

# Your questions answered

## I have noticed Quooker delivers water at 100°C is this important?

Yes this is of fundamental importance. Quooker is the world's only 100°C boiling water tap and as a consequence it is the only tap on the market that truly allows you to be rid of the energy greedy kettle. (Remember if the water temperature is not at 100°C at point of delivery you will not be able to replace your kettle.)

## Is the water from a Quooker always fresh?

The stainless steel tank with revolutionary vacuum insulation and thermos technology holds water under pressure (so it does not boil) at 110°C. Therefore ensuring every delivery is sterile, removing the risk of harmful bacteria such as legionella.

## How can a Quooker save me money?

When we use a kettle, we waste money, energy, water and the most precious commodity of all, time! On average a kettle uses the same amount of energy to boil a litre of water as it takes to run a fridge for over seven hours. In the UK we boil our kettle on average four times a day! In contrast, Quooker with its revolutionary vacuum insulation and thermos technology is highly efficient to run and instant meaning you use only what you need when you need it.

## Does it not cost a lot of energy to keep the water at 110°C day and night?

The unique vacuum and thermos technology ensures that only 10 W of energy consumption are required to maintain the water at temperature.

## Should I turn the Quooker off at all?

As the running costs are approximately 3 pence per day we recommend that you leave the system powered on at all times unless you intend leaving the property vacant for a month or more.



## **Is it safe?**

Safety is always a prime consideration and where boiling water is concerned it is even more important. Quooker helps cut down on kitchen accidents. Every year, UK hospitals treat many thousands of adults and children for serious injuries relating to kettles (source: ROSPA). Terrible burns and scalds are caused by the fact that a kettle itself is a hot object, it contains boiling water and it can so easily be tipped or overturned and sometimes even the outside of a kettle is too warm to touch. By contrast, the Quooker is ultra-safe with its static tap installation, built-in childproof safety mechanism (which requires an adult hand to push and turn it on) and aerated delivery of water meaning delivery in a fine spray as opposed to direct jet. These features have resulted in an unblemished safety record despite there being over 150,000 units in operation in Europe.

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## **Is a Quooker something I can add to my existing kitchen or can I only have one with a new kitchen?**

A Quooker can be easily added to an existing kitchen and it only takes about 60 minutes to install and comes complete with all that is required, even the drill bit for connection at the waste.

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## **We have a granite work surface though! Can we still have a Quooker fitted?**

Not a problem and if you book your installation with a Quooker approved installer they all have special drills that allow them to cut the tap hole in any solid surface other than glass!

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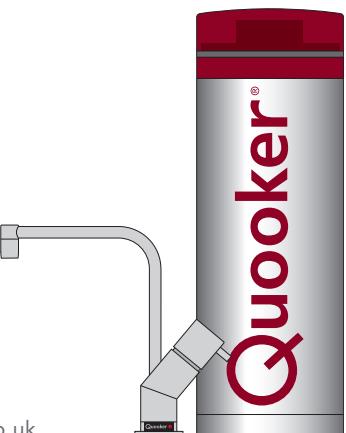
## **The Quooker will not fit under the sink, what can I do?**

You can site the Quooker tank up to 1500 mm away from the delivery tap and extension hoses are available for this purpose.

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## **Can we fit the Quooker in a horizontal position?**

No, a Quooker must always be in a vertical position.



## **Is the tap available in a left handed version?**

All taps are delivered for installation on the right-hand side of the sink however you can change the handing of a tap during installation.

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## **Is it easy to use?**

Each tap is designed with full height adjustment and 360° rotation ensuring ease of use.

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## **Do you offer different designs and finishes?**

Quooker taps are available in four different styles and six different finishes so you will always be able to match it with your kitchen tap.

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## **Do I need to buy a tap or can I use my existing one?**

A Quooker is supplied complete with its own unique tap, all of which are specially designed and manufactured for delivery of boiling water. It is therefore an essential part and is included within the price.

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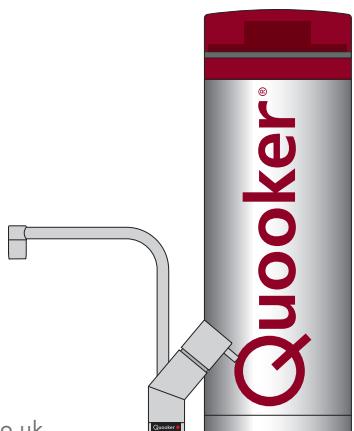
## **I have noticed you have a PRO3-VAQ and a PRO7-VAQ, how do I decide which is most suitable?**

70% of Quooker sales are of the PRO3-VAQ model. This has a capacity of 3 litres and the PRO7-VAQ has a capacity of 7 litres. For families of up to 4 people, who do not entertain more than 8 people at a time a PRO3-VAQ will be adequate and for families of a larger size with more significant entertaining demands we suggest the PRO7-VAQ.

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## **I have noticed you have a COMBI, what is this?**

The COMBI unlike the PRO series of VAQ's dispenses exactly the amount of 100°C boiling water that is needed via the unique Quooker tap and also provides an instant supply of hot water (50-65°C) via your existing kitchen mixertap thus doing away with the need for a local heater and kettle in one go! This brilliant device means no more waiting for hot water, no more wasted energy, no more wasted water and no more wasted time.



## What is the bracket for?

The bracket is an optional extra and is used for mounting the PRO3-VAQ (not available with PRO7-VAQ) on a unit side panel or behind a drawer set.

## Is a Quooker just for making tea and coffee?

A Quooker is for so much more and this is all because of delivery at 100°C Whether it's sterilising a baby bottle or food containers, filling a pasta pan, blanching vegetables, boiling an egg or cleaning the odd plate instead of using a dishwasher the uses for a Quooker are endless.

## What is involved in the maintenance of the Quooker and what about lime scale?

If you live in an area that is free from scale then you will only need to consider a change of the HiTAC® filter at 3-5 year intervals. This is something that can be done easily and filters are available directly from Quooker. However if you prefer you can arrange a service call via Quooker and one of our experienced engineers will complete the service for a small charge. If you live in an area that has lime scale and have not installed a descaling system then over a period the lime-scale will collect at the bottom of the tank and depending on the quality of water you will need to clean out the tank at between 12-18 month intervals. Again this is something that can be done easily however if you prefer you can arrange a service call via Quooker and one of our experienced engineers will complete the service for a small charge.

