



# CIVIQ's Maintenance Package Options

We offer a range of maintenance services for our customers across Australia for the Aquafil and Elkay range of drinking water products.

Ensure that your drinking water stations provide clean drinking water all the time through regular maintenance. Choose from our different service options or contact us to create a custom package that will best suit your needs.

	Bronze	Silver	Gold	Custom
Frequency	Once a year per unit	Twice a year per unit	Four times a year per unit	Contact us to configure your custom maintenance package
Inspections – inspect sensors, solenoids, buttons and compressor/refrigeration components if fitted	✓	✓	✓	
Adjustments – adjust water flow and temperature if required	✓	✓	✓	
Cleaning - Removal of visible mold, mildew, graffiti or build up within/on the unit	✓	✓	✓	
Report - Detailed report of findings and works + meter reading if fitted	✓	✓	✓	
1x Complimentary Call Out Service – In the case a technician is required between the scheduled quarterly visits for an unexpected minor fault			✓	
Filter change – includes filter (for filtered units)	✓	✓	✓	

Get in touch with our team today to discuss your maintenance package option.

# Don't let your investment go to waste!



Interviews conducted with communities show that people refuse to drink from water stations because of the following factors:



Vandalism leading to non-operational parts



Poor maintenance resulting in dirty stations



Bad taste due to old filters

Ensure your community can benefit from the infrastructure you provide through:



Routine maintenance



Regular filter replacement

## Regularly Clean Your Drinking Stations

Stainless steel is easy to clean compared to many other materials. Washing with soap or a mild detergent and warm water followed by a clean water rinse is usually quite adequate for domestic and architectural equipment. An enhanced appearance will be achieved if the cleaned surface is finally wiped dry. Specific methods of cleaning are as in the table on the next page. These are recommendations only, and it must be recognised that there are risks associated with all cleaning operations. All such treatments must be evaluated by the user.

Problem	Cleaning Agent	Comments
Routine cleaning All finishes	Soap or mild detergent and water. (preferably warm)	Sponge, rinse with clean water, wipe dry if necessary. Follow polish lines.
Fingerprints All finishes	Soap and warm water or organic solvent (eg acetone, alcohol, methylated spirits)	Rinse with clean water and wipe dry. Follow polish lines.
Stubborn stains and discolouration. All finishes	Mild cleaning solutions. Ensure any proprietary cleaners state compatibility with stainless steel. Phosphoric acid cleaners may also be effective.	Use rag, sponge or fibre brush (soft nylon or natural bristle. An old toothbrush can be useful). Rinse well with clean water and wipe dry. Follow polish lines.
Lime deposits from hard water.	Solution of one part vinegar to three parts water.	Soak in solution then brush to loosen. Rinse well with clean water.
Oil or grease marks. All finishes.	Organic solvents (eg. acetone, alcohol, methylated spirits, proprietary "safety solvents"). Baked-on grease can be softened beforehand with ammonia.	Clean after with soap and water, rinse with clean water and dry. Follow polish lines.