

# Checklist

## Troubleshooting Questionnaire for Garland Induction Equipment

This checklist is designed to help Authorized Service Technicians and KitchenCare Technical Support to quickly gather the main information for troubleshooting purposes only. Only when requested by KitchenCare Tech Support, please send in form/photos to aid troubleshooting. Installation, operation and maintenance manuals are available at [www.Garland-Group.com](http://www.Garland-Group.com) Manitowoc KitchenCare Parts and Technical Support **1-844-724-2273**.

<b>Store Contact:</b> (Name, Phone#)		<b>Date:</b> (Day/Month/Year)	
<b>Store Name, Address:</b>		<b>Service Agency:</b>	
<b>Unit and Error</b>	Model number:	Serial number:	
	Voltage:	Installed date:	
	Unit with a digital display: The error code is (example, E41): <input type="text"/> No error code shown <input type="checkbox"/>		
	Unit with a LED light: Count the number of short flashes after each long flash. (Example, —....—.... 4 short flashes; Flash Code is 4.) Flash Code or number of short flashes is <input type="text"/> LED doesn't blink or dark <input type="checkbox"/>		
	Any visible damage? (eg. broken glass, water damage, potentiometer damage)		
<b>Installation details</b>	Describe the location and environment where the unit or each component (module-line/hold-line) is installed. Check ambient temperature around the unit, ventilation, condition of air intake filter(s). Take photos.		
	Examine and press the seal around the glass and/or rim of housing. Condition of seal? Good <input type="checkbox"/> Repair required <input type="checkbox"/>		
	Describe the types of adjacent equipment (oven, griddle, steamer, pasta cooker, fryer, etc).		
	Check installation clearance of the induction unit or each of the components of module line/hold-line. Sides clearance: <input type="text"/> Front: <input type="text"/> Back: <input type="text"/> Bottom: <input type="text"/>		
<b>Cookware</b>	Examine the pan(s) client used on the induction unit. (1) Type: cast-iron <input type="checkbox"/> pan <input type="checkbox"/> pot <input type="checkbox"/> round bottom wok <input type="checkbox"/> flat bottom wok <input type="checkbox"/> Others: <input type="text"/> (2) Manufacturer: <input type="text"/> (3) Size/Volume <input type="text"/> (4) Bottom diameter <input type="text"/> (5) Put pan on the unit and take photo. Is pan bottom bigger than the glass? YES <input type="checkbox"/> NO <input type="checkbox"/> (6) Are cookware marked Induction Ready: YES <input type="checkbox"/> NO <input type="checkbox"/> (7) Condition of pan: good condition <input type="checkbox"/> dents <input type="checkbox"/> uneven bottom <input type="checkbox"/> layer separation (outward or inward bubbles) <input type="checkbox"/> detached bottom <input type="checkbox"/> burnt <input type="checkbox"/> (8) Take photos of the inside and bottom of the pan. Comments:		
	Describe the situation under which the unit fails. Did same or similar problem occur before with this unit or other induction units?		
<b>Details of Problem</b>	When ? The error/problem occurs: (1) after switching on the unit <input type="checkbox"/> (2) when operating the unit <input type="checkbox"/> (3) after a long period of operation <input type="checkbox"/> (4) during peak meal service <input type="checkbox"/> (5) early morning <input type="checkbox"/>		
	Frequency? Failure occurs: Just Once <input type="checkbox"/> Occasionally <input type="checkbox"/> Repeatedly <input type="checkbox"/>		
	Other observations/ comments:		
What could be the reason for equipment failure? Comments.			

Performed by:  
(Technician's Name, Signature)

Accepted by:  
(Owner/Manager's Name, Signature)