
COMBITHERM® and AR-7T Rotisserie Oven

Factory-Authorized Mechanical Start-Up for U.S.A. & Canada

Ensure optimal performance of your Alto-Shaam oven from the start

Professional **MECHANICAL START-UP** completed by technician after installation ensures proper function. During the start-up, an authorized service agent performs a thorough check for the installed equipment and conducts a performance and installation evaluation. A mechanical start-up provides peace of mind on recently installed equipment to ensure optimal performance of your combitherm oven or your AR-7T rotisserie oven.

After the unit(s) is installed, please follow the link below to request a mechanical start-up service. The mechanical start-up service must be included in the order for each unit. See: <https://www.alto-shaam.com/startup>.

AUTHORIZED SERVICE AGENT (ASA) RESPONSIBILITIES:

- Traveling to site; within 60 miles (120 miles round trip); within 97km (194km round trip) Note: start-up services outside of this radius may require additional travel charges paid directly to the ASA
- Performing mechanical start-up of the oven
- Evaluating the installation of the oven
- Listing and sharing any recommended changes to the installation setup
- Completing post-installation checklist and start-up form and obtaining customer signature
- Immediate assistance to troubleshoot any mechanical issues during the start-up services

ALTO-SHAAM TECHNICAL SERVICE RESPONSIBILITIES:

- Dispatching an authorized service agent
- Issuing payment to the authorized service agent when the mechanical start-up service is complete and all required paperwork is received
- Receiving and storing all photos and start-up paperwork

END USER RESPONSIBILITIES*:

It is the end user's responsibility to ensure that the unit(s) is unboxed, installed, connected to the proper power supply and drain connections, casters and/or legs are installed, drip tray is in place, and any accessories purchased with the unit are installed before the service company arrives.

START-UP SERVICE EXCLUDES:

- Additional travel charges to locations beyond 60 miles (97 km)
- Return visits
- Addressing any installation issues or recommendations
- Purchasing material to install the unit correctly
- Troubleshooting site-related issues

*If, for some reason, the unit is not installed upon a service agent's scheduled arrival time, the service will not be rescheduled as the start-up service is a one-time scheduled visit. The end user can coordinate and pay an ASA directly for a second start-up visit.