



INSTALLATION, OPERATING AND SERVICING INSTRUCTION MANUAL



CSPK Series Stock Pot

Model No's.: CSPK-1

Approval No.; GMK 10699

Manufactured By;

B&S Commercial Kitchens Pty Ltd

57 Plateau Road Reservoir VIC 3073 AUSTRALIA

Tel: +61 3 9469 4754 **Fax:** +61 3 94694504 **Web:** www.bscommercialkitchens.com

Please ensure this booklet is kept in a safe and prominent location for future reference.

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Owing to continual product development and improvements to its products, B&S Commercial Kitchens Pty Ltd reserves the right to change the product specifications and design without prior notice.

Table of Contents

INSTALLATION, OPERATING AND SERVICING INSTRUCTION MANUAL	1
CSP Series Stock Pot	1
Table 1: Nominal Terminal Input Rates & Injector Sizes	3
Table 2: Appliance Dimensions	3
IMPORTANT WARNINGS.....	4
Installation Instructions	4
Regulations.....	4
Data Label	4
Ventilation	5
Combustible Surfaces	5
Gas Connection	6
Pressure Test Point	6
Before Leaving - Commissioning.....	6
Operating Instructions	7
IMPORTANT WARNING!.....	7
Figure 1: CSP Series Stock Pot - Knowing Your Appliance	7
IMPORTANT WARNING!.....	7
Lighting Instructions.....	8
Shutdown Procedure	8
Maintenance and Care	8
Servicing Instructions	9
Gaining Access to Gas and/or Water System	9
Pilot and Flame Safeguard	9
Servicing of Main Gas Valve, Flame Failure Safety Device & Pilot Gas Cock.....	10
Servicing/Replacement of Burner	10
Adjustments	10
Table 3: Troubleshooting	10

Product Specifications & Introduction

Appliance Name: CSPK-1 Series Stock Pot
 This appliance may be branded as B&S black and K plus

Manufactured By:	B&S Commercial Kitchen s Pty Ltd
Certificate Holder:	57 Plateau Road Reservoir Victoria 3073 Tel; + 61 3 9469 4754 Fax: +61 3 9469 4504 E-mail: info@bscommercialkitchens.com
Model Number/s:	CSPK-1
Approval Number:	GMK 10699
Gas Types:	Natural Gas and Propane Gas

We are confident that you will be delighted with your B&S stock pot, and that it will become the backbone of your kitchen. To ensure you receive the utmost benefit from your new B&S appliance, there are two important things you can do.

1. Ensure you read this booklet carefully and carefully follow the instructions given. Ensure that this booklet is kept in a safe and prominent location for future reference.
2. Should you be unsure of any aspect of the operation/performance, servicing and installation of the appliance, please contact your B&S dealer immediately. In most instances a phone call could answer your question.

Table 1: Nominal Terminal Input Rates & Injector Sizes

Gas Type	Injector Size (mm)	MJ/h Rating per Burner	Test Point Pressure
Natural Gas	1.00 (x18)	82	1.00 kPa
Propane Gas	0.70 (x18)	82	2.60 kPa

Please note that the minimum gas inlet pressure should be at least 1.13KPa (Natural Gas) and 2.75KPa (Propane). Gas pressure must be checked when all other equipment on the same line is turned ON high.

Table 2: Appliance Dimensions

Model	CSPK-1
Width (mm)	560
Depth (mm)	610
Height (mm)	535
Working Height (mm)	530 - 585 (to top of trivet)

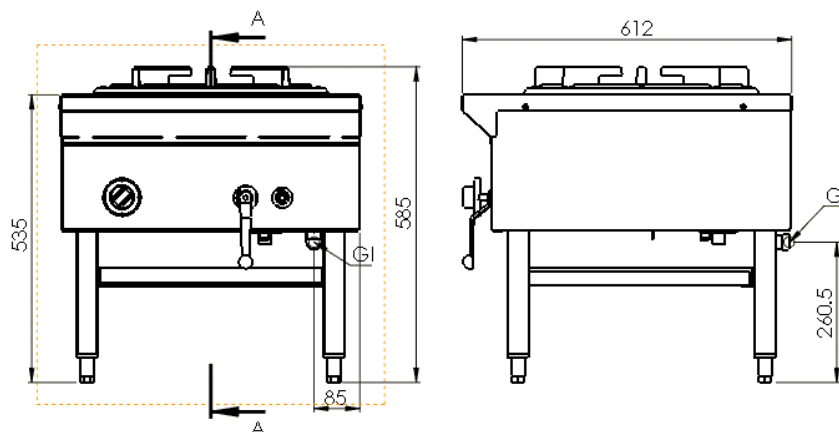


TABLE 3: Plumbing Connections

	Connection	Position from Floor (mm)	Position from Rear of Appliance (mm)	Position from LHS/RHS edge of Appliance (mm)
Gas inlet (GI)	3/4" male BSP	260(+/-5)	2 (+/-5)	85(+/-5) RHS

IMPORTANT WARNINGS



THIS APPLIANCE SHALL ONLY BE INSTALLED/SERVICED BY AN AUTHORISED INSTALLER.

THIS APPLIANCE **MUST** BE INSTALLED IN ACCORDANCE WITH THE SPECIFIED INSTRUCTIONS AND SPECIFICATIONS.

IMPROPER INSTALLATION OR OPERATION OF THIS APPLIANCE MAY RESULT IN PRODUCT FAILURE WHICH MAY LEAD TO PROPERTY DAMAGE, PERSONAL INJURY OR DEATH.

CAUTION MUST BE TAKEN WHEN OPERATING THIS APPLIANCE TO MINIMISE RISK OF FIRE. THE APPLIANCE **MUST NOT** BE LEFT ON UNATTENDED.

REGULAR INSPECTIONS BY AN AUTHORISED SERVICE PERSON ARE STRONGLY RECOMMENDED TO ENSURE PROPER AND SAFE FUNCTIONING OF THIS APPLIANCE.

AFTER ANY SERVICING OR ADJUSTING OF GAS CONNECTED COMPONENTRY, GAS LEAK TEST MUST BE CARRIED OUT TO ENSURE THERE ARE NO GAS LEAKING HAZARDS.

NEVER STORE ANY FLAMEABLE LIQUIDS/VAPOURS IN VICINITY OF THIS APPLIANCE. NEVER SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IT IS IN OPERATION.

ENSURE ANY TRANSIENT PROTECTION IS REMOVED BEFORE INSTALLING THE APPLIANCE ENSURING ANY POSSIBLE DAMAGE TO THE APPLIANCE OR COMPONENTS/ PARTS THAT MAY HAVE BEEN SUSTAINED DURING TRANSPORTATION IS REPORTED TO THE MANUFACTURER.

THIS APPLIANCE IS NOT INTENDED TO BE USED IN A MARINE ENVIRONMENT. ENSURE APPLIANCE IS INSTALLED IN A STABLE POSITION.

FAILURE TO FOLLOW THE INFORMATION PROVIDED IN THIS BOOKLET WILL VOID THE B&S WARRANTY AND MAY RESULT IN DAMAGE TO EQUIPMENT OR INJURY TO PERSONNEL.

Installation Instructions

Regulations

The appliance **must** be installed only by authorised persons and in accordance with the manufacturer's installation instructions, local gas fitting regulations, municipal building codes, AS 5601 – Gas Installations and any other health and safety regulations, local authority, gas, electrical any other statutory regulations.

Data Label

The data label is located on the front of the appliance. This appliance is suitable for Natural Gas and LPG. Please ensure that the gas supply matches the Data Label ensuring that the gas supply is correct for the appliance being installed and that adequate supply pressure and volume is available – refer to appliance data plate for MJ/h consumption, injector sizes of main burners/pilots, etc.

Ventilation

This appliance should always be installed under an extraction hood. Ventilation must be in accordance with AS5601 - Gas Installations. In general, the appliance should have adequate ventilation for complete combustion of gas, proper flueing and to maintain temperature of immediate surroundings within safe limits. It is **compulsory** that this appliance is installed under an extraction hood.

The appliance shall be installed with an exhaust system comprising a hood and duct system. The hood shall be made of a material which is impervious to fat, grease and vapour. It shall be constructed so it can be readily and efficiently cleaned. Its inside faces shall be smooth and free of obstructions and all joints shall be grease tight.

The hood shall be located so as to effectively ventilate the stockpot and shall extend at least 150 mm beyond the perimeter of the pot. The exhaust duct system shall be adequately sized and shall not get connected to any other ventilating or exhaust system.

As suitable grease trap shall be provided to prevent grease vapour entering the exhaust system and shall be located to avoid constituting a fire hazard and be readily accessible for regular cleaning.

(please refer to AS/NZS 5601 clause 6.10.2.2 to verify clearances for ventilation.)

B&S units can be installed in a domestic environment provided the installation is strictly in accordance with the manufacturer's instructions and as per the AS/NZS5601.1 (please refer to the latest version when released). The installation of the unit must comply with clauses 6.2.4, 6.10.2 and 6.10.1.15 and an exhaust system shall be installed according to AS1668.1 and AS1668.2 interlocked to the gas supply. B&S shall not be responsible for any unauthorized and/or non-compliant installations and will void the warranty.

Combustible Surfaces

Clearances to combustible surfaces must be in accordance with AS/NZS 5601.1 - *Gas Installations*, clause 5.12.4.5. Install on a flat/level floor. Where the floor is not fire resistant, a fire resistant material shall be put under the appliance which shall have a fire resistance rating at least equal to that of 10mm millboard. The material shall extend at least 50mm beyond the edge of the appliance.

Leave a clearance of at least 300mm between the appliance and any combustible surface.

Please refer to table 6.9 and 6.10 in AS 5601.1. clause 6.10.2.2 and 6.10.2.3. Table 6.10 (2013 version) is given below. (Please refer to the latest version when released)

MINIMUM CLEARANCE AROUND COOKING SURFACE AREA

The clearance to combustible surfaces from commercial catering equipment shall be as specified in the appliance manufacturer's instructions and shall not be less than the clearance specified in the table below.

	Cooking surface area	Minimum clearance in mm
A	Above the cooking surface of a gas appliance	600
B	Subject to C from a cooking surface area having an open flame cooking appliance and no means of preventing cooking vessels from overhanging the edge of the gas appliance	250
C	From the side of a cooking appliance where the combustible surface is at least 100mm below a cooking surface area	50
D	From a gas appliance flue way or rear of the gas appliance with a splashback	50
E	From the rear or side of a gas appliance which is not an open flame gas cooking appliance	50

Notes:

1. The cooking surface area is defined as being that part of the gas appliance where cooking normally takes place and does not include those parts of the gas appliance containing control knobs.

2. These clearances do not apply where an adjacent surface is of a non-combustible material or is combustible but protected with a fire-resistant material. The fire-resistant material may be covered by ceramic tiles or stainless steel to meet appropriate requirements relating to health protection.
3. Care should be taken where a combustible surface is covered by a non-combustible material for example, covering a combustible surface with stainless steel will not prevent heat transfer, and in some circumstances hazardous situation could arise.

Gas Connection

The gas connection is male 3/4" BSP and is situated at the rear of the appliance below the main body frame. The number of gas inlets corresponds to the number of stock pot support rings the appliance is fitted with. The inlet is to the 3/4" elbow located at the rear of the appliance.

This appliance is available in models for fixed installation. The appliance must be connected with rigid pipe as specified in AS/NZS5601. For fixed installation models connect with 20mm copper tube and an Australian certified isolating valve.

BEFORE CONNECTING NEW PIPE TO THIS APPLIANCE, THE PIPE MUST BE BLOWN OUT THOROUGHLY TO REMOVE ALL FOREIGN MATERIAL. FOREIGN MATERIAL IN THE BURNER AND GAS CONTROLS WILL CAUSE IMPROPER AND DANGEROUS OPERATION.

Connect to gas.

Pressure Test Point

All appliances that are dispatched from our factory are tested and adjusted according to the specifications for the required gas type. The regulator may require adjustment to achieve required gas pressure.

Check the burner pressure at the test point on the regulator. The test point pressure should be adjusted to 1.00 kPa – Natural gas or 2.60 kPa – LPG with the burners operating at maximum.

Before Leaving - Commissioning

Check **all** connections for gas leaks with soap and water. **Do not** use a naked flame for detecting leaks.

Ignite the pilot and main burners as prescribed below to ensure correct operation of gas valves, burners and ignition. When satisfied with the operation of the appliance, please instruct the user on the correct method of operation. Ensure that this instruction manual is left with owner of the appliance.

- A.** Before lighting this appliance, ensure the black handled ball valve is in the off position.
- B.** Light the appliance by turning the pilot valve anti-clockwise to the "ON" position.
- C.** Depress and hold in the blue button on the safety valve.
- D.** Use a match to light the pilot light.
- E.** Once the pilot is alight continue to hold the blue knob in for 30 seconds. When this knob is released the pilot should remain alight. Observe the pilot light is established. Pilot flame should be between 10-20mm in size and be in direct contact with thermocouple. Should the thermocouple require adjustment, lift of trivet and undo the nut holding thermocouple on pilot assembly. After adjusting reassemble in reverse order.
- F.** If the pilot does not remain alight wait 5 minutes and repeat steps **A.** to **E.**
- G.** To turn the main burner to the on position, turn the red handled ball valve anti-clockwise to the "HIGH" position.
- H.** This appliance should burn with a blue flame. If the appliance burns with a yellow flame or starts to soot turn it off and contact the manufacturer or their authorised service agent.
- I.** To test the functionality of the flame failure device, turn pilot control knob clock-wise to the "OFF" position. Pilot should extinguish yet the main burner should still be operating.
- J.** Allow for 30-45 seconds to elapse, the main burner should extinguish automatically.
- K.** Turn main burner control clock-wise to the "OFF" position.

Note. If pilot flame is smaller than the parameters described in part **E**, check the pilot gas line (6mm stainless steel flexible tube) for any possible blockages/crimp. To gain access to gas control components, remove control knobs and undo screws located on either side and at the top of the front panel. Remove front panel (reassemble in reverse order).

In the event the appliance fails to operate correctly, check the following;

1. Data plate to ensure correct gas type and pressure (adjust if necessary)
2. Injector sizes – check against data plate and installation manual
3. View pilot size and adjust if required.

In case appliance fails to operate correctly after all checks have been carried out, please contact;

B&S Commercial Kitchens Pty Ltd

57 Plateau Road

Reservoir VIC 3073

Tel.: + 61 3 9469 4754 Fax.: + 61 3 9469 4504 E-mail: info@bscommercialkitchens.com

Operating Instructions



WARNING

- **DO NOT** spray aerosols in the vicinity of this appliance while it is in operation.
- **DO NOT** store or use flammable liquids or items in the vicinity of this appliance.
- Prior to lighting, smell area surrounding the appliance for gas (please note that as some gas types are heavier than air, we recommended the operator to also smell the floor around the appliance).
- In the event you smell gas: **DO NOT** light any appliance. **DO NOT** touch/ operate any electrical switch or phone in your building. Call local gas supplier **immediately** and follow their instructions.

IMPORTANT WARNING!

THIS APPLIANCE IS SUITABLE FOR LARGE HEAVY POTS. POTS EXCEEDING 50mm IN DIAMETER ARE NOT TO BE USED WITH THIS APPLIANCE. EXTREME CARE SHOULD BE TAKEN WHEN USING LARGE POTS TO ENSURE THEY DO NOT HANG OVER THE EDGE OF THE APPLIANCE AND THAT THE APPLIANCE IS POSITIONED IN A PLACE WHERE THE POTS CANNOT BE ACCIDENTALLY KNOCKED OFF THE APPLIANCE. **FAILURE TO DO SO MAY RESULT IN SEVERE SCALDING AND/OR PERSONAL INJURY.**

Figure 1: CSP Series Stock Pot - Knowing Your Appliance



IMPORTANT WARNING!

ENSURE NO OR MINIMAL AMOUNTS OF OIL AND FOODSTUFFS FALL INTO THE BURNER AREA WHILST COOKING. FAILURE TO DO SO MAY AFFECT THE EFFICIENT AND SAFE OPERATION ON THE APPLIANCE AND **MAY VOID WARRANTY**

Lighting Instructions

- A. Before lighting this appliance, ensure the red handled ball valve is in the off position.
- B. Light the appliance by turning the pilot valve anti-clockwise to the "ON" position.
- C. Depress and hold in the blue button on the safety valve.
- D. Use a match to light the pilot light.
- E. Once the pilot is alight continue to hold the blue knob in for 30 seconds. When this knob is released the pilot should remain alight. Observe the pilot light is established.
- F. If the pilot does not remain alight wait 5 minutes and repeat steps **A.** to **E.**
- G. To turn the main burner to the on position, turn the red handled ball valve anti-clockwise to the "HIGH" position.
- H. This appliance should burn with a blue flame. If the appliance burns with a yellow flame or starts to soot turn it off and contact the manufacturer or their authorised service agent.
- I. To test the functionality of the flame failure device, turn pilot control knob clock-wise to the "OFF" position. Pilot should extinguish yet the main burner should still be operating.
- J. Allow for 30-45 seconds to elapse, the main burner should extinguish automatically.
- K. Turn main burner control clock-wise to the "OFF" position.

Shutdown Procedure

- A. Turn main burner control clock-wise to the "OFF" position.
- B. Observe main burner is extinguished.
- C. Turn pilot light control clock-wise to the "OFF" position.
- D. Observe pilot light is extinguished.

Maintenance and Care

To ensure longevity and continued performance efficiency of you appliance, a good cleaning and maintenance program is paramount. In general the use of steel wool abrasive cloths/cleaners/powders **should not** be used to clean this appliance.

Daily Checks & Service

- Look for any foreign materials in burner area, leaks, damaged knobs and any other signs that the appliance is not ready and safe for operation. Inspect burner area and ensure pilots are in position near the burner, and that the pilot flame when ignited is blue in color and approximately 20-40mm in length. If fitted with thermocouple ensure pilot flame is in contact with it. Call the manufacturer if you see any problems. Always ensure that area surrounding pilot and thermocouple is clear of any fats, oils or foodstuffs.
- Trivet is removable and should be cleaned in warm soapy water.
- Clean the exterior surfaces of the appliance with a clean, damp cloth soaked with mild detergent to remove any food stuffs, oils, dust and any other materials.
- The trivet surround can also be cleaned with warm soapy water. Wipe off any debris that may have dropped onto the burner or pilot shield. **This is only to be done when the appliance has cooled down.**
- The spillage trays located under the main body of the appliance should be removed (by pulling out) and any carbonised foodstuffs and oils should be removed using a clean, damp cloth soaked in a mild detergent.

Yearly Checks & Service

- The appliance should be inspected and adjusted periodically by a qualified service person as part of any kitchen maintenance program.
- B&S recommends that this appliance is inspected at least annually by an authorised service technician as follows:
 - Inspect the table inside-out for excessive build-up of any fats, oils and foodstuffs.
 - Inspect that the burners and other components (i.e. pilots, thermocouples, etc.) are in good condition and functioning properly.
 - Inspect all gas connections for leaks and ensure all connections are tightened properly.
 - Ensure burner manifold pressure is in accordance with that specified on the data plate of the appliance.
 - Inspect all gas connections for leaks and ensure all connections are tightened properly.

In case of difficulties, contact B&S Commercial Kitchens Pty Ltd or their authorised service agent.

Servicing Instructions



WARNING!

- Servicing shall be carried out by authorised personnel **only**. Failure to do so will void the B&S warranty and may result in damage to equipment or injury to personnel.
- Before commencing any disassembly/ assembly of gas controls, please ensure the gas supply is turned off (isolated).

FAILURE TO DO SO WILL VOID B&S WARRANTY AND MAY RESULT IN DAMAGE TO EQUIPMENT OR INJURY TO PERSONNEL.

Gaining Access to Gas and/or Water System

To gain access to gas system/components;

1. Gently remove pilot control knob by pulling backwards.
2. Undo screw located at the centre of the main gas handle, and gently remove handle.
3. Undo front panel screws located on the bottom left and right hand corners of the front panel.
4. Grip front panel from the bottom and gently pull forward and downwards.
5. REASSEMBLE IN REVERSE ORDER.

Pilot and Flame Safeguard

1. Access to pilot assembly is gained by removing the wing-nut located to the right of the pilot assembly which secures it to the lug located on the burner.
2. Gently pull upwards to gain greater access.
3. To service/remove the thermocouple;
 - a. Undo the nut located underneath and above the thermocouple at the pilot assembly and gently pull thermocouple downwards.
 - b. Remove thermocouple from flame failure valve by unscrewing.
 - c. Reassemble in reverse order.
4. To service/remove pilot burner;
 - a. Remove thermocouple as prescribed in 3.
 - b. Undo nut securing gas inlet to pilot assembly.
 - c. Gently pull down pilot flexible gas tube.
 - d. Remove injector from pilot and clean (if required).
 - e. Reassemble in reverse order.
5. REASSEMBLE IN REVERSE ORDER.

Servicing of Main Gas Valve, Flame Failure Safety Device & Pilot Gas Cock

Follow procedure described under GAINING ACCESS TO GAS SYSTEM

1. Undo barrel union located at each end of the gas valve assembly and lift the assembly out.
2. Any of these components can then be stripped out and replaced.
3. The barrel of the pilot valve can be greased but the other valves are not serviceable and if faulty must be replaced.
4. REASSAMBLE IN REVERSE ORDER.

Servicing/Replacement of Burner

Follow procedure described under GAINING ACCESS TO GAS SYSTEM

1. Undo barrel union located after galvanized elbow located after main gas control (ball valve).
2. Remove pilot assembly from front left burner lug, by undoing wing nut located underneath.
3. Undo wing nuts located on either side of the burner which hold the burner onto the main burner bar.
4. Gently lift burner from rear, and pull towards the rear of the appliance.
5. REASSEMBLE IN REVERSE ORDER.

Adjustments

Pilot

1. Remove front panel as described under GAINING ACCESS TO GAS CONTROLS.
2. To increase gas pressure to pilot, turn adjustment screw located at the top right hand side of the flame failure device anti-clockwise.
3. To decrease gas pressure to pilot, turn adjustment screw located at the top right hand side of the flame failure device clockwise.
4. REASSEMBLE IN REVERSE ORDER.

Table 3: Troubleshooting

FAULT	POSSIBLE CAUSE	CHECKS
Pilot light not igniting	Blockage of pilot	Check pilot injector is not blocked as described in servicing instructions - pilot and flame safeguard
	Adjustment of pressure from flame control	Check gas pressure to pilot as described under servicing instruction - adjustments
Pilot light not establishing	Positioning of thermocouple	Check connection of the thermocouple to the control is not loose Adjust positioning of thermocouple to ensure pilot flame is hitting thermocouple
	Faulty thermocouple	Contact manufacturer or authorised service agent
	Faulty flame failure control valve	Contact manufacturer or authorised service agent
Pilot established, main burner not lighting	Faulty thermocouple	Contact manufacturer
	Faulty flame failure control valve	Contact manufacturer

To obtain further service information concerning this appliance, please contact;

B&S Commercial Kitchens Pty Ltd

57 Plateau Road

Reservoir VIC 3073

Tel.: + 61 3 9469 4754

Fax.: + 61 3 9469 4504

E-mail: info@bscommercialkitchens.com



STANDARD WARRANTY CONDITIONS

B+S Commercial Kitchens Pty Ltd of 57 Plateau Road, Reservoir, Victoria (hereinafter called 'B+S') undertakes by this warranty, that B+S or its agent will pay for the cost of labour and parts which B+S or its agent find defective for:

K+ Range - eighteen (18) months from date of installation/hand over for projects.

B+S Black Range – twenty four (24) months from date of installation/hand over for projects.

Verro Range – thirty six (36) months from date of installation/hand over for projects.

The liability of B+S under this warranty is limited to the repair or replacement of defective goods or components. All other costs including, without limitation, cartage, carriage and installation shall be borne by the purchaser.

IMPORTANT

Prior to requesting a service call, please be sure that cooking equipment is being used and maintained in accordance with the instruction manual provided with your cooking equipment. Please also be sure that your cooking equipment has been installed in accordance with the manual by a qualified installer. All cooking equipment must be commissioned by installer upon completion of installation. Failure of these procedures will result in non-warranty service costs.

Warranty labour is supplied free of charge during business hours (8 a.m. to 4 p.m. AEDST) Monday to Friday. Should warranty work be requested outside of our normal working hours, a labour charge will be applied equivalent to a normal hour rate, with out of hours penalty rates. Penalty rates amount must be borne by the purchaser. Claims for non-covered parts, no faults found, travel over 100km or other items outside our standard terms and conditions will be chargeable. Note: Any extra time spent on site due to required inductions etc. is not covered by warranty.

1. This warranty applies only for mainland Australia and Tasmania, and does not cover any service consequent upon accident, alterations, misuse, fire, flood or act of God. Warranty for New Zealand is twelve (12) months parts and labour for K+, B+S Black & Verro Ranges.
2. This warranty is valid only if the appliance has been installed in accordance with local regulations by a duly authorised person, and the B+S installation instructions provided with the appliance. If in doubt, please contact B+S or their representative for further information. No responsibility will be accepted for defects or damages by improper installation, for changes to the product not authorised by B+S or for the operation outside the technical specifications of the appliance.
3. This warranty is conditional upon the appliance being used in normal commercial catering operations.
4. This warranty is the only express warranty given by the Company. No person has authority to change or to add to these obligations and liabilities.
5. The Company has the right to determine whether or not a fault is caused by faulty workmanship or material or that any part is defective.
6. This warranty does not apply to any loss suffered through or resulting from the non-operation or the ineffective operation of the cooking appliance or any part of the cooking appliance.
7. This warranty does not extend to goods and components thereof manufactured either entirely or substantially of glass or similar substances, light globes, infrared or quartz tubes and electrical controls or elements.
8. While the goods are in custody of the seller for investigation or repair, they shall be at the risk of the purchaser and no liability shall attach to the Company, its servants or agents for any damage occasioned to, or loan of, the goods whatsoever.
9. All warranties are non-transferable and are only applicable to the original end user (purchaser).
10. All warranty work must be carried out by a B+S approved service technician.

The Purchaser must give notice to the Company immediately upon it becoming aware of the alleged defect and in any event before the expiration of the appropriate warranty period.

B+S will endeavour to have a service technician on site for all warranty service requests within a 24 hour period or by end of next business day at the latest. All warranty requests must be in writing by either lodging a warranty request through B+S website or be emailing clientservices@bscommercialkitchens.com. Details of installer such as contact name, business name, telephone number and license number must be provided to avoid any delays.

11. Nothing in this warranty, however, shall be construed as affecting any rights you may have under the Trades Practices Act or any other Commonwealth or State Legislation which gives you rights which cannot be modified or excluded by agreement.

12. SPECIAL PROVISIONS – NOT COVERED BY WARRANTY

- Cleaning of spark and ignition sensors is not covered by warranty. Damage caused by oils, water and foodstuffs falling into burners or pilots will not be covered under warranty.
- Cleaning of burners due to blockage of burner orifices caused by foodstuffs and/or oils is not covered by warranty.
- Breakage of pilot knobs, knee valve handles and knee wands are not covered under warranty.
- Thermocouples, piezo leads and ignitors are only covered by twelve (12) months parts and labour across K+, B+S Black and Verro ranges.

- Seizure of gas cocks and knobs.
- Cleaning of blocked drains.
- Damage caused by lime scale and/or corrosion.
- Parts not supplied by B+S or a B+S authorised service technician.
- Damage caused by rodents and insects.
- Scheduled general maintenance.
- Normal wear and tear of parts
- Filters for DSK Deck Steamers

Additional costs are payable for:

Accommodation, cost of transport such as flights/ferries, poor access and waiting times.

B+S Commercial Kitchens
57 Plateau Road, Reservoir Victoria 3073 Australia
+61 3 9469 4754 | info@bscommercialkitchens.com | bscommercialkitchens.com