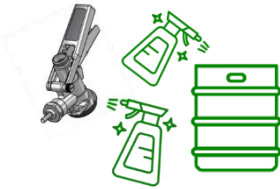


# Draught Beer / Cider Hygiene Recommendations

## Draught Equipment Care



Clean nozzle, column, tap and handle morning and evening



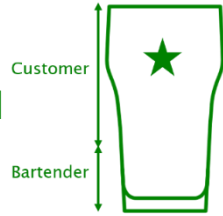
Clean dispense head and keg neck at every keg change

## Pouring



Ensure clean hands

Handle the bottom third of the glass only



Do not place the nozzle into the glass when pouring

## Collecting



Do not stack glasses

Do not collect from the top of the glass



Use a tray or a basket

## Washing

Proper cleaning is possible with both machine and handwashing

Washing

Rinsing

Drying

- Ensure glasses are empty of liquid, debris and are free of fat deposits or lipstick before washing



- Correct chemicals & dosing
- Machine set to right temperatures (consult machine instructions –60 centigrade)
- Renovate glasses regularly
- Remove glasses with clean hands
- Ensure machine cleaning and maintenance



- Correct chemicals, dosing, refilling
- Wash in dedicated washing sink
- If using brush ensure used thoroughly and correctly
- Rinse in separate sink
- Brush must be cleaned daily with correct chemicals

- Air dry glasses inverted on matting or glass racks. Cover glasses if needed
- Do not stack glasses
- Store glasses away from the bar front
- Machine washing is recommended as it is more fool proof

# Tips To Clean Glassware Before Reopening



Recent consumer research shows that 61%\* say that having a clean glass will have the greatest impact on returning to the pub. In this video Finbarr McCarthy, Heineken Ireland's Draught Beer Technical & Quality Manager, brings you through tips to ensure your glasses are clean and ready to serve perfect quality pints when you reopen.

Check your washing machine's filters and spray bar.

Once washed, allow your glasses to air dry.

Check glasses are clean and undamaged.

Check your stock of glasswashing agent & rinse aid.

Clean down all counter top and glass shelf areas with warm soapy water & disinfectant spray.

Restack your glass shelves using clean mats.

Run your machine empty 3-4 times using Renovate.

Start an organized Renovation of all your glassware.\*



\*See below document for a detailed guideline to renovation of all your glassware using the correct renovation powder and process to suit your machine type.

If you have any questions or suggestions please contact your Heineken Ireland Representative, leave a comment on our feedback form, or call our Customer Service Team on 1850 51 44 55.

*\*Source MCCP Covid -19 Customer research 22nd June 2020*



# Renovate®



## Glass Refurbishment Powder

- To know when to Renovate drinking glasses select a random sample of glassware weekly (about 10 glasses).
- Carry out the WATER BREAK TEST as shown below, if two or more glasses are contaminated (20% plus film), consider renovating using Renovate®



1 Fill with cold water



2 Invert the glass over a sink



3 Dry the outside of the glass



4 Spot and dots, evidence of poor washing



5 Continuous film means your glass is clean

## How to Renovate® your Drinking glasses ...

Flat Pint?



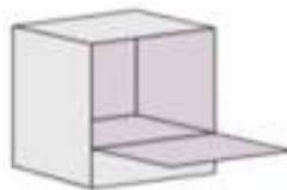
An unhappy Customer

Why?

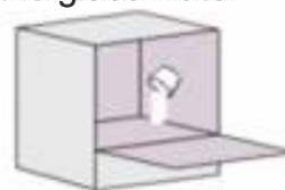


The glass fails the 'water break' test - it has a non-rinse film

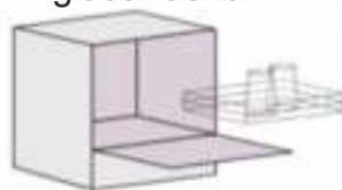
The glass needs renovating!



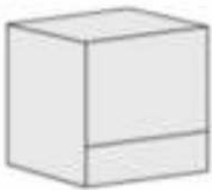
Put three scoops of Renovate into the glass water



Put the glasses into the glasswasher



Run machine for two cycles

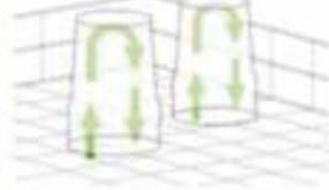


After every 4 basket sets  
dose in 1 scoop of Renovate

Rinse glasses thoroughly with fresh clean water



Store in basket sets, or allow to dry on matted shelving



Restored glass free from film & stain



A perfect Pint!



A happy Customer

# GLASSWASH MACHINE GENERAL CLEANING INSTRUCTIONS\*\*

## Daily tasks

- Clean filters, (top main square filter if fitted, and tank filter).
- Clean wash jets (large jets) located on top and bottom wash arms or bars.
- Ensure wash tank is free from pips, cloves, bits of glass etc. and clean.
- Ensure wash bar rotates freely, if not, remove and clean under centre bearing.
- Ensure Detergent/**Protobrite Ultra** and Rinse Aid/**Krystal Klear Ultra** (if used) is available.
- Pre treat glasses with **Quash** lipstick/soil remover prior to washing

## Weekly tasks

*(or after an occasional session when machine is not in daily use)*

- Ensure rinse bars rotate freely.
- Clean rinse jets on top and bottom bars (small jets), if necessary.
- Clean machine by adding one scoop of **Renovate** to wash water, and operate machine through four wash cycles, drain.
- Wipe tank clean and brush clean door recesses.
- Check levels of detergent and rinse aid.

## Monthly Glassware refurbishment

- **Renovate\*** glasses by adding three scoops of **Renovate** powder to the wash water.
- Insert a basket of glasses and complete two wash cycles.
- Remove basket and rinse glasses thoroughly without any delay.
- Top up with one scoop after every four baskets washed.

\* This procedure removes film or stain from glasses ensuring good head retention, and also restores gas break-out in lager glasses by removing film from the bottom etching.

If your water is hard/limey use **Profos** de-scaler weekly to remove limescale from the wash tank and wash system.

\*\* In addition comply with particular machine manufacturers maintenance and cleaning instructions.

