

dishwashing & glasswashing

**operational
training manual**





contents

Operational Procedures – Getting Ready	1	Basic Trouble Shooting – Poor Glass Results	5
Operational Procedures – Filling the Machine	1	Clean Down/ Good Housekeeping Procedures	5
Washing Procedures	2	Basic Trouble Shooting Guide	6
Washing Plates	2	Detergent Check List	7
Washing Cutlery	3	To Achieve Optimum Results	7
Pre-Rinsing	3	Hot Tips	8
Washing Glassware	4	Please Remember	8
Hand Drying by Towel!	4	Staff Training Record	9



operational procedures

getting ready

BEFORE SWITCHING THE MACHINE ON – CHECK:

- Machine is empty
- Wash tank(s) are clean
- Filters/strainers (and curtains if applicable) are in position
- Wash arms and jets are fully located
- Rinse arms are in position
- Drain plug is located if fitted as model dependant
- Detergent and Rinse Aid containers are full

filling the machine

- Check machine is ready for filling
- Make sure water supply is switched on
- If machine has external softener, check taps are in working position
- Close door(s)
- Switch on at wall isolator
- Switch machine on (filling will commence)
- Wait for machine to reach operating temperature

The machine is now ready to wash

washing procedure

- Always load rack correctly
- Select the correct wash cycle – appropriate for the items being washed
- Slide rack into glass/dishwasher
- Close door/hood
- Press START CYCLE button (if appropriate) – cycle will commence
- Allow washing to commence
- Allow full cycle to complete
- Once rack has been removed from the machine, allow time for drying before stacking

NB. Always allow the machine to automatically complete the full washing process

Never interrupt the wash program

Never forcibly increase the rack throughput on tunnel machines

washing plates

Correct stacking method:



Incorrect stacking:



washing cutlery

Correct method:



Incorrect:



pre-rinsing

Always pre-spray crockery prior to washing to remove excess soil



washing glassware

Correct method:

(always fill the basket)



Never towel dry



Incorrect method:

(part loads are uneconomical)



basic trouble shooting – poor glass results

Problem	Cause/Solution
Lipstick not being removed	<ul style="list-style-type: none"> • Not enough detergent, blocked filters/jets • Wash temperature incorrect
Poor Drying	<ul style="list-style-type: none"> • Insufficient Rinse Aid • Glasses require “Renovating”
Excessive foaming	<ul style="list-style-type: none"> • Water temperature incorrect • Lack of detergent • Contamination from hand washing detergent
Streaking	<ul style="list-style-type: none"> • Too much Rinse Aid • High level of “Minerals/Salts” in the rinse water
Condensation	<ul style="list-style-type: none"> • Protein or Fabric film on Glass (Towel Drying) • Glasses require “Renovating”
Brown Film	<ul style="list-style-type: none"> • Protein/Beer film – Poor Washing or lack of Detergent • Glasses require “Renovating”
Beige or Black film in Machine	<ul style="list-style-type: none"> • Yeast/Bacteria build up • Leave the machine door open overnight • “Renovation” Process will also clean machine
Pink film inside Machine	<ul style="list-style-type: none"> • Algae contamination from water supply • Leave the machine door open overnight • “Renovation” Process will also clean machine
Frosted effect (Etching)	<ul style="list-style-type: none"> • Too much Caustic detergent or temperatures too high

upon completion of service

- Switch off machine and main isolator
- Open doors and drain machine
- Remove filters/strainer, (strainer baskets, curtains if applicable) and clean
- Check wash jets and clear if necessary
- Remove all food debris from tank
- Clean the wash tank
- Replace all removable items
- Leave doors ajar or open to allow the machine to air dry

basic trouble shooting guide

Problem	Cause/Solution	Problem	Cause/Solution
Machine is not working (no power)	<ul style="list-style-type: none"> • Switch on wall isolator • Switch on machine • Check emergency stop buttons (if applicable) are pushed in 	Machine starts to wash then stops	<ul style="list-style-type: none"> • Check door is fully closed
Machine will not stop filling	<ul style="list-style-type: none"> • Check drain plug is in position 	Water spraying from the door	<ul style="list-style-type: none"> • Check water level in the wash tank (blocked plug) • Check drain plug is not blocked • Check drain filter is clear (if fitted) • Check wash arms are fitted correctly • Check wash jets are in position and not missing • Check waste outlet is not blocked
Lights on machine are flashing once filling and heating is completed	<ul style="list-style-type: none"> • Check drain plug is in position 		Machine will not stop washing
Machine will not fill	<ul style="list-style-type: none"> • Check machine is switched on at isolator • Check machine is switched on • Check emergency stop buttons (if any) are not pushed in • Call the Manager to check power supply • Close door(s) • Check water supply to the machine • Check for kinked hoses 	Machine is noisy	<ul style="list-style-type: none"> • Check filters for food or blockage
		Machine will not drain	<ul style="list-style-type: none"> • Check drain is not blocked • Check waste outlet hose is not kinked
		Machine is leaking onto floor	<ul style="list-style-type: none"> • Check detergent feed pipe into machine – if leaking call chemical supplier • Check waste hose is sited correctly



detergent check list

- Always observe safety instructions
- Never mix chemicals
- Always ensure feed tubes are correctly placed in containers
- Always ensure that there is sufficient chemical for the service period
- Always observe Coshh regulations

to achieve optimum results

Ensure:

- Chemical containers are full
- Wash and rinse jets are clear and not blocked
- Filters/strainers are clear
- Water softener has been recently regenerated
- Wash tank water is changed regularly
- Excess food soil is removed prior to washing
- Items are racked correctly



hot tips

- **Always** allow the machine to automatically complete the full wash cycle
- **Never** interrupt the wash programme
- **Never** force rack through tunnel machine
- **Always** pre-scrape crockery prior to putting in machine – this will reduce detergent costs
- **Never** Towel Dry – Towels are washed in fabric conditioner and this causes the glasses not to dry and effects beer quality
- **Leave** the door open or ajar overnight to allow the machine to air dry – this will stop bacteria build up
- **Ensure** all filters are fitted in machine and cleaned daily

please remember:

- **If the strainers / filters are not in place and a teaspoon gets into the wash pump the cost of a new pump could be over £600**

THAT'S THROWING AWAY THE PROFIT ON:

- **80 Restaurant covers sold**
- **or**
- **500 pints of Lager sold**



staff training record



Operators Name (print)	Position	Signature	Getting Machine Ready	Filling the Machine	Washing Programme	Cleaning Down	Trouble Shooting	Chemical Handling	Date	Trainer's Initials
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> / /
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> / /
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> / /
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> / /
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> / /
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> / /
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> / /
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> / /
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> / /
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> / /
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> / /
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> / /

simplicity guaranteed



Maidaid Halcyon

The Engine Shed, Top Station Road
Brackley, Northants NN13 7UG

Telephone **0345 130 8070**

Telefax **01280 845 340**

Email **sales@maidaid-halcyon.co.uk**

Web **maidaid.co.uk**



Quality Control

Quality of product and after-sales service is based on the operation of systems to the internationally recognised quality standard BS EN ISO 9002. However, above all else, quality of service results from the abilities, motivation and teamwork of people within the company.

Your Local Distributor

