

Webinar #9 – Totality® & Water Quality Processes

22th July 2020

Question 1: Is it possible to email around the parameters in which you operate in water testing?

No - Although on some counts the Government has strict parameter guidelines, for the TVC there is no such guideline. Regular testing should be done on your water supply to see what your site 'normal readings' are, and then monitored at that level.

Question 2: Is the test to be done with or without the filter?

The standard Carbon Block filter that is normally used with a water dispenser would make no difference to the water feed TVC count. If the filter is old and not been changed for a long period, you will get a build up of bacteria on the 'clean' side of the filter, which will then feed into the water trail of the dispenser.

You should take regular tests before the filter, after the filter and after the water dispenser to keep track of all parameters.

Question 3: What is the point of the testing?

We offer our units to you as 99,999% bacteria free – while we cannot differentiate between good and bad bacteria, we can remove it all, so that is what we do on our production line. The testing is to randomly spot-check our results to ensure that you are getting the cleanest most hygienic dispenser on the market.

Question 4: Are you testing for the maximum amount or type of tests possible?

No – we never could be I don't think. But we are moving forward and preparing to introduce surface swab testing too in the near future. This will further enhance the product we offer you, and the assurance that you can give to your customers.