

6 Maintenance

- Carry out regular inspection and maintenance of the inside service.



- Clean and disinfect water storage tanks at least every three months.

7 Approved plumbing products



- Choose plumbing products approved by the General Acceptance (GA) system of the WSD.
- Identify GA plumbing products by the labels affixed on GA product package or display counter of GA product at shops.



- Scan the QR code on the label by a smartphone for retrieval of useful information about the product.

8 Water Efficiency Labelling Scheme (WELS)



- WELS label shows the level of water consumption and water efficiency of the water consuming device. Scan the QR code by a smartphone for retrieval of useful information about the product.



- Water saving devices of designated high water efficiency grade under WELS are installed in kitchens and bathrooms of new domestic premises to facilitate the occupants to save water.

9 Designated persons



- Always appoint designated persons (e.g. licensed plumbers) to carry out plumbing works.
- All plumbing works using soldering for connecting copper pipes shall have the permission of the Water Authority and shall be carried out by designated persons.



10 Miscellaneous knowledge

Fluoridation

- Fluoridation of water supply in Hong Kong has been implemented since 1961 in accordance with the advice of the Department of Health as a preventive measure to reduce dental decay in the community.



Hardness

- In Hong Kong, treated water is soft in nature. It contains a small amount of minerals and remains visually clear.



Using tap water for home aquarium



- Chlorine is used as a disinfecting agent in tap water, which may not be suitable for certain types of fish.



- Add dechlorinating agent into the water before using it for home aquarium.

Sediments in electric kettles

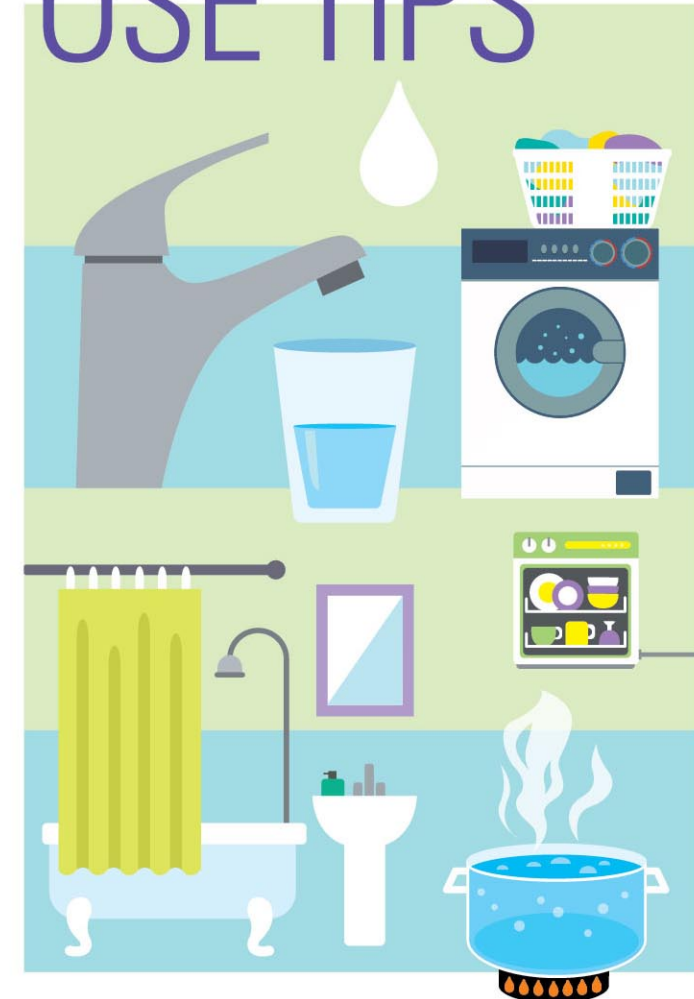


- Minerals left in electric kettles are mainly calcium salts, trace amounts of which do not affect the water quality or body health.



- Simply use lemon juice to remove the minerals that have accumulated in electric kettles.

WATER USE TIPS



1 Use of water

- If water has been standing in pipes for a long time, sediments may build up. Run the tap for at least two minutes after long periods of stagnation (for instance, after several hours or overnight) before using it for drinking or cooking.



- Occupants who have moved into a new building or flat should run their drinking water taps every morning and night for about 15 minutes in the first three days and run the taps every time for at least two minutes before using the water for drinking or cooking during the same period.



- As hot water increases the amount of impurities that may leach from pipes and fittings, avoid using water from hot water taps for drinking or cooking.

Water saving tips: the flushed water can be saved for non-potable purposes, e.g. cleaning and watering plants.

2 Tap hygiene

- Regularly clean the household water taps and shower heads including any attached fixtures or fittings such as strainers. Both the outside of the tap and the inner lip of the spout should also be cleaned.



- Regularly clean the drinking water taps as well as their strainers or flow controllers to remove accumulated particulates/debris.



- Do not leave items such as towels and dishcloths on the tap to prevent possible contamination to water.



- Remove any residues left by cleaning products, soap, shampoo, hairspray or deodorants to prevent the growth of bacteria, mould and other microorganisms.



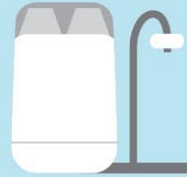
- Make sure the kitchen and bathroom are well ventilated, as air-borne mould grows easily in damp areas.



- Repair dripping taps to prevent stain on bathtubs and basins.

3 Domestic water filters / Pour-through pitcher filters

- Strictly follow the manufacturer's instructions on the use and maintenance of domestic water filters/pour-through pitcher filters, including timely replacement of major parts, to prevent bacterial growth.



- Not all water filters can reduce the metal levels in water. Water filters certified by the U.S. National Sanitation Foundation (NSF) Standard 53 are among those recognised capable of reducing lead in water.

4 Taste & Odour

Smell of chlorine



- An adequate amount of residual chlorine is maintained in water to keep it free from bacterial growth during its journey in the distribution system.



- This small amount of chlorine will dissipate when the water is boiled.

- To reduce the chlorine smell or taste, you can put a jug of tap water into the fridge. By so doing the chlorine will eventually evaporate. Cover the jug and use the water within 24 hours to prevent microorganism growth.

Antiseptic taste

- The taste is due to the rubber or plastic materials used in the kettle seals, tap washer rings, washing machine and dishwasher hoses or other flexible hoses.
- Purchase approved connections for dishwashers and washing machines, which should include an approved single check valve. This will prevent water inside the flexible hoses, dishwasher or washing machine from returning to the drinking water tap or water mains.



5 Appearance

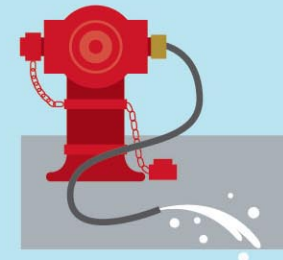
Milky water



- Water in a plumbing system under pressure contains more dissolved air. When pressure drops, the dissolved air in water will be released into the water body by forming numerous air bubbles and thus making the water look milky.

- Run the tap for a moment or let the water stand in a container for a while. The water will become clear again as the air bubbles escape.

Turbid and yellowish water



- When water supply resumes from a period of suspension, the sediments inside water mains may be stirred up, resulting in slightly higher turbidity in water. The Water Supplies Department (WSD) would drain away the water through fire hydrants until its clarity resumes normal.



- If the situation persists, the Management Office of the premises should inspect their water tanks. If the water is found with high turbidity, the Management Office should drain the water tanks as soon as possible to allow intake of clear water.