knocked over or mishandled. Water coolers work on a vacuum principal, so when you put a bottle on the cooler, it will stop bubbling or gurgling when the water reaches the neck of your bottle inside your cooler reservoir. If the bottle has a hole in it, it will fill higher than the neck of the bottle inside the cooler. It can't be seen and water will run down the back of your cooler and pond on the floor to appear as if your cooler is leaking. This is a common problem for people always filling the same jug at a water refill station. When you use our returnable jug with a new jug every delivery, it greatly reduces the risk of a pin hole in your bottle. Here are steps you can take to see if you have a leaking bottle or a leaking cooler.

- Unplug your water cooler.
- Take the bottle off the cooler and drain the water reservoir through the taps until empty.
- Tilt your cooler on a 45 degree angle to see if water is gone from the bottom of the cooler. (Drain if not)
- Replace the bottle with a new bottle and drain out a cup from each tap.
- Plug your cooler back in.
- Monitor your cooler for a few hours to ensure it is not leaking.

**Note:** If it is one of our bottles that is leaking give our office a call and we will reimburse you for that bottle. Please mark the bottle with tape on the neck, and a note saying it was leaking.

If you have any other questions, please contact our office.