

Technical Service Bulletin - Countertop Unit Updates

[Countertop Install Guide](#)

[Countertop Install Video](#)

Install Quality Concern

Issue: During countertop installs, it's important to check the gasket on the bottom of the console to ensure that it lays flat. 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. 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 and therefore the console will not sit flat on the counter.



To resolve: Simply lift up the console and smooth out the gasket so that there are no wrinkles present. Perform a visual inspection to ensure that the unit is sitting flat on the counter.

Install Kit Insulation Tape - use case and where to apply

In some cases, due to warm ambient air inside a countertop's cabinets, the air moisture forms condensation around the water lines entering/leaving the carbonator. To resolve this issue, insulate the water lines connecting the carbonator and the countertop head unit using the insulation tape provided in the install kit. Instructions for wrapping the water lines are provided in the manual provided with each install kit ([see page 27](#)).



Updated Hole Template for Installation

Provided in each install manual ([see page 6](#)) is a hole template that indicates where the 4" hole should be cut in the countertop relative to the back wall of the counter. This template can be used to be placed on the counter to easily identify where the hole should be located.