

What is “clean”?

Expected Return condition

It is important your items come back “clean.”

clean /klin/ Pronunciation: [kleen] adjective 1. free from foreign or extraneous matter:

What is expected of you for your items to be considered returned “clean”?

- Food should be scraped off and then rinsed free of any remaining debris
- Make sure it is placed back in the *appropriate* crate or rack and allow to air-dry

If you expect that you will not be able to thoroughly clean your items, you may request our Cleaning Service, at a lesser rate than the “Returned Un-Clean” fees* you will be imposed without prior arrangements.

These arrangements must be included in your rental contract. Special fees will be applied for this service.

IF YOU DON’T PLAN ON WASHING AND REPACKAGING YOUR ORDER YOURSELF, IT IS YOUR RESPONSIBILITY TO MAKE SURE IT IS DONE PROPERLY BY YOUR EVENT STAFF, CATERER, ETC.*

*If you feel you will not be able to accurately convey what needs to be done, please make a copy of this form, go over it with them and give them a copy to keep on site. We’re happy to speak with them directly should they have any questions.

What is NOT expected of you for your items to be considered returned “clean”?

- You do NOT need to disinfect, sanitize, or sterilize your items. Each item runs through our commercial sterilization system after every rental.
- You do NOT need to re-wrap your items with plastic

***You will be charged \$.25/item* returned un-clean:** For a large event, this can amount to hundreds, even *thousands* of extra dollars. *If we arrive on site to find dirty items, it is your option (you must be immediately available to make this decision) to keep the dirty items and clean them yourself at the rate of one additional daily rental charge, in addition to an additional pick-up fee. Only 1 additional rental day is permitted. After this, we will pick your order up dirty and be responsible for paying one additional rental day, additional pick-up charge, AND the cleaning fee.

Why does it cost so much if they are going to be sterilized, anyway?

The vast majority of events occur on Saturday, making it impossible for us to pick up everyone’s order directly following the end of each event, therefore your items may spend some time dirty awaiting pick-up. Handling items still containing food and beverages attract insects and pose a health risk to our delivery crews and warehouse personnel, requiring them to use additional chemicals and/or wear chemical-guard apparel. These items must also be separated from the rest of our inventory in our trucks and warehouses until they can be sterilized. Often times, un-empty beverage glasses spill on our crew and food debris is left in our trucks. Additional clean-up of transportation and storage areas can put us severely behind schedule.

If your item(s) is “on the fence,” but only requires one cleaning cycle, we will waive any fee(s). The objective deciding factor of whether or not we have to charge you will be determined if your item(s) require a second, or multiple cleaning cycles and/or special degreasers (Food Grade) beyond our normal cleaning processes.

You will be charged \$.25/item not returned in its appropriate crate/rack: Most items have a rack that is specific to their dimensions. This allows for the optimization of space in transportation, helps the glass resist breakage, and supports accurate return-quantity counts. Our crew now have to spend additional time on site re-organizing your order. Any glasses broken during this process are your responsibility. You will now be charged \$.25 for each incorrectly crated item AND replacement value of any broken items.

If we show up for pick-up and you are missing crates/racks: You will be charged one additional rental day for every day the glasses are unable to be returned AND an additional pick-up fee. If the crates are lost, you will pay one additional rental day for each day until new crates are ordered and arrive at our facility AND replacement cost

My signature, at right, acknowledges all policies as detailed on the front, and rear (or Page 2), of this “What is Clean?” document, and authorizes any and all charges to my credit card on file, resulting from un-clean, unracked/mis-racked items, missing crates, or repairs resulting from misuse of any machines or neglect to follow “How to Clean” / “How NOT to Clean” instructions on rear (or Page 2.)

X

Acknowledgement of Terms



Machine	How to Clean	How NOT to Clean	Cleaning Charge
Grill/Griddle	While unit is hot, use wire brush to scrape cooking surface. Make sure to remove any leftover food/debris. Wipe the frame with hot, soapy water, then rinse with hot water. Remove any dropped food from the coals.	Do NOT put cold water on unit--this may warp the metal. Do NOT use wire brush on any part but the cooking surface.	\$35
Cotton Candy	Pour remaining floss from the center hole in base--Shake upside down to get as much out as you can. Wipe the outside of the base with hot, soapy water to remove anything sticky, then rinse. Remove the plastic mesh from the tub and scrub both thoroughly until you can no longer see color remaining from floss sugar, then rinse. The tub and the mesh can be pressure washed, or put through a dishwasher. Wash clips separately in hot soapy water, then rinse. Dry all pieces immediately after washing. <i>NOTE: Cleaning cotton candy residue is <u>much easier if done immediately following use.</u></i>	Do NOT use anything to poke into or scrape interior of base. Do NOT pour liquid in base. Do NOT submerge base in water--it is electrical! Do NOT use chemical cleaner on any metal pieces--it may be corrosive. Do NOT use any chemical cleaner (e.g. Windex) on tub or mesh that is not OSHA, Health Department, Food-Grade approved.	\$35
Sno Cone	This machine should only ever have ice/water in it. Use only hot, soapy water to wash any foreign matter (i.e. syrup), then rinse. Wipe interior and exterior of unit dry, or allow to air dry. We don't charge a cleaning fee as you should only have had ice/water in the machine!	Do NOT use any glass cleaner (i.e. Windex) on Plexiglas. Do NOT clean the interior of the drain spout. Do NOT touch or pour anything down the interior of the ice shoot.	No charge
Popcorn	Empty remaining contents of pot. Immediately after use, while kettle is still hot, use Heat-n-Kleen in kettle (Follow directions on jar.) Disassemble metal trays—wash with hot, soapy water, then rinse. Wipe down ceiling, windows and doors with hot, soapy water, then rinse. Dry each piece and re-assemble entire unit for transportation.	Do NOT use any glass cleaner (i.e. Windex) on Plexiglas. Do NOT use chemical cleaners on metal—they may be corrosive.	\$35
Frozen Drink	Remove any excess liquid from tub(s) via spigot. Flush fresh, warm water through tub(s) via spigot. Wipe interior of tubs with warm, soapy water., then rinse. Remove “grate” from top of drip basin. Dump excess liquid from basin. Wipe basin with warm, soapy water, then rinse. Wipe exterior of unit with hot soapy water, then rinse. Nothing should be sticky.	Do NOT disassemble tubs—we will do this. Do NOT put hot water in tubs or drip basin (use only warm.) Do NOT attempt to clean interior of spigot. Do NOT “hose-down” unit or splash water on base—it is electrical!	\$50
Chocolate Fountain	Immediately after shutting off unit, pour out remaining chocolate. Disassemble each “ring” from the center post by removing the rubber washers. Remove center post and interior auger. Wash exterior AND interior of post. Wipe top and bottom of each ring of auger. Wipe chocolate drips off the outside of the base. Dry all pieces immediately after washing and reassemble before placing back into case. All detachable pieces (NOT the base) may be put in dishwasher.	Do NOT immerse the base of this unit in water—It is electrical! Do NOT use chemical cleaners—they may corrode the metal and rubber rings.	\$75
Beverage Fountain	Item must be returned free of any remaining liquid or contents (i.e. cherries, etc.) Bowl must be wiped with hot, soapy water, then rinsed. Item should not be sticky anywhere. Dry entire unit immediately after washing.	Do NOT disassemble—we will do this. Do NOT use chemical cleaners—they may corrode the metal.	\$35
Coffee Urn	Empty remaining liquid. Remove any remaining coffee grounds. Flush unit with hot water via spigot. Wipe outside drips with hot, soapy water, then rinse. Dry entire unit immediately after washing.	Use only hot, soapy water on surface of urns. Do not use chemical cleaners--they may corrode the metal. Do NOT clean the interior of the spout.	\$15
Chafing Dish	Discard used Sterno/fuel heat cups. Remove tray(s) from unit. Wash trays thoroughly with hot soapy water, paying special attention to underside rim and edges. Wash frame with hot soapy water, paying special attention to drips in crevices and at lid point-of-pivot. Make certain to close unit and wipe top of lid, also. Dry pieces immediately after washing and place entire unit back into crate.	Do NOT use scrub brush on anything but trays. Do NOT use anything but terrycloth on frame. You do NOT need to disassemble Sterno shelf, clean Sterno holder cup, or clean flame residue from underside of unit.	\$35
PlateMate	The Plate-Mate® can be cleaned easily with a high pressure hose or simply a brush and soap suds. Please be sure to get in the cracks!	Do NOT use abrasive scrubbin pad	\$35