

Merseytravel

Merseytravel, which operates as part of the Liverpool City Region Combined Authority, is a key service provider so it's no surprise it has a large office in the Liverpool docks.

Location: Liverpool



The results

“Quite honestly, it’s another thing that’s taken care of, and that makes my job easier! The taps are used so often by so many people that it’s vital they keep on providing pure-tasting water day after day. Zip’s service has always been excellent, the engineers are always very responsive and professional. Overall we’re very pleased with both the product and the maintenance.”

Samantha Agnew, Facilities Manager
Merseytravel

Client: MerseyTravel

Sector: Offices & workplaces

Product: HydroTap Touch Free Wave & HydroCare

The brief

“The building has 13 floors and there is a Zip HydroTap on every floor,” comments Samantha Agnew, facilities manager. “We’ve recently been upgrading our HydroTaps to one of the latest, more hygienic tap designs, the Touch Free Wave, which is great for communal areas.” Benefiting from completely contactless operation, the Touch Free Wave means users at Merseytravel can access filtered boiling or chilled water just by waving a hand in front of the infra-red sensor. “Everyone enjoys being able to make drinks quickly, and the knowledge that you can do it touch-free provides additional peace of mind for the team.”

The solution

“Our service and maintenance plans, HydroCare, are designed to ensure our products remain in tip-top condition throughout their working life. The regular, pre-planned services mean the products receive a thorough system check, sanitisation, filter change and limescale management (if required). “Having HydroCare really makes a difference,” says Samantha. “It’s great knowing that the HydroTaps are properly looked after by Zip-employed engineers.”

Learn more at specify.zipwater.co.uk/case-studies
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