

## Kutzer Bakery, Konnersreuth

**“It wasn’t an easy decision to make,” reflects Patrick Kutzer. Together with his father Robert, Patrick runs the Kutzer Bakery in Konnersreuth, which is situated on the border between Oberpfalz and Oberfranken. The bakery is almost entirely equipped with products from WP Bakery Technologies. The new MIWE roll-in e+ can also be found there.**

Which begs the question: why would an established WP customer buy a MIWE oven? “We wanted to do a kind of test,” says Kutzer. The bakery has been happily using the technology from the Dinkelsbühl-based manufacturer for decades. Their special bread roll systems, bread systems, proofing chambers and almost all of their oven technology, including loading systems for the deck ovens, come from WP.

Patrick Kutzer is open about the fact that product reliability and good service and maintenance were the key criteria that influenced his purchase. “Quality and freshness are the decisive factors that make us stand out from the compe-

tion, so the technology at the bakery really has to be up to scratch.” Kutzer Bakery sees itself as the market leader in the region – a claim that has been confirmed by customer surveys and market analyses. In the retail area next to supermarket check-outs, bakeries can usually count on a customer frequency of 20 - 30 %, however some Kutzer branch outlets manage an impressive 70 %.

And of course, you have to keep up with the demand. In total, the Kutzer Bakery owns seven rack ovens. Just four weeks after one of the rack ovens was replaced with a new ROTOTHERM from WP, the next one was replaced with a MIWE roll-in e+. Patrick Kutzer: “It was a great opportunity for us to compare the latest technology, side by side.”

However, the master baker also knows that to test a new product, you need to try it out for more than just a few days or weeks. “To begin with, both products delivered excellent baking quality.” But after a while, the problems started.” Kutzer believes they were the result of limescale build-up in the steam device. But in the case of the new roll-in e+ he can’t be sure. “The steam device is positioned differently →



Master baker Patrick Kutzer.



The row of rack ovens.

meaning that any adverse effect on the baking atmosphere is considerably reduced.”

MIWE certainly knew what they were doing when they positioned the steam device behind the baking chamber. The device is no longer heated by the hot air circulating through the baking chamber, but indirectly using flue gas that has already passed through the heat exchanger. As a result, the waste gas temperature that leaves the oven is lower, which in turn means that the amount of steam produced is also greatly reduced. When baking Kaiser rolls, for example, just 4.5 litres of steam is generated – instead of the usual 6.

But more importantly, this means that there is even more heating capacity on hand for the baking chamber. The steam device is actually heated using its own waste heat, and limescale build-up in the steam device can no longer compromise the uniformity of the baking results in the MIWE roll-in e+. “After all, that’s a common problem in a lot of ovens,” says Patrick Kutzer from experience.

As well as excellent uniformity, the master baker and his employees noticed differences in the quality of the baking results produced by the two ovens. “It’s very easy to influence the baking result using aircontrol – it allows us to directly adjust the air flow,” enthuses Kutzer. If he wants a larger crack in the bread roll crust, he simply has to increase the air flow and air speed. But if he requires more volume, then he reduces both settings.

Kutzer is no stranger to air flow control. Other oven systems use frequency-controlled fans in place of this technology. “But unfortunately they’re very fragile,” admits Kutzer. By



The MIWE roll-in oven’s control system is positioned separately, away from the hot baking chamber.

comparison, MIWE aircontrol is simple and effectively built. The louvres between the heat exchanger and the baking chamber can be positioned in one of nine settings, ranging from completely open to securely sealed.

The ovens at Kutzer Bakery are heated using oil. The burner in the MIWE roll-in e+ is completely enclosed and protected from external contaminants like flour dust. “Alongside baking quality, we’re also very concerned about energy consumption,” says Kutzer. The closest competitor of the MIWE roll-in e+, the rack oven from WP, also has TÜV certification, but Kutzer still wanted to directly compare the two models himself.

He realised it would have been unfair to compare MIWE’s latest rack oven with the bakery’s existing rack ovens, which are almost ten years old. But the Kutzer Bakery also has a rack oven from the same year of manufacture as the MIWE roll-in e+. In other words: game on!

Both rack ovens were fitted with oil meters. Both ovens were uniformly heated and used to bake the same quantity of the same product. “The MIWE roll-in e+ won,” says Kutzer, who was surprised by the result.

Visually, the main difference between the two rack ovens is the much larger viewing window on the MIWE roll-in e+. MIWE fully redesigned the doors for their latest generation of ovens. Well-sealed door frames, extremely effective insulation and a large viewing window are the main benefits of the new doors. “It’s exactly the kind of quality we expect from a rack oven door,” remarks Patrick Kutzer. However, for Kutzer, the large viewing window is more of a luxury. “After all, we don’t bake according to what it looks like in there.”



Front view of the MIWE roll-in e+ and other rack ovens.

For Kutzer and his employees, the rack oven's ease of operation is much more important. The MIWE TC control system is clearly laid out and all oven operators have reported positively on its user-friendliness. All oven settings and parameters can be easily adjusted via a colour touch screen. The system does away with push buttons that could gather dust and grime.

In Easy Mode – which really is very easy to use – baking programs can be selected and started. In fact, to start baking, you don't even have to lay a finger on the touch screen. "The oven operator doesn't have to press anything, which is handy considering they're often wearing oven gloves," says Kutzer, reflecting on everyday work at the bakery. A sensitive start/stop button, which doesn't even need to be touched, is used to start the baking programs.

A bell and a flashing light signal that the baking is complete. After-baking options are then immediately displayed on the screen. Between one and nine minutes is all it takes to



A uniform baking result is an important criterion for Kutzer. – all in a day's work for the roll-in e+.



Direct comparison of the control systems.

perform an after-baking operation, as there are no complicated settings to navigate.

It's exactly the kind of straightforward and convenient oven control system Patrick Kutzer was looking for. "Finding specialists is tricky." He also employs several people from the nearby Czech Republic, who have been working at the Kutzer Bakery for many years.

Patrick Kutzer is solely responsible for creating and adjusting the baking programs. This is where the TC control system's Professional Mode comes into play. Each baking program can be subdivided into up to eight baking phases. The start and end temperature can be precisely defined for each phase, as can the steam level and exposure time. The parameters can be entered either directly into the oven controls, or into a computer. This data can be transferred from the computer to the oven (and vice versa) using a USB stick or network connection. →



The heating phases for back-to-back baking are very short.



Kaiser rolls in front of the MIWE roll-in e+.



Oven operator Viteslav Jirasek working with the MIWE roll-in e+.

The oven controls are positioned outside the hot oven area to ensure a high level of operational readiness. "This is another way in which MIWE differentiates itself from the competition", says Kutzer. In addition, there's a fan to cool the entire control block with fresh air. The fan automatically switches on at preset temperatures.

"However, there was one occasion when the controls didn't work," says Kutzer. But luckily the problem was sorted out just as quickly as it had occurred. The Kutzer Bakery was more than impressed by the service provided by MIWE, which is on hand 24 hours a day, 365 days a year. "That's a pretty convincing reason for choosing MIWE," says Patrick Kutzer, smiling.

## A brief overview of Kutzer Bakery

Proprietor: Patrick Kutzer  
Pfarrer-Schuhmann-Straße 7  
95692 Konnersreuth

Branch outlets: 40

### Employees

Production: 80, of which 12 are apprentices

Sales: 210, of which 28 are trainees

Distribution/logistics: 15

Management: 6

### Price examples:

Bread rolls 0.25 EUR

Rye bread, 1,000 g 2.30 EUR

Special bread, 750 g 2.85 EUR

Danish-style pastry 0.65-0.95 EUR

Kutzer bread sticks 0.40 EUR