

SPRINKLE

DRINKING WATER

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Membership Handbook

SPRINKLE
DRINKING WATER




urmoments
QUALITY

Sprinkle Drinking Water

From Delivering Water to Delivering Quality of Life

Since 1985, Sprinkle has been committed to delivering clean drinking water to homes, condos, and offices, built on the belief that clean water is the cornerstone of a better life. Today, Sprinkle is more than just a water delivery service—it's about helping you manage life more easily, giving you more time for what truly matters.

With continuous advancements in design, technology, and innovation, Sprinkle is always evolving to meet the needs of modern living. More than just clean water, Sprinkle is stepping into next level to the future to enhance your lifestyle like never before.







At present, M. Water Co., Ltd, authorized and approved by the Ministry of Public Health, produces various sizes of bottled water under the brand "Sprinkle" with the registration number 10-1-22829-1-0003. Sprinkle also achieves quality recognition of GMP series no. 30/354 from Thailand's Food and Drug Administration together with various quality accreditations from leading institutes, including HACCP and ISO9001:2015.

As for non-18.9L bottled water, we distribute through affiliate company-Better Choice Co., Ltd. that its main function is to sell and distribute bottled water through retails, supermarket, convenient store, and restaurants, including delivering our bottled water within Bangkok and surrounding areas.

In addition to our Sprinkle bottled water brand, M. Water Co., Ltd is also open to collaborate and co-create private label brands for business or institutions that seek to improve their brand images by incorporating their brands with our products, standards, and supervision.

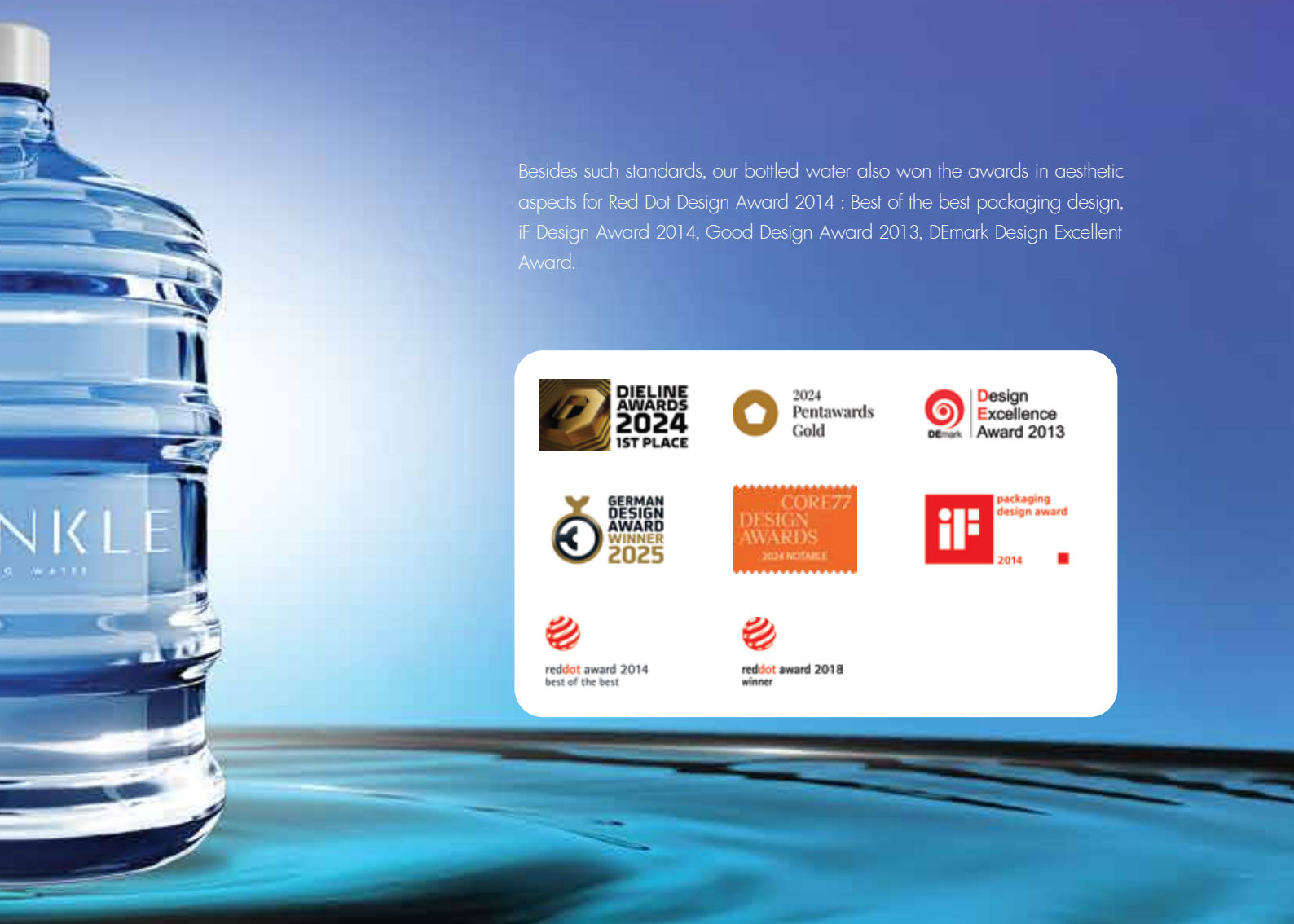
With expertise and attention to details on our services and every drop of water, Sprinkle drinking water is considered a trustwothy brand for over 3 decades by various credible customers. Currently, over 250 million liters of water are produced and consumed annually with 17 distribution centers covering the service areas along with over 300 delivery trucks to delivery delicate products and services to our customers.

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Worldwide Trustable Standards

Our products are designed to look, feel and be premium. Global standards and cerfification such as APHA, AWWA, WEF along with other standards namely HACCP, ISO 9001: 2015, GMP are some of the proofs for our quality and determination in delivering better quality of life through our products and services for customers.





Besides such standards, our bottled water also won the awards in aesthetic aspects for Red Dot Design Award 2014 : Best of the best packaging design, iF Design Award 2014, Good Design Award 2013, DEmark Design Excellent Award.

DIELINE AWARDS 2024 1ST PLACE

2024 Pentawards Gold

Design Excellence Award 2013

GERMAN DESIGN AWARD WINNER 2025

CORE77 DESIGN AWARDS 2024 NOTABLE

packaging design award 2014

reddot award 2014 best of the best

reddot award 2018 winner



Beyond purity is care.

Before our fresh and clean Sprinkle drinking water meets your tongue, products have been through over 7 delicate steps.

Step 1 Water Sourcing - Our attention to details starts from the selection of water source obtained from natural habitat at the underground level where it provides high chemical stability water--lesser brackish, lesser microorganic contamination that may cause illness compared to water sourced from above ground.

Step 2 Filtering out generic particles using Ultrafiltration technology--this helps clear contamination a size of 0.01 micron such as turbidity, sediment, microplastic, silica, bacteria, yeast and parasites.

Step 3 Filtering out particles that are 25,000 times smaller than PM2.5 -- With our industrial-level Reverse Osmosis technology, we can filter smaller bacteria, yeasts, virus, microbes, heavy metal. Even saltiness is not able to pass our Reverse Osmosis technology unlike the household-grade ones.

Step 4 Sterilize the smallest microbes and virus such as COVID-19 that may still exist and cause illness using our high-efficacy UV technology.

Step 5 Create a Bacteria-free condition via Ozonization technology that stabilizes the water condition to the extent that bacteria or microbes are not able survive or grow for an ultimately purified water condition.

Step 6 Giving extra steps to ensure top-notch quality of Sprinkle water by our random check protocol being executed every 2 hours, along with a monthly test run by trustworthy 3rd party laboratories to keep the quality of your water consistent.

Step 7 Seal the purity and cleanliness with our one-time use Smart Cap technology that prevents your water from being opened by others before they reach your doorsteps.

Accredited by such global standards as APHA, AWA, WEF, and other well-known standards including HACCP, ISO 9001 : 2015, GMP

Clean water comes with packaging

We emphasize the cleanliness of our bottles no less than our quality of water. Every circulating Sprinkle 18.9L bottle needs to go through 5 cleaning and sterilizing steps to ensure purity and safety for consumption every single time.

1. Wash with high-efficacy cleansing solution--food-grade certified by FDA.
2. Exterior cleaning with sterilizing solution in boiling water.
3. Propel the residues with high-pressure water.
4. Clean and stabilize with intensed ozone water to terminate bacteria and microbes.
5. Final wash and rinse with our Sprinkle drinking water before sending them to water filling process operate purely with high-quality machine to mitigate human contamination.




JB1

As safe as the baby milk bottles

Our bottles are made of high-grade polycarbonate--the same type of material used in baby milk bottles which is extremely safe and friendly for consumption purpose, chemically tested and controlled by Bureau of Quality and Safety of Food. Additionally, thanks to the quality of polycarbonate, our 18.9L bottles are much more durable and resistant to heat up to 140°C compared to PET bottles that are inferior to the extreme conditions. This ensures that there will be zero contamination from heat & chemical reaction in our 18.9L bottles and water.



One Cap, One Use.. for Your Confidence

The caps of 18.9-litre Sprinkle bottles are specifically designed for one-time usage, much safer than the reuseable screw-type caps used elsewhere. They can also prevent dripping and spillage when turning the bottle upside down onto the water cooler. Imprinted with our logo, the cap clearly displays the production and expiry dates.

****Bottle Placement Tips***

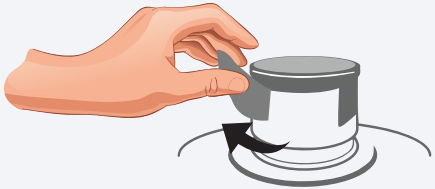
Always close the bottle cap and store it away from chemicals, paint, and oil. If contamination occurs, the bottle cannot be replaced.

****Storing Unopened Water Bottles***

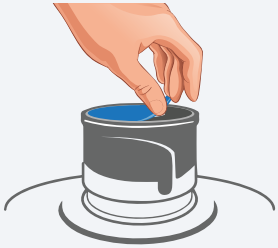
Store at room temperature, away from heat and sunlight, to maintain the quality and taste of the water.

Opening the Bottle Cap

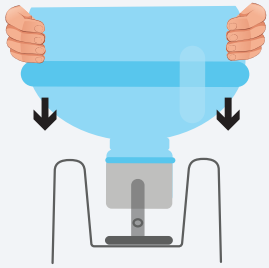
Peel back the seal halfway without breaking the strap, then pull the strap upwards to open the bottle cap.



Using the Smart Cap with Water Dispensers with a spike



Remove the sticker on the cap.



Invert the bottle so the spike pierces the cap.



Please do not paste or insert the peeled off sticker into the bottle.

How to Properly Lift a Water Bottle

1. Place one foot next to the bottle and the other behind it.
2. Firmly grip the cap with one hand and place the other hand under the bottle, keeping your chest lifted and head straight.
3. Use your leg muscles to slowly lift the bottle, keeping your back straight and knees bent correctly.



Scan เพื่อดูวีดีโอ
แนะนำการยกถัง

Delivering Freshness Right to Your Door

Fast, Reliable Service Across All Areas

With 17 distribution centers and over 300 delivery vehicles, we cover all of Bangkok and surrounding areas. You can always count on receiving clean drinking water right on time.

More Time for What Matters

We deliver water directly to your home, condo or office, at a schedule that fits your lifestyle—whether weekly, bi-weekly, monthly, or on-demand. Our regular delivery ensures convenience, eliminating the need for follow-up calls or waiting.





Never Miss a Delivery Wherever You Are

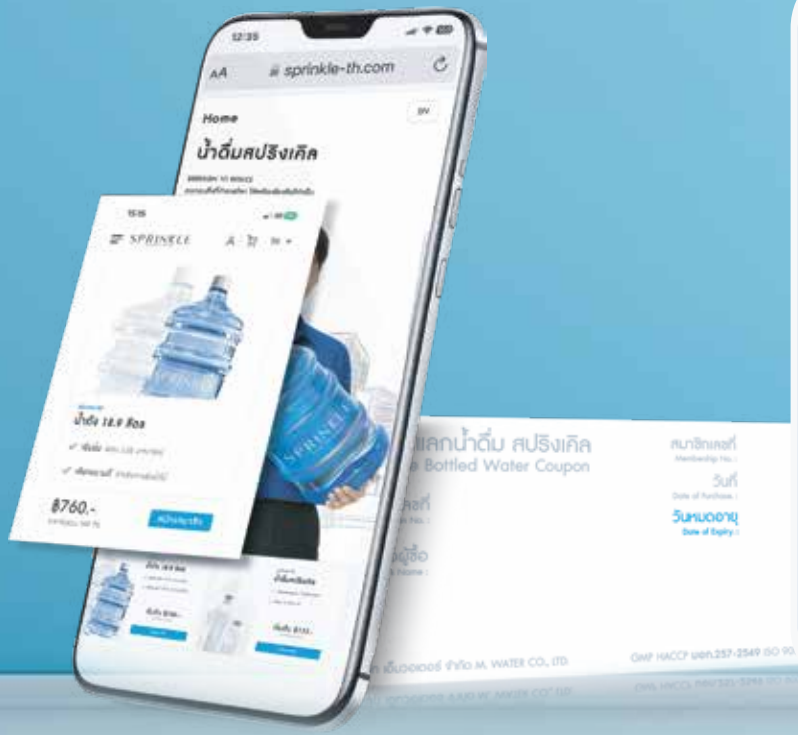
Simply leave your empty bottles at the designated collection point, along with a coupon or use our e-coupon system. Your fresh water will be delivered without needing to wait for the staff. Members using e-coupons only need to leave their empty bottles, and we'll deliver the exact amount of Sprinkle water as per the empty bottles left behind. Our delivery service is designed to make every step effortless.

Convenient and Secure

Use Coupons Instead of Cash

Each coupon can be redeemed for one 18.9-liter water bottle.

When you subscribe to the 18.9-liter water service, you'll receive two types of coupons: e-coupons and paper coupons.



E-Coupons

E-coupons offer ease and convenience. Just place your empty bottle at the collection point, and the system will automatically deduct the coupon. No need to worry about forgetting or losing coupons and you can check your balance anytime.

Paper Coupons

Attach the paper coupons to the empty bottles for the amount you want to exchange. Our staff will deliver the water based on the number of attached coupons.

Refilling Coupons

Coupons are available in sets of 24, 12 or 5. You can refill coupons through two options:

Automatic Refill

Set up 'Automatic Refill' in your member account, and the system will automatically top up your coupons when they run out, charging your registered credit card.

Manual Refill

You can manually refill your coupons through several channels and receive reminders when your balance is low.

หมายเหตุ: คูปองแต่ละใบมีอายุ 1 ปีนับจากวันที่สั่งซื้อ

Notification Service

Track your delivery status from anywhere, without the need to wait for your water, directly through your mobile device.

Delivery Notifications

You will receive a reminder 1 day before your scheduled weekly delivery. This allows you to adjust the number of bottles you need or pause delivery for that round. After delivery, you'll receive an update with the delivery status, the number of bottles delivered, the number of coupons used and your remaining balance. You'll also be notified if your delivery falls on a public holiday. (If no notification is received, the delivery will proceed as usual.)

Low Coupon Balance Notifications

To ensure uninterrupted water service, you'll receive an alert when your coupon balance is running low.

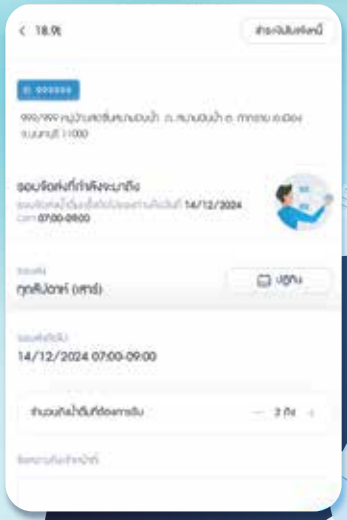


Manage Your Water Service with Ease, Anywhere

Easily access your personal information through the 'My Account' menu on **www.sprinkle-th.com** or via **Line @sprinklewater.** You can check your membership details, coupon status, manage delivery schedules and update your coupon refill plan—all on your own.(Track delivery status through your notification history.)









Unsubscribe Anytime, No Obligations

No depreciation fees, maintenance costs, or binding contracts.

1. If you wish to unsubscribe, please notify our customer service at least 2 weeks in advance to schedule a bottle collection and deposit refund. Sprinkle will refund your deposit within 15 days after the bottles are collected. Any unused, valid coupons can be refunded for cash, excluding VAT.

2. Delivery staff will collect the bottles and coupons, and provide you with a receipt as proof of return.

If you are unable to return the bottles on the scheduled date, please contact us within 90 days of your last water delivery. After this period, or if the bottles are damaged beyond reuse, the cost will be deducted from your deposit.





Refund Policy

Sprinkle only issues deposit refunds to the registered member on file. If you need to change the recipient, please provide a written authorization form.

When canceling the service, your bottle deposit and any unused, valid coupons (excluding VAT) will be refunded within 15 business days after we've collected the bottles and coupons.

If you prefer not to receive the refund via bank transfer, you can pick up a check in person after the 15 business days by bringing the bottle return receipt to:

M. Water Co., Ltd.
244/365 Soi Vibhavadi Rangsit 43, SanamBin, DonMueang, Bangkok 10210
Tel. 02-712-7272 ext. 1113

Authorizing Someone to Collect on Your Behalf:

For Individual Members:

- Original bottle return receipt
- Authorization letter
- Copy of the ID card of the person granting authority

For Corporate Members:

- Original bottle return receipt
- Authorization letter
- Copy of the company registration certificate
- Copy of the ID card of the person granting authority
- Copy of the ID card of the authorized representative

Sprinkle reserves the right to deduct any outstanding water fees from the deposit. If you don't receive the refund within 15 business days, please contact our finance department at 02 712 7272 ext. 1113.

Terms and Conditions

Bottle Deposit

All Sprinkle water bottles, crates, and racks are the property of M. Water Co., Ltd. Deposit bottles are strictly for exchanging Sprinkle water only. They must not be used for other purposes or exposed to conditions that could cause damage, such as chemicals or contamination. If a bottle is damaged, Sprinkle reserves the right not to accept it for exchange or return.

If there is no water exchange for over 90 days, you are required to return any unused bottles. If the bottles are not returned or are damaged beyond reuse, you will be responsible for the cost, and it will be deducted from your deposit.

If a bottle is lost, Sprinkle reserves the right not to refund the deposit. A new deposit of 200 THB per bottle will be required to continue service.

Coupons

Coupons are valid for 1 year from the date of purchase. Expired coupons cannot be redeemed or refunded.

If a coupon is lost, Sprinkle may issue a replacement. However, once found, the original coupon will no longer be valid for use.





Delivery Service

1. If a delivery falls on a public holiday, Sprinkle will reschedule to either before or after the holiday and notify you in advance.
2. If you run out of water before your scheduled delivery, you can request an early delivery. However, if this happens often, we recommend increasing your bottle deposit.
3. Please notify us at least 1 week in advance if you change your address and you'll need to move the bottles to the new address yourself.
4. Sprinkle is not responsible for delays caused by unforeseen circumstances.

If the delivery area is inaccessible, or parking is unavailable, delivery will only be made to the nearest accessible location.
Sprinkle reserves the right to adjust delivery schedules for efficiency and to modify bottle placement according to your building's regulations.

Product Replacement

If you notice any issues with the water, such as discoloration, odor or contamination, Sprinkle will replace the bottle immediately. Follow these steps:
1.1 Do not dispose of the water, as it will need to be inspected.
1.2 Set the affected bottle aside.
1.3 Contact customer service with your membership ID. If you're unsatisfied, Sprinkle will issue a full refund.

If you would like to request an exchange or return, Sprinkle will review your request according to our terms and conditions. Exchanges are unavailable if items show signs of improper use or damage caused by usage. We cannot accept returns for any items damaged by factors outside of Sprinkle's responsibility.

For full terms and conditions, please visit www.sprinkle-th.com.

Here to support you
whenever assistance is needed.

Sprinkle Customer Service team is ready to help with any questions or issues regarding our products and services.

Contact channel for inquiries, feedback or reporting issues:

1. **Call Center: 02 712 7272**
   (available daily from 07:00 AM - 07:00 PM)
2. **Line Official: @sprinklewater**
   (available daily from 07:00 AM - 07:00 PM)
3. **Email: info@sprinkle-th.com**
4. **Website: www.sprinkle-th.com**
5. **Fax: 02 533 4630**





Refer New Members
and Get a Shopping Spree!

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When a current member refers his/her family and friends to apply for a Sprinkle membership, the referrer will get rewarded with Central gift vouchers shopping at all Central Department Store branches.

- 500 baht gift vouchers for referring one new member within a month
- 2,000 baht gift vouchers for referring two new members within a month
- 3,000 baht gift vouchers for referring six new members within 6 months

Notes: The referee must have a different delivery address from the referrer, current members, and former members.

Partial List of Our Current Clients

The private business sector

Thai Union Group PCL
Hoya Lens Thailand Company Limited
Johnson and Johnson (Thailand) Company Limited
PTT Public Company Limited
Charoen Pokphand Foods Public Company Limited
Chevron (Thailand) Limited
Advanced Info Service Public Company Limited

Financial Institutions

Government Housing Bank, Head Office
Government Savings Bank, Head Office
Siam Commercial Bank PLC, Head Office
Ngern Tid Lor Company Limited
Krungthai Card PCL.
Maybank Kim Eng Securities (Thailand) Plc.

Educational Institutions

National Institute of Development Administration
Harrow International School Bangkok
Satit Pattana School
Sirindhorn International Institute of Technology (SIIT), Thammasat University
KPIS International School
Rajinibon School

Government Agencies

The National Science and Technology Development Agency (NSTDA)
The Central Labour Court
The Supreme Court of Thailand
The Civil Court
The Civil Court of Southern Bangkok
Central Bankruptcy Court
National Health Security Office (NHSO)
National Human Rights Commission of Thailand
Department of Probation
Department of Juvenile Observation and Protection
Rights and Liberties Protection Department
Ministry Of Justice, The Government Complex Commemorating His Majesty the King's 80 th Birthday Anniversary
Government Pension Fund
National Park, Wildlife and Plant Conservation Department
Central Institute of Forensic Science
Office Of Natural Resources and Environmental Policy and Planning
Office of Inspector General

Automotive Sector

Mercedes-Benz Manufacturing (Thailand) Limited
BMW Manufacturing (Thailand) Company Limited
Thai Honda Manufacturing Company Limited



EMBASSY

GERMAN EMBASSY
AUSTRALIAN EMBASSY
NEW ZEALAND EMBASSY
EMBASSY OF SPAIN
EMBASSY OF SWEDEN
EMBASSY OF CANADA
EMBASSY OF THE REPUBLIC OF KOREA
THE EMBASSY OF ITALY
ROYAL DANISH EMBASSY
THE EMBASSY OF BELGIUM
EMBASSY OF THE CZECH REPUBLIC
EMBASSY OF THE RUSSIAN FEDERATION
EMBASSY OF THE PEOPLE'S REPUBLIC OF CHINA
EMBASSY OF JAPAN (AMBASSADOR RESIDENCE)
EMBASSY OF THE REPUBLIC OF SINGAPORE
EMBASSY OF THE UNITED STATES OF AMERICA
FRENCH EMBASSY IN THAILAND(BUSINESS FRANCE)
EMBASSY OF THE KINGDOM OF THE NETHERLANDS

Logistics Sector

Lazada Express Co., Ltd (Thailand), Head Office
Yusen Logistics (Thailand) Co., Ltd.
DHL Supply Chain (Thailand) Ltd., Head Office
K Line Container Service (Thailand)

All Sizes Matter

M. Water Co., Ltd. offers an array of sizes to meet all needs of all consumers.

- 350 ml.
- 550 ml.
- 1500 ml.
- 6000 ml.

Order products

Website : www.sprinkle-th.com

Call Center : 02 712 7272

Line ID : @sprinklewater



Private Label Bottled Water

Different Labels, Same Quality

Email: info@sprinkle-th.com
Tel: 02 712 7272 #1006
Fax: 02 712 7496

M. Water Co., Ltd. has earned the confidence and support from numerous organizations to produce private label bottled water. Despite different brand names, the quality of our product never varies.

BAR-B-Q PLAZA
HÄFELE
bangchak
UOB
SUPALAI
ISUZU
krungsri
A member of MUFG a global financial group
MOOM GAPAO
KA BO CHA SUSHI



Make your brand eco-friendly

with drinking water packaged in 100% rPET bottles, featuring label-free designs and exclusive printing technology by Sprinkle, fully compliant with FDA regulations.

ช่วยลดการใช้พลาสติกใหม่	ลดการปล่อยก๊าซเรือนกระจก	ช่วยลดจำนวนขยะพลาสติก	ขวด *rPET* ที่ผลิตจำนวน
1.3 ล้านขวด ในระยะเวลา 1 ปี	ถึง **60%** เทียบเท่ากับการดูดซับก๊าซคาร์บอนไดออกไซด์จากต้นไม้ **2,200 ต้น** ในระยะเวลา 1 ปี	ได้มากกว่า **50** kg. ต่อการผลิตขวดใหม่ 2,000 ขวด	**2,000** ขวด ผลิตจากขวดพลาสติกที่ใช้แล้ว **3,000** ขวด
ลดปริมาณขยะฝังกลบ	ลดมลพิษสู่สิ่งแวดล้อม	ลดการใช้ทรัพยากรธรรมชาติ	ส่งเสริมเศรษฐกิจหมุนเวียน

USA-FDA Approved

EFSA Approved

GHP - Good Hygienic Practice

HACCP - Hazard Analysis Critical Control Point

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Here to support you whenever assistance is needed.

Sprinkle Customer Service team is ready to help with any questions or issues regarding our products and services.

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#refillingyourmoments




PASTRIES