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 and 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 water softeners, TeaNANO water systems, NANO water systems, or reverse osmosis water systems 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.

**NANO filtration system (Type III NANO)**

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 Ensure You Have New Filters, O-Rings, Media and Membranes

**Service Agent Task**

Order replacement membranes, cartridges, Granular Activated Carbon, Turbidex media (if applicable) and water holding tank air filter directly from B&R Industries (Michael Kannapel) at 480-898-0008. Give them the restaurant’s Unit number and tell them this is a **NANO** filtration system**.** Filter bowl O-rings must be included in the order.

 Sanitization of NANO filtration system

**Service Agent Task**

**NOTE: GET GREEN KAY-5 SANITIZER FROM THE RESTAURANT**

• Unplug the NANO system from the wall outlet.

• Bypass the NANO system.

• Add 2 packets of KAY-5 sanitizer (Green Pack) to the green NANO 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 and discard the membranes. Sanitize the membrane housings and O-rings.

• Remove the carbon tank from the system. Remove the head and remove and discard the media. Reinstall the distributor (if removed). Fill the tank with city water and add 2 packets of KAY-5 sanitizer (Green Pack) to the tank. Allow the tank to sit undisturbed for 1 hour. Flush the tank and dispose of the water. Install the new media and the head.

• For NANO systems that have a **Turbidex** tank, follow the same procedure as the carbon tank, with one exception. 16 lbs of #20 Flint gravel must be added to the sanitized tank first as an underbedding and cover the lower distributor.

• For NANO systems that have a **water softener**, add 1 packet of KAY-5 sanitizer (Green Pack) to water softener brine tank. Add sanitizer directly to standing water through the plastic stand pipe. Do not pour sanitizer directly onto the salt. 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. Calibrate water softener to dose salt at the rate of 8 lbs. per cu. ft. of resin. Contact the CFA Facilities & Equipment line at EXT. 58998 for calibration specifications.

 Remove Old Filters & Flush Lines

**Team Member Task**

• Discard all ice from ice maker bins and beverage tower ice bins.

• Plug all carbonator pumps in.

• 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 and water dispenser at each beverage tower and run each for 2 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.

**Service Agent Task**

• Ensure that the filter systems are bypassed or the incoming water is shut off before attempting to remove any cartridge.

• Remove and discard all water filters.

• Sanitize the filter heads and cartridge bowls.

• Remove and discard the air filter on the NANO water holding tank.

 Install New Filters

**Service Agent Task**

• Install new filter cartridges, with new O-rings. Flush all carbon filters to drain for 5 minutes. For filters without flush valves contact Chick-fil-A Facilities and Equipment line at EXT. 58998 for further instructions.

• Install the new air filter on the NANO water holding tank.

• Install new membranes and reassemble NANO cabinet.

• Install the sanitized and rebedded carbon tank. Open the flush to drain valve. Slowly open the inlet valve and flush to drain for 10 minutes. Close the flush to drain valve. Listen for inlet water to stop running into the carbon tank. Open the inlet valve completely and SLOWLY open the outlet valve.

• Install the sanitized and rebedded Turbidex tank (if applicable). Open the flush to drain valve. Slowly open the inlet valve and flush to drain for 10 minutes. Close the flush to drain valve. Listen for inlet water to stop running into the Turbidex tank. Open the inlet valve completely and SLOWLY open the outlet valve.

 Restart the NANO System

**Service Agent Task**

• Take the NANO out of bypass.

• Plug the NANO system into the wall outlet and the system will start (timer delay can be between 5 and 10 minutes before system will start).

• Calibrate the NANO (while it is running) by adjusting the Throttle Valve until the **REJECT** gauge reads 3.5 gpm. Contact the CFA Facilities & Equipment line at EXT. 58998 if you have any difficulty getting the NANO to calibration specification.

• When holding tank is approximately half full, Power-flush the tank using the delivery pump while the NANO system is still running. Power-flush until completely empty. Close flush to drain valve. Allow NANO system to fill holding tank until at least half full before leaving the restaurant.

Costs & Billing

• The cost of filters, membranes, air filters, media, 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- NANO**” on the notes section of the TBR.

**Team Member Task**

• Run coffee and tea brewers for 2 complete brew cycles. Discard water.

• Open each beverage dispensing valve and water dispenser at each beverage tower and run each for 2 minutes.

• Open the Filtered Water Faucet and run continuously for 2 minutes

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