



## Hewigo Service Guide

It is vital that your frying range is serviced every twelve months to meet the standards of manufacturer's recommendations, health and safety, most insurance policies and to ensure the optimum running efficiency of your range.

Additionally almost all insurance policies demand a mandatory annual steam cleaning of the ducting. A cheap limited service is false economy. Hewigo will carry out a comprehensive service for you to the highest possible standards.

This leaflet outlines the full process including an initial inspection, risk assessment and service procedure together with prices, based on region, for both our standard Advantage and High Efficiency ranges.

For further information please call **0121 544 9120**

## Initial Inspection and Risk Assessment

After initial inspection and risk assessment if we do not proceed with the service the customer is liable to cover 35% of our costs.

- 1 Check the general condition and installation of the equipment and ask the operator if they have any specific problems with the range.
- 2 **GAS:**  
Check the general condition and size of the gas supply pipework and meter.
- 3 **ELECTRIC:**  
Check the general condition of the electrical supply, consumer unit and cables.
- 4 **DUCTING:**  
Check the general condition of the extraction system.  
  
A steam clean should be carried out with every service; failure to do so may invalidate the customer's insurance policy.
- 5 **VENTILATION:**  
Calculate if the shop has sufficient fixed air ventilation to comply with gas regulations.
- 6 Test the operation of the appliance to make sure that everything is working.
- 7 Inform the customer if the installation is unsatisfactory, the equipment fails to operate or there is any damage to the equipment.
- 8 It is important that things such as requirements for remedial work and obviously cost are discussed and agreed prior to the commencement. Any damage should be pointed out to prevent blame being apportioned afterwards.
- 9 Is the customer prepared to close the shop for a frying session, allowing sufficient time to carry out all the necessary work.

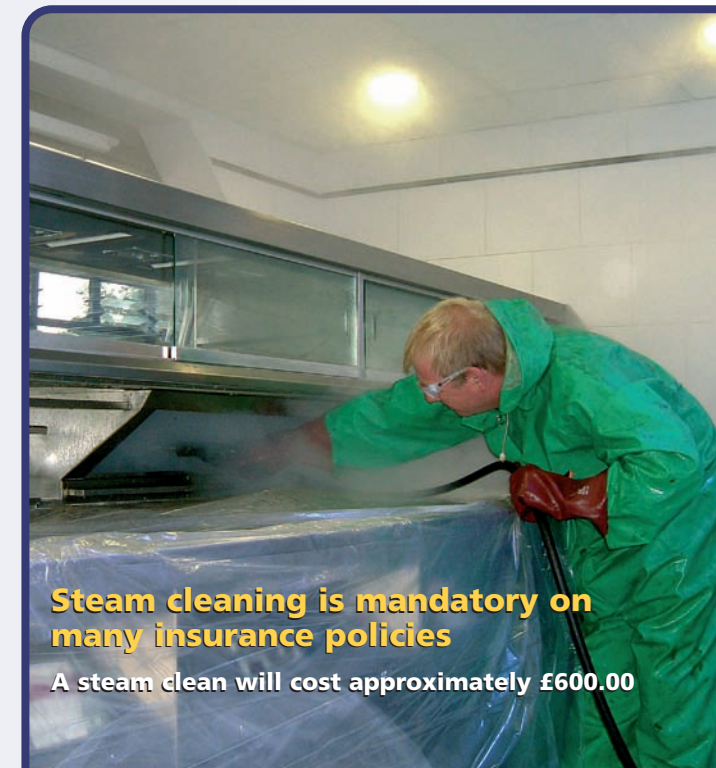


## Service Procedure

- 10 **Isolate the gas and electricity supplies.**
  - (a) Gas isolation taps should be free to operate and greased as necessary using approved and appropriate grease, remember to check for let-by of the gas valve.
  - (b) Confirm electrical isolation using appropriate test meter/proving unit.
- 11 **Examine the pan(s) for wear and tear and fat/oil leakage.**
  - (a) It is advisable for the customer to empty the pans prior to the service allowing time for the engineers to carry out a proper inspection.
  - (b) If the pans are not empty then the customer has to accept that additional time will be required to melt the oil/fat so it can be moved from one pan to the next.
- 12 **Main Burners - clean and/or replace as necessary.**
  - (a) Aerated atmospheric burners and premix high efficiency burners.
  - (b) Clean the burner system including the venturi and injector.
  - (c) Remove burner and gently brush/vacuum the ceramic plaques or blow out with a compressor.
  - (d) Check for cracks by lightly tapping the plaque face with your finger and watching for movement.
  - (e) Look for wear and tear around the sides of the burner and replace any worn retaining strips.
- 13 **Pilot burners - clean and/or replace as necessary.**
  - (a) Mechanical controls: check condition of the thermocouples.
  - (b) Computerised controls: check condition of the spark electrodes.
- 14 **Forced extraction systems:**
  - (a) Remove the motor and clean the impeller blades and casing of all debris.
  - (b) Refit the motor, paying particular attention to all the case seals.
  - (c) It is important to ensure that the drain hole in the base of the fan is kept clear.
  - (d) Remove the drip tray from under the extractor fan and clean.
  - (e) Once operating, check for correct rotation and for balance and true running.
  - (f) Ensure there is free air circulation around the fan motor.

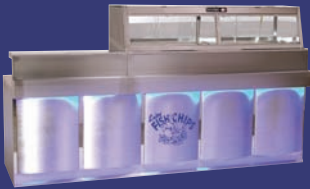
- (g) The fan system shall be interlocked with the gas supply; any air pressure tubes should also be checked and cleaned.
  - (h) Check the operation of the safety vacuum switch.
- 15 **Flue extract system and sump:**
    - (a) Remove all the grease filters and clean all accessible areas.
    - (b) Remove all inspection doors along the flue duct and clean accessible areas.
    - (c) Check ducting for leaking joints and repair as necessary.
  - 16 **Reassemble the appliance.**
  - 17 **Gas tightness test should be carried out from the equipment isolation valve.**
    - (a) Check all disturbed joints using a suitable leak-detection fluid (LDF).
  - 18 **Visual check electrical wiring for damage and replace as necessary.**
    - (a) Particular attention should be given to switches, simmerstats, heating elements, dimmer controls and miniature circuit breakers.
    - (b) Use a compressor to blow away any fluff build up from around the fan assisted chip box heater if applicable.
    - (c) Use a vacuum cleaner to clean away any fluff build up from around the packrol ignition boxes and make sure the cooling fan is fully operational.
    - (d) Vacuum away any fluff build up from around the control panel - dashboard.
  - 19 **Fill the pans with suitable cooking oil/fat to the min/max level or in their absence, to provide a minimum depth of 100mm.**
    - (a) Prior to filling the pans with cooking oil/fat it may be a convenient time to check the operation of the high limit thermostats.
    - (b) It is important that both the thermostat and high limit probes are covered by the oil/fat.
  - 20 **Test and re-establish the electrical supply.**
    - (a) The electrical connection wiring within the appliance should be tested for safety and only operatives who are competent to do so should re-establish the electrical supply.
    - (b) Earthed Equipotential Bonding Test (Earth Bonding Test).
    - (c) Insulation Resistance Test.
    - (d) Polarity Check.
  - 21 **Check the operation of the pump filtration system if applicable**
    - (a) Particular attention should be given to the pipe joints for leakage and the operation of the heater trace wire, repair or replace as necessary.
  - 22 **Reassemble the decorative panels.**
    - (a) The panels can sometimes have an effect on pilot and main burners, remember this when checking for a good flame picture and combustion characteristics.
  - 23 **Turn on and test the extraction system.**
    - (a) The equipment will not ignite until the fan is running. The air proving device will allow the ignition sequence to begin once the extraction system is purged.
  - 24 **A dry run should be carried out on fully automatic systems to ensure that the unit will run through a correct sequence and lock out, as there is no gas supply.**
  - 25 **Turn on the gas supply.**

- 26 **Turn the fan on and light the pilot burners.**
  - (a) Test the operation of the flame supervision device, the pilot burner should shut down within 30 seconds.
- 27 **Turn the main burner on and check/reset the burner gas pressure and gas rate.**
  - (a) Check operating thermostats including the valve spindle and joints for gas escapes using LDF.
- 28 **Check the main burners and pilots for good flame picture and combustion characteristics.**
  - (a) If the damper settings need adjustment make sure they are firmly fixed afterwards.
  - (b) Flue gas emissions readings can be taken at this stage if appropriate.
- 29 **Test for correct operation and calibration of the thermostat temperature controls against suitable test thermometer.**
  - (a) Remember that the thermostat should be checked against its indicated operating temperature.
- 30 **Complete necessary documentation and maintenance record(s) showing CO/CO2 readings.**
- 31 **Advise the customer:**
  - (a) The range should be serviced every year.
  - (b) A steam clean should be carried out with every service; failure to do so may invalidate the customer's insurance policy.
  - (c) A service certificate will be issued on complete payment of our final invoice.



**Steam cleaning is mandatory on many insurance policies**

**A steam clean will cost approximately £600.00**



Hewigo is unique amongst frying range manufacturers. We are Dutch owned yet have a purpose-built manufacturing unit in the UK.

This allows you to benefit from the choice of an extremely wide range of equipment based on shared design and the latest technology and from our flexibility to respond to the individual way you run your business.

Your frying range is one of the largest investments in your business. The right choice is vital and on-hand service support essential.

We look forward to hearing from you.



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