Surprise leap in chemical saving for InterContinental Sanctuary Cove

Sanctuary Cove was the first of its kind, a purpose-built residential community and resort featuring 243 rooms & suites set on the water at the northern end of Australia’s Queensland Gold Coast.

Frank Sinatra and Whitney Houston headlined the ‘Ultimate Event’ which opened Sanctuary Cove 25 years ago, when 50,000 people enjoyed five days of entertainment, firmly establishing the resort as a major leisure venue.

Highlights of the event included golfers Arnold Palmer and Curtis Strange, Nick Faldo, Bernhard Langer and Australian legend Ian Baker-Finch who teed off at The Pines, one of two championship golf courses at the resort. Tennis aces Ivan Lendl, Boris Becker, Slobodan Zivojinovic, Chris Evert and Martina Navratilova played the Ultimate Tennis Challenge.

Now managed by InterContinental Hotels Group (IHG), InterContinental Sanctuary Cove Resort is IHG’s first Australian InterContinental branded property. The resort has become a shining example of excellence in water conservation and is an IHG Green Engage resort, using an online system that measures day-to-day environmental impact. Hotels signed up to the system can track how much energy, carbon and water they’re using and how well they’re managing waste.

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Cathay chooses Meiko

€2.6 million euro deal for new wash-up area

Cathay Pacific Catering Services (H.K.) Ltd., based at Hong Kong International Airport is one of the biggest flight catering service companies in the world, producing 75,000 meals daily. Its new wash-up area will feature 13 Meiko machines including M-iQ dishwashers for kitchenware, cooking utensils, cutlery and glassware, as well as trolley and cabinet washers.

“ Airlines are steadily reducing the amount of time their planes stay on the ground, so the timeframe for logistics and material flow is getting shorter and shorter,” says Dietmar Zapf, senior manager and head of Global Key Account Management at Meiko.

“The biggest challenge is getting the processes running fast enough. We are delighted that Meiko technology meets such demanding requirements. This is further proof of the quality of products and after-sales service Meiko offers.”

Eric Waag, responsible for day-to-day operations at Meiko’s Inflight Catering department, worked closely with the Singapore branch of io-consultants on this project.

“M-iQ offers state-of-the-art innovation which takes the human factor fully into account to further optimize the dishwashing process – that’s what makes the M-iQ more of a warewashing manager than a dishwashing machine.”

The M-iQ series has recently enhanced its innovation credentials even further with the new GreenEye technology, (see back page).
Surprise leap in chemical saving
for Intercontinental Sanctuary Cove

Continued from page 1

Director of Engineering, Ian Crookston, also President of the Queensland chapter of the Australian Institute of Hotel Engineering, started a series of water conservation measures back in 1996, beginning with retrofitting AAA rated, nine litre/minute shower roses into the guestrooms, replacing the original 27 litre/minute shower heads and saving 9,625 kL/year or $12,340/year at the time.

Sanctuary Cove has closely monitored its total annual water use since then. In 1997, working with Gold Coast Water and WaterWise – a government initiative designed to educate Queenslanders about water saving – Sanctuary Cove started a pioneering programme of sub metering and benchmarking, helping to cut consumption in the resort from 140,000 kL in 1996 to 54,583 kL by 2000. In 2007 the resort’s annual water use was 42,000 kL – a reduction of 88,000 kL compared with 1996.

The sub metering pilot project identified projected annual savings of $85,372, proving the financial benefits of investment in water efficient equipment to the hospitality industry.

Co-incidentally, Sanctuary Cove was one of the first large resorts on the Gold Coast to invest in water and energy efficient dishwashers, most recently choosing Meiko K-Tronic rack conveyor dishwashers featuring CSS-Top, Meiko’s cost-saving and eco-friendly chemical saving system.

Says Ian Crookston: “We received a presentation from Meiko at the Australian Institute of Hotel Engineering in which we liked the product and the energy efficiency component.

“We have had one of the dishwashers for three years and the other for four. They are very energy efficient and we save a great deal on the amount of water used, but the big surprise was the reduction in our detergent costs.”

Installed directly behind the pre-wash zone, CSS-Top flushes most of the excess food debris left on the dishes following the pre-washing process, using fresh water from the pumped final rinse. CSS-Top delivers savings of detergent in the region of 80%.

“Apart from the savings, we receive a regular service and we know that the dishwashers are sturdily made,” concluded Crookston. “How would I describe Meiko in three words? Reliable, quality and efficient.”

• Members of the Australian Institute of Hotel Engineering can now be found in most states of Australia, New Zealand, Fiji and in a number of Asian countries. The aim of the Institute is to keep Hotel Engineers and their staff up to date with the latest technology and methods of running hotel maintenance. www.aihe.com.au

Kos Imperial Thalasso Hotel

This 5-star, 384 room luxury hotel is all about the water.

Overlooking the beach at Psalidi, the hotel features a renowned spa complex, floating restaurant, exotic island gardens cascading to the beach’s edge, extensive fresh and sea water pools, palm-lined waterways and waterfalls.

Room choices across the 100,000-square-meter estate offer everything from a double room to Dream Villas, beachfront suites, bungalows and penthouse suites.

There is a choice of a la carte restaurants or in-room dining and all food & beverage areas have extensive suites. To keep the younger ones satisfied “Kids Free Dining” provides an all-day ‘mini buffet’ of food and drink. A traditional Greek breakfast highlights local cheeses, pies, preserves, honey and bread and an American buffet and traditional fare.

Open from May to October, the hotel runs with 250 staff and can cater for up to 1,000 covers daily, says Assistant General Manager Stefanos Kitrinas. New suites, villas and bungalows have been added to the landscaped complex over the years boosting numbers at mealtimes and in 2014 the hotel needed to replace its main dishwasher.

“The old machine was fit for 600 covers, not the 1,000 we do now,” says Kitrinas. “It got the job done, but it took extra time, much maintenance and frequent spare parts.”

The hotel is extremely conscious environmentally and has achieved “Tui Umweltchampion” status as well as Travelife Gold certification in 2014 for sustainability. Every year, questionnaires filled out by holiday makers for TUI Deutschland together with measurable environmental performance are used to ascertain the most environmentally-friendly hotels worldwide. The winners are awarded the “TUI Environment Champion” prize.

TUI and Travel Life are systems that help hotels focus on key issues including energy efficiency and conservation, water and waste management and cultural impacts. So it was quite natural then for the hotel to look for the most sustainable warewashing solution to replace the ageing machine.

Explains Kitrinas, “The top hotel management, including the GM to HR, Maintenance, F&B and myself were all involved.

“We asked foodservice and laundry specialist Xenex, based near Athens, to come up with suggestions for an appropriate model. They researched how many

Lagoon Restaurant.
Medanta – The Medicity: Cooled warewash area

Spread across 43 acres, Medanta is one of India’s largest specialty hospitals located in Gurugram, a bustling town near New Delhi. The hospital was founded in 2009 by renowned cardiovascular and cardiothoracic surgeon, Dr. Naresh Trehan. Its impressive facilities include Institutes for heart treatment, neurosciences, bone & joint, cancer, kidney & urology, digestive & hepatobiliary sciences, minimally invasive surgery, transplant & regenerative medicine, critical care & anaesthesiology, in addition to medical and nursing schools.

Medanta has over 320 critical care beds with 45 operating theatres catering to over 20 specialties.

Medanta is specially geared to international patients, helping generate a growing trend in medical tourism. According to Indian estimates, almost 200,000 foreigners fly to India for medical treatment every year. International patients come because of the world-class facilities available at affordable costs. Indian hospitals meet international standards of cleanliness and hygiene and their top-class infrastructure suits the needs of patients coming for treatments such as heart surgery, knee replacement, orthopaedic treatments, cosmetic surgery, eye care, or dental treatment.

The hospital has recently installed a Meiko M-iQ model B-456-V (44 Pk).

Deepak Batra is General Manager, F & B at Medanta - The Medicity, who explains:

“Medanta is a high-volume operation requiring a durable and quality cleaning solution. Meiko is a world leader in flight type conveyor dishwashers and was a natural choice for our operation, as the health and safety of our patients is our top priority and we didn’t want to compromise in this aspect; hence we chose Meiko.

“We all know that this machine has the design property of a heat recovery system. At all point we have not investigated/calculated how much the machine is saving in terms of energy consumption, as the earlier machine was of a lower capacity and the load of the kitchen has now increased a lot when compared to earlier days.”

No additional ducting or exhaust infrastructure were required for the installation at Medanta. The M-iQ’s integrated heat recovery system releases minimal heat to provide the system with the cold water supply.

ENERGY SAVINGS

M-iQ machines use 33% less energy, water and detergent than their predecessors, while delivering a 30% improved cleaning performance thanks to a high-pressure wash system.

Heat recovered from the washing process is re-used by means of a clever 3-stage energy control system. The system dynamically adjusts changes in heating distribution to minimise energy consumption. Using exhaust heat as a source of free energy to preheat the incoming final rinse water also permits high temperature sanitization using a cold water supply.

• GIQ water treatment technology can also be incorporated as an integral part of the Meiko new generation M-iQ rack and flight dishwashing machines.

• GIQ reverse osmosis water treatment removes up to 98% of impurities from incoming water and also eliminates the traditional need for the unreliable and wasteful water softening apparatus to precondition the incoming water.

Installation happened exactly as we had been told and we were very pleased with the service, from ordering, it was delivered and installed 30 days later. "Immediately we noticed a difference in detergent consumption. With the old machine 20 litres would last us two days only. Now with the Meiko, it lasts 3.5 days. Before, we had to pre- pour detergent fearing we were dezirited properly, but we do not have to do that now. We made a quality choice.

"Responsibility for cleaning of the machine is devolved down to the kitchen staff and is physically checked by management. Two staff work the machine and we run two shifts, 8-4pm, 4pm until midnight. “The power of this hotel is the staff. More than 90% of our guests are repeat business; they keep coming back because they know that, in addition to all of the facilities – the pools, beaches, bars, restaurants, rooms and spa – they can find the highest levels of service, food, housekeeping and cleanliness.”

Kos Imperial Thalasso is part of Grecotel, which manages 25 Luxury & 4-star resort hotels in Crete, Corfu, Mykonos, Attica, Kos, Rhodes, Peloponese and Halikidi. TUI Hotels & Resorts is a 50% shareholder in Grecotel.
Zhejiang University: Top 100 dining

Located in the historical and picturesque city of Hangzhou, Zhejiang University is a prestigious institution of higher education with a long history. Qushu Academy, the predecessor of Zhejiang, was founded in 1897 and was one of the earliest modern academies of higher learning established in China. Research spans 12 academic disciplines, covering philosophy, economics, law, education, literature, history, art, science, engineering, agriculture, medicine and management. With seven faculties and 97 colleges and schools, Zhejiang has, as of June 2014, more than 45,678 full-time students. In addition, there are about 9,407 international students.

Five campuses cover an area of 4,503,741 square meters and Meiko’s involvement on site is equally enormous. Zhejiang has 13 B-Tronic dishwashers, three wide band 5A machines, one AZP 80 dewatering unit, plus numerous conveyors and tray stackers and six K-Tronic dishwashing machines. Meiko DVE 80 hood type dishwashers feature in 17 canteens over the five campuses.

The equipment was specified, supplied and installed by Meiko Wash-Up Technologies Ltd, based in Zhejiang, Guangdong Province, a wholly owned subsidiary of Meiko Germany and as equally strictly committed to Meiko quality standards. Staff are trained at the Meiko factory in Germany to ensure the full transfer of technical know how to China. Every dishwasher leaving the Zhejiang factory has been thoroughly tested to guarantee the highest Meiko quality standards and its safe and reliable operation. Meiko China Sales Manager explained that Zhejiang University previously operated its dishwashers on steam power.

“But the steam consumption was very high and we suggested changing to using electrical power for heating, as it would save energy and improve the environment.

“The design features of the dishwashing systems, especially the belt conveyor systems, tray stackers and the AZP 80 food waste dewatering machine have reduced manpower, breakages and saved considerably on running costs.”

The Meiko AZP 80 food waste compact dewatering system reduces the volume of food waste by up to 85% and converts this into an easy to handle, semi-dry organic bio-waste product that can be used as a biogas energy source, fertilizer or compost (if local legislation allows). The system is simplicity itself to operate, for use in kitchens and food preparation areas, food waste can be loaded by hand into the waste hopper for processing. Alternatively, the AZP 80 can be integrated into the dishwashing system and fed with food waste via pipework from the flushing trough (view the video on YouTube: MEIKO AZP 80).

*Students and staff rely on Meiko for clean cutlery and crockery.

The new building housing the refectory cost 130 million euros and the University invested 3.5 million euros in kitchen equipment. It has enough capacity to serve up to 7,500 student meals a day, plus additional customers from the Bielefeld University of Applied Sciences.

To keep queues to a minimum, the designers decided to ‘double up’ the entrance area, serving counters, cash desks and wash-up area by creating two identical mirror-image areas, one opposite the other. Even the cutting-edge kitchen with its energy-efficient appliances is flanked by two wash-up areas, each of which is equipped with three M-Q2 flight-type machines.

"We work on the basis that each person will use at least one plate, three side bowls and two items of cutlery," says Detlef Will, who works at Bielefeld University’s refectory catering department. “At peak periods that adds up to some 45,000 items that need to be washed. One dishwasher can wash the dirty crockery from 28 trays in just one minute.”

The refectory also has a kitchen management system which monitors the production processes in the kitchen and the tank temperatures in the wash-up area, thereby ensuring reliable hygiene.
Mr. Satoshi Takanashi, Seiyo-Food Compass Group, planned the new staff restaurant facilities.

Building is a winner in the 'Top 100 National Dining Room Awards', earning an 'A' grade. About 36,000 square meters in size, it runs over three floors including one floor underground. There are in total eight restaurants, feeding more than 20,000 teachers and students.

“The Xiuxian Restaurant alone features one BA124-PG-CSS TOP and two BTA240 wide band dishwashers, two conveyors, one AZP80 and 4 tray stackers.

“The reason they chose Meiko was to lower their running costs, save water, electricity and chemicals. The wash room environment is also more comfortable and more labour efficient.”

Left is the monthly cost comparison before and after using Meiko machines.

Toshiba Head Office: Lower consumption than expected

“Toshiba’s vision is the realization of a ‘Human Smart Community’ through an emphasis on Energy, Storage and Healthcare. In these three areas, we will strive to resolve issues and achieve a ‘Safe, Secure and Comfortable Society’ where people always come first.”

Toshiba’s head office building in Tokyo serves 1,500 meals per day and the dishwashing operation works six hours per day, 5 days a week. “The problem with the previous dishwashing system was that it created a very bad working environment,” says Mr. Satoshi Takanashi, Seiyo-Food Compass Group, who planned the new facilities. “The dishwashing room was so hot and humid that the door was kept open to release the vapour, which came out from the room, reached the dining area and gave damage to the ceiling.”

Seiyo-Food Compass Group Co., Ltd proposed Meiko as their warewashing partner. Continues Takanashi: “I wanted to have a dishwashing machine with less exhaust and heat emission, as I had no chance of increasing the primary exhaust output of the existing building.

“For a contracted food service company, utility (operation) cost is critical because such cost is included in the contract, which means operational costs need to be minimized as much as possible.

“After carefully study of the M-iQ technical data and comparing this with the former system, I decided to specify two M-iQ machines, plus a water circulation trough and mobile sink.

“As a result, we can now close the door of the dishwashing room and, even after doing so, the area is cool and operation is comfortable. Further, the operational cost has been kept within budget. The consumption of steam has decreased so extremely that I thought the measuring device was broken, but it was OK.

“It was proved that steam consumption of the M-iQ is lower than what is stated in their data.

“I would like to have more conveyor speed variation. I know the importance of DSN, but variable conveyor speed gives more flexibility to operation, I believe.”

Mr. Watanabe, Seiyo-Food Compass Group Manager, adds: “The operation has become easy. Washed dishes come out dry, but not too hot. The incidence of lime scale adherence is less compared with other machines and consumption of rinse aid and detergent was far less than the former system.”

Mr. Watanabe, Seiyo-Food Compass Group Manager.

Toshiba Head Office: Lower consumption than expected

Lower consumption than expected

More than 48,000 students attend the university!

Total number of meals is 1,500/day (dishwashing operation 6 hours/ day, 5 days a week).
Hilton Milan: Investment repaid in three years!

The Hilton Milan is the perfect base for discovering the exciting, sophisticated and cultural city of Milan. Located just one block from the central station and two kilometres from numerous attractions, the hotel is in an ideal location.

Paolo Ghirardi, Executive Chef at the Hilton Milan, has been with the company for 13 years. He first came across the world of Meiko when he was leafing through a trade journal – and his initial impression was extremely positive. “When I contacted Meiko Italia, I immediately got the impression that I was dealing with a professional team and with a corporate vision focused on dishwashing excellence,” says Ghirardi. “The very fact that they were promoting an area that has previously been largely ignored really got me thinking; in a hotel chain like ours the way you organise things is key, so it makes sense that running the wash-up operations in a precise and methodical way would also deliver significant added value.”

“The main reasons that led me to purchase a Meiko machine and in particular an M-iQ, can be summed up in just a few key words,” continues Ghirardi: “efficiency, technology, simplicity of use, and reliability.”

In December 2011 Milan was getting ready to celebrate Christmas and the Meiko technicians installed and tested the warewasher in perfect time for the hotel to celebrate too! The machine is a Meiko M-iQ B-M54 V6 N02 P6 rack type model which includes a powerful pre-wash zone, a main wash zone, a pre-rinse section and a final rinse and drying zone.

Ghirardi is delighted with the cost savings achieved: “In terms of running costs – that is water, energy and chemicals – the M-iQ offers real benefits over our previous machine. The annual savings are huge and we’ve calculated that the initial investment can be recouped in just three years.

“The M-iQ has slashed our monthly detergent costs by two-thirds and our energy consumption... Dario Ottino, Food & Beverage Manager, Hilton Milan.

Sunrise Senior Living: Improving resident care

Sunrise Senior Living delivers resident-centred care services to well over 2,000 residents in the UK. The Sunrise philosophy is founded on encouraging independence, preserving dignity, enabling freedom of choice and protecting the privacy of each resident. This approach reflects the company’s mission, which has remained unchanged since the business was founded in 1981: “to champion quality of life for all seniors”.

In every community, at least five activities take place each day to ensure that residents have the option to enjoy a rich and stimulating social life. Home-cooked meals, prepared on-site by Sunrise’s own chefs are designed to offer balanced nutrition and meet special dietary needs where necessary.

Prior to Sunrise switching to Meiko, there used to be a ‘mish-mash’ of different machines across the 27 senior living communities, said the company. Since switching to Meiko, it’s meant the dishwashers now last far longer with minimal servicing needed.

Christopher Dean, Head of Kitchens at Sunrise Senior Living adds: “Overall there has been an improvement in the standard of dishwashing across all of the communities. The switch to using Meiko dishwashers has definitely been an improvement for our residents and, clearly, they are our number one priority.”
Ghirardi Paolo,
Executive Chef,
Hilton Milan with the M-iQ Model B-M54 V6 N02 P6.

has fallen from 47 kwh to somewhere in the region of just 22 kwh.”

“We’re also spending 50% less on maintenance than with our previous machine. Meiko recommends just two services a year and that’s proved to be exactly right. The machine hasn’t required any extra servicing outside that standard six-monthly schedule ever since we bought it.

“Hilton Milan serves 300-400 covers a day – some 12,000-13,000 covers a month – so the wash-up area is a really important part of the hotel’s operations. Thanks to Meiko we now have a wash-up area that is free from heat, humidity and noise, despite the fact that it’s a relatively small space. To give you some idea of what that means, my own home is hotter than the hotel’s wash-up area! One tangible result is that the two people who operate the machine are happier and working under far better conditions than before.

“In terms of the wash results, I can confidently say they are outstanding. The washware comes out of the machine sparkling clean and with no trace of odour.”

Overall, Ghirardi is delighted: “Hilton worldwide has chosen Meiko as a partner and I would happily recommend Meiko to anyone. The M-iQ is not as expensive as it seems. There are plenty of machines on the market that are more expensive and less efficient – and unlike the M-iQ they don’t reach a point where they pay for themselves!”

Purchasing at Sunrise is assisted by Pelican, formerly the Pelican Buying Company, which has a total collective purchasing volume of £140m and specialises in negotiating competitive trading arrangements with local and national suppliers for its members. Pelican serves around 3,000 hospitality businesses including 2,000 schools and colleges.

Keith Palmer, Commercial Equipment Manager, says, “Sunrise were adamant that reliability of operation was essential and exemplary results were a priority for their residents.

“Meiko ticked all the boxes, plus we found the process of warewashing was enhanced by the GiO range of washing machines. To date performance of machine and experience of personnel has exceeded our expectations.”

Sunrise predominantly uses Meiko’s DV 80.2 GiO pass-through dishwasher with integrated reverse osmosis water treatment technology, and the machine is used to wash all crockery, cutlery and glassware items. Sorting solutions, tailored to each individual site also means that a highly space-efficient warewashing solution can be developed to ensure operator comfort and to maximise efficiency.

With a theoretical throughput of up to 60 racks per hour (1080 dinner plates), the DV 80.2 GiO will comfortably handle mixed loads of crockery, cutlery and glassware. Basket size is the industry standard 500mm x 500mm and the passing height of 440mm ensures the machine will also handle trays with ease. Three wash programmes offer 60, 90 and 210 second cycles to cope with light to heavy duty soiling. An automatic hood option is ideal for operators of less than average height and is activated at the press of a button, which allows for opening and closing of the hood and the operation of the wash programme sequence.

Unlike other reverse osmosis water treatment systems on the market, the Meiko GiO is contained within the machine footprint and needs no independent softener apparatus for pre-conditioning the incoming raw water and is therefore simpler to install and in the majority of instances, is a far more cost effective solution.
Best by far, for John Flynn

“Best value for money, reliability, a high end reputation, power and water savings are only a few reasons that Meiko is the commercial dishwashing company for John Flynn Hospital,” says George Stewart, Catering and Support Services Manager.

John Flynn Private Hospital is operated by Ramsay Health Care. Established in Sydney in 1964 the company has grown to become a global hospital group operating 151 hospitals and day surgery facilities across Australia, the United Kingdom, France, Indonesia and Malaysia.

John Flynn rates in the top five hospitals in Australia for overall hospital experience and medical team recommendation, according to a survey by Australia’s largest not-for-profit health insurer, HCF, in its July 2014 survey of the hospital experiences of more than 11,000 of its members.

A 326 bed, acute care hospital located at Tugun, at the southern end of Queensland’s Gold Coast, the campus lies in a hilltop position with sweeping ocean and rural views offering a peaceful environment conducive to good health and recovery.

“The dishwashing system here takes a hammering,” continues Stewart, “with 4000-5000 pieces of crockery, cutlery and trays washed daily, plus a workload generated from hospital functions.

“When I first arrived to work at John Flynn, three tenders were on my desk for a new dishwashing system and I have to say, Meiko’s was by far the best.

“I visited sites with systems from all three suppliers and two did not impress me at all; but Meiko’s installation including M-iQ dishwashers at Logan Hospital, Queensland – by then one year old – was spotless, like it had been installed the day before.

“The staff actually operating the machine gave me their true opinion; they liked it. There was also very little downtime, which is most important. Add to that the savings in energy and the fact that the system will pay for itself and – as I have been telling colleagues in other hospitals – you may pay a little extra at the start, but you get that back in the long term.”

WARD LEVEL MOVES TO MEIKO

“We have been using big M-iQ dishwashers and FV-model pot washers in the main kitchens and FV 40.2 under bench dishwashers at ward level for around 1-3 years; we have recently added GO reverse osmosis to the FV 40s to improve the finish.

Restaurant Syngenta: Saving time

Syngenta is a name with strong Swiss roots that is synonymous with improving agricultural productivity.

A global market leader, Syngenta operates in 90 countries. The company recently announced plans to invest some 200 million Swiss francs in its Basel HQ, stating that a key goal is to ensure that its employees’ working environment keeps pace with modern developments.

One target of this investment is Syngenta’s staff restaurant, the guest restaurant and Café Monticello. All three facilities are run by the SV Group. Some 1,100 meals a day are served from a kitchen run by restaurant manager Siegfried Späth and Meiko dishwashers also have to deal with the crockery from the guest restaurant, plus the ware from Café Monticello.

“The Meiko FV 250.2 pot washer is operated by a dedicated staff member who focuses on that one task,” says housekeeping manager Valérie Bartschat.

The FV2 250.2 is suitable for use with Thermolabel test strips to ensure maximum temperature control and features a basket size of 1310 x 700 mm, enough for three transport containers next to each other.

The machine can also be fitted with the optional Point2 AirConcept, Meiko’s innovative air management solution which provides exhaust heat recovery and, in most cases, removes the need for an overhead ventilation canopy.

Instead of being released into the room, the hot steam from rinsing is fed back into the machine as part of the heat recovery process. This tangibly

The FV 250.2 is suitable for use with Thermolabel test strips to ensure maximum temperature control.
of glassware, cutlery and crockery. Our policy now is to move our entire estate of ward level dishwashers to Meiko, as the mix of existing machines wears out.

“The automatic temperature control which ensures the machines will not wash until it has achieved the correct temperature is good for our HACCP food safety plan. On the M-iQ machines we run wireless temperature checks that download to computer 24/7. ‘By using Meiko, we have been saving over 2x what we use to in money, power and water. Our staff love the machines as they are easy to operate, clean and have great safety features.

“An example of Meiko’s excellent service includes changing the specification of a big dishwasher; rather than installing the standard two fans, Meiko changed this to a more powerful single fan, which saved crucial space for us at the drying end.

‘Hospitals can’t afford downtime and we have proved here that we have not had one incidence, absolutely nil over two years.

‘I would continue to recommend Meiko as I have been to other organisations. They have assisted our production and savings immensely whilst providing us with the best service.”

Exhaust heat recovery: In most cases, AirConcept removes the need for an overhead ventilation canopy.

It reduces emission rates and improves the indoor climate, making the wash-up area a far more pleasant environment. This additionally reduces the connected load of the machine by up to 13% and achieves significant energy and cost savings and also helps dishware to dry quicker.

INTELLIGENCE

Bartschat also praises the “intelligence” of the M-iQ flight type dishwashing machine and its technical specifications which make life easier for people working in the wash-up area while also saving time “thanks to features such as the magnetic cutlery sorting device.”

Bartschat is also impressed with how the machine immediately notifies the operator when a tray is positioned incorrectly on the belt: “We save time because the machine works proactively to support us!” Cutlery, trays and dishware move rapidly through the M-iQ, which is supplemented by the pot washer and two glasswashers including an Eco Star 530F and DV125.5 machine.

There’s a star shining over the Lago Hotel & Restaurant am See, in Ulm, Germany.

A Michelin star is the icing on the cake of a remarkable culinary experience and part of a strategy that is designed to deliver long-term success. The aim at Lago is to keep the restaurant financially healthy by implementing sustainability in all its myriad forms in regard to the company’s products, personnel and business management.

Diners can choose traditional dishes from the ‘Archive’ or enjoy the culinary delights of the ‘Expansionskurs’ set menu, which plays on the German words for expansion and digression to take customers on an awareness-enhancing meander through six courses focused on seasonal produce.

Every new creation comes with a change of crockery, “which guests find fascinating,” says culinary director Marian Schneider. Each set menu requires between 15 and 18 pieces of crockery in different designs, shapes and sizes and in a range of materials including porcelain and glass. Serving a dish on fine china dishware creates a symbiosis of taste and appearance – and getting both those things right is essential in a Michelin-starred restaurant.

This is the context in which Meiko dishwashing technology produces consistently sparkling results. Meiko’s innovative and resource-saving dishwashing machine handles not only the dishware from the prestigious restaurant, but also the entire selection of crockery and cutlery used by the LAGO Hotel & Restaurant am See in its hotel, conference and event areas. “Nowadays our water consumption is lower than it was when we had two machines!” says Schneider, praising the machine’s advantages which also include lower doses of detergent and a marked increase in efficiency.

The Reverend Dr John Flynn is best known as the founder of the world’s first flying medical services, The Australian Royal Flying Doctor Service. What is less well known is that Flynn established fifteen small bush hospitals, scattered all over the outback. The first official Flying Doctor flight left Cloncurry, in north-west Queensland, in March 1928 with a plane hired from a fledgling company called Qantas. In the first year, it treated two hundred and fifty-five patients suffering everything from typhoid fever to gunshot wounds.

Full of enthusiasm! Third from left, Marian Schneider and the Lago team. Guests are fascinated by the menu and the change of crockery with every course.
The World Food Court at London’s Westfield Stratford City seats 1,100! Situated in Westfield’s first floor gallery, it offers 14 separate restaurant experiences including Pho, Yo! Sushi, Tossed, Tortilla and Chicago Rib Shack, generating up to 16,000 covers per day at the busiest times.

At 1.9 million sq. ft, Westfield Stratford City claims the title of the leading retail, food and leisure destination in the UK. In 2012, it was Europe’s largest urban shopping centre, with over 300 retailers, anchored by John Lewis, Marks & Spencer and Waitrose. The World Food Court caterers rely on Meiko’s highly sustainable, hygienic and labour saving solution for their clean cutlery, crockery and glassware…and the system also removes the food waste!

A centralised warewashing system employs three Meiko M-iQ machines, which use 33% less energy, water and detergent while delivering a 30% improved cleaning performance compared to their predecessors.

To process the food waste, Meiko installed an integrated WasteStar vacuum food waste handling system, the first installation of this product in the UK.

WasteStar improves hygiene and cuts the labour involved in collecting and getting rid of food waste, converting it into a transportable slurry for eventual transformation into biogas or fertilizer.

COLLECTION
Used trays containing crockery, cutlery, glassware and waste are placed on cleaning trolleys and transported into the adjacent central wash-up area, where the trays are loaded onto a twin cord conveyor.

An M-iQ basket transport machine deals with glassware. This machine features reverse osmosis rinsing for sparkling, spot free results. Baskets are tailored to different internal configurations and colour coded to suit different glassware, to help Gallery restaurant staff easily find what they need for their outlet.

The middle wide-body M-iQ flight type dishwashing machine deals with the crockery. Cups are also handled here, again in special colour-coded baskets.

At the end of the line, the third machine deals with trays and cutlery, with cutlery lifted by a rotating magnetized belt and dropped directly onto a dedicated washing line.

Four WasteStar scrapping chutes are mounted on the tray conveyor at the stripping point of the middle wide-body flight machine. Any food waste remaining on the crockery or lemons from the glassware is scrapped into the chutes. The food waste is converted into a transportable slurry for eventual transformation into biogas or fertilizer.
**Oldenburg student services: cut electricity by 40%**

“We use far less water and detergent than we used to and we’ve cut our electricity consumption by some 40 percent. That’s what I call a sustainable solution.” Refectory Kitchen Manager, Clemens Scholtalbers

Oldenburg’s student services office is proud to have run a sustainable refectory and cafeteria operation for the last 30 years. The University of Oldenburg is young, founded in 1973 and the student services were the first in Germany to take up the sustainability challenge and adopt a pioneering role among student refectories with its use of organic, regional and seasonal produce. Its six refectories and four cafeterias serve up to 7,000 meals a day.

The main refectory alone is used by up to 4,000 students daily. Refectory kitchen manager Clemens Scholtalbers explains how producing a fresh menu is both challenging and routine at the same time. Boiling, frying and roasting takes place simultaneously and even extends into the serving period. That means that even latecomers get to enjoy freshly prepared meals and food waste is kept to a minimum thanks to the precisely judged timing of the food preparation process.

When the clock reaches 2 PM, the kitchen goes quiet, but the wash-up area is still going strong. It takes just 4.5 hours for the dirty crockery and cutlery from the refectory – plus all the standard containers from the kitchen – to be washed in a hygienic and energy-efficient process in the high performance M-iQ warewashing machine from Meiko.

“We couldn’t be more satisfied with our M-iQ,” says Scholtalbers, noting its advantages over previous pieces of equipment. “Ten years ago I would never have believed that there would be a dishwasher that could tackle the washware from 4,000 meals in such a short space of time. You also have to remember that when we make investments nowadays we focus heavily on optimizing energy use and saving resources and the Meiko machine ticks all the boxes.”

Restaurant staff are able to easily identify the right crockery for their outlet.

Waste storage tank at basement level, 400 metres from the wash area.

macerated to a fine slurry and transported via sealed pipework to a remote holding tank, located in the basement to the rear of the building, over 400 metres away.

**SOUNDS SIMPLE ENOUGH...**

“This is far too large an operation to have staff wheeling black bags or wheelie bins full of food waste. The WasteStar system was designed to act as an aid to the dishwashing operation, to ease the clearing of food waste from the Gallery and to minimise the movement of staff,” explained Gareth Newing, who was the Westfield Project Manager responsible for overseeing the infrastructure development.

“The system is easy for the staff to use and leaves the dishwash area easy to keep clean and free of the smells associated with food waste. The storage tank itself holds around 17,000 litres; it is emptied every five weeks, with the food waste slurry converted into biogas. Westfield has a pro-active policy of being green and environmentally friendly and I would undoubtedly use the same system again.”

Pictured, Doris Senf, Head of purchasing at Studentenwerk Oldenburg... investments optimize energy use and save resources.

Clemens Scholtalbers: Boiling, frying and roasting takes place simultaneously and even extends into the serving period, which means that even latecomers get to enjoy freshly prepared meals.
Meiko launches the ‘GREEN EYE’

Meiko has created a new Superhero... our GreenEye is a simple but hugely effective innovation and an example of how Meiko thinks 'out of the box' to help foodservice operators get the most from their Meiko equipment. GreenEye technology is a new concept that harnesses teamwork between people and machines, ensuring our large dishwashers work to their most efficient capacity.

The GreenEye is a lighting system on the front of the dishwasher which indicates to the operator where to load the dirty plates and bowls to improve capacity utilisation and save resources.

The machine is able to detect gaps on the conveyor belt between dishware or between baskets, so that it only activates the rinse function for specific sections of the belt.

Furthermore, the M-iQ stores GreenEye data and, with the help of the smart control module CC Insight, managers can track how efficiently the machine works.

The GreenEye is communicative technology that helps create synergies between operators and their machines – and to reduce resource consumption to a minimum.

The display draws the user’s attention to any deviations or discrepancies. That gives the machine operators all the information they need to plan the best time to begin each wash cycle. No other system on the market offers such consistent and reliable operation.

“GreenEye is communicative technology that helps create synergies between operators and their machines – and to reduce resource consumption to a minimum.”

“The display draws the user’s attention to any deviations or discrepancies. That gives the machine operators all the information they need to plan the best time to begin each wash cycle. No other system on the market offers such consistent and reliable operation.”

Meiko’s ‘Beauty of Cleaning’ campaign for the new M-iClean generation of dishwashers has been honoured in the “Industrial Goods/B2B” category of the 2014 Year of Advertising (Jahr der Werbung) awards, previously known as the Advertising Yearbook – the most highly prized awards programme for German-language advertisers.

Jan Adolph, Creative Director at Meiko, explains how the campaign evolved: “We took our cue from the fountain which has been anchored in the Meiko logo since 1927 as a source of purity and clarity and built that into a globally relevant Meiko brand strategy. The new brand environment focuses on the fountain as a social hub and as a symbol of Meiko’s clean solutions.”

AWARDS: Meiko “beauty” advertising and communication rated as outstanding

Who said teamwork between people and machines allows us to tap into huge innovation potential for the future. And M-iQ GreenEye technology is just the start.”

It would seem that the future of clean and economical dishwashing has only just begun.

Catering STAR AWARD

LPV Media GmbH recently ran the fourth edition of its Catering Star awards by conducting a survey of 1,000 catering managers and purchasers from business, care home, motorway service station, exhibition and event catering and ranking the results.

In the dishwashing technology and hygiene category, the Offenburg, Germany-based warewasher manufacturer Meiko was awarded a silver Catering Star 2014 for its M-iQ GreenEye technology.

Said Meiko Managing Director Dr.-Ing. Stefan Scheiringer. “We understand that there is tremendous pressure on costs. Our GreenFilter already offers a 10 percent saving on the use of fresh water, and the M-iQ GreenEye feature now enables customers to cut the cost of fresh water and detergent by up to an additional 50 percent.”

INVEST NOW?

Save on operating costs. Become more sustainable. Improve efficiency.

Ask us for more details now.

Worldwide leader, local support: Visit www.meiko.de to find our sales partners around the world.