

## Chris's Corner: One simple idea to save money, reduce down time and prolong the life of your machine.

Read your owner's manual, periodically.

Every new machine, regardless of what it is, comes with an owner's manual. Whether it is a fryer, a slicer, a scale, whatever, it comes with a manual that details the proper use and care of the machine. Too often this important piece of documentation gets thrown into a file cabinet or drawer many times having never been skimmed, let alone read.

No matter how long you have been in business, been a chef, been making pizza or been a deli manager, don't assume that all machines are created equal, operate the same and that technology hasn't changed. In the old days, you powered off or engaged the clutch to change speeds on a Hobart mixer. Today's model requires you to shift while the machine is running. Convection ovens bake in two-thirds the time at a lower temperature.

Learn the proper use of your machine. How much can I do? How fast can I run it? How should I clean it? What should I use to clean it? What is the proper attachment to use for the job? Are there safety interlocks that prevent the operation of the machine if not in place? How do I safely operate the machine?

Many supposed warranty calls within the first year of ownership are caused by not knowing how to use the machine properly. If you are lucky and you bought the machine off of us and we won't charge you for the call, because we will blame ourselves for improperly training you after delivery. What if you bought it off the internet or through a catalog? Who is going to show you how to use it? No one, you have to read the manual.

Preventive maintenance is often covered in the manual. Periodic cleaning, lubrication and other types of information, usually with pictures are included, for your information. The manufacturers of your equipment want it to last a long time, which is a sign of quality. Quality equipment commands a good reputation in the market and a price premium. You have to do your part. Read the recommendations and make notes on a calendar to perform this routine maintenance.

If you aren't that mechanically inclined or are too busy to keep up with maintenance, call us to discuss your options. We offer preventative maintenance programs that not only perform routine maintenance but really go in depth to find and prevent problems before you suffer an expensive breakdown resulting in the loss of production provided by your machine.

Even if you bought a used machine, most manufacturers maintain availability of operator's manuals on their websites and they're usually available for free download. They really want you to have a long, productive and positive experience with their machines.

If everyone read and followed the guidelines in the operator's manual for their machinery, I would probably do 25% less business in service and replacement parts. You can help your bottom line, by hurting mine. **READ YOUR OWNER'S MANUALS.**

Chris Hefner, March, 2013