

We're here for you

Tailored solutions, installation, maintenance, customer service, and more.



BRITA VIVREAU water dispensers give people around the world refreshing, filtered water on a daily basis. But we don't simply provide the equipment – dispensers must be installed, maintained and kept clean, their filters replaced, and their settings adjusted. With this in mind, BRITA offers a comprehensive service package, so you can enjoy our solutions with total peace of mind.



BRITA VIVREAU services

Expertise and support throughout the dispenser lifecycle.



Safety through maintenance

Regular and thorough maintenance is essential to ensure appropriate hygiene. Our dispensers are serviced throughout the year as standard. Repairs made during the guaranteed lifecycle of the dispenser are covered by our rental and full-service contracts.

Reliably high service quality

Our employees are audited on a regular basis. A supervisor visits our customers, ensures they are satisfied and verifies all tasks have been completed. We give our staff top marks – but also want confirmation from our customers. Ongoing training programmes ensure our service quality is excellent, and always improving.

Customer centricity

Our service engineers and customer service agents work hard to secure customer satisfaction. We can answer any questions you have during on-site visits or via our dedicated hotlines.



*Service Level Agreement

BRITA VIVREAU services

The benefits of our full-service maintenance offering.



1. Cleaning

- Dispenser (interior/exterior) and base cabinet (for floorstanding dispensers)
- Chemical cleaning of all parts that come into contact with water
- Cooling unit fan and ventilation grille
- Drip tray and drain hose (where applicable)
- Dispenser tap and buttons or glass control panel



2. Visual inspection

- Robustness of dispenser and accessories
- Heat exchanger (cooling)
- Any exterior damage
- Any worn / defective parts
- Any potential leaks
- CO₂ hoses



3. Filter replacement

- BRITA filter(s) is replaced



4. Function test

- Set pressure / water (water pressure and pressure regulator)
- Function of the solenoid valves (timing)
- Carbonator-unit sensor probe
- Water meter check with documentation (digital or analogue)
- Buttons or touch display
- Temperature of dispensed water (cooling)
- CO₂ content (visual inspection of a glass of dispensed water)
- Flow rate of sparking / still water
- Electronics (in line with local requirements)
- BRITA ThermalGate™
- Safety valve of the carbonator-unit
- CO₂ pressure hose (CO₂ bottle / pressure regulator)
- Cooling unit



5. General

- Refresher training sessions for staff (optional)
- Digital documentation of completed tasks

