

# **Requesting Water Bottle Filling Station Installation and Filter Replacement Standard Operating Procedure**

<b>Version History</b>	<b>Revision Date</b>	<b>Author</b>	<b>Summary of Changes</b>
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## Introduction

### A. Purpose/Goals/Coverage

This SOP identifies the procedures that NIH Institutes, Centers, and Offices (ICOs) will follow when requesting installation of water bottle filling stations. Additionally, the SOP provides the filter replacement procedure applicable to all Elkay water bottle filling stations for ICOs to reference. The roles and responsibilities of ICOs and NIH employees concerning water bottle filling stations is also clarified.

### B. References

- a. [NIH Policy Manual Chapter 1340-3 – Drinking Water Program](#)
- b. [ICO Guide to Design & Construction Workflow with Project Officer & ICO POC Responsibilities](#)
- c. [How to Replace an Elkay ezH2O Water Filter](#)

### C. Background

The standard drinking water fountain is the default option for NIH facilities. ICOs must submit separate requests for other drinking water sources, such as water bottle fillers. Elkay is the brand that is used for water bottle filling stations. In addition, drinking water fountains and water bottle filling stations will come unfiltered by default.

### D. Definitions

Drinking Water Fountain – A fixture connected to a potable water distribution and drainage system. An individual drinks water directly from a stream of water after activating a button or lever.

Water Dispenser – A fixture manually controlled by the user for dispensing potable water into a receptacle such as a cup or bottle. The fixture can be connected to the potable water distribution system or a freestanding system that is supplied with potable water from a bottle or reservoir.

Water Bottle Filler/Filling Station – A type of dispenser that pours water into a standing bottle. It can be installed as stand-alone or as a component of a drinking water fountain.

## Responsibilities

### E. Organizational and Individual Roles and Responsibilities

NIH ICOs are responsible for:

- Submitting requests for water bottle filling station installation thru the ORF IWMS system.
- Funding water bottle filling station installations.
- Ensuring a preventative maintenance contract for filter replacement is in place, paid for by the ICO, when a combination drinking water fountain/water bottle filling station is approved by ORF.

NIH ICOs and Employees are responsible for:

- Reporting any water issues or malfunctions to the applicable [Facility Manager \(FM\)](#) for preliminary investigations.

## Procedures and Processes

### F. Steps

#### Installation Work Request Steps

This section documents the process for submitting a work request for water bottle filling station installation.

1. The ICO submits a work request for a water bottle filling station through the ORF IWMS system via [58000.nih.gov](https://58000.nih.gov).
  - i. Generally, ICO administrative officers can provide assistance in submitting work requests, but authorization to submit a work request can also be requested by emailing [ORFBSB@mail.nih.gov](mailto:ORFBSB@mail.nih.gov)
2. The work request will be reviewed and assigned to a branch of the Division of Design and Construction Management (DDCM) and a Project Officer (PO), who will work with the ICO POC indicated on the work request on the installation.
3. The work request and installation project will generally follow the process indicated in the [ICO Guide to Design & Construction Workflow with Project Officer & ICO POC Responsibilities](#). The exact process will vary depending on the specifics of the installation.
4. ICOs must fund the installation before construction can begin.
5. An example of a water bottle filling station installation project, summarized from pre-construction to post-construction, can be found in [Appendix A](#) of this SOP.
6. Information on the installed water bottle filling station should be added to the [water bottle filler database](#) by submitting this [reporting form](#).

#### Water Bottle Filling Station Issue Reporting Steps

This section documents the procedure for reporting an issue with a water bottle filling station post-installation.

- Submit an electronic [Maintenance Service Request](#) to report any drinking water concerns and inquiries to the designated FM or call (301) 435-8000 to request a preliminary investigation as outlined on the [DOHS Drinking Water Safety](#) site.
  - All construction projects including water bottle filling stations include a one-year warranty.
- If available, contact the ICO POC indicated on the water bottle filling station regarding filter replacement. Once the water bottle filling station is installed, the PO

should advise the ICO POC to post an information form on the filling station, such as the one found in [Appendix B](#) of this SOP.

- If no ICO contact information is available:
  - Search in the IWMS system for the water bottle filling station. The work request for the water bottle filling station installation may include the ICO and/or POC that is responsible for filter replacement.
  - Contact DDCM to find the ICO and/or POC that is responsible for filter replacement. If possible, search the IWMS system for the PO and DDCM branch that worked on the specific water bottle filling station.

### **Reference Water Bottle Filling Station Filter Replacement Steps**

This section documents the filter replacement procedure for ICOs to reference when establishing a filter replacement maintenance contract.

1. Remove the lower cover by removing the screws on the underside of the water bottle filling station.
2. Turn off the water supply; then dispense water to relieve pressure (through either the water dispensing nozzle/valve or the bottle filler).
3. Unscrew the used filter to remove it from the filter head and dispose of it.
4. Remove the red cap from the new filter.
5. Insert the new filter into the existing filter head and fully screw it in. Make sure you can read the blue label on the front of the filter once it's installed.
6. Turn on the water supply and run a minimum of two gallons of water through the filter to purge air and any fine carbon particles from the filter.
7. Reset the filter status light:
  - i. On enhanced models, the filter status light will automatically reset once your new filter is properly installed.
  - ii. On non-enhanced models:
    1. Unscrew the top cover of the water bottle filling station.
    2. Depress the program button for approximately two seconds until the display changes and then release.
    3. The display will scroll through two messages: "RST FLTR" – Reset Filter Monitor and "SETTINGS" – the System Settings Sub Menu.
    4. When the display changes to "RST FLTR", depress the button again. The display will change to show "FLTR =".
    5. Depress the button again and the display will show "FLTR =0".
    6. The Green LED will indicate that the filter monitor has been reset.
    7. Reinstall the top cover of the water bottle filling station.
8. Reinstall the lower cover of the water bottle filling station.

## Appendices

### Examples/Samples/Forms

- [Appendix A](#): Example of a water bottle filling station installation project (replacing an existing drinking water fountain), summarized from pre-construction to post-construction.
- [Appendix B](#): Sample information/contact form posted at a water bottle filling station.

### Appendix A

1. The assigned PO will review the scope of work of the water bottle filling station installation with the ICO POC.
  - i. The PO will do a job walk with the ICO POC.
  - ii. The scope of work will include a line item clarifying that the ICO is responsible for maintaining and servicing the water bottle filling station upon project completion.
2. The PO receives and reviews the proposal submitted by the contractor.
3. The PO forwards a funding memo to the ICO requesting the approval of scope and pricing, and requesting to charge the ICO CAN.
4. Water testing is conducted by DEP/DOHS.
5. Once the project is approved and awarded, the contractor may purchase materials and schedule installation/construction.
6. After installation, DOHS will perform water testing. Reports take approximately 2 weeks, which are then sent to DOHS for review and approval. Upon approval, the water bottle filling station can be opened for use.
7. The PO will provide a form to the ICO to post at the water bottle filling station stating the manufacturer, model, date of install, and ICO POC. This will provide the necessary information for changing out the filter. This form can also be found in Appendix B of this SOP.
8. The PO will provide the operation and maintenance manual for the filling station to the ICO and can demonstrate the filter replacement process as needed.

**Appendix B**

<b>WATER FOUNTAIN DETAILS</b>	
Date Installed:	<input type="text"/>
Manufacturer:	Elkay
Model Number:	<input type="text"/>
<b>When Filter Replacement is Required</b>	
Contact:	<input type="text"/>
Institute & Center:	<input type="text"/>
Phone Number:	<input type="text"/>
Email Address:	<input type="text"/>