



glasswashing

and its effect on
beer quality
and presentation

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Crystaltech's position in the Industry

- The only Independent Nationwide Specialist Glasswashing Service Company
- 37 years in the industry
- We do not sell glasswashers & equipment
- We do not sell chemicals
- Working for most of the major M/c manufacturers
- Unbiased opinion on products



introduction

- A glasswasher will only *maintain* a good finish on a glass
- If the glass is heavily soiled it may not get it clean
- A dirty glass will affect product presentation, taste and customer satisfaction



what is not acceptable to the customer & quality

- Dirty or unhygienic glasses
- Flat Beer / poor head retention
- Spots & streaks left on glasses
- Etching or permanent damage (the customer will perceive this as a dirty glass)



dirty glasses

- Mostly originates from Real Ales / Red Wines
- The glasswasher is a very effective means of transferring the contamination to all glasses on the site
- Customer complaints will normally target the **short's, wine & soft drink** glasses



how to recognise a dirty glass

- Wipe the inside of the glass with a moist **white serviette**
- An upside down glass will show the outer ring as a brown halo and the 'Headkeeper' Logo will also be brown
- Bubbles will stick to the inside of a dirty glass



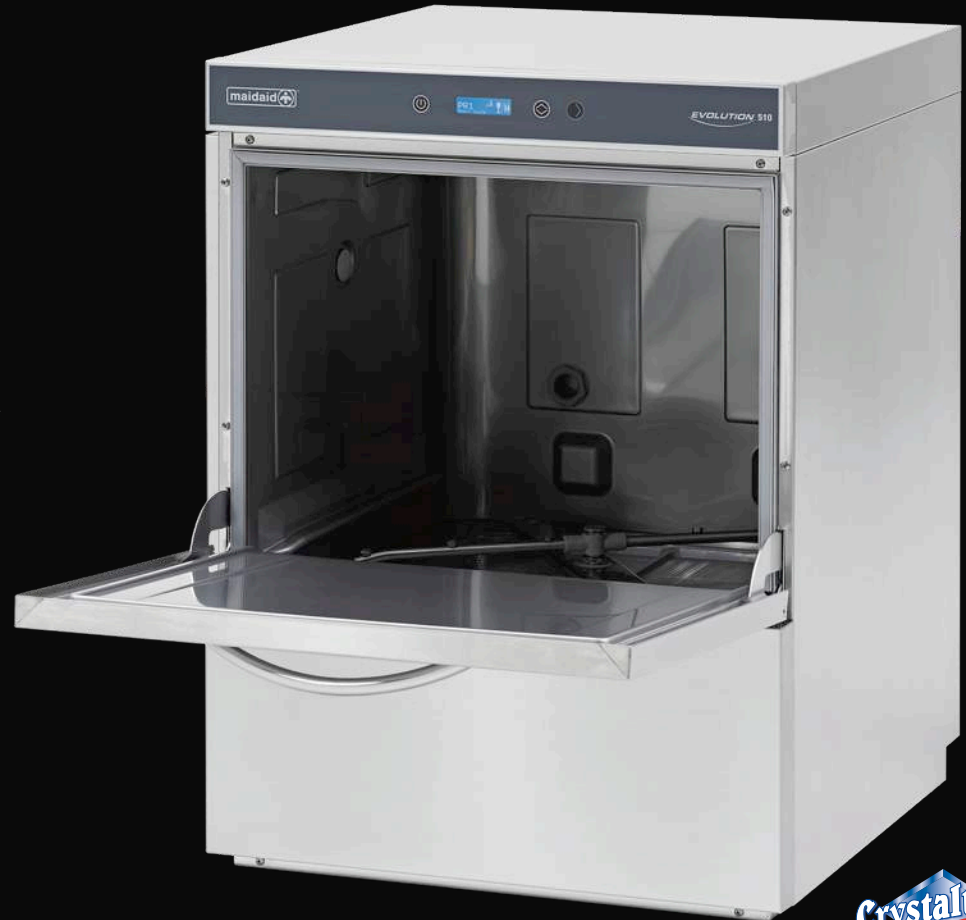
contaminated glasswasher

- Look for **beige** or a **black film** around the door hinge. This will indicate that Wild Yeast is growing in the machine
- A pink growth is usually formed from algae in the water

CAUTION

cures for a contaminated glasswasher

- Leave the door open overnight
- RENOVATE contaminated
and all new glasses



flat beer / poor head retention

There are two main common types of problem

1. The Head is “Killed” by residual contamination left on the glass
2. The Head is not regenerated by rising gases which form on the glass



cures for flat beer / poor head retention

- Use a reputable good quality ***Glasswashing*** Rinseaid
- Ensure that the rinse water pressure is adequate
- In persistent cases it may be necessary to use “Headkeeper” glasses



spots & streaks / not drying

Raindrop on the windowpane effect

- Oil film or protein on the glass.
Can be caused by drying with
a tea towel

**DO NOT
DRY WITH A
TEA TOWEL**



cloudy glasses

- This can be recognised as a whitish cloud on the glass that is easily removable
- This problem is usually caused by Salts and Minerals in the final rinse water
- Whilst it does not affect Beer quality a customer would perceive it to be a dirty glass

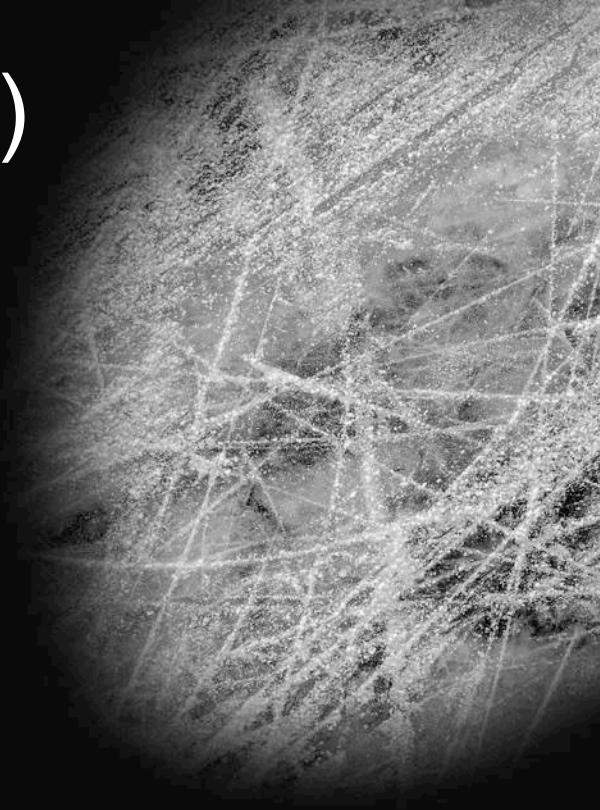
cure for cloudy glasses

- **Brita Demineralising Filters**
(2 x £600)
- **Reverse Osmosis**
(approx £1100)



etching (permanent damage)

- Etching is permanent and unreparable damage to the glass
- Recognised by a white frosty pattern
- Accelerated by high Caustic chemicals and high washing temperatures



cures for etching

- Remove glasses as soon as possible from the glasswasher
- Do not use cheap high Caustic detergents, whilst they initially give good results they then destroy the glass
- Check which make and type of glass is etching. It is usually only one **make & type**





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*Thanks
for your time*