



Dispenser restart and usage guide



What to do to restart your dispenser and keep it operating hygienically

We realise more than ever that protecting your employees and customers is paramount as you return to the workplace following the lockdown.

That's why we have prepared these guidelines to offer practical support to help keep your dispenser clean and safely performing at its best. Our advice for customers is to encourage and support regular dispenser cleaning regimes with a strong focus on hand hygiene and social distancing.

This will enable you to continue to provide vital access to the drinking water your employees need, with confidence. Healthy hydration, heightened hygiene along with the powerful combination of Firewall® and BioCote® will serve to safeguard your employees and customers as we continue to navigate these uncertain times together.

Using a drinking water dispenser/machine after a period of disuse

Before using a dispenser, machine or equipment for the first time following a dormant period, we recommend taking the following steps:

Best practice for dispensers and machines

If the machine has been turned off, turn it back on and allow at least one hour before using the machine to provide sufficient time for the heating and cooling of the water to take place. Turn the water and CO₂ gas supply back on if either has been turned off.

If the machine has had a break in operation, dispense a minimum of 5 litres/1 gallon each of ambient, cold and sparkling water, and 3 litres/0.6 gallons minimum of hot water. You may need to flush more water to meet taste preference. Dispose of the water.

Flushing helps to remove stagnated water from the system. For sparkling units, flushing also clears any possible air bubbles that may have formed in the water lines. Changes in temperature and exposure to light can also affect taste and odour.

Sanitise all external surfaces of the machine, including all nozzles/taps/tap handles, decals, drip trays and fonts using a food grade sanitiser such as AquaDosa.

For dispensers using Reverse Osmosis, run these units every other day to keep the membranes fresh and primed, and to ensure that any water in the tank is used. Check tank pressures and re-pressurise if appropriate.

Best practice for other products

Drinking vessels

Wash all glassware, re-usable bottles, carafes and other drinking vessels by hand using hot water and dishwashing liquid, then rinse. Place in a dishwasher or glass washer and run through two wash cycles to clear any residue.

Ice dispensers

For ice dispensers, dispose of any stored ice and the first set of freshly made ice before use.

Coffee machines

Please see the user manual for machine specific daily maintenance protocols and follow before use. In the absence of a user manual, please follow these simple steps:

- Empty any coffee deposit trays that have any reminiscence of coffee granules.
- Run at least 1 litre/0.2 gallons of hot water through the coffee machine by selecting hot water dispense.
- Dispense 3-4 cups of coffee before using.

Enhancing day-to-day hygiene protocols

Once you have followed the restart procedures, use every opportunity to encourage regular sanitisation of equipment and consumables as well as heightened personal hygiene protocols to help prevent the spread of germs.

Best practice

Personal hygiene

Wash or sanitise hands with an alcohol-based gel before and after you use your dispenser. Whilst at the dispenser, cover sneezes and coughs to help prevent the spread of germs. We recommend keeping a hand sanitiser and tissues within easy reach of the dispenser, and a bin to dispose of used tissues.

Social distancing

Keep a safe distance from others when you fill up at the water dispenser. It is recommended that a distance of at least 2 metres/6ft be maintained at all times.

Dispenser sanitisation

Use a spray disinfectant such as AquaDosa or disposable disinfectant wipes to sanitise your dispenser regularly. Pay particular attention to the dispensing area.

Drinking vessel sanitisation

All glassware, re-usable bottles, carafes and other drinking vessels must be washed in a dishwasher or glass washer after every use without exception. A second cycle for all items is recommended. If you are using disposable cups, encourage disposal after each use, do not reuse or leave for others to dispose of.

Protocols for on-site installation and servicing

Our Waterlogic service engineers and technicians follow strict hygiene protocols. We recommend that customers respect these measures to ensure the safety of our workforce during visits to your premises, as well as safeguarding your own workforce.

These include avoiding physical contact with customers, including hand shaking or sharing items such as pens or tools; maintaining distance of at least 1 metre/3ft from customers; applying hand sanitiser before and after every site visit; wearing latex gloves throughout the visit and disposing after each job; and using sanitiser spray or wipes to disinfect the dispenser.

If there have been confirmed COVID-19 cases in your workplace, engineers may, at their discretion, choose not to proceed with the visit. Engineers who are suffering symptoms themselves will not attend until they are free of symptoms and declared safe to return to work.



Providing unrivalled water purity and security

Firewall® safely purifies water up to 99.9999% bacteria-free and 99.999% virus-free

Unlike any other mains-fed dispenser, our patented Firewall UVC technology thoroughly purifies water all the way through to the dispensing nozzle. This prevents bacteria and viruses like Legionella, Salmonella, E.coli, Hepatitis and Rotavirus getting into the system, contaminating your drinking water and causing illness. You can trust the world's most highly certified water purification technology to deliver the safest water possible for your workplace.



BioCote® reduces microbes by 99.5% within two hours

Exclusive* to Waterlogic, BioCote® built-in antimicrobial protection restricts the growth of odour and stain-causing bacteria, viruses and mould around the dispensing area and filter, keeping the dispenser fresher and cleaner for longer.

 **waterlogic®**

* Exclusive to Waterlogic in the category for commercial use mains-fed drinking water dispensers and solutions.

We're here to help

We are here to offer practical support to help you keep your dispenser clean and safely performing at its best. We're happy to answer any additional queries you may have to get you safely back up and running.

We have a variety of products to help you achieve heightened safety in the workplace:

- Aqua Dosa, a powerful disinfectant spray and disposable wipes for the dispenser that provide 24-hour protection.
- An extensive choice of dishwasher-safe reusable bottles and glassware, as well as a range of disposable cups.
- Dispenser collateral to promote messages of social distancing and hygiene in the workplace.

It is expected that social distancing will be here for the medium term and as such, collateral has been created to reinforce the messaging relating to the use of Waterlogic dispensers. Designed with the emphasis on responsibility for keeping your dispenser as clean as possible, as well as encouraging social distancing, this pack of material is free for you to download. The floor sticker is available for purchase. Call us or visit the website below to see the full range.



Dispenser stickers



300mm Floor sticker (available to purchase)

To place an order or for more support call us today on 0333 600 1845
or visit www.waterlogic.co.uk/restart