



# Commercial Restroom Recommendations for Return-to-Work and Facility Start-up Q&A Summary

# Presenters



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# Commercial Restroom Recommendations for Return-to-Work and Facility Start-up Q&A

**Q: As we plan to re-open in accordance with state guidelines will our local Sloan Reps be able to provide support for training and guidance to our customers.**

**A:** Yes. Not only do they have knowledgeable personnel on staff with access to all information and data available from Sloan, Sloan Reps have considerable experience with local codes, regulations and water qualities. You can find your local Sloan Rep [HERE](#), or you can send a request for help coordinating local training sessions to [training@sloan.com](mailto:training@sloan.com).

**Q: How do you tell the difference in gallons per flush (gpf) for flushometer diaphragms without the box?**

**A:** You can request a chart demonstrating differing diaphragm appearances from [Sloan Tech Support](#).

Note that when converting flushometers from manual to touch-free sensor operation with a [Sloan Side-Mount Retrofit Kit](#), it's not necessary to change the diaphragm.

**Q: Can you talk about re-opening the office break room?**

**A:** We are comfortable providing recommendations regarding the types of equipment that Sloan manufactures like sinks and faucets – these are included in this webinar. An office break room often contains many other devices like dishwashing machines, refrigerators with water filters, icemakers, and water coolers for which re-opening could have significant health and safety implications.

We advise that before any attempts are made to re-open a facility, an inventory of all potentially impacted devices should be completed and recommendations from those manufacturers sought. This should also help to determine what parts and supplies will be needed on-site.

**Q: What about [SOLIS](#) products that have been in the dark for more than a month?**

**A:** If the unit has not been charged by the solar cell, it will use battery power as a back-up until light for charging returns.

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**Q: Are there any expected delays for Sloan manufacturing or longer lead times?**

**A:** Not at this time. Sloan closed for two weeks in March to ensure employee safety and to gear up for safe and secure production. We are open again and fully operational. Sloan is prioritizing deliveries for field hospitals and other essential sites. Please let us know if your project is for one of these applications and requires prioritization.

**Q: Will we be automatically alerted when future training sessions are available?**

**A:** Yes, if you left a check mark in the box requesting alerts when you registered to attend this webinar. If you did, not you can send a note to [training@sloan.com](mailto:training@sloan.com) requesting to be added.

**Q: Many schools, K-12 and colleges, are currently closed and will likely not reopen until September. When should these facilities start the re-opening process if they won't be occupied until September?**

**A:** Schools are often accustomed to shutdowns over holiday breaks and likely have a plan for keeping water from becoming stagnant over longer time periods. They likely also have standard plans to re-open facilities safely after breaks. If they were unable to implement these plans due to the pandemic, they should follow best practices like the ones linked in this presentation to prepare the entire facility for re-opening.

Because issues like disinfectant loss, metals corrosion, sedimentation, and biofilm growth become worse over time, any plan to minimize these over the closure will benefit the building water supply and reduce risks during full start-up.

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**Q: How can the Federal Government dictate 0.5 gpm flow rates for faucets when we need more flow and to get hot water to the user more quickly?**

**A:** The Federal Government does not dictate flow rates for commercial sensor faucets – the 0.5 gpm requirement for commercial sensor faucets is part of code requirements (UPC, IPC, state, and local). It applies to any faucet (manual or sensor) that is installed in a public area serving a transient population. If they are installed in private locations and serve non-transient populations and are used for specific applications like surgical scrub, the flow rates can be higher.

**Q: You mentioned that two states have just released guidance for facility start-ups. Can you share that information?**

**A:** Yes. Here are links to the latest guidance from [Washington](#) and [Ohio](#). We've also included the most recent link from the [Association of State Drinking Water Authorities \(ASDWA\)](#).

**Q: Can I set up this webinar or something similar for school districts and municipalities in my area who could not join today?**

**A:** Yes. Copies of this webinar are being distributed to all attendees, and you are welcome to share them. If you would like help setting up your own webinars to present to customers, please contact your local Sloan Representative for support. They have access to all of the materials and are very knowledgeable regarding local codes, regulations, and water quality. You can find your local Sloan Rep [HERE](#), or you can send a request for help coordinating local training sessions to [training@sloan.com](mailto:training@sloan.com).

**Q: You mentioned previous webinars with training and recommendations for converting manual faucets and flushometers to automatic touch-free operation. How do I get copies of these?**

**A:** You can get copies from your local Sloan Rep (find your local Sloan Rep [HERE](#)) or you can send a request for copies to [training@sloan.com](mailto:training@sloan.com).



# Commercial Restroom Recommendations for Return-to-Work and Facility Start-up Q&A

**Q:** Can you speak a little about hand dryers? I have been reading that they actually create more of a problem because they blow germs around.

**A:** There is a lot of debate between dryer manufacturers and towel manufacturers over which one is safer or more hygienic. Studies are available to support both sides. Our recommendation is that in instances where there is concern for contaminants being recirculated by dryers, the facility should consider dryer models with built-in replaceable HEPA filters.

Proper design of dryers and sinks can also help mitigate concerns. Sloan [AER-DEC](#) sink systems not only include built-in replaceable HEPA filters, they also incorporate a patented AirBasin system that controls air and water flow to prevent backsplash and updraft.

**Q:** Is chrome better than other finishes in terms of durability during cleaning?

**A:** Sloan products are designed for commercial restrooms and their demanding environments. We do not manufacture products for residential applications, nor would we recommend many of the finishes used for residential fittings be used for commercial applications. This includes epoxy coatings, powder coatings, galvanic baths, and residential grade chrome plating. All of these are unlikely to withstand commercial use and abuse.

Sloan products are manufactured to the highest standards in our industry for a durable, aesthetic chrome finish. [Sloan special finishes](#), like our extremely popular graphite finish, are applied using the Physical Vapor Deposition (PVD) process. PVD finishes are at least three times more resistant to chemical degradation and abrasion than chrome finish alone.

It's important to note that any finish can be damaged by harsh chemicals like those used to clean porcelain coated china, stone, or man-made solid surfaces. Always follow manufacturers instructions for proper cleaning.

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**Q: Can the metals and plastics in faucet handles withstand bleach?**

**A:** Since Sloan sensor faucets are touch-free, and we do not manufacture manual faucets, this is generally not an issue for our products. We recommend complying with manufacturers instructions for cleaning and disinfection in the case of other brands.

Slide 19 of this webinar includes information on this subject, including [CDC Cleaning Guidelines](#) for community facilities like schools, daycare centers, and offices. It also includes a link to [EPA Approved Cleaning Products](#).

**Q: What are the effects of a prolonged shut-down upon electric water heaters, and what is the potential impact upon water quality?**

**A:** Sloan does not manufacture hot water heaters. We advise that before any attempts are made to re-open a facility, an inventory of all potentially impacted devices like water heaters be completed and recommendations from those respective manufacturers sought. This will also help to determine what parts and supplies will be needed on-site.

**Q: Since most commercial bathrooms have floor drains, wouldn't it be easier to flush the system for the faucets at the supply and not through the faucet?**

**A:** The goal is to flush the entire distribution system to remove stagnant water, sediment, and contaminants and to restore a compliant level of chlorine residual. To ensure that the very last few feet of the distribution system are safe, it is necessary to fully flush each and every fixture and fitting. Just flushing at the supply stops and not beyond would not be best practice.

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**Q: Does starting up LEED certified facilities involve different procedures?**

**A:** Because LEED certified and LEED compliant facilities include ultra high efficiency fixtures and fittings, they may require longer flushing periods to remove the same amount of stagnant water as other products. Our guidelines for commercial restrooms anticipate this, but that may not be the case for other manufacturer's equipment or systems. Guidance for these should be sought from experts on those systems.

**Q: If a facility already had Sloan [Optima Smart Faucets](#) before shut-down, could these have used the programmable line flush feature to avoid the issues caused by stagnant water in the first place?**

**A:** It is possible, but systems like hydronics, refrigerators with water filters, and others would still require diligent start-up procedures.

A plumbing engineer who knows the building water distribution system well could calculate the duration and frequency of the line flush required to achieve effective chlorine and corrosion inhibitor residuals. They could then use the [SloanConnect smart phone app](#) to program the most effective parameters into the faucets.



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**Q:** You mentioned that faucets in healthcare facilities should use laminar sprayheads only. Can you explain why?

**A:** Aerated sprays from faucets mix ambient air with water to give the sensation of more water being dispensed. Because the air being introduced might contain airborne contaminants, they are not recommended in healthcare facilities.

Laminar sprays are solid flows of water into which no additional air is introduced. They are available as a single stream or as “Multi-Laminar” flows made of many fine laminar streams to give the sensation of more water at lower flow rates.

This topic and others are covered in more depth in our recent webinar covering recommendations for converting manual faucets to touch-free sensor operation. You can get copies from your local Sloan Rep (find your local Sloan Rep [HERE](#)), or send a request for copies to [training@sloan.com](mailto:training@sloan.com).



Multi-Laminar



Aerated



Laminar



Shower Head

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**Q:** If a sensor faucet has a 10 second timeout instead of the usual 30 seconds, should I activate it more times to flush it?

**A:** Yes. Some areas of the country, such as New York City, have local codes mandating a 0.25 gallons-per-cycle (gpc) requirement and sometimes use faucets with 10 second timeouts. Flushing these faucets for 30 seconds would involve activating them three times.

Settings like timeouts and line flushes can be adjusted wirelessly in Sloan [Optima Smart Faucets](#) manufactured after August 2018. These are the most frequently specified sensor faucets in the USA, and a facility with them installed can use the free [SloanConnect smart phone app](#) to adjust settings without having to open or disassemble sink enclosures.

Your facility might already have these units installed without being aware of their wireless capabilities. Contact [Sloan Tech Support](#) to find out.

**Q:** If super-chlorination is being used to disinfect water lines, should we expect to replace O-rings and gaskets that come into contact with high disinfectant levels?

**A:** These items are generally designed to withstand up to 4 ppm chlorine continually during regular service (the EPA maximum contaminant goal for chlorine) but can be damaged by exceptionally high concentrations or contact over extended periods of time. Having replacement parts available if needed would be best practice.

Once a plumbing system is sanitized, it is important to flush the high concentration of disinfectant out before items like elastomer seals, some metals, and plastics on the pressurized side of the plumbing system are degraded. This applies to many devices connected to the plumbing system and not just those in the commercial restroom.

# Sloan Sinks – Designing with Hygiene, Quality, and Customization Q&A

Additional Questions? Please feel free to contact Sloan Customer Service or Technical Support.

## **Sloan Customer Care Center**

Phone: 800.982.5839

Hours: 7:00 AM - 5:00 PM (CST) Monday – Friday

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## **Sloan Technical Support**

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# Training Comments, Questions, or Suggestions?

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