



Manual Handling of Neverfail Bottles

LIFTING DOS AND DON'TS



DO LIFT AS A TEAM



BEND YOUR LEGS



BEND YOUR LEGS



HOLD BOTTLE CLOSE TO BODY



DON'T BEND AT THE BACK



DON'T BEND AT THE BACK

Tips for handling bottles when stored on an office rack

- Top Rack: Stand close and directly face bottle. Placing feet shoulder width apart. Bend at the hips first and then the knee
- Middle or bottom rack: Ensure bottle is close to your body and have a good grip on the bottle. Stick bottom out and soften knees
- On the floor: Store bottles upright. Position the bottle between your feet when lifting from ground level
- Keep the bottle close to your body as you place it on the cooler, making sure to stand close with your feet either side.

TROUBLESHOOTING

Is your cooler leaking?

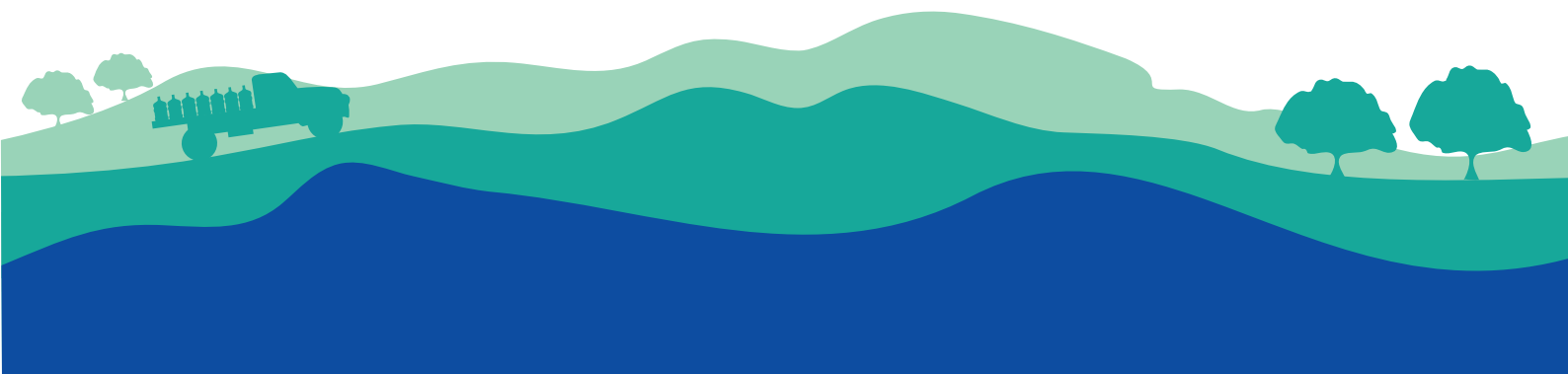
In most situations, there is a hair line fracture, usually not visible in the bottle that affects the pressure and causes the bottle to leak. This can be mistaken as a cooler leak as water will leak through your cooler. This is an easily fixable situation. Simply follow the below steps:

- Take the current bottle off the cooler.
- Simply drain the cooler reservoir from the taps ensuring you have a bucket/empty bottle secured underneath for the water.
- Once the cooler is completely drained of all water, leave the cooler to dry for 1 hour.
- Once the cooler is dry, simply place a brand new, unopened Neverfail Springwater bottle on the cooler.
- Mark the faulty bottle with an 'X' for the driver to collect.

Is your cooler not heating or cooling?

If you have placed a new bottle on the cooler, please note that there is a recovery time of about 15mins for the thermostat. If the cooler still isn't heating or cooling, please follow the below steps:

- Check the power point by testing it with another appliance or plug the cooler into another functioning power point.
- If problems persist, please turn cooler off from the switch at the back of the cooler (if there's a switch on cooler) and turn off from the power point. Leave this off for 30 minutes and then turn all switches back on. The cooler should now be resetting itself and the thermostat adjusting. You should now be able to use the cooler after 15mins





Standard Cooler Care and Use Instructions

This guide is provided to assist in the general care and maintenance of your Neverfail Springwater cooler. The aim of this guide is to protect the natural integrity and quality of the equipment in order to ensure the continued quality and freshness of the water every single time.

Tips for placement of cooler:

-   Ensure the cooler is not located in the following areas: direct sunlight, near machinery, plants, sources of odour or areas prone to insects.
-   Keep your cooler and the area around it free of dust and dirt.
-   Empty and clean the drip tray regularly. Do not use it to dispose of tea, coffee, etc.
-   Never leave your cooler spike uncovered for long periods of time, as insects or dust may enter the reservoir.

How to clean your cooler:

We recommend cleaning it every 3-6 months. It is easier to do just prior to changing a bottle:

1. Unplug the cooler, remove the empty bottle and drain any remaining water from the reservoir.
2. The exterior should be cleaned first with a mild non-abrasive household detergent. Wipe the exterior dry with a soft cloth
3. Remove the spike by turn the cooler and spike counter clockwise until the latch releases. Lift the collar and spike.
4. Remove the plastic seal from the reservoir. Some cooler may require the removal of the cooler lid as well.
5. To clean the reservoir, pour 2 litres of water into the reservoir and add 50ml of household vinegar (or ½ teaspoon of bleach) to the reservoir. let it stand for 5 minutes.
6. Scrub the reservoir using a non-abrasive scouring sponge and the diluted solution.
7. Drain the solution through the taps.
8. Refill the reservoir with clean tap water and rinse thoroughly. Drain and repeat with clean water until it runs clear.
9. Replace the plastic seal in the correct position. Secure the spike by lock the latches in position.
10. Place a new bottle on the cooler, plug in the cooler and wait 10 minutes for the thermostat to fully cool or heat the new water.

