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## START-UP AND PERFORMANCE CHECK POLICIES

**The start-up and performance request must be entered on the Royal Range website 72 hours before service is needed, if in a metro area of coverage and 5 working days, if in an outlying area of coverage.**

1. The Equipment Start-up Request form must be filled out and approved by the Royal Service Department prior to service.
2. The Service Agency must have prior approval before doing the start-up and performance check.
3. This service does not cover normal installation functions such as utility connections, etc.
4. This policy is for the USA only.

**IMPORTANT: Prior to this service being performed all utilities, electric, gas, water, drains as applicable must be connected and in operation. Also, the ventilation system must be in place and operable**

**Fryers must be boiled out and have oil on hand for the start-up to be completed.**

1. Pilots will be lit by the Service Agency, if requested by the customer. This service must be performed on the same trip as the start-up and performance check.
2. As applicable prior to the Authorized Agency Lighting pilots, the gas piping installation must be tested and approved according to NFPA-54, Part 4 National Fuel Gas Code - Standard - ANSI Z223-1, latest revision, or as dictated by local codes.
3. The service agent will check the gas pressure and calibrate any thermostat and perform the performance check per Royal's start-up and performance check list. (Attached)
4. Royal does not pay for performance checks on spreader cabinets or other non-functioning items. However, visual inspection of these items is expected.

**WARNING: If improper or inadequate ventilation or utility connections are encountered, the service agent will give a brief, clear description in the COMMENTS space and inform the customer that the service will need to be rescheduled.**

**Note: If conditions do not allow the start-up and performance check to be completed when the service agency is requested to do so, repeat calls will be at the responsible party's expense.**

**Royal will only pay for one trip per request form.**

If warranty work is required, please contact Royal's service department for such work prior to performing the service (800-769-2414).