



Welcome to Aqua free

Your benefits at a glance



Service offering for safe drinking water

When it comes to maintaining and supporting your drinking water systems, our service range includes drinking water analyses, risk analyses, the cleaning and disinfection of drinking water systems (including the flushing of pipes) as well as consultation on and support with system renovation. We are happy to assist you with our full expertise, whatever your needs may be!

Helpful information material

We will be happy to provide you with comprehensive information about our production or clinical studies. You can find exciting facts on the topic of water as well as numerous helpful tips here: aqua-free.com/en. Feel free to contact us.

Personal support

Permanent area representatives who are trained in hygiene are ready to help with all your concerns in daily business as well as with more specialised questions. They will work with you to develop optimum solutions for sterile filtered water.

Easy initial installation

If you have made the decision to have the filter change carried out by our service technicians, we will be happy to help you with your initial installation. Naturally, you can also change the filter yourself. The appropriate filter connections/adapters can be ordered as necessary. We will be happy to provide you with personalised document templates in paper form. If you would like to have digital documentation we recommend our innovative water filter assistant HyGenius®. On request we can also handle the signage of water points using informational stickers.



Personal training

We train our user teams and/or hospital personnel in handling the products either on site or via livestream before the start of the contractual period. Our training covers the topics of care, disinfection, maintenance and the management of rinsing processes, with a certificate of participation at the end. On request we can also offer basic training in water hygiene.

24-hour delivery service

We guarantee fast and secure product delivery by our logistics partner. Your order is ready for dispatch within one day (as a rule).

Filter change by Aqua free

The delivery, installation and changing of filters can be carried out upon request by our own permanent service technicians, who have all completed hygiene training. Timely filter changing (directly following the expiry of the validated service life) is therefore guaranteed – even in acute cases and when the user is ill or on holiday. Worry-free!



Filter management app

With our HyGenius® app, you can organise your filter changes with just a few clicks, efficiently and error-free. You are assisted in setting up the filter by means of the automatic scan. Legally compliant documentation is guaranteed. You can download the app free of charge from the Google Play Store (for Android) or in the App Store (for iOS).

Safety and transparency

Thanks to the complete traceability of our filters (via individual product labelling), after each filter change you receive detailed digital documentation – irrespective of whether the change was carried out via the HyGenius® app or by our service technicians.



Professional complaints management

If a filter should not meet the specification given or if a package is damaged in transit, you can simply return the filter.

Additional services

Upon request, the delivery, installation and changing of hoses or stream shapers can be carried out by our trained technicians.

Our service

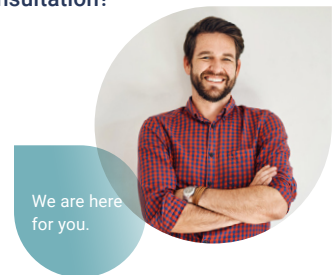
Safe, competent and comprehensive: benefit from the customer service of Aqua free



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Would you like a personal consultation?



We are here for you.

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Our company

You are well
looked after
at Aqua free

More than 20 years of experience

As an ISO 13485 certified, international medical device company founded in 1999, and with more than 150 employees, we offer the most innovative water hygiene solutions today.



20+ years of experience
30+ products
150+ employees

Your specialist
for water hygiene

Most comprehensive product range in the area of water hygiene systems

In order to ensure safe protection against legionella and other bacteria from the pipe system, we offer a number of disposable and reusable filters for taps and showers, special (medical) uses and customer-specific filter solutions.



Best retrograde protection

Our filters offer effective protection against retrograde contamination thanks to an innovative outlet design, antibacterial surface materials and additives. MetalSkin Medical® is a highly effective antibacterial coating that kills 99 % of the deposited germs within three minutes. SARS-CoV-2 viruses are neutralised by 99.5 % within four hours.



Patented prevention products

As a preventive measure against contamination risks from the seal water, we offer systems for automatic pipe flushing and HygieneSiphons.



High customer satisfaction

We see ourselves as a close-knit partner for our clients, offering support that far exceeds normal daily business. As well as 30 university clinics and more than 1,000 hospitals at home and abroad, housing companies and public institutions place their faith in our products. We also count numerous private, commercial and industrial customers amongst our clients.

Highest quality standards

We have the highest quality standards when it comes to health. We develop and manufacture all the filters in Germany and Belgium ourselves. We regularly have these comprehensively validated by neutral institutions in accordance with the applicable standards.

Certified under
EN ISO 13485



Certified under
EN ISO 14001



CO₂ neutral
production

Sustainable protection

As part of our commitment to environmental protection, we adhere to the ISO 14001 international environmental management standard. We are constantly working to optimise the sustainability of our company. Are you interested in what we do? Feel free to contact us.

Our products

Aqua free products
help you to overcome
the daily challenges
in water hygiene



Own membrane technology

The membranes for our high-performance legionella and bacteria filters are manufactured in our own facilities. They reduce germs in water by 7 log reductions¹ (bacteria retention: 99.99999%).

¹ Measured by the international Standard ASTM F838-15a – Standard Test Method for Determining Bacterial Retention of Membrane Filters Utilized for Liquid Filtration



Unique reusable filter system

We are the only suppliers of reusable filters. Thanks to our patented production method, we use our filters up to 36 times, thereby reducing plastic waste by > 90 % in comparison with single-use filters.