



Water stuck in top bowl

Water won't run  
through to bottom  
bowl

## Possible Causes:

1. Cloth filter is blocked
2. Air lock stuck in the filter (most common cause)
  - 2.1 Burp the bowl
  - 2.2 Unscrew the dome
  - 2.3 Run water through filter, shake & tap
3. Filter is clogged up

## Reason 1 – cloth filter is block





**Remove the dome lid – it just pulls off**

**Remove the “ round spokes” that’s holding the filter in place by pulling up – might have to try a couple of angels to get it to come off**



**You do not need to remove dome from the top bowl to do this.**

## Reason 1 – cloth filter is block



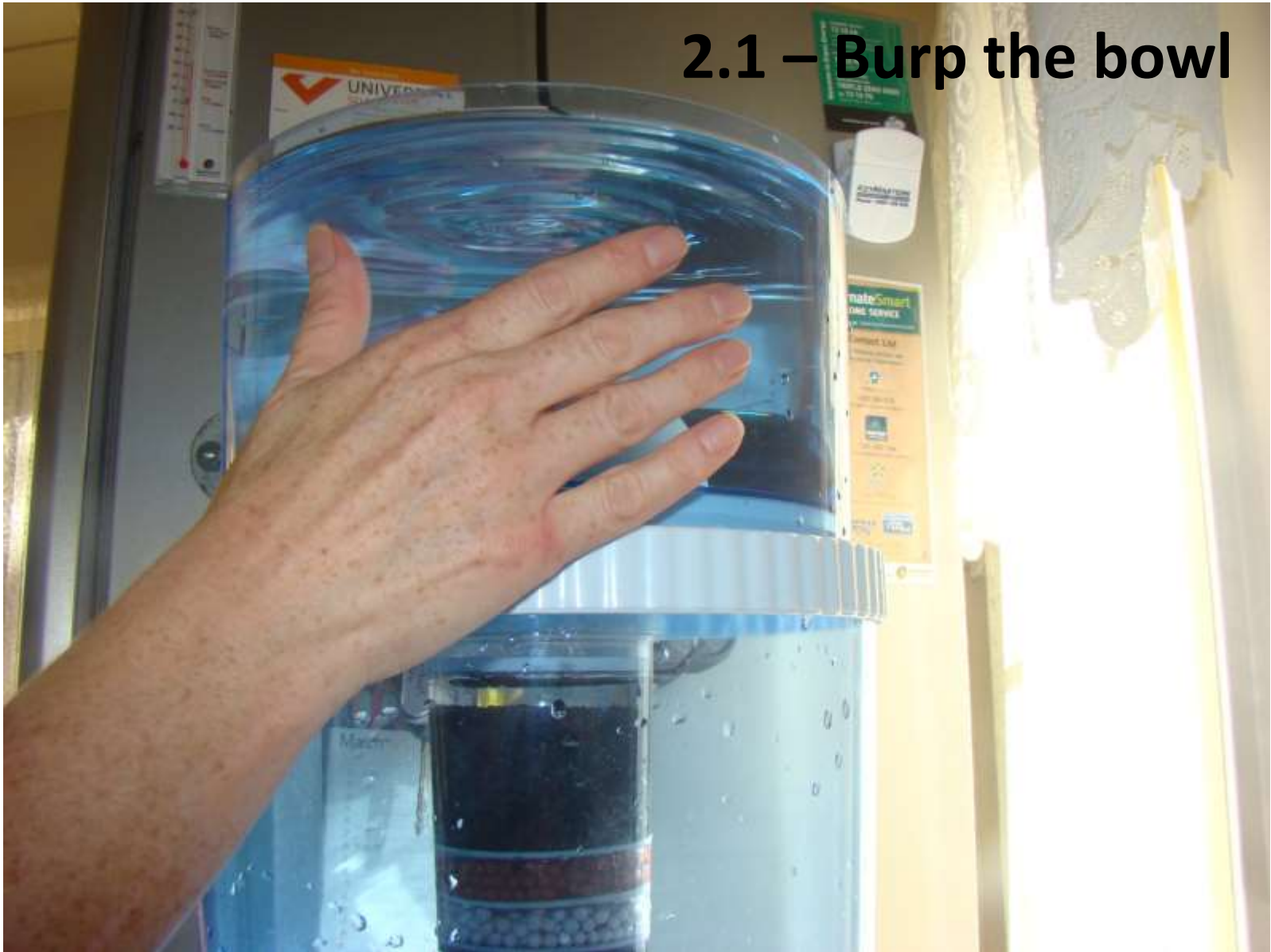
**Take cloth filter out of the dome, and rinse under running water if dirty**

## Reason 2 – airlock in the filter/ dome



**Make sure the water level in the top bowl covers the dome completely**

## 2.1 – Burp the bowl



**Firmly tap the top bowl with your hands, like burping a baby –  
might need to persist for a few minutes**



**Air bubbles will release through the holes in the dome  
continue until no more bubbles comes out**



## 2.2 – Undo the dome

The next step can only be done if you have the **old style** bowl.  
The easiest way to tell which bowl you have is to look at the lid



**This is not possible with the new bottle set as it is fixed to the bottom bowl with a nut**



**Unscrew the come, air bubble will release through the hole**

## 2.3 Unscrew filter – rinse, shake & tap

ORIGINAL BOWL



Empty water from top bowl & unscrew filter **ANTI-CLOCKWISE**

# Option 3



**Do not hold top by as indicated here – it will crack if using too much force to unscrew**

**Empty water from top bowl & unscrew filter ANTI-CLOCKWISE**



**Run cold tap water through the filter – high pressure for about 30 sec to a minute**



**Give it a few good shakes and turn upside down to empty water from filter  
continue doing this a few times**



**Fill filter with water and Firmly tap the mouth of the filter to force through any airlocks that might exist. Repeat 2-3 times**



**Reassemble bottle and fill up again, might have to repeat options 1 & 3 again if still not running through**





**It is normal for a *little* water to sometimes remain in the top bowl. As the filtration works on gravity, with less water in the top there is less weight and therefore all of it might not filter through.**

**It will start to run through again as soon as the top bowl gets topped up.**

## **Reason 3 – filter is clogged up**

**The charcoal granules in the filter have become compacted.**

**When was the last time the filter was replaced – recommended every 6 months.**

**You can run water through the filter (refer to 10-12) to solve the problem temporarily - but filter would need to be replaced to solve the problem in the long run.**



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