



Manitowoc Foodservice
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PLANNED MAINTENANCE PROGRAMS: PUTTING SERVICE TO THE BOTTOM LINE



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EXECUTIVE SUMMARY

By definition, planned maintenance is a proactive strategic service program designed to maximize equipment performance over its entire life cycle, which ultimately contributes to a company's bottom line. Planned Maintenance (PM) accomplishes this by ensuring specification compliance and proactively identifying potential performance issues that can be corrected before they cause interruptions.

Trained service personnel are an essential component of best-in-class PM programs, because they bring extensive knowledge of a manufacturer's equipment lines, as well as keen understanding of how equipment systems work together to maximize results.

The key benefits of developing a PM program include –

- Contributing to food and employee safety
- Maximizing equipment performance and reducing downtime
- Reducing repair costs over the equipment's life cycle
- Allowing service calls to be budgeted evenly over time
- Helping assure manufacturer warranty and third-party safety compliance

Optimal performance requires proper maintenance and sound operational process. An Authorized Service Agent (ASA) can help you develop a PM program that best fits your equipment's needs. They help ensure that pieces function at maximum efficiency for the balance of their life cycles.

As ASAs, these professionals are trained and audited by the original manufacturer and are held accountable for using only parts that have been inspected to meet the design criteria for each specific piece of equipment. Also, when upgrades and changes are made to specifications, ASAs are immediately alerted. Noncertified service agents would be unaware of such changes, which could dramatically affect the performance of your equipment.

The key to a PM program is ongoing functional assessments. By regularly inspecting a piece, or suite, of equipment, ASAs can identify and correct issues before they become problems. They also help you source the right parts to ensure warranty and safety compliance.

The difference between standard maintenance and PM is an ongoing relationship with the ASA, who maintains the equipment in proper operating condition through systematic planned inspections, where problems can be detected before they develop into catastrophic failures.

For those with multiple units, PM programs add an additional layer of benefits, including centralized service dispatch and data collection, report sharing capabilities between units, and ensuring system wide compliance with third-party regulatory bodies, such as UL and NSF. Programs can be funded in a variety of ways, including monthly, quarterly, and biannually, as long as they conform to a manufacturer's specifications.

The ultimate goal of any PM program is to avoid downtime and maximize efficiency and proper functioning. The benefits are many, including peace of mind, but the bottom line is that proper maintenance and service will help you maximize profits.

FOOD AND EMPLOYEE SAFETY

Of utmost concern to any operator is the safety of employees and the food they serve. Participation in a PM program can help you avoid equipment issues that may challenge you in these critical areas.

When a piece of equipment has not been properly and regularly serviced, components that were once precisely regulated can fluctuate dramatically. The result can be food that has been undercooked or held at temperatures where bacteria may grow. In addition, faulty equipment can be hazardous to cook staff and servers. For example, a machine that has not been properly maintained can have an increased risk for gas leaks, electrical fires, and other dangers that compromise employee safety.

“Having an ASA regularly calling on your business to inspect equipment over its full life cycle gives you the best possible offense against safety issues,” says Mike Buelow, Vice President of Service for Manitowoc Foodservice. “An ASA better understands your operational needs and the history of your equipment. An ASA will also never recommend or use parts that nullify your warranty, so you’re always operating at peak efficiency and safety. When your equipment is in compliance with manufacturer specifications, it operates as it was intended to, so elements aren’t heating to incorrect temperatures like they can with noncompliant parts. An ASA can also work with an operator to create training programs that help employees understand proper equipment use, thereby increasing safe operation and reducing downtime. The ASA is extensively tapped into a communications network with the manufacturer that guarantees they are first to learn of evolutions in design and maintenance that may impact your kitchen. In short, the ASA is your best line of offense, not defense, against problems.”

MAXIMIZING EQUIPMENT PERFORMANCE AND REDUCING DOWNTIME

Manitowoc Foodservice, a global leader in equipment manufacturing, offers planned maintenance programs as part of its overall STAR maintenance program. This ensures that authorized, trained inspectors evaluate equipment to make sure it meets manufacturer specifications. Monthly, quarterly or annual service calls are scheduled to maintain a machine's ideal performance levels for its entire life cycle.

“Typically, a planned maintenance program is offered by the ASA upon installation or shortly thereafter,” Buelow says. “At that time, the complexity of the operator's kitchen, the pieces of equipment involved, and anticipated service needs are evaluated. From there, a recommended schedule of planned maintenance is developed with the operator. There may be additional upfront costs if an operator desires to implement a PM program on an existing piece of equipment, as it will need to be brought up to specification if it currently isn't. But the payoff in the long run definitely makes it worth an operator's initial investment.”

One of the biggest benefits to a PM program is the ability of an ASA to become familiar with a particular operation's usage patterns. They are then better able to anticipate issues and needs. Planned service ensures ongoing compliant performance and helps eliminate surprise disruptions that can be extremely costly. Maintenance at regular intervals identifies potential problems before they can interfere with business.

“There is a misconception regarding planned maintenance within the industry,” according to Bruce Hodge, President of General Parts, L.L.C. in Wisconsin. “Operators think, ‘I need service over the life of my equipment anyway, so why have a planned program?’ While that’s true, a planned program saves you over time by reducing repair and maintenance costs by catching issues in the critical early phases, when they can be more easily corrected. You’re also able to reliably budget service calls over the life of the equipment, which in today’s economy really helps. You know your costs up front, and the nature is preventive, not reactive. Think of it like servicing your car. You change the oil and the air filter and maintain proper inflation of the tires, all so it will run at peak performance and require less in terms of maintenance. If you do these planned maintenance procedures, your car runs better for its entire life cycle. It’s no different with a piece of equipment.”

Jerry Lineberger, Associate Director of University Centers for the University of Wisconsin Stevens Point, agrees. “We know from experience that not having a planned maintenance program costs more in the long term. If you short your maintenance program, you run the risk that equipment might fail at a most inopportune time. Not that there won’t be problems to solve along the way, but a PM program minimizes downtime and inconvenience.”



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With a PM program, scheduled visits can be customized to meet an operator's needs, based on equipment usage, geography, and budget. PM can also be customized to protect individual as well as multiple pieces of equipment. An ASA can advise you on the PM program level that best suits your needs.

NOTE

PM programs are available for all Maniowoc Foodservice equipment, including fryers, ice machines, dish washers, refrigeration, and cold prep systems. Because the Maniowoc Foodservice STAR program offers centralized call dispatching, if anything ever does go wrong, help is on the way within minutes.

REDUCING REPAIR COSTS AND BUDGETING FOR SERVICE CALLS

A significant reduction in repair costs over the life cycle of a piece of equipment is another key program benefit. By fixing problems before they become issues, repairs can be made while they're hopefully less expensive. PM programs maximize the life cycle return on equipment by allowing operators to invest in a machine's upkeep rather than its repair or, even worse, replacement.

"The whole point is that planned maintenance helps you reduce unplanned cost," Lineberger says. "As a state university with a tight operating budget, PM helps us provide the best service to our students at the best possible operational cost."

"A successful planned maintenance program is a long-term commitment," says Hodge. "It can take 1 to 2 years for operators to see return, and that sometimes makes it difficult for them to see short-term value. Again, it's like a car and establishing that lifelong relationship with the person who services it. The benefits continue to compound over time. And those benefits are anticipated service costs and budgeting, operating at peak performance, being in compliance with manufacturer and regulatory agencies, and general peace of mind. You know that you've done everything possible to prevent surprises and repair costs. Sometimes those can't be avoided, but with planned maintenance, you have the best possible opportunity."

MAINTAINING COMPLIANCE

Any PM program implemented with an ASA will inherently help an operator maintain manufacturer warranties and third-party safety compliance alike.

“An authorized agent will only use parts and perform service in a way that meets manufacturer specification,” Buelow says. “In addition, should specifications change over time based on new research or innovation, the ASA will be aware of that, whereas a noncertified agent won’t.”

Having your equipment operating to a manufacturer’s specifications also ensures that it maintains its original third-party safety compliances. These include Underwriters Laboratories and National Safety Federation regulations.

“Equipment is manufactured to these specifications to begin with,” Buelow says. “And proper service ensures that compliance for the entire life cycle. Working with a noncertified agent or using parts that don’t meet warranty specification can be catastrophic. An operator can unknowingly create personal liability if there are safety issues with a piece of equipment on which non approved parts or service processes were used. Again, your ASA is the frontline offense for keeping equipment at peak performance and compliance.”

PLANNED VERSUS ON-DEMAND MAINTENANCE

COMPARISON

	<u>Planned On-Demand</u>	
Proactive versus reactive	✓	
Allows for long-term budgeting of service calls	✓	
Reduces maintenance costs over time	✓	
Enhances employee and food safety compliance	✓	✓*
Proactively reduces equipment downtime	✓	
Maintains integrity of critical systems over time	✓	

* Assumes that ASA and OEM parts are utilized in on-demand calls

THE MANITOWOC FOODSERVICE STAR SERVICE

DIFFERENCE

When it comes to world-class equipment, global foodservice leader Manitowoc Foodservice understands that innovation, creation, and distribution are only the beginning. Equally important is an ongoing service and maintenance program designed to keep equipment functioning at peak performance. Because service is such an important factor to ongoing customer satisfaction and equipment longevity, Manitowoc Foodservice created the STAR Service Network, which establishes best-in-class standards for its more than 500 strategically located domestic service centers.

These locations employ more than 5,000 trained service technicians, many of whom are certified as Master Technicians by the Commercial Food Equipment Service Association (CFESA). In addition to third-party recognition and certification standards, Manitowoc Foodservice requires that all technicians be recertified at least every 3 years to ensure they are up to date on the latest products, technology, and repair procedures. Agents in the Manitowoc Foodservice STAR Network also agree to guarantee their parts and labor for a minimum of 3 months (90 days), and many offer extended warranty periods for parts and service.

Helping customers navigate their wide variety of choices when it comes to service was the main motivator when Manitowoc Foodservice created its STAR service program. The program has two key stipulations that contribute to its overall success. One of those is an OEM stock policy, meaning that service centers must stock OEM parts for all pieces of equipment for which they're certified to repair. The second is maintaining a national network of service centers that are accessible to customers.

In addition, the Manitowoc Foodservice STAR service program offers a variety of beneficial features, which are highlighted on the STAR Service web portal at www.manitowocfsusa.com/service.

- Online ZIPCODE search engine for finding the closest authorized service provider
- Online performance standard statistics and information
- A Reliable Install & Start-up by Manitowoc Foodservice (RISE) program that includes required site surveys by an Authorized Service Agent (ASA) prior to initiating work
- An Authorized Training Instructor (ATI) program that includes factory-authorized training conducted by ATIs at any of the ASA locations or online

As an added layer of quality assurance, Manitowoc Foodservice conducts annual audits to evaluate the performance of each authorized service agent and suggest specific improvements to enhance service capabilities. Those agents achieving, maintaining, and improving audited certified capabilities are compensated at higher rates by Manitowoc Foodservice to reward service excellence.

For more information visit www.manitowocfsusa.com/service.