

***proClean* INC.**
SERVICE POLICY

ProClean will provide the following service functions:

- 1) Provide written service reports on every service call, advising of all conditions, both good and bad, which should be brought to your attention. We will correct all unfavorable conditions possible and will make corrective recommendations to management.
- 2) Training dishmachine operators in the following:
 - Proper racking procedures
 - Correct scraping techniques
 - Routine daily machine cleaning and operation
 - Proper handling, storage and usage of all ProClean products.

Training will be accomplished by personal on-the-job instructions during service calls, plus periodic general training sessions, employing ProClean training aids.

- 3) Make recommendations for new equipment or methods that may improve efficiency of the operation, reduce breakage, labor and utility costs.
- 4) Check the conditions and proper placement of separator curtains.
- 5) Inspect the condition of all racks, bussing containers and handling equipment. Recommendations will be made to management on necessary repairs and replacements.
- 6) Provide wall chart operating instructions in Spanish and English. These fully explain the proper procedures necessary to achieve completely clean and sanitized dishware.
- 7) Maintain all first-line dispensing equipment installed at no-charge by ProClean in proper working condition.
- 8) Test overflows and drains for proper operation.
- 9) Inspect conveyors on flight-type machines for broken links and checking drive dogs on rack machines for proper operation.
- 10) Balance wash and rinse pump pressures and overflow drains in multi-tank machines.
- 11) Check all manually operated fill, steam and rinse valves, to make sure they seat properly. Inspect rapid-action rinse valves and adjust spring resiliency, if not up to standards.
- 12) Visually inspecting pumps for leaks. If problems cannot be corrected, we will advise management and the Engineering Department.

- 13) Test pressure and pattern of final rinse jets. If clogged, we will clean them and instruct operators on proper cleaning methods. If rinse jets are not fanning out properly, they will be adjusted. Recommendations will be made to correct pressure; it is too high or too low.
- 14) Inspect wash arms for efficient operation. If wash arms are clogged, we will instruct operators as to the proper cleaning methods and frequency. Check rotating arms for proper pitch and pressure. Check wash and rinse arm bearings to see that arms are revolving freely.
- 15) Check the temperature of the wash and final rinse. If they do not meet specifications, the temperatures will be adjusted to meet National Sanitation Foundation standards.
- 16) Set the final rinse feedback rate at the correct flow to provide proper skimming of the wash tank to introduce the correct amount of detergent for the best possible results.
- 17) Test the wash solution to determine whether the correct amount of compound is being used to produce the desired results.
- 18) Inspect the pot and pan washing areas, recommending the correct products and procedures for economical and sanitary operations.
- 19) Recommend the most economical compounds for every type of operating condition.
- 20) Measuring the water hardness and checking the performance of water softeners periodically to make sure the correct warewashing compounds are used the year around. Where unusual conditions exist, our laboratory will analyze samples so that recommendations for adjusting to these conditions may be made.
- 21) Assist in the training of your management and operating personnel in warewashing operations.
- 22) Advise you of mechanical or operational deficiencies that we have observed, which may be affecting your results or needlessly increasing your operation costs.
- 23) Provide the best possible warewashing result at the lowest possible cost.