

# GLASSWASHING IN THE FOOD SERVICE INDUSTRY: 9 TIPS FOR PERFECT GLASSES

Causes and solutions for the nine most common problems when washing glasses



## "HOW CAN THIS HAPPEN?!"

As a restaurateur, you want to do everything right and wash your glasses in the warewasher – as hygiene experts recommend. And then: stains, streaks or clouding on the glasses, unsightly residues from lipstick, tea, coffee, musty smells or glasses that dry badly. Actually, the glasses should come out of a professional food service warewasher clean, dry and gleaming. This white paper explains why this is not always the case, what the causes are and how you can achieve perfectly washed glasses.

Glasses are the business card of food service establishments. They mercilessly reveal how well or how badly they have been washed and show at a glance how much value is placed on cleanliness, hygiene and enjoyment. However, the path to a perfectly washed glass is not easy. Because when it comes to washing, glass is a rather challenging material. There's a reason for the saying: "Glass-washing is the supreme discipline of washing". We will show you how to master this discipline with flying colours, based on the nine most common problems when washing glasses.

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# 01

## STAINED GLASSES

### THE PROBLEM

When glasses come out of the warewasher with white spots, these are usually **matt and rough deposits** that are not **water-soluble**. It is highly likely that the spots are **limescale deposits**. They always form when mains water has a hardness over 3 °dH.

### THE SOLUTION

Check whether you have a **water treatment device** installed. If so then have it checked by a service technician. If not, contact the person responsible for your warewasher: he or she will show you which type of water treatment will ensure that your glasses come out of the machine stain-free and shining brilliantly.



### GOOD TO KNOW

White clouding or stains on glasses can also be due to **glass corrosion** (see problem 05). You can quickly and easily find out whether this is the case by using a little citric acid or a decalcification agent: If the deposits can be removed, then they are limescale or salt deposits.

# 02

## STREAKS ON BRAND NEW GLASSES

### THE PROBLEM

Have you bought **new glasses** and after the first wash you see **clear streaks**? Or: Do the glasses **dry badly** or unevenly? And do the beer glasses **not** allow **a nice beer foam** to build up? Then there is probably a simple reason for this: factory-new glasses are usually still dirty due to the manufacturing process and storage. In some cases, manufacturers also apply a **protective film** that is difficult to remove without special pre-treatment.

### THE SOLUTION

Before using the glasses for the first time, you should carry out **basic cleaning**. To do this, use an appropriate detergent (for example, the A 25 GL from Winterhalter) and wash the glasses several times in succession in the machine's **intensive programme** – Winterhalter has a **special basic cleaning programme** for this. That's it! By the way: Even with used glasses, basic cleaning can be carried out once a year if necessary, as oily and greasy residues can build up in the glass structure.



# STREAKS ON USED GLASSES

# 03



## THE PROBLEM

There can be several reasons for streaks on glasses that are **not new** or that have been thoroughly cleaned. First of all, you should check whether the streaks can be removed by polishing with a cloth. If so, they are probably **residues of the rinse aid**, which has been dosed too high.

## THE SOLUTION

Have the **rinse aid dosing setting** checked by a service technician and readjusted if necessary. The streaks cannot be polished away? Then you are either dealing with **limescale deposits** (see tip 01) or **glass corrosion** (see tip 05). If the streaks can be polished away with a little citric acid or decalcification agent, then they are limescale deposits.



# SCRATCHED GLASSES

# 04

## THE PROBLEM

**Scratches and scuff marks** on glasses are the result of **mechanical impact**: for example, when the glasses bump into **other glasses** or **hard objects** such as cutlery in the dishwasher. Bumping glasses against each other when **placing** them on the shelf is also a common cause of scratched glasses. Scuff marks (often in the form of increased scratches at the widest point) can occur when glasses **touch** each other while washing in the machine.

## THE SOLUTION

Use a **special glass rack** that optimally protects your glasses and in which they stand securely. The racks are available in different heights and with matching compartment dividers. Position the glasses in the rack in such a way that they **do not touch** each other. You should also avoid them bumping together when putting them away on the shelf or in the cupboard.

# 05

## GLASSES WITH MILKY CLOUDING



### THE PROBLEM

Nebulous milky clouding, dull haze or vertical parallel lines indicate **glass corrosion** – sometimes called **glass rust, glass burn, glass plague** or **glass disease**. This is a normal sign of ageing in glasses.

Each wash cycle dissolves a minimal amount of the glass material. This change is not visually noticeable on a new glass with a smooth and even surface. However, if the glass is pre-damaged, it can be worn down more in some areas than in others. This changes the refraction of light, which then becomes visible as milky clouding or in the form of fine white lines. Glass corrosion cannot be reversed, but you can slow down the process and thereby reduce costs.

### THE SOLUTION

The greatest influence on glass corrosion is exerted by the wash temperature and the chemicals used. Therefore, use a professional glasswasher with special glasswashing programmes and **precisely defined temperature** in combination with a **high-quality glass cleaner that is gentle on the material**. This way you can wash your glasses as thoroughly as necessary and as gently as possible.

### ADDITIONAL TIPS

When you buy your glasses, make sure they are of **high quality** – crystal glass, for example, is less susceptible to glass corrosion than soda-lime glass. And: clear the machine **immediately after the end of the wash cycle**, as the humidity in the machine favours glass corrosion.



## GLASSES WITH TEA/COFFEE STAINS

### THE PROBLEM

**Coffee and tea** can leave unsightly stains and **dark rims** in glasses – just as they do in cups and mugs. The stubborn residues are caused by the **colouring and tanning agents** they contain, e. g. tannins.

### THE SOLUTION

If you have problems with this type of discolouration, be sure to use soft water and a **full demineralisation cartridge** or a **reverse osmosis device**. Plus a **special detergent** such as the F 420 e from Winterhalter. This type of detergent was developed for washing coffee and tea sets, contains **bleach components** and thus removes even stubborn discolouration on glasses.



## LIPSTICK RESIDUE ON GLASSES

### THE PROBLEM

A common problem when washing glasses is lipstick residue. And they are quite stubborn, since "waterproof" and "long-lasting" are among the quality characteristics of lipstick. In order to be able to effectively remove the mixture of waxes and colour pigments in the warewasher, the **type and dosage of the chemicals** is decisive, in addition to the correct wash temperature.

### THE SOLUTION

Check that the wash temperature is set correctly. It must be high enough so that the wax melts and can be removed. The same applies to the dosage of the detergent: it must be sufficiently dosed so that the colour pigments dissolve from the glass surface.

# 08

## GLASSES DRY BADLY



The problem that glasses dry badly after washing can have different causes.

### REASON 1

The rinse aid is not correctly dosed or is empty. When rinsing, the rinse aid ensures that the water film drains off the glasses more easily and thus promotes rapid drying.

### SOLUTION 1

Make sure there is **enough rinse aid** left in the canister or in the integrated container for detergent and rinse aid. You should also have a service technician check the **dosage setting**, if necessary.

### REASON 2

You are not using the optimal rack. In special glass racks, wine glasses, for example, do not stand vertically, but are **tilted**. The advantage: When the glasses are upside-down no wash water can collect in the recesses of the standing surfaces, the water film runs off cleanly and less water needs to dry on the glass surface.

### SOLUTION 2

Always wash your glasses in a **special glass rack** that is designed for your glasses and has a tilted position.

## GLASSES SMELL MUSTY

# 09

### THE PROBLEM

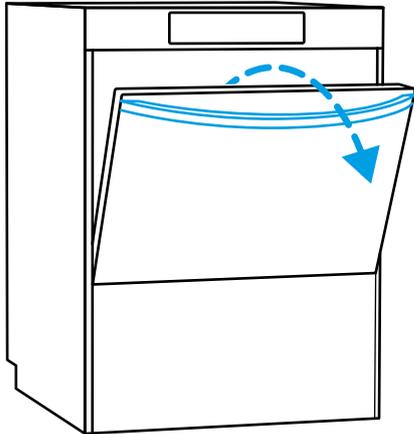
If glasses **smell** unpleasantly **musty or mouldy** after washing, there can be two causes. The first is **incorrect storage**. For example, if the glasses are placed with the opening facing downwards directly after washing, thus making it impossible for air to circulate. The second possible cause is glass corrosion. The more often a glass is washed, the more porous the glass surface becomes and the easier it is for **odour molecules** to deposit on it – especially if the glasses are stored in a place where odours are present.

### THE SOLUTION

Make sure that you store your glasses in a dry, **odour-neutral environment** and that the glasses are placed in such a way that they are **well ventilated**. Special glass mats / bar mats, draining grids or glass holders for hanging storage are available for this purpose.



# IS THE WASH CYCLE OVER? NOW IT'S TIME TO DO EVERYTHING RIGHT!

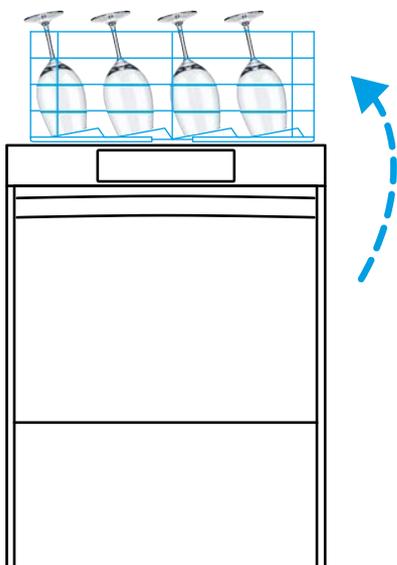
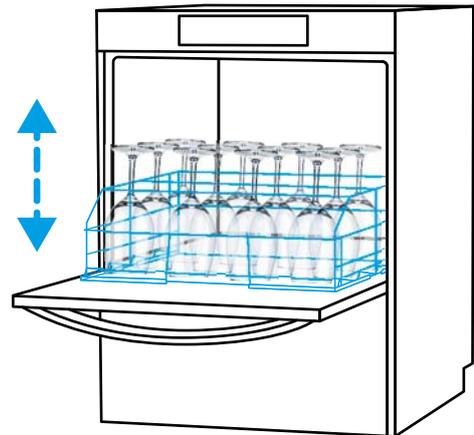


## 1. OPEN THE DOOR

It is best to open the door immediately after the wash cycle. This allows as much air as possible to reach the glasses.

## 2. LIFT THE RACK BRIEFLY

And then put it down again right away. The shaking removes any remaining drops from the glasses. But be careful! To avoid damage!



## 3. REMOVE THE RACK

And place it outside the machine. This allows the glasses to dry and cool down.

## MORE TIPS FOR

# GLASS-WASHING

Only glasses that are marked "**dish-washer safe**" should be washed in a glasswasher.



If possible, wash glasses **immediately after use**, as dried-on beverage residues are more difficult to remove.

The **correct dosage** of detergent and rinse aid is crucial for first-class wash results – overdosage can lead to irreparable glass damage.

Make sure that the detergent and rinse aid containers are **sufficiently full**.



Use **special glasswashing detergents and rinse aids** to protect your glasses.



Do **not pre-clean** glasses **with manual washing-up liquid** as this will cause foaming in the machine and hinder proper washing.



**Remove** pieces of lemon, mint leaves and other decorations from the glasses before washing.

If possible, only start the wash cycle **when the rack is full** – this saves water, energy and detergent.



Position the glasses in the washing rack in such a way that they **stand securely** and **are not touching**.

Remove the rack **as soon as possible after you have finished washing** to ensure good drying results.

Make sure that you remove the glasses from the rack **with clean hands**.

**Avoid polishing** the glasses, as this can transfer germs from the cloth to the glass and there is also a danger of glass breakage.



Start the machine's self-cleaning programme **after the machine has finished operating** for the day, clean the filters and the wash fields. After the machine has been switched off, open the door or hood and leave it open until the machine is started up again.

**Do not** stack glasses **inside each other or on top of each other** after clearing out the machine, as they can crack or break.



# THE FOLLOWING FACTORS SPEAK IN FAVOUR OF A GLASSWASHER



## Cleanly washed glasses.

Visually flawless and brilliantly shiny. For a good impression on guests and real moments of enjoyment.



## Hygienically washed glasses.

Free of viruses, bacteria and other germs. With certified hygiene safety in accordance with DIN SPEC 10534



## Economically washed glasses.

Within two minutes. With low operating costs and minimal risk of glass breakage.

# WHAT YOU MIGHT ALSO BE INTERESTED IN

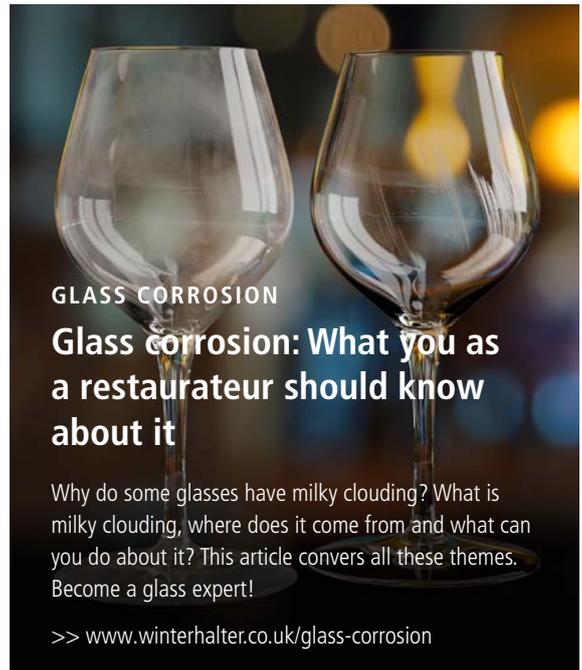
In our blog you will find interesting articles on various topics from the world of food service: from founding and management to hygiene and technology right through to marketing and trends. Plus many valuable practical tips. We have selected three articles that you can access via the links below.



**HAND-WASHING**  
**Food service: 8 reasons not to wash glasses by hand**

Are you a restaurateur and still washing your glasses by hand? In this blog article you will find out what problems are associated with this practice and why hygiene experts advise against it.

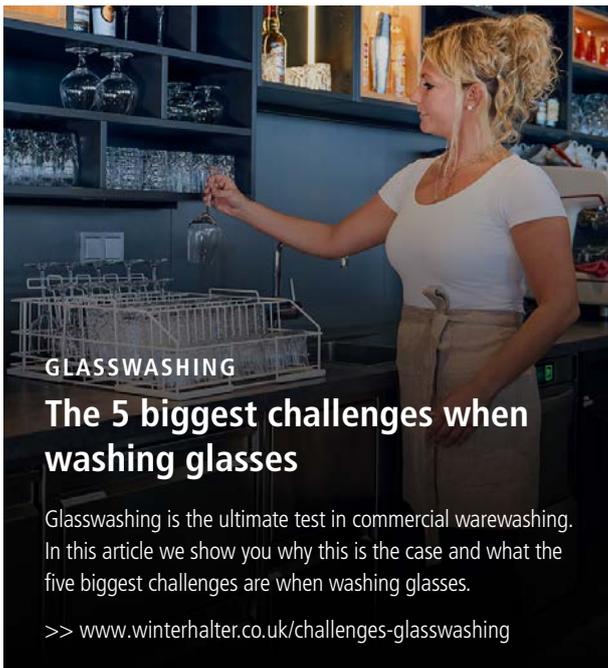
>> [www.winterhalter.co.uk/handwashing-glasses](http://www.winterhalter.co.uk/handwashing-glasses)



**GLASS CORROSION**  
**Glass corrosion: What you as a restaurateur should know about it**

Why do some glasses have milky clouding? What is milky clouding, where does it come from and what can you do about it? This article covers all these themes. Become a glass expert!

>> [www.winterhalter.co.uk/glass-corrosion](http://www.winterhalter.co.uk/glass-corrosion)



**GLASSWASHING**  
**The 5 biggest challenges when washing glasses**

Glasswashing is the ultimate test in commercial warewashing. In this article we show you why this is the case and what the five biggest challenges are when washing glasses.

>> [www.winterhalter.co.uk/challenges-glasswashing](http://www.winterhalter.co.uk/challenges-glasswashing)



*"Glasses are the business card of  
food service establishments."*

## CONTACT

Would you like to learn more about glass-washing? Or do you have specific questions? Then please: Simply call or send us an email. We'll be glad to hear from you!

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