Winterhalter Machine Covid-19 Guidance

Winterhalter machines require correct maintenance during use and during any period of extended non-use. If machines are not maintained correctly, then this will lead to bacteria, blockages and a faulty machine. Please see the highlighted issues, causes and resolutions below:

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| --- | --- | --- | --- |
| Issue | Cause | Resolution | Who? |
| Machine builds up with bacteria due to stagnant water and food related debris left in machine. This causes an issue with the health of employees and customers | Water and debris are left inside the machine. This becomes a breeding ground for bacteria and may harden to form blockages in the wash and drainage systems | The machine is drained down and thoroughly cleaned out to prevent bacteria build-up | This can be completed by site. For full instructions please see *Extended Non-Use of Winterhalter Machines* |
| Chemical container, tubing and pumps become blocked with solidified chemical | Machine isn’t being run for a considerable amount of time causing chemical to harden | Machine is run weekly OR the chemical is removed from machine and pipework flushed to minimise the possibility of chemical blockages | Winterhalter Technician to safely remove and flush chemicals through machine OR by site staff if adequately trained to do so |
| Components on machine become seized due to long period of not being used. This will mean the machine may not function and errors will appear when first using the machine | The cause of this could be that the machine wasn’t closed correctly using the *Extended Non-Use of Winterhalter Machines* guide OR the machine has not been running for a significant period | It is advised that the machine is run on a weekly basis and then the *Extended Non-Use of Winterhalter Machines* is followed when draining down | This should be completed as often as possible by site |
| Expected life of machine and/or its components parts could be lowered if not correctly maintained during extended non-use. Excessive bacteria build-up could cause machine to be condemned due to health and hygiene reasons | Components fail due to not being maintained. Excessive bacteria build-up if not correctly cleaned out | Following the *Extended Non-Use of Winterhalter Machines* guide AND an inspection by a Winterhalter Technician to service machine | Site can be complete *Extended Non-Use of Winterhalter Machines* guide AND Winterhalter Technician to inspect and service machine when required |

Following the guidance will reduce the likelihood of you occurring issues when normal service is resumed.

It will also save you money, by eliminating the need to call out a Winterhalter Technician.

It is recommended that a Winterhalter Technician services your machine before it is placed back into service to thoroughly check the machine and make sure it is operational and hygienic for you to use.

Extended Non-Use of Winterhalter Machines

**Undercounter products**

* Drain down using the auto clean cycle procedure. The machine will automatically turn itself off.
* Remove the two wash fields or arms, filter cylinder and wash tank cover – rinse them, ensure they are clean and remove any debris.  Set them aside to drain and dry.
* Wipe out the interior of the machine with a clean cloth and leave the door open for as long as it takes to fully dry.
* The wash fields and filters etc should be re-fitted.
* Close the door to minimise possible ingress from dust, insects etc.
* Turn off the water and electrical supplies

**Passthrough (hood type), Pot, Tin and Utensil Washer products**

* Drain down using the auto clean cycle procedure. The machine will automatically turn itself off.
* Remove the two wash fields or arms, filter cylinder and wash tank cover – rinse them, ensure they are clean and remove any debris.  Set them aside to drain and dry.
* Wipe out the interior of the machine with a clean cloth and leave the door open for as long as it takes to fully dry.
* The wash fields and filters etc should be re-fitted.
* Close the hood to minimise possible ingress from dust, insects etc.
* Turn off the water and electrical supplies

**Excellence-i & i-plus Undercounter (with internal RO pure water unit)**

* Follow the same procedure as for undercounter products.
* However, the RO membranes must be kept moist. This is achieved by periodically flushing them with water to waste.
* **It is therefore essential that both the water and electrical supplies to the machine remain on.**
* If this is not possible then the RO membranes will need to be conserved by a Winterhalter technician.

**Rack and conveyor products**

* Drain down using the auto clean cycle procedure. The machine will automatically turn itself off.
* Remove the wash /power arms (or the cassette if fitted), tank filter covers and drain filters on all tanks – rinse them, ensure they are clean and remove any debris.  Set them aside to drain and dry.
* Wipe out all tanks and surfaces of the machine with a clean cloth and leave the door open for as long as it takes to fully dry.
* The wash fields and filters etc should be re-fitted.
* Close the hood to minimise possible ingress from dust, insects etc.
* Turn off the water and electrical supplies
* If you are aware of any insect or rodent infestation, then it would be advisable to seal the entry / exit openings with a sheet material resistant to rodents like steel or polypropylene.

**External water softeners**

It is advisable to contact Winterhalter to seek advice regarding these products.  A Winterhalter technician will be required.