

*****Important Please Read*****

February 2021

Dear Customer,

We are pleased to announce that Waterlogic Ireland (Waterlogic Hydration Services Limited T/A Waterlogic) have acquired Tipperary Pure Irish Water (Sales) UC with immediate effect.

Waterlogic is Ireland's leading cooler company offering mains-fed, hospitality and hot water office hydration solutions. Operating throughout the Island of Ireland, Waterlogic is dedicated to delivering great local service at a national scale to all of our customers.

Tipperary Pure Irish Water (Sales) UC are clearly recognised as one of Ireland's leading suppliers of Bottled Water, having developed a strong reputation for great customer support making them an ideal fit with the Waterlogic service culture. This change will not have any impact on the quality of service you receive, and you will still be able to contact us using your existing telephone numbers.

You will notice that your invoices will look a little different be from Waterlogic Hydration Services and not Tipperary Water. If you have any questions about the invoices you receive please call us to discuss.

Bank details for payment of your invoices will be changing to the below:

Account Name: Waterlogic Hydration Services Limited

Bank Account Number: 3637-0604

Sort Code: 990231

BIC: HSBCIE2D

IBAN: IE52HSBC99023136370604

Postal Address: Waterlogic Hydration Services Ltd, Unit C1, Merrywell Business Park, Ballymount, Dublin 12, D12 KD1W.

What do you need to do?

If you currently pay us by Bank Transfer, you will need to update your system to our new account details as of 1st March 2020.

If you paid Tipperary Water by Direct Debit your last payment will be taken as normal at the end of February. After this you will need to set up a new Direct Debit with Waterlogic Hydration Services Limited. Enclosed with this letter is a Direct Debit Mandate for completion. Please return this to the address at the bottom of this letter. Alternatively, you can send it via email to accounts@tipperarywatercoolers.ie

Your custom is very important to us so should you have any queries or concerns regarding the contents of this letter, please do not hesitate to get in touch via your existing methods.

I would also like to take this opportunity to welcome you to Waterlogic Ireland. We will be doing our utmost to ensure that our new customers experience a trouble free smooth transition, and we look forward to delivering outstanding customer service to you for many years to come.

Please see below a list of frequently asked questions detailing important information regarding your ongoing service.

Yours sincerely,

A handwritten signature in black ink, appearing to read "John T O'Connor", is written over a light grey horizontal line.

John T O'Connor
Managing Director
Waterlogic Ireland

Q. Why are Tipperary Pure Irish Water (Sales) UC merging with Waterlogic?

- A.** As the Ireland water cooler market matures, it is evident that the ideal competitive tactic is to supply both Bottled Water and Point of Use coolers on an all-Island Basis. By combining the businesses, we believe the combined entities will create a formidable organisation that will provide outstanding service and choice.

Q. Who are Waterlogic?

- A.** Waterlogic was originally founded in 1992 (and made its first sales in early 1993). Since then, we've grown into a global leader in point-of-use water purification to the Hospitality, Foodservice and Corporate Business. Whilst servicing over 60 countries, our local service in Ireland is supported through our Dublin Office and our network of Waterlogic Service Engineers based across the Island of Ireland.

For further information please go to www.waterlogic.ie or contact

- **Waterlogic** on 1800 266 537
- **Tipperary Pure Irish Water (Sales) UC** on 1800 492 537

Q. Will this affect my pricing or contract?

- A.** No, all pricing, terms and conditions, equipment and service agreements that you have in place will all stay as they are now. However, please note that going forward Waterlogic Ireland will be responsible for your contract in place of Tipperary Pure Irish Water (Sales) UC.

Q Where will my invoice be generated

- A** Your invoice will be received by post as normal. Your electronic invoices will be received from an email address notifications@waterlogic.ie

Q. What if I have an issue with my equipment?

- A.** Contact us at Waterlogic on **1800 266 537** or **Tipperary Pure Irish Water (Sales) UC on 1800 492 837.**
We will endeavour to resolve the issue over the phone or arrange an engineer visit if required.

Q. How frequently will my equipment have servicing carried out?

A. Waterlogic Ireland follow the BWCA's Code of Practice, which requires coolers to be, Taps and POU coolers have a sanitisation and filter change carried out every 26 weeks. Bottlwater Sanitisation is carried out every 13 weeks to ensure optimal hygiene for your cooler. If you would like to discuss any aspect of our service please contact us on the numbers provided.

Q. Will I be able to keep the same equipment?

A. Yes, there will be no change to your equipment. You will now be able to access the full Tipperary and Waterlogic range of equipment .

See our ranges at www.waterlogic.ie and www.tipperarywatercoolers.ie

Q. When will I receive my first invoice Ireland?

A. Your first invoice from will be sent on your normal invoice dates. If it is a monthly invoice cycle then you will receive your invoice at the start of the month to cover that month's rental and maintenance (where applicable), and all deliveries and servicing from 1st March. An invoice will then be received monthly from Waterlogic.

Q. How can I make payment to Waterlogic Ireland?

A. You can pay by BACS, direct debit or credit card. Please call our Accounts Team on 1800 492 837 or 1800 266 537 if you have any queries regarding payments.

Q. Will my invoice change?

A. The invoice format will look different but this apart, there will be no change to the pricing. The invoice is very easy to read but if you have any queries at all, please call accounts on **1800 492 837**

Q. I have raised Purchase Orders in the name of Tipperary Pure Irish Water (Sales) UC and need you to complete supplier set up forms to get Waterlogic Ireland set up in our system.

A. We are more than happy to facilitate this, please contact accounts on **1800 492 837** to arrange this to happen. If possible can you re-issue your Purchase Orders for **Tipperary Pure Irish Water (Sales) UC** (Waterlogic Hydration Services Limited T/A Waterlogic) moving forward. Please also email PO's to accounts@tipperarywatercoolers.ie

Any further questions that have not been answered please do not hesitate to call our Customer Service and Accounts team on **1800 492 837**