



If your issue is not listed below, please contact your equipment installer

#### TECHNICAL SUPPORT

Technical support is available to assist with equipment specification, line conversion, or application issues. Please contact us with any enquiries.

We are continually seeking to improve the quality of our communication with our customers. Your comments on the quality, completeness or correctness of this document are always welcome. Please contact us with your comments.

FAULT	POSSIBLE CAUSE	SOLUTION
Leaking bottles	Incorrect closure size	Ensure correct closure size for your bottle. Ref: Guidelines for glass sheet.
	Out of spec glass	Ensure bottles are within manufacturers specification
Flat wine	Incorrect closure size	Ensure correct closure size for your bottle. Ref: Guidelines for glass sheet.
	Out of spec glass	Ensure bottles are within manufacturers specification
	Incorrect bottle finish	Ensure correct glass for your closure. Ref: Guidelines for glass sheet.
	Faulty closure	Please return closure and bottle for analysis
Bulging sides of Cap, depressed Collet button or off-square	Incorrect application	As above
	Incorrect bottle finish	As above
High extraction force	Incorrect closure size	As above
	Incorrect application	As above
Tear tab folded inside or crushed caps or dropping caps	Poor dispenser alignment	Ensure Cap is aligned to centre of bottle at pick-off point
	Incorrect bottle change parts	Ensure bottle and change parts are correct and properly installed
	Poorly aligned capping head	Ensure capping heads are aligned to centre of bottle
	Toppling caps	Ensure capping heads are aligned to centre of bottle
Caps not sitting square	Bottles not aligned with Capping head	Check change parts are not too large for bottle
Collet button heavily depressed	Insufficient top load force	Check top load force is greater than 125kg
	Closure too cold	Warm closure above 15°C prior to bottling
Broken Tear Band	Closure too cold	Warm closure above 15°C prior to bottling
Tear Band bulging heavily	Insufficient top load force	Check top load force is greater than 125kg



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