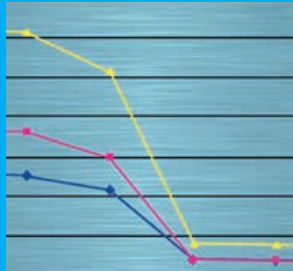


SPLASH!

NEWS FROM MEIKO, THE INTERNATIONAL BRAND FOR PROFESSIONAL WAREWASHING TECHNOLOGY



Huge savings for Hiroshima charted
page 3



Innovative food waste handling
page 5



M-iQ earns Euro 100,000 savings
page 8



Cooling the wash area
page 11

Savings boosted for Baden Cantonal Hospital



“Meiko was the only supplier capable of meeting the challenge of renovating the wash-up area to our satisfaction.”



+ Staff and patients at The Baden Cantonal Hospital enjoy meals prepared by Head Chef Josef Stalder. With 48 staff in total, Stalder manages a kitchen serving more than 500,000 meals a year for the patients and staff in the 350-bed facility.

When Stalder joined the hospital 12 years ago, he typically prepared 1,400 meals a day, but now this has risen to 1,700.

The kitchen wash-up area consequently needed a boost to its dishwashing capacity but a major requirement was to

replace the old Meiko system without severe interruption to kitchen operations.

Two new M-iQ machines and a conveyorised sorting and stripping system were installed. One M-iQ is dedicated to handling trays and the other machine to cutlery and crockery. Half of the floor space was renovated at one time, allowing for continuation of service. The hospital dealt with capacity bottlenecks by using disposable dishware in the staff restaurant, “which caused absolutely no problems at all,” says Stalder.

Meiko suggested changing the machine direction of the two new systems to make handling easier. Meiko Suisse carried out the planning work and today everything in the kitchen’s wash-up area has been installed on firm foundations.

The cost-benefit calculations also offer a solid basis for an improvement to the kitchen’s finances – with machines that run for around 8 hours a day, the savings in detergent, rinse aid, water and energy are “considerable”.



Leading UK Hospital tests green high volume dishwashing claims

High volume warewashing systems are a specialist solution for users including inflight caterers, hospitals, hotels and educational establishments.

The question for caterers has always been how to determine ‘best value’ amidst a lack of comparative data.

Meiko UK began selling its new M-iQ rack and flight transport dishwashers in 2010, with claims of 30 per cent savings. Now they have gone back to the users of these new machines to see if the machines delivered on the promises.

Frimley Park Hospital NHS Foundation Trust was the first site in the UK to install an M-iQ early in 2011.

Four years later, Kevan Wallace, Assistant Hotel Services Manager, Catering, gives his verdict on the performance, service and economy in use.

Water consumption: A running cost comparison* prepared by Wallace for senior management demonstrated that the new

Continued on page 2

Leading UK Hospital tests green high volume dishwashing claims

Continued from page 1

M-iQ would consume just over half the volume of the previous machine, 280,320 litres annually, compared to 448,950.

Against a similar specification competitor's product, which consumes 318,645 litres, the M-iQ saved 38,325 litres. *(based on 2,184 operating hours per year)

Detergent reduction: "Because the M-iQ works so efficiently, we were able to lower the dosage compared to the old machine. Our consumption has reduced by almost 50 per cent, from using four 20-litre drums per week to two drums. Rinse aid consumption has also considerably reduced."

Detergent running cost comparison: 1,955 litres annually for the M-iQ compared to 3,837 for the old machine and 2,135 for the competitor.

Energy reduction: Wallace noticed an immediate reduction in power consumption when the new M-iQ began operating. Frimley operates a cook-fresh plated meals system and all food is prepared and cooked using gas and electric equipment.

"The old dishwashing machine consumed so much power that the kitchen was starved of power at peak times. We were using all the power we had. The new M-iQ operates so much more efficiently and it has reduced the demand so much that I was able to install a new oven rated at 42 amps!"

Energy running cost comparison: 57,439 k/W hours annual consumption for the M-iQ, compared to 96,096 k/W for the old machine and 63,336 k/W for the competitor.



Fresh porridge is part of a fresh cooked meals service.



Meiko M-iQ at Frimley; note there was no need to install an overhead ventilation canopy.

Running cost per hour @ 2011 prices: M-iQ-£3.74, old machine-£6.77, competitor machine-£4.11

Other benefits: "Good washing results, which is exactly what you want. No ventilation canopy is required because the M-iQ helps keep the moisture level in the room down. Visitors have commented there is no curtain on the front of the machine. I explain this is not needed because the machine draws the heat back inside to pre-heat incoming cold water.

"The control system record temperatures and the self-diagnostic display tells us what is wrong, for example, if a door has not been closed.

"A reverse osmosis water treatment system was also installed on the M-iQ after installation and

this helps provide sparkling results on stainless steel ware especially. We use a smaller Meiko machine, also with RO, for glassware. We use Meiko machines throughout the hospital.

"It's also so quiet compared to the old machine."

Service and maintenance: "There have been no major issues with the M-Q machine. We have a five-star service contract with Meiko, so our machines are well looked after.

"One other thing I would like to say is that Meiko is a specialist; that is their business. Other companies diversify and handle many other products as well as dishwashing, but Meiko specialises in dishwashing alone. Their engineers are also very knowledgeable."

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!

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



Belgian care home
“...we made the
right decision...”

Woon Zorg Centrum Heilig Hart Kortrijk

 A large residential care home in Belgium, Heilig Hart is benefitting from cost improvements of approximately 40% compared to their previous dishwasher.

Explains Chef Hans Callens, WZC Heilig Hart, “Two years ago we took the decision to move our dishwasher to a new building and so the most important issue was the complete organisation. As the Meiko representative in Belgium, Sabemaf is

specialized in providing a complete answer to our needs concerning assortment and handling of the washing up.

“We decided to change our supplier from another manufacturer for the benefit of Sabemaf and Meiko.

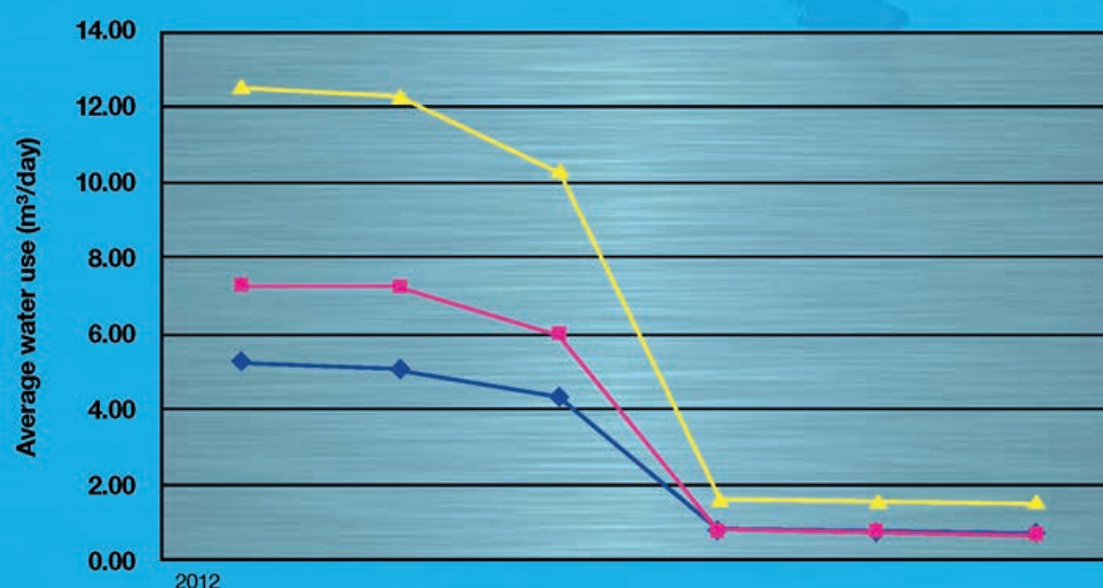
“We need to wash every day for around 500 persons and have now installed an M-iQ BXL74 N 33 V8 P8 with a mobile sorting table and a Meiko FV 250.2 utensil washer for pots and pans.

“With the new machine, which has a conveyor belt width of 740 mm, we can place three plates side by side. This new way of handling our washing up and the bigger capacity of the machine results in 1.5 hours less time spent on the dishwashing; time we can use for other purposes like cleaning.

“Another argument for Meiko are the savings we make on chemical products, energy and water consumption. As the machine has to work less hours then before and consumes 100L less water, we can save money by it.

“After two years we are certainly convinced that we made the right decision to work with Sabemaf and Meiko, as we can rely on the reliability of our machine which now works every day without any problem.”

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

M-iQ installation cut water consumption from 12 cubic meters to 1.5!



Donatello Rinaldi, Facility Manager at The Salvatore Maugeri Foundation with the M-iQ Model K-S54 P6

Veruno Scientific Institute 'improved beyond recognition'

“When we looked at the many different solutions available on the market, the main problem was to choose a reliable product, but in particular one that would improve the working environment and logistics in the washing-up area. In this sense the M-iQ gave us everything we were looking for”.

The Salvatore Maugeri Foundation was set up as an 'Occupational Therapy Clinic' in 1965 in the form of a private-law legal entity by Prof. Salvatore Maugeri, after whom the Treatment and Nursing Home was named.

The Foundation's aim is to promote health and safety in the workplace by identifying and preventing the risks linked to manufacturing and to promote rehabilitation by helping disabled people back into society and work and preventing handicaps. It works with a large number of institutions, clinics and prevention services throughout the country. There are centres offering treatment in Lombardy, Liguria, Piedmont and Agrigento, and prevention services in the form of Environmental and Industrial Hygiene Laboratories located in Pavia, Casano delle Murge (Bari) and Padua.

The Veruno Scientific Institute, part of the Salvatore Maugeri Foundation, opened in 1972. It has a total of 315 beds, and is an officially recognised scientific treatment and nursing home (IRCCS) and highly specialised rehabilitation hospital of national importance. The Institute has four

inpatient units, each with its own chief physician, and nine specialist healthcare units. It is a major facility, serving 800 meals a day and 5.400 meals a week.

Donatello Rinaldi, Facility Manager with the hospital since 2011, has significant experience in the technical and planning area. When it came to renovating the washing-up room the reasoning was as follows:

“When you want the best in terms of continuity and results, you have to choose the market leader and Meiko is definitely the right partner for us. The fact that it is German is a plus, in addition to its overall compact perfection, developed thanks to major innovations in technology.”

Rinaldi continues, **“It is important to point out how the washing-up room has improved beyond recognition.** The washing-up area is more hygienic and clean. Heat output has been reduced to a minimum, as has machine noise. Once we had trained our staff we just needed one person dedicated to using the machine, which is very straightforward, with more scrupulous and organised washing management and incredible logistics in the input and output of the ware.

“The washing results are what have enabled Meiko to stand out. It offers excellent quality and a unique shine, together with savings in water, detergent and energy. The M-iQ is unbeatable also in terms of its after-sales service. It needs very little maintenance, just what is strictly necessary to ensure the machine washes properly.

“All in all, I would recommend the M-iQ, especially when results and savings are important, as the investment is recouped over 4-5 years.”



“When you want the best in terms of continuity and results, you have to choose the market leader.”

Innovative food waste handling plus dishwashing for Lucerne hospital



From left: Thomas Tellenbach heads up LUKS Lucerne foodservice operations, Altaf Rana and Mirjana Weibel are in charge of the dishwashing area at LUKS Lucerne and Andreas Paglia is the Key Account Manager at Meiko Suisse AG.

+ Meiko's innovative WasteStar food waste disposal system plus three M-iQ dishwashers featuring the new GreenEye technology to maximise efficiency ensure the highest performance for the Cantonal hospital in Lucerne.

The Lucerne Cantonal Hospital (LUKS) network includes the central hospital in Lucerne, two primary care hospitals in Sursee and Wolhusen and the Lucerne Alpine Clinic in Montana. LUKS is the largest non-university hospital in Switzerland. Patient care is entrusted to more than 6,000 employees who handle some 36,000 inpatient admissions and 493,000 outpatient visits a year.

The Lucerne Cantonal Hospital provides three meals a day to some 650 patients and serves 1,500 meals in the staff and visitor restaurant, as well as breakfasts and snacks.

All foodservice operations – whether for patients, staff members or visitors – are coordinated from a central prep kitchen. The used dishware from these customers is also collected centrally in a brand new wash-up area.

The previous dishwash system could no longer cope with the growing quantities of washware, so the hospital decided to strip the facilities back to the foundation walls while maintaining the basic structure of the room and the existing workflows.

"We chose the most modern machines available with the aim of creating a comfortable, ergonomic working environment," says Thomas Tellenbach, who heads up the LUKS Lucerne foodservice operations. "Cutting-edge technology pays off in the long term."

The MEIKO WasteStar food waste disposal system ensures smooth and efficient waste management in tandem with the dishwashing. Before the dirty dishes reach the dishwashers, any leftovers are scrapped off the dishware into stainless steel scrapping chutes.



Three of the company's flagship M-iQ dishwashing machines with GreenEye technology ensure high-performance cleaning of trays, dirty dishware and cutlery at LUKS in Lucerne.



Leftovers are scrapped into scrapping chutes and turned into biogas.

The food waste is then macerated and transported from the wash-up area to a remotely sited food waste holding tank, ready for removal by tanker to a biogas plant, where it is converted into energy. This system handles some 10 cubic metres of waste every two weeks.

"MEIKO offers an excellent all-round package," says Tellenbach, emphasising the cost and efficiency benefits generated by combining innovative dishwashing technology with a waste management system. Hygiene plays a key role in dishwashing operations, especially in hospital environments. "Good

quality and superb wash results are the hallmarks of the M-iQ. But however high-tech the machine is, it is still easy to clean and maintain and a breeze for the team to operate. We are completely satisfied with the whole process, from the moment the dirty dishes are collected to the moment clean dishes come out of the machine!

"Everyone involved in the project did a great job of smoothly coordinating the design, supervision and engineering aspects. It's quite unusual for such a big project to run so smoothly right from the start."



Kauniala is a specialist neurological clinic in Finland and provides institutional care services for patients.



Improved ventilation came with the new M-iQ, along with running costs substantially less than the competitor's.

✚ The Kauniala Hospital for disabled war veterans, designed by architect Lars Sonck, was founded in 1910 as the health spa Bad Grankulla.

From 1945 onwards it has functioned as a rehabilitation hospital of the Disabled War Veterans Association of Finland. It is estimated that there will be around 4,000 disabled veterans in 2015 and the Association also takes care of veterans' spouses and widows.

Kauniala Hospital compared the market to find least expensive operating costs

Kauniala also has a specialist neurological clinic as well as providing institutional care services.

Food Service Manager, Virpi Lepola, recently oversaw the installation of an M-iQ B-M 54 V6P6.

She explained that the hospital chose the M-iQ because, "It has a self-cleaning system, which the operator starts after shift. It takes only 15 minutes and make things much easier. It also saves water, because the machine uses only the water already inside of it. All the parts of the machine that the operator must

remove are color-coded (blue), which explains what needs removing. Water shower pipes are very easy to remove during basic washing.

"Operating costs are less expensive than those in the cheapest offer (from competitor machines) and the M-iQ machines don't need a fixed air exhaust, which reduces ventilation costs of the dish washing area."

"We also have one less staff now than before with the M-iQ."

'GREEN EYE' dishwasher performance

Ensuring Meiko users get the best efficiency from their equipment.

Meiko has created a new Superhero... GreenEye is a simple but hugely effective innovation and an example of how Meiko thinks 'out of the box' to help foodservice operators get the most of their Meiko equipment.

GreenEye technology is a new concept from Meiko that harnesses teamwork between people and machines, ensuring our large dishwashers work to their most efficient capacity.

The GreenEye is a lighting system on the front loading end of the dishwasher which indicates to the operator where to place the crockery to improve capacity utilisation and save resources.

The machine is able to detect gaps on the conveyor belt between dishware or between baskets, so that it only **activates the rinse function for specific sections of the belt.**

The GreenEye is communicative technology that helps create synergies between operators and



their machines – and to reduce resource consumption to a minimum.

No other system on the market offers such consistent and reliable operation.

"We believe that GreenEye technology can take us down a whole new path," says Meiko Managing




Director Dr.-Ing. Stefan Scheringer. "Teamwork between people and machines allows us to tap into huge innovation potential for the future. And M-iQ GreenEye technology is just the start."

It would seem that the future of clean and economical dishwashing has only just begun.



The M-iQ's 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 around the machine.

UK hospital proves the value of Meiko

 The 415-bed Queen Elizabeth Hospital King's Lynn NHS Foundation Trust serves a catchment area with a population of approximately 331,000.

Recently installed to replace a decade old machine from another manufacturer was a Meiko M-iQ flight dishwasher.

Catering Manager Shirley Barber reports it is easier to keep clean and operate, heating up quicker and "definitely using less chemicals...we are saving £400 per month."

The process of choosing Meiko involved a competitive tender, which Meiko "handled very well. We were kept in the loop throughout the entire process by Meiko's Regional Sales Manager. He knew his stuff and not pushy in his approach."

A significant change introduced with M-iQ was the introduction of a 'CC-Touch' safety glass display, seen here on the side of the machine. This has effectively helped QEH manage the day to day running of the dishwasher.

Only functions used in the current operating mode are indicated, thereby successfully demystifying electronic controls. Operators can call up or store extensive information from the memory software and can even pull up a date from six months ago, seeing at a glance the amount of energy, chemicals and water used.

The M-iQ's 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 around 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.

Mrs Barber adds that queries concerning error codes on the machine display were answered over the telephone. "Once we dealt with them we knew what to do next time. Before, we might have had a panic and called out the engineer."

Key elements of the tender included Meiko's five year parts and labour warranty offer, which proved to be very persuasive.



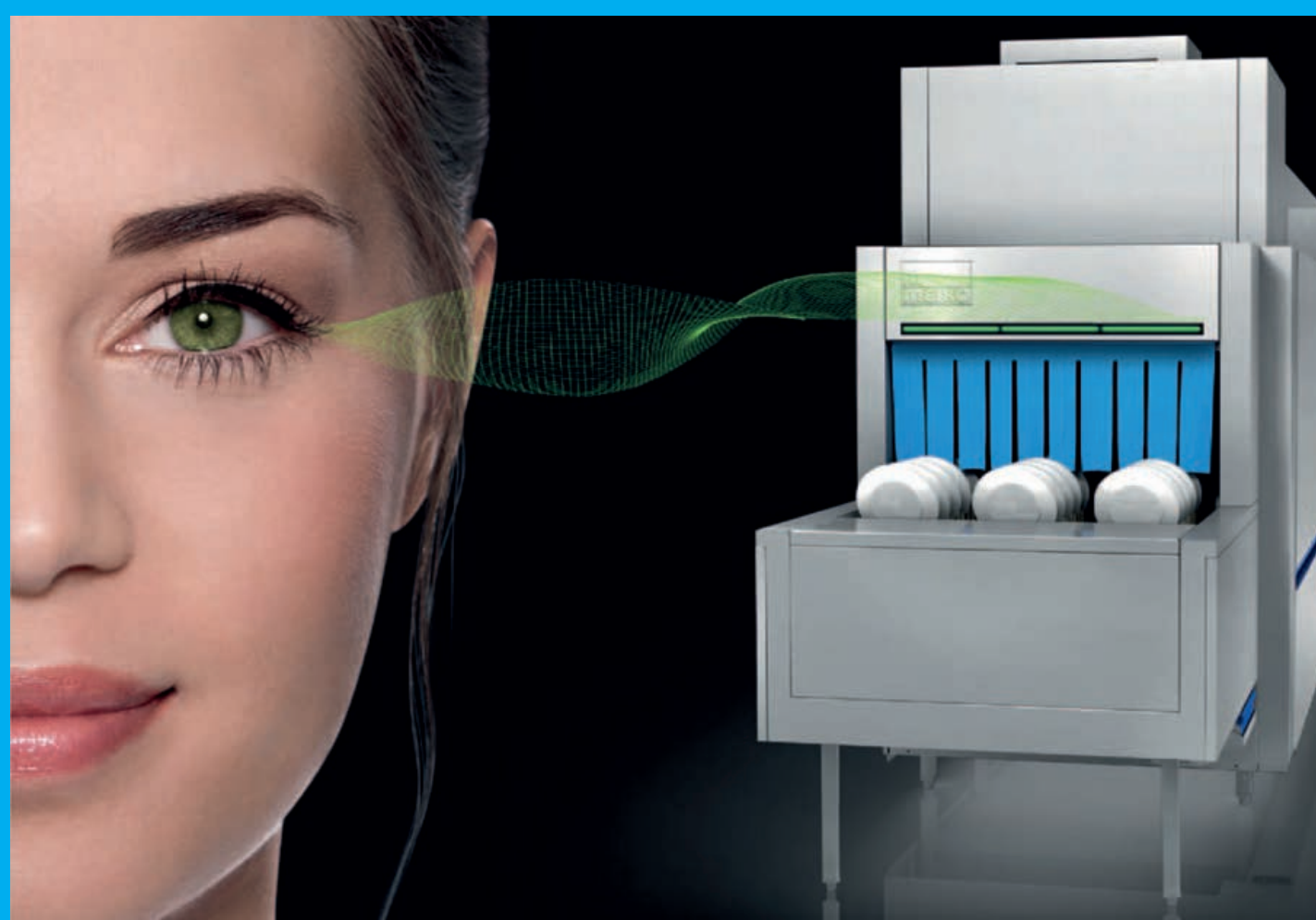
The extra capital cost would be recouped in less than three years and the five year warranty provides peace of mind.

QEH Facilities Manager, Angela Hircock explained that: "One of the main reasons we went with Meiko was the five year parts and labour warranty."

Meiko offered five year's cover for less of a price than the competitor's annual PPM offer.

"We had been with another manufacturer for many years," explains Shirley, "and we didn't know much about Meiko. It was a brave step for us to take, but we did our sums this time."

The availability of spares had been an issue previously, with parts not always being in stock, but QEH was, according to Shirley: "Also impressed by the fact that Meiko only makes dishwashing equipment."



Meiko's innovative technology promotes good teamwork between people and machines.



Innsbruck University Hospital, Austria – **cost savings** of Euro 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: 5500
- 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 Euro 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).



An investment for your future

Hospitals and care homes choose Meiko's new generation of M-iQ dishwashers for three main reasons:

1. The washing results are better than ever!
Meiko's GiO reverse osmosis (RO) technology is optionally available built on all M-iQ machines. GiO reverse osmosis removes 99% of minerals from the water, including bacteria and viruses, to produce ultra-clean water for rinsing and spotless results for cutlery and crockery, glassware and containers.

In addition, a new airflow system means it is no longer always necessary to use a heat pump or overhead ventilation canopy to remove hot air from the machine. Cooled to approximately 22 degrees, the exhaust air from the dishwasher 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 modern interfaces (Bluetooth plus the option of GSM/GPRS), making

it simple to download essential information such as a history of wash and rinse temperatures, water and chemical consumption. The fully automated self-cleaning cycle ensures hygiene, while the items that require manual cleaning are colour-coded in blue, making staff training easy and intuitive.

3. But the most astounding differences between M-iQ and the other machines on the market are its financial savings and sustainability! M-iQ reduces operating costs by 30 per cent without sacrificing quality. Meiko can prove that the consumption of energy, water and chemicals are all substantially reduced, offering better performance than any other machine. This, in conjunction with the labour savings and improved efficiency, means the choice of M-iQ is the smart choice for the planet as well as the budget!

Saving water and improvements for staff in Helsinki



Minna Väkiparta
with chef, Joonas
Rosendahl.

✚ 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 1400 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 with Meiko at all.

Positive influence on the working environment, plus savings!



"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 litre, providing Euro 208 savings per year

(1 m³ cost about Euro 1,00). Wastewater cost is about 1,5/1 m³, so this also saves Euro 312,00; in total Euro 520 savings in a year (2013 figures).

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

The M-iQ's new airflow system also provides a better kitchen climate. It is no longer necessary to use a heat pump or overhead canopy to remove hot air from around the machine.



Sparkling clean results and maximum hygiene, from Meiko's DV80.2 GiO pass through dishwasher with integrated reverse osmosis water treatment technology.



SUNRISE SENIOR LIVING: Improving resident care



"We found the process of warewashing was enhanced by the GiO range of washing machines."

switching to Meiko, it's meant the dishwashers now last far longer with minimal servicing needed.

Christopher Dean, Head of Kitchens at Sunrise Senior Living adds: "Overall there has been an improvement in the standard of dishwashing across all of the communities. The switch to using Meiko dishwashers has definitely been an improvement for our residents and, clearly, they are our number one priority."

Purchasing at Sunrise is assisted by Pelican, formerly the Pelican Buying Company, which has a total collective purchasing volume of £140m and specialises in negotiating competitive trading arrangements with local and national suppliers for its members. Pelican serves around 3,000 hospitality businesses including 2,000 schools and colleges.

Keith Palmer, Commercial Equipment Manager, says, "Sunrise were adamant that reliability of operation was essential and exemplary results were a priority for their residents.

"Meiko ticked all the boxes, plus we found the process of warewashing was enhanced by the GiO range of washing machines. To date performance of machine and experience of personnel has exceeded our expectations."

**Christopher Dean,
Head of Kitchens
at Sunrise Senior
Living.**




 Sunrise Senior Living delivers resident-centred care services to well over 2,000 residents in the UK. The Sunrise philosophy is founded on encouraging independence, preserving dignity, enabling freedom of choice and protecting the privacy of each resident. This approach reflects the company's mission, which

has remained unchanged since the business was founded in 1981: "to champion quality of life for all seniors".

Prior to switching to Meiko, there used to be a 'mish-mash' of different machines across multiple senior living communities, said the company. Since

‘Unique exercise in cost saving’

 **Three years ago, the first Meiko M-iQ dishwasher in Switzerland was installed at the Cantonal Hospital of St. Gallen.**

In the first year alone the machine **reduced operating costs** by CHF 63,000 (approx. EUR 40,000): That works out to about 33 percent 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 3600 hot meals prepared daily. There is no difference between the employee meals and patient meals – unless special dietary restrictions are at play.

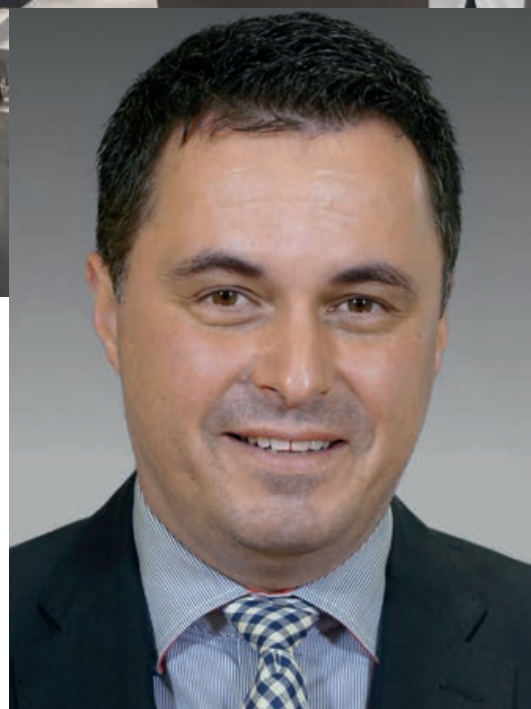
Having lunch at the hospital restaurant means enjoying the atmosphere in what is likely one of the most elaborately designed hospital restaurants in Europe. Long tables provide not only fifty percent more space for visitors but also give the impression of an Italian bistro.

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. In the first year of using the dishwasher the hospital reduced consumption of energy, water and cleaning chemicals by a total of about 33 per cent compared to conventional machines, which translates into about EUR 40,000 (CHF 63,000).

Pierer 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.”



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

Medanta – The Medicity: Cooled warewash area

 **Spread across 43 acres, Medanta is one of India’s largest specialty hospitals located in Gurgaon, a bustling town near New Delhi.**

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.

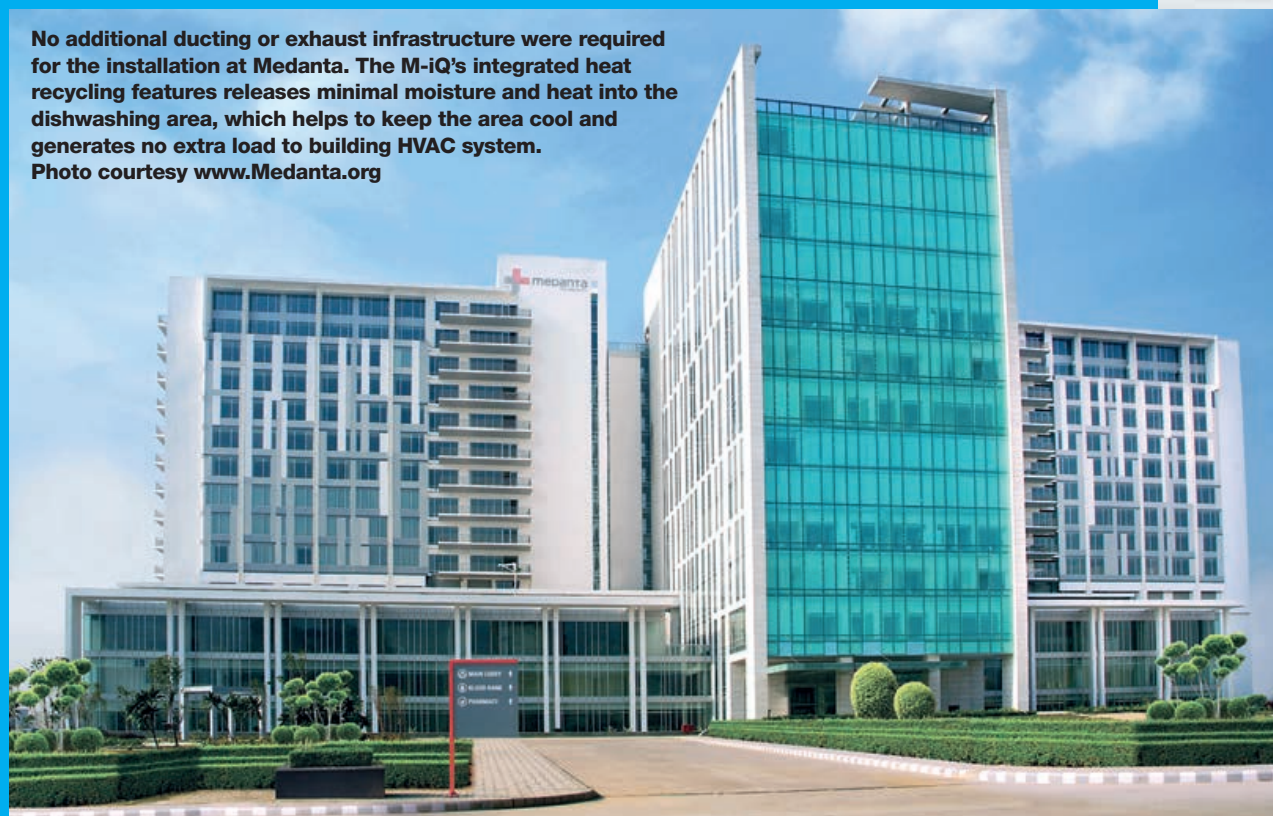
Medanta has 1250 beds and over 350 critical care beds with 45 operating theatres catering to over 20 specialties. It is specially geared to international patients, who come for the world-class facilities available at affordable costs.

The hospital has recently installed a Meiko M-iQ model B-M54 V6 P6.

Deepak Batra is General Manager, F & B, 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

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. Photo courtesy www.Medanta.org




operation, as the health and safety of our patients is our top priority and we didn’t want to compromise in this aspect.

“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.”

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.

Best by far, for John Flynn

 “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.

John Flynn Private Hospital is operated by Ramsay Health Care. Established in Sydney in 1964 the company has grown to become a global hospital group operating 151 hospitals and day surgery facilities across Australia, the United Kingdom, France, Indonesia and Malaysia.

John Flynn 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. Add the savings in energy to that 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 FV-model pot washers in the main kitchens and FV 40.2 under bench dishwashers at ward level for around 1-3 years; we have recently added GiO reverse osmosis to the FV 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.



Trays are automatically loaded onto the dishwasher belt from the conveyor.

“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 proved here that we have not had one incidence, absolutely nil over two years.

“I would continue to recommend Meiko. They have assisted our production and savings immensely whilst providing us with the best service.”

George Stewart, Catering and Support Services Manager.

• The Reverend Dr John Flynn is best known as the founder of the world's first flying medical service, The Australian Royal Flying Doctor Service. What is less well known is that Flynn established fifteen small bush hospitals, scattered all over the outback. The first official Flying Doctor flight left Cloncurry, in north-west Queensland, in March 1928 with a plane hired from a fledgling company called Qantas. In the first year, it treated two hundred and fifty-five patients.



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