



boil water order/ advisory procedures

You should be alerted by either the local Health Department and/or the news media when a Boil Water Order/Advisory has been put into effect and/or lifted. **You should verify any notice made by the local news media directly with the local Health Department.**

during a boil water order/advisory

During a Boil Water Order/Advisory, as well as other water emergencies, water may become a source of contamination for food, equipment, utensils and hands.

Contact your local and/or state Health Department to determine what requirements are in force during a Boil Water Order/Advisory.

Some health departments require that you cease operations during a Boil Water Order/Advisory and/or if the municipal water supply has been shut off, and these and any other public health orders supersede any Chick-fil-A procedure. You have two options during a Boil Water Order/Advisory if you are allowed to continue operations:

continue operations	discontinue operations
<p>Follow the recommended steps outlined below to ensure water is obtained from sources regulated by law (called potable water) and is handled, transported and dispensed in a sanitary manner so that water is safe for cleaning and food prep.</p>	<p>Discontinue operations until the Boil Water Order/Advisory is lifted. Complete the steps outlined in “Procedures Following Lift of Boil Water Order/Advisory” beginning on page 3.</p>

use safe water and ice

Obtain an Alternative Potable Water Supply (for handwashing, food prep, equipment cleaning and sanitation) and Ice

A. Alternative Water Supply

- Do not use water from any faucets, for food prep or cleaning dishware until local authorities advise the water is safe for consumption
- Use only bottled or bulk potable (e.g., gallon containers) water from an approved source to serve customers. You may want to identify a source for bottled water before a Boil Water Order/Advisory.
- You can also use boiled water (made from a rolling boil for five minutes before use) if bottled or bulk potable (e.g., gallon containers) water can't be sourced
 - Boil water on stove to use for any food prep
 - Boil water in a Henny Penny after all oil is drained and the fryer is thoroughly cleaned. Do not use boiled water from Henny Penny for any food prep (use for handwashing and cleaning sanitation only)
- Always use cleaned and sanitized containers and lids to store boiled tap water for food prep (label “for food prep only”)
 - Be sure boiled water has cooled to a comfortable temperature before use

use safe water and ice (continued)

B. Obtain an alternative Ice Supply

- Do not use ice from ice machines; remove and discard any ice
- Turn off all power and water lines to the ice machines
- Source ice made from potable water from a supplier
- You may want to identify a source for potable ice and delivery in advance of a Boil Water Order/Advisory
- Discontinue ice service and do not refresh produce if a safe source cannot be found
- After Boil Water Order/Advisory is lifted, complete the instructions in Procedures Following Lift of Boil Water Order/Advisory (pages 3–4) before restarting and using your ice machines

food prep and service

Do not cook with or use tap water in food or produce preparation until cleared by local authorities and procedures on pages 3–4 are completed.

A. Produce

- Use only alternative potable water source (bottled water, boiled water from stove) to wash fresh produce

B. Foods requiring water as an ingredient

- Use only potable water sources (bottled water, boiled water from stove) for these menu items OR
- Discontinue any new food prep until Boil Water Order/Advisory is lifted and the procedures on pages 3–4 are completed

C. Beverages

- All coffee, tea and lemonade may be sold if prepared BEFORE the Boil Water Order/Advisory. All other drinks may not be sold.
- Turn off the water line(s) and power to all beverage dispensers
- Discard coffee, tea and lemonade if prepared after the Boil Water Order/Advisory was implemented
- Fresh coffee, tea and lemonade must be prepared from bottled or boiled water
- Substitute canned or bottled beverages for sodas or water
- After Water Boil Order/Advisory is lifted, complete the Procedures Following Lift of Boil Water Order/Advisory on pages 3–4 before reusing beverage dispensers

handwashing

Maintain Handwashing Compliance

- Do not use tap water for handwashing; only use bottled and/or boiled water stored in cleaned and sanitized containers that have reached a comfortable temperature (100°F)
- Post signage at your kitchen, restrooms and handwashing sinks to prohibit use of tap water
- Provide bottles of clean water at each handwashing sink and restroom
- Ensure that adequate soap, hand sanitizer and towels are available at all handwashing sinks and restrooms
- If water for handwashing is not available and/or cannot be maintained to ensure compliance, provide Purell® Sanitizing Hand Wipes at each handwashing sink including restrooms

cleaning

Cleaning and Sanitizing All Food Contact Surfaces, Equipment, Dishware and Utensils

- Use only single-service tableware and kitchenware if possible
- Use bottled or boiled water for making sanitizer in buckets and spray bottles. Verify sanitizer in buckets, spray bottles and sink sanitizer solution is 50–200 ppm chlorine
- Wash, rinse and sanitize food preparation utensils and pots/pans with bottled or boiled water in all compartments of the 3-compartment sink

lift of a boil water order/advisory

You may be advised by either the local Health Department or the news media when a Boil Water Order/Advisory has been lifted. **You should verify any notice made by the local news media directly with the local Health Department.**

procedures following lift of boil water order/advisory

Applicable to: All water circuits, spray stations, beverage dispensers, brewers, ice machines, water softeners, water holding tanks and filtration systems in Restaurants affected by a Boil Water Order/Advisory.

Maintenance Performed by: Qualified service professional or experienced Team Member.

CAUTION

- All procedures must be performed **after** the Boil Water Order/Advisory has been lifted by the local or state Health Department.
- Procedures listed below must be **performed in the order shown**. Failure to comply may recontaminate potable water supplies.
- Restaurants with reverse osmosis water systems or automatic water softeners will require a certified water filtration service provider to sanitize and **restart** this equipment. Contact Strategic Equipment at 866-324-4253 EXT. 5 for a referral.
- Ensure you have new filters and o-rings on hand **first** before performing procedures.


task description

step 1


Ensure You Have New Filters & O-Rings

Team Member Task


- Order replacement filter cartridges from Strategic Equipment at 866-324-4253 EXT. 5. Filter bowl o-rings must be included in the order. The replacement cartridge ID for bowl-type filters from Selecto and Everpure is identified with a label on the “head” of the filter housing or on the body of the bowl. The cartridge ID for filters without bowls is printed directly onto the cartridge. Note: For Restaurants with Scalemaster systems, 10" post filter must also be replaced.



Filter Cartridge ID



fpo



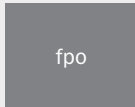
Scalemaster

step 2

Softeners & Reverse Osmosis

Service Agent Task

- Add 1 cup of KAY-5 sanitizer to water softener brine tank. Add sanitizer directly to standing water through the plastic stand pipe. Do not pour sanitizer directly onto the salt. For small point of use softeners add 2 tablespoons of sanitizer through the brine tank stand pipe. Force controller into the regeneration cycle. After the regeneration cycle, calibrate the controller and set clock. Note: If power has been interrupted, the clock on the controller will not be correct, and may result in regeneration during business hours.
- For Type III reverse osmosis systems add 2 packets of KAY-5 sanitizer (Green Pack) to the 65 gallon green water holding tank. **Fill** tank to brim full with city water. Allow the tank to sit undisturbed for 1 hour. Power flush the tank using the delivery pump. Remove all 7 filter and membrane cartridges. Remove post filter cartridge.



fpo

step 3

Remove Old Filters & Flush Lines

Team Member Task (Type I & II only)

- Remove and discard all water filters (Carbon, IcePRO, ScaleOUT, IM620, CoffeePRO, prefilter, SR-X, Scalemaster). Sanitize filter bowls with KAY-5 sanitizer. Replace filter bowls without filters. For Everpure systems place filter system in bypass after removing cartridges.
- Discard all ice from ice maker bins and beverage tower ice bins.
- Open all water circuits (hot and cold) at hand sinks, 3-compartment sinks, veggie prep sink, mop sink, filtered water faucet and spray stations. Run continuously for 30 minutes. Open each beverage dispensing valve at each beverage tower and run each for 2 minutes.
- Open bypasses to filter system. Allow city water to flush filter bypasses for 10 minutes.
- Run coffee and tea brewers for 2 complete brew cycles. Discard water.
- Clean and sanitize Hoshizaki ice machines by following the instructions on the inside cover of the ice machine. Use only Hoshizaki approved sanitizer. Run cuber ice machine through 3 ice making cycles. Run cubelet ice machine for 20 minutes of ice production. Discard all ice. Contact Hoshizaki Tech Support at 800-233-1940.
- Clean and sanitize underside of ice machine, ice bin and all ice bins at beverage towers.

step 4

Install New Filters

Team Member Task

- Install new filter cartridges (Carbon, CoffeePRO, IcePRO, ScaleOUT, IM620, prefilter, SR-X, Scalemaster). Flush all carbon filters and CoffeePRO to drain for 5 minutes each. For filters without flush valves contact Chick-fil-A Facilities and Equipment line at EXT. 58998 for further instructions.
- Disconnect inlet water line on back of coffee and tea brewers. Open water stop and flush water lines to drain for 10 minutes to remove all air from the water lines. Reconnect inlet water line to each brewer.
- Run coffee and tea brewers for 2 complete brew cycles. Discard water.

step 5

Softeners & Reverse Osmosis

Service Agent Task

- Calibrate automatic water softener to dose salt at the rate of 8 lbs. per cu. ft. of resin.
 - Set time clock to current local time.
 - Replace 7 filter cartridges and membranes in the reverse osmosis processor. Replace post filter cartridge. Note: Agents may place cartridge orders directly from Premium Soft (Wayne Anderson) at 561-596-6805. **Do not substitute off-brand filters. Filter bowl o-rings must be included in the order.**
 - Flush carbon filters to drain for 5 minutes.
 - Calibrate Type III reverse osmosis processor to 33% recovery and 150 ppm TDS ingredient water.
 - Contact the CFA Facilities & Equipment line at EXT. 58998 for calibration specifications.
- Costs & Billing
- The cost of filters, membranes and sanitizer plus labor for installation, sanitation and calibration of equipment will be refunded to the Restaurant via TBR to the Equipment Group at Chick-fil-A headquarters. Indicate “boil Water Order/Advisory” on the notes section of the TBR.

In addition, be sure to perform the following:

- Clean and sanitize interior of ice machines, bins, ice buckets and scoops
- Discard the entire first batch of ice before serving customers
- Clean and sanitize all sinks and ice bins in FOH before use
- Clean and sanitize all fixtures, sinks (3-compartment, handwashing, produce and restrooms) and other equipment connected to water lines
- Confirm with local Health Department that any other procedures that are required are completed