

SERVICE BULLETIN

**Subject: Basic Building Maintenance Guidelines
for a Bowling Center**

Date: 8/7/03

Letter No. SB03-2

Bowling center operators are continuously faced with presenting their customers with a clean and well-run facility. In order to be of assistance, Brunswick has developed an extensive list of basic maintenance tasks that must be a part of every bowling center's normal mode of operation. You will find a copy of a "*Bowling Center Maintenance Schedule*" attached to this service bulletin. These tasks should be done on a scheduled basis in order to ensure that the bowling center continues to operate trouble free and that your bowling customers enjoy a pleasurable experience while in the bowling center.

These basic maintenance procedures will be very useful tools both for someone opening a new bowling center and for the proprietor working to upgrade a center that has deteriorated to a point where customer satisfaction has become an issue.

We have found that the bowling experience is enhanced when the entire entertainment complex is clean and the atmosphere is controlled so that temperature and humidity are kept at a comfortable level that is consistent with Brunswick equipment requirements.

KEY AREAS TO NOTE:

Climate Control

Brunswick has designed its equipment to conform to acceptable bowler comfort levels. Operating Brunswick equipment outside of these levels can result in permanent problems with the equipment that may not be covered by warranty.

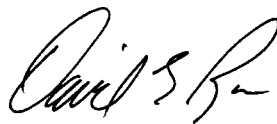
- Humidity levels must be maintained at a constant level and as close as possible to 40%. A minimum of 35% is possible and a maximum of 50% is permissible if temperature within the bowling center is maintained within the recommended temperature range. Failure to maintain proper humidity levels can result in problems with your equipment that may not be covered by warranty.
- Temperature settings should be maintained at a constant temperature of $72^{\circ}\text{F} \pm 4^{\circ}$ or $22^{\circ}\text{C} \pm 2^{\circ}\text{C}$. Failure to may will not be covered by warranty.
- Air conditioning and heating systems need to be designed to ensure air quality and to adequately control humidity and temperature. Systems should be designed to automatically handle the arrival of active bowlers that will increase temperatures and raise humidity levels. If automatic controls are not available, the center should anticipate bowlers arriving and take steps to ensure bowler comfort and viable operating conditions. In addition, heating, cooling and ventilation systems need to be maintained on a scheduled basis.

Cleanliness

In addition to cleaning and maintaining the bowling equipment, i.e. lanes, approaches, pinsetters, it is important to maintain many areas inside and outside of the bowling center that can affect proper operation and customer enjoyment. Below are some key issues that need to be addressed to maintain a consistent environment throughout the building. Operating Brunswick equipment in bowling centers that are not kept clean can result in permanent problems with the equipment that may not be covered by warranty.

- Parking lot and access doorways to the center must have measures taken to eliminate grit, sand and dirt from entering the center. Parking lots should be paved with concrete or blacktop surfaces and undergo regular cleaning and sealing.
- Carpeting in the bowler's concourse area and entryway rugs are excellent ways to trap outside dirt and keep it away from the bowler playing areas. Brunswick strongly recommends carpet in these two areas. Brunswick specifically recommends against the use of carpet in the bowler's seating area adjacent to the approach. All carpeted areas need to be vacuumed daily at a minimum to help control the dirt and spills. Attention to the types of cleaning solutions used to clean the carpet must be made as the maintenance process must not leave a solution residue on the carpet.
- Where tile flooring is used, the tile needs to be cleaned daily and spills cleaned up as they occur. While a flooring surface that does not require waxing is preferred, some centers have surfaces requiring wax as a part of regular maintenance. If a surface coating is used, it must be a hard surface coating (such as an acrylic floor finish) that will not transfer onto bowling shoes or the lanes.
- Seasonal issues with periods of rain or snow can result in excess moisture, salt and dirt being carried into the center. A higher level of cleaning vigilance must be undertaken at this time.
- Bowling shoes – the rental shoes, shoe storage trays (if used) and the storage shelving must be cleaned on a regular basis to control the dirt, grit and sand that are tracked in by street shoes. It is preferable to keep street shoes away from the normal storage locations of rental shoes as this dirt, etc. can be tracked into the bowlers' area and on to the lane surfaces.

Using the above guidelines and the attached "*Bowling Center Maintenance Schedule*" will go a long way in keeping your bowling center clean, looking good and providing a positive environment for the customers you want enjoying your center for many years to come.



David E. Rice
Director of Service

BOWLING CENTER MAINTENANCE SCHEDULE

CENTER NAME _____

CUSTODIAN SIGNATURE _____

MONTH/YEAR _____

MECHANIC SIGNATURE _____

DAILY ITEMS

X = COMPLETED ITEMS

DAY OF MONTH	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
AREA / ITEM																																
ENTRY WAY																																
SWEEP/MOP/FLOOR																																
CLEAN ANY FURNITURE																																
EMPTY TRASH AND ASHTRAYS																																
DUST AND CLEAN WALLS																																
DUST AND CLEAN SIGNS																																
WASH ENTRY WAY DOORS																																
CONTROL COUNTER																																
SWEEP/MOP/VACUUM FLOOR																																
CLEAN COUNTER TOP/SIDES																																
EMPTY TRASH AND ASHTRAYS																																
CLEAN ANY FURNITURE																																
MANAGERS OFFICE AREA																																
SWEEP/MOP/FLOOR																																
EMPTY TRASH AND ASHTRAYS																																
DUST AND CLEAN WALLS																																
CLEAN OFFICE FURNITURE																																
CONCOURSE																																
SWEEP/MOP/VACUUM FLOOR																																
EMPTY TRASH AND ASHTRAYS																																
DUST / CLEAN WALLS																																
CLEAN TABLES AND CHAIRS																																
CLEAN COUNTER TOP/SIDES																																
SPOT CLEAN CARPET																																
WIPE OFF LOCKER DOORS																																
CLEAN SIGNS AND DISPLAYS																																

MONTH/YEAR _____

DAY OF MONTH	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			
AREA / ITEM																																		
KITCHEN AND BACK BAR																																		
SWEEP/MOP FLOOR																																		
CLEAN COUNTER TOP/SIDES																																		
EMPTY TRASH																																		
DUST AND CLEAN WALLS																																		
DUST AND CLEAN DISPLAYS																																		
FLUSH EQUIPMENT DRAINS																																		
CLEAN SINKS AND FAUCETS																																		
CLEAN SODA DISPENSERS																																		
CLEAN ANY FURNITURE																																		
RESTAURANT AND BAR																																		
SWEEP/MOP/VACUUM FLOOR																																		
EMPTY TRASH AND ASHTRAYS																																		
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CLEAN TABLES AND CHAIRS																																		
CLEAN COUNTER TOP/SIDES																																		
CLEAN BAR STOOLS																																		
CLEAN GLASS AND MIRRORS																																		
MENS/LADIES RESTROOM																																		
SWEEP/MOP FLOOR																																		
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CLEAN TOILETS AND URINALS																																		
CLEAN AND FILL DISPENSERS																																		
CLEAN MIRRORS																																		
CLEAN PARTITIONS																																		
CLEAN / WIPE HAND DRYERS																																		
CLEAN SINKS AND COUNTERS																																		
BILLIARD AND GAME ROOM																																		
SWEEP / MOP FLOOR																																		
CLEAN ANY FURNITURE																																		
EMPTY TRASH AND ASHTRAYS																																		
DUST / CLEAN WALLS																																		
CLEAN VIDEO GAMES																																		
CLEAN/DUST BILLIARD TABLES																																		

MONTH/YEAR _____

DAY OF MONTH	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
AREA / ITEM																																
EMPLOYEE BREAK/LOCKERS																																
SWEEP AND MOP FLOOR																																
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CLEAN TOILETS AND URINALS																																
CLEAN SINKS AND COUNTERS																																
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BOWLERS AREA																																
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CLEAN TABLES AND SEATING																																
CLEAN COUNTER TOP/SIDES																																
CLEAN SCORER CONSOLES																																
CLEAN BALL STORAGE AREA																																
CLEAN BALL HOODS/RACKS																																
CLEAN HOUSE BALLS																																
CLEAN GLASS AND MIRRORS																																
SWEEP/MOP SIDE AISLES																																
PRO SHOP																																
SWEEP/MOP/VACUUM FLOOR																																
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SWEEP/MOP FLOOR																																
CLEAN WALLS AND SHELVING																																
CLEAN MOPS AND EQUIPMENT																																
CLEAN BUFFER AND VACUUM																																
PROPER SUPPLIES IN STOCK																																
JANITOR SCHEDULE POSTED																																