

The following are a series of questions you will be asked when contacting our office to assist in troubleshooting your MAX Induction™ Ranges. Please have your responses prepared prior to calling our office.



## *Troubleshooting Your MAX Induction™ Range*

1. What is the Model # of your Induction Range?
2. How long have the Ranges been in use?
3. How many ranges are not performing properly?
4. Have you experienced this problem before, or is this something new?
5. Are you using Spring USA Servers on the Ranges?
6. Do you have sufficient electrical power? Verify # of dedicated 20 amp circuits.

**For Example:** An 1800 watt unit requires 15 amps at 110 to 120 volts. Provide a full circuit of 20 amps to power one induction range. Ensure that you have sufficient power for all the units you plan to use, at the location you plan to use them.

**Note:** Less than required power levels can reduce the performance of your MAX Induction™ Range, and could result in damage to the circuitry.

6. Describe the cabinetry. Are there doors on the cabinets? Are they louvered doors?
7. Has ventilation been provided inside the cabinets? Is there cool air coming in from the toe kick? Are there cabinet fans installed in the cabinet to move the warm air out?

**Note:** Cabinet Ventilation must be provided. The inside temperature of the cabinet must not exceed 90°F / 32° C.

8. What other components are installed? (Frost Top, Cold Pan, ect)
9. Is the fan working on the Induction Range?



10. Is there water in the server or water pan?

11. What Power Level is the Induction Range turned to?

12. What is the temperature of the food? (Minimum temperature is 140°)