



# Frequently Asked Questions (FAQs)

## 1. Who is Quench Solutions Pty Ltd?

**A.** Quench Solutions Pty Ltd has been established by Brian Gay the Managing Director, who has also for the past 10 years, been the Managing Director of HydroCo (Australia) Pty Ltd - a world renowned Hydrotherapy equipment manufacturing company based in Melbourne Australia, with offices & showrooms in Los Angeles, and distributors throughout the world. [www.hydroco.com](http://www.hydroco.com)

Brian's passion for 'water-saving products' and services has seen him bring to reality some incredible, world-first innovations. These innovations will change the way we think, deliver and enjoy water-based services in the Spa, Wellness and Leisure industry - well into the future.

With the global water position becoming more prevalent, and with countries - such as Australia - experiencing their driest periods on record - Brian's attention was increasingly drawn to exploring ways in which we can all contribute on a large scale by reducing our daily water usage in the home.

Brian saw that this needed to involve not only the development of products, but more importantly, to create awareness of the seriousness of our water problem, and to finding solutions to it. Solutions that did not necessarily result in a rapid decline of our lifestyle and daily indulgences - but rather a change in habit, and the way we think about using our water. Quench Solutions Pty Ltd was established to produce, and make available, the first contribution to this cause - The Quench Shower

In addition to establishing Quench Solutions Pty Ltd, Brian also founded the Quench 'WaterTight' Fund - a not for profit organization whose aim will be to raise funds that will be used to develop new products, technology and services in order to overcome the water crisis being experienced globally. To learn more, or to make a donation to the Quench 'WaterTight' Fund visit [www.quenchwatertightfund.com](http://www.quenchwatertightfund.com)

## 2. What is the Quench shower and how does it work?

**A.** From the driest continent on Earth - Australia - the Quench shower is the latest innovation designed to significantly reduce water consumption in the home. You simply enter the Quench shower and begin to efficiently wash your body using Soap & Shampoo and rinse off thoroughly. Once the soapy water has disappeared down the drain, push down the pop-up drain cover and allow the reservoir to fill with approximately 4 litres (1 gallon) of clean temperature-controlled water - then turn the shower off.

Activate the Auto-Mode and the water will re-circulate continuously through the shower for as long as you like. The water is filtered, pressurised and heated to the temperature that is set by the user at the control panel - using only 4 litres (1 gallon)!

When you finish the relaxing Quench shower experience, simply pop the drain cover up (emptying the reservoir) and get out. Next activate the Sanitize-Rinse cycle and the entire system will be effectively sanitized and rinsed leaving the system in its original hygienic condition ready for the next shower.

## 3. Is the Quench shower a complete system or is it supplied as components?

**A.** Quench is a complete cubicle shower system factory designed, assembled and tested. For ease of transportation and handling, the Quench shower cubicle is dis-assembled and sent as a 4 piece unit which consists of a base, walls, screen and shower column.

These are easily re-assembled on-site by the installer, which is usually the plumber. All plumbing and electrics are factory fitted, and require only basic connection by the on-site contractor. The Quench shower is easier to install than most conventional showers.

#### 4. Is Quench available in various sizes and colors?

**A.** The standard Quench shower is a one-person corner unit with optional left or right door opening. Three-sided and two-person Quench showers are also available.

White is the standard color. Black, Gold and Silver shimmer are also available. Quench also offers a 'color matching' service whereby we can, in most cases, match to the color of your choice - a tile or paint sample is all that is required.

#### 5. Are special plumbing and electrical services required?

**A.** Standard 15mm (1/2 inch) Hot & Cold water supply lines and a 40mm (1-1/2 inch) standard trapped drain line is required.

A standard dedicated 20 Amp, 240 Volt, 50Hz, single phase supply protected via an Earth Leakage Circuit Breaker (ELCB) that has a maximum trip current of 30 Milliamps is required.

North American models require a dedicated 220 Volt, 60Hz, single phase supply protected by a Class 'A' Ground Fault Circuit Breaker (GFCI).

A Quench shower installation is similar to that of a Whirlpool tub.

#### 6. What are the Quench Steps 1 & 2?

**A.** At Quench we have developed the '2-Step' showering practice. It simplifies how to minimise water usage whilst maximising the Quench Auto-Mode shower experience.

**Step-1** is to wash your body and to carry out any other personal maintenance that is required -eg: shaving, exfoliating, moisturising, shampooing, conditioning etc in the most efficient time - and limiting this part of the shower operation to around 2 minutes. Don't forget - during Step-1, the shower water is going down the drain and therefore it is important to limit shower operation time in order to conserve water.

**Step-2** is the time spent in Quench, enjoying the shower operation in Auto-Mode. It is in this part of the showering experience that you can relax - knowing that you are not consuming vast amounts of water. During Step-2 the clean shower water is re-circulated and therefore you can shower for as long as you like using approximately 4 litres during the entire showering experience. We encourage you to responsibly manage the time you spend in the shower as you are still consuming energy - 3 to 5 minutes should Quench your showering desire.

#### 7. How much water does the Quench shower consume during Step -1 (normal shower operation)?

**A.** The Quench shower head at full flow is rated at 9 litres per minute. During normal shower operation, water is supplied directly from the mains water supply. You are encouraged to wash your body as efficiently as possible during the normal shower operation, as this water is going down the drain. It is certainly achievable for most people to complete the washing process using around 18 litres of water - 2 minutes of actual shower operation

#### 8. How can I possibly condition my long hair and carry out personal maintenance within a 2 minute time period?

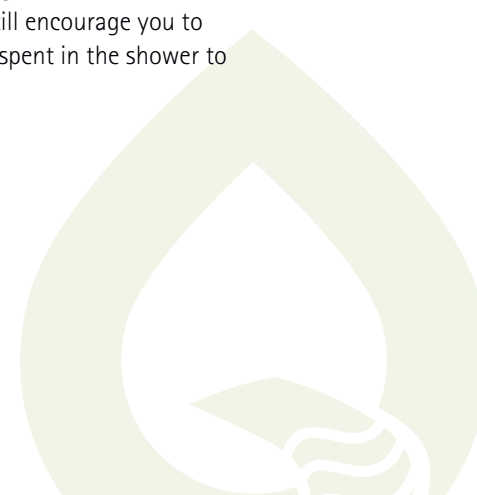
**A.** We encourage you to limit the shower operation time - not the time actually spent in the Quench shower cubicle. The shower flow can be controlled during any personal maintenance activity, for example - you may consider applying conditioner in your hair towards the end of normal showering mode (Step 1) - then put a shower cap on. Proceed to enjoy the Quench experience in Auto-Mode (Step-2) then revert back to normal shower operation to rinse the conditioner out. Develop ways to shower more efficiently.

#### 9. How much water does the Quench shower consume during Step-2 (Auto-Mode re-circulating shower)?

**A.** Around 4 litres of water is all that is required to enable the Quench shower to operate in Auto-Mode. You can shower for as long as you like in Auto-Mode - using no more than 4 litres of water.

#### 10. Can the Quench shower be used in normal shower operation without using the Auto-Mode (step-2)?

**A.** Yes, simply shower as normal. Even though the Quench shower head is a 'water-saving' shower head, and flows only 9 litres per minute, we still encourage you to responsibly manage the time spent in the shower to minimise water consumption.



## 11. How is the Quench shower system sanitized?

**A.** The Quench system incorporates an automatic Sanitize-Rinse cycle. This is designed to maintain the hygienic operation of the entire system. Following the Auto-Mode (Step 2) operation, you exit Quench and simply activate the Sanitize-Rinse cycle. Quench's system is automatically drained, sanitized and rinsed in approximately 1 minute. In addition to the Sanitize-Rinse cycle, general day to day normal operation of Quench ensures that the entire system is always flushed with fresh water before use.

Depending on use, the on-board sanitizer storage bottle will require periodic filling with SaniQ. The LED (light) on the control panel will signify when filling is required.

## 12. Is the Quench shower going to provide me with a good, reliable pressurized shower experience?

**A.** The Quench system (when used in normal shower operation), like other showers, relies upon the pressure and flow provided by the plumbing in your home and therefore can vary from home to home, country to country.

The Quench shower utilizes a high performing, adjustable spray-pattern shower head that is rated at 9 litres (2 gallons) per minute, and therefore can be adjusted to maximise its shower performance - even in areas of low water - pressure and flow.

But.... It is a completely different story when Quench is used in Auto-Mode, where the pressure and flow provided by the plumbing in your home has NO influence whatsoever over the performance of the Quench shower. Quench has its own balanced pressure and flow system incorporated, and therefore provides a reliable, consistent high performance shower every single time. The water pressure is maintained to around 350 kpa (50 PSI). and - unlike conventional showers that are fitted with or without 'pre-water saving' shower heads - Quench's performance, when operated in Auto-Mode, will not be effected by the running of another shower in the home, the flushing of a toilet or the running of a tap.

You know that Quench will provide you with an enjoyable, reliable pressurized showering experience - every single time!

## 13. Does Quench consume more energy to operate than a conventional shower?

**A.** Many of existing homes have electric hot water services that provide the home with its hot water. As hot water is drawn from the service, it is replaced with cold water that requires heating. This supply water can be at temperatures as low as 5 Celsius (41 F), and therefore electricity is consumed accordingly.

Generally, it makes very little difference if the electric hot water service is low or high in kw rating. The same amount of energy is required to heat equal amounts of water to equal temperature - a higher kw rated service will simply heat the water quicker than a lower kw rated service - but still use the same amount of energy.

When the Quench shower system is operated in Auto-Mode, hot water is NOT drawn from the hot water service, and therefore cold water is not required to be heated. Quench has its own on-board, in-line, dedicated heating system designed to maintain the heated water that is already flowing through the system.

Depending on variables, such as, the selected operating temperature, ambient temperatures, insulation, operating time etc.. it is believed that the Quench shower system can achieve an energy saving of up to 10%, when compared to electric hot water services performing as detailed above. If however, your current hot water service is gas operated then you will consume more electricity operating a Quench shower in Auto-Mode.

**Important note:** If not already doing so, consider switching to a renewable electricity source - contact your electricity provider. Quench Solutions Pty Ltd are active in the pursuit and development of products that reduce both water and energy consumption. The many variables associated with comparing energy consumption of the Quench shower system and electric hot water services requires ongoing evaluation in order to provide detailed data. The potential energy saving stated above is believed to be achievable - but can not be guaranteed.

#### 14. What is a renewable electricity source?

**A.** Electricity may be generated by power stations that use coal and it is the coal that generates high levels of green house gas. Electricity suppliers are now offering what is termed as Green energy and this electricity may be generated by Solar, wind or hydro energy and these are classed as renewable electricity sources.

There is also a drive towards replacing coal powered stations to gas powered stations for the future. A renewable electricity source is good for the environment and is available now. To switch to a renewable source contact your electricity provider, there are no changes required to your home wiring, equipment etc.. it just means that the provider is supplying a cleaner energy source to your home.

#### 15. If we have a gas hot water heating service can we still have a Quench shower?

**A.** Yes, the gas hot water service will provide hot water to the Quench shower throughout normal showering mode (Step 1). When you operate Auto-Mode (Step 2) Quench relies upon it's own on-board electric heating system.

#### 16. Will a Quench shower cost more to run than a conventional shower?

**A.** If your home relies upon an electric hot water service and you compare equal shower time, then it is more than likely that Quench will use less energy (see question 13) and therefore may cost less to run.

If your home relies upon a gas hot water service then it is more than likely that Quench will cost more to run when operated in Auto-Mode (Step 2) . The cost of running Quench in the normal shower mode (Step 1) will be comparable to a conventional shower.

#### 17. Is the Quench shower affordable?

**A.** Of course - it has to be - if we are going to have an impact on our global water position ! The initial purchase price of a Quench shower system will appear to be much higher than that of a conventional shower - but when you add up the figures you will be surprised to see how little the price difference really is. In fact, the difference could cost less than .50 cents per day when amortized over an average home loan. As the cost of water increases, and it will, the difference could become negligible. Remembering that with a Quench shower system you can use significantly less water and both the water, and monetary savings, are immediate!

When comparing the initial purchase price of a Quench system to a conventional showering system, there are several important factors to consider. Add up the total cost of all the components, building materials and labour required to build a conventional shower - remembering to select components that are of as high quality as those used on the Quench shower.

Don't forget tiles, grouting etc... The Quench shower system has a moulded base and walls and therefore minimizes tile use and the cost associated of installing them. This also virtually eliminates the risk of water leaks often associated with fully tiled showers, with the added bonus of an 'easy to clean' surface.

With a Quench showering system, all shower components - soap and shampoo shelves, glass screens, water strainers, pressure and non-return valves, drain fittings and connection plumbing ready for installation - is all supplied standard - remember the quality!

#### 18. Can I take cold showers in Quench?

**A.** Yes, you can shower with cold water in both the normal shower operation (Step 1) and when in Auto-mode (re-circulation). To shower in cold water when in Auto-Mode, simply fill the reservoir with cold water and activate the system. Quench's integral water heater can be adjusted to cooler settings - or even disabled. During summer months when tepid showers are relied upon to cool off, Quench can save hundreds of litres (gallons) when compared to conventional showers.

### 19. How does the Q DOME work?

**A.** The Q DOME is an optional extra. It is a molded dome that is installed over the Quench shower cubicle designed to accelerate and retain the warmth that is generated during a shower operation. It creates an incredible environment similar to that of a steam room.

Add a hint of essential oil and create a pleasant aromatherapy experience.

### 20. Can I use shampoo and soaps during Quench's Auto-Mode?

**A.** The Quench system has not been designed to use shampoo & soaps during Auto-Mode – and should therefore be avoided. Shampoo & soaps should be used during Step-1 in the normal shower operation. However, if shampoo & soap is accidentally introduced into the re-circulating water during the Auto-Mode, it will simply be flushed through the system during the Sanitize-Rinse cycle. Soaps and shampoos may froth-up during Auto-Mode.

### 21. How does the Q PUMP work?

**A.** The Q PUMP is an optional extra that can be fitted into the supplied plumbing of the Quench shower during installation. It requires the running of an additional pipe from the home hot water service to the Quench shower. The Q PUMP will bring instant hot water to the shower within approximately 20 seconds – saving many litres (gallons) of water from going down the drain. Just think of how much water goes down the drain when you start your shower in the morning.

### 22. What do I use to clean the Quench Shower?

**A.** For Sanitizing the Quench system see the 'Sanitize-Rinse' section above. For general day to day cleaning of all surfaces and fixtures, use a good brand liquid or cream shower cleanser. Wash all surfaces and rinse thoroughly with fresh water. DO NOT use abrasives or cleaners that contain alcohol.

### 23. What is Q LIGHT?

**A.** The Q LIGHT system is an intense LED lighting system that will transform the entire Quench shower cubicle into a 'mood zone'. Turn off the bathroom light and select a Q LIGHT - Blue, Green, Purple, White or Yellow - whatever suits your mood.

