

INFORMATION BULLETIN

Essential Care of Your Water Cooler



The Role of the BWCA

“To ensure the attainment of the highest standards of quality, safety, hygiene and ethical conduct in the water cooler industry through unimpeachable products and services supplied by Members to their customers, in full recognition of the Industry’s environmental responsibilities.”

The BWCA is the UK trade association covering both the bottled water cooler and mains-fed water cooler industry. It is a leading authority on bottled water, water coolers of all types and their maintenance and represents major companies in the industry. It funds technical and microbiological research, promotes the attainment of the highest standards and practices through the implementation of its Code of Practices, annual quality control audits of its members bottling and operating premises, and undertakes continuous compulsory training of its members’ staff.

Your water cooler provider is a **BWCA Accredited Member**.

The water cooler delivered to your premises is a high quality appliance which should give you trouble-free operation as long as the following simple guidelines are followed:

Prior to installation, your cooler has been thoroughly inspected and sanitised to ensure that the purity of the water dispensed is not compromised in any way.

These guidelines and the BWCA sanitisation programme are designed to ensure that this quality is not prejudiced once it is in your possession.

It is essential that a member of your staff is designated to be responsible for the water cooler and acts as liaison with your water cooler provider.



GENERAL

DO

- ✓ Report any malfunctions to your cooler provider.
- ✓ In the unlikely event of a water quality issue, contact your cooler provider.
- ✓ Ensure that the BWCA sanitisation programme is maintained.
- ✓ Have the cooler PAT tested annually with your other office equipment.
- ✓ Allow at least 70cm for ventilation all around the cooler.
- ✓ Empty the drip tray (if there is one) located under the tap, and wash out regularly.
- ✓ Sterilise the taps daily and wipe the outside surfaces of the cooler with a sanitising agent. This can be supplied by your cooler provider.

DON'T

- ✗ Change the fuse rating from that installed by the cooler provider.
- ✗ Use the cooler as a storage shelf for food or plants.
- ✗ Pour any unused water or beverage into the drip tray.
- ✗ Touch the nozzles of the dispensing taps.
- ✗ Use spray, mists or vapours around the cooler.

BOTTLED WATER COOLERS

DO

- ✓ Unplug the cooler if out of water.
- ✓ Load bottles onto the cooler following BWCA Manual Handling recommendations.
- ✓ Use the water bottles in rotation and check the “Use by” dates.
- ✓ Replace the bottle within three weeks of loading on to the cooler.

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When replacing the bottle **DO**

- ✓ Place the new full bottle by the side of the cooler.
- ✓ Remove the tamper-evident label from the bottle cap.
- ✓ Lift the bottle over the probe in the cooler-top following the BWCA Manual Handling recommendations.
- ✓ Store empty bottle(s) safely awaiting collection.

DON'T

- ✗ Leave the cooler plugged into the power supply with no water in the bottle or without a bottle.
- ✗ Leave the cooler without a bottle on top.
- ✗ Stick the tamper evident label on to the bottle surface.
- ✗ Remove the bottle cap.
- ✗ Refill the bottle from the tap.
- ✗ Throw away the empty bottle – it probably carries a refundable deposit and is also re-used and recycled.

DON'T

Locate the cooler or store bottles:

- ✗ Outside in the open air.
- ✗ In direct sunlight.
- ✗ In a dusty, unventilated or humid environment.
- ✗ On an uneven or sloping surface or one with water on it.
- ✗ In, or close to, a lavatory.
- ✗ On or near contaminating or noxious materials including foodstuffs that may have a strong scent.

MAINS-FED

DO

- ✓ Ensure that the responsible member of staff is aware of the location of the mains drinking water isolation valve.
- ✓ Ensure that the filter is changed every six months as a minimum.

- ✓ Know and note details of your drinking water supplier.
- ✓ Run-off some water from the taps after a period of non-use (2 litres recommended).

DON'T

- ✗ Leave the cooler plugged into the power supply when disconnected from the drinking water supply.
- ✗ Attempt to relocate the cooler.

IMPORTANT NOTE

Your water cooler is plumbed into the mains drinking water supply. In the unlikely event of an 'Emergency Notice' being announced by your water supplier (usually local water company) do not drink the water for any reason. Please take the following action:

- Contact your mains water supplier to determine if your premises are affected.

IF YES:

- Place a notice on the cooler "WARNING – DO NOT USE"
- Turn-off the water supply to the cooler at the water isolation valve.
- Unplug the cooler from the power supply.
- Drain the cooler through both taps until no water is dispensed.
- Contact your cooler provider and advise of the situation.
- Ensure the water cooler is sanitised and filters replaced (if fitted) before the cooler is put back into service.

