

The Proposed HygieIce Method

A Manufacturer-Specific, Documented Approach to Commercial Ice Machine Cleaning & Sanitation

HygieIce is currently researching the feasibility of a specialized commercial ice machine cleaning and sanitation service for businesses throughout the Treasure Valley.

As part of that research, we have developed the **Proposed HygieIce Method** and the **HygieIce Cleaned & Sanitized Program**—an approach designed around a simple principle:

The cleaning and sanitation procedure should be built around the specific equipment being serviced—not around a generic, one-size-fits-all cleaning process.

Commercial ice machines are not all the same. Different manufacturers—and even different models from the same manufacturer—may require different cleaning and sanitizing procedures.

The Proposed HygieIce Method would begin before anything is cleaned. We would first identify your equipment, research the manufacturer's applicable cleaning and sanitizing procedures, develop a written service plan for your specific equipment, perform the cleaning and sanitation according to that plan, and document the completed service.

The Proposed HygieIce Method at a Glance

1. Identify Your Equipment
 2. Research the Manufacturer's Procedures
 3. Develop Your Machine-Specific HygieIce Service Plan
 4. Clean & Sanitize According to the Plan
 5. Document the Service & Maintain Your Service History
-

1. We Identify Your Equipment

The proposed process would begin by identifying the manufacturer and model of your commercial ice machine, ice storage bin, and other applicable equipment.

This establishes exactly what equipment is being serviced before the cleaning and sanitation procedure is developed.

2. We Research the Manufacturer's Procedures

HygieIce would review the manufacturer's applicable cleaning and sanitizing procedures for your specific equipment.

Depending upon the manufacturer and model, this could include:

- Applicable disassembly procedures
- Components requiring cleaning
- Components and food-contact surfaces requiring sanitation
- Manufacturer-specified or recommended cleaning and sanitizing products
- Applicable chemical concentrations or specifications
- Manufacturer-prescribed cleaning and sanitizing procedures

This manufacturer-specific approach is a central part of the Proposed HygieIce Method. Rather than applying one generic cleaning and sanitation procedure to every commercial ice machine, the proposed service would be based on the applicable manufacturer's procedures for the specific equipment being serviced.

3. We Develop Your HygieIce Service Plan

Before service is performed, HygieIce would prepare a written, machine-specific **HygieIce Service Plan** describing the proposed work for your equipment.

The Service Plan would identify:

- Components to be removed or disassembled
- Components and surfaces to be cleaned
- Components and food-contact surfaces to be sanitized
- Applicable manufacturer cleaning and sanitizing procedures
- Manufacturer-specified or recommended cleaning and sanitizing products, concentrations, or specifications, as applicable

This would allow you to see what HygieIce proposes to do to your equipment **before the service is performed**.

Commercial ice machines can contain different metals, plastics, hoses, seals, and other components. For that reason, the Proposed HygieIce Method would not take a one-chemical-fits-all approach.

Cleaning and sanitizing products would be selected according to the applicable manufacturer's recommendations and procedures for the specific equipment being serviced.

4. We Clean & Sanitize According to the Plan

Once your equipment has been identified, the manufacturer's procedures researched, and your machine-specific HygieIce Service Plan established, HygieIce would perform the service according to that plan and the applicable manufacturer's cleaning and sanitizing procedures.

Research the equipment. Develop the plan. Perform the service according to the plan.

That sequence is at the heart of the Proposed HygieIce Method.

5. We Document the Service & Maintain Your Service History

Cleaning and sanitizing your equipment would be only part of the Proposed HygieIce Method.

Each completed service would also be documented, creating an ongoing cleaning and sanitation history for your commercial ice equipment.

Documentation could include:

- Date of service
- Machine-specific HygieIce Service Plan
- Components cleaned and sanitized
- Before-and-after photographs
- Service history
- Next scheduled service date

This documented service history would be maintained through the **HygieIce Business Owner Portal**, giving you or your authorized personnel convenient access to your equipment's service records over time.

Your HygieIce Business Owner Portal

Rather than relying solely on paper records, invoices, emails, or someone's memory, the proposed HygieIce Business Owner Portal would provide one convenient location for information about your commercial ice equipment and its HygieIce service history.

Through the portal, you or an authorized manager could:

- Confirm when an ice machine was last cleaned and sanitized
- Review previous cleaning and sanitation dates
- Access the machine-specific HygieIce Service Plan
- See which components were cleaned and sanitized

- Review before-and-after photographs
- Review the equipment's HygieIce service history
- See the next scheduled service date

The purpose is not simply to document that a service occurred. It is to make that documentation **organized, accessible, and useful to your business after the service is completed.**

The detailed information in your portal would remain available to you and your authorized personnel and **would not be available to the general public.**

The HygieIce Cleaned & Sanitized Program

Businesses receiving service through the Proposed HygieIce Method could participate in the **HygieIce Cleaned & Sanitized Program.**

The program is designed to connect the cleaning and sanitation service performed on the equipment with an ongoing service record for the business and a simple way for the business to communicate its participation to customers.

Importantly, **“Cleaned & Sanitized” refers to the documented service performed on the commercial ice equipment. It is not a guarantee of the condition of the ice or equipment between scheduled services.**

Two Stickers. Two Different Purposes.

At Your Ice Machine

Following service, a HygieIce service sticker would be placed directly on the serviced equipment showing:

Date Cleaned & Sanitized
Next Scheduled Service Date

This would provide you, your managers, employees, and service personnel with an easy-to-see record of the machine's service status.

At Your Business Entrance

Businesses participating in the **HygieIce Cleaned & Sanitized Program** could display a HygieIce program sticker on an entrance door or window.

The purpose of this sticker is different from the equipment service sticker. It identifies the business as a participant in the HygieIce Cleaned & Sanitized Program and provides a QR code customers can scan for additional information.

The storefront sticker would **not contain the equipment's detailed service records or provide access to the private Business Owner Portal.**

Instead, the QR code would direct customers to HygieIce's public information.

Two Levels of Information

The HygieIce Cleaned & Sanitized Program is designed to provide detailed service information to the business while giving the public access to a much simpler level of information.

Your Business Information — Detailed & Private

Your HygieIce Business Owner Portal could contain:

- Equipment manufacturer and model
- Machine-specific HygieIce Service Plan
- Cleaning and sanitation dates
- Components cleaned and sanitized
- Before-and-after photographs
- Service history
- Next scheduled service date

These detailed records would be available to you and your authorized personnel—not to the general public.

Public HygieIce Information — Simple & Transparent

The QR code on the **HygieIce Cleaned & Sanitized Program** entrance sticker would take customers to HygieIce's public information pages—not to your Business Owner Portal.

There, visitors could:

- Learn about commercial ice machines and why regular cleaning and sanitation matter
- Learn about the HygieIce Cleaned & Sanitized Program
- View participating businesses throughout the Treasure Valley
- See the date each participating business's commercial ice equipment was last cleaned and sanitized by HygieIce

The public would **not** have access to your HygieIce Service Plan, before-and-after photographs, equipment records, service details, or other private information maintained in your Business Owner Portal.

Detailed Records for Your Business. Simple Transparency for Your Customers.

The Proposed HygieIce Method and the **HygieIce Cleaned & Sanitized Program** bring together:

Manufacturer-specific research.

A written Service Plan for your equipment.

Cleaning and sanitation according to that plan.

Documented service.

An ongoing service history accessible to your business.

Simple, limited transparency for the public.

You would have detailed documentation of the service performed and an organized service history associated with your equipment.

Your customers would receive something much simpler: a way to identify businesses participating in the **HygieIce Cleaned & Sanitized Program** and see when their commercial ice equipment was last cleaned and sanitized by HygieIce.

Now That You've Reviewed the HygieIce Method...

Thank you for taking the time to review the **Proposed HygieIce Method and HygieIce Cleaned & Sanitized Program**.

Whether you completed our survey before reviewing the Method or reviewed the Method first, we would appreciate any additional thoughts you may have.

If you have a little more time, we invite you to share additional feedback. The questions are completely optional, and your comments could be especially helpful as we continue to evaluate and develop the HygieIce Method.

Share Additional Feedback

Use the “Share Additional Feedback” link on the HygieIce website to answer four short optional questions.