

## PROBLEM

A Facilities Management Company looking after a multi tenanted high rise building approached Primary Water Solutions after an internal tank inspection to enquire as to what black spots on the walls of their cold water storage tank and is it an issue.

Primary Water Solutions attended site and performed a thorough investigation into the water hygiene management programme and performed an inspection of the cold water storage tank and produced a report detailing their findings and recommendations. Tank appearance looked poor due to the gel coat failing, leading to osmotic blistering and black spore mould growth which are the black spots on the tank walls.

## SOLUTION

Primary Water Solutions recommended two options - replace the tank with a direct replacement due to calculated usage or provide a WRAS approved solvent free polyurethane coating. Both options would be fit for purpose and would offer a ten year guarantee and the options were discussed in detail - the client decided to replace the water tank rather than coat on this occasion in order to ensure the unit was installed and commissioned within the two day timeframe - Primary Water Solutions managed to ensure customer satisfaction and provide a fit for purpose replacement cold water storage tank and ensure no disruption to the buildings water supply.

Primary Water Solutions specified equipment for both options and allowed the customer to decide which option suited their requirements and would result in fewer pinch points, the cost was not a discussion point but the option chosen actually worked out cheaper on this occasion.

## PAY-OFF

A safe, consistent water supply ensuring no loss of water supply and peace of mind which in turn offered our client the respect of their current clientele for future FM contract retention.

