

Webinar #5 - U2 Tap system overview, including undercounter chiller.

20th May 2020

Question 1: Can I ask you to record for us?

Thank you – all of these webinars are being recorded and the recording are being made available on our website as soon as possible after each event. As an attendee or registrant, you will also be sent a link to view the recordings – but in the meantime you can visit the [website](#) and view the previous recordings.

Question 2: Is there a % of energy saving compared to competitors we can safely tell customers please?

No – not a direct comparison. There is nothing really like the Borg & Overström Dry-Chill units on the market currently – so there is no direct comparison.

All we do know from our own testing is that the Dry-Chill system is very efficient, due to using 2 cooling fans and its own integral vent system which draws the hot air out of the unit and the cupboard very efficiently – this in turn allows for more rapid chilling, which means that the compressor is running for a lot less time.

Please speak to your account manager for more information

Question 3: Question about the filtration filters, is there any model with RO membrane?

Borg & Overström specialise in water chilling rather than water filtration. We do have various companies we deal with in many countries that offer Reverse Osmosis Filtration feeding into our water dispensers – and this works fine, but we do not at this time have a recommended system to use. Apart from the fact that the Direct Chill systems used requires a minimum of 1,5Bar pressure to operate properly – so a tank-type RO system would be suggested here.

Question 4: Where can we see the Direct Chill and the Dry-Chill systems in operation?

<https://www.borgandoverstrom.com/en/innovation/#technology>

Question 5: Is there any rubber on the bottom of the tray (countertop version)?

Yes, the countertop drip tray comes with a flat base and non-slip feet.

Question 6: Is it possible to increase the water volume coming out of the taps? Is there something inside the S2 system that could be turned up, so that our customers at restaurants have the possibility to have a faster dispense?

Yes – all of the Borg & Overström s2 chillers come with a pre-fitted Pressure Regulator Valve (PRV). This not only stops the unit over-pressurising in the event of rising static water pressure, but also limits the flow of water through the chiller, to keep it at the optimum flow / chilling ratio possible.

The faster the water flow the less chilled the water will be on dispense.

While the PRV can be adjusted, it is not recommended to either adjust it, or remove it.

This could invalidate the warranty.

Question 7: Where can I find the videos relating to the U2, and particularly relating to the installation of the U2?

These can be viewed here:

<https://www.borgandoverstrom.com/en/support/how-to-videos/u2/>

Full training on installation, maintenance and service can also be obtained from our Borg & Overström Training Academy in Manchester UK. Please speak to your account manager for a bespoke training session.