The Grand Hyatt Seoul is a luxury 5-star hotel in every sense, including the location.

Situated in the Yongsan district at the heart of South Korea’s capital, the hotel is set on Mount Namsan amid 18 acres of waterfalls and landscaped gardens.

Featuring 601 rooms and suites, some 38 are ‘Hypo-Allergenic Pure Rooms’ designed to offer a comfortable night’s sleep to allergy sufferers. A variety of cuisines ranging from European to Japanese are offered in the hotel’s 10 restaurants and bars.

Foodservice is managed by Executive Chef Stefan Moerth, who oversaw the recent installation of a new M-iQ dishwasher (M-iQ B-M74 V8 N02 P8) replacing one supplied from another manufacturer.

“We are very happy with the new Meiko machine!” says Moerth.

“The benefits are to be found in energy and water savings of about 30%, these are important factors for us in terms of sustainability when we choose Meiko.”

<table>
<thead>
<tr>
<th>Savings (measured over 12 hours use daily, for 365 days, 2014 prices)</th>
<th>Heating (0.10 EUR/kg steam):</th>
<th>14,804 EUR savings per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rinse Aid (3.00 EUR/kg):</td>
<td>854 EUR savings per year</td>
<td></td>
</tr>
<tr>
<td>Detergent (3.00 EUR/kg):</td>
<td>13,678 EUR savings per year</td>
<td></td>
</tr>
<tr>
<td>Water (5.00 EUR/1000):</td>
<td>4,774 EUR savings per year</td>
<td></td>
</tr>
<tr>
<td>Drying (0.15 EUR/kw):</td>
<td>4,336 EUR savings per year</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL saving in 1 year:</strong> 38,446 EUR</td>
<td></td>
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</tr>
</tbody>
</table>

Exhaust air volume was also noted at 1,620CMH on the old machine, compared to the M-iQs 150CMH, ensuring that minimal extra ventilation was required for the MiQ, creating further savings on a duct system, fan and consequent running costs.

Meiko’s new generation large dishwashing systems bring major savings for large IKEA stores.

“Sustainability is in our business plan and is one of our cornerstones,” said Gary Chng, Deputy Regional Manager, IKEA Food, Ikano Retail Asia, regarding Meiko’s new M-iQ machines at IKEA Tampines & IKEA Alexandra – Singapore.

“We compared Meiko’s M-iQ with machines from two other (German) manufacturers and found that Meiko is more suitable for a high volume business like ours.

“The benefits are to be found in energy and water savings of about 30%, these are important factors for us in terms of sustainability when we choose Meiko.”

“On the Meiko machine, spare parts are made from metal (impeller). Not many times we need A/S.”
Absolutely nil downtime for John Flynn Hospital

John Flynn Private Hospital is operated by Ramsay Health Care and 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 PV-model pot washers in the main kitchens and PV40.2 under bench dishwashers at ward level for around 1-3 years; we have recently added GiO reverse osmosis to the PV.40s to improve the finish 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 wear 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 not had one incidence, absolutely nil over two years.”

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“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.

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Cooled warewash area
Medanta – The Medicity

Spread across 43 acres, Medanta is one of India’s largest specialty hospitals located in Gurgaon, 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 1250 beds and over 350 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-M54 V6 PI.

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 this point we have not investigated/calculated how much energy the machine is saving in terms of energy, 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 recycling features releases minimal moisture and heat into the dishwashing area, which helps to keep the area cool and generates no extra load to building HVAC system.

The M-iQ features a superb air management system and process-oriented heat recovery module which eliminate the need for a direct exhaust air connection. As well as ensuring optimum energy efficiency, Meiko’s M-iQ machines also include a one-of-a-kind filter system which enables the machine to clean itself. The pumped rinse system only needs to be filled once to completely remove all the dirt from the machine.

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 reused 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 sanitisation using a cold water supply.

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

GiO 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.

GiO technology provides sparkling clean ‘hand polished’ results, especially on cutlery and glassware. It also reduces consumption of chemicals such as rinse aid and detergent, helping to improve the carbon footprint and green credentials of the kitchen.

No additional ducting or exhaust infrastructure were required for the installation at Medanta.
MEIKO'S M-iQ was specified for the hospital by the Registered Dietician and Facility Manager.

Better results than expected
Seiyo Compass Group, Tokyo

Huge water savings for Hiroshima Park Hill Hospital, Hiroshima City

MEIKO’s M-iQ was specified for the hospital by the Registered Dietician and Facility Manager. After making a thorough comparison with another manufacturer, they decided the M-iQ would provide a superior working environment and greater savings – see the chart. The data shows after the M-iQ installation, the water consumption was cut from 12 cubic meters to 1.5!

<table>
<thead>
<tr>
<th>Average water use for dishwasher</th>
<th>Old Appliance replaced in March 2013:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hot water tank</td>
<td>305L/time</td>
</tr>
<tr>
<td>Hot water finish</td>
<td>1,800L/h</td>
</tr>
<tr>
<td>Water finish</td>
<td>600L/h</td>
</tr>
<tr>
<td>After replacement with M-iQ:</td>
<td></td>
</tr>
<tr>
<td>Hot water tank</td>
<td>295L/time</td>
</tr>
<tr>
<td>Water finish</td>
<td>155L/h</td>
</tr>
</tbody>
</table>

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The new staff restaurant at the Hamamatsucho Building in Tokyo owned by NERG Toshiba Co. Ltd serves 2,500 meals a day – and the dishwashing machines work six hours a day, five days a week.

“The problem with the previous dishwashing system was that it created a bad working environment,” says Mr. Akira 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 steam which then escaped from the room and reached the dining area, damaging the ceiling.”

Number of beds: 114 for main hospital, plus two nursing homes, total meals per service, 200.
Great Performance

Grand Hyatt Hotel, Dubai

The first installation of M-iQ in the UAE took place at the Grand Hyatt.

Two rack transport dishwashers have been installed at the Market Café Restaurant and the main Banquet Kitchen.

Market Café accommodates 250 guests while the Banquet Kitchen caters for two ballrooms and upwards of 2000 guests.

The 674-room hotel also has 14 restaurants and bars offering a variety of cuisines from Indian and Italian to New York steakhouse, sushi and sashimi. It is set in 37 acres of landscaped grounds overlooking Dubai’s fashionable Creek area.

Omar Bahar, General Manager of TSSC (Technical Supplies and Services), which supplied and installed the machines, commented: “The dishwasher installed in Market Café washes both glasses and dishes, eliminating the need for two separate dishwashers.

“Until Meiko introduced the M-iQ machines, it was usually the case to wash dishes and glassware separately to ensure good results… the water used for rinsing dishes would leave glassware with water marks.

“But Meiko introduced GiO reverse osmosis water treatment with the M-iQ range. Built into the machines it has proved to be an outstanding success where spot free and sparkling glassware is required.

RO water removes all calcium and up to 98% of mineral particles from water, leaving glasses and cutlery, in addition to dishes and kitchen utensils absolutely clean.

“Steam emissions are also so low on both machines, that there was no need for overhead ventilation canopies; the air conditioning within each area is more than enough to provide a comfortable working environment.

“On top of that, these machines use 33% less water and detergent than their predecessors, while delivering 30% improved cleaning thanks to the high-pressure wash system. You simply can’t beat that performance!”

Seiyo Food-Compass Group Co. Ltd recommended Meiko as a warewashing partner. Takanashi continues: “I wanted a dishwashing machine with lower exhaust and heat emissions because there was no way of boosting the primary ventilation system in the existing building.

“Utility running costs are critical for a contracted food service company because they’re included in the contract, which means the operating costs need to be minimised as much as possible.”

Mr. Watanabe, Seiyo-Food Compass Group Manager, adds: “The new machines make the whole process easier. Washed dishes come out dry, but not too hot. There’s less limescale build-up than you get with other machines and the M-iQ uses far less rinse aid and detergent than the previous system.”

Mr. Satoshi Takanashi, Seiyo-Food Compass Group, planned the new staff restaurant facilities.

Mr. Watanabe, Seiyo-Food Compass Group Manager.
With air travel no longer considered a luxury, but part and parcel of everyday life for many, the business of supplying the airlines with food and drink has grown as enormous as the airlines themselves.

The numbers involved are huge. Gate Gourmet is the world’s largest independent provider of catering and provisioning services for airlines and railroads. The company supplies food and drink for more than 3 million airline flights a year worldwide. It operates over five continents, servicing customers including British Airways with more than 250 million meals per year from 122 flight kitchens.

Gate Gourmet generates some 80 per cent of the revenue and is the core business behind Gategroup, whose ten associated companies offer a comprehensive scope of products and services for virtually any on-board need - from menu design to packaging to supply chain solutions.

Key to the financial control of this complex business is what Gate Gourmet Director of Program Management, Michel Brelaz, calls ‘Total cost partnership’ (TCP).

There are 26 sectors inside Gate Gourmet, each managing a key part of the business, such as food production, new equipment, delivery trucks and equipment maintenance and repair.

Within the new equipment sector Brelaz explains that TCP: “Goes away from the usual business relationship; it is about building a long term partnership – it is not just to seal the deal for tomorrow but about creating value for both sides over the long term.”

One example of the ‘partnership’ is that Meiko and Gate Gourmet have concluded a ‘Global Supply Contract for Dishwashing and Warewashing’, bringing benefits for both parties.

The advantages for Gate Gourmet include fixed prices for the term of the contract, easier and quicker dealings with contact partners, a central point of contact and the saving of time.

“Partnership” has taken the business relationship to a higher level and a key example of the extra value generated is how the partners achieved greater economy by focusing precisely on the type of warewashing required.

“We sat down and defined the requirements of ‘medium, large and extra-large’ warewashing facilities,” says Brelaz.

He developed a questionnaire for decision-makers in Gate Gourmet branch offices entitled ‘Request Form for Dishwashing Equipment’. This provides information on how much dishware they typically need to process, the time frame and staff numbers required.

Meiko subsequently receives this completed questionnaire and offers an appropriate machine to meet the stated requirements.

At Gate Gourmet Azerbaijan, for example, there is currently just one flight per day. By contrast Gate Gourmet’s site at Heathrow West handles 80 planes daily, catering for 35,000 meals and obviously requires a much more substantial warewashing capacity.

“Standardising the size of the machine brought us the advantage of being able to standardise our handling processes in the warewashing area,” says Brelaz.

Gate Gourmet

In 2014 Meiko and Gate Gourmet concluded a ‘Global Supply Contract’ – a landmark partnership agreement that maximises the benefits from a strong business relationship – to the benefit of both parties and ultimately, our customers.
by class, first being first, followed by business, economy etc. This organisation simplifies the task of washing ware and cuts out ‘double handling’.

Previously, the ware was washed as it came off the plane, was then sorted, transported to a packing area and then packed away for re-use.

Standardisation – the benefit of the partnership – has enabled labour savings to be introduced. With ware now washed in strict order of seating, the packing operation has moved up right to the end of the dishwasher itself. Ware is now packed immediately following washing, cutting out the extra transportation and handling involved in using boxes and dollies.

Pre-defined machine types also make it easier for Gate Group to make reliable plans for any new facilities required, as a standard blueprint can be adopted.

Machines may be in use 24 hours a day. “We can spend £100,000 on a dishwasher, but maintaining it could cost us £1,000,000 in operating costs (including chemicals and energy) over the 10–12 year life,” says Brelaz.

“Yes, it is important to have reliability; but equally important is to have a proper maintenance network in place. When choosing Meiko, we took a close look at the support network, at the level of service available and, crucially, what are the response times.”

**NEXT LEVEL**

Brelaz is looking to increase the benefit of the partnership by extending the network to include its warewashing chemical supplier Diversey and De Ster, its supplier of rotables – the ware used to serve meals in flight.

“At the moment, the chemical system is supplied separately. We are looking to see if it can be installed as the machine is manufactured, which will save time and cost on installation.

“By involving all three suppliers – the dishwashing, chemicals and the ware – we are interested to see what developments we can achieve. Some items are difficult to wash or dry and the benefit of total cost partnership is we can look for ways to get a better result at a reduced cost.

“The airline industry is not high margin and we always need to look at the most cost efficient solutions to be able to offer a cost-advantage to the airlines. We can use that as a marketing advantage.”

**MEIKO ADVANTAGE**

“We became interested in Meiko’s M-iQ because of the potential for cost savings, as well as the wash quality.”

**Competition is healthy, but for now, Meiko’s M-iQ technology has the edge.**

“We became interested in Meiko’s M-iQ because of the potential for cost savings, as well as the wash quality. Yes, the initial purchase price is important, but equally important is the after sales capability of the supplier, particularly their ability to attend breakdowns.

“Meiko’s new machines can also wash mixed loads of ware – glasses, pots, plates and trays – and that allows us to wash by class. Of course, part of the process is down to us; how to train our people to minimise the amount of food waste going into the machine etc. Training our people to use the machine properly is almost more important than the quality of the machine itself.”

**MEASURING THE MEIKO ADVANTAGE**

A pilot M-iQ project in Copenhagen showed a 15% lower resource consumption than advertised.

“WeMeiko delivered what they promised and we use the test results as a measure to get the performance we were promised and to take action if there is a deviation.

“Most importantly, Meiko will help us to improve and achieve a better result and that can only be good for us and ultimately, our customers.”
Major detergent savings for Intercontinental Sanctuary Cove

Sanctuary Cove was the first of its kind, a purpose-built residential community and resort featuring 240 rooms & suites set on 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, Stefanos Zverev, Chris Evert and Martina Navratilova played the Ultimate Tennis Challenge.

Now run by InterContinental, Sanctuary Cove Resort is IHG’s first Australian InterContinental Resort and Queensland’s first InterContinental branded property. The resort has become a shining example of excellence in water conservation and is an IHG Green Engage hotel, 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.

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 installed directly behind the pre-wash zone, CSS-Top delivers dishes following the pre-washing process, using fresh water from the pumped final rinse. CSS-Top flushes most of the excess food debris left on the dishes.

Director of Engineering, Ian Crookston, started a series of water conservation measures back in 1996. 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 98,000 kL compared with 1996.

The sub metering pilot project identified projected annual savings of $85,272, proving the financial benefits of investment in water efficient equipment to the hospitality industry.

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 98,000 kL compared with 1996.

“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 that Meiko offers.”

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

“Cathay Pacific Catering Services’ new wash-up area includes the new M-iQ dishwashers to clean kitchenware and cooking utensils, as well as the

Cathay chooses Meiko

“Multi-million euro deal for 17 warewashing machines for new wash-up area.

Producing some 75,000 meals every day and based at Hong Kong International Airport, Cathay Pacific Catering Services (HK) Ltd (CPCS) is one of the biggest flight catering service companies in the world.

“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 surprise was the reduction in our detergent costs.”

Cathay Pacific Catering Services’ new wash-up area includes the new M-iQ dishwashers to clean kitchenware and cooking utensils, as well as the

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Green engagement
Dubai Festival City

Next door to the Dubai Festival Centre shopping mall, close to the city’s business district and situated on a bend on the Dubai Creek waterway giving wonderful views over the city. The Intercontinental Hotel Group’s Crowne Plaza Hotel features 316 designer rooms and suites, plus two restaurants and a Belgian beer café.

Crowne Plaza is just one of the hotel brands of the Intercontinental Hotel Group or IHG; other brands include Holiday Inn, HUALUXE Hotels & Resorts, EVEN Hotels, Staybridge Suites Hotels, Hotel Indigo and Candlewood Suites.

The Crowne Plaza is a member of IHG’s “Green Engage” campaign, a massive worldwide effort by the Group to improve the sustainability of its estate.

With more than 666,000 rooms in over 4,400 hotels in 100 countries and territories around the world, the Green Engage campaign monitors energy, water and waste usage of individual hotels while providing recommended actions to improve the property’s energy conservation and carbon footprint score.

Achievements during 2012 included exceeding a three-year target (2010-2012) to reduce energy consumption per available room by between six and 10% in the managed and owned estate, with an achieved reduction of 11.7%.

The carbon foot-print in owned and managed hotels was reduced by 19% per occupied room; over the entire Group, the reduction in global carbon footprint was 76,000 metric tonnes in a year!

Green Engage covers all aspects of hotel management from lighting to bio-friendly cleaning materials and…dishwashing.

With such a strong and determined focus on sustainability, Meiko’s M-iQ was the obvious choice for the new dishwash area in the Hotel’s Zaytoun Restaurant, which offers Mediterranean-themed all-day dining to over 200 covers.

“A lot of hotels are looking to upgrade their current technology and the M-iQ offers a fantastic return on the investment,” said Hilary Barreto, Operations & Commercial Manager of Meiko partner Elenco General Trading, which carried out the installation of the M-iQ.

“With a 30% saving on water, electricity and chemicals, the owner can save approximately AED 25,000 (US $6800) per year when the machine is operated on a six to eight-hour shift cycle. The M-iQ can also reduce chemical consumption by up to 50% because of the use of modern filtration technology, while a new airflow system reduces exhaust air volume by upwards of 90%, removing the need for conventional extraction.”

Director of Engineering at the Crowne Plaza, Mohamed Zeid, added: “At an operation level, the cleaning quality of the M-iQ is also better which is important in terms of delivering a great guest service, while efficiency is increased by the dishes coming out dry, which saves on the need for an additional process. So far the machine has been quite heavily used over the last seven months and has had no breakdowns, so we’re very pleased.”

The owner can save approximately AED 25,000 (US $6800) per year.

M-iQ – holistic cleaning technology for people and the environment.

You do not need more water and energy to clean hygienically; you need more thought – this is MEIKO’s philosophy. We are continually developing cleaning technologies but are striving not only to advance technology; we have the bigger picture in mind – people, nature and resources. We unequivocally demand sustainable cleaning technology for a clean world. We strive to integrate apparently contradictory demands into a coherent concept. Absolute hygiene and safety on the one hand, frugal use of water and energy on the other. Awareness of costs as well as economical technology and the use of the most modern intelligent technologies. The result: M-iQ.

A new definition of cleaning technology.
4,000,000 Euro Investment in New Meiko ‘World of Service’

Providing innovative and integrated solutions for after-sales and service support has always been a top priority at Meiko.

“A machine is only as good as the service that comes with it. With the completely restructured warehousing operations and office spaces, our new service facilities enable the team at Offenburg to respond even faster and more flexibly to our customers’ needs,” CEO MEIKO Group Dr. Ing. Stefan Scheringer.

A new 3,500 m² space is now home to the 70 employees of the Service Centre, led by senior manager and Head of Meiko Group Service Worldwide, Hans-Dieter Breideband. “The Meiko brand stands for nearly 90 years of technological innovation and many, many years of outstanding after-sales support and perfect service. We’re delighted that our ‘World of Service’ has now found a new home.”

A hefty 1.25 million euros of the total investment went towards setting up a new warehouse management system. This allows the team to process spare parts orders within 24 hours when received by 4 PM. The staff members support and train more than 23 subsidiaries and hundreds of service partners all over the world. To do this, they use cutting-edge communication media such as WebEx, as Hans-Dieter Breideband explains: “Service is a fast-paced business. Our team needs to be able to offer a swift and customer-focused response – and we have now made that a whole lot easier by bringing on board the very latest technologies.”

Meiko employs more than 600 service staff worldwide in its own subsidiaries. Training centres in Germany, Switzerland, Quito, the USA, the Middle East and Chile ensure that some 4,500 authorised service agents have a perfect grasp of Meiko technology worldwide.

Major savings for Zhejiang University

Located in the historical and picturesque city of Hangzhou, Zhejiang University is a prestigious institution of higher education with a long history. Qushi 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 37 colleges and schools, Zhejiang has, as of June 2014, more than 46,678 full-time students. In addition, there are about 3,407 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 BA machines, one AZP 80 dewatering unit, plus numerous conveyors and tray stackers and six K-Tronic dishwashing machines. Meiko DV80 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 Zongshan, 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 Zongshan factory has been thoroughly tested to guarantee the highest Meiko quality standards and its safe and reliable operation.

Sales Manager Julien Adillon explains 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.

“Service call-outs shouldn’t be negative experiences. We strive to offer our customers all-inclusive ‘worry-free’ packages of service and support. But we can only do that by working closely with our partners and customers on the basis of mutual trust – which is exactly why we’ve made this such a top priority!”

The Meiko AZP 80 food waste compact dewatering system reduces the volume of food waste by up to 85 per cent and converts this into an easy to handle, semi-dry organic bio-waste product that can be used to improve the environment.

Remarks: (Electricity: 558 Yuan/KWH, Steam: 350Yuan/Ton, Water: 1.85Yuan/Ton; Labour cost: 2400 Yuan /person)

<table>
<thead>
<tr>
<th>Before use MEIKO</th>
<th>After use Meiko</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Cost (RMB)</td>
<td>5,600</td>
</tr>
<tr>
<td>Monthly saving</td>
<td>160,477</td>
</tr>
</tbody>
</table>

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.

In accordance with Meiko’s corporate philosophy, service and support is always offered through close personal contact with customers, as Dr. Ing. Stefan Scheringer explains: “service call-outs shouldn’t be negative experiences. We strive to offer our customers all-inclusive ‘worry-free’ packages of service and support. But we can only do that by working closely with our partners and customers on the basis of mutual trust – which is exactly why we’ve made this such a top priority!”

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Waste food recycling and labour saving dishwashing technology win support in Singapore

Expanding Singapore’s physical infrastructure and improving the productivity of its people are two key topics addressed in the country’s budget.

One of the measures designed to promote these two goals is the ‘Productivity & Innovation Credit Scheme’ (PIC), a program under which the Singapore government provides 60 percent cash payouts for qualifying investments in innovative products as long as these lead to savings in personnel.

Qualifying expenditure includes investment in commercial warewashing technology.

“Our responded swiftly to these budget measures by tailoring our sales and consulting activities to the new requirements in each case,” says Rudolf Kitzbichler, Managing Director of Meiko Clean Solutions (South East Asia) Sdn. Bhd., a subsidiary of Meiko Germany.

“Obviously we understand that the customers in our market are not only looking for efficient machines – which allow them to redeploy wash-up personnel to other areas – but also excellent after-sales service,” Kitzbichler continues.

“That’s why our subsidiary in Kuala Lumpur not only provides a local sales presence, but also reliable after-sales service with a local service team and dedicated spare parts depot.

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).

“Meiko’s WasteStar food waste disposal system is also experiencing a boom in demand,” Kitzbichler enthuses.

“The WasteStar is also covered by government subsidies, in this case the 3R scheme. The Singapore National Environment Agency (NEA) is promoting the three Rs of Reduce, Reuse and Recycle by subsidising technologies which help to avoid or recycle at least 100 tons of waste over their service life,” says Kitzbichler.

Meiko’s WasteStar SC system is a fully automatic system for commercial kitchens which disposes of organic waste directly at its source. This allows companies to deploy personnel more productively, which dovetails neatly with the PIC scheme, too,” Kitzbichler emphasises.

DiSHES recommends Meiko technology without reservation

Meiko’s warewashing technology is German engineering expertise at its best – and it has also won the praise of Martin Kuratli, the owner of ‘DiSHES - Independent Kitchen and Laundry Consultants’.

Kuratli and his team emphasise that they are not in the business of offering their customers over-specified equipment or over-designed facilities.

If a company can prove it will reduce waste by this amount, the Singapore government will provide corresponding financial support for the project. Funding is prioritised for technologies which are used to treat food waste, glass and plastic.

“And when Kuratli looks at Meiko machines he certainly doesn’t see any over-engineering – just outstanding energy savings and minimal resource consumption.

With benefits ranging from labour savings and heat recovery to water and chemical savings, he argues that the machines “offer all the key points we needed to see to recommend Meiko technology without reservation.”

Reducing waste in food recycling and labor savings in Singapore

Promoting the three Rs of Reduce, Reuse and Recycle.

New cost     Labor Cost Maintained Total Remarks
4,000 216,000 2,000 424,544
2,000 180,000 4,000 264,067 Stop use steam after using Meiko

Water: 1.85 Yuan/Ton; Labour cost: 2400 Yuan /person

WasteStar is intelligent food waste recycling; the system can be installed in new builds, or retrofitted into existing kitchens.

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New Meiko subsidiary in Hong Kong

Meiko has opened a new subsidiary in Hong Kong as part of its strategy to develop its competitiveness for the Asia-Pacific region.

Meiko Clean Solutions Hong Kong Ltd. has opened for business in Kowloon Bay, marking another step in the German company’s worldwide growth.

 possível que a empresa tenha se movido para o mercado asiático devido às suas operações bem-sucedidas na região asiática-pacífica. A Meiko Clean Solutions Hong Kong Ltd. já está em funcionamento em Kowloon Bay, marcando um passo adiante na expansão mundial da empresa.

In June 2016, Meiko Hong Kong will participate in the Taiwan HORECA show, partnering with Taiwanese dealer Unitech and displaying M-iQ, M-Clean and UPster machines.

“Opening an office in Hong Kong further expands our remarkably successful operations in the strategic Asia-Pacific growth region,” says Meiko Managing Director Dr.-Ing. Stefan Scheringer, “and it also provides us with a base for serving customers in Macao and Taiwan.”

Louis Lam, General Manager, Sales and Service, heads up the new Meiko Hong Kong subsidiary. Lam has been working in the foodservice industry for nine years and has built up excellent connections and expertise in the field.

The Grand Hyatt Hotel in Singapore decided to choose Meiko products for all its food waste disposal and warewashing needs and take advantage of the government grants (see story on page 11).

Lucas Glanville, executive chef at the hotel, is delighted with the results: “We serve some 3,000 meals a day in our five restaurants and sustainability is very much a part of who we are as a hotel. We strive to waste as little food as possible and we believe that any waste which we do produce should be recycled.

“Meiko has provided us with the perfect technology to achieve that. The organic waste which goes into the WasteStar ends up in our own composting plant where it is turned into fantastic garden soil!”

The Grand Hyatt Hotel in Singapore is using Meiko products to manage its food waste, which is being turned into compost. This is part of the hotel’s commitment to sustainability and waste reduction.

Food waste recycling for Grand Hyatt

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