

GUIDELINES FOR START-UP AND DEMONSTRATION OF FOODSERVICE EQUIPMENT

Introduction

No area receives as much criticism as the sequence of work in a foodservice project involving starting up and demonstrating the products to the end users so they know how to operate and care for them. This program emphasized the need for a fully coordinated effort on the part of all parties involved in the design, installation and operation of a foodservice facility (whether new or renovated), to assure the proper end result for the operator.

All too often the procedures are left to chance, or to someone else to do. Hence, our "fingerpointing" cartoon. Often funds have not been allocated, or the operator doesn't want to take, the time, or the project may be late and no one has time before the doors open to the guests. Later on, service and warranty difficulties may arise and a great deal of finger pointing goes on, to the disgruntlement of all involved. The foodservice industry deserves better. Manufacturers, their representatives, consultants, dealers, service agents and operators alike work closely together in other phases of the projects, so why not in the last step as well?

The following material is designed to assist with this problem. It has been updated since its original publication in 1983. It probably doesn't contain all of the answers, but it's a start. We trust it will be of value and, that as you see areas for improvement, you will pass on your observations so those modifications may be effected. In time, we'd like to have an industry wide program with universal acceptance.

Caution: In today's almost frivolous climate of lawsuits, each manufacturer must assure himself that a comprehensive program exists for demonstration and start-up. If this phase of the project is not thoroughly covered, subsequent problems could lead to a product liability suit.

Note: The following materials may refer to voltages common in North America. International industry personnel should adapt these guidelines to their local conditions and requirements.

Definitions

Installation

The first of three steps. It is the process of placing the equipment in the location designated on the plans. It includes leveling and cleaning with connection of all necessary utility services (gas, electricity, steam, water, etc.) commonly called "hook up" by tradesmen and subcontractors.

Start-Up

Step number two requires testing of the equipment and related building support systems. This process is that of making sure the equipment operates properly: actually running it (usually without food product) to be certain all elements are in order. The responsibility for this step is per the General and Specific conditions of the bid documents.

Once everything else is in readiness, then the users are shown how to operate and care for the equipment (with or without the use of actual food products). This is a familiarization process which not only includes how it works, but what owner/user maintenance procedures are essential for a long, trouble-free lifetime of product service. Obviously, not all equipment needs to be demonstrated.

RECOMMENDED INDUSTRY GUIDELINES

General Information

As was indicated by the industry panel, various people can be responsible for the demonstration and/or start-up procedures. We must affix a finite responsibility recommendation. All parties involved in a project, particularly the owner/operator, must be made aware of these recommended guidelines and thus assure that the operator's best interests will be met.

General Procedures

K.E.C./F.S.E.C./Dealer

Inform all appropriate personnel who should be involved in the various start-up and demonstration phases of the scheduled activities. A minimum of two weeks' advance notice should be given to all participants so no one will be absent. This will require the gathering of considerable information, such as the names and telephone numbers for all participants.

1. Utility Companies: For start-up.
2. Foodservice Consultant: For both start-up and demonstration.
3. Fire and Police Officials: Notification required when testing equipment is connected to automatic alarms.
4. Manufacturer's agent(s): For demonstration.
5. Service Agencies: For start-up and maintenance demonstration.
6. Owner's/Operator's Representative: Demonstration. (Must be correct personnel; the actual users along with management and the maintenance chief)

Operation and Maintenance Manuals

Most project managers require the preparation of a bound book (usually 3-ring binder) containing all of the care and use manuals furnished by the manufacturers. We recommend that the project specifications call for several sets to be distributed to as many of the following as are deemed pertinent:

- Owner/Operator (2 sets: 1 for general office files and 1 for maintenance department)
- Local Service Agency (could be limited to portions they service)
- Architect (if involved in project)
- Foodservice Consultant
- Others as job conditions may require (such as general contractor)

These books are usually prepared by the firm which purchases the equipment, which is usually the dealer/installer, but the consultant might do so as part of his contract. The important thing is **that no project should be completed without them**. It is recommended that the requests for these manuals be placed on the original project purchase order. These books must be complete with names and addresses of service agencies for all equipment items.

Safety Guidelines

Manufacturers provide safety guidelines that should be carefully followed in the installation of their equipment.

INSTALLATION CHECK LIST

(Often referred to as setting-in place and hook-up.)

Proper start-up and demonstration is essential to an installation of equipment. Although installation is not a part of this program's concerns, this checklist will aid in ensuring the readiness of the equipment for start-up and demonstration.

1. Did the receiving agent, either at the installer's warehouse or on the project site, check the shipping crate/carton for damage? (NOTE: The maximum time for filing a freight damage claim is seven days after receipt of the shipment.)
2. Can the equipment be conveniently moved into the building? Are there adequate door openings, stairwells, hallways, etc.?

3. Is the area clean and ready to receive the equipment? Are there any ductwork, floor drains or electrical panels in the way?
4. Equipment is on the premises.
5. Utility services are in place and ready for connection by trade sub-contractors.
6. Uncrate equipment.
7. Verify that utility connections properly match the equipment requirements, such as gas and water line sizes. electrical receptacle and cord plug. (K.E.C. to review with trade sub-contractors.)
8. Locate and remove all accompanying materials:
 - A. Retain manufacturer's documents
 1. Wiring diagrams
 2. Installation instructions
 3. Operator's manual/instructions
 4. Troubleshooting guidelines
 - B. Set aside all accessories in a secure location for later demonstration and use.
 9. Carefully follow the manufacturer's installation instructions. The installer should review these procedures and question the manufacturer if unclear.
 10. Set the item in place and position as required. Level as necessary. Fasten in place as necessary.
 11. Installation "signed off" by the supervisor of installation firm, often referred to as the Kitchen Equipment Contractor (K.E.C.).
 12. Remove all debris and packing materials.

This phase may be handled by either the General Contractor, the Equipment Manufacturer, Service Agent, or the Kitchen Equipment Contractor (who may be the Dealer or the Dealer/Fabricator). It all depends upon the project scope and requirements.

Don't overlook the services of your local utilities for items 5 and 7 above.

Start-Up Procedures Check List

It is mandatory that the General Contractor provide a plumber, steamfitter, authorized service agent, refrigeration mechanic, and electrician in each foodservice area, according to the utility services involved, during the start-up and testing of equipment and systems. This will save considerable time in correcting leaks, electrical problems and other difficulties which often arise.

General (Mandatory functions to be performed by factory-authorized Service Agencies hired by K.E.C. as part of contract requirement.)

1. Equipment properly assembled and level.
2. Equipment has been cleaned per contract requirements.
3. All utilities are correct:
 - A. Hot water not connected to cold, or the reverse.
 - B. Equipment properly fused. Check circuit breaker.
 - C. Correct voltage, cycle and phase for equipment.
 - D. Motors connected to run in correct direction.
 - E. Gas and water pressure regulators provided. Gas pressure correct?
 - F. Steam pressure relief valves (PRV) provided.
 - G. Line strainers or filters provided: be sure they are clean.
4. Thermostats calibrated.
5. Amperage draw is correct.
6. All utilities have been turned on.
7. Ventilation available when needed.
8. Installation and operating instructions available.
9. Equipment properly lubricated.
10. Door seals do not leak.
11. Proper tools, testing equipment, and spare parts available as necessary for minor adjustments and repairs.

Minor Appliances: Usually portable (movable) equipment, "plug-in" items for operation on 115V, 60 cycle, single phase, 15-20 amp. electrical service.

1. Make a visual inspection of appliance: Check for physical damage: dents; bent or broken parts; pinched, cut or loose electrical fittings; cracked or damaged plug; loose or missing parts, etc. If damage is excessive, see 6C below.
2. Read manufacturer's installation and operating instructions: FOLLOW INSTRUCTIONS.
3. Test electrical outlet to be sure that voltage is correct and check to be sure the outlet is grounded (by trade sub-contractor).
4. Equipment:
 - A. Check clearance requirements between appliance and combustible surfaces to meet manufacturer's requirements.
 - B. Plug cord set into electrical outlet.
5. Switch/turn power on to unit:
 - A. Set control(s) per manufacturer's operating instructions.
 - B. Observe/check to be sure appliance is operating in accordance with manufacturer's instructions.
6. In the event of a malfunction:
 - A. Disconnect appliance from electrical service.
 - B. Record date and time and nature of failure.
 - C. Advise owner and manufacturer as to problem and make arrangements for repair/replacement of unit.
7. If appliance is operating properly, advise the owner/operator to complete warranty card/forms, etc.
 - A. Supply all information requested.
 - B. Forward all required copies to proper destination.
 - C. Confirm owner's satisfaction.

Major Appliances:

Usually require connections to designated "high powered" or multiple services such as gas, steam, refrigeration, water, waste, vent, etc. Check to be sure unit is properly assembled, level, and then:

1. Make a visual inspection of appliance: Check for physical damage: dents; bent or broken parts; pinched, cut or loose electrical fittings; cracked or damaged plug; loose or missing parts, etc. If damage is excessive, follow the same steps as in item 6C under Minor Appliances above.
2. Read manufacturer's installation and operating instructions: FOLLOW INSTRUCTIONS.
3. Test gas supply (when applicable):
 - A. Be sure supply line is the correct size for appliance and combustible surfaces.
 - B. Test gas line pressure if conditions warrant.
 - C. Be sure pressure regulating valve(s) is in line and properly adjusted when required.
 - D. Inspect all connections - be sure they are sealed.
 - E. Turn on gas equipment; evacuate air from lines and test for leaks.
 - F. If unit has continuous burning pilot, light pilot.
4. Check water supply (when applicable):
 - A. Be sure supply line is the correct size per appliance(s) connected to same.
 - B. Hot water lines should be insulated and in some cases provided with a recirculating pump.
 - C. Check local requirements. In some climates cold lines should also be insulated.
 - D. Be sure pressure regulating valve(s) is in line and properly adjusted when required.
 - E. Inspect all connections - be sure they are sealed.
 - F. Check if line strainer or filter is required/installed.
 - G. Check if in-line pressure relief valve or thermometer is required/installed.
 - H. Turn on water supply check for leaks.
 - I. Be sure water supply has been purified and system flushed.
 - J. Water hardness must be known for care of boilers and ice makers.
5. Inspect steam supply (when applicable):
 - A. Be sure supply and return lines are correctly sized for appliance(s) connected to same. At least the lines closest to the operators work area should be insulated to avoid accidental burns, but it is recommended that all lines be insulated. Steam valve should have an insulated handle.
 - B. Be sure pressure regulating valve(s) (PRV) is in line and properly adjusted.
 - C. Be sure steam discharge vents are directed away from operator and/or extended to/from drain.
 - D. Inspect all connections be sure they are sealed.

- E. Turn on steam supply check for leaks and check steam gauges for proper working pressure. (Note: Chemically treated building steam supply is usually not permitted and is not desired for direct discharge into food compartments. Advise owner if this condition exists.)
 - F. Steam boilers must be operating, steam lines blown down and pressure tested before equipment is started up. This will prevent foreign material from clogging and damaging equipment.
6. Inspect self-contained steam generator - gas fired. Review 3.A-F above, then: fire off to check that all controls are operating, and shut down to ensure proper operations.
 7. Inspect self-contained steam generator - electrically heated.
 - A. Be sure all electrical services are correct.
 - B. Be sure PRV's are in line and properly adjusted.
 - C. Review 6. A-B above.
 8. Check vent requirements (when applicable coordinate with qualified HVAC contractor).
 - A. The exhaust/ventilation system must be operating and balanced including air make-up, air conditioning and exhaust ventilator fans.
 - B. If filters are required - check to be sure they are installed properly.
 - C. If direct connected - check if back draft damper is required/installed.
 - D. If vent is exhausting very humid air, it is usually desired and required that all welded ducts be provided and arranged for condensate drain.
 - E. If dampers are provided - adjust per manufacturer's instructions.
 - F. Check to see if the CFM of air being exhausted is per requirements. If too low, check rotation of exhaust fan/blower for proper direction.
 - G. Check refrigeration systems, condensing units and evaporators. Properly hooked up water supply, ventilation, etc.
 9. Fire/fuel shut off. Many major appliances and some small appliances require that they be connected to a fire protection system. If so:
 - A. Use caution so as not to accidentally discharge the system.
 - B. Notify owner and proper authority if it should become necessary to disarm/disconnect the system.
 - C. Check to be sure unit is properly connected to this system.
 - D. Fire protection system must be activated, tested and approved by local inspectors.
 10. Turn on all services.
 - A. Start unit per manufacturer's instructions.
 - B. Bum off surface oil (when applicable).
 - C. Calibrate controls.
 - D. Check all operating functions per manufacturer's instructions.
 - E. Copy 7. A-B-C under Minor Appliances above.
 11. The "Request for Demonstration" form is to be used by the Manufacturer's Agent when notified (two weeks prior) of requested demo date. Procedure is to fax to K.E.C./Dealer the same day as call for demo received. Once completed and signed form received back, the specific demo appointment time can be set.

Demonstration Procedures Check List

The demonstration should be a "one-on-one" situation. The operators must be made to feel comfortable and in control of the equipment. Many operators have a fear of so-called high powered equipment. Some fear high voltage, pressure steamers, and the danger of severe burns from steam and very hot appliances. They must be trained to respect these conditions and taught to recognize danger signs and potential problems.

The demonstration should be a "hands-on" situation for the new operator with step-by-step instructions given in a considerate, friendly but serious and non-disturbed atmosphere. Instructions should be repeated if there is any doubt that the operator does not understand them. Patience should always be shown so as not to frustrate the operator. Patience is especially required in the instance where one operator may be responsible for learning the operation of numerous new appliances. When possible, scheduling should provide for breaks so that operators have time to absorb, experiment and ask questions about the equipment.

1. By K.E.C./Dealer Project Manager. The demonstration has been properly scheduled at least two weeks in advance, after signed "Request for Demo Form" received.
 - A. K.E.C./Dealer should contact each Manufacturer's Agent to determine the amount of time needed to properly demonstrate their various product lines.
 - B. B. K.E.C./Dealer to tally total time needed and advise owner/operator of the number of days necessary.
 - C. Set firm appointment (start and stop) times with each Manufacturer's Agent; type and distribute to all parties involved.
2. The following participants have agreed to attend:
 - A. Owner/Operator representative(s), including management, chef, maintenance supervisor and/or others as needed.
 - B. Foodservice consultant
 - C. Utilities representative
 - D. Service agent (if maintenance demo required)
 - E. Regulatory officials (police, fire, etc.) Manufacturer's agent(s)
 - F. K.E.C./Dealer Project Manager

NOTE: Not all of these may need to be present depending upon the project scope, but most of them should be involved.

3. Copies of maintenance manuals containing operational instructions, parts manuals, maintenance instructions, and troubleshooting guidelines have been distributed to:
 - A. Owner/Operator (2 sets: 1 for management; 1 for maintenance department)
 - B. Service Agency
 - C. Foodservice Consultant
 - D. Architect/Engineer

NOTE: These manuals should be prepared by the K.E.C., but the contract may call for their preparation by the Foodservice Consultant.

4. By Service Agency.
 - A. Start-ups have been completed and adjustments/repairs made to sure all equipment is operational.
 - B. For the Maintenance Department:
 1. Periodic preventive maintenance
 2. Troubleshooting most common maintenance problems
 3. Record-keeping for the maintenance and warranty files
 4. Who to contact for problems not handled internally (service agencies, manufacturer's representative, dealer, and whoever may be issued a copy of the Operations and Maintenance Manuals)
 - C. For the Service Agency:
 1. Awareness of unique features in comparison with other similar equipment models
 2. Where and how to order parts not in inventory
5. By Manufacturer's Agent. Demonstrate the care and use of the equipment.
 - A. Use simple to understand language and avoid technically oriented terms.
 - B. Provide adequate time for understanding and to ask questions. Encourage questions. Leave word with operator as to future contacts if more questions should arise later.
 - C. Let the users actually use the equipment, to get a feel for it.
 - D. For the operators (kitchen and dining room staff, and management):
 1. Use of controls, switches and all mechanisms
 2. How to attach and use any accessories
 3. Proper cleaning and daily care of equipment
 4. Safety tips and cautions, and warning labels
 5. Troubleshooting most common operational problems
 6. How to shut down equipment in case of a malfunction
 - E. Review pages of the manufacturer's owner/operator manuals that the kitchen personnel need to copy and keep on hand. Original manual should be kept in manager's office files.
 - F. Advise of any available videos and how to order.
 - G. Personnel in attendance should sign demo form. Copies for K.E.C./Service Agent/Consultant/Owner should be available.

The demonstration(s) could be given by the Kitchen Equipment Contractor and Manufacturer's Representatives. It will probably require a team effort because there may be several manufacturers' products involved and few, if any, people know everything about all products.

Warranty Terms

If possible, it should be determined if the Start-Up and Demonstration procedures have any bearing upon the terms of the warranty for each manufacturer's products. For example, you could have situations as follows:

- | | |
|---|---|
| • No start up or demonstration | One year parts FOB factory |
| • Start up and test only | 30 days labor/1 year parts - extra cost |
| • Start up and demonstration | 1 year labor and parts - no cost |
| • Start up and demonstration | 1 year labor and parts - extra cost |
| • Start up and demo w/extended warranty | 5 years labor and parts - extra cost (may include annual inspections) |
| • Additional demonstrations | Extra cost (for new employees) |

The manufacturers are to be notified, usually by the dealer via the factory representatives, exactly when the equipment was installed so the warranty period will begin. Often equipment is kept in a warehouse for long periods after receipt and before installation, and the warranty should not begin until the installation is completed.

Warranty terms should specify any exclusions, dealer responsibility, owner responsibility, etc. Examples:

Dealer Responsibility/Liability

1. Verify all utility characteristics for the project before placing order (such as natural vs. LP gas).
2. Order equipment per manufacturer's terms and conditions of sale.
3. Be fully aware, via the Foodservice Consultant, of any special requirements, such as line protection, pressure regulators, etc.
4. Advise owner as to terms of warranty, and start-up and demonstration options.
5. Install or supervise installation as per manufacturer's instructions.
6. Calibrate controls (e.g. thermostats) and do minor adjustments.
7. Advise manufacturers, via their agent, when warranty terms begin.
8. Place order to allow sufficient lead time for any fabrication work required on custom equipment.

Owner Responsibility/Liability

1. Provide competent operator(s).
2. Do not let staff use equipment without proper demonstration.
3. Maintain all utilities at proper capacity.
4. Provide routine maintenance per manufacturer's instructions.
5. Advise dealer or service agency of any unusual malfunctions in the equipment, without waiting for it to break down.

Conclusion

Many observers of demonstrations which have been conducted by representatives of various foodservice equipment manufacturers have stated that generally these representatives know their products well. The same may be said, to a lesser degree, for demonstrations conducted by dealers, due to the fact that one firm is dealing with numerous products.

However, many from both industry groups conduct brief and sketchy demonstrations and then ask "Any questions?" The operator, not wanting to be embarrassed by saying that he/she does not understand something, will not question the demonstrator for additional explanations.

Proper Start-Up and Demonstration functions are essential to the success of every party involved in the project. When the operator knows how to use and care for his/her equipment, then it is performing as expected and producing accordingly. Everyone else involved may never hear a word under those conditions. But when the opposite is true, everyone involved will hear of the operator's dissatisfaction.

By working together as a team, we can all assure our client -- the foodservice operator -- that we are giving what he/she wants ... a product to do the job.

CHECKLIST TO FOLLOW WHEN MANUFACTURER'S AGENT DEMONSTRATION WILL BE VIDEOTAPED

1. Verify with K.E.C./Dealer the exact amount of time needed to demonstrate the product(s) to be videotaped. Confirm appointment time and date.
2. Photocopy pages of Factory Owner/Operator Manual(s) needed to be followed as outline of your demonstration.
3. Prepare demonstration sign-off form to be used and add a disclaimer, "Videotaped Presentation was made based on (factory name) Owner/Operator Manual (date/revision), pages #_____."
4. Arrive approximately 15 minutes early to locate the equipment to be demonstrated and get prepared to do videotaped demo by reviewing site conditions and any obstacles to overcome.
 - A. Meet cameraman and review the sequence of your presentation, the specific close-ups needed (disconnect or shut-off valves, stop-start switches, clean-out areas, hazard areas, etc.).
 - B. Also review signal to stop video should there be any problems.
5. Upon completion of videotaping, have Owner/Operator sign demo form and specifically initial the following:
 - A. If Videotaped Disclaimer: This states that you gave him copies of specific pages of the Factory Owner/Operator Manual used to do the demonstrations.
 - B. If Videotaped: That the Owner/Operator will send you a copy of the completed video for your files. This will allow you and/or your factories to review the completed video and take any action (if necessary) to correct any oversights or omissions.
6. Copies of demo form to be sent to:
 - A. Owner/Operator
 - B. K.E.C./Dealer
 - C. Service Agency
 - D. Factory Consultant

REQUEST FOR DEMO FORM (Attachment A)

TO: _____ Job Name: _____
 _____ Address: _____
 _____ City/Zip: _____
 _____ Phone: _____
 Factory: _____ City Contact: _____
 _____ Dealer Contact: _____

Prior to the arrangement of a demonstration of equipment supplied by any factories on the project noted above, the following questions must be answered, and the form signed and returned to our offices. TO AVOID ANY CONFUSION AND POSSIBLE CHARGES TO YOUR COMPANY FOR A SECOND DEMONSTRATION, PLEASE VERIFY:

- | | | |
|--|-----------|----------|
| 1. Equipment has been started up by an authorized service (at additional cost) or local utility to ensure proper hook-up by the trades. We do not do start-ups, only demos due to limitations in our liability policy. | Yes _____ | No _____ |
| 2. Appointments set (specific times) for demo after giving two week notice. | Yes _____ | No _____ |
| 3. Utilities hooked up and operating? | Yes _____ | No _____ |
| A. Water lines purged (hot & cold?) | Yes _____ | No _____ |
| Hot water operating? | Yes _____ | No _____ |
| B. Electric voltage & phase checked? | Yes _____ | No _____ |
| 3-phase rotation checked? | Yes _____ | No _____ |
| Breakers labeled? | Yes _____ | No _____ |
| C. Gas - leak tested by utility or plumber? | Yes _____ | No _____ |
| Turned on pilots lit on each piece? | Yes _____ | No _____ |
| D. Stem pressure regulators adjusted? | Yes _____ | No _____ |
| Boilers running? | Yes _____ | No _____ |
| E. Hoods and fans running? | Yes _____ | No _____ |
| Air readings taken? | Yes _____ | No _____ |
| F. Food available (if cooking or makeup demo desired) | Yes _____ | No _____ |
| G. Supplies available (if special cleaning utensils or detergents needed)? | Yes _____ | No _____ |
| 4. Appropriate set of instruction manuals with unit to be demonstrated? | Yes _____ | No _____ |

Thank you for your cooperation and your prompt return of this sheet so we can better serve you and Your customers.

Please check off the points that apply and return to our office so we can schedule the demo appointment with the appropriate salesman.

Signed _____ Dealer _____ Date _____

EQUIPMENT DEMONSTRATION OR FIELD INSPECTION REPORT (Attachment B)

Eqpt. Mfg. _____ Invoice Number: _____
Installed At: _____ Invoice Date: _____
_____ City/ST/Zip: _____
_____ Phone: _____

Dealer Name: _____ Phone: _____
Address: _____ P.O. #: _____
_____ City/ST/Zip: _____

Start-Up Date: _____

Model : _____	Serial No. _____
Model : _____	Serial No. _____
Model : _____	Serial No. _____
Model : _____	Serial No. _____
Model : _____	Serial No. _____
Model : _____	Serial No. _____

Inspect utility connections. Check only if satisfactory to performance of equipment described above. Note any improper installation procedures under comments.

Steam _____ Gas _____ Electricity _____ Water _____ Drain _____

Comments: _____

If Videotaped Disclaimer. Presentation was made based upon (insert fact

Owner/Operator Manual (insert date/rev.)

Pages # _____ through # _____. (initialed: _____)

Note any defects or malfunction of equipment described above: _____

If any defects or malfunctions were noted above, were arrangements made to correct?

By authorized service agency?	Yes _____	No _____
Corrected by representative?	Yes _____	No _____

Were operating personnel instructed in use of this equipment? Yes _____ No _____
If no, explain: _____

If videotaped, copy of completed videotape to be sent to (insert rep's name): _____

For Authorized Service:
Firm: _____
Address: _____
City/State/Zip: _____
Initialed by: _____
Phone: _____
Fax: _____

Warranty has been explained to owner or responsible representative

By: _____ Date: _____ To: _____
(representative) (Owner's Representative)

VIDEO DEMONSTRATION DISCLAIMER

LOGO HERE Address, etc.

- The owner's manual(s) for all equipment being demonstrated by _____ is the sole source of authority and responsibility for all safety, maintenance and preventive maintenance procedures on said equipment.
- The owner's manual(s) furnished with said equipment must be referred to at all times in conjunction with this video demonstration when instruction is given for the purpose of training.
- This video demonstration being performed is strictly a dealer/customer convenience and cannot be used as the ultimate source of authority.
- The video demonstrator and/or _____ is not liable in any way for any omissions or errors in the owner's manuals.
- It is the sole responsibility of the customer to read and understand the owner's manuals and to raise any appropriate questions to the applicable manufacturer.

Customer Representative _____ Date _____

Dealer Representative _____ Date _____