



The Cutlery Polisher Company Ltd

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Thank you for evaluating our polisher!

What you have just been shown is a lot to take in during the 20 minute demonstration, this document is aimed at reiterating what was said and gives you all the information you need to make a decision after the trial.

Please take a moment to look through this document, or refer to it if any questions arise during the trial, you can always contact the sales demonstrator or our office if you have any questions not covered here.

We hope that the trial goes well and that the savings in costs and the much improved look of your cutlery persuades you to buy, rent or lease a polisher for your kitchen.

Menu

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Please contact us if any further information is required

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Customer Manual

The Demonstration

We assume that the demonstration went well and that you have grasped the concept now!

Just in case, let's go over the process again from start to finish. We assume that the polisher has been switched on, has run for 20 minutes, is now up to temperature and that your dishwasher is working correctly;

1. The restaurant staff bring back cutlery to the Dishwash area, the cutlery is placed into a container with warm water and a small amount of detergent, this acts as a pre wash and breaks down the grease before washing
2. Pour the cutlery into a dishwasher basket, but don't overfill it, the cutlery just won't get washed correctly!
3. The cutlery has now been washed and is still wet, you have a choice A) if the polisher is adjacent to the dishwasher, go straight to step 4 or B) the polisher is some way away, if so drop the wet cutlery into a bucket or similar container and transport to the polisher at your leisure. Important, never let the cutlery dry, the calcium marks once formed will only be removed with detergent.
4. Feed the polisher with cutlery by placing 8-10 pieces at a time and then waiting until the cutlery disappears into the grain before placing another 8-10 in. (about 5 seconds)
5. The first batch of cutlery will emerge after approx 35 seconds and drop into the cutlery basket, this will hold about 200 pieces, remove this periodically to avoid spillage
6. At the end of the shift, leave the machine running for a 20 minute period to dry the grain ready for the next shift
7. At the end of the day, lift the lid and wipe over all surfaces with a damp cloth, this will remove all dust build up from the day.

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Service overview

We are first and foremost a service based company, and with over 13 years selling and maintaining cutlery polishers, you will be in good hands.

Once you have a polisher, you will find it difficult to cope without one, the staff allocated to perform this task will be doing other work, the polisher must be very robust and the service backup impeccable.

All of our products carry a 2 year full parts and labour warranty, outside of this time you can take out a service contract. We boast a 24 hour response to over 95% of service requests and our first time fix is closer to 100%, we can only achieve this because there is a very low level of service requests.

Currently we operate a system where for £85.00 you get an engineer on site to repair your polisher and this includes all travel time, all parking and congestion charges and all time on site, you would only pay for any parts required, after you agree. The costs are low; you are in control at all times.

We have 4 service centres throughout the UK which enables us to respond quickly and cost effectively to any problems, all engineers are fully trained on the product and carry all spare parts to enable a first time repair.

Polishing Medium

The granulate we supply is designed to work with our machine to get the best finish possible, we recommend that the grain is changed every 4-8 weeks depending on usage to gain best results.

To change, simply vacuum out all of the old grain and refill with a new bag. Each 2.5kg bag will refill the Mini 3000 and Mini Compact polishers. The Midi takes 2 bags.

We run a promotion every year which has remained the same for the last 5 years;

6 bags of granulate £120.00 no carriage charge, which can give a years use.

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Buy, Lease or Rent

“Most restaurants report a better than £80.00 per week saving”

Our company has been selling and maintaining cutlery polishers for over 12 years and boasts a 2000 client base which includes most of the high street restaurants. **Our service cannot be bettered**

We have 3 machine sizes for polishing cutlery; the Mini 3000 and Midi 7000 have the patented natural rubber tank which is abrasion proof, extremely hard wearing, and quiet in operation. The entry level Mini Compact 2000 has a stainless steel tank with a nylon coating to protect your cutlery. This machine is ideal for the smaller restaurant

There are 3 simple options, hopefully one will suit both your budget and finance department.

Option one; outright purchase

One Cutlery polisher
One machine stand
One basket holder
Twin baskets
Two refills of granulate
Delivery, installation and staff training
1 years full parts and labour warranty

Cost	Mini Compact	£2099.00
	Mini 3000	£2695.00
	Midi 7000	£3695.00
	GP250 glass polisher	£1395.00
	GP500 glass polisher	£1995.00

All figures exclude VAT. On placement of an order the demonstration machine is swapped for a new polisher.

The 1 year warranty commences on the day that the new machine is installed

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Option two: Lease rental

“Rent to buy for under £3.00 per day”

The above products, but instead of paying immediately, pay monthly. This also has many tax benefits (ask your accountant)

No Deposit, just 24 or 36 monthly payments. After this, you can purchase the machine for one further monthly payment. This gives the benefits of both lease rental and ownership.

The other benefit is that as the machine comes with a standard 2 year warranty, it's fully maintained for 2 years.

Rent to buy 24 months

Mini Compact	£98.98 per month	£3.26 per day
Mini 3000	£131.72 per month	£4.34 per day
Midi 7000	£182.48 per month	£6.02 per day
Glass polisher	£70.81 per month	£4.21 per day

Rent to buy 36 months

Mini Compact	£69.21 per month	£2.28 per day
Mini 3000	£92.11 per month	£3.04 per day
Midi 7000	£127.60 per month	£4.21 per day
Glass polisher	£49.91 per month	£1.51 per day

Option three: all inclusive rental





Can't be bothered with paperwork and contracts? Then how simple is this?

We will deliver a machine to you come in and maintain it every 6 months, we will attend site within 24 hours of a service request, you can have unlimited repeat staff training and granulate sent out, 4 bags every 4 months enabling you to change each month. No contracts to sign, we simply ask for 12 weeks notice of collection should your circumstances alter.

Weekly rental all inclusive	Mini Compact	£25.00 per week
	Mini 3000	£35.00 per week
	Midi 7000	£45.00 per week

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Price list 2010

Model	Description	Price
 Nicem Mini Compact	<p>The Nicem Mini compact 2000. 2000 peices of cutlery per hour, ideal for the smaller café and restaurant where space is an issue, easily sits on your worktop or can be wall mounted. Size 400mm wide, 400mm deep and 300mm high. 13 amp plug in.</p> <p><i>All inclusive rental per week</i></p>	<p>£2095.00</p> <p>£22.00</p>
 Nicem Mini 3000	<p>The Nicem Mini 3000 piece per hour cutlery polisher, constructed in stainless steel, it has the patented rubber tank coating which is extremely wear resistant and greatly reduces both noise and heat loss. As used by Nandos, JD Wetherspoons and over 1000 other UK customers.</p> <p><i>All inclusive rental per week</i></p>	<p>£2,695.00</p> <p>£35.00</p>
 Nicem Midi 7000	<p>The Nicem Midi 7000 piece per hour cutlery polisher, similar specification to the mini but with a bigger appetite for cutlery this machine is used in most of the football stadiums and conference centres. 13 amp plug in.</p> <p><i>All inclusive rental per week</i></p>	<p>£3,695.00</p> <p>£45.00</p>
 Nicem Glass polisher	<p>The 5 or 8 brush glass polisher will dry 250 or 500 glasses per hour, every hour. Manufactured in stainless steel, the brushes are made from a synthetic fibre which are easily cleaned in a washing machine. The small size makes it completely suitable for the smallest venue, the output makes it perfect for the larger venue 300mm x 300mm by 500mm high.</p> <p><i>All inclusive rental per week</i></p>	<p>£1395.00 (5) £1895.00 (8)</p> <p>£19-£25</p>

All inclusive rental

All inclusive rental No capital outlay, no deposit and payments are fully tax deductible. Our rental plans are ideal way to obtain the equipment you need without ruining cash flow. Very simply, take the free trial for a week, then transfer over to the rental plan. The cost includes the Polisher, all accessories, granulate delivered bi-monthly, service and repair costs. **No contract**, just give us 12 weeks notice of collection.

Granulate

Granulate	Change your grain every 8 weeks for best results;	
	Mini/Mini Compact Grain change; one 2.5kg bag of grain, plus carriage.	£20.00
	Midi Grain change; 2, 2.5kg bags of granulate, plus carriage.	£110.00

Accessories

Accessories	Mini Compact only; pair of wall brackets in stainless steel.	£95.00
	Mini compact and Mini 3000 black coated static stand.	£40.00
	Mini Compact and Mini 3000 Stainless steel trolley.	£110.00
	Mini and Mini Compact basket holder where required.	£55.00

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Wall Chart



- Turn machine on 15 mins before you need it
- Cutlery MUST go in clean and wet
- Only put in between 10-12 pieces at a time
- Lift the lid up and machine must be cleaned at least once a day
- Leave running for 15 minutes at the end of the day



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1. Switch the polisher on, at least 20 minutes before you begin to use it, this will allow the grain to heat up to temperature
2. The cutlery must be clean and still wet after dishwashing.
3. Place the cutlery into the chute in handfuls of 15-20 at a time; as soon as these have disappeared into the grain, another 15-20 can be put in.
4. The polished cutlery will emerge from the polisher after 25 seconds, ready to place on the table
5. After the days use, leave the polisher to run for a 20 minute period to dry the grain
6. Every week, open the lid, wipe all surfaces with a damp cloth and clean the outside with a mild detergent, this will ensure that any dust is removed.

Troubleshooting

- **Cutlery emerges covered in grain;** the machine has not warmed up, or the cutlery still has grease on, has not been washed correctly.
- **Poor results;** please hand wash 6 knives and then place them in the polisher; if the results are perfect, then the problem is with your dishwasher or the loading of the cutlery in the dishwasher basket.

For any other problems, please our service desk **0845 094 6124**.

The Glass Polisher



Five simple steps to great results

1. Switch the machine on and allow to heat up for 5 minutes.
2. Make sure that the glasses to be polished have been washed correctly and are still damp.
3. Hold the glass by its top and polish the base on one of the outside brushes.
4. Then hold the glass by its polished base and gently lower onto the centre brush.
5. The glass is now ready to place on the table.
6. At the end of use, leave the machine on to allow the brushes to dry.

Problems

1. “The glasses are polished but they have been left smeary”
2. “There is still lipstick on the glass”
3. “The glasses are still wet after polishing”

Solutions

1. The glass washer is not cleaning correctly, or, the brushes need cleaning.
2. The polisher polishes, it cannot clean, lipstick should have been removed during cleaning.
3. Allow the brushes to dry completely by leaving on for ten minutes.

Cleaning of brushes

At least weekly, place all five brushes into a pillow case and wash in a washing machine at below 50 degrees. (a hotter wash than this will result in the bristles falling out) Allow to dry naturally, and then finish off with ten minutes on the polisher.

Please call our helpdesk in the event of a problem on 0845 257 1969

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Cutlery Polisher risk Assessment All Models

Applicable to models Mini, Mini Compact, Midi and Maxi		Risk assessment carried out on model ASC15 (mini) dated October 2004.
Risk Identified	Risk Level	Action
Burning of hands via internal element	Low	Staff will be trained during demonstration to ensure correct use of the machine; small aperture restricts access to the element
Fingers Being trapped in moving parts	Low	This can only happen if the lid is opened during operation. A safety switch cuts out power to the unit as soon as the lid is opened
Eye irritation caused by exposure to ultra violet rays	Medium	The lamp is in completely sealed position and can only be accessed by removal of the front panel. Lid switch will cut the power to the lamp before access can be obtained
Danger of electrocution	Low	All models are fitted with a 5 amp fuse in the plug and an additional earth trip switch Units must be PAT tested annually (portable appliance tested)
Grain contamination due to failure of Ultra violet lamp	Low	Lamp must be changed every 18 months, service call must be placed if the blue light has gone out
Danger of injury due to falling cutlery if the polisher is placed at high level	Low	Basket is affixed to the polisher to prevent such an occurrence, should not be used without the basket
Danger of injury whilst unblocking a cutlery jam	Low	Machine will not operate whilst lid is opened, lid must be opened to gain access to blockage
Danger of finger injury during cutlery loading	Low	Training of staff and adherence to wall chart will alleviate any danger
Danger of burning hands on cutlery prior to polishing	Low	This is a dishwasher problem, if the cutlery is too hot to handle, after washing, then the rinse temperature is too high, allow cutlery to cool, and if necessary re wet before polishing

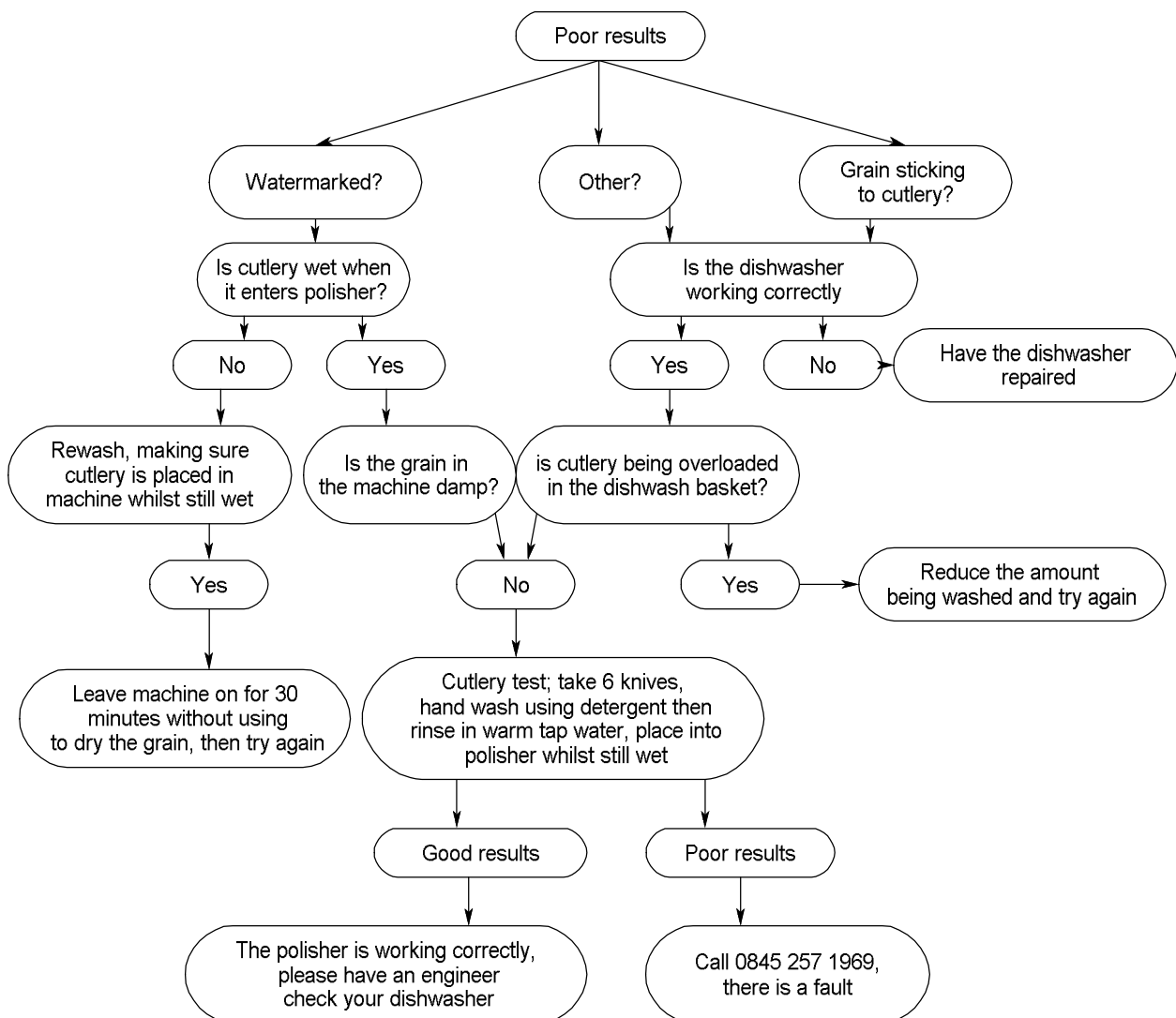
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Problem Solving Chart

The polisher will work perfectly if the following statements are true;

1. The cutlery entering the polisher is clean and wet
2. The Cutlery was not allowed to dry prior to polishing, once dry, soaking in water will not remove the watermarks. If this happens the cutlery must be re washed (only detergent will break down calcium)

Please follow this chart; any problems call us on 0845 257 1969.....





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Client base



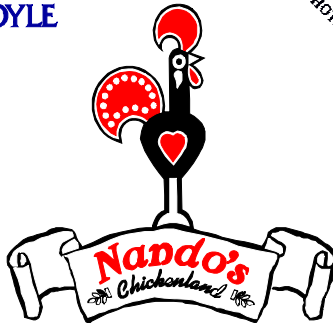
"Judge us by the companies we keep"



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