

## Information Bulletin

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### The WHA

The WHA is an industry association and accreditation body that:

- Promotes water and hydration for employee health, productivity and wellbeing
- Provides an informed choice between bottled or mains-fed dispensers
- Requires strict standards of hygiene, dispenser installation and sanitisation

# Customer Factsheet Essential Care of Your Water Dispenser



The water dispenser delivered to your premises is a high-quality appliance. Before installation, it has been carefully inspected and sanitised to ensure the purity of the water dispensed.

The WHA recommends that you make a member of staff responsible for the water dispenser and follow these guidelines.

## General

### DO

- ✓ Ensure the dispenser is used regularly (preferably daily). If the dispenser is out of use for a few days, refresh the system by running off some water (up to 5 litres) through both taps before drinking
- ✓ Ensure that the WHA sanitisation programme is maintained
- ✓ Have the dispenser PAT tested annually with your other office equipment
- ✓ Allow at least 70mm for ventilation around the dispenser
- ✓ Empty and clean the drip tray
- ✓ Clean taps, dispensing area and physical contact surfaces frequently with food-safe sanitiser spray or wipes. Your supplier can suggest a suitable product
- ✓ Ensure that personal water bottles don't come into contact with the taps when filling
- ✓ In the unlikely event of a dispenser malfunction or water quality issue, contact your dispenser provider

### DON'T

- ✗ Change the fuse rating from that installed by the dispenser provider
- ✗ Use the dispenser as a storage shelf for food or plants
- ✗ Pour any unused water or other drink into the drip tray
- ✗ Touch the nozzles of the dispensing taps
- ✗ Use perfumed cleaning chemicals around the taps
- ✗ Unplug or switch off the dispenser for extended periods, such as overnight or at weekends, to ensure a continued supply of refreshing cold water

## Bottled Water Dispensers

### DO

- ✓ Load bottles onto the dispenser following WHA Manual Handling recommendations
- ✓ Use the water bottles in date order, oldest first
- ✓ Use the bottle within three weeks of loading on to the dispenser if possible

### DON'T

- ✗ Locate the dispenser or store bottles:
- ✗ Outside in the open air
- ✗ In direct light (sunlight or artificial light)
- ✗ In a dusty, unventilated or humid environment
- ✗ On an uneven or sloping surface, or one with water on it
- ✗ In, or close to, a toilet
- ✗ On or near anything with a strong smell including foodstuffs

## When Replacing the Bottle

### DO

- ✓ Place the new full bottle by the side of the dispenser
- ✓ Remove the protective cap sticker with washed hands
- ✓ Lift the bottle over the probe in the dispenser top following the WHA Manual Handling recommendations
- ✓ Store empty bottles in a clean place away from strong light, to await collection (not outside)

### DON'T

- ✗ Leave the dispenser without a bottle on top
- ✗ Remove the bottle cap, refill the bottle with tap water or any other liquid or stick the protective cap sticker on to the bottle
- ✗ Throw away the empty bottle – it probably carries a refundable deposit and will also be re-used many times and eventually recycled

## Mains-fed Dispensers

### DO

- ✓ Ensure that staff know how to turn off the water supply to the dispenser
- ✓ Ensure that the filter is changed every six months as a minimum
- ✓ Know and note details of your drinking water supplier

### DON'T

- ✗ Leave the dispenser plugged into the power supply when disconnected from the drinking water supply
- ✗ Try to un-plumb the dispenser or move it to another location

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**IMPORTANT NOTE:** *Your water dispenser is plumbed into the mains drinking water supply. If your mains water supplier issues a 'Boil Water' notice, do not drink from your mains-fed water dispenser. Check with your mains water supplier whether your premises are affected*

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#### IF YES:

- Place a notice on the dispenser **“WARNING – DO NOT USE”**
- Turn off the water to the dispenser at the water isolation valve
- Unplug the dispenser from the power supply
- Drain the dispenser through both taps until no water is dispensed
- Let your dispenser provider know what has happened
- Do not use the dispenser until it has been sanitised and the filters replaced

## Contact Us

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## IF YOUR DISPENSER WILL BE OUT OF USE FOR SOME TIME

To maintain water quality, dispensers should be left on and water run through both taps at least weekly, if at all possible.

### Dispensers unused for less than 3 weeks:

- **Bottled water dispensers:**

Remove the bottle, drain the dispenser through the taps, fit a new bottle and flush 2L water through both taps. Sanitise taps and dispensing area with food-safe sanitiser spray or wipes

Dispensers left without a bottle on top will need sanitisation before re- use, so contact your provider.

- **Mains-fed dispensers:**

Flush approx. 5L water through both taps. Sanitise taps and dispensing area with food-safe sanitiser spray or wipes

- **Hot water dispensers:**

Switch the dispenser back on and allow it to reach temperature. Once up to temperature, drain the tank and allow to re-fill. Sanitise tap and dispensing areasurfaces with food-safe sanitiser spray or wipes

## IF YOUR DISPENSER HAS BEEN UNUSED FOR MORE THAN 3 WEEKS

- **Bottled water and Mains-fed dispensers:**

Follow the advice above, but contact your provider to arrange for sanitisation as soon as possible.

**Note:** Check that bottles of water in stock are in date

- **Hot water dispensers:**

Follow the advice above. If the service date has passed, contact your provider

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*For more information and to ensure that your provider is a WHA member visit [www.twha.co.uk/Find-a-Member](http://www.twha.co.uk/Find-a-Member)*

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