

Getting Back to Business

Per the World Health Organization, COVID-19 spreads from person-to-person through air-based droplets from the nose or mouth of a COVID-19 positive person. It has not been found in municipal water. According to the Water Quality Association (WQA), the COVID-19 virus is susceptible in the environment and is neutralized by the water treatment at your local municipal processing facility including UV sanitization, Ozone filtration, Chlorine and/or Chloramine disinfectants.

Quench's state-of-the-art filtration systems are designed to improve the taste and quality of municipal water, removing chlorine taste and smell and other contaminants that your municipal water may pick up as it travels through municipal infrastructure to your workplace. As such, you do not need to replace your Quench filter to ensure your drinking water is clean. However, you should follow these precautionary steps to clean and sanitize your Quench machine.

Water Coolers and Sparkling Water Dispensers

- Gather the following items
 - A large * |æ••, bucket, or container
 - Nonabrasive, disinfecting wipes or spray
 - Paper towels or cleaning rags
- Flush your Quench machine(s) per the recommendations outlined below by dispensing water into your glass or bucket.

Water Coolers

- Cold water: 2 gallons/7.57 litre or for about 5 minutes (Unless if you have a Quench 810, then please flush 5 gallons/18.93 litre or for about 10 minutes.)
- Hot water: 1 gallon/3.79 litre or for about 2 minutes
- Ambient water: 1 gallon/3.79 litre for for about 2 minutes

Sparkling Water Dispensers

- Cold water: 5 gallons/18.93 litre or for about 10 minutes
 - Hot water: 2 gallons/7.57 litre or for about 5 minutes
 - Sparkling water: 1 gallon/3.79 litre or for about 2 minutes
- Wipe the entire surface of your Quench machine, paying special attention to the dispensing area, paddles, and touchscreen, with a nonabrasive, disinfecting household sanitizing spray or wipe.

Tips on Keeping Quench Machines Sanitized

- Keep disinfecting wipes close to your Quench machine to sanitize after each use.
- Tape a 6-foot/182.88 cm radius around the machine to ensure proper social distancing.
- If not installed near a sink, offer hand sanitizer so users can quickly disinfect their hands before and after each use.



Water Coolers and Sparkling Water Dispensers



Want Help?

Our Customer Care team is standing by to help you troubleshoot these sanitization protocols.

Call 1-888-511-6698 to speak with a Customer Care representative.