

Your dispenser hygiene recommendations



March 25, 2020

Dear customer,

We hope you are keeping well in light of the global COVID-19 crisis. We recognise that you are probably receiving a lot of communication on this topic, so we will keep this short and to the point.

To ensure continuous hygiene of your dispenser after a prolonged absence, please find below a summary of the required actions.

Key measures for prolonged absences

Before any prolonged stand still time *greater than 3 days*

- 1** Stop the water supply
- 2** Close the CO₂ bottle valve
- 3** Always keep the water dispenser connected to the power supply
- 4** Make sure that no one attempts to use the unit whilst the water is disconnected (display a **Do Not Use** sign next to the dispenser for staff & guests)

There is a risk of bacteria and germ growth anytime the water dispenser has been disconnected from the power supply for longer than 120 minutes. If this is the case, flush the water dispenser as per below (4 days to 4 weeks) after restarting it.

After any prolonged stand still time *of less than 3 days*

- 1** Clean dispensing taps and drip trays with antibacterial wipes and disinfectant spray
- 2** Flush water dispenser with:
 - a. Ambient water: 2l
 - b. Still water: 2l
 - c. Hot water: 2l
 - d. Sparkling water: 8l

After any prolonged stand still time *from 4 days up to 4 weeks*

- 1** Clean dispensing taps and drip trays with antibacterial wipes and disinfectant spray
- 2** Restore water supply, open the CO₂ bottle valve
- 3** Flush water dispenser with:
 - a. Ambient water: 10l
 - b. Still water: 10l
 - c. Hot water: 5l
 - d. Sparkling water: 20l



After any prolonged stand still time ***of more than 4 weeks***

System sanitisation and a filter change is recommended.
Please contact the BRITA VIVREAU service team.

Due to the current situation there could be a high demand for system sanitisation and until this can be completed by our service technicians, the dispenser can still be used by following the procedure below:

- 1** Follow the steps from “***After*** any prolonged stand still time ***of more than 4 weeks***”
- 2** In addition, please flush the dispenser 4 times a day (e.g: early morning, midday, afternoon and evening) with:
 - a. Ambient water: 2l
 - b. Still water: 2l
 - c. Hot water: 2l
 - d. Sparkling water: 2l
- 3** Clean the dispensing taps, drip trays and all other touchable surfaces with antibacterial wipes and disinfectant spray (minimum, once a day).

These hygiene guidelines only focus on the water dispenser. After 4 weeks of prolonged stand still time, please also ensure to flush the water supply pipes in your building (e.g. according to DVGW Arbeitsblatt 557).

By following these steps we can all play our part in maintaining the hygiene of the dispensers. If you have any questions at all, please do not hesitate to get in contact and we will do all we can to support you during this time and in the future.

For all of the latest updates on the changing situation, please follow us on [LinkedIn](#).

We wish you all the best during this difficult and unprecedented time. Please take care and stay healthy.

Thank you,

BRITA VIVREAU

For more information please contact:

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