

DON'T SCALE AND FAIL



Kit Free, co-founder of European WaterCare, explains the crucial role water treatment plays in keeping every café afloat

As a coffee shop owner/operator what is the most important item for your business? The coffee machine – no machine, no business, so it is vital to look after it and make sure that it does not break down.

If water is left untreated, it becomes a major cause of equipment failure, causing up to 70% of all call outs.

Scale forms in pipes and boilers and leads to inefficient heating and higher heating costs until, finally, the machine becomes scaled-up and fails. Once the machine scales-up, the only solution is to have it de-scaled, which is very expensive and can take the machine out of store for several days. Normally a replacement machine is installed by the company carrying out the work, which adds to the cost, but at least keeps the business going. The full cost of this service (including the loan machine) normally exceeds £1000.

A HARD PROBLEM

The only way to prevent scale formation in hard water areas – this covers most of the country – is to remove the hardness from the water, hence the need for water treatment.

It is vital that the operator understands that the water treatment must be maintained as failure to do this will prevent it from giving the desired protection and the machine will, once again, scale and fail. The answer is to work with a company that supplies quality water treatment solutions and is backed by a service team that will look after the site to ensure that water does not cause any problems.

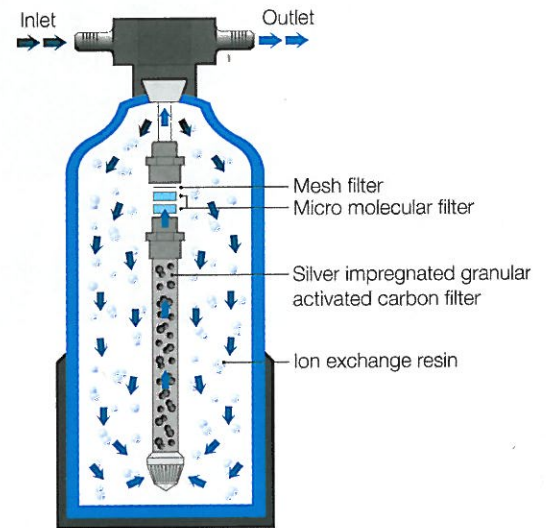
What is the appropriate water treatment for coffee machines? To guarantee the elimination of scale, it is essential to remove the hardness from the water – this requires the use of ion exchange resin. It is generally accepted that standard water softeners that use sodium are not suitable for use with potable water. The system adopted by all major companies is De-Alk resin, which removes the temporary hardness from

the water, but which has a finite capacity and needs to be exchanged when exhausted to ensure continued treatment and prevention of scale formation.

WHY USE EUROPEAN WATER CARE?

European WaterCare (EWC) is the leading independent provider of water treatment solutions and service focused on the foodservice industry. The company

manufactures a wide range of water treatment products to cover different aspects of the catering industry and developed the CTU (Calcium Treatment Unit) for use on coffee machines.



■ The internal make of the CTU is specifically designed for use in coffee machines

The CTU, which has Water Regulations Advisory Scheme approval, has been successfully protecting coffee machines for nearly 25 years. EWC manufactures its products in its factory in Harlow and has an engineering workshop where it produces heads and fittings from raw materials.

Crucially, EWC has a nationwide service team that monitors and exchanges CTUs according to the water hardness and water used. The company works with the client to provide an individual programme to suit each site/machine. A water sample is obtained from each site to enable EWC to determine the water hardness and capacity of the unit. The site is then contacted to get water meter readings from the gauge supplied with the unit – this determines the exchange frequency. A contract is then issued detailing the frequency of exchange, the cost and providing a guarantee against scale.

As a small independent UK company, EWC works in partnership with its clients offering a personal, flexible, reliable and cost-effective service.

ENVIRONMENTALLY SOUND

All CTUs are returned to EWC's premises where they are fully re-furbished; the resin is regenerated and re-used in exchange systems. Regenerated resin is ideal for use on coffee machines as the regenerated resin has a capacity slightly higher than new. All the regenerated resin is quarantined until a sample is tested in EWC's laboratory and passed fit for use.

More information: European WaterCare
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■ European Water Treatment's CTU (Calcium Treatment Unit) can prevent costly down time for coffee machines

