

## Why is my beer dispense so slow - or not dispensing at all?

The reasons this may be happening - and how you can correct the fault - are set out below:

| Possible Causes  | Solution  |
|--|---|
| the bar tap is set incorrectly                                       | adjust the tap control that regulates the flow rate   |
| the gas pressure too low   | <ul style="list-style-type: none"><li>- the most likely cause is that you have run out of gas</li><li>- check the gas cylinder pressure gauge</li><li>- if the cylinder is empty, change it for a full one of the same type</li><li>- if the cylinder is not empty, there may be a fault with the gas pressure setting - contact your brewery</li></ul> |
| the keg is empty   | <ul style="list-style-type: none"><li>- check the keg and replace it if it is empty</li><li>- check that the cellar buoy is reset correctly</li></ul>   |
| there is a kink in the beer line                                     | check the line and remove any kinks   |
| There has been a change in demand due to increased beer sales        | identify which gas is needed and contact BOC Sureserve to arrange a delivery  |
| there may be a gas leak from BOC Sureserve or other cellar equipment | for information about tracing a gas leak from BOC Sureserve or other cellar equipment, click on Troubleshooting, FAQs and Handy Hints   |