

What you need to know about...

Warewashing for Facilities Management



What are the key pains for facilities managers when it comes to warewashing?

Whatever type of machine it is – undercounter glass washer, passthrough hood type dishwasher, utensil washer or high volume conveyor system – there are some worries that remain the same.

Capital investment is a key issue – there will always be budget restraints. Staff training is another concern, especially since human error remains the single biggest cause of service callouts. Which leads us to reliability. Machine breakdown causes huge stress, both back of house and out front. Then there's the question of management of the equipment – making sure it's properly serviced.

What's the right size warewasher?

What type and size of dishwasher or glass washer you need will depend on a variety of factors. The volume of dirties you're washing. The type of ware – dishes, glasses, utensils. If it's a replacement rather than a new build, the size of the hole it has to fit into! One critical point is, don't put a domestic dishwasher in a commercial environment, even for light duty work. It simply won't stand the pace.

The key sizing considerations:

- How busy are your peak periods? Your machines need to be able to cope with the pressure.
- How many covers do you serve?
- How many plates, glasses and pieces of cutlery do you typically use per cover?
- What's the biggest item to be washed? It needs to fit into your warewasher!

For more information about sizing your warewasher, check the Winterhalter Blue Paper on Machine Sizing, available to download from www.winterhalter.com/uk-en/



Some panels can also run training videos, covering areas like regular maintenance jobs. Again, many are language-neutral so that anyone can follow them.

Even so, some training will be required – it's important that staff understand how to operate the machine, and how to respond to alerts and self-diagnostics. Many equipment manufacturers and suppliers will give free training, not only when the equipment is installed, but also during its life, to ensure it is looked after properly. For example, when Winterhalter engineers visit a site they will analyse the machine's operation and, in many cases, will be able to see if things are going wrong in terms of day-to-day operation. They can then give staff training, on the spot.

Connected appliances, which are linked to the internet for remote monitoring, can help here, too. For example, Winterhalter's Connected Wash (see below) highlights human errors, such as not running the clean down program after a shift, or failing to replace rinse aid. This means managers or service providers who are monitoring the machine remotely can alert staff to the problem and get it sorted before any damage is caused.

See Winterhalter's Blue Paper on Day to Day Maintenance for more information on looking after your warewashers.

Investment and finance

Who's paying for the warewasher? Often it will be the client, sometimes the facilities management company. Either way, it's a significant outlay. There are now some innovative finance options that mean the cost of dishwashing equipment can come out of operating costs (Opex) rather than capital costs (Capex). For example, Winterhalter's Pay Per Wash (PPW) means you don't have to pay for a Winterhalter up front – you pay as you wash.

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.

PPW not only gives you the Winterhalter equipment, it also covers chemicals and service, too – so it takes away most of the worries of warewashing. Everything is transparent in terms of usage costs. All that's required is that staff are trained to follow best practice, for example ensuring they fully load the rack before running a wash program. There's no need to worry about capital costs, maintenance contracts or chemical supplies.

Training

Most modern warewashers are designed to be easy to operate. Control panels have instructions using simple graphics, so that even if English is not their first language, staff can easily follow them.



Sustainability and reducing costs

These days facilities managers have to comply with their clients' sustainability and CSR objectives. In terms of warewashing, that means reducing energy, water and chemical consumption to help minimise the kitchen's carbon footprint. Warewashers are big users of resources. 90% of their carbon emissions, and therefore energy usage, occurs during the in-use phase of a warewasher's life (as opposed to during manufacture, transport, etc.). At the same time, 85% or more of an appliance's lifetime cost is in its use, so only 15% or less is the initial outlay. To be both green and lean, look for warewashers that re-use, recycle or reduce consumption of natural resources.

The latest technology

The latest dishwashing technology can help, not only reducing consumption but also cutting running costs. For example, Winterhalter's PT passthrough dishwasher has heat exchange technology fitted as standard. This takes waste heat created during the washing cycle and recycles it, heating up the fresh cold water supply.

The latest version of the PT, the ClimatePlus, uses radical technology that not only recycles heat from the dishwasher, but also recycles warm air from the kitchen environment. It slashes energy use (and associated costs) by over 50%. What's more, it pumps cool, dry air back into the kitchen, improving the working environment.

Water filtration: a win-win-win

A key feature to look for on a new warewasher is the water filtration system. The better it works, the longer the washwater will last. This not only reduces water consumption, but also cuts energy use.

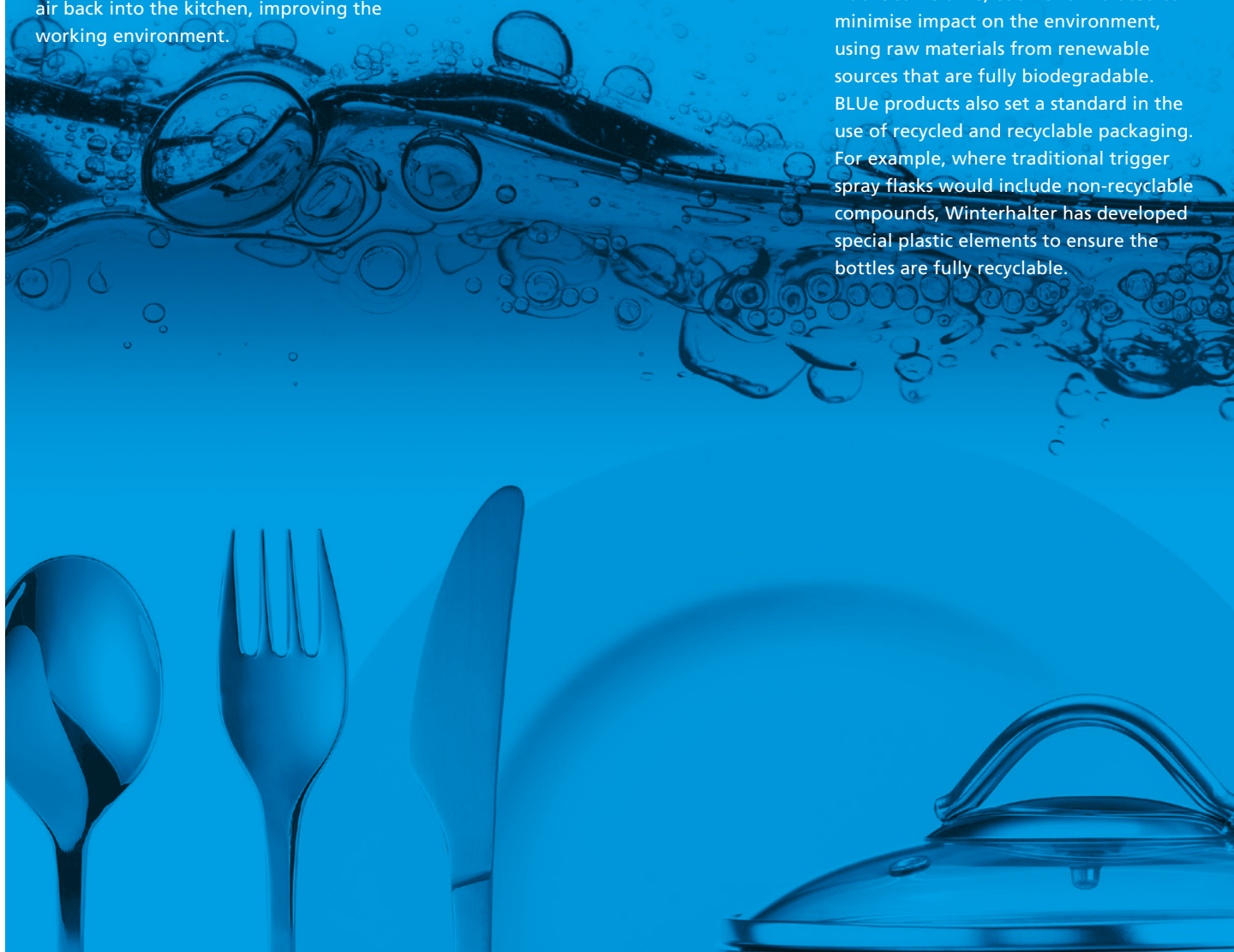
That's because most of a warewasher's energy requirement is used to heat up the incoming water supply. Less water means less energy to heat it. Less water also reduces the amount of chemicals you use. So it's a win-win-win, both in sustainability and running costs.

Sustainable chemicals

Chemicals represent another area where warewashing can score in terms of eco credentials. There are now several suppliers of 'green' chemicals that are formulated using natural ingredients and thus have minimal impact on the environment.

Winterhalter's range of BLUe chemicals are a case in point (they're BLUe but green). In the past 'eco' chemicals have had a reputation for being second-class in terms of performance. Winterhalter has developed the BLUe range to deliver outstanding results – matching or bettering conventional chemicals.

At the same time, each is formulated to minimise impact on the environment, using raw materials from renewable sources that are fully biodegradable. BLUe products also set a standard in the use of recycled and recyclable packaging. For example, where traditional trigger spray flasks would include non-recyclable compounds, Winterhalter has developed special plastic elements to ensure the bottles are fully recyclable.





Connectivity: a safer, more efficient future ...

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

The technology can optimise operations, for example by showing when 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 help ensure that service providers can deliver a 100% first-time-fix rate, since data can be viewed by engineers 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!

It also allows users to monitor all the data stored on the dishwasher, including, for example, HACCP logs.

Total Care: machine+chemicals+service

Winterhalter believes its new Total Care initiative represents a revolution in the way service is delivered. New technology plays a major part: Winterhalter's Connected Wash lets foodservice operators, and their service provider, monitor warewashers via the internet; it is helping minimise costs and downtime, and maximise operating efficiency. But Total Care is also about a new way of thinking about service. It aims to minimise the 'hidden costs' of machine failure, such as extra labour, and the impact of breakdown on staff. Trialling the scheme with one major high street operator saw call outs reduced by over 50%, plus a significant reduction in costs and an improvement in staff morale.

Now when engineers visit a site they will not only service equipment, but also highlight things that could go wrong in the next few months, so that they can be fixed before breakdown. Most machine failures come from not following manufacturer guidelines – the visiting engineer will analyse the machine's operation and should be able to see where things are going wrong in terms of day-to-day operation. The engineer gives staff relevant training, there and then, so that avoidable costs can be eradicated.

Total Care even encompasses areas such as chemicals advice. For example, if your cutlery is looking tarnished, it may be because you are using the wrong cleaning chemical.



This Blue Paper is produced by Winterhalter, the market leader in commercial warewashing.

Winterhalter provides a total solution for dishwashing and glasswashing, from pre-sales advice to after-sales service, training and maintenance. Alongside its market-leading dishwashers and glass washers, the company's range includes utensil washers, advanced water treatment machines, cleaning chemicals and detergents.

For further details, call Winterhalter on 01908 359000, visit www.winterhalter.com/uk-en/ or email info@winterhalter.co.uk.

winterhalter®

www.winterhalter.com/uk-en/