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| Date: 01.06.20 |  | | **Department:** | School Effectiveness |
|  | | **Contact Name:** | | Health and Safety Team |
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Dear All,

**Caring for your water dispenser upon schools re-opening**

As schools are now preparing for opening we felt it was advisable to send this letter with guidance to ensure your water dispensers are ready for school re-opening. The guidance has been compiled from manufacturer’s recommendations (Eden Springs), but it is also relevant no matter what supplier you use so please do follow the instructions.

A picture containing indoor, refrigerator, black, sitting

Description generated with very high confidence

**Mains-fed Dispensers, Tap Dispensers**

* If your mains water has been unused during shutdown it is a good idea to freshen up the buildings mains if possible before flushing the water dispenser. Find the nearest mains tap to the dispenser and run off at least 10L of water
* Switch your appliance on at the wall and on at the machine
* Press both taps/buttons on the dispenser to run 5L of water into a large container.
* If you have been unable to flush the building mains first, release the taps/buttons briefly then repeat for another 5L (so that you have dispensed 10L in total).
* Empty and wash the drip tray in warm, soapy water. Clean the outside of the dispenser with a damp cloth and kitchen surface cleaner, avoiding the taps
* Disinfect the taps, dispensing area, and any finger-contact surfaces (tap handles, touch panel) with food-safe sanitiser spray and single-use paper towel, or disinfectant wipes
* Taste a cup of water from both taps. If you are not happy with the taste, try flushing another 5L of water through the taps.

A picture containing refrigerator, sitting, bottle, black

Description generated with very high confidence**Bottle Water Dispenser**

* Switch your appliance on at the wall and on at the machine
* Remove the bottle and drain the cooler through the taps into a large container
* Check the Best Before End date on the cap of your replacement bottle of water. Do not use any that are out-of-date or look yellow/ green/ cloudy.

(Unopened bottles inside their BBE will be safe to use)

* Fit a new bottle (remember to remove the protective cap sticker first!) and press both taps/buttons to dispense at least 2L water into a large container
* Empty and wash the drip tray in warm, soapy water. Clean the outside of the dispenser with a damp cloth and kitchen surface cleaner, avoiding the taps
* Disinfect the taps, dispensing area, and any area touched by fingers when dispensing water with food-safe sanitiser spray and single-use paper towel, or disinfectant wipes. Taste a cup of water from both taps. If you are not happy with the taste, remove the bottle of water, drain the cooler, and try a fresh bottle.

**Water Fountains**

* Please ensure these are not in use as the surfaces around the fountain including the spout, button/leaver and nozzles could pose a risk for the transmission of COVID-19.
* These still need to be maintained with weekly flushes, etc. Please refer to your maintenance plan.

**Hot Water Dispensers, Coffee Machines, Mains-Fed Boilers**

* A picture containing monitor, photo, black, phone

  Description generated with very high confidenceWhere applicable remove any unused product from the machine.
* Switch the dispenser back on and allow it to reach temperature. Once up to temperature, drain the tank and allow it to re-fill.
* Empty and wash the drip tray in warm, soapy water. Clean the outside of the dispenser with a damp cloth and kitchen surface cleaner, avoiding the tap
* Disinfect the tap, dispensing area, and any finger-contact surfaces (tap handles, touch panel) with food-safe sanitiser spray and single-use paper towel, or disinfectant wipes
* Taste a cup of water from the dispenser. If you are not happy with the taste, try flushing, draining and re-filling the tank again. Contact us if there are still problems with taste, or if water is not flowing freely from the taps

**Bean-to-Cup Coffee Machines:**

* If the machine was not emptied and cleaned before shutdown:
* Use a vacuum cleaner to remove beans and other product from the machine (old beans will cause the grinder to jam)
* Clean the bean hopper/product containers/mixing bowls as advised by the manufacturer, with a cloth damped with sanitiser OR wash in a dishwasher. Dry with a single-use paper towel (liquid must not get into the grinder, and damp powder will cause blocking)
* Switch on the machine and run a complete cleaning cycle at least two times to make sure the system is filled again with fresh water.
* Clean the outside of the machine with a damp cloth and kitchen surface cleaner. Empty, wash and dry the drip tray and grounds container
* Use sanitiser wipes, or sanitiser spray and paper towel, to clean touch panels
* Disinfect touch panels, dispensing area, and any finger-contact surfaces with food-safe sanitiser spray and single-use paper towel, or disinfectant wipes
* Refill machine with fresh products (check that the correct powders are filled into the labelled containers)
* Use ‘hot water only’ button to run off 10 cups and make sure that the system is flushed through
* Run off 1 of each drink to check that containers have been correctly filled and check the taste. Contact your supplier if there are still any problems

In addition to this can you also ensure that for coffee machines the servicing, maintenance and inspection is undertaken as per the manufacturers instructions. This should be done for all machines even if they don’t fall under the Pressure Systems Safety Regulations 2000 (PSSR). The ones that do fall under PSSR should have a written scheme of examination in place and it should be listed as part of the schools insurance schedule.

For further information please contact your supplier who should be able to get an engineer to guide you through the steps. Alternatively, you can use the following links to download Eden Springs user guides.

[Bringing Water Dispensers Back Into Use After Shutdown](http://www.edensprings.co.uk/sites/default/files/uk/uploads/eden_springs_uk_-_customer_advice_-_bringing_water_dispensers_back_into_use_after_shutdown.pdf)

[Bringing Hot Drinks Dispensers Back Into Use After Shutdown](http://www.edensprings.co.uk/sites/default/files/uk/uploads/eden_springs_uk_-_customer_advice_-_bringing_hot_drinks_dispensers_back_into_use_after_shutdown.pdf)

If you require any further assistance, please do not hesitate to contact the Corporate Health and Safety Department on 01753 875 046 or alternatively send an email to [HealthandSafety@slough.gov.uk](mailto:HealthandSafety@slough.gov.uk). Stay alert and stay safe.

Yours faithfully,

Health and Safety Team:

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