

### Service Bulletin

**Subject: Cleveland Range Warranty Guidelines**

**To: All FAS Partners**

**Market: USA**

**Date: 5-20-2024**

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This communication release herein is notification for the following:

**NOTE:** there have been a few changes to our warranty process.

Please see our warranty handbook below.

- As of May 20th 2024, installation and startup will be combined and filed together in an **Installation Checklist** and submitted as one claim. These installations will be completed by a factory authorized servicer (FAS) and must be accompanied by have an authorization number to be approved.
- Additionally if the installation will be greater than 10% of the approved installation an additional approval number will need to be obtained through Cleveland Technical Service.  
NOTE: the 10% additional must be filed in the Service Incident Line Number in the as "**Other-10% ADDITIONAL**" and add the description in the Expense Type category.
- A startup will only be accepted if the unit was installed by the customer or a non authorized service agency. The Start-up must be performed by a FAS.
- Please see the attached Cleveland Range Warranty Policy Guidelines, Installation Checklist, and Start-up forms.

# Cleveland™

## Warranty Policy & Guidelines - 2024

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This document contains the following information:

- Cleveland's Limited Warranty Policy
- Warranty Coverage
- What is not Covered
- Submitting Warranty Claims
- Mandatory Parts Returns
- 90 Day Parts Warranty
- Equipment Start-Ups & Installations
- Tips to ensure prompt payment

P/N: C-  
WPG2020 REV:  
5-2024

Welbilt Foodservice, LLC  
Cleveland Range, LLC

Cleveland Technical Support Hotline: (844) 724-2273  
[www.clevelandrange.com](http://www.clevelandrange.com)

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# Cleveland™

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## LIMITED WARRANTY

CLEVELAND RANGE products are warranted to the original purchaser to be free from defects in materials and workmanship under normal use and service for the standard warranty period of one year from date of installation or 18 months from date of shipment, whichever comes first.

CLEVELAND RANGE agrees to repair or replace, at its option, f.o.b. factory, any part which proves to be defective due to defects in material or workmanship during the warranty period, providing the equipment has been unaltered, and has been PROPERLY INSTALLED, MAINTAINED, AND OPERATED IN ACCORDANCE WITH THE CLEVELAND OWNER'S MANUAL.

CLEVELAND RANGE agrees to pay any FACTORY AUTHORIZED SERVICE (FAS) AGENCY (within the continental United States, Hawaii & Alaska) for reasonable labor required to repair or replace, at our option, f.o.b. factory, any part which proves to be defective due to defects in material or workmanship, during the labor warranty period. This warranty includes travel time not to exceed two hours and mileage not to exceed 50 miles (100 miles round-trip), BUT DOES NOT INCLUDE POST START-UP, MAINTENANCE, CLEANING OR DESCALING.

The standard labor warranty allows factory payment of reasonable labor required to repair or replace such defective parts. CLEVELAND RANGE will not reimburse the expense of labor required for the repair or replacement of parts after the standard warranty period, unless an Extended Labor Warranty Contract has been purchased to cover the equipment for the balance of the warranty period from the date of equipment installation, start-up, or demonstration.

PROPER INSTALLATION IS THE RESPONSIBILITY OF THE DEALER, THE OWNER-USER, OR INSTALLING CONTRACTOR, AND IS NOT COVERED BY THIS WARRANTY. Many local codes exist, and it is the responsibility of the owner and installer to comply with these codes. CLEVELAND equipment is built to comply with applicable standards for manufacturers, including UL, AGA, NSF, ASNE/Ntl. Bd, CSA, CGA, ETL and others.

PRESSURE BOILER AND STEAM GENERATOR MAINTENANCE IS THE RESPONSIBILITY OF THE OWNER-USER AND IS NOT COVERED BY THIS WARRANTY. The use of good quality feed water is the responsibility of the Owner-User (see Water Quality Recommendations below). THE USE OF POOR QUALITY FEED WATER WILL VOID EQUIPMENT WARRANTIES. Boiler maintenance supplies, including boiler hand gaskets, are not warranted beyond the first 90 days after the date the equipment is placed into service. Preventive maintenance records must be available showing descaling per applicable Cleveland Operator Manual for Boiler Proration Program considerations.

### WATER QUALITY RECOMMENDATIONS

Total Dissolved Solids (TDS)	50 – 250 ppm	SiO <sub>4</sub> <sup>2-</sup> (sulfate) max 150 ppm	
Hardness	50 – 200 ppm (3-12 gpg)	NH <sub>2</sub> Cl (mono-chloramine)	max 0.1 ppm
pH Value	7.0 – 8.5	Total Alkalinity	50 – 100 ppm
CL (Chloride)	max 50 ppm	Water Pressure	35 – 80 PSI
Cl <sub>2</sub> (free Chlorine)	max 0.1 ppm	Water Temperature	max 104°F.

The foregoing shall constitute the sole and exclusive remedy of original purchaser and the full liability of Cleveland Range for any breach of warranty. THE FOREGOING IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, OR IMPLIED, INCLUDING ANY WARRANTY OF PERFORMANCE, MERCHANTABILITY, OR FITNESS FOR PURPOSE, AND SUPERSEDES AND EXCLUDES ANY ORAL WARRANTIES OR REPRESENTATIONS, OR WRITTEN WARRANTIES OR REPRESENTATIONS, NOT EXPRESSLY DESIGNATED IN WRITING AS A "WARRANTY" OR "GUARANTEE" OF CLEVELAND RANGE MADE OR IMPLIED IN ANY MANUAL, LITERATURE, ADVERTISING BROCHURE OR OTHER MATERIALS.

CLEVELAND RANGE'S liability on any claim of any kind, including negligence, with respect to the goods or services covered hereunder, shall in no case exceed the price of the goods or services, or part thereof, which gives rise to the claim. IN NO EVENT SHALL CLEVELAND RANGE BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, OR ANY DAMAGES IN THE NATURE OF PENALTIES.

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# Cleveland™

## LIMITED WARRANTY (Continued)

### **PRESSURE BOILER - STEAM GENERATOR WARRANTY**

All Pressure boilers and steam generators will receive an additional 4 year prorated limited parts warranty after one year from effective warranty date. The user shall pay a prorated share of the selling price based on number of months in service. Prorated Coverage: 1 Year 100% - 2 Year 80% (100% with purchase of filter) - 3 Year 60% - 4 Year 40% - 5 year 20%

### **PERFORMANCE START UP & DEMONSTRATION**

Performance Start up by Factory Authorized Servicer included at customer request after equipment is installed to ensure equipment is installed properly and performing as designed. Included in the startup is a **Free Water Quality Check**. (Contact Cleveland sales representative for details). It is the responsibility of the end user/owner/dealer/installer to schedule the startup with the authorized FAS after the install is complete.

### **TWO YEAR WARRANTY K-12 SCHOOL WARRANTY**

For K-12 Schools, extended two year limited warranty at no additional charge, not to exceed 24 months from date of installation. **3<sup>rd</sup> Year Water Filter Warranty included, see details below.**

### **3-YEAR STEAMER DOOR WARRANTY, DOOR GASKETS AND ADJUSTMENTS**

3 year limited parts warranty on 3, 5, 6 compartment steamer doors (Gaskets covered under 1-year limited warranty). Non part replacement adjustments on steamers, kettles and tilt skillets (lose wires, clamps, leaks) covered under 1-year limited warranty.

### **EXTENDED WATER FILTER WARRANTY**

When purchasing a steamer and Cleveland specified water filter from Cleveland Range at the same time, a second year limited extended warranty will be included at no charge, must include a completed Performance Start-Up and water quality check. Must maintain equipment and filter replacements.

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## LIMITED EXTENDED WARRANTY

The purchase of a Limited Extended Warranty Contract extends the standard warranty coverage to the purchased period, or 18 months from date of shipment, whichever comes first. Individual warranties may vary by model, part or application. Major components have labor extended an additional year with the purchase of an extended warranty. Extended warranties are non-transferable. Only available in the continental United States, Hawaii & Alaska.

- Performance Start up required for extended warranty coverage.
- Extended Warranty must be purchased at the same time the equipment is purchased.
- Extended Warranty has the same exclusions as stated in our standard warranty.

## WARRANTY COVERAGE

### WHAT IS COVERED?

The Cleveland warranty covers all defects in workmanship and material in any commercial cooking appliance manufactured by Cleveland Range, LLC and sold within the continental United States, Hawaii and Alaska.

### WHO IS COVERED?

The warranty covers only the original purchaser and original install address of Cleveland commercial cooking appliances.

### FLEXIBILITY

Cleveland will administer its warranty policies with an understanding of how we are viewed by our customers. Our intention is to be fair, and to obtain adequate information to make sensible decisions pertaining to warranty coverage. Any deviations from our normal warranty policies will be determined on a case by case basis.

**Equipment not installed within 18 months of the shipping date is not covered under warranty unless authorized by the manufacturer. (Must show proof of the authorization (Authorization number, e-mail, etc.))**

If you have any questions regarding general warranty information or a specific warranty problem, please contact Cleveland at 844-724-2273.



#### NOTE:



Our authorizations are automatically generated, data-driven numbers (not names). The data in our authorization database is matched to the claim. If the claim does not match the charges authorized, adjustments will be made. If an authorization number is being provided by anyone other than our service department and it is for “warranty service,” call the technical support group or the warranty administrator to verify validity of the number.

## WHAT THE WARRANTY DOES NOT COVER

- Damage due to misuse, abuse, alteration or accident.
- Improper or unauthorized repair.
- Failure to follow installation procedures, operation instructions and/or scheduled maintenance procedures as described in the Cleveland Service and Owner's Manual.
- Damage in shipment.
- Equipment which has had the data plate removed, altered, or destroyed.
- Normal maintenance items; i.e., interior and exterior finishes, cleaning, issues caused by scale, filter changes, boiler descaling, and abuse to power cord, etc.
- Damages (the cost of repairing other property, which is damaged), loss of time, profits, use, or any other incidental damages of any kind.
- Conversion kits are not covered under warranty unless the unit was shipped out incorrectly, or the Technical Service Department provides authorization.
- Claims for equipment removed from the customer location for repair, **unless preapproved.**
- Toll Fees, **unless preapproved.**
- Truck Fees, **unless preapproved.**
- Issues or damage resulting from excessive gas/water pressure or low gas/water pressure.
- Issues or damage resulting from incorrect supply voltage.
- Use of non-OEM parts **unless preapproved.**
- Freight and handling on boilers or generators.
- Repair done by non-Factory Authorized Service agencies or their satellites.
- Cleveland equipment is manufactured for commercial use, and is NOT to be installed in a residence. Equipment installed in a residence will not be covered under warranty, and it should be removed.
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### NOTE:



Please note the following:

- Cleveland will pay expedited freight for emergency warranty work if the part needed is not on the required stock list.
- The FAS is expected to pay expedited freight for emergency warranty work if they fail to have on-hand inventory of the parts listed on required stock list unless authorized.
- Cleveland will pay for expedited freight **or** for parts handling not both. An invoice will need to be attached to the claim showing the freight charge.

**IMPORTANT:** Repair or replacement of a boiler or generator requires a service technician's authorization.

## SUBMITTING WARRANTY CLAIMS

**All claims should be submitted through the online Welbilt Warranty Portal.**

When sending claims, please:

- Use <https://welbilt.my.site.com/CPS/s/>
- For authorization numbers use: [ClevelandSVC@welbilt.com](mailto:ClevelandSVC@welbilt.com)
  
- Each serial number **must be** submitted separately.
- The Warranty Department will correct and pay invoices with mathematical errors.
- Each warranty claim per serial number must be submitted separately in the warranty portal. For example: If you have a startup/checkout and a repair at the time of startup, you must enter two separate claims, one for the startup and one for the repair.
- All warranty claims must be submitted within 30 days of the completion date. If, for any reason, a claim cannot be submitted within the 30 days, note the reason in the warranty portal, and it will be determined if the claim can be considered for payment. If no reason is noted in the warranty portal the claim will not be considered for payment.
- If Cleveland makes changes to your claim in the warranty portal, the changes will be noted in the comment section of the form.
- The policy for the sub-agent handling fee is 10% of the total bill (not including parts). This is your fee for handling all the paperwork involved with the warranties from your sub-agents.
- The policy for the parts handling fee is 10% of the total net cost of the part **not to exceed \$50**. (not to include the labor).
- All warranty claims submitted in the warranty portal **MUST** have a work order or invoice attached matching the total being billed in the portal. The attached backup **does not** have to be a CFESA form. An example of which can be found on the following page.



**IMPORTANT:**



***If a claim is submitted without the required information or Cleveland has determined additional information is needed, you will be given 30 days to provide the requested information. Information not provided within 30 days could result in rejection of the claim.***

# CFESA FORM

All warranty claims *must* be submitted with a CFESA form or a warranty invoice showing the charges.

## WARRANTY SERVICE REPORT

FORM MUST BE FILLED OUT IN ITS ENTIRETY  
PLEASE TYPE ALL ANSWERS

Service W/O # \_\_\_\_\_  
Date \_\_\_\_\_  
Invoice # \_\_\_\_\_

MANUFACTURER	SERVICE COMPANY
AUTH #: _____	NAME _____ ADDRESS _____ CITY _____ TELEPHONE # a/c _____ / _____ CONTACT NAME _____ ACCOUNT # _____

### SECTION 1

Customer \_\_\_\_\_ Telephone \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Service Requested by \_\_\_\_\_ Customer Acceptance Name \_\_\_\_\_ Store # \_\_\_\_\_

Model \_\_\_\_\_ Serial # \_\_\_\_\_ Voltage (nameplate) \_\_\_\_\_ Supply Volts \_\_\_\_\_

Phase 1 ( ) 3 ( ) Amp Reading X \_\_\_\_\_ Y \_\_\_\_\_ Z \_\_\_\_\_ Type of Gas Nat \_\_\_\_\_ LP \_\_\_\_\_ W/C \_\_\_\_\_ Steam Pres. \_\_\_\_\_

Problem: \_\_\_\_\_

Probable Cause \_\_\_\_\_

Action Taken \_\_\_\_\_

### TRAVEL & LABOR

S E C T I O N  2	Service Technicians Name	# of Trips	Sub-Agent INV. #	AMOUNT
	_____	1. Labor	Hours _____ Rate/Hr. _____	1 \$ _____
	Date Installed _____	2. Travel	Hours _____ Rate/Hr. _____	2 \$ _____
	Date of Request _____	3. Transportation:	Mile _____ Rate _____	3 \$ _____
	Date Work Completed _____	4. Sub-Agent & City	_____	4 \$ _____
		5. Handling allowance (labor if applicable)	_____	5 \$ _____
	6. Other Charges, explain _____			6 \$ _____
			Total (Section 2)	7 \$ _____

S E C T I O N  3	Qty.	Part No.	Description & Disposition of Part	Cause	Action	Scrap	Return & Tag #	Price	Ext'd Price	
	Serial # of Major Component _____						TOTAL PARTS	8 \$ _____		
	X _____ Title _____						Handling Allowance (parts)	9 \$ _____		
	Name of party completing this report _____						Freight if applicable	10 \$ _____		
	COPY DISTRIBUTION: Original and Second, to factory. Third - packing list for returned parts. Fourth - AGENCY. (Or as directed by manufacturers guidelines)							Total (Section 3)	11 \$ _____	
	BELOW AREA FOR FACTORY ONLY							Grand Total (Sections 2 & 3)	12 \$ _____	

	Model Number	Serial Number
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## CFESA FORMS

When completing the CFESA claim form, all areas must be filled in with the correct information.

### **All fields are REQUIRED to process a claim.**

- "AGENCY INVOICE #" - is your internal tracking number. This is the number that will be referenced on your payment.
- "USER CUSTOMER NAME" – must be filled out with all information regarding the customer location where the equipment is installed.
- "MODEL NUMBER" & "SERIAL NUMBER" – **These are required for the warranty claim to be processed.**
- VOLTAGE, AMPS, TYPE OF GAS AND GAS PRESSURE – These should be noted by the technician and carried over to the claim form. This information is often “required” in order to validate the repairs.
- "REPORTED COMPLAINT" – This information is very important to enable Cleveland to determine if the problem is covered by warranty or caused by incorrect installation, or abuse by the customer.
- "PROBABLE CAUSE" – This should be completed with the technician’s diagnosis of the cause of problem.
- "ACTION TAKEN" – This should detail the work actually done and the apparent cause of the problems. It is NOT sufficient to just indicate that a part failed or is defective. A detailed explanation of the failure **MUST** be provided. If there is any other explanation, such as the technician was instructed to change the part by the factory, please list the person at the factory with whom the technician spoke and provide the instructions given. These actions are documented in our technical support call database and can be referenced to validate such explanations.
- "SERVICE TECHNICIAN'S NAME" – The technician’s full name needs to be provided. A technician number or initials are not acceptable.
- "DATE INSTALLED" – This must be included.
- "DATE OF REQUEST" & "DATE WORK COMPLETED" – These are required.

### **All other information in SECTION 2 is required.**

Please note the following:

- Hourly rates and mileage are to be billed at the contracted rates.
- Installation date is required.
- Travel exceeding 100 miles or two hours will **NOT** be paid without a valid authorization number.
- Authorization will be required for more than one trip – the authorization number must be included on the form.
- For NON-RISE authorization numbers use: [ClevelandSVC@welbilt.com](mailto:ClevelandSVC@welbilt.com)

### **All information in SECTION 3 is required.**

Please note the following:

 <b>IMPORTANT:</b> 
<ul style="list-style-type: none"><li>• Parts prices are to be listed as net prices.</li><li>• If for any reason parts are sent to you at no charge by the service department, <b><u>we still need part numbers.</u></b></li><li>• <b>All expedited freight charges must have a valid authorization for payment. An invoice supporting the freight charge must be attached to the claim in the online portal.</b></li></ul>

 <b>IMPORTANT:</b>	Please make sure all information is submitted in the warranty portal in the correct section when it is submitted. Once a claim has been processed, it will not be reopened for an additional credit due to omissions.
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If there is anything out of the ordinary that we need to know to process a claim, include that information in the service incident summary in the warranty portal. This will help to avoid rejections and/or short pays.

**Authorization number(s) will NOT be given after a warranty claim has been submitted to or paid by Cleveland.**

## MANDATORY PARTS RETURN

Cleveland requires all warranty parts be held for ninety (90) days. Cleveland reserves the right to require the return of any warranty part during the ninety (90) day period.

The proper procedure for returning parts is to keep the part while billing Cleveland. Once the claim is processed by Cleveland and it is determined the part(s) should be returned, a RMA number will be issued at which point the part(s) may be returned. **All returns MUST be accompanied with a RMA, CFESA parts tag, and a copy of the work order attached. Parts returned without a valid RMA number clearly posted on the box will be subject to a 20% investigation fee.**

**Factory Authorized Servicer = FAS**



All warranty parts MUST be held for a minimum of ninety (90) days from submittal of the warranty claim. If Cleveland determines that a part should be returned, a RMA will be provided to the FAS at which point the part may be returned. All returns must be accompanied with a RMA, CFESA parts tag and a copy of the work order



## 90 DAY PARTS WARRANTY

- OEM replacement parts will be warranted against defects for a period of 90 Days – excluding labor and freight.
- This warranty begins from the date the FAS installs the part.
- This warranty does not include misuse, abuse, mishandling or failure due to incorrect installation.
- To submit 90-day part warranty, the FAS must invoice the factory in the same manner as an equipment warranty claim. **The original and replacement invoice numbers are required.** The FAS must also provide the following information with the invoice:
  - Model & Serial number of unit needing replacement part
  - Copy of the work order where original part was installed
  - Copy of the work order noting the installation of the replacement part.
- If a failed part is listed in the mandatory return list, it must be returned to Cleveland with a valid RMA.
- If it is not listed, the FAS is required to hold the part for 90 days after the claim is submitted to Cleveland.
- An RMA must be obtained before returning any parts.
- Credit will be issued only after the parts have been inspected and the failure verified by the Cleveland Quality Assurance Department, and if necessary, the original part manufacturer. Allow 4 to 6 weeks to complete this process. Additional time may be required if the parts must be sent to the part manufacturer for testing.

# EQUIPMENT START-UPS & INSTALLATIONS

## MODEL

Kettles  
Skillets  
Steamers

## FLAT LABOR RATES ON START-UP

### FLAT RATES START-UP

\$150 for first unit & \$50 for each additional unit  
+ water test (part #115036O) for Steamers ONLY

- As of May 20th 2024, installation and startup will be combined and filed together in an **Installation Checklist** and submitted as one claim. These installations will be completed by a factory authorized servicer (FAS) and must be accompanied by have a CA authorization number to be approved.
- Additionally if the installation will be greater than 10% of the approved installation an additional approval number will need to be obtained through Cleveland Technical Service.
- A startup will only be accepted if the unit was installed by the customer or a non authorized service agency. The Start-up must be performed by a FAS.
- A separate startup or installation form must be used for each piece of equipment. Please complete each area on the form with accurate technical information. If a section does not apply, indicate this as N/A.
- Be certain to clearly indicate all issues.
- If a safety issue is found, the factory must be contacted from the location. An example of a safety issue would be a gas steamer with no ventilation hood or a hood that is not working adequately.
- When submitting a Start-Up or Installation claim for payment please make sure the form is completed in full and signed by the customer & dated.
- Corrections to installation are not covered without an authorization.
- All startups or installations must have a Rise authorization number prior to beginning work at the location.
- The only acceptable Cleveland startup form is REV 10-2020 this is a 2-page form and the number is at the top of the first page. If any other form is submitted, the claim will be denied and will need to be resubmitted.
- Steamers can have a water test (part #115036O), as part of the startup process to verify the proper Water Quality Requirements.



**IMPORTANT:**



***If the appropriate form is missing required information, you will be required to send a technician back to the site within 30 days to complete the form at no charge to Cleveland or the customer. Information not provided within 30 days could result in the claim being rejected.***



**IMPORTANT:**



***If a safety issue is found, the factory must be contacted from the location, and a photo must be provided. (i.e. Gas Steamer with no ventilation hood or a hood that is not working adequately)***



**IMPORTANT:**



**EACH SERIAL NUMBER MUST BE ENTERED ON ITS OWN CLAIM, AND BE ENTERED INTO THE ONLINE PORTAL.**

**A CFESA FORM OR WARRANTY INVOICE SHOWING ALL CHARGES MUST BE ATTACHED TO THE SUBMITTED CLAIM.**

**THE COMPLETED FORM IS REQUIRED FOR ALL CLAIMS SUBMITTED, AND A COPY MUST BE LEFT WITH THE CUSTOMER.**

## TIPS TO ENSURE YOUR CLAIMS ARE NOT REJECTED OR DELAYED

- Ensure that Cleveland is entered as the Brand.
- Ensure that the model and serial numbers are entered correctly.
- As of 2008 Cleveland serial numbers contain all numbers, prior to that they either started with WT or WC. If the serial number begins with any other letter combination, it **is not** a Cleveland unit.
- On RISE installs - please attach the paperwork provided by RISE, to the claim detailing what is covered.
- **ALWAYS** note the name of the Cleveland technician with knowledge of the repair in the notes section of the claim.
- Enter all Rise, or tech service authorization numbers on the claim in the online warranty portal.
- Include all authorization codes for extended time and travel, expedited freight, **boiler replacements**, tolls, truck and equipment rental. **Any charge without an authorization code will not be paid.**
- Provide authorization for more than one trip charge – the authorization number must be entered on the claim in the online warranty portal.
- Attach a work order or warranty invoice to all claims.
- Attach the correct startup form to all startup claims. REV 10-2020
- Attach invoices as backup for expedited freight charges.
- Attach any e-mail correspondence received regarding claims with multiple calls into the factory, or multiple trips to the location.
- Attach an itemized invoice for all claims with additional hardware or plumbing supplies.
- Attach an e-mail authorization for any claims that were approved by anyone other than a Cleveland service technician (i.e. customer service reps, product managers, etc.).
- Review your system generated communications. Any claims put into pending for information status will be rejected in 30 days if the error isn't fixed, and the claim put into resubmitted status.
- Remember to update the e-mail information for the person responsible for receiving system generated communications if there is a change in ownership.

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## *The Cleveland Advantage*

**Note:** Use A Separate Form for Each Piece of Equipment

**M/N:** \_\_\_\_\_ **S/N:** \_\_\_\_\_  
 Customer's Name: \_\_\_\_\_ Store #: (If Applicable) \_\_\_\_\_  
 Address: \_\_\_\_\_ City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Location's PH#: \_\_\_\_\_  
 Service Agency: \_\_\_\_\_ Technician: \_\_\_\_\_  
 Install Date: \_\_\_\_\_

Warning: Installation check must be completed by a Factory Authorized Service Agent that is installing the equipment.

NOTE: Describe any variations if installation in "Comments:" section. Complete entire form. Include copy of Water test form sent to Optipure and pictures from the site survey.

### General Information

1.	Does the Customer have the Operation Manual? Was the old equipment removed and / or were there any issues	Yes	No
2.	Was the utilities and / or drain at the proper distance of the equipment per installation specifications. If no please add comments to the notes.	Yes	No
3.	Are clearances as stated in the installation manual?	Yes	No
4.	Is there sufficient clearance for service and away from a high heat source? Is the equipment level and properly secured as per manual?	Yes	No
5.	Gas type and pressure to the equipment? Gas type =Natural / LP Pressure= _____ inch W.C. Gas connection size (inlet I.D. has not been reduced)		
6.	The voltage supplied to the unit is within 10% of the data tag? Is there a proper ground?	VAC Yes	No
7.	Does the breaker size meet national, state and local codes for the data plate?	Yes	No
8.	Record the Amperage:.	AMPS	
9.	Take pictures of location. Include front , left, back, and right. Include pictures of utilities including drain and any water treatment. Are the Pictures included?	Yes	No

### Skillets Only

10.	Are there any leaks in:	Yes	No
	Hydraulic system?	Yes	No
	Draw off valve?	Yes	No

**Describe all leaks in detail in Comments**

11.	Check calibration		
12.	Does the skillet tilt smoothly?	Yes	No



***The Cleveland Advantage***

**Note:** Use A Separate Form for Each Piece of Equipment

**M/N:** \_\_\_\_\_ **S/N:** \_\_\_\_\_  
 Customer's Name: \_\_\_\_\_ Store #: (If Applicable) \_\_\_\_\_  
 Address: \_\_\_\_\_ City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Location's PH#: \_\_\_\_\_  
 Service Agency: \_\_\_\_\_ Technician: \_\_\_\_\_  
 Install Date: \_\_\_\_\_

Warning: Installation check must be completed by a Factory Authorized Service Agent that is installing the equipment.

NOTE: Describe any variations if installation in "Comments:" section. Complete entire form. Include copy of Water test form sent to Optipure and pictures from the site survey.

**General Information**

1.	Does the Customer have the Operation Manual? Is the equipment level and properly secured as per manual?	Yes	No
2.	Was the utilities and / or drain at the proper distance of the equipment per installation specifications. If no please add comments to the notes.	Yes	No
3.	Are clearances as stated in the installation manual?	Yes	No
4.	Is there sufficient clearance for service and away from a high heat source?	Yes	No
5.	Gas type and pressure to the equipment? Gas type =Natural / LP Pressure= _____ inch W.C. Gas connection size (inlet I.D. has not been reduced)		
6.	The voltage supplied to the unit is within 10% of the data tag? Is there a proper ground?	VAC _____ Yes	No
7.	Does the breaker size meet national, state and local codes for the data plate?	Yes	No
8.	Record the Amperage:.		AMPS
9.	Take pictures of location. Include front , left, back, and right. Include pictures of utilities including drain and any water treatment. Are the Pictures included?	Yes	No

**Kettles Only**

10.	Is the Kettle in a vacuum when cold?	Yes	No
11.	Check calibration on surface inside the kettle (265 degrees at setting 10)	Temp _____	
12.	Are there any leaks in:		
	Trunnion?	Yes	No
	Steam lines?	Yes	No
	Draw off valve?	Yes	No
	Hydraulic system?		

**Describe all leaks in detail in Comments**



***The Cleveland Advantage***

**Note:** Use A Separate Form for Each Piece of Equipment

**M/N:** \_\_\_\_\_ **S/N:** \_\_\_\_\_  
 Customer's Name: \_\_\_\_\_ Store #: (If Applicable) \_\_\_\_\_  
 Address: \_\_\_\_\_ City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Location's PH#: \_\_\_\_\_  
 Service Agency: \_\_\_\_\_ Technician: \_\_\_\_\_  
 Install Date: \_\_\_\_\_

Warning: Installation check must be completed by a Factory Authorized Service Agent that is installing the equipment.

NOTE: Describe any variations if installation in "Comments:" section. Complete entire form. Include copy of Water test form sent to Optipure and pictures from the site survey.

**General Information**

1.	Does the Customer have the Operation Manual? Is the equipment level and properly secured as per manual?	Yes	No
2.	Was the utilities and / or drain at the proper distance of the equipment per installation specifications. If no please add comments to the notes.	Yes	No
3.	Are clearances as stated in the installation manual?	Yes	No
4.	Is there sufficient clearance for service and away from a high heat source?	Yes	No
5.	Gas type and pressure to the equipment? Gas type =Natural / LP Pressure= _____ inch W.C. Gas connection size (inlet I.D. has not been reduced)		
6.	The voltage supplied to the unit is within 10% of the data tag?	VAC _____	
	Is there a proper ground?	Yes	No
7.	Does the breaker size meet national, state and local codes for the data plate?	Yes	No
8.	Record the Amperage:.	AMPS _____	
9.	Take pictures of location. Include front , left, back, and right. Include pictures of utilities including drain and any water treatment. Are the Pictures included?	Yes	No

**STEAMERS ONLY**

10.	Is the door aligned properly and does the door switch activate?	Yes	No
11.	Is cold potable water supplied to both water inlet connections? Min I.D. 3/8"	Yes	No
12.	Verify a water test was completed during the site survey and list the results it in the comments section. Record the manufacturer of water treatment.		
13.	Is the drain size reduced? Note: Must have a gravity flow from combi to floor drain with minimum 1" air gap. Do not manifold to other equipment. If not please elaborate in Comments.	Yes	No
14.	What is the incoming steam pressure? Note: For direct and steam coil steamers only.	_____ PSI	
15.	Does the steamer heat properly?	Yes	No
16.	Are there any leaks in:		
	Gaskets?	Yes	No
	Water lines?	Yes	No
	Door?	Yes	No
	Bolier?	Yes	No

**Describe all leaks in detail in Comments**



# Cleveland<sup>TM</sup>

**Note:** Use A Separate Form for Each Piece of Equipment

**M/N:** \_\_\_\_\_ **S/N:** \_\_\_\_\_  
 Customer's Name: \_\_\_\_\_ Store #: (If Applicable) \_\_\_\_\_  
 Address: \_\_\_\_\_ City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Location's PH#: \_\_\_\_\_  
 Service Agency: \_\_\_\_\_ Technician: \_\_\_\_\_  
 Install Date: \_\_\_\_\_

Warning: Start up/Performance check must be completed by a Factory Authorized Service Agent.

TOOLS NEEDED-Standard Hand tools, digital voltmeter, amp meter, water pressure gauge, water test kit #115036O, manometer and camera.

NOTE: Describe any variations if installation in "NOTES:" section. Complete entire form. Include copy of Water test form sent to Optipure and pictures

1.	Does the Customer have the Operation Manual?	Yes	No
2.	Is the equipment level and properly secured as per manual?	Yes	No
3.	Are clearances as stated in the installation manual?	Yes	No
4.	Is there sufficient clearance for service and away from a high heat source?	Yes	No
5.	Gas type and pressure to the equipment? Gas type =Natural / LP Pressure= _____ inch W.C. Gas connection size (inlet I.D. has not been reduced)		
6.	The voltage supplied to the unit is within 10% of the data tag?	VAC _____	
	Is there a proper ground?	Yes	No
7.	Does the breaker size meet national, state and local codes for the data plate?	Yes	No
8.	Record the Amperage:.	AMPS	
9.	Take pictures of location. Include front , left, back, and right. Include pictures of utilities including drain and any water treatment. Are the Pictures included?	Yes	No
<b>STEAMERS ONLY</b>			
10.	Is the door aligned properly and does the door switch activate?	Yes	No
11.	Is cold potable water supplied to both water inlet connections? Min I.D. 3/8"	Yes	No
12.	Use test kit #115036O. Send vials of water to Optipure and include copy of water test form sent to Optipure. Note: If the form is not complete this will affect payment. Are copies of the water test form included?	Yes	No
13.	Record the manufacturer of water treatment. Water treatment:		
14.	Is the drain size reduced? Note: Must have a gravity flow from combi to floor drain with minimum 1" air gap. Do not manifold to other equipment. If not please elaborate in Comments.	Yes	No
15.	What is the incoming steam pressure? Note: For direct and steam coil steamers only.	_____ PSI	
16.	Does the steamer heat properly?	Yes	No
17.	Are there any leaks in:		
	Gaskets?	Yes	No
	Water lines?	Yes	No
	Door?	Yes	No
<b>Describe all leaks in detail in Comments</b>			

<b>Kettles Only</b>			
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18.	Is the Kettle in a vacuum when cold?	Yes	No
19.	Check calibration on surface inside the kettle (265 degrees at setting 10)	Temp _____	
20.	Are there any leaks in:		
	Trunion?	Yes	No
	Steam lines?	Yes	No
	Draw off valve?	Yes	No

**Describe all leaks in detail in Comments**

<b>Skillets Only</b>			
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21.	Are there any leaks in:	Yes	No
	Hydraulic system?	Yes	No
	Draw off valve?	Yes	No

**Describe all leaks in detail in Comments**

22.	Check calibration		
23.	Does the skillet tilt smoothly?	Yes	No

**Comments:**

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**NOTE: START UP FORM MUST BE FILLED OUT COMPLETELY. INCLUDE COPY OF WATER QUALITY FORM AND PICTURES OF INSTALL WITH INVOICE WHEN SUBMITTING TO MANUFACTURER .**

Technician: \_\_\_\_\_ Service Agency: \_\_\_\_\_ SVC Inv. \_\_\_\_\_

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CUSTOMER (Store Manager) SIGNATURE Date

\*\*\* INCLUDE ABOVE WITH STANDARD WARRANTY SUBMISSION\*\*\*