



**Issue 4** The information hub is designed to provide - mainly technical - information relating to Water Coolers and Boilers, to assist you with your work

## How to deal with **SCUM** on your Tea

Research has shown that **SCUM** is composed primarily of calcium carbonate and a mixture of complex chemicals and minerals. The oil in Tea Leaves may also be a contributor.

**SCUM** is often a problem in hard water areas at a high temperature. It occurs with Kettles as well as Hot Water Boilers. What is to be done? According to Osmio the solution is to use filters to remove the minerals and other chemicals from the mains water before it hits the tap ...

<https://www.osmiowater.co.uk/how-to-remove-scum-marks-cup-tea-coffee>

Dissolved air in the water can also be mistaken for **SCUM**



## **BAD TASTE** from your Cooler

**BAD TASTE** is in most cases due to a build up of Bacteria inside the Cooler. The obvious remedy is to Sanitise and to exchange the POU Filter. If bacteria grows in the Filter it will continuously shed Bacteria into the Cooler. This is the main reason why the EDWCA and the BWCA demand that POU Water Cooler Filters are exchanged every six months.

Another reason could be a residue of descaler or sanitising solution in the Cooler. Flushing through with copious amounts of water should solve the problem.

**BAD TASTE** in POU Coolers could also be due to a contaminated water supply. Taste the water **BEFORE** it enters the Cooler and check if the Water Cooler is connected to a potable mains water supply. Older buildings still run a feed from a tank in the loft and who knows what is floating in the water!

