



SERVICE BULLETIN KETTO71912LK

TO: All Cleveland Range Maintenance & Repair Centers
FROM: Cleveland Range Service Department
DATE: 7-19-2012
SUBJECT: Dealing with Claims of Kettle Leaks

THE FOLLOWING PROTOCOL IS TO BE FOLLOWED:
FOR INQUIRIES REGARDING REPLACING KETTLES UNDER WARRANTY FOR LEAKS.

1. The technician is to heat the kettle until it shuts off on the operating thermostat then examines the kettle to look for water or steam escaping the jacket. If water or steam can be seen leaking from the jacket - photos are to be taken and the kettle is to be removed from service. if the "leak" is not readily visible the following protocol is to be followed:

If the "leak" cannot be readily viewed and documented (per the above) – the following test protocol is to be followed to allow Cleveland to make a decision on the final status of the unit based on the outcome:

- A. Remove the safety valve, pressure gauge and water probe. Clean and examine the threads of each fitting on the kettle for damage.
- B. Install a NEW safety valve, pressure gauge and water probe using PermaBond LH050 or a suitable thread sealant. **DO NOT REINSTALL THE OLD PARTS USE NEW PARTS ONLY**
- C. Heat kettle until pressure gauge shows 20 PSI then vent kettle by pulling safety valve in short one second blasts 3 times, wait 10 seconds then repeat, wait 10 seconds then repeat again.
- D. Cycle kettle and check surface temperature which should be 260-265 F.
- E. Turn kettle off and allow to cool (add cold water to cool quickly) and check to see that the gauge reads in the green area for full vacuum.
- F. Ensure kitchen staff knows not to touch the safety valve even when the kettle is cold to be certain they don't release the vacuum.
- G. Contact the kitchen over the next few days and ask if the kettle has continued to hold a vacuum.

