

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

Servicing and service providers



If you have a warewasher, you know your business relies on it. What's more, if it goes wrong you'll find you've got a crisis on your hands if it's not fixed quickly. That's why your warewashers need to be serviced. The very best service solution is a Planned Preventative Maintenance contract, or PPM. This means an engineer will call regularly to check the equipment is running correctly and safely. A PPM will optimise performance and

efficiency, reduce downtime and maximise the equipment's working life. If the machine does breakdown, for whatever reason, then a PPM service contract should ensure a swift call out with an engineer onsite quickly to mend it.

Many operators don't necessarily understand the full cost of a machine going down. There will be the repair itself, plus extra labour. But what about the hidden costs, for example pulling someone from front of house to back

of house, to wash by hand? What impact does that have FOH? Then there's the impact on staff morale – staff shortages are a big issue, and morale is critical to staff retention. By keeping the machine operating, regular servicing eliminates these hidden costs.



Connected Technology: the future for servicing

The latest technologies, including connectivity (such as Winterhalter's ConnectedWash), can warn when components are failing or when a machine is not operating at optimum performance. It can send these alerts to smartphones, tablets or computers, over the internet. The manufacturer, or its distributor service partners, can use the technology to monitor the warewasher and warn the operator of any issues, so that they can be corrected before they become a problem. It can even highlight staff training needs – for example, by showing that staff need training on cleaning filter systems.

Systems like ConnectedWash allow the customer to decide how the technology is used and who uses it. In other words, the customer can monitor their own machines.

Or they can give the job to the manufacturer or a service provider. The technology can monitor individual machines or multiple units, across an estate, providing information and advice on energy efficiency – for example, by highlighting machines which are switched on hours before start of operation. Effectively, if they want, operators can give the headache of looking after their warewashers to someone else. By combining technology and service provision they can have complete peace of mind.

A connected warewasher will also help deliver a 100% first time fix rate. Because when there IS a problem, the technology will show what it is – so the engineer can bring the right tools and spares to get the job fixed, first time.

What should you expect your service provider to provide?

The service contract:

this will tell you how often the engineer will come to service equipment (probably at least twice per year) and how quickly they will respond to emergency call-outs if it breaks down. It should also detail what is and isn't covered by the contract (labour, spare parts, etc.). As part of the contract, you should expect regular reports and updates, including how well the service provider has performed, as compared to the SLA (service level agreement).

Collaboration:

a good service provider should be a partner, not only looking after equipment but also giving you support and proactively advising on how to get the best out of your warewasher. An example will be engineers going to a site and not only servicing equipment, but also highlighting things that could go wrong in the next few months, just like the tick list from a car service, so that they can be fixed at the client's convenience, ahead of failure.

Fast call out times vs. first time fix rates:

obviously you need your equipment to be up and running as quickly as possible if it breaks down. On the other hand, you don't want to be promised an engineer within four hours who, when they turn up, can't actually fix the fault – so you have to wait for more hours or even days till it gets sorted. As well as looking at how fast the service engineer will get to an emergency call-out, check their 'first time fix' rate, which will tell you

how often they are able to get the machine working on the first call-out.

Staff training:

most machine failures come as a result of not following manufacturer guidelines. A good service engineer will analyse the machine's operation and, in many cases, will be able to see where things are going wrong in terms of day-to-day operation. They can then give staff training, on the spot, so that the avoidable call-outs (and associated costs) can be eradicated. They should also give refresher training to staff, and induction training to new staff members, to ensure everyone knows how to operate and look after the equipment correctly.

Asset registration:

some service providers can look after a group's warewashers, advising on the age and condition of the machines. This means that all the sites across the estate benefit from efficient warewashers, operating at optimal performance, delivering the longest service life.



When to call out the service engineer

The machine stops working:



if there is no obvious reason, such as power failure, then call the engineer. However, if the machine stops and a warning icon is flashing, check what it means. It may be that the machine has shut down to protect itself and that you can fix it easily. For example, because the rinse aid level is too low. Fill it up and the machine should start working again.

A warning icon is flashing:



check what the icon means and take appropriate action. If it's a serious issue that only the service engineer can fix, call them immediately.

Poor results:



if there's streaking or spotting on the cleaned glasses and dishes, or if the ware is still dirty, and you've already checked filters and the levels of rinse aid and chemicals, then ask the engineer to come and investigate.

Foaming:



this is the curse of warewashers and can have a serious effect on performance and on the machine itself. It can sometimes be resolved by telephone but generally the cause is much more complicated, because it can be due to so many variables. Resolving it can be a test for even the most experienced of engineers!



Leaks:

if a machine is leaking, there is clearly a problem with the hardware or connections. Leaks can increase in severity so it's critical to deal with them as soon as they become evident. Failure to resolve leaks can cause a health and safety issue for kitchen staff.



Choosing a service provider

Manufacturers such as Winterhalter have dedicated service divisions with intimate knowledge of the equipment; most can provide a first class customer support and service package. If you are looking for an alternative service provider, use a company that has third party accreditation, such as the CESA Accredited Service Provider Scheme. Your engineer needs to have the necessary qualifications and certificates to carry out work on your equipment. Operators are

responsible for the integrity of their water supply – and warewashers have specific needs. So your plumber or engineer needs to be accredited by the Water Industry Approved Catering Equipment Installer Scheme. To work on electric equipment, they will need appropriate certification, such as the City & Guilds CEDA/CESA Competency Electrical Course.

For more information about service visit www.winterhalter.co.uk/service



What you need to know about warewashing... from Winterhalter

'Warewashing: what you need to know about...' is a series of brief reports that give users the information they need to understand various aspects of warewashing. Winterhalter aims to advise customers on every aspect of warewashing – because there's a whole lot more to it than putting the dirties in a stainless steel box. Installing a warewasher, whether it's a backbar glasswasher or a flight conveyor system, needs to take account of, for example, getting the dirties to the wash area, storing them after cleaning, and so on. The systems we build may include tabling and other fabrication, all of it designed to help staff do the job safely and efficiently.

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, or www.winterhalter-scout.biz or email info@winterhalter.co.uk.

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