



PROJECT INFORMATION

Customer: Mad About Coffee

Project Summary:
Tailored filtration solution for a service-based company, maintaining and repairing a wide range of coffee machine brands, operating across East Anglia.

Products and Services:

Description:

BWT water+more water filtration treatment cartridges

Title of Case Study: BWT and Mad About Coffee

Acknowledgements:

Thank you to Mad About Coffee for providing feedback on BWT's service and products.

Case Study

BWT and Mad About Coffee

Filtration services for coffee operations

The situation

The biggest issue facing Mad About Coffee Ltd. has been the consistently poor water quality in the region, particularly high levels of calcium and limescale. These conditions have led to frequent breakdowns, corrosion problems and increased service costs for their clients; making it a persistent and expensive challenge.

The solution

To tackle the issue, Mad About Coffee Ltd. partnered with BWT UK Water + More. With expert advice from the BWT team, the company began installing advanced water filtration systems tailored to specific client needs. One example is a client in central Norwich dealing with extremely hard water at 350 PPM. A BWT bestmax 2XL filter was installed to reduce the hardness to approximately 120 PPM, followed by a bestmax PREMIUM 2XL filter to further improve water quality for coffee preparation. These systems, along with the optional ROC14 Coffee RO solution, have been rolled out to many high-end clients across the region.

As a result of this long-term collaboration, Mad About Coffee Ltd. has seen a significant reduction in scale and corrosion-related issues. Clients now benefit from more reliable machines, lower maintenance costs, and consistently better-tasting coffee. The partnership with BWT has proven to be a vital part of the company's service improvement strategy.

With the installation of the new BWT systems at their sites, Mad About Coffee has fulfilled their business needs. BWT continues to maintain regular communication to ensure the customer is happy and any issues, if any, are resolved promptly.

Testimonial

"Outstanding and excellent."