

Webinar #10 – Touchless Dispense Bluetooth App

19th August 2020

Question 1: Can you still open the base cabinet door with the Foot-Switches fitted to the machine?

Yes - The foot-switches are not fitted to the machine, but are rather fitted to an electrical lead. This means that the foot-switch bank is sitting on the floor in front of the door, thus they can be easily pushed to own side, or lifted out of the way to open the cabinet door.

Question 2: Is there a device to adapt the old coolers?

No – this is an addition to the B3.2 and the B4.2 water coolers only there is no upgrade like this available for any other model.

Question 3: Is there a maximum number of users that can use their phones to connect to each dispenser?

No – there is no maximum to the number of users that can log into the customers local water cooler group. Although the app will only operate with a single user at once. You cannot have more than one person dispensing water at the same time.

Question 4: At what range can you dispense using this technology?

This is depending on the specific situation, but it should not operate much further than 2 meters away from the chosen water cooler.

Question 5: What if we have more than one water cooler on site?

Your technician in setting up the customers site will be able to give each machine a name i.e. Boardroom, Canteen etc...when you open the app you will have all these machines on your screen and you will then choose the one closet to you.

Question 6: Can the foot pedal be fixed to the door so as to avoid the pedal being kicked away from the cooler?

While anything is technically possible, we would say NO – the shape of the door does not lend itself to having this kit fitted, and the door will not take the pressure of a foot pushing down on the foot-kit.

Question 7: Do you have to be within a certain distance for it to work? And is there any risk of accidental launch?

See question 4 above - and No there is no chance of accidental launch. The hot button requires to be touched for longer than 1 second to release the lock, so it is very unlikely to happen on a 'pocket-call'.

Question 8: So the Bluetooth technology can be retrofitted to all B4.2 and not B4's?

See question 2 above – if you are unsure which model you are looking at...anything with a touch-panel is the B4.2 or B3.2 model, while anything with push-buttons is the older models and not able to be upgraded.

Question 9: Have there been any demos in real workplace environments? If so, are consumers consistently taking the time to access the app or are they reverting to the buttons on the screen?

No not yet – although we have been testing it ourselves for the past few weeks at our own coffee point. While you will always get those persons that prefer to push a button, we recommend that our distributors buy the Anti-Microbial Touch Panel Shields which are impregnated with Silver-Ion which kills bacteria and breaks down the structure of viruses.

Question 10: Is there a safety device that it cannot be turned on without a cup in?

No – it is expected that you are near enough to place your cup. This is why it has been developed with a limited range – to stop errors and horseplay.

Question 11: What are the cost prices please?

Please contact your account manager for your prices – or log into your account on our website to see your prices.

Question 12: Will new B4's have the bluetooth standard in it or will it always remain an option?

It is an accessory – and as such will always be available as an added option.

Question 13: So the Bluetooth technology won't work with the B5 models?

No – as per question number 2 & 8 above – only the current model B3's and B4's.