



PEI WEI ASIAN DINER



Customer Profile:

Established in 2001, Pei Wei Asian Diner has over 167 locations in more than 15 states serving wok-seared, contemporary pan-Asian cuisine. Pei Wei is a faster, more casual take on its parent company, P.F. Chang's China Bistro, maintaining the same dedication to quality and attention to detail.

Pei Wei has received several national and regional awards including Sandelman & Associates' Highest Rated Fast Casual Chain and Nation's Restaurant News Hot Concept. Pei Wei has also won several readers' choice awards in metropolitan newspapers for best Asian and Chinese food.



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“The AM Select is covered under a Hobart Service contract, which has helped us identify other potential issues unrelated to the unit. For example, we called Hobart Service when we thought we were having issues with the AM Select only to find out it wasn’t the unit at all, but a separate issue caused by chlorine in our water, which we then addressed.”

> Maria Johnson, director of facilities management, Pei Wei Asian Diner

The Challenge:

Pei Wei was using a double-rack warewasher in all 167 of its restaurants and was happy with its efficiency. It used three gallons of water per cycle and cleaned 80 racks per hour, which was important because it was in use for up to 14 hours a day.

Unfortunately, several of the warewashers were unreliable and routinely broke down. Pei Wei estimates each year it was spending approximately \$1,500 for warewasher repairs in 40 of its locations. That’s \$60,000 per year in repair costs, not to mention the bottlenecks and reduced productivity caused by machine downtime.

To alleviate the cost impact and improve productivity, Pei Wei wanted to replace these troubled units with more reliable warewashers that could match or beat the previous unit’s water use.

Solution:

Objectives:

- Reduce maintenance, energy, water and chemical costs.
- Incorporate a more reliable warewasher that could wash the same amount of dishes per day as its previous unit.

Hobart Products Involved:

- **Hobart’s AM Select** low-temp warewasher is one of the most durable, reliable and efficient warewashers available. It is NSF Certified for heavily soiled pots and pans and ENERGY STAR® qualified for its energy- and water-saving advantages.
- The warewasher’s exclusive rinse-arm design uses only .74 gallons of rinse water per rack, the lowest water consumption in the industry. The rinse arm is designed to reduce water and energy consumption and lower chemical costs.
- The AM Select can save foodservice operations up to \$1,400 a year in energy and water—assuming five hours of warewashing per day (compared to previous models).





“The Hobart AM Select is a very efficient machine. It is much more efficient in terms of water, energy and chemical use than our previous warewasher.”

> Maria Johnson, director of facilities management Pei Wei Asian Diner

Results:

Lower maintenance costs by \$36,000 annually. Pei Wei was able to reduce maintenance costs by incorporating a more reliable warewasher. The restaurant maintains a Hobart Service contract at an annual expense of \$600 per location using the AM Select warewasher, for a total of \$24,000. This is an annual saving of \$36,000 compared to the maintenance costs it spent to repair its previous warewashers.

Reduce water use by 50 percent. Pei Wei’s previous warewasher used three gallons of water per cycle. The AM Select use .74 gallons per cycle, resulting in a 50 percent water saving.

Cut energy use by at least 25 percent. The AM Select warewasher is ENERGY STAR rated, unlike Pei Wei’s previous unit. On average, ENERGY STAR qualified warewashers use 25 percent less energy than non-rated models.

Get cleaner ware. Pei Wei reports the AM Select warewasher cleans better than their former unit

Grow your dishroom. Since the AM Select is smaller than its previous warewasher, Pei Wei now has more space in the back of the house.





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Hobart manufactures products for refrigeration; warewashing and waste handling; food preparation; baking; cooking; and weighing, wrapping and labeling systems. To learn more about Hobart, visit www.hobartcorp.com.



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