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National Restaurant Association
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Best Management Practices
Preventive drain line maintenance guidelines for food service facilities

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Maintaining Biofeed Service Schedule Crucial

It is critically important that every one of your customers' scheduled Biofeed service calls be performed on time and as per BESTech's recommended installation and service protocol.

Contrary to Best Management Practices (see *Best Management Practices 101* in the March 2006 edition of *The Bulletin*), many restaurants persist in placing a significant volume of cleaning chemicals and scalding hot water into their drain lines. Despite such practices, except when done to the extreme, multiple daily dosings of Biofeed FS can still permit colonies of BESTech's friendly, grease-eating bacteria to thrive in the restaurant's drain lines and grease interceptor. However, within a short period of time following depletion of the 30-day Biofeed FS bag, those bacteria colonies will be on their own. With no servicing of the dispenser, and hence no replenishment of the drain line colonies, at most only a small percentage of the grease-busting colonies in the line will survive.

The Biofeed FS dispenser is positioned out of the way (typically, under a counter or three-compartment sink), and the FS bladder bag is contained in an opaque pail. Therefore, if the dispenser isn't being serviced, the restaurant manager won't know if the FS bag is full or hasn't been serviced for 10 days or even 60 days. What he will know is that it's 7:00 pm on Saturday, his dining room is full of customers, and foul smelling waste water has begun backing up into his kitchen. At that point, the manager will assume that you've sold him an ineffective drain line system (when, in fact, it hasn't been serviced in 50 days), and, if you're lucky, on Monday he'll merely discontinue the drain line program. At worst, he may be so unhappy as a result of the back-up that he may also elect to discontinue all services provided by your firm. Similarly, failure to hand-apply Biofeed Spray during every visit will very likely lead to a reoccurrence of the drain fly and odor problems that the product solved.

The above scenarios are **not** far-fetched. They are based on several incidents in which BESTech resellers failed to maintain a Biofeed FS dispenser for a prolonged period of time. This situation isn't peculiar to BESTech Biofeed. In making sales presentations to restaurant managers, BESTech sales trainers will occasionally come across competitors' systems which clearly haven't been maintained. Not surprisingly, in those cases the manager is highly receptive to being approached by a BESTech reseller. So remember: **Perform maintenance of each Biofeed FS dispenser and apply Biofeed Spray on time, every time!**

Q&A: Dispenser Discharge Tube Installation

Q: "How far should the Biofeed FS dispenser's discharge tube be inserted into the drain during installation?"

A: The discharge tube should ideally be positioned so that the end of the tube is at the bottom of the p-trap (typically 18 to 24 inches into the drain). Significantly less, and there is a risk that the tube will be pulled out of the drain. Any more, and the opening-end of the drain line will not be treated. After proper placement of the discharge tube during installation, the tube should be secured with zip-ties (packaged with the dispenser) to a nearby fixture such as a leg of a counter or sink in order to ensure that it is not accidentally pulled out of the drain.

E-mail questions to bulletin@bestechcorp.com, and be entered in a monthly drawing for two Biofeed FS bags.