

Seven questions to ask any lodge water supplier.

The questions that separate a supplier who has engineered fifty lodges from one who is about to do their first. Print this pack, take it into the quote meeting, score the answers.

Use it like this

Ask each question verbatim. Give the supplier 90 seconds to answer. Note whether the answer is specific to your site (good) or generic to their catalogue (bad). Anything generic is rework you are about to buy.

01 **Can you name the source-water chemistry you sized this system against — and produce the SANAS-accredited lab pack?**

A serious supplier will name your borehole's iron, manganese, hardness, TDS, fluoride and silica numbers in the quote. If the proposal does not, the train is sized off a brochure — not your water.

02 **How is the system sized — average daily demand or Saturday-night peak?**

Lodge demand is a spike profile. Saturday-night kitchen + spa + presidential suite + gala dinner. A system sized to mean daily demand will surcharge on the third long weekend after handover.

03 **What is the measured acoustic spec at 1 m on the standard pressure set?**

Whisper-rated means ≤ 55 dBA at 1 m, mid-40s with acoustic hoods. A serious supplier names the number in the quote and tests it at commissioning. Vague 'quiet' commitments mean the guest finds out at 02:00.

04 **Who owns the monthly SANS 241 sampling — your team or ours?**

If your supplier hands you a bottle and a courier waybill, they do not actually run your compliance. Monthly SANAS sampling, lab-result review, corrective-action log — all delivered, not delegated.

05 **What is your contracted critical-response SLA, and what is the lived 12-month median?**

Contract SLA is the floor. The lived median is the ceiling. A serious lodge supplier publishes both — and the gap between them is small. If they only quote the contract number, ask why.

06 **What happens to the RO concentrate, and what is the wastewater General Authorisation file?**

Concentrate is typically 15–25% of feed. On a luxury site it goes to gardens or fire reserve, never to sewer. Wastewater effluent needs a General Authorisation under Section 39 of the National Water Act — on file at commissioning, not assembled retrospectively.

07 **Show me three current installs of similar scale we can phone.**

References are the only honest measure of a water supplier. Three lodges of comparable scale, named and contactable. If the answer is a brochure instead of a phone number, the relationship is theoretical.

Want a fixed-fee answer to all seven for your specific lodge? HidroVerse builds the answer pack inside ten business days.
nelspruit@hidroverse.co.za · +27 72 320 7326