

## GLASS WASHING RESULTS GUIDE

THE GLASSWASHER IS THE MEANS OF MAINTAINING A GOOD QUALITY OF FINISH ON YOUR GLASSES. HOWEVER THE GLASS PRESENTS YOUR PRODUCT (WINES SPIRITS & BEER) TO THE CUSTOMER. A GOOD RESULT FROM THE GLASSWASHER IS THEREFORE EXTREMELY IMPORTANT FOR YOUR CUSTOMER'S SATISFACTION.

### What is not acceptable to your customer:

- Dirty or unhygienic glasses
- Flat beer / poor head retention
- Streaks and spots left on glasses
- Etching or permanent damage to the glasses

### SERVE YOUR BEER IN A BEER CLEAN GLASS

Lacing effect after every sip

Head should remain intact

Any bubbles formed will rise to the head

Bubbles forming on the inside of the glass



### BEER CLEAN GLASS RESULTS

- Enhanced aroma and taste.
- Retain a thick, creamy, foam head.
- Beer is sparkling clear and free of gas bubbles.
- Repeat business and added profits.

## PROBLEMS & CURES

### DIRTY GLASSES

In nearly all cases the problem of dirty glasses originates from the pint glasses and prominently from Real Ales. However the first complaints will probably be about wine or spirit glasses. Once the problems with the pint glasses are resolved then the wine glasses will also improve.

#### WHAT TO LOOK FOR:

##### Glasses

- Take a moist white serviette and wipe the inside of a supposedly clean pint glass. If there is a brown deposit showing then there is a protein build up on the glass. OR Turn a pint glass upside down and look at the outer ring of the base. The poor results will be magnified and show up as a brown "halo". The white logo of a "headkeeper" or nucleation will also turn brown.
- If there is a film of bubbles on the inside of a larger glass then it is a sure sign that the glass is not clean. The bubbles will only stick to an impurity.

##### Glasswasher

- Wild Yeast: Look for beige or even a black film or deposit (build up of growing yeast cells) around the door and door hinges. If this exists then it will transfer to all the glasses and give poor results.

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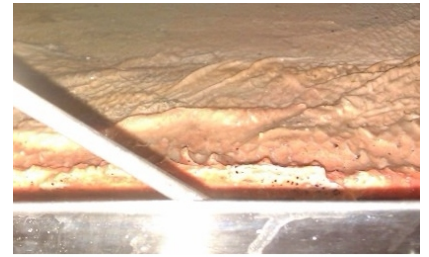
Hampshire

SO51 6EJ

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### CURES:

- Leave the machine door open overnight. This will allow bacteria and algae to dry out and then usually it dies. The machine should then be easier to keep clean.
- If the results are only slightly poor then it is possible to solve the problem by increasing the detergent dose.
- Check that you are using a quality recommended detergent. Unfortunately cheaper products are not always up to the task and will not effectively remove deposits from the glasses and/or machine.
- Renovate the glasses using either the Liquid or Powder version. Both are equally effective. This product is designed to bring your glasses back to a satisfactory condition. It will also sterilise and help clean the inside of the glasswasher. You may need to use a brush to clean the channel around the door.



*Photo of bacteria growth found in an actively used glasswasher.*

**NOTE: WITH THE CORRECT SET UP AND MAINTENANCE PROCESSES YOU SHOULD NEVER NEED TO RENOVATE YOUR GLASSES. AN ENGINEER CAN HELP YOU ACHIEVE THIS.**

- Always ensure the detergent container never runs dry. Dosing failure results in protein build up which is difficult to remove and Renovate will have to be used again.
- Check glasses are not coming out too hot. If they are then this will bake a film on the glass, so call an engineer to rectify the problem.

### FLAT BEER / POOR HEAD RETENTION

There are two main types of problem which are made worse if the lager is also low in Co2 or if the glass surface is very smooth. This can be the case with toughened glass ware, gas bubbles form more easily from a roughened surface.

#### CAUSES:

- The head is killed by chemicals on the glass from excessive amounts of rinse aid and/or detergent or fats from coffee cups or from customer's lips when they have been eating products like crisps or peanuts.
- The head is not regenerated from rising gasses due to either the glass being too smooth or there is a film in the glass. The head of the beer will be acceptable when it is first poured by is not maintained by effervescence (bubbles continually released).
- Although the inside of a glass looks smooth, it actually contains millions of microscopic indents which allows the dissolved Co2 to break out of solution and create the bubbles which maintain the head. If these indents become saturated with either grease or protein deposits or chemical residue it can prevent the bubbles from forming and therefore reduce the head retention.

#### CURES:

- Ensure the detergent and rinse aid you are using is of good quality
- Ensure the detergent and rinse aid are not over dosing (an engineer can help with this)
- Ensure the water pressure is sufficient and consistent to guarantee wash/rinse system performance.
- Use a nucleated "headkeeper" glass to promote better bubble production

### SPOTS AND STREAKS, / GLASSES NOT DRYING

As the glasses are taken from the glasswasher they will appear with a "raindrops on the windowpane" effect and the water is not sheeting off of the glass.

#### CAUSES:

- Oil film on the glass. Possibly from drying with a tea towel which has been washed using a fabric conditioner
- Beer or protein film on the glass
- High levels of salt in the water or calcium in the water



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### CURES:

- Do not dry glasses with a tea towel, this film is very difficult to remove.
- Ensure that the rinse pressure is adequate. A boost pump may be required
- Check that the detergent and rinse aid are good quality and are dosing correctly
- Check a water softener is fitted to the machine and regenerate at least once a week.
- Follow a recommended softener regeneration process and do not over/under salt the unit

### CLOUDY GLASSES

Water quality throughout the UK is no longer consistent. In many cases sites, which have had good results, can suddenly experience a cloud or bloom appearing on their glasses. This effect is quite different to protein film and is not brown when wiped with a white serviette. It is generally caused by dissolved minerals in the water drying on to the glass.

### CURES

- The cure is potentially quite expensive and requires fitting demineralising cartridges which will need to be replaced regularly. Alternatively reverse osmosis can be used but again this is quite expensive. An engineer can advise on options and prices available.

### ETCHING (PERMANENT DAMAGE)

Etching is permanently damaged to the glass, generally as a slightly white frosty pattern. Washing or scrubbing will not remove it! A customer may see this as a dirty glass. Etching will occur on all glasses over a long period but normally they are lost or broken before that happens.

### CURES

- Remove the glasses from the glasswasher as soon as possible. High temperatures will accelerate the etching process.
- Do not use cheap high caustic detergents. Once they have cleaned the glass they will then attack it.
- Check to see if only one make of the glass has the problem. In most cases certain makes of glasses will etch where other won't.

### GENERAL TIPS

- DO NOT** tip beer or slops into the machine, as the detergent will be neutralised by the additional protein and the cleaning will be ineffective.
- REMOVE** all fruit peel and cocktail sticks from the glasses as they will block the wash jets and give poor results.
- REMOVE** and clean all filters daily. A poor wash action will cause bad results.
- REGENERATE THE SOFTENER AT LEAST WEEKLY** according to water hardness and usage of machines. If it is not done then the life of the machine will be shortened and more detergent will be needed to overcome the effects of hard water. Also check that your softener is adequately sized for your requirements.

### RECOMMEND PRODUCT SOLUTIONS

**Crystal Original/Extra Detergents**  
**Finesse Original / Extra Rinse Aids**  
**Liquid / Powder Renovates**



**TAC Automatic Softener**  
**No weekly regeneration required!**  
**NEW TECHNOLOGY**



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