



LIFE IS BETTER FILTERED

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BEAT

THE

BREAKDOWN

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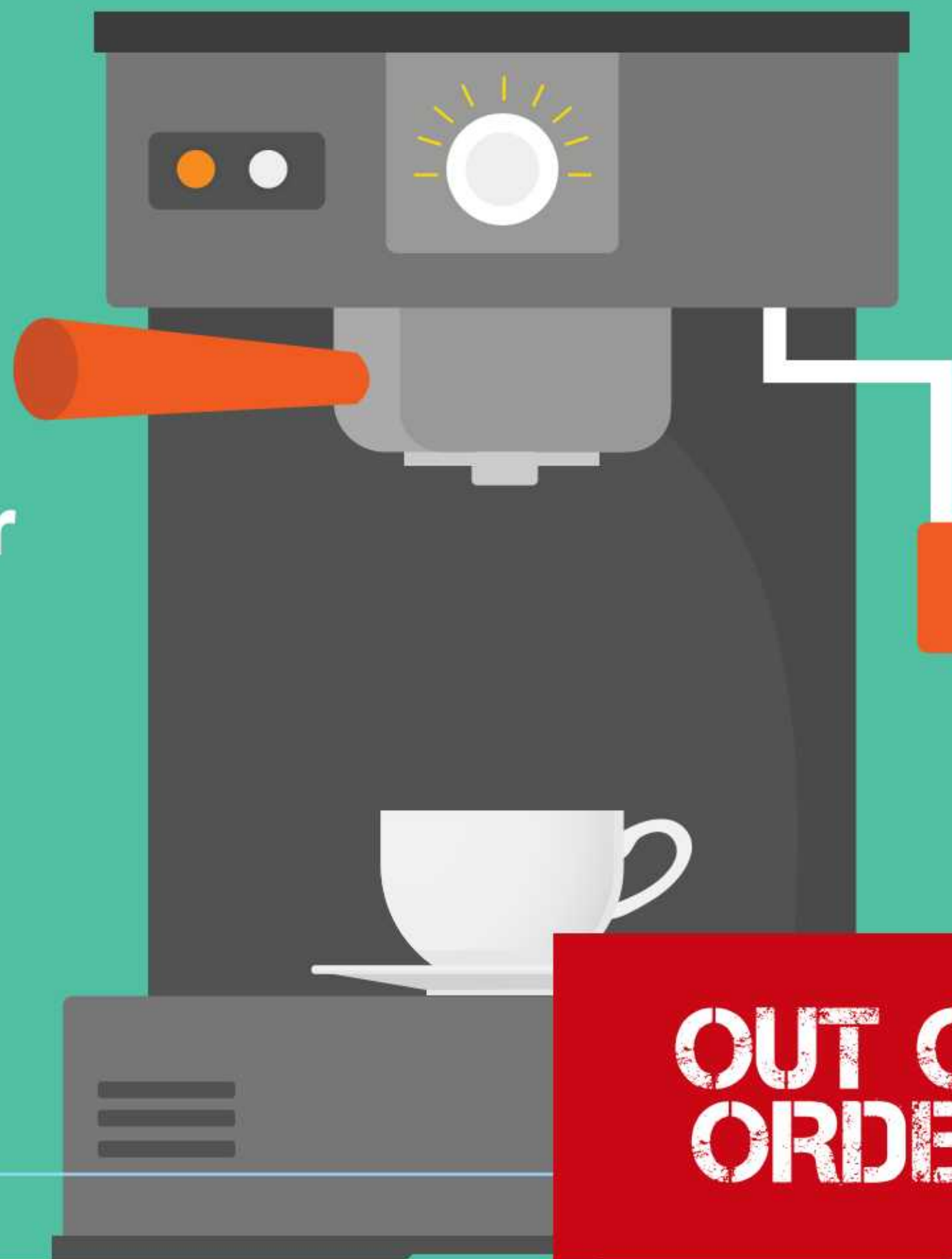
YOUR GUIDE TO MAINTAINING HEALTHY
EQUIPMENT THROUGH CHALLENGING TIMES

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A fifth of both professional kitchens and hot beverage outlets have decreased their equipment services and maintenance budget since lockdown



What a year 2020 has been.

4 out of 5 professional kitchen workers and hot beverages staff feel more stressed at work than they did before the pandemic.

It's no surprise. The truth is many elements are still hanging in the balance, from job security, financial stability, and even spending time with our loved ones.

CLOSED

The industry certainly has a lot on its plate. In this emotionally and economically challenging environment, now is the time when operators will be relying on their equipment the most.

With equipment servicing and maintenance budgets decreasing, unreliable machinery poses a real threat to the efficiency of operations down the line, potentially giving businesses no choice but to invest in costly repairs or replacing equipment entirely. In a time where budgets are tighter

than ever and operational down-time is simply unfeasible, preventative maintenance couldn't be more important.

By conducting research* amongst professional kitchen and hot beverage workers, BRITA Professional has identified key challenges presented by the pandemic and drilled down into how this is impacting the industry's equipment and finances.

This toolkit has been designed to offer insight and advice to help the industry navigate these challenges, helping teams, and their essential equipment, stay resilient in the months ahead.

Day-to-day protocols have made a dramatic step-change in a very short space of time:



*Buffer capacity (otherwise known as alkalinity) has a strong influence on the development of the tea's flavour

Almost 30% of professional kitchen staff believe their stress comes from the financial implications of the pandemic.

Hospitality businesses have recently faced some of their biggest challenges. With temporary closures during lockdown, businesses operating with reduced capacity in the months thereafter, not to mention the time and financial investment in making sure environments are 'COVID-19-safe'.

There are no two ways about it, costs are a deal breaker when it comes to business' survival right now.

AN INDUSTRY ADAPTING TO CHANGE

However necessary cutting costs is for preserving business health, it's clear that compromising on equipment maintenance and servicing is playing on workers' minds.

**EQUIPMENT:
LET'S
TAKE THE
PRESSURE
OFF**



1/5

OF HOT BEVERAGE STAFF
SAY BROKEN EQUIPMENT
WOULD CAUSE STRESS IN
THE WORKPLACE

50%

OF PROFESSIONAL KITCHEN STAFF
SAY REPLACING EQUIPMENT
WOULD BE A
SIGNIFICANT
COST TO THE
BUSINESS



40%

OF HOT BEVERAGES WORKERS SAY
BROKEN EQUIPMENT WOULD
IMPACT BUSINESS' PROFITS

LOOKING AFTER OUR EQUIPMENT: FIX-UP FIRST

We know efficient coffee machines, warewashers and combi ovens are the lifeblood of any foodservice or hot beverage operation. However, the reality is that without the right preventative measures in place, the lifespan of this equipment is on borrowed time.

BEAT THE BREAKDOWN



If their equipment wasn't fixable, **65% say they'd buy brand new** and in the current climate, this simply may not be financially viable.

With significant costs associated with fixing or buying new equipment, it's not surprising that **30% of professional kitchen and beverage staff** are more cautious when it comes to handling their equipment since the pandemic.

THIS IS WHERE THE CONCEPT, 'BEAT THE BREAKDOWN' REALLY COMES INTO ITS OWN...

Introducing Chantelle Nicholson, the multi-award-winning chef owner at Tredwells and All's Well. She is a member of the London Waste and Recycling Board and passionate about maintaining and reusing equipment to help the industry move towards a circular economy.

“Times are tougher than they have ever been in the hospitality industry. Now's the time to refocus and find more efficient ways of doing things. When it comes to equipment, preventing breakdowns is always better than finding a quick fix when something goes wrong.”



**PREVENTION
IS ALWAYS
BETTER THAN
CURE**

Here are Chantelle's tips for keeping equipment in top condition and eliminating waste...

Feed the circular economy

Maintaining and repairing equipment plays a crucial role in a circular economy, helping to reduce waste and support continual use of resources. Unfortunately, when time is of the essence, a quick fix can lead to purchasing something new. However, this just creates unnecessary waste in the long run. To help, investing in training on preventative maintenance, or asking your suppliers to support in this area, can go a long way. Enhanced knowledge will help teams to understand how best to look after their equipment, or spot signs of deterioration before it's too late. Overall, this approach is better for the environment and your finances – win-win!

Waste less, reuse more

Next time you invest in a new piece of equipment, ensure

you're protecting it against damage with the correct preventative maintenance measures from the start, rather than waiting until it breaks down or isn't running at its optimum. Or, if there's a problem with your equipment, before you head to your usual supplier, ask yourself if it can be repaired, or repurposed second-hand.

Keep on top of preventative maintenance

It is important to carry out preventative measures, such as descaling, deep cleaning and changing water filters on time, to help improve the performance and lifespan of equipment. I'd recommend using a filter on equipment that utilises water – I've seen the effects of this firsthand, as limescale can have an adverse effect on the performance of equipment if left to build up. The overall usage, multi-functions, self-cleaning and humidity levels of a combi oven can be negatively affected if not maintained correctly.



STAYING RESILIENT IN THE MONTHS AHEAD

BEAT THE BREAKDOWN

4 out of 5 professional kitchen and hot beverage workers say their behaviours have changed in the workplace since the COVID-19 pandemic. In fact, 81% have altered their equipment cleaning and inspection regime post-lockdown. The top reasons for this are:

70%

Of hot beverage staff want to check their equipment is working correctly and will last longer

69%

Of hot beverage workers clean their equipment more regularly to comply with hygiene and infection control guidelines

30%

Of kitchen workers are more cautious of costs and are looking to mend and maintain equipment where possible, rather than replacing it

On equipment that uses water, did you know one of the **biggest causes of premature breakdowns is the build-up of limescale?**

MAINTAINING EQUIPMENT FOR A HEALTHY FUTURE

Chris Fay, Business Account Manager at BRITA Professional, gives the lowdown on how eliminating limescale can help equipment live a long and healthy life.

- **Banish limescale for good:** On combi ovens and warewashers, limescale build-up is responsible for faults as well as greater energy consumption. The same can be said for coffee machines. Not only does untreated water affect the taste and appearance of the hot drink itself, it can also be damaging to the equipment.
- **Boost efficiency:** Limited efficiency, caused by limescale, can cause a huge drain on profit margins over time.
- **Prevent costly equipment breakdowns:** With businesses wanting equipment to last longer, hospitality workers should be investing in preventative maintenance to prolong the life of their equipment, as it works as a more cost-effective approach in the long run.
- **Ensure a smooth service:** Using the right water filter and exchanging it on time removes unwanted particles, metals, minerals and chlorine from the water supply. This helps to keep equipment in peak condition, ensuring a smooth service and facilitates significant time and money savings.

WANT TO ENSURE YOUR EQUIPMENT STANDS THE TEST OF TIME?

If your hospitality business relies on equipment that uses water, avoid limescale build-up, inefficiency, or costly breakdowns with the correct water filter.

We're here to help...

We have a specialist team who can advise on the correct filter to use on your equipment, depending on the specific characteristics of the water in your area.

Our service and engineer teams can monitor your water usage and carry out essential filter exchanges so that you can rely on your equipment to have a longer life span and deliver a smooth service when you need it most.

More information on BRITA Managed Services can be found [here](#).

If you have reopened your hospitality workplace, or are looking to in the near future, and are interested in receiving support on maintaining your equipment, contact our team via brita.co.uk/professional or call 0844 742 4940



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