



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.

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, as directed by your local authorities.

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 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 have a variety of products to help you achieve the very best hygiene safety in the workplace.

Aqua Dosa spray & Byotrol sanitiser wipes

Powerful yet gentle and long-lasting disinfectants that continue to work for 24 hours after application. These non-hazardous, non-flammable and environmentally safe products contain Byotrol.

Byotrol kills germs and microbes, effectively tackling bacteria, fungi and viruses and is great for other surfaces like desks and kitchen worktops.



Aqua Dosa spray

Aqua Dosa kills 99.99% of bacteria and viruses and protects surfaces for 24 hours

-  Easy-to-use spray
-  No need to wipe
-  Leave to dry
-  Use every day

Available in 150ml spray bottles



Sanitiser wipes

- Taint-free, fragrance-free
- No need to rinse after use
- Kills 99.99% of bacteria and viruses
- Protects surfaces for 24 hours

Available in 1 x 100 wipe packs

To place an immediate order for Aqua Dosa & Disinfectant Wipes or for more support, call us today on: