

Dishwasher FAQs

Q. What aspects/sections of the machine are most prone to failure due to wear/tear parts?

A. The conveyor parts are prone to wear; particularly, the rods that the flights attach to wear down over time. Preventative inspection and maintenance can prevent unexpected downtime due to part failure.

Q. What parts are proprietary and should not be replaced with generics?

A. Hoses and vacuum breakers. Our hoses are steel and braided. Customers sometimes buy vinyl hoses elsewhere and they pay more in costs over time because these don't last as long as steel, braided hoses.

Q. How often do certain parts need to be replaced based on duty cycle? High, low, medium?

A. Medium duty parts have a lifecycle of 6 months. Water hardness also affects recommended replacement frequency.

Q. What are the different use cases depending on market segment? Is one harsher than the other?

A. High staff turnover customer sites are harsher due to lack of education/training on equipment operations and care.

Q. What is the value of using genuine OEM parts for commercial dishwashers?

A. The answer is threefold:

1. Worker safety. Consistency of parts can better protect your people.
2. Company liability. If you use third-party parts, it violates the UL certification.
3. Curtains. Non-OEMs have fewer layers/plys and curl more. Results in loss of heat and sanitization and can even cause chain effects, resulting in machine failure.