



SMITTY'S CANADA INC.

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BULLETIN #39/21

DATE: March 9, 2021
TO: All Franchisees and Corporate Managers
FROM: John Arthurs
RE: **Waffle Grids Maintenance**

Hello Everyone,

Our partner Waffle World has been receiving waffle grids back for recoating that have been damaged from being handled improperly. The two issues they have requested we correct are:

1. Improper use of coatings.
 - Waffle grids should never be sprayed with a pan spray. These products contain vegetable oils and additives that build up on your waffle grids. The buildup can discolor or transfer onto the waffle.
 - Please use the Waffle Grid Conditioner that came with your Waffle World Baker. Prior to turning your waffle baker on in the morning, please spray the conditioner on the grids.
 - A box of 4 bottles of Waffle Grid Conditioner can be ordered in the service request section of Waffle World's website. https://waffleworld.ca/english/service_request.htm The cost is \$40 plus taxes. Freight is included in this price.
2. Improper utensils being used.
 - The waffle grids are coated to prevent sticking. Similar to Teflon Frying Pans, we need to use plastic utensils to prevent the coating from being scraped off your grids. Please ensure you have the correct utensils available for your team and they know to use them.

For optimum Waffle Baker performance, please keep the Baker open between uses. It should only be closed when a waffle is being baked or you are steaming it at the end of the day. Please see the attached Daily Maintenance procedures. Post the laminated copy of these procedures that were included with your Baker.

Review your handling procedures to ensure they are correct. Properly handled grids will last an average restaurant 6 months. The recoating of grids damaged from improper handling are not covered under our Waffle Baker Program.

Please do not hesitate to contact me directly should you have any questions or concerns at jarthurs@smittys.ca or 403-930-8745.

Yours truly,
SMITTY'S CANADA INC.

A handwritten signature in black ink, appearing to read 'John Arthurs'.

John Arthurs
Purchasing Analyst



DAILY MAINTENANCE

1. Before turning the waffle baker on each morning, spray top and bottom grids with Waffle World Grid Conditioner. Spray enough conditioner to leave milky white appearance on both top and bottom grids.
2. Never use Pam, butter, margarine or any other non-stick spray on the grids as that will result in sticking.
3. Leave baker open at all times except when baking a waffle or steam cleaning the grids.
4. Never use metal utensils to remove the waffle from the waffle baker, because scratching the non-stick surface of the grids will cause sticking.
5. After removing the baked waffle from the waffle baker, use a brush to remove any residue from both grids which will help prevent sticking.
6. At the end of the day, place two or three very wet paper towels on the bottom grid then close and rotate handle 180 degrees and press start button. When timer sounds press stop button, open and repeat this procedure again without rotating the handle. Remove paper towels when finished and wipe the rest of the surfaces of the baker then turn it off.