



# **Spoonshine Cutlery Polisher Presentation & Manual**

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## About Us

We have been providing cutlery polishing equipment for the catering industry since 2004. By partnering with Italian manufacturer Hyppocampus we supply what we feel is the best cutlery polishing solution in the marketplace.

Our polishers are the only units available that operate at 60°C providing not only a better quality finish but also combined with an integral UV lamp, dual sanitisation.

Our cutlery polishers are also the only units to have a stainless steel tank, they are so resistant to wear and tear that we guarantee the tank for life!

We back this up with our dedicated team of specialist engineers, trained to provide fast and full service support for all of our customers. Our team always carry all spares required to provide service and we guarantee a first-time fix or a replacement machine.

We are lucky enough to be based in a beautiful part of South Devon, however we work nationwide and look after customers quite literally from Lands' End to John o' Groats!

So, whether you rent or purchase a cutlery polisher you can be confident that we will not only provide the highest quality cutlery polishing solution but a level of service and after sales care that cannot be rivalled.

# Cutlery Polisher Presentation & Operating Procedures Recap

## Before Use

- Turn the cutlery polisher on using the on/off switch located on the front of the machine
- Allow the unit to run for 20-30 minutes before use so that it can reach its operating temperature of 60°C
- It is normal for the temperature to fluctuate between 57°C-64°C whilst the machine is in use
- The thermoregulator is pre-set to maintain a constant operating temperature of 60°C
  - *Please do not attempt to adjust this*

## Achieving the Best Results

- The key to achieving the best results from your cutlery polisher is getting your ware washing processes right – a cutlery polisher cannot polish dry or soiled cutlery, or remove water marks after they have formed
- In an ideal world cutlery should be placed directly from the dishwasher into the cutlery polisher for polishing. However, this is often not possible during busy services, so we suggest placing cutlery into a container of warm water until you are able to process it through the cutlery polisher

## Loading Instructions

- Load one handful of cutlery, between 8-12 pieces, into the entry chute of the cutlery polisher
  - This is located on the top of the tank for all units other than the Baby Star, in which case this is located on the side of the equipment
- Once the cutlery has been absorbed by the polishing granulate, this should take 2-5 seconds, load the next handful of cutlery
- Providing a small delay between each handful of cutlery reduces the risk of overloading the polisher and causing a blockage in the tank
- Continue loading your cutlery into the polisher in this way until all cutlery has been polished
- Cutlery will be processed smoothly and the whole polishing process will take approximately 20-30 seconds per handful
- The cutlery will exit the machine into the baskets dry, polished and sanitised – ready to go back into service

## **After Polishing**

- When the cutlery exits the polisher it is normal for forks and spoons to bring a small amount of granulate with them
- Simply sieve this through the perforated basket and tip it back into the polisher to help maintain a consistent grain level
  - If this granulate is not returned to the polisher the grain level in the tank will drop which will prevent your cutlery from processing

## **After Use**

- Once your final load of cutlery has been processed it is very important that the cutlery polisher is allowed to run for a further 20-30 minutes
  - During use the polishing granulate absorbs moisture and increases in volume, this additional running time allows the granulate to dry out and recover

# Operating Instructions – Quick Start Guide

## Operating Instructions

- Turn the cutlery polisher on so that it is vibrating & allow it to run for 20-30 minutes before use so that it can reach its operating temperature of 60°C
  - This can be monitored on the digital display or is indicated when the orange light on the front of the equipment goes out
- Cutlery must be warm, clean & wet – the cutlery polisher cannot polish dry cutlery
- Place cutlery into the entry chute, 8-12 pieces at a time, as soon as these are absorbed by the grain, place the next handful of cutlery into the chute
- Cutlery will emerge from the front of the machine 20-30 seconds later, dry, polished & sanitised & will be caught in the baskets
- Some granulate will spill into the baskets – pour this back into the polisher
- **IMPORTANT:** After use the machine must be left to run for 20-30 minutes to allow the granulate to dry out and recover after use

## Changing the Granulate

- Unplug the cutlery polisher from the power supply
- Lift the equipment lid
- Remove used granulate from the polishing tank by hand or using a vacuum cleaner
- Pour one new, complete fill of granulate into the polishing tank via the entry chute & grids
- Close the equipment lid
- Re-plug the cutlery polisher to the power supply
- Turn the cutlery polisher back on & allow it to run for 20-30 minutes before use so that it can reach its operating temperature of 60°C
  - This can be monitored on the digital display or is indicated when the orange light on the front of the equipment goes out

**\*We suggest keeping a copy of these instructions next to the cutlery polisher for reference**

# Troubleshooting

**Our cutlery polishers very seldom present issues, however like all mechanical equipment in time they can require a little TLC to ensure that they are operating at their best.**

Below are a few pointers to help maintain the high quality results that our polishers achieve.

Symptom	Cause(s)	Solution(s)
Cutlery not flowing freely around tank	Drop in grain level	Gently top the grain up until the cutlery begins to process.* Ensure grain caught in the baskets after cutlery has been processed is returned to the cutlery polisher
Blockages in tank	Drop in grain level, overloading	Gently top the grain up until the cutlery begins to process.* Ensure grain caught in the basket after cutlery has been processed is returned to the cutlery polisher. Load the cutlery into the polisher a handful at a time, 8-12 pieces, allowing cutlery to be absorbed by the granulate before introducing the next handful of cutlery
Grain falling out of the base of the cutlery polisher	Blockage in tank, increase in grain level as grain not allowed to recover after use	Load the cutlery into the polisher a handful at a time, 8-12 pieces, allowing cutlery to be absorbed by the granulate before introducing the next handful of cutlery. Allow cutlery polisher to run for 20-30 minutes after use to allow grain to recover
Water marks on cutlery	Cutlery allowed to fully dry after washing	Immediately place cutlery into a container of warm water after washing until ready to process via the cutlery polisher
Dust on cutlery / deterioration in quality of polishing result	Grease residue left on cutlery after washing or granulate has reached the end of its usable life	Hand wash some knives and process through the polisher, if the results improve drain down the dishwasher and refill with clean wash water. If the results do not improve change the polishing grain

**\*Please note that incomplete bags of grain cannot be used for a full grain change as grain is supplied in the premeasured amount in order to do this. Please call the office should you require more grain**

# Supply Options for Cutlery Polishers – Rental, Purchase or Rent to Buy

## Option 1: Rental

For a fixed weekly price you can rent a cutlery polisher from us, there are no hidden or additional costs, just benefits!

### What is included?

- Installation and set up
- Initial & ongoing staff training
- Regular, onsite preventative maintenance & service
- Rapid response to trouble calls – first time fix or replacement machine
- Full supply of polishing granulate
- Parts & labour
- Full telephone support

### What are the benefits?

- Fixed, weekly cost, no hidden extras
- Easy in, easy out terms
- Tax efficient monthly payments
- Seasonal flexibility
- Proper, regular maintenance
- Full support
- Easy machine upgrade if & when required

## Option 2: Purchase

We have a wide range of cutlery polishers available, all supplied with a comprehensive warranty and optional service packages.

### What is included?

- A cutlery polisher specified to meet your exact requirements
- Installation & set up
- Initial staff training
- 3 Month supply of polishing granulate
- 12 Month parts & labour warranty – polishing tank guaranteed for life!
- Cutlery polisher stand (static units)



- 2 Cutlery baskets
- Multiple service package options

### **What are the benefits?**

- Adds to your asset base
- Complete free choice of agreed service level
- No further monthly cost
- Comprehensive warranty
- Rapid response to trouble calls
- Easy payment terms

### **Option 3: Rent to Buy**

The best of both worlds! Rent a cutlery polisher, with the afore mentioned benefits, for as long as you like. However, if you decide to purchase a unit we will discount the price by up to the value of six months rent!

### **What are the benefits?**

- It costs no more to purchase a polisher today, than it will in six months
- Spread the cost of purchase
- Benefit from an 18 month warranty
- Fully integrate your cutlery polisher before financially committing
- Ensure you have chosen the correct size of polisher for your site
- Regular and ad hoc service available

# Polishing Granulate

**We have gone to great lengths to source what we feel is the best quality polishing granulate in the marketplace. Our grain undergoes an extensive de-dusting process to ensure that all excess dust and impurities are removed. We have also opted for a finer grade of granulate which improves results.**

We recommend that polishing granulate is changed every 4-12 weeks depending on how much cutlery is being processed.

- 4 x 2.5Kg Fills @ £165.00
  - Baby Star, ASMP cutlery polishers
- 4 x 3Kg Fills @ £185.00
  - AS500 cutlery polishers
- 1 x Carriage Per 4 Fills @ £19.95
- Prices are exclusive of VAT

# Frequently Asked Questions

**If I purchase a cutlery polisher...**

**...how soon will it pay for itself?**

Depending on your usage a return on your investment can be achieved in as little as 25 weeks.

**...how extensive is the warranty?**

Everything is covered except polishing granulate and UV lamps. Extended warranties are available and do cover these items, the polishing tank itself is guaranteed for life!

**...what will happen when the warranty ends?**

You will receive the same level of care as during your warranty, call out costs are the lowest in the industry, as are our service packages.

**...how long will a machine last?**

With proper maintenance your cutlery polisher should last at least 10 years.

**...what is included?**

Each cutlery polisher we supply comes as standard with:

- 1 x Fill of polishing granulate
- A Cutlery polisher stand (static units)
- Cutlery catch baskets and an integrated basket holder
- Full staff training
- 12 Month parts and labour warranty

**...what service level can I expect?**

Rapid response to trouble calls – first time fix or replacement unit

**...what is the life of the polishing granulate?**

This is dependent on the volume of throughput, but we suggest between four and twelve weeks per fill, a year's supply can cost as little as £165.00 and is included with our rental and service packages!

### **...will a cutlery polisher work for me?**

Yes, is the short answer! If you are polishing cutlery for 50 or more covers by hand then a cutlery polisher will speed this process up and save you money.

### **...where should I locate my polisher?**

Ideally as close to the dishwasher or wash up area as possible, but if that's not an option we can work around it. As long as your cutlery is clean and wet, the polisher will deliver dry, sanitised and polished cutlery.

### **...is the equipment energy efficient and environmentally friendly?**

Yes, once your cutlery polisher has reached its operating temperature, the power draw is minimal. Using a polisher also reduces the use of consumables such as paper towels and laundry costs and the granulate is completely organic.

### **...is grain replacement easy?**

Changing the granulate in your cutlery polisher is a quick and simple task, the easiest way to do this is to use a vacuum cleaner to remove the old grain, although it can also be done easily by hand. All of our grain is supplied in pre-measured bags, in the right size for your polisher, once the tank is empty simply place a new fill in the unit and your polisher is ready to use again.