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Hot Links

BESTech on the web

Your one-stop information center for drain line solutions (NOTE: If you haven't received a password to access the Swisher Training and Support area, phone BESTech Customer Service)

"The Grease Equation"

A streaming video by the San Diego Wastewater Dept. on the problem of grease in drain lines

National Restaurant Association

The principal association for the Restaurant & Hospitality Industry

Georgia Fats, Oils and Grease Initiative

Excellent resource for FOG/wastewater information

Best Management Practices

Preventive drain line maintenance guidelines for food service facilities

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Welcome!

Welcome to the inaugural issue of the The BESTech Bulletin. Through this e-zine, we hope to inform you of the latest BESTech news and impart information to help you grow your drain line program business. If there are topics that you'd like for us to cover in a future edition, if you have other suggestions, or if you'd like to be added or deleted from our circulation list, please don't hesitate to contact us at bulletin@bestechcorp.com.

Municipal Licensing of Bioremediation Providers

A southern Swisher operator who has been highly successful in selling the drain line program was unaware that city ordinances require providers of "biological pretreatment services" to obtain an annual permit. A city inspector observed a Biofeed dispenser at a restaurant, and issued a citation to the franchise for failure to obtain the permit. The good news is that such ordinances are not common. Further, some municipalities have ordinances which actually mandate the use of bioremediation by each restaurant under their jurisdiction. It is important that each operator determine applicable regulations in their area. One excellent resource for doing so is at www.municode.com.

Q&A: Damaged Merchandise

Q: "To whom do I report damage to goods, shipped to us from BESTech, which occurred during transit?"

A: BESTech visually inspects all products prior to shipment. As a convenience to our customers, BESTech prepays and charges back to its customers each shipment's freight charges. Therefore, damage to goods which occurs during transit is the responsibility of BESTech's carriers, and should be reported to its Customer Service department.

Similarly, any items which are found to be defective are the responsibility of BESTech. Fortunately such defects are relatively rare. Should you need to return damaged or defective products to us, please phone BESTech Customer Service to obtain a Return Authorization no. and shipping instructions.