Troubleshoot Tree

START HERE

What seems to be the problem - where is Castrol® ePODS™ leaking from?

I came in and there was oil EVERYWHERE - the dispenser has flooded

Solution: **The seal on the ePODS bottle has likely been compromised, causing it to empty. This is most likely due to aggressively or quickly spinning, stopping or bumping of the dispenser. Identify the ePODS bottle(s) that are completely empty. Drain the resevoir(s) and replace each with a new ePODS bottle. If further leaking occurs, proceed to the 'Dispenser' section.**

Reminder: Do NOT replace the ePODS bottles until they are completely empty and the dispenser reservoir(s) have been completely drained.

The **Pitchers** are dripping oil from the tube.

If the oil coming from the clear tubes?

Solution : This is normal residual drip from an oil change - please wipe the tube with a shop rag after you perform an oil change.

Accessories available on www.MyCastrolePODS.com:
1) Custom cut Absorbant Drip Tray Pads/Liners &
2) Felx Tubes for pitchers

The **Dispenser** is leaking

Step One: **Refer to the Dispenser Diagnostic Tool.**

3 possible outcomes:
1) There is oil flowing through the overflow tube.
2) The red button is stuck.
3) Oil is dripping from around the dispenser (red buttons, red handles, or seems).

3) Solution: This is most likely due to aggressively or quickly spinning, stopping or bumping of the dispenser. Use care when handling the dispenser to not compromise the seal between the ePODS bottles & dispenser.

Reminders: This can also occur when moving Castrol ePODS if oil isn't completely removed.
Keep the unit level at all times with the provided metal glides and remove casters (if applicable)

1) Solution: The dispenser is operating as designed. If this is ocurring, oil is entering the overflow tube due to agressive spinning or jostling. The overflow tube will slowly drain down. Use care when turning the dispenser to avoid fluid flowing over the top of the resevoirs.

2) Solution: You may have a failed gate valve. Try to push in the red button as hard as possible and repeat this step 4-5 times. This should reset your button spring and go back to normal. If this does not work, you may need a new dispenser, please contact your Castrol representative or call 1-888-CASTROL.

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