


**[TECHNICAL BULLETIN] RESOLUTION WHEN COUNTERTOP
CONSOLE DOES NOT SIT FLAT ON COUNTER**

Title	RESOLUTION WHEN COUNTERTOP CONSOLE DOES NOT SIT FLAT ON COUNTER
Date	2021-11-08
Author	OLIVIA SCHNEIDER
For Questions Contact	SUPPORT@BEVI.CO 1-866-704-2384
Description	
During countertop installs, it's important to check the gasket on the bottom of the console to ensure that it lays flat.	
FAQs	
<ul style="list-style-type: none"> - Why is the gasket not flat upon installation? <ul style="list-style-type: none"> - The gasket is applied flat during manufacturing; however, when the countertop unit is shipped, tape is applied to the bottom of the unit to prevent the gasket from shifting during transportation. When the tape is removed upon installation, it can cause the gasket to peel up as well. 	
	

- **What causes the gasket to wrinkle?**
 - If the gasket peels up unnoticed, when the unit gets set on the counter and slid into position, it can cause the gasket to roll up.
- **How do I know if the gasket is wrinkled?**
 - Other than visual inspection during removal of the tape, a wrinkle in the gasket is also noticeable if the console does not sit flat on the counter as shown below.



- **How do I resolve this issue?**
 - To resolve, simply lift up the console and smooth the gasket so that there are no wrinkles. Perform a visual inspection to ensure that the unit is sitting flat on the counter.

As always, if you have any questions please feel free to contact our support team at support@bevi.co.