

PUREZZA™

PREMIUM WATER



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.

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 and customers need, with confidence.

Heightened hygiene will serve to safeguard your employees and customers as we continue to navigate these uncertain times together.

Using a Purezza 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 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 each of ambient, cold and sparkling 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.

Best practice for other products

Drinking vessels

Wash all glassware, re-usable bottles, carafes and other drinking vessels by hand using hot water and dishwashing liquid, then rinse. Place in a dishwasher or glass washer and run through two wash cycles to clear any residue.

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 Purezza bottles. It is recommended that a distance of at least 2 metre/6ft be maintained at all times.

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. Communicate the hygiene practices at your venue to your customers 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 2 metre/6ft 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.

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're happy to answer any additional queries you may have to get you safely back up and running.

We have a variety of products to help you achieve heightened safety in the workplace:

- Aqua Dosa, a powerful disinfectant spray and disposable wipes for the dispenser that provide 24-hour protection
- An extensive choice of dishwasher-safe reusable bottles and glassware
- Shrink-wrap, tamper-evident bottle seals
- Custom dishwasher racks for improved cleaning

To place an order or for more support call us today on [0333 323 2735](tel:03333232735)

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