



# **Spoonshine Glass Polisher Presentation & Manual**

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## About Us

We have been providing glass polishing equipment for the catering industry since 2004. By partnering with a Taiwanese manufacturer we supply what we feel is the best glass polishing solution in the marketplace.

Using a combination of warm air and specially manufactured brushes our glass polishers are designed to not only speed up your polishing process but also improve results and most importantly, save you money!

Our five-brush solution is capable of polishing up to 400 glasses per hour, with two brush sizes designed to cater for all types of glassware. Standard brushes for wine glasses, pint sleeves and tumblers and a specialist brush for champagne flutes.

We back this up with our dedicated team of specialist engineers, trained to provide fast and full service support for all of our customers. Our team always carry all spares required to provide service and we guarantee a first-time fix or a replacement machine.

We are lucky enough to be based in a beautiful part of South Devon, however we work nationwide and look after customers quite literally from Lands' End to John o' Groats!

So, whether you rent a glass polisher or purchase you can be confident that we will not only provide the highest quality polishing solution but a level of service and after sales care that cannot be rivalled.

# Glass Polisher Presentation & Operating Procedures Recap

## Before Use

- Ensure that the brushes are clean and dry
- Place the brushes securely over the spindles and lock into place
- Turn the glass polisher on using the on/off switch located on the top of the machine, slightly to the right of the hot air vent
- Allow the unit to run for 20-30 minutes before use so that it can reach its operating temperature

## Achieving the Best Results

- The key to achieving the best results from your glass polisher is getting your glassware washing processes right – a glass polisher cannot polish dry or soiled glasses
- Glass polishers can also not perform when rinse aid is present in the washing process, so ensure that this has been disconnected from your glasswasher before processing glass ware
- In an ideal world glasses should be polished immediately after a wash cycle, before the glass has been allowed to dry. However, this is sometimes not possible during busy services, so we suggest holding glasses over a bowl of steaming water for a few seconds before polishing to ensure the best results

## Polishing Instructions

- Take one glass at a time, gently placing the glass over the brushes as they rotate
  - Standard glasses can be placed over each brush in turn to ensure that every surface of the glass makes contact inside and out with a brush
  - Champagne flutes and thinner glasses can only be polished internally by the central, specifically designed brush. The external surfaces can be polished by the outer standard brushes
  - The stems of wine glasses, gin bowls and champagne flutes can be polished between two brushes
- Once the glass has been polished repeat the process until all of your glassware has been processed

## **After Use**

- Once your final load of glass ware has been processed it is very important that the glass polisher is allowed to run for a further 20-30 minutes
  - During use the brushes absorb moisture, this additional running time allows the brushes to dry out and recover

## Brush Care

In order to continue achieving the best results from your glass polisher it will be necessary to wash the brushes from time to time. You can do this in one of two ways:

- By hand – use warm water and either washing up liquid or a non-bio washing powder. Gently scrub the brushes by hand to remove any residue or soil accumulated during the polishing process. Thoroughly rinse the brushes ensuring that all detergent has been completely removed. Allow the brushes to drip dry until they are damp to touch, they can then be placed on the polisher to finish drying
- Washing machine – place the brushes into a pillowcase or something similar and seal, this helps to protect the brushes during the wash cycle. Wash the brushes using a non-bio washing powder on a hand wash cycle set at 40°C or less, reduce the spin RPM to its minimum. Once the cycle has finished allow the brushes to drip dry until they are damp to touch, they can then be placed on the polisher to finish drying
- Due to the nature of the polishing process, it is not uncommon for the brushes to discolour slightly over time, as long as the brushes are clean this will not affect their performance

# Operating Instructions – Quick Start Guide

## Operating Instructions

- Ensure that the brushes are clean and dry and locked onto the spindles
- Turn the glass polisher on using the on/off switch located on the top of the machine, slightly to the right of the hot air vent
- Allow the unit to run for 20-30 minutes before use so that it can reach its operating temperature
- Take one glass at a time, gently placing the glass over the brushes as they rotate
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- Once your final load of glass ware has been processed allow the glass polisher to run for a further 20-30 minutes to allow the brushes to recover

**\*We suggest keeping a copy of these instructions next to the glass polisher for reference**

# Troubleshooting

Our glass polishers very seldom present issues however like all mechanical equipment in time they can require a little TLC to ensure that they are operating at their best.

Below are a few pointers to help maintain the high quality results that our polishers achieve.

Our dedicated team of support staff are also on hand to provide further technical advice and support – feel free to give them a call on 01626 833 120

Symptom	Cause(s)	Solution
Water marks on glasses	Glasses allowed to dry fully after washing. Water softener in glasswasher not functioning	Polish glasses as soon as wash cycle has completed, whilst still wet. Refresh glasses over a bowl of steaming water before polishing. Check that the water softener in the glasswasher has salt and is working correctly
Smears on glasses after polishing	Rinse aid present in glasswasher. Contamination on brushes	Disconnect rinse aid from glasswasher, drain down and refill with fresh water. Wash brushes before next use in both cases
Reduction in results after all of the above have been ruled out	Brushes have reached the end of their useable life	Contact us to order replacement brushes

# Supply Options for Glass Polishers – Rental, Purchase or Rent to Buy

## Option 1: Rental

For a fixed weekly price you can rent a glass polisher from us, there are no hidden or additional costs, just benefits!

### What is included?

- Installation & set up
- Initial & ongoing staff training
- Rapid response to trouble calls – first time fix or replacement machine
- One replacement set of brushes per year
  - Additional sets of brushes are chargeable
- Parts & labour
- Full telephone support

### What are the benefits?

- Fixed, weekly cost, no hidden extras
- Tax efficient monthly payments
- Full support
- Easy machine upgrade if & when required

## Option 2: Purchase

All our glass polishers are supplied with a comprehensive warranty.

### What is included?

- Installation & set up
- Initial staff training
- One set of polishing brushes
- 12 Month, return to base, parts & labour warranty

### What are the benefits?

- Adds to your asset base
- No further monthly cost
- Comprehensive warranty

- Rapid response to trouble calls
- Easy payment terms

### **Option 3: Rent to Buy**

The best of both worlds! Rent a glass polisher, with the afore mentioned benefits, for as long as you like. However, if you decide to purchase a unit we will discount the price by up to the value of six months rent!

#### **What are the benefits?**

- It costs no more to purchase a polisher today, than it will in six months
- Spread the cost of purchase
- Benefit from an 18 month warranty
- Fully integrate your glass polisher before financially committing
- Regular and ad hoc service available

# Polishing Brushes

**We have gone to great lengths to source what we feel are the best quality polishing brushes in the marketplace.**

We recommend that polishing brushes are replaced annually depending on how many glasses are being processed.

- 1 x Full Set of Polishing Brushes @ £190.00
  - 4 x Standard brushes
  - 1 x Champagne flute
- 1 x Champagne Flute Brush @ £45.00
- 1 x Carriage @ £19.95
- Prices are exclusive of VAT
- Prices are subject to change without notice due to fluctuating market conditions

# Frequently Asked Questions

## **How soon will it pay for itself?**

Depending on your usage, average payback can be achieved in as little as 25 weeks.

## **What is included?**

Everything! Each and every glass polisher we supply comes as standard with:

- 1 x Full set of polishing brushes
- Full staff training
- 12 Month, return to base parts and labour warranty

## **What service level can I expect?**

Rapid response to trouble calls – first time fix or replacement unit

## **What is the life of the polisher brushes?**

This is dependent on the volume of throughput, but we suggest up to one year.

## **How extensive is the warranty?**

Everything is covered except replacement brushes!

## **After warranty care?**

You will receive the same level of care as during your warranty, call out costs are the lowest in the industry.

## **How long will my machine last?**

With proper maintenance your glass polisher should last at least 10 years.

## **Who are your customers?**

Who aren't our customers! We look after major pub groups and chains, independent hotels, restaurants and pubs, major tourist attractions, holiday parks, global hotel chains, fish and chip shops, schools, hospitals, Californian vineyards, British vineyards for that matter! Just about anybody that has a requirement for polished glass, and who cares about the presentation of their table.

**Will it work for me?**

Yes, is the short answer! All that you need to do is follow the instructions given during training and you will get perfect results, every time.

**Where should I locate my polisher?**

Ideally as close to the glasswasher or wash up area as possible, but if that's not an option we can work around it. As long as your glasses are clean and wet, the polisher will deliver dry and polished glasses.

**Is the equipment energy efficient and environmentally friendly?**

Yes, once your glass polisher has reached its operating temperature, the power draw is minimal. Typical use equates to about 50p per day in electricity, using a polisher also reduces the use of consumables such as paper towels and laundry costs.

# Glass Polisher Training Record

(Client Copy)

- Glass polisher turned on 20-30 minutes prior use & allowed to reach operating temperature
- Glasses must be clean, warm & wet when processed on the glass polisher
- Polishing instructions
  - Standard glasses – all brushes
  - Champagne flutes – central brush
- End of use procedure – glass polisher is allowed to run for 20-30 minutes after use to allow brushes to dry out/recover
- Daily cleaning of machine
- Brush care – washing processes
- Report any issues immediately to Spoonshine
  - 01626 833 120

Signed.....

Print.....

Title.....

FSE.....

Site Name.....

Date .....

# Glass Polisher Training Record

(Spoonshine Copy)

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