

Identifying Scale In Your Machine

Whether it's a water boiler or hot and cold cooler, all hot water dispensing machines are susceptible to scale build up. Whilst there are measures you can take to prevent scale, it is still important to know how to spot the signs and make sure you catch it before it becomes a serious issue.

The most common indicators of scale build up include slow dispense rate, continuous boiling and in severe cases, failure of the heating system.

When these signs become apparent, it is important you take action as soon as possible. Make sure you switch off the power to your machine and initiate the descaling process.

How hard is your water?



Descaling A Hot & Cold Cooler

We stock a range of water dispensers, including hot & cold coolers such as the 3300X and the ArcticStar 55. Improve the performance and longevity of these coolers through regular descaling of your machines.

1. It is recommended that descaling is done at a workshop.
2. Isolate electrical mains and disconnect water supply (bottle or mains).
3. Remove hot tank drain plug at the rear of the cooler & drain tank, then refit plug.
4. Drain cold water tank through dispense taps.
5. Mix descaler solution and add to cold water tank
6. Allow solution to gravity feed into the hot tank.
7. Continue filling cold water tank with descaler to the top of the cold-water tank.
8. The foaming caused by the chemical reaction between scale and the descaler will cease when the process is complete. (approx. 45mins)*
9. Drain solution from the cold tank through the taps and from the hot tank via the drain plug at the rear.
10. Flush system through thoroughly with cold water, making sure there is no residue. Use pH paper if necessary.
11. Reconnect cooler to water and electricity supply and test for leaks and operation.

*The most common mistake at this stage, is not completing the descaling process. This will result in symptoms reappearing sooner.

Beating Scale in Water Coolers

The best way to descale your hot and cold cooler, is to take preventative measures when installing. Connecting an appropriate filter will not only keep your machine scale free, but it will also improve performance and longevity.

The best anti-scale solution for a water cooler is our Carbon Block filter candle. Carbon Block filters contain siliphos, which softens any minerals in the water in order to prevent build up of hard scale. We also supply Brita resin filters, however, these are specialised filters which are more suited to hot water boilers.

If you're not sure which products you need, or if your machine has developed scale, please get in touch with a member of our team.