

SPLASH!

NEWS FROM MEIKO, THE INTERNATIONAL BRAND FOR PROFESSIONAL WAREWASHING TECHNOLOGY

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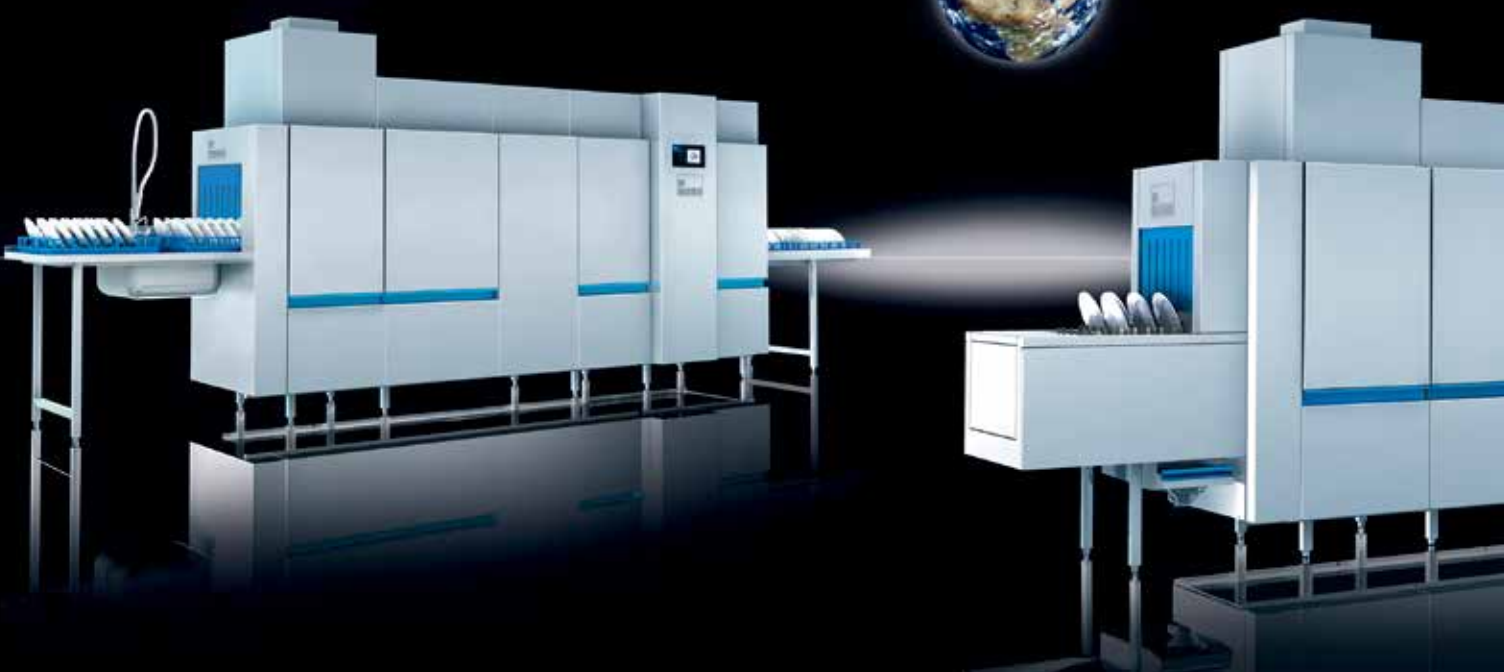


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THE decade of the M-iQ

The World of warewashing is becoming **greener!**

M-iQ
PERFECT
IS NOT ENOUGH



It is only three years since the launch of Meiko's stunning innovation in warewashing technology, the M-iQ rack transport and flight dishwashing systems.

 Launched in 2010, M-iQ's outstanding sustainable and cost-saving credentials have totally convinced more than 1,000 buyers in Europe to upgrade their dishwashing – an astounding performance – and this is now being repeated worldwide as M-iQ sales increase to over 1,700 in total.

The M-iQ will make a major contribution to your business and it takes only a little time to find out how the industry-leading

accomplishments can work to your advantage, no matter what dishwashing system you currently employ.

If a machine can pay for itself now, why wait for the replacement?

M-iQ dominates the German market, with more than 800 machines installed to date. And in Austria, Belgium, France, Italy, Switzerland, The Netherlands and the UK, M-iQ is also the

leading brand of rack transport and flight type dishwashing system.

M-iQ is transforming warewashing around the globe, as witnessed by the testimonials here from customers in many countries.

In what is almost certainly also a 'first' for the industry, no-one can talk about M-iQ without raising a smile and, customers actually talk about how good looking this machine is – whatever next!

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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 2,000 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 an 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!"**

Over 1,700 M-iQ installations worldwide since 2010



German engineering developing a best-seller

German "Technik" – technology – is renowned for its engineering precision, performance and durability.

And the leading dishwashing "Technik" in Germany is the M-iQ; the most successful large dishwasher ever, with numerous installations to date in the home country!

Our goal is to manufacture the finest dishwashing systems – Meiko is totally dedicated to dishwashing and we make nothing else!

We want to help caterers across the world cut their energy bills, chemical and water consumption by upwards of 30%, also creating savings of 20,000 euros per year per customer. Some achieve even

bigger savings...we are helping the world make better use of its resources.

With M-iQ, we are proud to have achieved the ultimate dishwashing system...for now!

Our determination to be the best – always – ensures the programme of innovation and creative design continues!



Spiegel, Hamburg: Goodbye manual polishing, hello Ferrari of the warewashing world!

In September 2011 the publishing arm of the Spiegel Group moved into one of Europe's most modern multimedia buildings in the HafenCity district of Hamburg on the River Elbe.

The new headquarters comprises 30,000 square metres spread over 13 floors and houses the team responsible for producing the news magazine DER SPIEGEL, the news website SPIEGEL ONLINE, SPIEGEL TV and "Manager" magazine.

The building also features what is widely regarded as Germany's best located staff restaurant situated on the ground floor, offering table service dining to around 750 of the company's 1,100 employees every day with marvellous views over the River Elbe.

The dirty crockery and cutlery from the restaurant, 26 kitchenettes around the buildings and one snack bar is all handled by a Meiko M-iQ machine, as Alfred Freeman, Head of In-house Restaurant

Operations, explains: "M-iQ sounds like the name of a special agent from a James Bond film. The M-iQ range certainly opens up new dimensions in dishwashing technology."

The current world champion in dishwashing innovation has been up and running at the Spiegel Group since September 2011.

Before the arrival of the M-iQ machine, dishware from the satellite kitchens was simply washed separately in domestic and hood-type machines on each floor, says Freeman: "Thanks to the M-iQ and its built-in GiO-TECH reverse osmosis technology those days are over."

The M-iQ only uses the purest water* the RO system removing virtually all minerals before use.

That eliminates the hassle of having to manually polish glassware, crockery and cutlery after washing.

Freeman knew they had made the right choice: "Even taking into account the fact that we have to

collect the dirty dishware and glassware and transport it to the wash-up area, **the system we have now is far more efficient and cost-effective than any we've ever had before.**

"The indoor climate in the wash-up area is also a lot better. The almost completely silent extraction system with heat recovery has proved to be a good ergonomic choice that also cuts costs. The operators of this user-friendly machine are exposed to very little heat, which means they can work in a more pleasant atmosphere with far less stress and discomfort than before."

"The M-iQ is beautifully designed – we see it as a kind of James Bond super-machine that is setting completely new standards. In terms of getting cutting-edge technology and minimizing the consumption of energy, water and detergent, **we really went for the Ferrari of the warewashing world! The investment has really paid off and the dishwashing results are outstanding.**"



Aachen Student Services: 35% savings and more

The Vita refectory seats 800 and is the second-largest student dining hall at Aachen, the largest university of technology in Germany, with around 30,000 enrolled students, most of them in engineering.

Unlike normal student refectories, the Vita is not in the same building as the university's lecture halls. It was built separately on a new site that offers plenty of room for growth if there is an increase in the number of users, a figure that currently stands at approximately 2,500 a day.

To meet this demand, the dishwashing equipment in the kitchens runs at full throttle for much of the day. To complicate matters further, the main 'Turmstrasse' dining hall is currently being renovated, pushing capacity requirements at the Vita even higher.

Operations Manager Dennis Schallinat is confident that his systems can handle the logistical complexity and increased workload: "This spike in demand is only temporary and our new Meiko dishwashers are perfectly capable of coping, even though they currently

have to run continuously through to about 8 PM."

By adding some additional space, the Vita dining hall was able to incorporate Meiko's most cutting-edge dishwashing technology and the new M-iQ conveyor dishwashers are already producing sparkling clean results and significant savings.

"The two M-iQ machines wash the trays and some of our containers as well as cutlery and crockery – they have really taken the weight off our shoulders!" says Dennis Schallinat, full of praise for the performance and results of the intelligent M-iQ dishwasher range.

Meiko's analysis shows that the Vita dining hall had plenty of potential to make significant savings in terms of both energy and water use. **Shortly after putting the M-iQ machines into operation, measurements revealed that the use of consumables (energy, water, chemicals) had stabilized at a remarkably low average level, some 35 % lower than the figures stated in by Meiko in their brochure!**

Fischereihafen Restaurant, Hamburg: Better organisation, big savings!

Prince Charles, Pierce Brosnan, Boris Becker and the Klitschko brothers have all eaten at what some say is Germany's best fish restaurant – and just recently the Rolling Stones and Sylvester Stallone were spotted here, too.

But it's not just royals and household names from the worlds of cinema and sport that enjoy coming here. It's also a haven for local foodies and fish lovers. Twenty-five chefs work their way through more than one ton of turbot a month, for example, preparing dishes from just about everything that has shells or scales.

But even the longest-established and most traditional of restaurants has to move with the times – and that's why the Fischereihafen Restaurant has installed the very latest in cutting-edge dishwashing technology.

"One of the key elements is the fantastic technology provided by Meiko," says Owner **Dirk Kowalke**, who enjoys the opportunity to dive behind the scenes and explain how things work: "We've completely reorganized our dishwashing operations so that now we divide our dishware and pots and pans into two separate dishwashing lines. We used to wash everything in one machine, even things that the machine wasn't really designed for. And we never really got on top of the washing-up. But then we discovered Meiko. We seized the opportunity to take control of the situation and now we have two machines, including one of the very special M-iQ models."



Dirk Kowalke (right), Owner, and step-brother Benjamin Kast: At least one family member is present in the restaurant during the main business hours.

"The M-iQ is a truly extraordinary piece of engineering and I'm delighted with the results so far. We're particularly impressed with the cost-saving potential of this machine. It uses less energy, less water and less detergent, but it produces sparkling clean results!"

INVEST NOW FOR THE FUTURE

Don't wait to choose M-iQ...invest now!

20,000 EUROS per year can be saved on operating costs with M-iQ! Some achieve even more!

That's payback in just three years.

And you save up to 150 tons of CO₂ per machine in electrical energy.

It makes sense to undertake early replacement of existing dishwashing systems. Ask us for an explanatory report now.

Choose M-iQ for three main reasons:

1. The washing results **are better than ever!**
 - 30% improved cleaning power and a third less consumables and energy consumed, with high pressure washing
 - Maximum hygiene
 - New self-clean system and colour-coded removable parts simplifies the cleaning process and saves labour
 - Revolutionary filter system

Plus, Meiko's optional GiO-TECH reverse osmosis (RO) technology provides spotless results. Glassware and cutlery emerge as if they have been polished by hand! RO removes 99% of minerals from the water, including bacteria and viruses, to produce ultra-clean water for final rinsing.

The new airflow system provides a **better kitchen climate**. It is no longer necessary to use a heat pump or overhead canopy to remove hot air from the machine. Cooled to approximately 22 degrees, the air can now be fed directly back into the wash-up area at a comfortable temperature for staff.

2. M-iQ means **life for the manager is easier**: the control system features self-explanatory modern interfaces. Bluetooth ensures wireless login and fast downloading of all system-relevant data.

3. But the most astounding differences between M-iQ and the other machines on the market are its **financial savings and environment friendly operation!**

M-iQ **minimises use of resources** without sacrificing quality to provide the **lowest operating costs**.

- Water savings up to -57%¹
- Detergent savings up to -87%¹
- Energy savings up to -54%¹
- Exhaust air emission cut by up to -80%

M-iQ offers the lowest running costs and performance that is head and shoulders above that of any other system!

Make sense of M-iQ

Contact us now and we will show you where the savings are.


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1): Compared to machines from the EuP study conducted in November 2010: Tender No. TREN/D3/91-2007 Draft Final Report, Part: Dishwashers

www.ecowet-commercial.org/documents.php

Rental's Unlimited, Massachusetts: Combined savings of \$105,174

 Rental's Unlimited is the greater-Boston area's premier rental and event company. The rental industry is a worst case scenario for dish and glassware, with much of what needs to be washed sitting for a number of days in harsh conditions before it can be washed. The team was running two, to two-and-a-half-shifts, seven days a week and could barely keep up with customer's needs. They were using more water and chemicals than they wanted and were spending huge amounts on natural gas and electricity to heat over 1,760 gallons of water per day. What's more, they were washing many of their dishes twice to get them clean. The owner of the company, Larry Green, who has many great relationships throughout the industry and the world started to ask people he trusted what they were using, and how it was working for them. Rentals Unlimited installed **the first M-iQ in the United States**. Since installing they are saving:

- \$74,646 in labour per year.
- \$13,909 per year in water.
- \$9,720 per year in detergent.
- \$6,899 per year in energy.
- Total combined savings: \$105,174**

Bob Bannister – Inside Director of Operations: "The results we have seen after installing the M-iQ are almost **impossible to believe**. When I tell people the difference I have seen they are a bit skeptical. When I think about what I am telling them I can understand their skepticism.

"We now run one eight hour shift, six days a week in the busiest months of our season instead of the two and half shifts seven days a week.

"We have gone from consuming 1,760 gallons of water a day on peak days to under 600 gallons a day on peak days. With that reduction in water consumption came a related reduction in natural gas, electricity and chemical consumption. Despite the fact that our dishes can wait up to 4 days after being used before they are washed, we have a rewash rate of only 5%. We are also not pre washing or rinsing those plates.

"Rentals Unlimited purchased this machine because at the end of the day it made sound business sense.

"As Inside Director of Operations, I like many things about our M-iQ. I love the efficiency of its operation, both from an operational cost perspective, and a labor cost perspective. **I like that it is very user friendly. For my team who use this machine every day there are many great design features.** It is very easily cleaned at the end of the day, with all parts that need to be removed to clean are clearly marked. Operation is straightforward and easy with the uncomplicated




Pictured: Left, Meiko Managing Director Dr. Stefan Scheringer, witnessing the 'impossible to believe' impact of the M-iQ on the business of Rentals Unlimited. On the right is Bob Bannister, Inside Director of Operations and the dishwashing team.

touch screen interface that cuts down on mechanical knobs or switches that can get dirty or fail after the great amount of use our machine has. **It is very quiet**, which is a nice benefit over many other dish machines. It is made with high quality materials that do not rust or dent or break. I am very pleased that our machine looks almost the same today as the day we installed it.

"I would add that in addition to all the benefits already listed, the M-iQ is **one of the best and**

greatest investments that anyone can and should make in our environment. I stated that the machine uses less water, electricity, natural gas, and chemicals than our old dish machine. While all of that is good for the bottom line of our business, it is also good for nature. All of that reduced consumption has been one of our company's biggest contributions to being green. And it could not have been easier or more cost effective."

Mount Pilatus, Switzerland: 10,000 litres saved

 Mount Pilatus – a massif situated between the Swiss cantons of Obwalden, Nidwalden and Lucerne – has long been a source of mysterious fables and myths. One legend claims that the Roman prefect Pontius Pilate was buried there – and that Lucerne responded by naming the peak Mount Pilatus.

Pilatus-Bahnen AG, a Swiss rail and hotel company has added its own touch of magic. With its highest summit rising to nearly 2,130 metres, Mount Pilatus is one of the first peaks marking the gateway to the Swiss Alps. The world's steepest cogwheel railway runs from Alpnachstad to the mountain's peak, as do the panorama gondolas that depart from Kriens.

Pilatus-Bahnen operates the railways, souvenir shops, leisure facilities, hotels and restaurants on the mountain as profit centres. It transports 550,000 people a year, with almost 350,000 of them ascending to the summit.

Some 75 % of people come in summer, but visitor frequency in the winter months previously left a lot to be desired. Not because of the icy conditions, but simply because the mountain-top hotel and restaurant no longer met contemporary standards of quality.

Thirty million Swiss francs were spent on the revival of the hotel and restaurant facilities.

André Zimmermann, Managing Director of Pilatus-Bahnen AG, explains: "We started with a master plan to create a modern mountain restaurant. A further, overarching goal was to develop an energy concept for the mountain as a whole. In cooperation with planning expert Urs Jenny (President of ENAK, an Austrian association that sets energy requirements for industrial machines in hotels and restaurants) we developed a state-of-the-art concept that **ensures maximum efficiency in all areas.**"

Redevelopment ran until July 2011. **Water is a valuable resource, especially high in the mountains**, so it is essential to use it sparingly. The water supply on Mount Pilatus has to be pumped through the mountain at high pressure and collected in two reservoirs above the hotel, each of which holds 60,000 litres.

The self-service restaurant in the Bellevue Hotel, aimed at hikers looking for a quick bite, installed a Meiko M-iQ: "Buying this new machine has enabled us to save around 10,000 litres of water a year. The M-iQ washes some 1,200 place settings a day – it does an amazing job for such a compact system," said Urs Jenny.

"Wherever possible **we have minimised our water consumption**, particularly by employing dishwashing equipment that is designed to save energy and resources."




Helicopter flights worth 1.2 million were required during the renovation; pictured is a Meiko dishwasher being delivered.



The stunning build-quality and excellent customer service proved too tempting a combination, despite the fact that Gresham had many years experience with another manufacturer's machines.



Gresham School, Holt, UK – M-iQ wins over entrenched rival!

 Gresham School Catering Manager Mike Strong was one of the first in the UK to install the latest generation M-iQ flight dishwashing system. Some 1,700 meals are served for the senior school and a pre-prep school is also provided with around 540 meals daily.

Meiko's combination of stunning build-quality and excellent customer service proved a tempting formula, despite the fact that Gresham had many years experience with another manufacturer's machines.

"I have been at Gresham for 18 years," said Strong. "The dishwasher we replaced was 17 years old; its predecessor was 28 years old. I had personally dealt with the other manufacturer for 32 years; I knew all about their machines and knew their engineers. We got on well and when it came to a replacement, it was more or less a done deal."



Colour-coded items simply click in and out for easy routine cleaning; in any language!

However, a meeting with Meiko changed his opinion. **"The build quality of the Meiko was far superior** and the sales team were extremely confident in their product and eager to sell it," explained Strong.

"In conversation with the sales team, Meiko were able to precisely tailor the specification to achieve the same price as I had already been quoted elsewhere. We would re-use some equipment and Meiko would

supply a new bespoke scrapping trough designed between us.

"What confirmed the decision to change supplier was a trip to Germany. I particularly liked the ethos of Meiko. It has an exceptionally good training plan for young people. Being a Foundation status business, it does not have shareholders, so all the profits are invested back into the business. They can look at customers warewashing problems and then invest heavily in solving them.

"When you open up the machine, items that need cleaning are colour coded and they just click in and out. That's ideal when you have a workforce that is multi-lingual and so I do not need to worry about the language barrier.

"The build quality is beautiful. The electronics are equally amazing. I think this machine is so ruggedly built, it will outlast the previous machine.

"The touch panel is wonderful and so easy to keep clean. It also looks so modern and dynamic; it just stands there and shines!

"When it comes to this kind of dishwasher I think Meiko has cornered the market."



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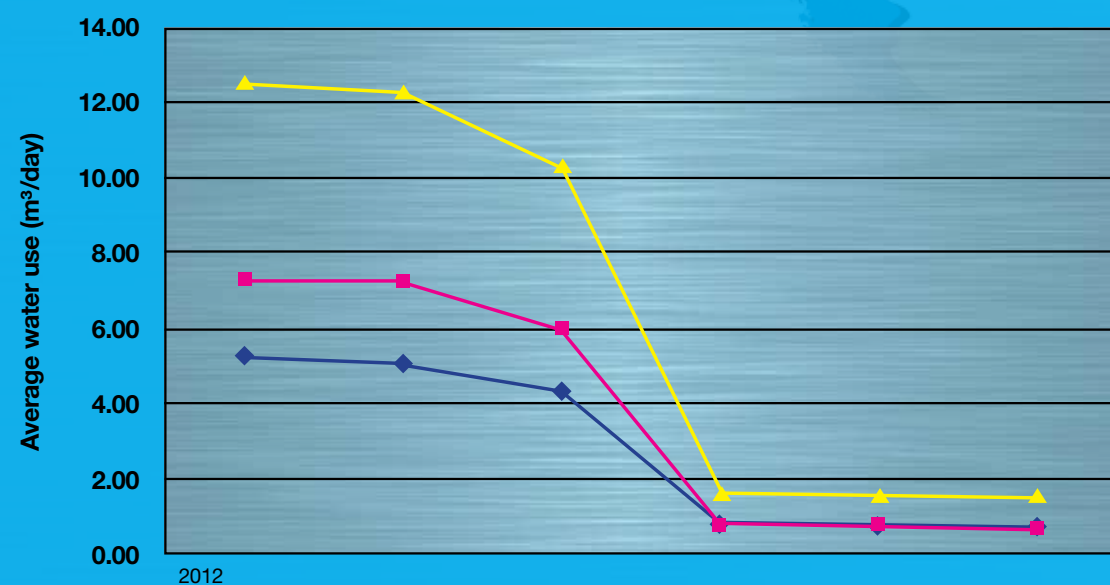
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Going global, the world falls in love with **MEIKO**

Replace your dishwasher now with M-iQ and save up to \$100,000 per year! (see page 4/5)



M-iQ slashes water consumption...less water also means less energy and chemicals...savings everywhere!



**Actual data: Hiroshima Park
Hill Hospital. Average water
use for dishwash**

Old Appliance replaced in March 2013:
Through conveyor type (conveyor width:
850mm), 3 tanks/Gas, No booster
• Hot water tank 305L/time
• Hot water finish 1,800L/h
• Water finish 600L/h

After replacement with M-iQ:
Flight conveyor type, 2 tanks/Condensing
type (Gas boiler), Integral booster
• Hot water tank 232L/time
• Water finish 165L/h

A comprehensive breakdown of M-iQ installations worldwide

Australia	Ho, I, HR
Austria	Ho, C, SC, HR, US
Belgium	Ho, C, SC, HR, US
Canada	SC
Chile	Ho, SC, HR
China	HR
Croatia	Ho
Czech Republik	Ho, SC
Denmark	Ho, C, I
Finland	Ho, C, SC, US
France	Ho, C, SC, HR, US
Germany	Ho, C, SC, HR, US
Hungary	SC, HR
Italy	Ho, SC, HR, US
Japan	Ho, SC, I, HR
Jordan	HR
Liechtenstein	Key Account Industry
Luxemburg	C, SC, I
Netherlands	Ho, C, SC, HR, US
Norway	SC, HR
Peru	I
Poland	HR
Russia	HR
Saudi-Arabia	I
Singapore	SC, HR
Slovenia	Ho
Slovakia	Ho
South Korea	HR
Sweden	SC
Switzerland	Ho, C, SC, I, HR, US
UAE	I, HR
UK and North Ireland	Ho, C, SC, HR, US
Ukraine	HR
USA	Ho, SC, I, HR, US

Key:
Ho = Hospitals
HR = Hotels, Restaurants
SC = Staff Canteen
US = University, Schools
I = Inflight Catering
C = Care homes etc.

M-iQ machines installed

Europe

Rest of the world

Australia
Canada
Chile
China
Japan
Jordan
Peru
Russia
Saudi-Arabia
Singapore
South Korea
UAE
Ukraine
USA



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Bad Gleichenberg Tourism Schools, Austria

 Bad Gleichenberg in the Austrian province of Styria recently underwent one of the most elaborate renovations of any educational institution in Europe.

Over 8 million euros were invested in waking the 60-year-old institution from its slumber and embellishing it with an architectural creation that is both functional and modern.

Some 120 graduates (out of a total of 450 pupils/students) per year will enjoy successful careers around the world, mostly in top-ranking positions.

The project was coordinated by Peter Kospach, a qualified specialist in education, and tourism.

Stunning architecture at Bad Gleichenberg. Students will learn about sustainability using Meiko warewashing equipment.



He was determined to aim high: "I'm interested in **creating sustainable environments** in which people can enjoy studying – places they will always remember when they look back from the vantage point of a successful career."

The prep kitchen, four training kitchens and bar areas are equipped with cutting-edge dishwashing technology from Meiko including M-iQ belt conveyor warewashers. Also to be installed in the future are rooftop solar cells to generate energy to heat the building and an organic waste recycling plant which will produce biogas. Thumbs up for environmental protection!

Sustainability is a word that Peter Kospach uses a lot, especially in relation to energy efficiency, resource conservation and environmental protection.


"These concepts still get nothing like the attention they deserve in the tourism industry," he argues. "Yet real-world teaching requires both instructors and students to focus on these topics because they form an essential part of our future. When it comes to the tools and methods our students will use in their careers making the right choice is absolutely crucial. Modern working methods require the very latest technology – and that's exactly what we are intending to offer."

"Young people need to understand what modern technology looks like and what it is capable of. For example, it makes a significant difference whether a dishwasher consumes 320 or 165 litres of water an hour. And especially if it uses less detergent and less energy, too!"



Pictured left is Jim Shields, Head of Hotel Engineering, with Freddie Gubatanga, Maintenance Manager, who has created the pots and retaining wires from recycled materials.

London Heathrow Marriott Hotel: 'Night and day' difference!

 Sustainability is taken very seriously by Marriott Hotels.

Using the motto of "20% x 2020", the company has set a target of 3% energy savings per year.

The 391 room London Heathrow Marriott has risen to the challenge, installing solar panels and a windmill installation on the roof which provides enough power to light up the LED Marriott sign, saving 12 tons of carbon dioxide emissions per year!

The hotel also features its own rooftop greenhouse and garden five floors (22 metres) in the air, supplying the restaurant with herbs and vegetables; naturally, rainwater is harvested for watering the plants.

Jim Shields, Head of Hotel Engineering: "Sustainability, saving energy, being 'green' is the first thing I think of when it comes to any project."

The old dishwasher was using between 200 and 230kWh/h, which matched the consumption of the rest of the hotel! First thing on the agenda for a new

machine was to compare the performance of various suppliers. A tender process to choose the new dishwasher supplier shortlisted three, including Meiko.

"We asked each of the three for key benchmark information relating to energy, water and chemical consumption. What we were asking for is quite basic data, so we could calculate energy, chemical and water usage relating to the number of hours our new machine would potentially be in use (for the purposes of this exercise 10 hours per day, 365 days per year).

"We were quite prepared to balance the initial purchase cost with the potential annual running costs and wanted a comparison to give us a true picture of the cost of owning the new dishwasher.

"I have to say Meiko's response was clear and concise and showed that the **Meiko machine would pay for itself in year three or four**. The other two responses were quite vague on this point at first. We did eventually get the data, but it was not presented


clearly and had to be pulled out of a lengthy pitching document. I was quite surprised and think they were just not geared up for it. These were quite basic questions and the lack of clarity made me think 'were the other potential suppliers trying to hide something'?

"Compared to what we had before, **the Meiko M-iQ is like the difference between night and day; it is so much more efficient**.

"Wash results are so good we no longer need to hand polish; we are saving labour as well as energy. And we only need run the self-cleaning programme once a day, not three times as previously.

"When we look at a capital investment now, we are investing 'wisely'; considering not only the costs but also the running costs over the lifetime of the unit. The true cost of ownership is factored in every time."

Kivelä Hospital, Helsinki: Positive influence

 Palmia is a company owned by city of Helsinki and it provides the catering service to Kivelä hospital. The unit employs 21 workers and serves 1,400 portions at mealtimes.

Minna Väkiparta is Nutrition Manager: "I have worked more than 15 years as a Manager in an institutional kitchen and I've seen lots of different dishwashing machines. M-iQ is one of the most user friendly machines and the employees have learned to use it very quickly. The control panel is very untroubled and gives much information about daily routines."

"Before M-iQ I experienced many sick leaves in one unit because the employees cut their hands on the sharp edges in a new machine. This problem has not occurred at all.

"The new machine has **a positive influence on the working environment** because of the silent use and small amounts of steam in the air. We have managed well without a separate steam hood, that we used to have. The removal of the steam hood gave more space and tidiness as the hood picked up much dirt.

"The yearly water saving with M-iQ is approximately 208,780 litres, providing €208 savings per year (1 m³ cost about €1.00).



Wastewater cost is about €1,5/1 m³, so this also saves €312; in total €520 savings in a year.

"We handle approximately 80 boxes every day. Thanks to the M-iQ it is now possible to wash 80 boxes in about 30 minutes.

"We have saved lots of working hours and water also in pre-rinsing dishes. Before we had to wash

all remaining food from the dishes very carefully and now it is enough to remove only the bigger leftovers. This stage of the process used to be very hard for the employee because of the heat and humidity; no longer.

"The job has become more hygienic.

Because of the colour coding in the new machine I now can trust that all parts are removed and cleaned carefully. This helps us to achieve a good outcome and is positive for the dishwasher's condition. It is easy to teach new employees how to wash the machine. The surfaces in the machine are easy to keep clean. We wash the exterior with microfiber fabrics."

Dubai Festival City: Green engagement

 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 656,000 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 footprint 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 \$6,800) 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 Crown Plaza. Mohamed Zeid, adds: "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."



Green Engage monitors the sustainability of IHG hotels and recommends ways to improve the carbon footprint.

Improved efficiency in the dishwash, combined with M-iQ's outstanding wash quality, helps deliver a better service for guests.

Photo by Patrick O'Leary,
University of Minnesota



University of Minnesota: Savings add up

The University of Minnesota, Twin Cities, is a public research university located in Minneapolis and St. Paul, Minnesota. It is the oldest and largest campus within the University of Minnesota system and has the sixth-largest main campus student body in the United States, with 51,853 students in the 2012–2013 year.

Across the campus there are over a dozen dishwashing machines. In 2013, the University installed their first M-IQ flight type conveyor, predicted to save almost \$4,000 a year compared to the leading competitor of similar size. Savings are approximate and based on average usage/capacity, during a 266 day school year.

Nelson Hard – Contract Manager: “Energy savings is a campus-wide focus for the University. When it comes time to replace machines, efficiency is our main goal. Meiko has really impressed me. We put a bid out to Meiko and one other

manufacturer and after comparing the energy savings – our engineers determined the Meiko machine would payback its price differential in about a year; not counting the continued savings of detergent, water and sewage which would make the savings add up even faster.

“We installed the M-IQ flight type conveyor in our 17th Avenue residence hall. I like the machine's adjustable belt speeds and especially the manual cleaning parts that are clearly marked in blue. Since the curtains can only be hung in the correct place, the staff can't mistakenly put them back in the wrong spot, which happens often on our non-Meiko machines.

“I like that M-IQ saves water and energy, which is great from a budgetary standpoint. But, I love the environmental savings. Any machine that needs water to fully function needs to be using it conservatively.”



Nelson Hard, Contract Manager for the sixth-largest campus in the US.

Cantonal Hospital of St. Gallen – €40,000 saved!

Three years ago, the first Meiko M-IQ dishwasher in Switzerland was installed here.

In the first year alone the machine reduced operating costs by CHF 63,000 (approx. €40,000). That works out to about 33% less energy, water and cleaning chemicals than the dishwashers previously in use. And the trend continues. Wolfgang Pierer, Head of Food Services at the hospital remarks: “That even exceeds what Meiko promised us in the prospectus and brochures.”

There are 5,000 employees and 1,000 patients, with some 3,600 hot meals prepared daily. There is no difference between the employee meals and patient meals – unless special dietary restrictions are at play.

Having lunch at the hospital restaurant means enjoying the atmosphere in what is likely one of the most elaborately designed hospital restaurants in Europe. Long tables



Wolfgang Pierer, Head of Food Services: “Unique exercise in cost saving.”

provide not only 50% more space for visitors but also give the impression of being in an Italian bistro.

The visitors' area is set apart from the main restaurant. Guests can select the appropriate wine to go with what they have selected from the menu. Personnel wear white gloves and serve meals on fine china and drinks from fine glassware. Wolfgang Pierer observes: “Not only does this provide a great visual effect but it also helps maintain our high standards when it comes to absolute hygiene. Since the Food and Consumer Protection Agency inspectors eat their lunch here, we must be doing something right when it comes to hygiene. We would definitely be in trouble if everything weren't spotlessly clean.”

The purchase of the M-IQ was a “unique exercise in cost saving” according to Pierer.

He adds the additional purchase of a Meiko WasteStar vacuum food waste disposal system coupled with the M-IQ as a stroke of luck: “This has effectively solved the problem of wet waste disposal.”



Innsbruck University Hospital, Austria – cost savings of €100,000 a year

With almost 1,600 beds and 5,500 employees, Innsbruck University Hospital boasts impressive figures: -

- Average no. of meals served a day: 5,500
- Average no. of food transport trolleys cleaned per hour: 35
- Average no. of items washed per day: approx. 40,000

In 2007 the hospital embarked on a project entitled ‘New dishwashing technology’, the first phase involving renovation of the wash-up area in the staff restaurant, “which incorporated a glass ceiling to allow people to work in daylight,” explains Herbert Hofer, Head of Kitchen Purchasing and Manager of the wash-up area.

He adds that the hospital was one of the first large-scale kitchens in Austria to implement a cook/chill system utilizing ward level regeneration. Meals are delivered using 100 tray trolleys, which arrive back at the wash-up area twice a day. According to

Hofer his team has to wash up some 40,000 items of crockery, cutlery etc., every day, as well as cleaning the trolleys themselves.

In 2010, Meiko supplied six heavy-duty machines for the renovation of the main basement dishwashing area. These included an automatic trolley unloading system, trolley washer and three M-IQ belt conveyor dishwashers.

By opting for MEIKO's latest series of belt conveyor machines the hospital succeeded in reducing its consumption of resources by at least one third, which translates into **cost savings of €100,000 a year over the previous system.**

Also installed was a WasteStar vacuum food waste disposal system; the hospital supplies a biogas plant with 14 cubic metres of wet waste a week, enough to meet the energy requirements of 100 four-person households.



Customers just have to smile when talking about the M-IQ: Herbert Hofer, Head of Kitchen Purchasing and Manager of the dishwashing area.



Dutchman Hospitality/Dutch Valley Restaurant, Sugarcreek, OHIO

The Dutchman Hospitality Group serves over two million meals per year. The Group is comprised of five restaurants, with bakeries in four Ohio towns, two inns, four retail stores, a local food market and a wholesale distribution service.

Dutchman researched several manufacturers and after crunching the numbers, they understood Meiko technology had both the smallest environmental footprint and the lowest total cost of ownership. Estimated savings per year utilizing

M-IQ vs. previous flight type conveyor: Over \$10,000.

Mike Palmer – President: “As we and our technicians analyzed the various manufacturers and equipment, it was concluded that the **Meiko technology exceeded the others.** It seemed like Meiko was ahead of the curve on incorporating newer technology, like the heat recovery system and the gallons of water demand for the final rinse cycle.”

“Just as important however, was the **support and expertise from their people,** in terms of layout and



Mike Palmer, President: “Meiko technology exceeded the others.”

design flow for efficiency and the post-sale support in training and maintenance. We are grateful to have the Meiko team as partners in the warewashing part of our business.”

Less labour required
and biogas from the
leftover food waste...
savings all round!



École Polytechnique, Paris: 3,500 meals per day, perfect for M-iQ and...



Dubbed the "X," the École Polytechnique is a French technical university founded in 1794.

Its status is that of a public educational and research institution under the supervision of the Ministry of Defence. It is a founder member of ParisTech, the Paris Institute of Technology, one of the hubs of research and tertiary education in France.

The École has installed the M-iQ and WasteStar vacuum food waste handling system to optimise both the dishwashing process and the collection and utilisation of organic waste from its dining hall.

"Le Magnan", the restaurant on campus, serves up to 3,500 meals per day, with 1,700 meals served within 75 minutes!

SAVINGS

Following the introduction of the M-iQ and WasteStar systems, nine people work in the dishwashing area, instead of the original 16. The machines wash 6 tonnes of dishes and automatically sort 15,000 items of cutlery at every mealtime.

This project was managed with the expert input of restaurant consultancy G.SIR and Hersant & Partners.

Jean-Luc Gillet, Catering Supervisor of the École Polytechnique: "The solutions developed by Meiko enabled us to automate part of the dishwashing and stacking operation. This **increases the efficiency of restaurant staff, improves their working conditions and the quality of service** we offer to our customers. The equipment also enables us to respond to the major increase in the number of meals served by the restaurant every day."

Pierre Rameau, Central Services Manager of the École Polytechnique: "The facilities for the treatment and use of the organic waste offered by the Meiko systems greatly influenced our choice. They fit perfectly into our policy of sustainable development. That's one step well under control, particularly thanks to the information system on the levels of the storage tanks. The collection truck now calls less than once per month. This investment therefore also allows us to reduce our operating costs."



WasteStar vacuum
food waste storage
holding area offers
sparkling clean
hygiene.

With 500 engineers graduating each year, it occupies a campus covering 160 hectares at Palaiseau, Essonne, Paris. Famous graduates include Henri Becquerel, Maurice Allais, Albert Jacquard, Valéry Giscard d'Estaing, Serge Dassault, Carlos Ghosn and Dove Attia.

Almost 4,600 students, researchers, lecturers and administrators are to be found, but this number is expected to grow to 70,000 a few years from now.

GLOBAL NEWS In brief

Two by Two in Australia!

Meiko Australia reports that M-iQ is being installed at the following sites:-

- Two machines for **Alpha Flight Catering**, Adelaide, South Australia
- Two machines for **Townsville Hospital**, Queensland
- Two machines for the **Emporium Shopping Centre**, Melbourne, Victoria

Meiko in Japan

Numerous M-iQ machines are already installed in Japan; latest stories include: -

Huge water savings for Hiroshima Park Hill Hospital, Hiroshima City



Number of beds: 114 for main hospital, plus two nursing homes, total meals 200

M-iQ was specified by the Registered Dietician and Facility Manager because, after making a thorough comparison with another manufacturer, M-iQ would provide a superior working environment and greater savings – see the chart on pages 6/7. The data shows after M-iQ was installed, the water consumption went down from 12 cubic meters to 1.5!!

Comfortable working conditions – even in rainy season – for Hirakata Ryoikuen Social Welfare Corporation, Hirakata City, Osaka

Number of beds: 830

M-iQ was specified because the Registered Dieticians thought the severe working environment would be improved, leading to better employee satisfaction. Their expectation turns out to be true, because even in the humid rainy season and hot summer in Osaka, the environment was kept very comfortable and operators are very happy with it.

Extended drying for "World's Best Airline"

Emirates – the official international airline of the United Arab Emirates which was recently voted the world's best airline – has once again chosen Meiko technology to expand its flight catering operations.

A brand-new facility, 60,000 m² spread over three floors, at Dubai International Airport will be equipped with three M-iQ machines. Specially tailored to Emirates' specific requirements, the machines feature extended drying zones, so that even Gastronorm containers and plastic boxes emerge totally dry, ensuring all hygiene parameters are met.

Totally Dedicated to Warewashing

"M-iQ is the result of a targeted, five-year research programme and our ongoing efforts to address the challenges faced by our customers and to respect their desire to protect the world we live in."

Managing Director, Burkhard Randel

"We are determined to take a responsible stance toward resource consumption. We support the principle of showing due care and diligence in areas that lie within our sphere of influence in order to protect the world as best we can for future generations." Managing Director, Dr. Stefan Scheringer

Meiko is a name synonymous with quality warewashing appliances and systems throughout the world.

Our reputation is founded on our ability to deliver products that offer the very best in manufacturing excellence and technical innovation, combined with expert design solutions.

Our goal is simple: To be the very best in all aspects of our business, ensuring the most professional solutions for all our customers throughout the catering industry worldwide.



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INVEST NOW!
Don't wait to choose M-iQ...
20,000 EUROS per year can be saved on operating costs. That's payback in just three years with M-iQ! It makes sense to undertake early replacement of existing dishwashing systems. Ask us for more details now.