Meiko wins Mercury Award for M-iQ technology

Awards identify the strongest partners for the travel catering industry

The standards set by airlines, rail operators and shipping companies are extremely high when it comes to providing catering services. To reward innovation and acknowledge the best in the industry, the International Travel Catering Association (ITCA) presents the highly-regarded Mercury Awards every two years. The top prize in the ‘Heavy Equipment’ category this year went to Meiko for its latest generation of M-iQ flight and rack-type dishwashing machines, used at major airports all over the world.

“This prize is a clear acknowledgment of our leadership in dishwashing innovation and it highlights the close cooperation between Meiko and its customers,” says Klaus Engesser, Meiko’s Director Marketing & Sales, clearly delighted with the news.

Pictured with Eric Waag – Key Account Manager at Meiko in the Inflight Catering department – Engesser accepted the prize in Abu Dhabi in late November 2013. The golden statuette of the Roman God Mercury was presented to Meiko by Tomas Jamtander from Addis International Catering before setting out on its journey back to Meiko’s headquarters in Offenburg, Germany.

This is the second time that Meiko has won a trophy at the Mercury Awards, which are presented in a total of six categories. “We also see this award as a confirmation that we are offering exactly what our customers need – from the M-iQ machines’ energy concept, which makes efficient use of thermal energy in the cleaning process, to our tremendously high hygiene standards and our new filter system that uses just a fraction of the fresh water required by older systems,” says Engesser.

The jurors were particularly impressed by a number of features, including the smart, user-friendly design of the human-machine interface with its hygienic touch screen and components clearly marked in blue that make it even easier to operate the machine.

Klaus Engesser, (right) Meiko’s Director Marketing & Sales, clearly delighted with the news, accepts the award with Eric Waag – Key Account Manager, Meiko Inflight Catering department.
The Grand Hyatt, Seoul – 38,446 EUR savings

The Grand Hyatt, Seoul is a luxury 5-star hotel in every sense including its location. Situated in the Yongsan district at the heart of South Korea’s capital, the hotel is set on Mount Namsan amid 18 acres of waterfalls and landscaped gardens. Featuring 601 rooms and suites, some 38 are ‘Hypo-Allergenic Pure Rooms’ designed to offer a comfortable night’s sleep to allergy sufferers.

There are 12 restaurants and bars, managed by Executive Chef Stefan Moerth, who oversaw the recent installation of a new M-iQ dishwasher, replacing a machine from another manufacturer.

“We are very happy with the new machine!” said Moerth. “Please look at the information regarding the dishwasher comparison between the old machine and the new Meiko; the data comes from our Engineering department.”

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<tr>
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<th>Savings (12 hours, 365 days)</th>
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<td></td>
<td>Rinse Aid (3.00 EUR/kg): 854 EUR savings per year</td>
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<td>Detergent (3.00 EUR/kg): 13,678 EUR savings per year</td>
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<td>Water (5.00 EUR/1000l): 4,774 EUR savings per year</td>
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<td>Heating (0.10 EUR/kg steam): 14,804 EUR savings per year</td>
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<td>Drying (0.15 EUR/kw): 4,336 EUR savings per year</td>
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**TOTAL saving in 1 year: 38,446 EUR**

Savings for Grand Hyatt

**Perfect hygiene and 900,000 L water saved at Hilton Frankfurt**

Situated in the heart of the central business district next to a quiet park, the Hilton Frankfurt offers luxury accommodation, outstanding conference facilities and also holds the 2013 TripAdvisor Certificate of Excellence Award.

With 328 rooms, 14 suites and 16 recently renovated conference rooms, the hotel’s dining options include the Pacific Colors Restaurant, serving regional and international specialties, while the Vista Bar and Lounge is the place to enjoy a Cuban coffee while admiring the glass-domed atrium. Gekko’s Bar offers a range of classic cocktails and a selection of some 80 different whiskies including one of the largest selections of American whiskies in the region.

Mario Höllein, Executive Chef at the Hilton Frankfurt, chose Meiko, largely due to his unswerving conviction that everything that passes through the dishwashing process should emerge perfectly clean to offer a guaranteed standard of hygiene to the hotel’s guests.

“We’ve been using the M-iQ dishwashers since July 2012,” explains Mario Höllein. “The machines run for 18 hours a day, providing hygienically clean results. We’re particularly pleased with their low water consumption which, together with building services, helps us achieve water savings of some 900,000 litres a year. The machines also use less detergent and operate very quietly, leading to a much more pleasant working environment for the personnel in the wash-up area. So far the machines have run perfectly without requiring any maintenance call-outs.”
The recently renovated Hilton Berlin hotel has emerged from a major overhaul offering even more glitz and glamour in the heart of the German capital. Set in Berlin's Gendarmenmarkt area, the 600 room hotel is within walking distance of the city's historic centre and business district and offers a range of gastronomic delights including the Restaurant Mark Brandenburg, which offers a modern take on regional and international cuisines.

The Beletage breakfast restaurant offers fantastic views of the Gendarmenmarkt and cathedral. Guests can also enjoy cocktails in the Listo Lobby Lounge or sample the ultimate in Berlin street food – currywurst and chips – on the Dom Curry terrace overlooking the Gendarmenmarkt.

Yet this marvellous array of culinary delights also represents a major challenge behind the scenes for the hotel's chefs, kitchen and serving staff, and, ultimately, for its dishwashing systems.

Olaf Kammerer, WISAG project manager at the Hilton Berlin, has made every effort to ensure that guests can enjoy their meals with the reassurance of knowing that hygiene is a number one priority. In 2013 the Hilton Berlin installed three Meiko dishwashing machines – two M-iQ flight-type dishwashers and one pot and pan washer – and more orders are already in the pipeline.

“From the beginning, we were impressed with the design of the M-iQ-machine and the fact that the machine offers minimized exhaust air*. Since the installation, the level of noise and the room climate have significantly improved. The M-iQ control concept with the CC-touch panel has been proven to be easy to understand and to operate the machine.

“Finally, we also decided to join into a reliable partnership for the future by using the Meiko service concept for after sales planned maintenance.”

“Hilton Hotels ‘enormous savings’

Both Hilton Hotels in Bonn and Düsseldorf have achieved the coveted 2013 ‘Trip Advisor Certificate of Excellence’ status, awarded following outstanding reviews from the world’s largest travel website. The Düsseldorf Hilton features 375 guest rooms, 21 meeting rooms and can run conferences for up to 1,300 people. Hilton Bonn overlooks the River Rhine and has 292 guest rooms, 14 meeting rooms and runs events for up to 350 guests.

Bogdan Knitter, Maintenance Manager – Engineering explains why Hilton Bonn chose the K-M54 V6P6 rack transport M-iQ machine, with 90° corner drying and a throughput up to 100 racks per hour: “We decided to order the Meiko M-iQ because the support and consulting were very good. From an economical point of view, we were convinced about the economical savings with regard to water and electricity consumption we can achieve using this machine. Apart from that, we are also making a contribution to the environment.”

The same rack transport machine has been installed at Hilton Düsseldorf.

Both the Hilton staff said: “We decided to go for Meiko M-iQ-technology, because the economical savings with regard to water and electricity consumption are exemplary. The right approach is to carefully use natural resources, which is most important for Hilton.

Hilton Berlin chose MEIKO products because they offer good energy efficiency ratings and excellent value for money. Another sound reason to opt for Meiko is that customers know they will be able to rely on good service and rapid spare parts delivery (within 24 hours) – something that offers real peace of mind, especially in the culinary trade! The Hilton Berlin chose MEIKO products because they offer good energy efficiency ratings and excellent value for money. Another sound reason to opt for Meiko is that customers know they will be able to rely on good service and rapid spare parts delivery (within 24 hours) – something that offers real peace of mind, especially in the culinary trade!
The numbers involved are huge.

Gate Gourmet is the world’s largest independent provider of catering and provisioning services for airlines and railroads.

The company supplies food and drink for more than 3 million airline flights a year worldwide. It operates over five continents, servicing customers including British Airways with more than 250 million meals per year from 122 flight kitchens.

Gate Gourmet generates some 80% of the revenue and is the core business behind Gategroup, whose ten associated companies offer a comprehensive scope of products and services for virtually any on-board need – from menu design to packaging to supply chain solutions.

Key to the financial control of this complex business is what Gate Gourmet Director of Program Management, Michel Brelaz, calls “Total cost partnership (TCP).”

There are 26 sectors inside Gate Gourmet, each managing a key part of the business, such as food production, new equipment, delivery trucks and equipment maintenance and repair.

Within the new equipment sector Brelaz explains that TCP: “Goes away from the usual business relationship; it is about building a long term partnership – it is not just to seal the deal for tomorrow but about creating value for both sides over the long term.”

One example of the ‘partnership’ is that Meiko and Gate Gourmet have concluded a ‘Global Supply Contract for Dishwashing and Warewashing’, bringing benefits for both parties.

The advantages for Gate Gourmet include fixed prices for the term of the contract, easier and quicker dealings with contact partners, a central point of contact and the saving of time.

‘Partnership’ has taken the business relationship to a higher level and a key example of the extra value generated is how the partners achieved greater economy by focusing precisely on the type of warewashing required.

“We sat down and defined the requirements of ‘medium, large and extra-large’ warewashing facilities,” says Brelaz.

He developed a questionnaire for decision-makers in Gate Gourmet branch offices entitled ‘Request Form for Dishwashing Equipment’. This provides information on how much dishware they typically need to process, the time frame and staff numbers required.

Meiko subsequently receives this completed questionnaire and offers an appropriate machine to meet the stated requirements.

At Gate Gourmet Azerbaijan, for example, there is currently just one flight per day. By contrast Gate Gourmet’s site at Heathrow West handles 80 planes daily, catering for 35,000 meals and obviously requires a much more substantial warewashing capacity.

“Standardising the size of the machine brought us the advantage of being able to standardise our handling processes in the warewashing area,” says Brelaz. Ware is washed by class, first being first, followed by business, economy etc. This organisation simplifies the task of washing ware and cuts out ‘double handling’.

Previously, the ware was washed as it came off the plane, was then sorted, transported to a packing area and then packed away for re-use.
With air travel no longer considered a luxury, but part and parcel of everyday life for many, the business of supplying the airlines with food and drink has grown as enormous as the airlines themselves.

Standardisation – the benefit of the partnership – has enabled labour savings to be introduced. With ware now washed in strict order of seating, the packing operation has moved up right to the end of the dishwasher itself. Ware is now packed immediately following washing, cutting out the extra transportation and handling involved in using boxes and dollies.

Pre-defined machine types also make it easier for Gate Group to make reliable plans for any new facilities required, as a standard blueprint can be adopted.

The defined machine types from Meiko’s M-iQ range are models which are generally only available to Gate Gourmet. Featuring a larger than average conveyor width of 980 mm, and in a range of different lengths (M, L, XL), the choice provides flexibility, allowing Gate Gourmet to adapt to changing levels of dishwashing demand and cover peak loads.

MAINTENANCE

"If we get it wrong, we will delay the whole process and that is unacceptable." 

With a 99% delivery record to maintain, the reliability of warewashing equipment is crucial to the business. Machines may be in use 24 hours a day. “We can spend £100,000 on a dishwasher, but maintaining it could cost us £1,000,000 in operating costs (including chemicals and energy) over the 10-12 year life,” says Brelaz.

“Yes, it is important to have reliability; but equally important is to have a proper maintenance network in place. When choosing Meiko, we took a close look at the support network, at the level of service available and, crucially, what are the response times.”

NEXT LEVEL

Brelaz is looking to increase the benefit of the partnership by extending the network to include its warewashing chemical supplier Diversey and De Ster, its supplier of rotables – the ware used to serve meals in flight.

“At the moment, the chemical system is supplied separately. We are looking to see if it can be installed as the machine is manufactured, which will save time and cost on installation.

“By involving all three suppliers – the dishwashing, chemicals and the ware – we are interested to see what developments we can achieve. Some items are difficult to wash or dry and the benefit of total cost partnership is we can look for ways to get a better result at a reduced cost.

“The airline industry is not high margin and we always need to look at the most cost efficient solutions to be able to offer a cost-advantage to the airlines. We can use that as a marketing advantage.”

MEIKO ADVANTAGE

“When we were looking at the market for warewashing, we were aware that there are two major suppliers in Europe – and neither is asleep!

Competition is healthy, but for now, Meiko’s M-IQ technology has the edge.

“We became interested in Meiko’s M-iQ because of the potential for cost savings, as well as the wash quality. Yes, the initial purchase price is important, but equally important is the after sales capability of the supplier, particularly their ability to attend breakdowns.

“Meiko’s new machines can also wash mixed loads of ware – glasses, pots, plates and trays – and that allows us to wash by class. Of course, part of the process is down to us; how to train our people to minimise the amount of food waste going into the machine etc. Training our people to use the machine properly is almost more important than the quality of the machine itself.”

MEASURING THE MEIKO ADVANTAGE

A pilot M-iQ project in Copenhagen showed a 15% lower resource consumption than predicted.

“Meiko delivered what they promised and we use the test results as a measure to get the performance we were promised and to take action if there is a deviation.

“Most importantly, Meiko will help us to improve and achieve a better result and that can only be good for us and ultimately, our customers.”
More than 40 airlines will be serviced from the site, which has a capacity for producing 76,500 meals each day. Around 24,500 flights will be catered from the facility annually.

The site includes Heathrow’s only dedicated Halal kitchen; plus there are Japanese and Asian kitchens, a customer lounge and a Culinary Academy and, of course, a massive dishwashing area within the Logistics Centre, to cater for the enormous amount of crockery, cutlery, containers and rotablets generated from the airline meals service.

“Making the most of our synergies will enable investment in our facilities and people, allowing us to provide a high-quality and sustainable service to our customers,” said a statement from the company.

Helping to give sustainability a healthy kick start at the new site are four new airline-specification M-iQ flight dishwashing machines, featuring wider than average 980mm transport belts; the machines also feature extended loading and unloading sections to improve the ergonomics for staff.

“The dishwashing machines are ‘mission critical’; it is vital that they are well maintained and reliable – that’s our first priority – as they are in use seven days per week from 6am until 11.30pm,” says Alpha LSG Facilities Manager David Quirk.

He has a long experience of working with Meiko UK, having begun installing their systems almost 30 years ago.

Some eight dishwashers are on the site, seven Meiko machines and one from another manufacturer. The four new M-iQs have been commissioned by engineer Dave Edmondson, assisted by Jonathan Hogg, in training to work on Meiko’s top-level machines. Two of the new M-iQs are reserved for halal use only.

The four older machines were transferred over to the new site and re-installed following the merger of Alpha and LSG facilities.
"We chose to work with Meiko for a number of reasons," explains Quirk. "There is not a lot of difference between different suppliers in terms of cost…it's all about the level of support they can offer.

"First and foremost, while the machines are highly reliable, there will be issues when we need the support of engineers and we know we will be very well supported by Meiko UK; their engineers are well trained and highly capable. One of the key issues for us is having a fast reaction time; but reaction from people who know the machines inside and out – as they should do.

"Secondly, the Meiko machines offered us flexibility and economy in use and their reduced energy consumption compared to the older machines is a bonus, but it is far too early to make any assessments on savings, except to say we are expecting to see a substantial improvement in terms of energy, water and chemicals savings. We will be monitoring chemical usage, both to assess the savings, but more importantly, to watch out for 'spikes' in consumption, which will indicate there is a problem.

"We are also anticipating significant labour savings; the new M-iQ's feature within each of the electrical control cabinets a manual switching system that enables the operator to alter the final rinse system from standard soft water rinsing to reverse osmosis water rinsing. The reverse osmosis rinsing will be activated when glassware and cutlery products are being processed and this will eliminate the need for hand polishing of these products. When porcelain products, melamine trays, food transport containers, etc., are being processed, then we will revert to the softened water final rinsing system.

"Ultimately, our goal is reliability and Meiko has helped improve this with the design of the new M-iQs. They are more operator friendly – the items colour-coded in blue make it easier for cleaning, which is performed here overnight.

"It's also a bonus that they have reduced the number of curtains in use, as there can be occasions when they are incorrectly replaced after cleaning, which can lead to exhaust vapours escaping from the machine feeding or discharge ends; less curtains means less of a problem."

The introduction of the new machines has also heralded a new way of working for the dishwashing areas' 80 staff (working in two shifts of 40). Previously, washed ware was placed into bulk storage, sorted and then wheeled into the food production area for use.

Now, capitalising on the improved washing capability of the new M-iQs, "We have been able to take out one step out of process and are sorting directly off the end of the belt. For that, we need to have the highest quality results so we can go directly for re-use."

Alpha LSG is also trialling a new way of running their dishwashers. They will 'refresh' – or empty and re-fill – only the pre-wash tanks on the M-iQs at lunchtimes. Previously, the pre-wash and main wash tanks were drained down and re-filled to ensure top-quality wash results; common practice in the industry. "The pre-wash is the dirtiest tank," explains Quirk. "It is obviously throughput dependent, but we are quite excited by the prospect of generating energy and chemical savings and saving time by only refreshing one tank."

JOINT VENTURE

Alpha LSG is an equal-share joint venture, including all existing Alpha and LSG Sky Chefs airline catering, airline retail and ancillary services in the UK, except for Alpha's dedicated British Airways operation at London Gatwick and its operations in the Republic of Ireland.

The business has combined revenues of more than £300m and employs around 3,600 people who provide catering, retail and logistics services from facilities located at 16 airports through the United Kingdom – London-Heathrow, London-Gatwick, Birmingham, Manchester, Glasgow, Edinburgh, East Midlands, London-Stansted, Newcastle, Bristol, Cardiff, Doncaster, Luton, Leeds-Bradford, Aberdeen and Belfast.

"We know we will be very well supported by Meiko UK; their engineers are well trained and highly capable. One of the key issues for us is having a fast reaction time."

David Quirk, Alpha LSG Facilities Manager.
Queen Elizabeth Hospital – ‘saving £400 per month on chemicals’

The 415-bed Queen Elizabeth Hospital King’s Lynn NHS Foundation Trust serves a catchment area with a population of approximately 331,000. Recently installed to replace a decade old machine from another manufacturer was a Meiko M-iQ flight dishwasher.

Catering Manager Shirley Barber reports it is easier to keep clean and operate, heating up quicker and “definitely using less chemicals... we are saving £400 per month.”

The process of choosing Meiko involved a competitive tender, which Meiko: “Handled very well. We were kept in the loop throughout the entire process by Meiko’s Regional Sales Manager Chris Fletcher. He knew his stuff and not pushy in his approach.” A significant change introduced with M-iQ was the introduction of a ‘CC-Touch’ safety glass display, seen here on the side of the machine. This has effectively helped QEH manage the day to day running of the dishwasher.

Only functions used in the current operating mode are indicated, thereby successfully demystifying electronic controls. Operators can call up or store extensive information from the memory software and can even pull up a date from six months ago, seeing at a glance the amount of energy, chemicals and water used.

The availability of spares had been an issue previously, with parts not always being in stock, but QEH was, according to Shirley: “Also impressed by the fact that Meiko only makes dishwashing equipment.”

Adds Meiko Regional Sales Manager, Chris Fletcher: “I was aware from the outset that ours was not the most competitive quotation when just looking at equipment cost. However, whilst price was relevant, Graham Knight, the Estates Officer, was extremely interested in our claimed running costs for the M-iQ dishwasher as they were significantly lower than the competition. It would be fair to say that Graham did not just blindly accept the calculations, he went through them with a fine tooth comb and asked numerous questions. He accepted our answers and came to the conclusion that the extra capital cost would be recouped in less than three years. Furthermore, the trust had started to encounter more frequent and expensive repair bills with their existing machine and as the Meiko unit was offered with a full five years parts and labour warranty, this gave them peace of mind that they would not receive any service bills during this period.”

The M-iQ’s new airflow system provides a better kitchen climate. It is no longer necessary to use a heat pump or overhead canopy to remove hot air from around the machine. Cooled to approximately 22 degrees, the air can now be led directly back into the wash-up area at a comfortable temperature for staff. Mrs Barber adds that queries concerning error codes on the machine display were answered over the telephone. “Once we dealt with them we knew what to do next time. Before, we might have had a panic and called out the engineer.”

Key elements of the tender included Meiko’s five year parts and labour warranty offer, which proved to be very persuasive.

QEH Facilities Manager, Angela Hircok explained that: “One of the main reasons we went with Meiko was the five year parts and labour warranty.”

Meiko offered five year’s cover for less of a price than the competitor’s annual PPM offer.

“We had been with another manufacturer for many years,” explains Shirley, “and we didn’t know much about Meiko. It was a brave step for us to take, but we did our sums this time.”

The extra capital cost would be recouped in less than three years and the five year warranty provides peace of mind.

Overall cost savings of £99,000, something to celebrate for the team at Something Different, with owner Seth Stern in the centre.

Something Different – $99,000 savings

Run to the purchase – don’t walk. Don’t hesitate. Don’t even blink!

Seth Stern and his team also utilize M-iQ as a core aspect of their marketing to potential customers. Leveraging the machine’s efficiency, capabilities, and outstanding results; they are able to assure large customers that Something Different has the ability and resources to handle the most demanding events in an environmentally friendly process.

After an event, staff could not keep up with their demand. Both machines were decades old and not performing to expectation. As the company prepared to purchase a new facility, owner Seth Stern began to review all of his processes and equipment. He considered purchasing two 66” rack conveyor machines, but stopped short when he learned about M-iQ.

When it came time to move and after consulting two other M-iQ owners, Stern then formed his entire warehouse around the machine. The impact was immediate. Bottlenecks were virtually eliminated and they began to operate their warewashing operation with two people, instead of six.

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Since installing M-iQ in 2013, Something Different has reaped significant rewards.

• Overall cost savings: $99,000
• Water savings: $4,000
• Chemical savings: $20,000
• Labor savings: 60%, or roughly $75,000

Happy to share their story, Something Different often welcomes potential M-iQ customers to their warehouse, and Seth Stern is frequently asked about his decision to purchase the machine.

“I tell them it’s the greatest product on the market and its helps me build my business. It’s been a transformative element. It allows us to have a selling proposition, as well as having hand polished glasses, without hand polishing.”

Stern will often demonstrate the M-iQ’s ability by loading the “…most disgusting dishes, and have them see just how clean they come out.”

If potential customers still aren’t 100% convinced, he reminds them of, “the speed, savings, consistency, uptime – the engineering – everything the M-iQ brings to us. Run to the purchase – don’t walk. Don’t hesitate. Don’t even blink.”
**‘Minimising resources’ at Bell Rock Europa-Park**

A marathon for Meiko dishwashing technology, some 130,000 people visited the restaurants of the four-star superior hotel Bell Rock in 2013.

With 225 rooms including 35 suites, the Bell Rock is the newest of the five four-star hotels at the Europa-Park Hotel Resort, in Rust, Germany.

Fine dining and accommodation in colonial style is the motto of the innovative themed hotel which aims to send its guests on an expedition back into past centuries.

“We have given a new lease of life to the celebrated achievements of seafarers and pilgrims in colonial times, with a faithful and yet contemporary edge that is unique to the Bell Rock,” says Frank Müller, Head of Food and Beverage Operations at the Hotel Bell Rock.

From four suites in the lighthouse and luxuriously appointed family rooms to the gastronomic delights available in the restaurants, guests are invited to follow in the footsteps of the Founding Fathers who first ventured to New England.

The hotel includes three restaurants offering different types of cuisine: the “Captain’s Finest” à la carte restaurant, the “Harborside” buffet restaurant and the “Ammolite” fine dining restaurant, which has been awarded one Michelín star and 16 Gault Millau points.

Those seeking a further port of call after enjoying one of these culinary experiences can choose between three bars: the “Spirit of St. Louis” which offers tea and coffee during the day and cocktails in the evening, the American “Coca-Cola Lounge”, or the “Havanna Lounge” with its range of whiskey and cigars.

With its à la carte, buffet and fine dining restaurants, the Hotel Bell Rock needs plenty of food preparation facilities, so its basement features a pastry shop, patisserie, preparation kitchen, breakfast kitchen and a full range of kitchen equipment for the Ammolite.

The basement level also includes the wash-up area which receives the dirty crockery from all the hotel’s restaurants. Equipped with a pot and pan washer, a glasswasher and the M-iQ dishwasher – this is the pivotal hub of cleanliness and hygiene at the Bell Rock.

In 2013 more than 130,000 people ate at the hotel’s restaurants; each uses five or six pieces of crockery and three or four pieces of cutlery for breakfast alone and the day continues with crockery from the hotel’s conference facilities at midday and glasses, crockery and cutlery from the evening meal service.

“The wash-up area works at full capacity around-the-clock,” says Frank Müller.

“Only dirty items washed elsewhere are the glasses from the bars which are cleaned in Meiko undercounter machines at the point-of-sale and immediately put back into use.

“We rely on Meiko because it’s reliable,” says Müller, praising the benefits offered by M-iQ and highlighting in particular its superb cleaning results and cost-effective operation.

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**Kauniala Hospital – least expensive operating costs, one less staff**

The Kauniala Hospital for disabled war veterans, designed by architect Lars Sonck, was founded in 1910 as the health spa Bad Grankulla.

From 1945 onwards it has functioned as a rehabilitation hospital of the Disabled War Veterans Association of Finland. It is estimated that there will be around 4,000 disabled veterans in 2015, and the Association also takes care of veterans’ spouses and widows.

In 2013 more than 130,000 people visited the hospitals and its facilities, so its basement features a pastry shop, patisserie, preparation kitchen, breakfast kitchen and a full range of kitchen equipment for the Ammolite.

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Anyone who has ever passed by the Italian town of Gallarate in the province of Varese will probably be familiar with I Fontanili, a restaurant that truly stands out from the crowd.

Housed in a restored traditional Lombardy farmstead, the restaurant fuses outstanding cuisine and a welcoming atmosphere with respect for its natural surroundings. The complex also features a fascinating ice cream shop with a small museum showcasing machines and equipment that recount the history of ice cream making.

I Fontanili has a spirit of its own which reflects the energy and passion that the Muffato brothers put into the project on a daily basis. Paolo Muffato handles the management and upkeep of the facilities and the provisioning of supplies, while his brother Ottavio focuses primarily on restaurant operations and staff management.

Paolo Muffato explains his interest in Meiko: “When we first opened we had three hood-type dishwashers in the kitchen, with three people working on the weekend shift. We typically managed to close sometime around four o’clock in the morning. The dishwasher cycles took a long time to finish, they used a lot of detergent and our personnel costs were substantial.

“Thanks to the Host exhibition I discussed these challenges with Meiko who immediately suggested a series of improvements focused on saving time and reducing our use of detergent and manpower.

“What I didn’t understand at that point was how something which seemed prohibitively expensive at the time could ever pay for itself. So I got hold of more information, went to see what kind of workflows they had implemented in other restaurants which used Meiko systems and started to think about it seriously. I had to calculate the costs carefully: I started to monetize all the possible savings and came to the conclusion that the machine would pay for itself in four to five years.

“No sooner said than done. Now we’ve completed the start-up phase the system is operating at full capacity – and it’s performing exactly as promised!”

The dishwashing system installed at the restaurant is an M-iQ version K-M54 V6 P6 with the following specifications:

- Basket size: 500 x 500 mm
- Capacity: 130 baskets/hour
- Average power consumption of 33.8 kW including drying zone
- Amount of water used in the final rinse: 165 l/h
- The system features an entry tunnel, a prewash zone, a main wash zone, a pre-rinse zone and a final rinse, as well as a drying zone installed on the 180° curve.

Paolo Muffato continues: “Finally we can wash plates, glasses and pots in the same machine, in a working environment that is more comfortable for my staff, and with shorter program cycles that enable us to keep on top of things even when it gets really busy. The machine can be run by a single operator, or at most two when we’re working at full stretch – an improvement over the three people we needed before. On top of that we’ve cut our detergent use by about 33 percent and seen a reduction of about 20 percent in our consumption of energy and water.

“Those percentages may not seem very high, but when you calculate an annual saving in the thousands of euros, multiplied by the years of the investment, the figures are really significant. I couldn’t be more satisfied with the choice I made.”
Veruno Scientific Institute ‘improved beyond recognition’

The Salvatore Maugeri Foundation was set up as an ‘Occupational Therapy Clinic’ in 1965 in the form of a private-law legal entity by Prof. Salvatore Maugeri, after whom the Treatment and Nursing Home was named.

The Foundation’s aim is to promote health and safety in the workplace by identifying and preventing the risks linked to manufacturing and to promote rehabilitation by helping disabled people back into society and work and preventing handicaps.

It works with a large number of institutions, clinics and prevention services throughout the country. There are centers offering treatment in Lombardy, Liguria, Piedmont and Agrigento, and prevention services in the form of Environmental and Industrial Hygiene Laboratories located in Pavia, Casano delle Murge (Bari) and Padua.

The Veruno Scientific Institute, part of the Salvatore Maugeri Foundation, opened in 1972. It has a total of 315 beds, and is an officially recognised scientific treatment and nursing home (IRCCS) and highly specialised rehabilitation hospital of national importance. The Institute has four inpatient units, each with its own chief physician, and nine specialist healthcare units. It is a major facility, serving 800 meals a day and 5,400 meals a week.

Donatello Rinaldi, Facility Manager with the hospital since 2011, has significant experience in the technical and planning area. When it came to renovating the washing-up room the reasoning was as follows:

“When we looked at the many different solutions available on the market, the main problem was to choose a reliable product, but in particular one that would improve the working environment and logistics in the washing-up area. In this sense the M-iQ gave us everything we were looking for.”

“When you want the best in terms of continuity and results, you have to choose the market leader and Meiko is definitely the right partner for us. The fact that it is German is a plus, in addition to its overall compact perfection, developed thanks to major innovations in technology.”

“Another argument for Meiko are the savings we make on chemical products, energy and water consumption. As the machine has to work less hours then before and consumes 100L less water, we can save money by it.

“After two years we are certainly convinced that we made the right decision to work with Sabemaf and Meiko, as we can rely on the reliability of our machine which now works every day without any problem.”

Rinaldi continues, “It is important to point out how the washing-up room has improved beyond recognition. The washing-up area is more hygienic and clean. Heat output has been reduced to a minimum, as has machine noise. Once we had trained our staff we just needed one person dedicated to using the machine, which is very straightforward, with more scrupulous and organised washing management and incredible logistics in the input and output of the ware.

“The washing results are what have enabled Meiko to stand out. It offers excellent quality and a unique shine, together with savings in water, detergent and energy. The M-iQ is unbeatable also in terms of its after-sales service. It needs very little maintenance, just what is strictly necessary to ensure the machine washes properly.

“All in all, I would recommend the M-iQ, especially when results and savings are important, as the investment is recouped over 4-5 years.”

Heilig Hart Kortrijk – 40% improvement

A large residential care home in Belgium, Heilig Hart is benefiting from cost improvements of approximately 40% compared to their previous dishwasher.

Explains Chef Hans Callens, WZC Heilig Hart, “Two years ago we took the decision to move our dishwasher to a new building and so the most important issue was the complete organisation. As the Meiko representative in Belgium, Sabemaf is specialist in providing a complete answer to our needs concerning assortment and handling of the washing-up.

“We decided to change our supplier from another manufacturer for the benefit of Sabemaf and Meiko.

“We need to wash every day for around 500 persons and have now installed an MIG BXL74 N 69 V8 P6 with a mobile sorting table and a Meiko FV 250.2 utensil washer for pots and pans.

“With the new machine, which has a conveyor belt width of 740 mm, we can place three plates side by side. This new way of handling our washing up and the bigger capacity of the machine results in 1.5 hours less time spent on the dishwashing; time we can use for other purposes like cleaning.

“Another argument for Meiko are the savings we make on environmental and water consumption. As the machine has to work less hours than before and consumes 100L less water, we can save money by it.

“After two years we are certainly convinced that we made the right decision to work with Sabemaf and Meiko, as we can rely on the reliability of our machine which now works every day without any problem.”

The M-iQ comes in a variety of belt widths to suit different operational requirements.
Totally Dedicated to Warewashing

Meiko is a name synonymous with quality warewashing appliances and systems throughout the world. Our reputation is founded on our ability to deliver products that offer the very best in manufacturing excellence and technical innovation, combined with expert design solutions. Our goal is simple: to be the very best in all aspects of our business, ensuring the most professional solutions for all our customers throughout the catering industry worldwide.

INVEST NOW!

Don’t wait to choose M-iQ…

20,000 EUROs per year can be saved on operating costs. That’s payback in just three years with M-iQ! It makes sense to undertake early replacement of existing dishwashing systems. Ask us for more details now.

MEIKO Maschinenbau GmbH & Co. KG
Englerstr. 3,
77652 Offenburg, Germany
Web: www.meiko.de

IKEA Tampines & IKEA Alexandra – Singapore

“Sustainability is in our business plan and is one of our cornerstones,” says Gary Chng, Deputy Regional Manager, IKEA Food, Ikano Retail Asia. “Yes, we compared Meiko’s M-iQ with machines from two other manufacturers and found that Meiko is more suitable for a high volume business like ours. “The benefits are to be found in energy and water savings of about 30%, these are important factors for us in terms of sustainability when we choose Meiko.”

Operating costs reduced by 58% and better washing results!

The first new M-iQ for the Grand Hyatt, Singapore, is being installed in March 2014.

Too early for any comment on its actual operating efficiencies, Executive Chef Lucas Glanville opted for M-iQ for the banqueting kitchen because: “Water and electricity consumption is one of my personal key performing indexes as Executive Chef and that’s why sustainable equipment is very important! Especially because dishwashing is one of the biggest consumers in the hotel.”

A rack conveyor MQ-K 54 V8 P18 was chosen in comparison to machines from two other manufacturers. Comparison figures on running costs show the M-iQ saving S$ 80,395.48; reducing costs by a staggering 58%!

Time will tell how well Meiko’s M-iQ lives up to its reputation for delivering outstanding savings compared to the other leading manufacturers. We will report back in future from the Grand Hyatt, Singapore, to see how the machine has performed in service.

In the meantime, contact us for further information on the savings M-iQ could be making for your business!

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