



## RATIONAL USA Commissioning Program

Building on our number one objective of providing those working in commercial kitchens the most beneficial solution to their thermal cooking tasks, RATIONAL USA is excited to offer a no-charge commissioning for every new RATIONAL SelfCooking Center or CombiMaster.

### Commissioning Includes:

- 1) **Installation Inspection:** A RATIONAL Service Partner or authorized representative will review the installation location to confirm that all of the mechanical connections to a particular piece of equipment are correct and in accordance with RATIONAL's written specifications. Mechanical connections include gas, steam, water, electric and ventilation. The installation inspection will also examine the location for proper clearances, service access, positioning and leveling of equipment, as well as the use of restraining devices when applicable.
- 2) **Start-Up:** A RATIONAL Service Partner or authorized representative will power on the equipment, perform a complete calibration and assure that the piece of equipment is operating in accordance with RATIONAL's specifications. A written report will be completed for all work performed and detail any operational problems for each unit installed.

### Commissioning does not include:

- 1) The RATIONAL commissioning does not include confirmation of the installation meeting applicable codes. It is the responsibility of the customer/dealer to ensure that the installation meets all national and local code requirements.
- 2) Any work required to bring the installation location into compliance with RATIONAL's written specifications.
- 3) Additional trips if commissioning can not be completed due to installation not complying with manufacturer specifications or the RATIONAL Service Partner being denied access to installation location. Customer/Dealer is responsible for all costs associated with additional trips due to non-compliance.

### Conditions:

- Commissioning must be requested directly from RATIONAL USA. RATIONAL USA will not be responsible for payment of any commissioning work not dispatched to our service partner or authorized service agent directly from RATIONAL USA.
- Commissioning request must be received at least seven business days prior to the desired commissioning date, and received within 30 days of installation.
- Properly completed commissioning request form must be received by RATIONAL USA before request can be acknowledged.
- Commissioning work is to be performed during authorized representative's normal business hours.
- Commissioning work for multiple units at the same location must be completed on the same visit.
- If commissioning can not be completed due to non-compliance or unavailability of equipment on scheduled commissioning date and customer and/or dealer choose not to hire RATIONAL authorized agent to complete commissioning, future warranty service may be delayed and/or denied in whole or in part.
- If RATIONAL Certified Installation is purchased, commissioning will take place at time of Installation.
- It is highly recommended that end user is present at startup as information on basic operation, cleaning, and preventive maintenance will be provided.
- Individual responsible for acknowledgement of commissioning paperwork must be present at time of commissioning.
- No charge commissioning is valid only for units installed within the Contiguous United States.

***Please see attached request form***



# Commissioning Request

To ensure that commissioning is performed on the required date, please submit a fully completed "Commissioning Request" form no less than seven business days prior. RATIONAL will not consider requests, with insufficient information, as received.

Please fax the completed form to (847) 273-5033 or e-mail to TechnicalSupport@rationalusa.com.

\_\_\_\_\_  
Name (Business or Institution)

\_\_\_\_\_  
Street address

\_\_\_\_\_  
City/State

\_\_\_\_\_  
Zip Code

\_\_\_\_\_  
Telephone # at Installed Location

\_\_\_\_\_  
Primary contact Name

\_\_\_\_\_  
Primary contact telephone #

\_\_\_\_\_  
Primary contact e-mail

Equipment Dealer Name & Phone #: \_\_\_\_\_

Preferred Commissioning Date: \_\_\_\_\_

Unit Serial number(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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- Commissioning request must be received within 30 days of installation.
- Commissioning work is to be performed during authorized representative's normal business hours.
- Commissioning work for multiple units at the same location must be completed on the same visit.
- If commissioning can not be completed due to non-compliance or unavailability of equipment on scheduled commissioning date and customer and/or dealer choose not to hire RATIONAL authorized agent to complete commissioning, future warranty service may be delayed and/or denied in whole or in part.
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- No charge commissioning is valid only for units installed within the Contiguous United States

Person Initiating Request:

Name: \_\_\_\_\_

Company/Title: \_\_\_\_\_

Sign: \_\_\_\_\_

Date: \_\_\_\_\_

For RATIONAL use only
Date Received:
RSP:
Scheduled: