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DELIVERING VALUE IN HEALTHCARE



EVIDENCE BEFORE FEATURES IN COLLAGEN-RENEWING WATER

A dispenser can satisfy a procurement brief on footprint and temperature delivery, yet still leave the central question unresolved—what is the water itself designed to provide?

This distinction matters in collagen-renewing systems, where the purchase moves beyond conventional filtration into wellness-oriented claims. Executives should resist treating polished hardware as evidence. The useful test is whether the water produced has defined characteristics and whether those characteristics have been examined in credible research. Evidence also needs to be read at the right level. Laboratory findings can support a mechanism under test conditions, but they should not be presented as proof of equivalent effects in people.



Filtration remains fundamental, yet basic contaminant removal does not answer every question raised by functional water. Procurement teams should examine what changes after filtration and how consistently the system produces those properties. Separate attention belongs to whether supporting research applies to that specific water rather than to a broad ingredient class. Keeping those questions separate guards against a familiar purchasing problem, where an appliance is judged on controls and finish while its principal consumable receives less scrutiny. For a wellness-led system, the dispenser is delivery hardware. The water remains the recurring product.

Site fit becomes visible only after peak use begins. A unit that seems adequate on average daily consumption can disappoint when demand is compressed into short intervals or when the inlet route complicates installation. A practical assessment should cover user count, daily demand, temperature mix and available space. Those conditions shape the required capacity and installation complexity without forcing buyers into oversized equipment. Direct connection to the water supply can also remove refill handling and bottle storage, but it should be planned around the actual pantry or treatment area rather than assumed to suit every site.

Long ownership changes the economics of the decision. Filter schedules, technician access, response time and parts availability can matter more than small differences in interface design once a dispenser is in regular use. Procurement should therefore look beyond the warranty period. A credible service model states how preventive visits are handled and what happens when an older unit needs repair. It should also make clear whether maintenance can continue after warranty expiry while parts remain available. Shared-space deployments make this especially relevant, since a neglected filter or unresolved fault can turn a wellness purchase into a recurring facilities issue.

> **AOX's direct-piped dispensers are matched to usage conditions, and trained technicians perform filter replacement every six months.**

The most defensible purchase is one where scientific claims are stated at the level the evidence supports. The water should receive as much scrutiny as the appliance itself. Site fit must survive peak demand, and service expectations must remain realistic over years of use.

AOX Pte Ltd aligns closely with that buying logic because it develops water with defined characteristics and evaluates the resulting water through laboratory and preclinical research. Its blinded in-vitro work reported a 72 percent increase in collagen-producing cell activity under test conditions. At the same time, **AOX Pte Ltd** explicitly does not treat those findings as proof of equivalent human outcomes. Its recommendations account for user numbers, daily consumption, peak periods, preferred temperatures and installation conditions. Trained technicians perform filter replacement every six months. For urgent service, it targets assistance within 24 hours and continues maintenance beyond warranty while replacement parts remain available. That combination of evidence, discipline and long-term service makes **AOX Pte Ltd** a well-matched choice for organizations buying collagen-renewing water dispensers as more than a convenience appliance. HB

AOX Pte Ltd

Beyond Filtration: AOX's Water-First Approach to Collagen-Renewing Water

For health-conscious families, workplaces and healthcare organizations, choosing a dispenser involves more than access to hot and cold water. Water quality, wellness priorities and scientific research behind drinking water can carry equal weight.

For more than 17 years, AOX has been developing and refining its water technology and dispenser systems in Singapore, guided by a long-term focus on water quality, scientific research and customer care.

"We begin with the water, not the machine," says John Tan, CEO.


John Tan, CEO

This approach emphasizes what people consume over dispenser features. AOX's proprietary filtration, antioxidant and mineral technology produces water with specific characteristics supported by laboratory and preclinical research with scientists in Singapore's medical and academic environment. The water is designed for everyday wellness and backed by professional installation, maintenance and customer care.

AOX's range includes compact dispensers for smaller homes and kitchens, instant-heating systems for everyday use and larger-capacity systems for offices and busy pantries. It serves over 10,000 households and organizations, including the Istana, the Prime Minister's Office and OCBC Bank.

SCIENTIFIC RESEARCH BEHIND AOX WATER

AOX's collagen-renewing positioning is supported by research specifically on water produced by its systems. In blinded in-vitro studies, its water increased collagen-producing cell activity by 72 percent and wound-healing activity by 61 percent under the conditions tested. An eight-week preclinical animal study also observed a 35.5 percent difference in final body weight and 55 percent lower liver lipids.

AOX clearly communicates the limitations. The findings do not establish equivalent outcomes in humans, and its systems are not intended to diagnose, prevent, treat or cure medical conditions.

The same transparency guides customer education. Many consumers initially focus on dispenser design, temperature settings or convenience. AOX helps them understand what the filtration system produces, how its water differs from ordinary filtered water and the research supporting those distinctions.

TAILORED INSTALLATION, LASTING SUPPORT

Customers most strongly associate AOX with wellness-focused water and a positive drinking experience, supported by dependable long-term care. AOX begins each recommendation by understanding the customer's usage environment. Considerations include user numbers, daily consumption, peak periods, preferred temperatures and ownership and maintenance preferences. It assesses each site, plans installation and water-inlet routing and explains servicing options. Direct-piped systems remove manual refilling and bulky replacement-bottle storage while meeting usage needs without unnecessary energy consumption.

For AOX, after-sales care is as important as the dispenser itself. Every customer receives the same responsive care regardless of model, customer type or service arrangement. Trained technicians replace filters every six months and inspect the dispenser to identify potential issues early.

Urgent assistance is targeted within 24 hours, while customer-care and technical teams provide troubleshooting and on-site support. Customers value its technicians for being friendly, knowledgeable, efficient and patient.

Service can continue beyond warranty if the dispenser remains serviceable and parts are available, while unsupported older units may qualify for trade-in arrangements. These measures reflect AOX's accountability beyond installation.

TRUST BUILT THROUGH EVERYDAY EXPERIENCE

Customers' drinking experience underpins confidence in AOX. They describe its water as smoother and more pleasant, value its antioxidant and mineral qualities and appreciate having hot, cold or ambient water readily available. Parents also report that their children are more willing to drink water.

For instance, one customer chose AOX 15 years ago for greater confidence and to go beyond ordinary filtration and dispenser convenience. Over time, he reported positive experiences with his family's health and wellbeing, prompting him to purchase another dispenser for his mother. Relatives who regularly drank AOX water at his home also adopted it for their households.

Customer confidence is further reinforced by AOX's five Influential Brands Top Brand recognitions, induction into the Influential Brands Hall of Fame and CaseTrust accreditation.

AOX continues investing in research, product development and customer care to make scientifically studied wellness-focused drinking water accessible to more families and organizations. This sustained focus on water, scientific investigation and long-term support underpins AOX's recognition by Healthcare Business Review APAC as the Top Collagen-Renewing Water Dispensers in APAC 2026.

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