



September 9, 2020

Notice to Elkay® Customers

Subject: Reopening Guide for Elkay Drinking Water Products

Dear Valued Elkay Customer,

Due to an extended period of facility closure caused by Coronavirus (COVID-19), your Elkay drinking water products may have remained unused for 4-6 weeks or longer. This could lead to stagnant water residing within the building plumbing or the product itself. According to the United States Environmental Protection Agency's (EPA) recommendations noted in, [Maintaining or Restoring Water Quality in Buildings With Low or No Use](#), stagnation introduces the possibility for bacteria growth within the water supply, rendering it potentially unsafe for users. Prior to reopening, Elkay recommends following the guidance outlined below.

Filtered Products – Closed Facility, Inactive:

- If products have been inactive throughout the 4+ week quarantine period, Elkay strongly recommends replacing the filter/s due to water stagnation.
- After replacing the filter/s, activate the water stream on each product for three minutes to flush the system.

Filtered Products – Flushed Weekly, Active:

- If maintenance/facility staff has regularly activated the water stream during facility closure, activate the water stream on each product for three minutes to flush the system.

Non-filtered Products – Active or Inactive:

- Activate the water stream on each product for three minutes to flush the system.

For guidance on external surface cleaning and disinfection, reference this [letter](#).

If you have any questions or concerns, please reach out to Elkay's Customer Care team at CustCare@Elkay.com or 800-476-4106.

Regards,

Elkay Product Team