

POST SERVICE CALL REPORT

SITE 4 (WALES)

Soft Drinks Performance Report March 4 – April 18

Equipment Room Temp (deg C)	25.2
Ice Bath Temperature (deg C)	7.3
Drink Pouring Temperature (deg C)	8.9
Average Daily Power Use (Kw/h)	43.6
Average Daily Water Use through Coarse Filter (Litres)	1,400
Average Daily Water Use through DP Filter (Litres)	1,100

Benchmarks

- *Drinks per hour: Average no of 400ml drinks poured per hour across all test restaurants - 75
- Power efficiency: Most efficient Multiplex 44 Icecore averages around 29 Kw/h per day
- Water: Average soft drink water usage across all test restaurants is 720 litres per day
- Equipment Room: Company acceptable standard is 25°C

Commentary

Port Talbot (Multiplex 44)

- From March 9 everyday at 6pm the Multiplex's ice bath increased to around 10°C and didn't recover until 3am
- For 9 hours a day, soft drinks were being poured at around 12°C
- Telemetry included this store on the "Restaurants at Risk" report that was circulated to Operations
- Telemetry contacted the restaurant. They knew there was an issue and were filling the ice bath with ice cubes to try and cool it down
- April 4 - the Multiplex's refrigeration system completely fails
- April 8 - refrigeration repair was completed but the repair only lasted for 7 days until April 15th
- Once again, at midday the ice bath reaches around 6°C
- The daily power use is around 45Kwh (35% higher than the benchmark)
- The restaurant is pouring around 800 drinks, per day, out of specification

Site 4 (Multiplex 44) - Ice Bath Temp

