

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?

To Vent Cleaners:

- 1) Did you clean the entire system to **bare metal** according to NFPA #96 8-3.1 (1998) or 11.4.2 (2001)?
- 2) How are you cleaning under the fan?
- 3) Where are access panels located? Are you removing them?
- 4) Are they properly gasketed?
- 4) Do you know the NFPA #96 requirements for proper access panel installation?
- 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) On Water Wash hoods -- Does staff know how to operate the damper control?
- 4) 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.

Building Inspectors

Before issuing an Occupancy permit, require a copy of the Initial Inspection Checklist for water wash hoods, suppression systems and any other components that are available. You want written confirmation that these systems are actually installed and operational as designed.

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.