

# FAQ & Troubleshooting

## Brus Carbonator



**stelton**

## **How many plastic bottles are included in my purchase?**

There is one PET bottle included in the giftbox when purchasing your Brus carbonator. You can purchase additional bottles separately.

## **Is the CO<sub>2</sub> cartridge included when you buy a Brus carbonator?**

There is not a CO<sub>2</sub> cartridge included when purchasing your Brus carbonator.

## **Where can I buy my CO<sub>2</sub> cartridge?**

You can buy your CO<sub>2</sub> cartridges in your leading supermarkets and department stores near you.

## **What type of CO<sub>2</sub> cartridge does the Brus Carbonator need?**

Brus carbonator is compatible with a standard threaded 425 g / 60 L food graded CO<sub>2</sub> cartridge for making sparkling water, thread size M18 x 1.5. The Brus carbonator need one CO<sub>2</sub> cartridge to operate. Brus is not compatible with any type of Quick Connect CO<sub>2</sub> cartridge.

## **Does my carbonator need electricity to be functional?**

No, it doesn't. The Brus carbonator is driven mechanically and does not need electricity to function.

## **How does the Brus carbonator work?**

Compared to other carbonators, the Brus carbonator doesn't need a button or a handle to work. Brus carbonator functions by a turning carbonation knob clockwise for adding CO<sub>2</sub> to your water, and then counter-clockwise to release excess pressure.

## **Why is my Brus carbonator leaking water?**

If your Brus Carbonator is leaking from the bottom where the CO<sub>2</sub> cartridge is inserted or from around the bottle socket, is it most likely because you have filled water over the max line printed on the bottle. Read more about what happens if the water exceeds the MAX line, in the instruction manual.

## **Why does my Brus carbonator have a weak CO<sub>2</sub> pressure?**

There can be more than one reason to this one of them being that if you pour extremely cold water and start carbonating then there might be a build-up of ice on the nozzle. To fix this you simply wait a few seconds and then begin to carbonate your water. To avoid this in the future, we recommend that you use refrigerated water (5°C).

Another reason is simply because your CO<sub>2</sub> cartridge is running low. To empty your CO<sub>2</sub> cartridge completely, you can simply have the carbonation turn button active for longer time than normal. Once the CO<sub>2</sub> cartridge is complete drained, you simply replace it. Read more about installation and replacement of CO<sub>2</sub> cartridge in the instruction manual.

## **Is there a maximum of carbonation from the Brus carbonator?**

Yes, you can carbonate until it makes a hissing sound. The hissing sound indicates that your water can not absorb more CO<sub>2</sub> and are therefor now just releasing the CO<sub>2</sub> out in the open room.

## **Why are my Brus carbonator making a hissing sound?**

The hissing sound is made because excess CO<sub>2</sub> is being released from the Brus carbonator. Excess CO<sub>2</sub> is created when the water has reached maximum carbonation and the machine's systems is filled as well.

## **Is there other type of bottles that are compatible with the Brus carbonator?**

There may be other bottles that will fit in the Brus Carbonator's bottle socket, but you must never use any other bottle than the Brus carbonator's matching bottle for carbonating.

## **Why is CO<sub>2</sub> released through the nozzle when I am attaching the CO<sub>2</sub> cartridge?**

If you are experiencing that CO<sub>2</sub> is automatically released through the nozzle when attaching the CO<sub>2</sub> cartridge, we encourage you to try and loosen the cartridge a bit until it stops. Alternatively, try and purposely release the CO<sub>2</sub> to reduce the pressure in the cartridge. If you are still having an issue, please contact the place of purchase.