



**Servend.  
Multiplex.**

# Beverage Brew

June 2007



## Factory Service Schools

2007-2008 Schedule

Introductory	Advanced
October 15-19	November 12-16
October 29-November 2	December 3-7
January 7-11	January 21-25
February 4-8	March 3-7
March 17-21	March 31-April 4

All schools are at MBE Facilities in Sellersburg, Indiana. Call (800) 367-4233 ask Geneva (extension 203) for information.

[Click here for Factory Service School Information](#)

## On A Side Note

By: Tom Young

To help improve our DIS (Delivery, Install and Startup) program we have made a few changes. These changes are: surveys for installer and customer, tracking spreadsheets for installs and completions, check off lists, follow up calls, list of responsibilities or scope of work for national accounts and contracts requiring approval signature before the job is started.

All of these tools are important, but the greatest tool of all is communications. We sometimes find out about issues on an install after the fact, either from an account manager or a customer. If you have issues on an install, no matter how minor it might be to you, please inform the DIS department immediately.

Install dates provided by the customer are not always firm due to a number of different issues. However, it is imperative that the DIS department know when install dates can't be met for any reason. Several national accounts expect the install to be completed on a specific date and if not they must be notified by us.

The bottom line is we are providing a service and complete customer satisfaction is the ultimate goal. If you have any suggestions to help improve our DIS program please let us know.

Manitowoc Beverage Technical Service Support  
Monday through Thursday 8:00 AM - 6:00 PM  
Friday 9:00 AM - 6:00 PM  
Eastern Time

Telephone: 800-367-4233

Fax: 812-246-7026

Email: [service@servend.com](mailto:service@servend.com)

When calling or writing for service assistance, please have the model and serial number available.

Manitowoc Beverage Equipment

2100 Future Drive

Sellersburg, IN 47172

Manitowoc Ice Machine technical service is available at 800-545-5720

## Stainless Steel Equipment Care and Cleaning

Contrary to popular belief, stainless steels ARE susceptible to rusting. Corrosion on Metals is everywhere. It is recognized quickly on iron and steel as unsightly yellow/orange rust. Such Metals are called "active" because they actively corrode in a natural environment when their atoms combine with oxygen to form rust.

Stainless steels are passive metals because they contain other metals, like chromium, nickel and manganese that stabilize the atoms. 400 series stainless steels are called ferritic, contain chromium, and are magnetic; 300 series stainless steels are called austenitic, contain chromium and nickel; and 200 series stainless, also austenitic, contains manganese, nitrogen and carbon. Austenitic types of stainless are not magnetic, and generally provide greater resistance to corrosion than ferritic types.

With 12-30 percent chromium, and invisible passive film covers the steel's surface acting as a shield against corrosion. As long as the film is intact and not broken or contaminated, the metal is passive and stain-less. If the passive film of stainless steel has been broken, equipment starts to corrode. At its end, it rusts.

### Enemies of Stainless Steel

There are three basic things which can break down stainless steel's passivity layer and allow corrosion to occur.

1. Mechanical abrasion
2. Deposits and water
3. Chlorides

**Mechanical abrasion** means those things that will scratch a steel surface. Steel pads, wire brushes and scrapers are prime examples.

**Water** comes out of the faucet in varying degrees of hardness. Depending on what part of the country you live in, you may have hard or soft water. Hard water may leave spots, and when heated leave deposits behind that if left to sit, will break down the passive layer and rust stainless steel. Other deposits from food preparation and service must be properly removed.

**Chlorides** are found nearly everywhere. They are in water, food and table salt. One of the worst chloride perpetrators can come from household and industrial cleaners.

First in a series Developed by  
Packer Engineering, Naperville, Ill.,  
an independent testing laboratory.