

PERFORMANCE CHECK POLICIES

The Service Agency must have prior approval before doing a performance check. This form must be filled out and signed by a Southbend Sales Representative or the Southbend Service Department.

IMPORTANT: Prior to this service being performed all utilities, electric, gas, water, steam, drains as applicable must be connected and in operation. Also, the ventilation system must be in place and operable. If conditions do not allow the performance check to be completed when the agency is requested to do so, repeat calls will be at the responsible party's expense.

Time perimeters for this service to be performed are as follows:

From the date of the request for service, within 72 hours if in the agency's metro area of coverage, 10 working days if in the agency's outlying area of coverage and 30 calendar days in in other areas. These time perimeters are for the Distributor's area of coverage, as well as for their branches and sub-agencies.

Pilots will be lit by the Service Agency if requested by the customer. This service must be performed on the same trip as the performance check.

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 223-1, latest revision, or as dictated by local codes.

Southbend does not pay travel time or mileage on a performance check. Any exception to this rule must have prior approval from the Southbend Service Department.

This service does not cover normal installation functions such as utility connections, etc.

Southbend recommends the units be in actual use for a few days prior to the performance check being performed, but at the customer's option this service may be performed prior to opening.

Southbend does not pay for performance checks on spreader cabinets, shelving and non-functioning items. However, visual inspection of these items is expected.

If warranty work is required, please fill out and submit separate warranty forms for such work.

If improper or inadequate ventilation or utility connections are encountered, give a brief, clear description of same in COMMENTS space and inform the customer of same. If there are any additional pertinent comments, please document same in COMMENTS space.