



## FOODSERVICE EQUIPMENT CLEANING & MAINTENANCE QUICK REFERENCE GUIDE

This reference guide will help assist end users in the proper care of commercial appliances. Always refer to equipment manuals for specific equipment care. Proper installation is as important to problem free operation & extended equipment life. Improper installation is the cause of many Non-Warranty problems, so refer to installation manual or contact the factory authorized service provider. Working directly with the Factory Authorized Service will help expedite service with qualified technicians.



**COMMERCIAL  
APPLIANCE  
SERVICE, INC.**

PARTS AND SERVICE SPECIALISTS FOR THE FOODSERVICE INDUSTRY

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## Steamers / Combination Ovens

- To correctly and effectively cook items, hinges and gas-kets must be properly sealed. Conduct regular checks and replace parts as needed.
- Regular servicing of the water filtration system, performing de-liming maintenance, and daily draining of the boiler and reservoir maximizes the life of steaming equipment, cuts cooking time, saves on energy costs and improves operability.
- Remove food particles from all openings for proper steaming performance after each use. If water fails to drain properly after debris removal, clean or contact professional services for further assessments.

- Use soapy water, mild detergents preferred, for the inside cooking chamber to prevent rust and deterioration of the interior metals. Many combination oven has a built in descale/clean cycle.



## Refrigerators / Freezers



- Routine inspection & maintenance checks are required for any refrigeration unit due to the complexities of the many parts that make up these cooling and freezing devices.
- Regularly check the temperatures to ensure food safety based on various food items. Fluctuating climate may spoil foods and/or alter the flavors of edible items.
- Use mild soap and soft materials to clean the interior and exterior of these units to prevent surface damage and unpleasant odors that may affect the flavor of the foods. While cleaning, make sure door gaskets seal and there are no air gaps. **Air gaps** will compromise temps, increase energy consumption, and can ice up evaporator.
- Regular cleaning of the condenser coil will help efficiency and temperature recovery time. Evap coil cleaning will help with sanitation and odors too.

**NOTE:** Coils surfaces may be brushed. To get a thorough deep clean between the coils fins, coil cleaner or a compressed air will help the coil from becoming impacted.

If you are considering temperature monitoring solutions, we can help.

## Fryers / Oil Filters

- Make it a practice to clean fryers each time the oil is drained for filtering. For proper transfer of heat, brush heating elements to remove debris buildup. In addition, be sure to scrub particles from the fryer base and walls.
- Although the frying baskets should be cleaned at the end of each day, a more intensive boil out of the unit should be performed on a quarterly basis.
- When oil has been drained, the intense deep clean of water and mild cleaning solution will assist in the removal of stubborn food particles with the use of a soft-bristled brush. A newer restaurant best practice is daily overnight 'cold soaking' of the non-electrical components along with the main container after all of the oil has been removed.

**NOTE:** To stop filter clogs, follow filtering instructions and change filter paper with quality OEM products.



- Stay within the recommended cooking temperatures – between 300° F and 350° F. Regularly filtering the oil helps to prolong the use, however it will need to be changed when the color becomes a dark brown, emits a foul odor or begins affecting the taste of fried fare.

## Ice Machines



- Regular Ice Machine maintenance will minimize bacteria, ensure ice quality, and improve taste. Failure to maintain will cause scale build up in unit and on ice making evaporator. This can affect ice formation, reduce ice production and even cause the machine to stop working.
- Proper cleaning requires disassembly of water distribution components. Brush parts with mild soapy water, rinse, and reinstall. Ice machine cleaner and sanitizer should be circulated through the system to clean the evaporator. Flush system and dispose of the next few batches.
- Filter systems are essential to provide better water quality and taste, but also to minimize scale and dirt build up. Regular replacement of filters will ensure proper function. An old filter will reduce water pressure and even cause machines to not operate.

**NOTE:** Thorough cleaning varies by brand/type but typically takes a couple of hours. See manual for specific instructions. Calling a professional may be worth your time.

## HVAC Units / Exhaust Hoods



**BEWARE** of Non-qualified/uncertified techs that want to add refrigerant to “charge up” your system. Refrigerant is only lost when there is a leak .

- Heating, Ventilation and Air Conditioning use much of your businesses energy. Proper maintenance will reduce the chance of emergency repairs and help minimize costly repairs.
- Maintenance is similar to refrigeration units. Regularly clean the coils on the unit so air flow is good and there is not an excessive load on the system. This includes regular replacement of the air filters which will also help to keep air clean. Hose down and clean around Air Make Up units, which help to replace air that is being exhausted from the building.
- Exhaust Hoods accumulate grease, so regular cleaning of air baffles in dishwasher will minimize grease accumulation which is a safety hazard and keep air flow at a maximum. Regularly inspect and replace wearing or cracking belts.
- If you have a recurring issue or there are refrigeration related issues, call an E.P.A. certified technician to diagnose.

## Ranges / Ovens

- Good cleaning practices will prevent food from carbonizing to the range, allowing proper heat transfer and minimizing potential fire hazards.
- Daily cleaning should consist of wiping down the exterior of the oven with oven cleaner/degreaser. Wipe up messes as soon as possible to limit build up. Wire brush build up off the burners and grates.
- Regularly submerge grates and burners in warm soapy water to break down the grease , wire brush, wipe down to keep burners clean. Reinstall dry and pay attention to orifice clogs. Clearing burner orifices with a small bit will keep holes clear and maximize BTU output.
- Interior Oven: On a cool oven, use a soap or detergent solution to remove most grease residue. Use a mildly abrasive nylon cleaning pad for stubborn, stuck-on spills and stains. Use a non-caustic commercial oven cleaner when necessary, but do not allow it to contact the temperature probe.  
\*\*Follow the instruction of the cleaning product & wipe off all oven cleaner residues.

- Convection blower motors should be cleaned quarterly or motors can overheat or fans can become unbalanced.
- Open Burner valves get dry over time. Lube to maintain life and to prevent shafts from breaking. Dust off air shutters.



## Dishwashers / Warewashing

- Train Employees to clean off as much debris into trash and disposers before loading the racks or dishwashers. This will reduce clogs and improve the performance.
- Dishwashers have a large amount of buildup that should be cleaned out daily. Napkins, toothpicks, wrappers and other small items that are missed before loading the dishwasher will eventually cause the unit to clog, decrease the desired cleaning quality or cause the dishwasher to malfunction.
- Scale will build around elements, floats, and probes. Drain the unit's water daily and schedule a routine delimiting or descaling cycle for optimal performance.
- Low-temp machines have a lower rinse temperature and must use a sanitizer. High-Temp machines rinse at 185+ degrees and don't need a sanitizer. If Temps are low, you put customers at risk. Check temps often.
- Monitor chemicals usage to ensure your chemical pumps or timers don't waste them. Foaming or unclean dishes may be a sign of a dispensing problem.
- REMEMBER: If you are having rinse temp issues, Booster Heaters feed hot water to the final rinse and can be the cause of temperature issues.



## Beverages / Coffee



- Any water based machine should utilize filters to reduce scale build up & to provide better taste and odor to the supplied water. Change these filters regularly!
- Daily cleaning is required of beverage machines.
- For coffee machines, soak and clean spray heads, spickets, baskets, and coffee carafe or satellites with a mild detergent.
- For soda dispenser, break down soda guns and fountain heads daily and clean with a mild detergent and sanitizer. This will stop sugar build up and bacteria from forming.
- For beer dispensers, drain troughs and drain lines. Rinse out with a hot water to rinse away build up. You want hot but too hot can damage drain lines.

## Service Assistance

Thank you for the opportunity to repair your equipment. To be successful, this partnership requires two-way communication by both companies' employees. The following information will layout information we request to help reduce trips and service your equipment more efficiently and cost effectively.

**ACCOUNT SET UP** - We will set up every site with personnel authorized to place service or parts orders. We need full name, title, cell phone, and email. This will allow for quick communication. If contacts change, please inform us so system changes may be made. If manager Not-To-Exceed limitations are utilized, please let us know. Pricing arrangements will be applied all linked sites. If the set up contact are not right, please inform us so we can correct.

**CONTACT INFORMATION** - Our ability to establish a rapport will make your experience better. If there are any questions, or misunderstandings, please reach out to our parts and service associates at any time so we can resolve them promptly.

**Phone** - 916.567.0203 - Emergency service available.

**Service Email** – [servicecall@commercialappliance.com](mailto:servicecall@commercialappliance.com) OR [warranty@commercialappliance.com](mailto:warranty@commercialappliance.com) for factory warranties

**Parts Email** – [parts@commercialappliance.com](mailto:parts@commercialappliance.com)

**Accounting** – [accounting@commercialappliance.com](mailto:accounting@commercialappliance.com)

**Online** - [www.commercialappliance.com](http://www.commercialappliance.com) (able to see info, place calls, check manuals, & order parts.)

**PLACING SERVICE CALLS** - The following information will ensure the best possible service:

1. Do you believe the unit to be under warranty? If yes, ask for warranty department.
2. Have Make, Model, and Serial # available.
3. Report the specific problem with the unit.
4. Are there any times or days to avoid service?
5. Contact information. (Should be in our system with account set up)
6. Any NTE amounts, special requests, or urgency concerns.

**PLACING PARTS ORDERS** -If you want to order basic replacement parts, (I.E. knobs, gaskets, water filters, etc.) Please contact our parts department with Make, Model, Serial# via phone or email. Voltage & Phase may be required. If you prefer, you may also research/order online 24 hours a day.

**ESTIMATES & INVOICES** - Every effort will be made to repair equipment when onsite as soon as possible when authorization is given. If we cannot obtain authorization while onsite, we will close the service order and create a separate service estimate for the additional repairs. All estimates will be emailed to your specified contacts. Estimates will not proceed without manager approval.

All invoices will be sent to the specified contacts for review and approval, as per your account set up .

**WARRANTY** - Commercial Appliance offers a 90 day parts and labor warranty. Like manufacturers, our warranty does not cover adjustments, lack of maintenance, improper installation, neglect, acts of God, operator error, etc. Our repair warranty covers the parts and labor, but does not cover the entire unit. If a unit tests ok, then fails later, we must determine the cause of failure before we can determine if the failure is covered under our warranty.

**We look forward to earning your business! Sincerely , the Commercial Appliance Team.**