

Questions to Ask Service Providers

To achieve the best performance from exhaust and suppression servicing contractors, ask the following questions:

To Water Wash Hood Service Contractors:

- 1) Is the wash cycle operating properly?
- 2) Did you close the damper and confirm that there is no grease obstructing the seal?
- 3) Is the damper interfaced with the fire suppression system?

To Fire Suppression Service Contractors:

- 1) Have them show you the old, changed links from the system.
- 2) Are all the nozzles clear and are they capped properly?
- 3) Are your contractors factory trained and authorized to do this particular system?
- 4) Are you using factory authorized parts?
- 5) Is the suppression systems up to UL 300 or ULC 1254.6?
- 6) Give me a copy of your servicing report
- 7) Notify me and the restaurant immediately if you "red tag" any system
- 8) Did you do a complete "trip test"? Explain

To Exhaust Cleaners:

- 1) Did you clean the entire system according to NFPA #96? If not -- Why not?
- 2) How are you cleaning under the fan?
- 3) Where are access panels located? Are you removing them?
- 4) Are they properly gasketed?
- 5) Give me a copy of your follow-up report
- 6) Do you pin off the fire suppression system? They should NOT be doing this!

To Restaurant Owners and Senior Kitchen Staff:

- 1) Do you know where the suppression Manual Pull is and how to operate it?
- 2) Have you instructed your staff to pull the Manual Pull before using a portable?
- 3) Do you use a flashlight to check up the duct after every cleaning
- 4) Did you have to relight the pilots every time they serviced the suppression system?
- 5) On Water Wash hoods -- Does staff know how to operate the damper control?
- 6) Does the staff check and refill the chemical tank of the water wash hood?

Require all contractors to provide the restaurant with a detailed written report, in addition to a service tag, of what was done and not done to their system. Require the written report be kept on the premises for your review.

Notify the contractor and/or restaurant that you want to discuss the installation/service they are performing on restaurant systems. This will put them all on notice that you are interested and involved in ensuring the systems are functional and properly serviced.