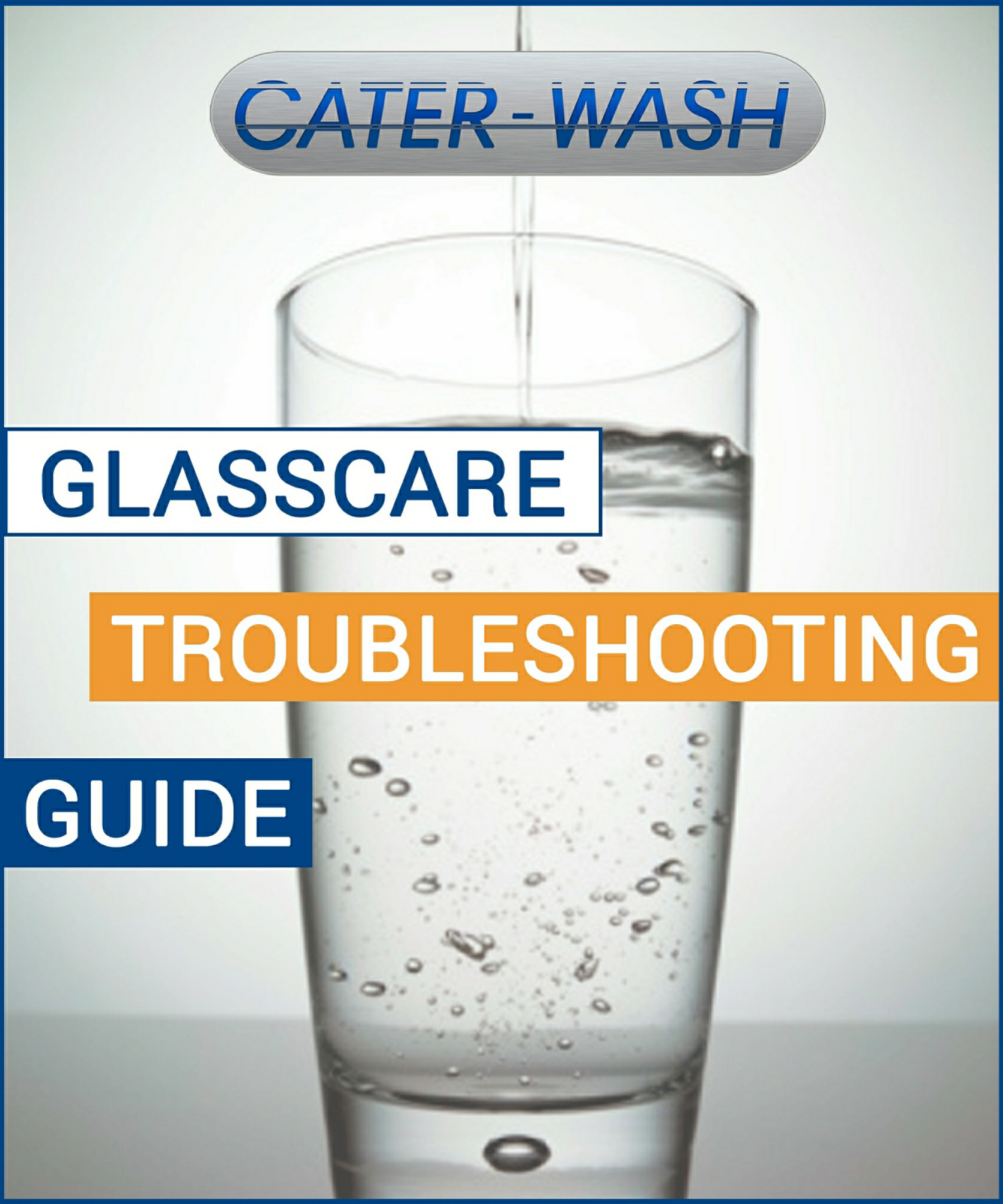
CATER-WASH

GLASSCARE TROUBLESHOOTING GUIDE



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Crystaltech

With special thanks to,
Derek Maher of Crystaltech Ltd.

CASK MARQUE

INTRODUCTION

How you present your product; wines, beers, spirits, any form of beverage, to your customers is extremely important to their overall satisfaction. As such, glass care is the key to ensuring that your customers have the best experience, and glass care begins and ends with your glasswasher, and it's maintenance.

The key areas where your glasses are judged are:

- Overall cleanliness & Hygiene.
- Flatness & Poor head retention on beers.
- Streaks or spotting left on the glass.
- Etching or permanent damage on the glass.

DIRTY GLASSES

Although it is usually wine and spirit glasses that will be the first to garner complaints; the problem usually arises from the pint glasses, particularly those used to serve real ales due to the small traces of sediment. As such, if the problem with pint glasses are fixed, the wine and spirit glasses will follow suit.

What to look for:

Glasses:

• Take a, supposedly, clean pint glass and with a moist, white serviette wipe down the inside. If the serviette comes away with some brown deposit left on it, this is an indicator of protein build-up on the glass.
• Alternatively, turn a pint glass upside down and inspect the 'Headkeeper', the white logo, and the outer ring. There will be a brown residue, or even a brown 'Halo' will show on the outer ring.
• Also, take note of a film of bubbles left on a freshly cleaned lager glass, bubbles will only stick to impurities and completely clean glasses will not hold any bubbles after being washed.

Glasswasher:

• Look for a beige, through to black, film or deposit around the door and the hinges. This is a build-up of growing yeast cells and will transfer onto all of the glasses during a wash.

Cures:

- Leave the machine door open overnight to allow for the built-up bacteria and algae to dry out and die.
- If the issues are still in their early stages, then manually increasing the detergent dosage can solve the issue.
- If, however, issues are pronounced and detergent cannot solve them, then a strong chlorinated solution is available that is specially formulated to 'renovate' glasses back to satisfactory condition and sterilise the glasswasher.
- Always ensure that there is always adequate detergent. Dosing failure is what results in this protein build-up in a machine, which then requires the use of the chlorinated solution.
- Monitor the temperature of the glasses when they come out of the machine, if the temperature is too high, this can bake a film onto the glasses. If you are unable to adjust the temperature yourself, an engineer can rectify this problem.

FLAT BEER/POOR HEAD RETENTION

There are two main problems that can occur regarding beer flatness and poor head retention. These issues can made worse from a few factors as well; if the lager is also low in CO2 Or if the glass is extremely smooth, as gas bubbles form more easily with a roughened surface

- The head of a beer is killed through exposure to chemicals. These chemicals can come from the cleaning agents from the dishwasher, excessive use of rinse-aid & detergent, or can come from fats that may be transferred from coffee cup residue and from the customers lips as they drink, particularly those that have recently foods high in fat content.
- The head of beer can slightly regenerate itself from rising gases, which can be helped by the 'Headkeeper'. This won't occur if the glass is too smooth, or if there is a film on the glass. There may be an adequate head when the beer is first poured, but will not maintain itself through Effervescence.

Cures:

- Ensure the rinse aid is of good quality.
- Ensure that there isn't an overdosing of rinse aid.
- Ensure the water pressure during the rinse cycle is enough and consistent.
- In persistent cases, a 'Headkeeper' glass may be a requirement.

SPOTS & STREAKS/GLASSES NOT DRYING

When removing the glasses from the glasswasher, the water will remain, and visually resemble raindrops on a window rather than sheeting off the glass. This issue can be caused by:

- Oil film on the glass, possibly from drying with a tea towel which has been washed using detergents or fabric conditioners.
- Beer, or other protein, film on the glass.
- A high level of salts in the water, which are not removed by the water softener.

Cures:

- Don't try glasses with tea towels, as this film is very difficult to remove.
- Ensure the rinse pressure is adequate – A boost pump may be required.
- Check that both the rinse aid and detergent are being used.

CLOUDY GLASSES

In many cases; sites which have had good results prior, can suddenly experience cloudiness or blooming appear on the glasses due to inconsisten water in the UK. This situation is not the same as the protein build up mentioned prior and will not leave a brown film on the glass, so a white serviette will come away clean. This cloudiness issue is caused by minerals present in the water, which are left on the glass when the water dissolves – So even a completely clean glass would come out of the dishwasher cloudy.

Cures:

- To resolve this issue, salts and minerals must be removed from the rinse water. This can be achieved via a reverse osmosis system. This process removes unwanted molecules and particles from water, and will reduce chemical usage and give near perfect results.

ETCHING (PERMANENT DAMAGE)

Etching is permanent damage to a glass; generally showing as a slightly white, frosty pattern that cannot be removed. Although this is not a sign of glass cleanliness, some customers see etching as such. Etching is inevitable over time through usual wear and tear, but can be kept minimal and with preventative methods, glasses can remain in suitable condition for a lot longer.

Cures:

- Remove glasses from the dishwasher immediately after a wash. Leaving them in the high temperature machine will accelerate the etching process.
- Ensure that you use high quality detergents. Lower quality, high caustic, detergents will break down the glass after they have cleaned them, causing damage.
- Some brands of glass will be more susceptible to etching. If only one, or a few, of your glasses are suffering damage, check the manufacturer and switch. If all your glasses are progressing at the same rate, it could be your detergent or how they are handled.

GENERAL TIPS

- Do not tip beer or slops into your glasswasher, as the additional protein will neutralise the detergent, rendering the cleaning ineffective.
- Remove all fruit peel and cocktail; sticks from the glasses as they will block the wash jest and give poor results.
- Remove & clean the filters frequently, once a day is recommended.
- Regenerate the water softener weekly, this will keep limescale build up at a minimum and help prolong the life of the machine and require less detergent. A 1mm limescale build is a 10% reduction in the efficiency of the machine. (Note: zero-lime models are available for areas with high water which are more effective than traditional water softeners.)
- Ensure that your glasswasher is only used for glassware, using it for other wares will increase grease build up.
- Don't dry glasses with a cloth.
- Don't stack glasses on top of each other, this will lead to damage.

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