# SYNERGY™
## grill technology

## List of things to check before placing a Warranty Call*

*The list below has been compiled from situations when a call has been placed due to the Synergy Grill not working and external factors were the issue. Please check the points below before placing a call or you may be charged.

**We may ask to see your Installation Commissioning Sheet to check the installation burner pressures are correct before attending site under Warranty.**

**Grill cutting out during service:** Please clean the White Porcelain and Metal Electrode of the flame sensor to a polished finish.

**Two or more burners cutting out at the same time:** Please check your Interlock system is working correctly. Each burner is totally separate to the other and only share a common gas input – if the input fails, the grill will fail.

**Grill not getting to temperature:** If the grill is a fixed temperature grill. (has no temperature adjustment dial) Please check there is no Governor fitted, fixed temperature units, the gas hose should go straight into the grill for variable temperature models they need to have a governor fitted.

Both grills need to be fitted to the Yellow input pipe and the hose needs to be 3/4" Caterflex Yellow Hose. If any of the above is different then you must get you INSTALLER back in to complete the job as per the Manufacturers Instruction Booklet.

**Grill not working correctly since moving locations/or sockets:** Check you have a sound Earth. Additional Earth bonding to the chassis is highly recommended. If you are using an extension lead, remove the lead and plug directly into a different plug socket.

**Grill not running correctly off a Generator:** Please check you have a sound Earth. Active Food Systems highly recommend using a 1:1 Isolation Transformer when using a generator.

*Once you are satisfied all of the above is correct, and you are still experiencing problems please contact your Dealer and ensure you have as much detail as possible when placing the call.*

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Please scan here for tips on looking after your Synergy Grill.