



Welcome to BRITA

Smart. Stylish. Sustainable.

Discover the perfect water dispenser for your organisation.



Water dispenser solutions for your organisation - and a better tomorrow

[Watch our Video on Youtube](#)



Reliable excellence, made-in-Europe quality

Filters developed and manufactured in Germany, dispensers assembled in Italy.



Dependable hygiene

Proven expertise in the healthcare sector based on 20+ years' experience.



Efficient, cost-effective, convenient

Easy to use, lower costs for you and the planet.



Working for greater sustainability

Enabling your organisation to reduce its carbon footprint.



A complete, one-stop solution

Customised products, installation, maintenance, financing and more.



Individual customer focus and flexibility

Meeting all your organisation's specific drinking water needs.



A focus on health and wellbeing

Water dispensers encourage hydration, helping people feel - and perform - at their best.



Outstanding water filtration, created by BRITA

In the business of smarter drinking water choices since 1966.

+44 345 674 9655 | Contact us today and let's talk about your BRITA water dispenser solution | www.brita.co.uk/water-dispensers/service

The one-stop shop

For all your drinking water supply needs.

BRITA water dispensers give people around the world refreshing, filtered water day in, day out. But we don't only supply the equipment. We install, maintain and keep your dispenser clean. Replace filters and adjust settings with our state-of-the-art BRITA Dispenser iQ Connect App. Your advantage? Precise diagnosis and error solving, leading to faster service resolution. One small app, but a significant step towards higher service quality!

We also offer financing, rental options and we're always on-hand to answer questions.

With a customised, comprehensive service package, you can enjoy our solutions with total peace of mind.



We're here for you

Throughout the dispenser lifecycle.

Safety through maintenance

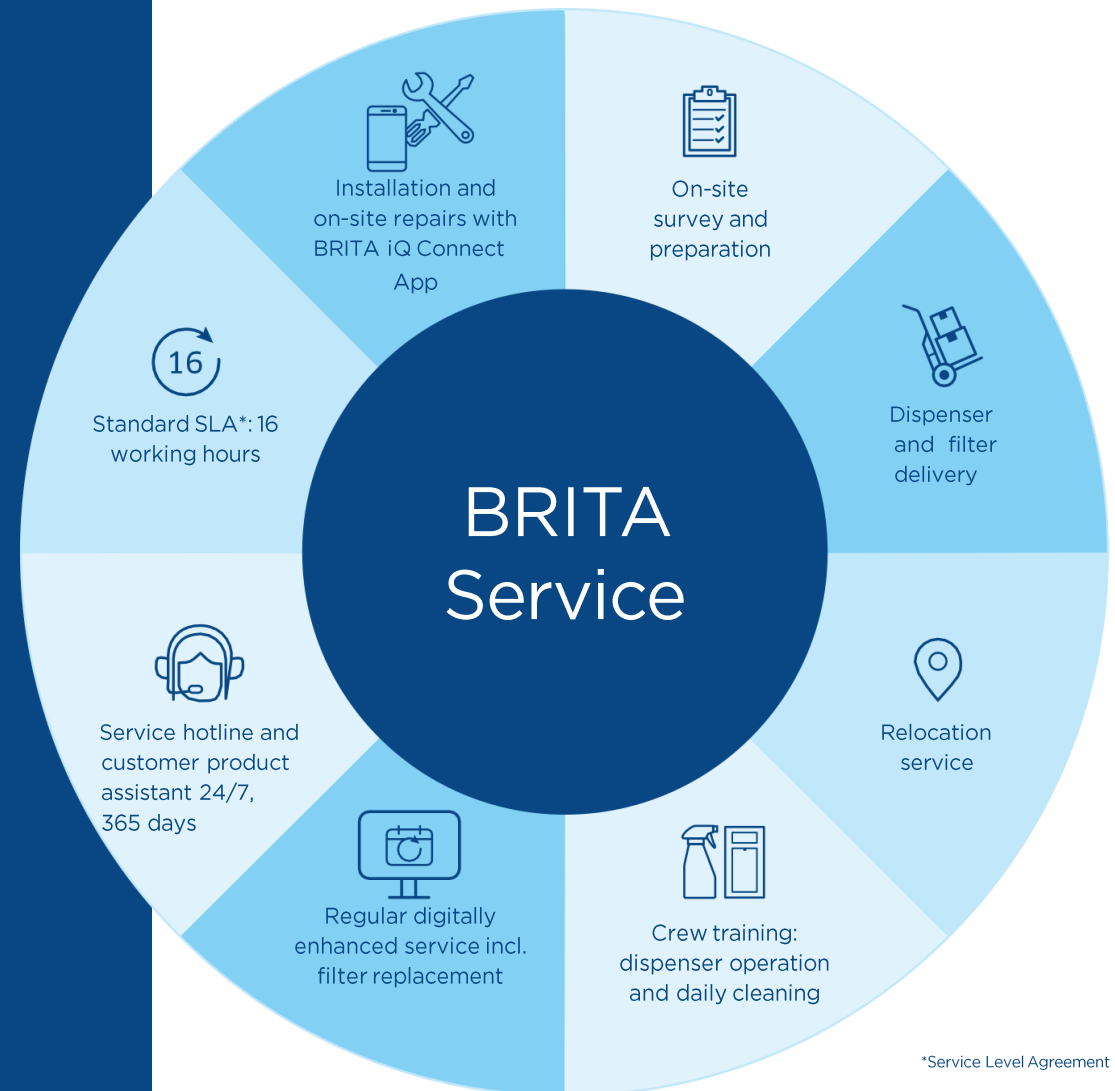
Regular, thorough maintenance is essential for first-rate hygiene. We service our dispensers 1-2 times a year as standard. And with our BRITA Dispenser iQ Connect App we will ensure a higher service quality due to clear dispenser data analysis. Our rental and full-service contracts cover any repairs made during the dispenser's guarantee period (5-10 years).

Reliably high service quality

Our employees are audited regularly. A supervisor will visit you, make sure you're satisfied and confirm our service engineer has done a good job. We give our staff top marks – but it's good to know customers agree! Our training programmes ensure our service quality gets better and better.

Advice and more – on tap!

Our service engineers and customer service agents work hard to make sure you're completely satisfied. We can answer any questions you have during on-site visits or via our dedicated hotlines.



*Service Level Agreement

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BRITA Service benefits

What you get from our full-service maintenance offering.



1. Cleaning

- Dispenser (interior/exterior) and base cabinet (for floorstanding dispensers)
- Chemical cleaning of all parts that come into contact with water
- Cooling unit fan and ventilation grille
- Drip tray and drain hose (where applicable)
- Dispenser tap and buttons or glass control panel



2. Visual inspection

- Robustness of dispenser and accessories
- Heat exchanger (cooling)
- Any exterior damage
- Any worn / defective parts
- Any potential leaks
- CO₂ hoses



3. Filter replacement

- BRITA filter(s) is replaced



4. Function test

- Set pressure / water (water pressure and pressure regulator)
- Function of the solenoid valves (timing)
- Carbonator-unit sensor probe
- Water meter check with digital/analogue documentation
- Buttons or touch display
- Temperature of dispensed water (cooling)
- CO₂ content (visual inspection of a glass of dispensed water)
- Flow rate of sparkling / still water
- Electronics (in line with local requirements)
- BRITA ThermalGate™
- Safety valve of the carbonator-unit
- CO₂ pressure hose (CO₂ bottle / pressure regulator)
- Cooling unit



5. General

- Refresher training sessions for staff (optional)
- Digitally enhanced service with BRITA Dispenser iQ Connect App due to clear dispenser analysis
- Digital documentation of completed tasks