

G3830, G3860, G3865 Fryers

USERS INSTRUCTIONS



SECTION 1 - GENERAL DESCRIPTION

SECTION 2 - LIGHTING and OPERATIONS

SECTION 3 - COOKING HINTS

SECTION 4 - CLEANING and MAINTENANCE

These appliances have been UKCA/CE-marked based on compliance with the Gas Appliance Regulations/Product Safety and Metrology Regulations for the Countries, Gas Types and Pressures as stated on the data plate.

The appliance **MUST BE** installed by a competent person in compliance with the **INSTALLATION AND SERVICING INSTRUCTIONS** and National Regulations in force at the time. Particular attention **MUST** be paid to the following:

Gas Safety (Installation & Use) Regulations

Health and Safety at Work Act

Furthermore, if a need arises to convert the appliance for use with another gas, a competent person must be consulted. Those parts which have been protected by the manufacturer **MUST NOT** be adjusted by the User.

Users should be conversant with the appropriate provisions of the Fire Precautions Act and the requirements of the Gas Safety Regulations.

PREVENTATIVE MAINTENANCE CONTACT

To obtain maximum performance from this unit regular servicing of the appliance should be undertaken to ensure correct operation, it is functioning as intended, and safe to use. We recommend servicing in accordance with SFG20 Maintenance Schedules and as a minimum, after 2,500 hours of use, or annually, whichever comes first and that a maintenance contract be arranged with an appointed service contact. Visits may then be made at agreed intervals to carry out adjustments and repairs.

WARNING - TO PREVENT SHOCKS, ALL APPLIANCES WHETHER GAS OR ELECTRIC, MUST BE EARTHED.

Upon receipt of the User's Instruction manual, the installer should instruct the responsible person(s) of the correct operation and maintenance of the appliance. This equipment is **ONLY FOR PROFESSIONAL USE**, and shall be operated by **QUALIFIED** persons. It is the responsibility of the Supervisor or equivalent to ensure that users wear **SUITABLE PROTECTIVE CLOTHING** and to draw attention to the fact that, some parts will, by necessity, become **VERY HOT** and will cause burns if touched accidentally.



WEEE Directive Registration No. WEE/DC0059TT/PRO

At end of unit life, dispose of appliance and any replacement parts in a safe manner, via a licenced waste handler.

Units are designed to be dismantled easily and recycling of all material is encouraged whenever practicable.

Falcon Foodservice Equipment

HEAD OFFICE AND WORKS

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T100822 Ref. 6

S.0 SAFETY GUIDANCE

S.1 GENERAL SAFETY



- S.1.1 These instructions are only valid if the country code appears on the appliance. If the code does not appear on the appliance, refer to the technical instructions for adapting the appliance to the conditions for use in that country.
- S.1.2 These appliances have been UKCA/CE-marked based on compliance with the Gas Appliance Regulations/Product Safety and Metrology Regulations, Electrical and Electromagnetic Compatibility (EMC) Regulations/Directives for the Countries, Gas Types and Pressures as stated on the data plate.
- S.1.3 This equipment is for professional use only and must be used by qualified persons.
- S.1.4 Never leave this appliance unsupervised when in use and always turn products off at the end of service.
-  S.1.5 The installer must instruct the responsible person(s) of the correct operation and maintenance of the appliance.
-  S.1.6 Check that no damage has occurred to the appliance or supply cord during transit. If damage has occurred, do not use this appliance.
- S.1.7 If fitted to the appliance, ensure the supply cord is routed free from the appliance to avoid damage.
-  S.1.8 Min-Level Mark: Medium should never be allowed to drop below the mark. Should this occur, top up immediately or switch off the fryer.
- S.1.9 Suitable Protective clothing must be worn when topping up whilst the fryer is hot.
- S.1.10 To prevent surge boiling. DO NOT EXCEED recommended loads or charge pan with over-wet food items. NEVER leave a working appliance unattended.
-  S.1.11 If the appliance is fitted with an oil bucket, take care when removing as oil bucket is heavy when full.
- S.1.12 Training and Competence: To help ensure the safe use of this appliance there is a requirement for you to provide whatever information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety of all users.
- S.1.13 For further help and information on training and competence we refer you to the Health & Safety Executive website; www.hse.gov.uk document ref: health and safety training INDG345. International customers should default to the health and safety guidelines provided by your government body.
- S.1.14 Risk Assessment: As part of managing the health and safety of your business you must control any risks identified in your commercial kitchen. To do this you need to think about what might cause harm to people and decide whether you are taking reasonable steps to prevent that harm. This is known as risk assessment. It is important to consider the environment around the product as well as the product itself. For example, oil or food spills will present a significant risk so users so the need to immediately clean up such spills must be reflected in staff training.
-  S.1.15 Record the training that you provide and support it by providing safe system of work (SSOW) documents that set out procedures to be followed for potentially hazardous tasks.

- S.1.16 For further help and information on risk assessments we would refer you to you the Health and Safety Executive website; www.hse.gov.uk document ref: risk assessment INDG163. International customers should default to the health and safety guidelines provided by your government body.

S.2 INSTALLATION SAFETY



- S.2.1 Installation must meet national or local regulations. Attention must be paid to: safety (installation & use) regulations, health and safety at work act, local and national building regulations, fire precautions act.
- S.2.2 The installer must instruct the responsible person(s) of the correct operation and maintenance of the appliance.
- S.2.3 On gas appliances, only competent persons are allowed to service or convert the appliance to another gas type.
- S.2.4 Put a documented system in place for periodic inspections, testing and maintenance of our gas/ electrical appliances. Check that the fixed electrical installation has been inspected and tested by a competent electrical contractor (e.g. NICEIC-approved or ECA member) as prescribed in BS7671, within the last 5 years.

S.3 ELECTRICAL SAFETY



- S.3.1 To prevent shocks, this appliance must be earthed.
- S.3.2 This unit is fitted with an equipotential connection at the rear on the base.
- S.3.3 Before attempting any maintenance, isolate the appliance at the mains switch and take steps to ensure that it is not inadvertently switched on.
- S.3.4 We recommend, Supplementary electrical protection with the use of a type A residual current device (RCD).
- S.3.5 Fixed wiring appliances incorporate a locally situated switch disconnector to connect to, which is easily accessible for switching off and safe isolation purposes. The switch disconnector must meet the specification requirements of IEC 60947.

S.4 GAS SAFETY



- S.4.1 Gas appliances must have a stop cock fitted in the supply pipe work. The user must be familiar with the location and operation of this device in order to turn off the supply of gas in the event of an emergency.
- S.4.2 Before Inspection, Servicing or Conversion, Turn Off Gas at isolator.

S.5 FIRE SAFETY



Fryers can present various hazards in the catering environment if not correctly used, operated, and maintained. Hazards including fire, burns from hot oil, contact with hot surfaces, fumes from boiling cleaning chemicals, eye injuries from splashes and slips from oil spillages.

Operator Competency and Training

- S.5.1** Ensure you are trained in the safe and proper use of the fryer and know how to turn it off and switch the power or gas off at the mains.
- S.5.2** Ensure you are familiar with the kitchen fire safety procedures and the location and proper use of correct fire safety equipment.

Fryer Safety Equipment

- S.5.3** 1.5.3 Provide an appropriate BS compliant fire blanket, and an adequate number of [fire extinguishers](#) that comply with [BS EN 3 \(parts 1-6\)](#) and carry a BAFE or LPCB approval mark. At least one must be appropriate for use on electrical fires, and one for deep-fat fryers (Class F).

Fryer Suppression System

- S.5.4** We recommend kitchen equipment and extraction systems are protected with a fire suppression system. Check your insurance as this may also be a condition of your policy.
- S.5.5** 1.5.5 Protect cooking and extraction equipment (including any associated extraction ductwork and hoods inside the building) by having an extinguishing system installed, in line with (or the equivalent of) [LPS 1223](#). The system should include a local alarm, automatic activation by a detection system and manual activation – located a safe distance away from the cooking equipment, preferably by a fire escape route door.

Operational Fryer Safety

- S.5.6** Do not leave the fryer unattended when powered on or when it is in use.
- S.5.7** Always switch the fryer off and replace the pan cover/ lid when not in use.

Cleaning

- S.5.8** Ensure fryers are regularly cleaned serviced and maintained by a qualified and competent service provider, and there is enough room around the appliance to do so.
- S.5.9** Ensure that the appliance, surrounding work area and extraction system are regularly cleaned, (at least weekly) to avoid the build-up of fats oils and greases that could present a fire risk. A deep clean should be undertaken at least every 6 months by a specialist contractor.

Oil Safety

- S.5.10** Do not operate the fryer with no or low oil levels.
- S.5.11** Solid Fat (e.g. Beef Tallow) must be melted using the fat melt mode in order to avoid fire caused by burning of the fat and/or overheating. We do not recommend using Solid Fat if the fryer control does not have a Fat Melt Cycle.
- S.5.12** Regularly change your cooking oil. Use colour charts to check on oil quality.



S.5.13 If you see the cooking oil or fat smoking, switch the fryer off, allow to cool, drain oil, clean and dry fryer pan thoroughly and replace with fresh oil. If the clean fryer oil smokes when heated, switch off immediately and contact service engineer. Do not switch fryer back on.

S.5.14 Never add water to the fryer medium at any time.

Gas and Electrical Isolation Points

S.5.15 Ensure any separate gas shut off switches and electric switches provided for cooking equipment and/or extractor fans are accessible and clearly labelled.

Care and Maintenance of Thermal and Operational Safety Devices

S.5.16 Your fryer is fitted with a thermal safety device. This will stop heating of medium if it becomes overheated. This appliance will always fail safe so long as there is no damage to the thermal safety device.



S.5.17 Failure to clean and check the safety and operational thermostats can impact the performance of the appliance and increase the risk of an appliance fire.

S.5.18 Damage to the thermostat sensors or their capillaries can increase the risk of overheating or fire.

S.5.19 Do not operate the fryer if the safety devices located within the fryer pan appear to be dislodged or damaged.

S.6 MAINTENANCE SAFETY



S.6.1 Unless otherwise stated, parts which have been protected by the manufacturer must not be adjusted by the installer or end user.



S.6.2 Before any cleaning is undertaken, isolate appliance from mains power supply at isolator switch.

S.6.3 Suitable protective clothing must be worn when cleaning this appliance.



S.6.4 If filtration is fitted, never pump water through the filtration pump at any time! Water and hot oil are an explosive mixture.

S.6.5 Oil must be allowed to cool to a safe temperature before draining. Do not overfill oil bucket. All spills onto the product and on the floor should be cleaned up immediately.

S.6.6 The appliance must not be cleaned with a jet of water or be steam cleaned. Do not use acid or halogen-based (e.g. chlorine) descaling liquids, flammable liquids, cleaning aids or cleaning powders.

S.6.7 Failure due to lack of proper cleaning is not covered by warranty.

S.6.8 Particular attention must be paid to cleaning the Thermostat bulb and Capillaries.



S.6.9 Take care when cleaning not to dislodge or damage thermostat sensors mounted on the base and side of the pan.



S.6.10 If the thermostats or capillaries are damaged then do not turn the appliance on and contact Falcon or you approved service provider to undertake the necessary repairs.

S.6.11 To obtain maximum performance from this unit regular servicing of the appliance should be undertaken to ensure correct operation, it is functioning as intended, and safe to use. We recommend servicing in accordance with SFG20 Maintenance Schedules and as a minimum, after 2,500 hours of use, or annually, whichever comes first and that a maintenance contract be arranged with an appointed service contact. Visits may then be made at agreed intervals to carry out adjustments and repairs.



S.6.12 During Servicing of the appliance, where applicable, please ensure seals are checked. If the integrity of the seal is compromised, it must be replaced.

Training and Competence

To help ensure the safe use of this appliance there is a requirement for you to provide whatever information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety of all users.

For further help and information on training and competence we would refer you the Health and Safety Executive website; www.hse.gov.uk document ref: health and safety training INDG345. International customers should default to the health and safety guidelines provided by your government body.

Risk Assessment

As part of managing the health and safety of your business you must control any risks identified in your commercial kitchen. To do this you need to think about what might cause harm to people and decide whether you are taking reasonable steps to prevent that harm. This is known as risk assessment. It is important to consider the environment around the product as well as the product itself. For example oil or food spills will present a significant risk so users so the need to immediately clean up such spills must be reflected in staff training.

For further help and information on risk assessments we would refer you to you the Health and Safety Executive website; www.hse.gov.uk document ref: risk assessment INDG163. International customers should default to the health and safety guidelines provided by your government body.

SECTION 1 - GENERAL DESCRIPTION

The units are provided with wire mesh basket(s) that may be located upon the back screen hanging rail for draining etc. A pan strainer is positioned in the cool zone at the pan bottom to collect oil sediment during the cooking operation.

Oil temperature is controlled by an adjustable users thermostat and a pre-set safety thermostat.

The multifunctional gas control has thermostat, pilot, main gas and flame failure controls built in. If pilot flame should extinguish for any reason or if main gas supply is turned off burner will shut down until lighting procedure is repeated.

A spark igniter is fitted to light pilot and a drain valve is located within controls compartment to empty pan when necessary. Do not attempt to re-light the pilot for at least 3 minutes.

User Thermostat

This is an adjustable control that provides frying temperatures up to 190°C.

Safety Thermostat

The safety thermostat is located upon the control panel behind the door.

This is pre-set at factory. In event of an operating thermostat failure, the safety thermostat will shut gas off at pilot and main burners.

If this occurs, the reason for failure must be investigated and rectified. The device is re-set by removing the black cap that protects re-set button. Do not attempt to re-set the safety thermostat without investigating the reason for activation.

Push reset button down gently using a thin-shafted screwdriver and replace cap.

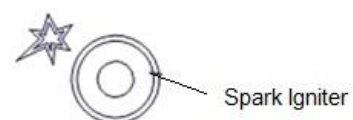
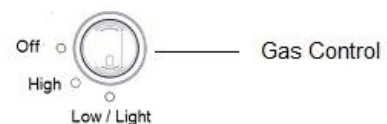
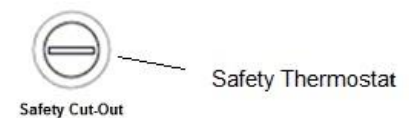
Gas Control

Situated at top of control panel, control knob is set correctly when appropriate symbol is alongside position indicator.

Flame Failure Device

Operated by pilot flame. If pilot becomes extinguished, gas will be shut off from main burner.

Warning - If pilot is turned off for any reason, wait a minimum of three minutes before attempting to relight it. The burner control is built in to the flame failure device and the method of operation is detailed here.



Controls – Located Behind Door

SECTION 2 - LIGHTING and OPERATION

A delay of approximately 20 seconds may occur between establishing a pilot flame and burner ignition.

Operating the Fryer

The unit will operate automatically with burner going out when desired temperature is reached. No further operation of control knob is necessary until cooking cycle is over.

Choice of Frying Medium

A good quality vegetable oil is preferred.

Important - In order to meet the requirements of the Fire Precautions Act 1971, unit should always be turned off when unattended.

Warning - It is dangerous to use oil that is too old. It has a reduced flash point temperature and is prone to surge boiling. Change oil regularly to prevent risk to operator.

Caution - To prevent surge boiling, do not exceed recommended loads and never charge pan with over-wet food items. Never leave a working fryer unattended.

Never add water to hot oil.

Caution - Overheating of oil should be avoided

Replenishing Oil When Fryer Is Hot

It is recommended that replenishment of oil should take place when fryer is cool.

Recommended Filling Levels

Always maintain an oil level between maximum and minimum strips indicated on well rear.

Initial Charging Of the Pan

Prior to first time use, pan should be thoroughly cleaned using hot water and detergent. Rinse and dry upon completion.



PARTICULAR ATTENTION MUST BE PAID TO CLEANING THE THERMOSTAT BULB AND CAPILLARIES.

ENSURING FOOD DEBRIS DOES NOT BUILD UP, WHICH COULD DETRIMENTALLY AFFECT THE PERFORMANCE AND SAFETY OF THE APPLIANCE.

Make sure drain valve is closed. Fill pan with oil up to level indicated by strip on well rear.

Approximate Capacities

G3830 – 15 litres

G3860 – 24 litres

G3865 – 2 x 15 litres

Lighting Instructions

Before Lighting the Burner

Ensure pan is filled to the correct level with cooking oil.

Temperature control must be turned to lowest setting (*fully clockwise*).

To Light the Burner

- Push gas control in and turn it fully anti-clockwise to "low/light" position (*Refer to Figure 1*).
- Push gas control fully in, press igniter and release it. The spark should light pilot burner. If pilot burner does not light then continue to press and release until it does.
- When pilot burner is lit, continue to keep gas control pushed in for 20 seconds then release it.
- The main burner should now light on low flame.
- Check that burner lights and remains lit. If it does not remain lit then wait at least 3 minutes before repeating procedure from Step b).

Burner High Flame

- Turn gas control to high position (*Refer to Figure 2*).
- Turn temperature control to desired setting.

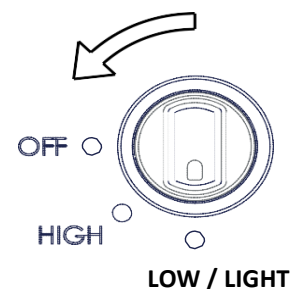


Figure 1

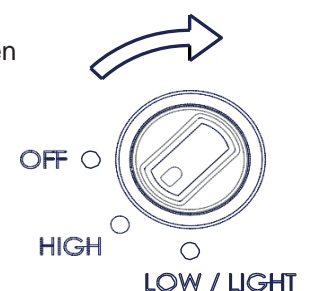


Figure 2

To Turn Burner Off

Turn gas control to "Off" position (*Refer to Figure 3*).

Warning - After turning burner off for any reason, wait at least 5 minutes before attempting to re-light.

Attention

In the event of the safety cut-out being activated carry out the following:

1. Wait at least half an hour to allow oil to cool.
2. Remove dust cover and press re-set button located inside safety cut-out mounting turret using a blunt implement or a pen.

If safety cut-out continues to activate call service engineer

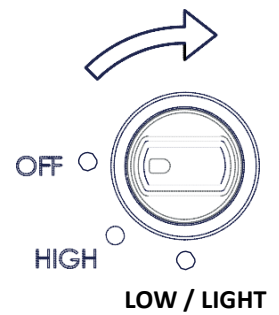


Figure 3

SECTION 3 - COOKING HINTS

Frying Chips

Set thermostat to 180°C for dripping or "FULL" for oil. Each basket will hold 1.8kg (*max.*) of raw chips.

Cook for 4 - 6 minutes according to size and type of chip. Slightly longer frying times are required when using dripping. Output will be marginally less also.

Slow Blanching

This may be necessary when large quantities of chips are required at peak periods. This process consists of pre-frying at a thermostat setting of 150°C. Frying time is 3 - 5 minutes.

Fast Blanching

This should be carried out at a setting of 180°C for dripping or "FULL" for oil. Frying time is 2 - 4 minutes.

Finishing chips prepared by either method of blanching should be carried out within 3 hours at a thermostat setting of 180°C for dripping or "FULL" for oil.

Frying time is 1 - 2 minutes. Serve immediately for best results. Further storage should be avoided.

Frying Fish

Remove baskets and fry fish on basket support grid at a temperature of 180°C. Remove portion with a regular hand-held fish lifter. Small quantities may be prepared in basket(s), the following method achieves best results.

Dry fish well and season basket by immersing in hot oil. Place portion in basket and lower this slowly into pan. This will reduce risk of portion sticking to basket.

Other Types of Food

Food suitable for preparation by deep frying has a particular cooking temperature where the best results are obtained. The following thermostat settings are recommended but may be varied to suit individual tastes. Such settings are only valid when vegetable oil is used as the frying medium.

The cooking chart information is simply a guide.

Culinary opinion is subjective thereby any values should be considered to be approximate.

Advice for Food Types

With the exception of potatoes, fried food is generally coated with one of the following :

Milk and Flour, Egg and Crumbs, Batter or Pastry

i.e. Whitebait, potato croquettes, fillet of fish, samosas. The coating helps to protect a food item from hot oil.

A variety of different food can be deep fried including: Chicken, fish, vegetables, pork, egg, pastries and fruit

Cooking temperatures and times are dependent upon the following criteria :

Class and state of cooking medium

Quality, size and cut of food item

Pre-heat temperature

Load

Personal preference

Note : Never leave products that are being used unsupervised and always turn products off at the end of service.

SECTION 4 - CLEANING and MAINTENANCE

MAINTENANCE CHECK

Regular servicing of the appliance should be undertaken to ensure correct operation, it is functioning as intended, and safe to use. We recommend servicing after 2,500 hours of use, or annually, whichever comes first.

Any maintenance schedule should be carried out in accordance with SFG20 Maintenance Schedules. Should any issues with the integrity of the components be identified these should be replaced. If the appliance is not considered safe the unit should be removed from service and the responsible person advised why the unit is not safe to use and what remedial action is needed. Contents of the maintenance schedule should be agreed with the maintenance provider.

When removing heavy items to aid cleaning or maintenance particular care should be taken. A manual handling risk assessment is the best way to determine the level of risk to anyone using or maintaining this equipment. To help with such an evaluation we have included the weights of individual components that may present significant risk.

For further help and information on manual handling and associated risk assessment we would refer you to you the Health and Safety Executive website; www.hse.gov.uk document ref: manual handling at work INDG143. International customers should default to the health and safety guidelines provided by your government body.

The cleaning of fryers or other products that use hot oil present significant risks to end users and particular care should be taken. Cold water and hot oil for example are an explosive mix and should be avoided at all costs.

Other useful references for health and safety issues

www.hse.gov.uk

Essentials of health and safety at work ISBN978

Noise at work INDG362

Safe systems of work

Other notes added to the body of the instructions

Shutting Down after Work

When work is completed, switch fryer off (*See Figure 1*).

Do not use thermostat knob as a gas control. Burner will re-light when temperature drops below dial setting. Before draining, allow oil to cool. Burner control should be OFF to avoid accidental operation.

Daily Cleaning



BEFORE ANY CLEANING IS UNDERTAKEN, ISOLATE APPLIANCE FROM MAINS POWER SUPPLY AT ISOLATOR SWITCH.

SUITABLE PROTECTIVE CLOTHING MUST BE WORN WHEN CLEANING THIS APPLIANCE.

NEVER PUMP WATER THROUGH THE FILTRATION PUMP AT ANY TIME! WATER AND HOT OIL ARE AN EXPLOSIVE MIXTURE.

OIL MUST BE ALLOWED TO COOL TO A SAFE TEMPERATURE BEFORE DRAINING. DO NOT OVERFILL OIL BUCKET. ALL SPILLS ONTO THE PRODUCT AND ON THE FLOOR SHOULD BE CLEANED UP IMMEDIATELY.

THE APPLIANCE MUST NOT BE CLEANED WITH A JET OF WATER OR BE STEAM CLEANED. DO NOT USE ACID OR HALOGEN-BASED (E.G. CHLORINE) DESCALING LIQUIDS, FLAMMABLE LIQUIDS, CLEANING AIDS OR CLEANING POWDERS.

FAILURE TO CLEAN AND CHECK THE SAFETY AND OPERATIONAL THERMOSTATS CAN IMPACT THE PERFORMANCE OF THE APPLIANCE AND INCREASE THE RISK OF AN APPLIANCE FIRE

FAILURE DUE TO LACK OF PROPER CLEANING IS NOT COVERED BY WARRANTY.

Note: All surfaces are easier to clean if spillage is removed before it becomes burnt on, cleaned daily.

Stainless Steel Surfaces

It should be noted that certain scouring pads including nylon types, could easily mark stainless steel. Care should be exercised during cleaning process.

When rubbing stainless steel with a cloth, always rub along in grain direction.

Isolate gas supply and allow pan contents to cool to a safe temperature. Insert drain pipe supplied into drain valve. Open valve and filter oil through a strainer into receptacle. Close valve and wipe down stainless steel exterior panels with a cloth, wrung out in hot water and detergent. Rinse with clean water and dry thoroughly.

Weekly Cleaning

Carry out normal daily cleaning procedure. Remove false pan bottom with strainer and clean separately. Fill pan with low sudsing detergent and hot water, just above normal oil level mark. Allow pan to soak overnight if necessary.

Clean pan using a soft, clean cloth and hot soapy water, rub away any stubborn staining with a scouring pad and suitable detergent.

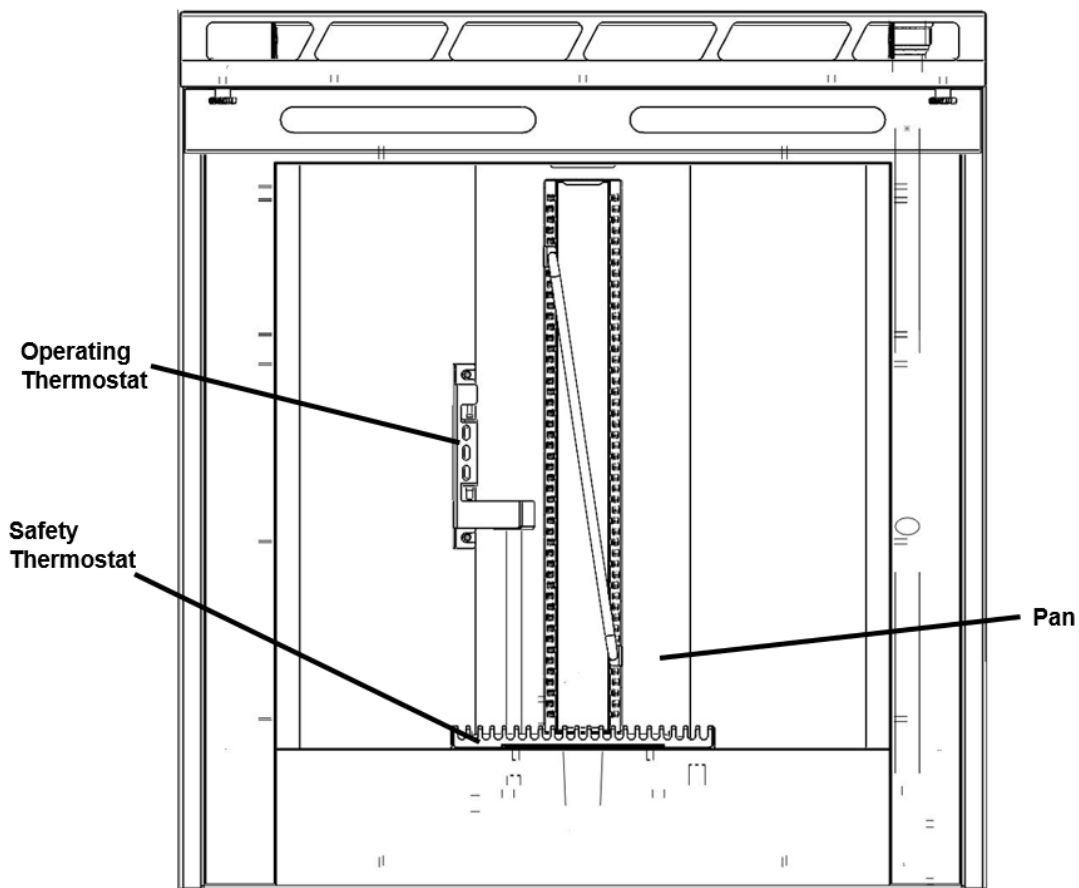
Clean the safety and operating thermostats removing any food debris from around the thermostats which could detrimentally affect the performance and safety of the appliance.

TAKE CARE WHEN CLEANING NOT TO DISLodge OR DAMAGE THERMOSTAT SENSORS MOUNTED ON THE BASE AND SIDE OF THE PAN.



DAMAGE TO THE THERMOSTAT SENSORS OR THEIR CAPILLARIES CAN INCREASE THE RISK OF OVERHEATING OR FIRE.

IF THE THERMOSTATS OR CAPILLARIES ARE DAMAGED THEN DO NOT TURN THE APPLIANCE ON AND CONTACT FALCON OR YOU APPROVED SERVICE PROVIDER TO UNDERTAKE THE NECESSARY REPAIRS.



Location of Safety and Operating Thermostat Probes

Drain detergent water away. Rinse pan thoroughly with clean, hot water before wiping dry. Reposition false bottom and strainer and refill pan with oil.

Warning - Do not re-fill with oil until pan is completely dry. Ensure inside of drain cock is also dried thoroughly.

Safety Precautions

A stop valve will be fitted in the gas supply pipe to unit. User must be familiar with device location and valve operation to enable isolation in event of emergency.

Take care not to damage thermostat boss or tubes located within stainless steel guards when cleaning. These are located immediately below fishplate and at the inside front panel of fryer pan.

NEVER SEARCH FOR A GAS ESCAPE WITH A NAKED FLAME.

SERVICE INFORMATION

This unit carries an extensive mainland UK warranty. The warranty is in addition to and does not change your statutory or legal rights.

The warranty policy can be found on our website which details the conditions of the warranty and the exclusions.

<https://www.falconfoodservice.com/info-centre/policy>



Service calls to equipment under warranty will be carried out in accordance with the conditions of sale.

Warranty calls can be made between 8:30 am and 5:00 pm weekdays only.

To ensure your warranty enquiry is handled as efficiently as possible, ensure you have the following appliance information prior to calling us:

1. Model number – found on data plate
2. Serial number – found on data plate
3. Brief description of the issue

To contact Falcon for a warranty issue dial (UK only) 01786 455 200 and select Warranty Issues from the menu.

SECTION 5 - SPARE PARTS

The following parts may require replacing during the life of this appliance.

Safety thermostat Spark igniter

Spark ignition electrode Operating thermostat Multifunctional control (MFC) Thermocouple c/w interrupter Pilot assembly