

Warewashing: what you need to know about....

# Glasswashing and dishwashing in pubs

“I just want clean glasses and clean dishes”



Pubs and bars looking for glasswashers and dishwashers have four key buying criteria. First, they need to clean effectively. Second, they need to be fast. Third, they need to be easy to use and look after. And fourth, they need to be reliable.

There are some optional extras that operators may hanker after. For example, if it's in customers' view, then the glasswasher should be good looking. If glasses tend to be in short supply in busy periods, then maybe the bar needs a 'cool' glasswasher – in other words,

one that glasses come out of cool and ready to use right away (no one likes a cold drink in a hot glass). If the dishwasher is in a cramped room, the operator wants one that doesn't steam the place up.



## So what to look for in a pub glasswasher or dishwasher?

### Speed:

check the wash times of the models you are looking at. Some glasswashers, such as the Winterhalter UC undercounter range, have optional short cycles that have theoretical capacities of 77 racks of glasses per hour. Similarly, a passthrough dishwasher, such as the Winterhalter PT, can have a theoretical capacity of up to 72 racks of dishes per hour. If ware is heavily soiled, you'll need to use a more thorough, slower wash program. But for lightly soiled items a short wash cycle will be fine and it will speed things up.

With dishwashers, look for machines that can quickly get back up to temperature between wash cycles. For example, the PT has a clever energy management system that is so fast it offers virtually back-to-back rack-to-rack washing, with no waiting time for the water to heat up between wash cycles, which is a huge benefit in busy food pubs.

Another option to increase capacity and speed is the double-rack system. This features two racks on top of each other, effectively doubling the capacity of the standard passthrough dishwasher. Typically, the lower rack will hold cups and the upper one plates and cutlery. With the Winterhalter double-rack system, the efficiency of the PT's wash field ensures brilliant cleaning results even with double loads.

### Cleaning performance:

the critical issue. If the glasswasher doesn't produce clean glasses, or the dishwasher clean dishes, then all bets are off. Cleaning performance will depend on a variety of factors, not just the machine itself. The right chemicals. The right dosage of the chemicals. The right water treatment for your local conditions. The water pressure. How well trained staff are.

Winterhalter developed the 'lipstick test' to demonstrate the effectiveness of a glasswasher. Lipstick is notoriously hard to shift – so if the model you've chosen can clean it off glasses effectively, then it's a very good sign!

Some machines offer the option to change wash water pressure, so that delicacies, such as wine goblets or decorated plates, can be washed more gently while heavily soiled items can be washed more vigorously. With Winterhalter machines this feature is called VarioPower.

### Ease of use:

mistakes by staff remain the biggest cause of service call outs, so choosing a machine that's easy to use is going to save a whole lot of stress. Single button control panels are a bonus here, since you just push the button and go (and there's only one button to push). Quite a few glasswashers and dishwashers will have alerts that show on the control panel if something

needs sorting – such as a blocked filter, or a chemical dispenser needing topping up. Some of these even show how to sort the problem out, using a video or graphics. Look for models that have the simplest graphics and, ideally, are language-neutral, so any member of staff who doesn't have English as their first language can use them easily.

### Reliability:

it's no use having a super-fast, easy to use, high performance dishwasher or glasswasher if it keeps breaking down. These machines get a lot of wear and tear so they need a certain amount of TLC. Make sure staff are trained to not only operate but also look after the machine day to day (for example, by clearing blockages and draining down at the end of the day) – and that they understand the importance of following the routine procedures. Also make sure the machine is regularly serviced by a qualified engineer.





## How to get glasses and dishes properly clean...

No one likes being served drink in a dirty glass or food on a dirty plate. It's the sort of thing that can put you off a venue for life. As food pubs go upmarket, the cleanliness of their glassware and crockery is even more important.



### Chemicals:

choosing the right chemicals is as important as choosing the right machine. For example, there are special formulas for hard water. The wrong rinse aid may affect etched designs and can reduce beer head retention, too. It's also vital to ensure the chemicals are dosed correctly. If you're getting spots or smears on glasses, it may be that the chemical dosage is too high or too low. Your service engineer should be able to help you sort this issue.

With dishwashing, different cuisines cause different problems, such as sticky sauces clinging to the plate. Since most food pubs offer a variety of different menus – from steak to curry – you'll not only want a machine that's flexible but also chemicals that can cope, whatever the level of soiling or stickiness.

Ideally use a supplier with a pedigree in specialist warewasher chemicals, such as Winterhalter. Any operator who is concerned about the environment should consider using eco chemicals, such as Winterhalter's BLUE range.

If possible, use a supplier who can supply both the machine and the chemicals. That way, if there IS an issue, you know who to go to! With separate suppliers, the machine manufacture may blame the chemicals supplier and vice versa...

Winterhalter chemicals have been specially formulated to provide the best possible wash results, across all conditions.



### Water quality:

a water treatment system is essential for both glasswashers and dishwashers, even in soft water areas. (See Winterhalter's Blue Paper on water treatment for more

information). Be sure that the water treatment system is looked after, or it will impact on results. If you're short of space, a machine with an integral water treatment system is a bonus. A water treatment system will not only ensure the best cleaning results, it will also protect the machine from scale build up.

For glasswashers, the optimal water treatment system is reverse osmosis. Correctly set up, this will mean that glasses come out of the washer sparkling clean, with no need to hand polish.



### Racks:

the right rack will make a difference, especially if the glasses or dishes are specialist pieces that don't fit a standard rack or need more protection than ordinary ware. There are lots and lots of different rack configurations, so talk to your supplier about your needs.



### Polycarbonates:

there are more and more sites using polycarbonate glasses. They can be washed in standard glasswashers, with standard chemicals, but if you use them a lot then it's worth talking to your supplier to get the right chemicals for your site's conditions. For example, specialist formulae can help polycarbonates dry more quickly.



### Branded and bespoke glassware:

the continuing growth in bespoke glasses for different drink brands shows no sign of abating. It can be a real pain when it comes to getting glasses clean and protecting the decorations. The right rack, the right chemicals, and a machine that can vary the wash power, to protect the decorations, will all help prolong the life of the glassware and keep it looking great.



### Training:

staff training is critical when it comes to keeping wash results perfect and machines operating efficiently. Since plenty of pubs have only one dishwasher and one or two glasswashers, if any of them breakdown it can cause a serious crisis.



### Service:

looking after your glasswasher and dishwasher is also about getting it regularly serviced. A good service provider should also be willing to train staff about best practice. Remember, a broken down warewasher costs money – not only in terms of the service call out, but also due to the hidden costs, such as extra labour and the impact on staff and customers.



## Location, location, location

### Glasswashers

In lots of pubs where to put the backbar glasswasher isn't an issue – there's a hole where the old one was, and that's where the new one has to go. However, if you DO have some flexibility, then here are a few tips.

- **Stacking dirties:** avoid having the glasswasher right in the middle of the bar. Chances are, when you're busy, dirties will get stacked near it ready for the wash – it's best to have these in a corner rather than right in the customer's eyeline.
- **Avoid fridges:** putting the glasswasher next to fridges or icemakers can cause problems, as the heat it produces may affect their performance.
- **Put it where you store glasses:** site the glasswasher as near to where the clean glasses are stored as possible – it'll save staff time and reduce breakages.
- **Put it near the sink and waste bin:** so glasses that are badly stained can be rinsed and any rubbish in them (such as garnishes) can be easily chucked away.
- **Heat and steam:** if steam coming out of the glasswasher is an issue, then look for models that have heat exchangers. These convert the steam to energy which is used to heat the incoming cold supply. When you open them after the wash, there's little or no water vapour. Plus, they save energy (and thus running costs) – for example, a Winterhalter UC Energy model will cut energy consumption by around 47% per wash cycle.

### Dishwashers

Most pubs will have a passthrough or hood type dishwasher, such as the Winterhalter PT Series, in their kitchen or wash area. Many pubs have limited space for the dishwasher – the space available may be cramped or oddly shaped. Here are a few tips to help get a quart's worth of dishwashing out of your pint-sized room.

- **Corner-cutting:** your passthrough will need tabling either side for the dirties going in and the clean dishes coming out. But the tabling doesn't have to be in a straight line – which means you can put the dishwasher in a corner.
- **Steam-free dishwashers:** if your wash area is small, or you can't fit extraction in, then choose a model with integral heat extractors, such as a Winterhalter Energy Model.





## Connectivity: the future of glasswashing and dishwashing...



Winterhalter has more experience than most with Connectivity – its Connected Wash technology was amongst the first to hit the market. It not only allows users to remotely monitor the operation of their dishwashers and glasswashers, but also for the manufacturer to send software updates.

The technology can optimise operations and show where doors are opened too early, when machines are being switched on unnecessarily before the first wash, if the machine's self-cleaning program is not being used, and so on.

It can also ensure that service providers can deliver a 100% first-time-fix rate, since

data can be viewed by the engineer before arriving on site allowing them to bring the right equipment for the job. It can even warn of a potential component failure before it happens, so the engineer can fix it before it breaks down!

## Pay Per Wash – the new way to own a quality warewasher



Investing in a good quality glasswasher or dishwasher is the best way to ensure you get good results, fast, reliably and easily. But good quality warewashers come at a price. If your budget is tight then Winterhalter's Pay Per Wash (PPW) may be just right

for you. It's a brand new idea and it means you don't have to pay for a Winterhalter up front – you pay as you wash. PPW is also ideal for new start-ups because it can adapt as you grow. As your business needs change, you can change the machine. For example you might start with a small undercounter model then move up to a large UC or even a pass through. And, of course, you don't have to find the upfront capital cost to be cleaning with a market leading warewasher.

With PPW, you load the machine with wash credits, either by phone or online, using a credit card. The number of washes you buy are automatically allocated to your machine, via the Internet, and you're good to go. With PPW you don't only get a Winterhalter for no capital outlay, it also covers chemicals and service, too – so there's nothing more to worry about.





## Grease is the word...

As pubs serve more food, grease has become more of an issue. In the kitchen, there are specialist degreasers that are quick and effective – check with your chemicals supplier to find out more. For example, the Winterhalter C4 SC degreaser is a powerful blend of surfactants, sequestrants and alkaline builders ideal for removing a wide range of soiling, including oil and grease on cookers, extraction fittings, fryer exteriors and canopy hoods. It's worth finding a supplier who supplies cleaning chemicals as concentrates, as this can save costs. For example, one litre of C4 SC makes six litres of degreaser once diluted.

The media horror stories about fatbergs have focused attention on the need for pubs and restaurants to manage the handling and disposal of FOG (Fats, Oil and Grease). FOG can also cause blockages and odours, so finding a simple solution is really important. There are now enzyme-based drain maintainers that can deal with the issue simply. For example, Winterhalter's A81 BLUe uses a blend of non-toxic, natural microbes to clear drains of FOG and other accumulated organic matter. Best of all, it is supplied with a dispenser which automatically doses directly into the drain – all staff have to do is make sure the system is kept topped up.

Grease isn't only a problem in the kitchen – no one likes sticky tables, but many cleaning chemicals will not only remove the grease but also the varnish from the table. Again, specialist chemicals manufacturers have developed products that will clear the grease but protect the varnish – such as Winterhalter's C25 and C170 BLUe cleaners and sanitizers.



## The sweet smell of warewashing...

Even the most careful manual clean or most effective self-cleaning programme will leave tiny mineral deposits in warewashers. Over time these can grow and, as well as potentially damaging the unit, can lead to unpleasant odours. To combat this Winterhalter has developed a cleaning tablet, the A 15 MC, for use with its UC series of undercounter warewashers. It's simple to use and gets rid of the deposits, leaving a clean, fresh fragrance.

It delivers a new level of hygienic cleaning and, by removing any trace of mineral deposits and limescale, extends the life of the machine.



## Service

Alongside day to day maintenance you'll need to ensure that your warewashers are regularly serviced by professional engineers. Winterhalter's service division offers a variety of maintenance programmes, covering all types and most brands of warewasher. With a nationwide network of engineers, operating from vans carrying thousands of stock parts, the division offers a 'first time fix' rate of over 90%.



Winterhalter provides a total solution for warewashing, from pre-sales advice to after-sales service, training and maintenance. Alongside its market-leading dish and glasswashers, the company's range includes utensil washers, advanced water treatment machines, cleaning chemicals and detergents. For further details, call Winterhalter on 01908 359000, see [www.winterhalter.co.uk](http://www.winterhalter.co.uk), or [www.winterhalter-scout.biz](http://www.winterhalter-scout.biz) or email [info@winterhalter.co.uk](mailto:info@winterhalter.co.uk).

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