

Webinar #2 - Questions and Answers B3 Sales Techniques and Sanitising a Water Dispenser.

22nd April 2020

Question 1: Confirm the colour finishes available

The b3 range is available from stock in the Borg & Overström Silver, and the Gloss Black

Question 2: Natural cooling gasses?

Although we already use a very 'friendly' green gas in our compressors, we are of course working on all new models coming out in the new European regulation gas before the official cut-off date

Question 3: The hot water option is it hot enough to make a cup of Tea or Coffee?

Yes – depending on how hot you like your tea! Coffee is not an issue (even with milk) but many new 'coloured' teas should be drunk at a much lower temperature than 100°C – so for many these days, yes the Borg & Overström dispensers offering hot water at 90-94°C this is more than adequate for a good cup of Coffee or Tea.

Question 4: What about the Level sensor is it possible to connect it to the PCB/mainboard?

Yes the b3 and the b4 have the additional option of a 'hard-wired' level sensor module – this connects directly onto the PCB and eliminates the requirement for batteries, and also shuts off the water supply when the waste tank gets to 70% full.

Question 5: Does the spray remove mineral build up on drip trays?

Yes – partially. It is a sanitization spray, not a scale-remover.

Question 6: Do you turn off co2 with the introduction of Sterizen® agent into the water trail

No – this is not needed – when using the Sterizen® 75 and post flushing, following treatment. Through the system, it is just as well to leave the gas on, as CO2 is a natural bactericide, and it also helps to cleanse the entire system, besides keeping the water under pressure, excluding oxygen.

Question 7: How often would you recommend internal sanitisation

Recommendation is at least every 6 months – longer than this can cause issue especially in a high-use area. Remember that this is a food-product, so care always needs to be taken in keeping the system clean.

Question 8: How often do you suggest replacing the filters?

We recommend changing the filter every 6 months at least – this is due to the filter removing the Chlorine element from council water, and thus removing the Bactericide that many councils use. So you can get a build-up after 7+ months on the 'clean' side of the filter. Here is a post for further information.

Question 9: What kind of product is the sanitizing fluid?

It is Sterizen® 75 – a very powerful Hydrogen Peroxide based product that is used in the production line here at Borg & Overström – that’s why we can be so confident of it, as it already gives us our 99,999% bacteria free results on production.

Question 10: Isn't there a sanitizing liquid with a colour?

Yes – this is another product we offer called Bio-Guard. It is Pink. This is not as powerful as the Sterizen® 75, and at the moment we are recommending the more powerful option rather. We are looking at putting a colour dye into the Sterizen® for the future to help with this but not if it compromises the effectiveness.

Question 11: The TouchPanel Protectors are a great idea

Thank you, yes they are – this option is particularly important at the moment with hygiene and surface contact being so topical. These come in a pack of 12 and can easily be removed and replaced as you saw Peter doing it on the Webinar.

Question 12: Are the hygiene strips for the B3 and B4... and B2 all available?

Yes – we have these available for the B2, B3, B4 & U1 – in all old models and current models. Please speak to your account manager for more information.

Question 13: Is there any anti-bacterial properties on the panel cover?

Yes indeed – the panels are covered by our Fynil™ coating. This is an Epoxy product, which is naturally non-porous. This means that bacteria cannot cling to the surface, and makes it easy for cleaning staff to clean the surface without the panel harbouring any bacteria. Use with the Sterizen® Sanitising Solution Spray.

Question 14: Has Sterizen products been accredited, ie EU CPNP?

I am not aware of anything specific in the name of Sterizen. Procurement confirm that all available support documentation is on the Sterizen website. [Click here to view >](#)

Question 15: How is the surface sanitizing liquid different from the hand sanitizing liquid or even the Sterizen® 75?

Yes indeed – please DO NOT use the surface disinfectant spray on your hands. The Hand Sanitiser is an 80% alcohol based product, so has a very strong killing capacity against bacteria and many viruses, and being alcohol based, it is designed to evaporate quickly leaving your hands clean and fresh without the need to wipe them.

Question 16: So people who use the Driver Kit should not use it for their hands

Definitely not – the spray in the Drivers Kit is for cleansing the driver work area (the steering wheel, the door-handles etc..) not for skin contact.