


Common Questions & Answers for Proper Cleaning Procedures & Maintenance of your Pure Water Technology Units

 **Question:** Our office is temporarily closing. Should we turn off our water cooler or shut off the water to it?

Answer: If your office is closing for an extended period of time, please leave the machine powered on, but you may shut off the water to the machine by turning the water valve clockwise. When your workplace reopens, we recommend you flush your machine to ensure your first glass of water is freshly filtered.

- To flush your machine, follow the steps below:
 - Flush 2 gallons of cold water.
 - Flush 1 gallon of hot water, if that is a feature of your machine.
 - Flush 2 gallons of room temperature (ambient) water, if that is a feature of your machine.
- If you have an ice dispenser, please be sure to dispose of any stored ice and the first set of freshly made ice before enjoying your water with ice.

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 **Question:** How should I clean my machine to prevent Coronavirus?

Answer: We recommend wiping the entire surface of your machine, paying special attention to the dispensing area, paddles, and buttons, with a nonabrasive disinfecting household cleaning spray or wipe.

 **Question:** Does the Coronavirus spread through drinking water?

Answer:

- Per the World Health Organization, COVID-19 spreads from person to person through small droplets from the nose or mouth when the person with COVID-19 coughs or exhales. It has not been found in municipal water.
- Water supplies in the U.S. are treated at a municipal processing facility with UV sanitization, Ozone filtration, Chlorine, Chloramine or a combination of these disinfectants. If you have more questions about your municipality's water filtration, please reach out to your local water provider.