

QUESTIONS AND ANSWERS

- Q How does a urinal work?
A Water flows in to the urinal cistern continuously 24 hours a day. When the level gets to a fixed point in the cistern a syphon empties the water into the urinal basins or trough.. There are no moving parts.
- Q I have heard that the bye laws are to be abolished. Is this true?
A Yes. Consultation has been ongoing for a couple of years between Dept. of environment and water companies. The consultation document “Recommendations for Requirements to Replace the Water Bye Laws” was published in Jan 1997 by the government. The Bye Law requirements will then be encompassed within building regulations.
- Q Can the Water Watch ignore people only using the basins or cubicles.
A Generally no. Good detection sensitivity (a large detection zone) is necessary to enable the Water Watch to be sited easily and without compromise to the existing facilities.
- Q Will smells develop if the high savings suggested are achieved?
A No. A toilet facility in which a modest hygiene regime is in place does not need flushing beyond the limits set by the Water Watch. Hygiene problems are often the result of urinal basin traps that are not cleaned periodically.
- Q Is it more economical to fit a mains powered unit?
A No. Batteries are low cost and last a long time; 4 years +. The cost of providing an electrical connection can be greater than the cost of the unit.
- Q What savings will I achieve?
A It depends on the rate of flow into the cistern. What ever the flow rate, flushing will occur continuously, irrespective of use. The Water Watch can improve hygiene and save water. E.g.. The default set-up for the Water Watch will always flush within 20 minutes of use. An uncontrolled toilet with the same level of response to use would have to flush 3 times an hour continuously. SEE RESULTS FOR TYPICAL BUILDINGS.
- Q How long does the installation take ? Does the toilet need to be closed?
A Installation can be completed in 30 – 40 minutes in most cases. Disruption is minimal as no power cabling is required. It may be possible to allow use of the cubicles.
- Q Is any servicing required?
A Most installations of this nature require some preventative maintenance. This is low with the Water Watch. The valve has a stainless steel filter to trap debris in the water supply this can be checked annually. The batteries should be changed as a matter of course every 3 years. Or when the battery low indicator flashes.
- Q What happens if I have a problem with the unit?
A The Water Watch has been proven in the market for > 7 years. However if maintenance check is required then the sophisticated nature of the unit enables the

problem to be pin pointed very quickly. The detection zone (sensor operation), water control valve and battery can all be tested within a few seconds. We can even tell how many hours the unit has been in operation and how many flushes have occurred. If the problem is of a hygiene nature then this data is invaluable.

Q How do I know the unit is operating properly?

A The Water Watch implements a computer software program, which provides reliable and predictable operation. The valve will always open within 20 minutes (or other setting) of entering the detection zone. Unlike competing products a historic record of operation is stored in memory. This has proved invaluable in assisting customers to arrive at the best balance between good hygiene and obtaining high water savings. Without this Water Audit feature it would be difficult to resolve hygiene related issues.

Q Can one sensor operated two sets of toilets?

A A single Water Watch can operate only one valve. However the valve can be placed in the water pipe supplying 2 or 3 cisterns. The installer will arrange for the valve to open long enough to fill all the cisterns during a flush cycle.

Q I already have a flush controller fitted?

A But do you know if it is working ? Many companies have identified water conservation as a valuable market. However the quality of product has been highly variable. Here are some points to consider :-

1. One of the first products on the market (20 years ago) was the pressure sensitive valve (as manufactured by Cisterniser). Innovative in its day most impartial observers will acknowledge its fundamental failings. By sensing water pressure changes due to use of the taps, a burst of water is supposed to be released into the cistern. It fails because the pressure sensitivity adjustment is rarely set properly. Normal pressure variations can cause the device to operate 24 hours a day, or just as likely it never operates because the sensitivity is too low or the toilet cistern is fed from a storage tank while the sinks are connected to the main. It is wise to replace these with the Water Watch, which always gives optimal performance in achieving water savings and good hygiene.

2. Many electronic controls of poor design have been sold. Most are unsophisticated and do not provide the best balance between hygiene and water savings. Often the desire to save water can override minimum standards of hygiene. They may have no battery low warning or be fitted with undersized batteries. Many fail after a few months of use as the battery depletes and is unable to operate the valve. After sales service should be considered. Resolving problems without a Water Audit feature must be difficult.

Q Is the flush counter rely necessary?

A No. It can be satisfying to have a day to day monitor of operation but is not necessary for every installation. Some building managers may find it useful as a portable and temporary instrument to monitor the operation of particular toilets for a short periods now and then.