

BWCA POU
Customer Excellence

Your facilitator today is:
Alec McPhedran

BWCA
BRITISH WATER COOLER ASSOCIATION

SKILLS CHANNEL TV

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Aim

The aim of the POU Customer Excellence programme is to promote industry leading BWCA professional standards in delivering confidence and assurance to our customers through value added service

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Name **Business and Role** **Moment of Fame**

salut! Hi! Hallo! Hello! नमस्ते Bonjour! Olá! ciao! 您好 مرحبا

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BWCA POU
Customer Excellence

Me, the brand

BWCA
BRITISH WATER COOLER ASSOCIATION

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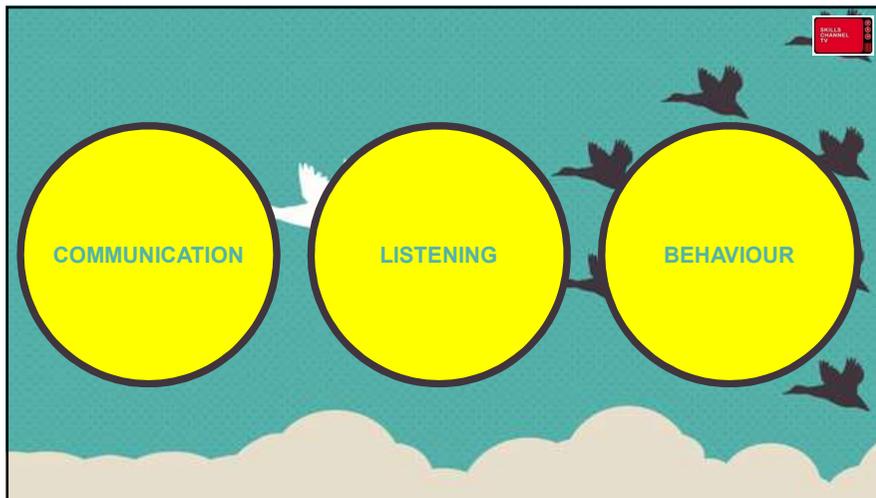
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Waterlogic WL100

Product Features:

- Bio Cote
- Countertop and freestanding
- Perfectly chilled and filtered drinking water
- Reliable performance
- High performance carbon filtration
- Robust construction
- Hot and cold
- Ambient and cold
- Performance:
 - 10 cold cups at once (150ml cups)
 - 30 cold cups per hour (150ml cups)
 - 5 hot cups at once (150ml cups)
 - 40 hot cups per hour(150ml cups)



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Waterlogic WL100

Product Benefits:

- Assured staff through strong germ protection
- Frees up hands to safely get drinks
- Great chilled and safe water encouraging frequent hydration and work energy
- Longer continuous access to water
- Savings on maintenance
- Lower replacement costs
- One stop location for water refreshments
- Staff getting what they want in water choice
- Reduced waste of staff time in waiting for drinks



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Content

There are a number of key stages that not only lead to a quality installation, but one that provides the customer with a professional and added value BWCA member service

1. Site Survey
2. WRAS Approved Fittings
3. Installation Rail
4. Professional Installation
5. Using an Approved Contractor



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Activity

For each topic, identify:

- Two important features
- Two customer benefits



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Site Survey

A Site Survey **must** be completed before any installation can take place.

This is to confirm:

- all requirements are met / services are available
- provide contact and access details
- advise the customer of the work to be completed
- confirm of any additional components that may be required

The Site Survey form should be relevant to the product as there may be specific requirements

Benefit

- Customer is ready for install and there are no surprises
- Installation can happen on first attempt
- Customer benefits from a smooth process



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WRAS Approved Fittings

All water contact parts must be of food grade material, specified for use with potable water and pressure rated for use with mains water.

This includes all pipework and fittings used to install a POU cooler.

In the UK, fittings and pipework should meet WRAS/WRC standards.

Benefit

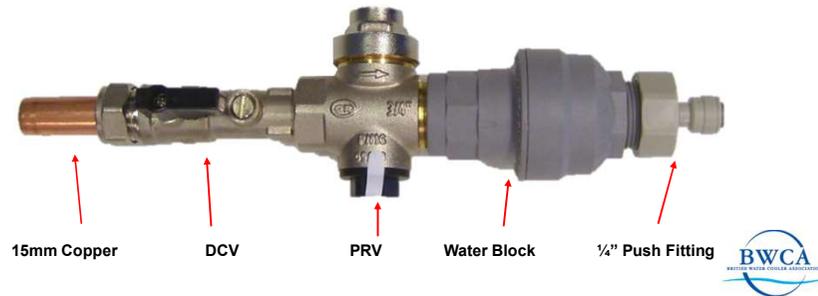
- Installation meets with Water Regulations
- Products installed with high quality components reduce the risk of breakdowns
- Customer safety and assurance
- Third party quality assurance



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Installation Rail

Below is an example of an installation rail used when connecting to a mains water supply.



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Installation Rail

15mm Copper Tail

This is used for connecting to the 15mm compression fitting or push fit.

DCV (Double-Check & Isolating Valve)

The purpose of the DCV is to prevent any back contamination into the mains water supply. A single valve is required for still water and a double check valve is required for sparkling. We always fit a DCV as standard, it also contains an isolation valve as part of the assembly.

PRV (Pressure Reducing or Limiting Valve)

A PRV must be installed at the point of connection to protect against excessive pressure which may lead to components or fittings being damaged and potentially leaking. It is factory set at 3bar (45 psi) and has a tamperproof label fitted to prevent it being adjusted.

All of the components on the installation Rail must be WRAS approved.



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Installation Rail

Water Block

The water block is a flood prevention device that measures water flowing through it and shuts off the water supply when a target volume is reached.

They are set to the 2 position, which is 2 gallons or 10 litres.

The water block must be fitted vertically or it may not operate.

This is an essential part of the installation rail and must be fitted for insurance purposes.

Note: WB's usually only detect flow of 1ltr/min or greater.

1/4" Push Fitting

The push fitting at the end of the rail allows us to connect the tube to the cooler.



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Orientation of Rail

The rail **must** be fitted vertically as per the manufacturer's instructions or the water block may fail to operate (due to debris preventing the turbine operating).

This may also invalidate your insurance.



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Orientation of Rail

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Installation Rail

Benefit

- Installation meets with Water Regulations
- Meets manufacturers specification and avoid failed warranty
- Provides peace of mind to the customer in case the worst happens (significant leak)
- Assurance of professionalism and quality



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Professional Installation

Work Area
Commissioning
Product Demonstration



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Professional Installation

Work Area

It is critical that when working on a customers site, we do so in a professional manner which takes into consideration the people around us as well as the premises.

We should always work ensure we:

- Secure the work area and keep as clean and tidy as possible
- Wear the required PPE
- Follow approved method statements

Benefit

- Customers or members of the public are unable to access / aware work is being conducted
- Avoidance of any potential accidents or use of the product before installation is complete
- Ensures the products are installed to specification
- Projects a professional vision of the company conducting the work
- Customer is left happy with the quality of installation



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Professional Installation

Commissioning

It is vital to correctly commission any product to ensure it is fully operational

This would also include sanitisation during or immediately before it was installed to ensure that the product was hygienically prepared and in good working order for the customer

Benefit

- Customers would have a fully functioning unit
- Avoid and microbiocidal or taste issues



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Professional Installation

Product Demonstration

It is vital we take the time to ensure the customer understands how to operate their new product, its capacities as well as the need for them to maintain it between services

We should also confirm the process for contacting us should they have any queries or concerns

Benefit

- Customers fully understand how to operate the product and avoids negative perception
- Reduces unnecessary call outs due to customer misunderstanding



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Using an Approved Contractor

Customers should always be encouraged to use an Approved Contractor for installations

This confirms that they have attended, passed the BWCA WRAS Course and have a recognised water regulations qualification as well as being registered with their local water authority.

Any extension or alteration of a water system at a customers premises must:

- have the work carried out by an Approved Contractor
or
- provide Notification to the local water authority

As part of the Water Regulations, any installer that is not registered must complete a Notification Form and allow upto 10 days before they can proceed.

Benefit

- Customers have peace of mind that the installation is completed by a qualified person
- Installers attending the BWCA Course also benefit from 'best practices' which ensure the customer receives the professional service they desire



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Approved Contractor Scheme

There are 7 Approved Contractor Schemes in operation under WaterSafe which is an 'umbrella' body and national brand for current Approved Contractor schemes including:

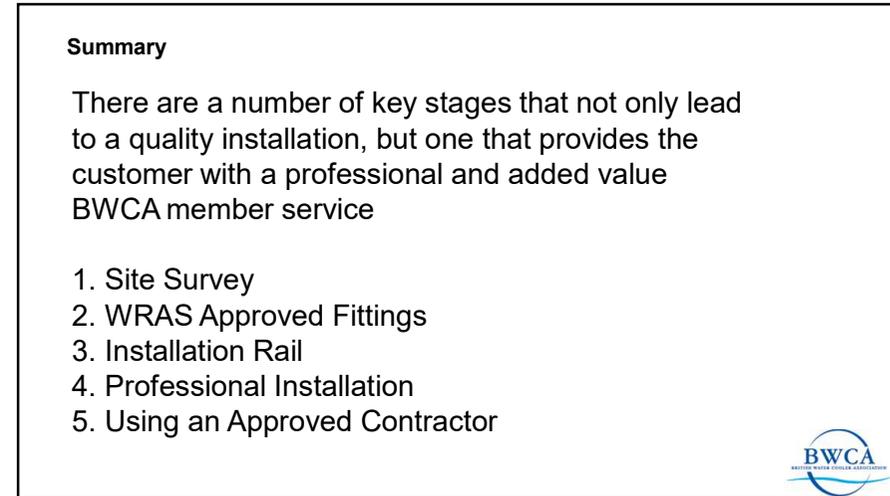
1. A Plus - Anglian Water's
2. TAPS - Thames Water
3. WaterMark - Severn Trent
4. WIAPS - Water Industry Approved Plumbers' Scheme which is administered by WRAS on behalf of sixteen water undertakers
5. APHC - Association of Plumbing and Heating Contractors Ltd
6. CIPHE - Chartered Institute of Plumbing and Heating Engineering
7. SNIPEF - Scottish and Northern Ireland Plumbing Employers' Federation



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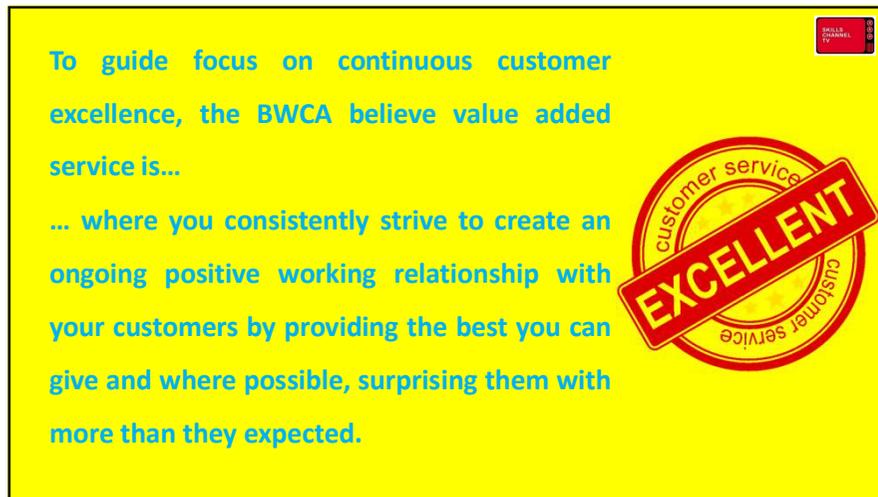
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Source: The Rain Group

RECOMMENDATIONS FROM RESEARCH II INTO TUBING

Overall Conclusions and Recommendations

- The growth of microorganisms is far less in 15mm tubing compared with 6.35 tubing, with the notable exception of MDPE-N which excels in both types of tubing. The MDPE-N tubing is fully WRAS approved
- If 6.35mm tubing is used, the preferred material is MDPE-N
- All 15mm tubing materials behave similarly and this size is preferred for long runs
- Microbore lengths should be kept to a minimum particularly if 6.35mm tubing is used but there is more tolerance with the MDPE-N material when used in line with the current BWCA guidelines
- Small microbore tubing should be changed every 3/5 years, depending on the tubing material used

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RECOMMENDATIONS FROM RESEARCH III INTO FILTERS

Conclusion

- Filters should be selected according to local conditions (water pressure, hardness, volume throughput) and applications, while fulfilling customer requirements.
- The main application of carbon filters is to improve taste and odour, so a choice of granulated activated carbon or carbon block with pore size larger than 1 micron may be more appropriate for certain applications, such as low-pressure water feeds.
- Filters of 1 micron pore-size and greater should be replaced every 6 months, in line with EU legislation.
- WRAS approval requires BS 6920 compliance and BWCA should recommend WRAS approved filters, with additional NSF 42 Standard (Classes I or II) according to customer requirements (for percentage chlorine and particulate size-range reductions) or NSF 53 Standard for removal of health-related contaminants (microbiological, chemical and physical).

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**REFLECTING
ON YOUR
CUSTOMER
EXCELLENCE**

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Ten Habits of Customer Excellence



1. Be a good listener
2. Identify and anticipate needs
3. Make customers feel important and appreciated
4. Body language counts
5. Understanding is crucial
6. Appreciate the power of 'Yes'
7. Know how to apologise
8. Give more than expected
9. Get regular feedback
10. Treat everyone with respect

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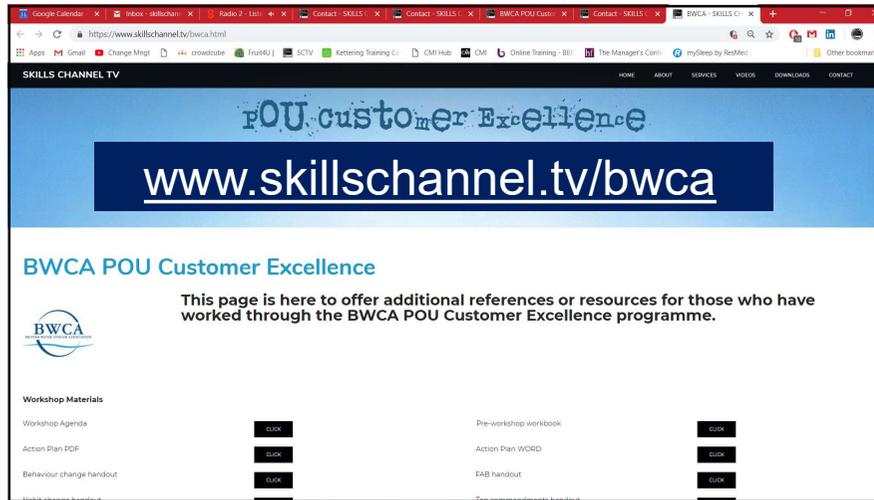
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