

## Water Coolers – Frequently Asked Questions

### How much does the water cooler cost and what does this include?

The rental cost is £7.11 per water cooler, per week. This includes: delivery, installation, six monthly service visits, free call outs for the duration of the agreement (including free parts and labour) and removal at the end of the contract.

### How long is the contract for?

The agreement is for three years and we guarantee that the price remains the same for the duration of the contract.

### What type of water cooler is it?

It's a point of use water cooler that simply connects direct to the water supply. There's no reservoir tank, so no standing water to keep chilled. It chills the water through a chilling coil only when the water is dispensed. The water cooler dispenses chilled (8°C) and ambient temperature water at a rate of 22 litres per hour. We do not offer bottled water coolers or hot water dispensers.

### What are the dimensions of the water cooler?

The water cooler is 1185mm high, 325mm wide and 340mm deep.

### How much electricity does the water cooler use?

The direct chill unit only requires power when dispensing chilled water. Therefore, the chill unit is not on all the time and power consumption is minimal.

### Do the water coolers require filters?

Our standard water cooler is supplied without a filter. The advice of Water UK is that coolers fed by tap water do not require filters fitted. Fresh wholesome tap water is of a high quality and is safe to drink. Visit **Water UK's** website to find out more.

If you choose to include a filter there is an additional charge of £1.72 per cooler, per week. This extra cost covers initial installation of a filter and a filter change every six months at the service visit.

### Where can I locate my water cooler?

The water cooler needs to be within one metre of a power socket (240v AC) and within five metres of a mains water supply, or a tank fed supply that is in accordance with section seven of the Water Supply (water fittings) Regulations 1999.

If a power supply is not available, the customer needs to ensure that a suitable socket is provided prior to our installation visit. If a water supply is not available within five metres, the customer may wish to consider a more suitable location.

Additional water pipe work could be a solution; however the water quality and water regulations implications need to be considered. Further information about where you can locate your cooler is available on the Yorcooler website.

### Is the drip tray connected to a drain?

The standard water cooler does not connect to the drain. It is possible to incorporate a pumped unit to empty the drip tray; this would be at an additional cost of £175. This includes connection to a waste pipe within six metres of the water cooler.

### How long do we have to wait once we have placed and order?

Typically, we will install the water cooler within 14 days upon receipt of order.

### What do I need to do prior to the water cooler installation?

Prior to any installation, the customer needs to ensure the area where the water cooler will be located has been prepared i.e. with suitable power socket and water supply within specified distances. In addition there are no access restrictions i.e. cupboards in the way of the pipe work etc.

### **How long does it take to install a water cooler and will it interrupt my water supply?**

It takes approximately one to two hours per water cooler, if it is situated within 5 metres of a water supply. In most cases there is no interruption to supply, if there is an isolation valve nearby.

### **What is included in the water cooler installation?**

The water cooler is installed using 6mm micro-bore piping which is concealed in conduit pipe. Also included is:

- A single check valve, preventing backflow to main supply
- A pressure regulator
- An isolation valve
- A water block, for 24 hour leak protection

All installations use WRAS approved materials and adhere to the Water Supply (water fittings) Regulations 1999. In addition, all our installation engineers are WIAPS approved [www.wras.co.uk](http://www.wras.co.uk) and [www.wras.co.uk/WIAPS](http://www.wras.co.uk/WIAPS)

### **How do we know when the water cooler will be sanitised and when it has been done?**

Stickers are located at the rear of the water cooler showing the date of the last sanitisation and when the next one is due. In addition, we will contact you prior to the due date and also inform you once it has been completed.

### **How often is the water cooler sanitised and what is included?**

Every six months we will carry out a sanitisation of the water cooler. All service work will be carried out by qualified engineers. During each visit the water cooler will be sanitised using an injection of ozone to disinfect the micro-bore piping and the cooler.

In addition, we will wipe down and clean all surface areas of the water cooler including tap spouts with disinfectant wipes. These wipes meet British standards and are efficient at removing a wide range of bacterial organisms.

Before leaving, we will confirm and test correct operation of the water cooler.

### **Why is sanitisation important?**

It keeps the water cooler clean and reduces the risk of bacteriological contamination. Micro-bore pipes need flushing to minimise any bio-film build up. In addition, sanitisation is a requirement of membership of EPDWA.

### **What do I have to do between sanitisation visits?**

The level of maintenance required is dependant on water cooler environment. Good practice is to wipe down the water cooler weekly with a disinfectant wipe.

### **Can we purchase the units?**

You cannot purchase the water cooler; they will remain the property of Yorkshire Water. This ensures we are able to maintain them to our high standards.

### **Do you provide cup dispensers and cups?**

We can provide cup dispensers at a cost of £35.50 and recyclable 7oz cups at a cost of £57 per pack of 2000.

### **What do we do if the water cooler breaks down?**

In the unlikely event that this occurs, please call Business Services on 0845 6 789 789 (Monday to Friday between 9.00am – 5.00pm). We will endeavour to respond by the next working day. If the water cooler is faulty we will fix this as part of the contract. However, if the water cooler is damaged then there will be a cost to the customer for either repair or replacement.