



30 YEARS in business!

**A-equipment Repairs
& The Hood Cleaners, LLC**

Restaurant Fire Prevention Specialists
PO Box 31, East Concord, NY 14055



*Certified Environmental
Cleaning Technician*



Rolaine (716) 291-5946 Stoddard home (716) 748-7823 Bill (716) 392-5781

NOTE: THIS FIRM IS PERMANENTLY OUT OF BUSINESS AS OF JULY 2011. But this was our scope of work document.

SCOPE OF WORK DISCUSSION & frequently asked questions

This document was prepared to acquaint you with how A-equipment Repairs & The Hood Cleaners LLC conducts its business. It also outlines many of the questions that we hear all the time because ours is a little-known industry and answers to these common questions from small business owners.

OUR REASON FOR OUR BUSINESS → We keep our customers both profitable & fire resistant!

PURPOSE OF OUR HOOD CLEANING APPOINTMENT

Restaurants that properly clean their kitchen exhaust systems – hoods, ducts and exhaust fans are many times more profitable than those who do not!

We strive to help you keep your firm in profitable business operations, and also prevent a deadly restaurant fire from breaking out inside your kitchen or ducts. We specialize in harder-to-clean configurations and in Chinese restaurants. Specifically, we help you to comply with fire prevention and building safety regulation NFPA # 96 2004 edition.

You may recall the recent grease fires at the Dog Barn in Hamburg, the Boston Hotel Fire in Boston, and Julie's Pizzeria in Springville. These bad fires occurred because the restaurant's grease build-up was not adequately controlled. There are many more restaurants burning down across our region – averaging one or two grease fires a week.

ABOUT OUR COMPANY:

A-equipment Repairs & The Hood Cleaners LLC competes on quality of the work performed, and we have developed expertise in helping you to minimize your overall operating costs. We have served western New York businesses for over 30 years. We take our voluntarily shouldered, contractor's duty to protect the safety of the general public seriously. We will properly clean your entire kitchen exhaust system including the ductwork, your fans the hood(s) and your filters. We clean to bare metal whenever possible. We also do optional cleaning, such as cleaning your equipment or pressure washing your floors, sidewalks, and driveways. Our work enables your firm to be in compliance with your various fire, health,

and environmental regulatory requirements. A nice side benefit to the outsource service we offer is that our work actually helps your firm to become and stay more profitable!

WHAT COSTS SAVINGS WILL I GET FROM YOUR HOOD CLEANING APPOINTMENTS?

Answer depends upon how frequently you have us clean, and what you do in between our hood cleaning visits.

Effect Upon Your bottom line –

Grease is like dishwashing detergent, it spreads out drastically whenever you go to remove it. Every bit of grease hiding inside your ducts, hood and fan is coming back down into your kitchen during a professional hood cleaning session. The more grease accumulation present within your system, the harder and the more expensive it is for our crew to remove it and the worse the cleanup effort is afterwards.

When you maintain your kitchen to the fire prevention standards, it allows us to better help you control your long-term operating costs and also brings down your cost of our hood cleaning appointments.

WHY DOES A RESTAURANT OR CAFETERIA NEED TO REMOVE GREASE?

The cooking process produces grease laden vapors and particles. This is true, even in a bakery that does not use any fryers. Over time, the grease laden vapors will leave food grease residue which gradually builds up. If this grease should grow to more than 1/8 inch deep in thickness, then it creates a very dangerous fire hazard within your restaurant and also creates a situation which starts eating away at your overall profits.

HOW WE HELP YOUR RESTAURANT TO BECOME MORE PROFITABLE

We are one of your firm's best defenses against high operating costs. Proper hood cleaning erects a guard rail to protect your employees, customers and your profits! Below is a list of some major avoidable costs that only proper hood cleaning like we offer will protect against:

TRAGIC COSTS OF RESTAURANTS NOT ADHERING TO THE FIRE PREVENTION & BUILDING SAFETY STANDARDS

- Grease fires kill fire fighters, employees and nearby residents. The building is often legally unusable or destroyed.
- Huge costs of having a grease fire to the restaurant operator [\$10,000 - \$250,000+ per incident are typical]
- 80% of restaurants will never be able to return to business operations after a grease fire
- Kitchen grease fires are the NUMBER 1 cause of hotel fires
- Too much grease buildup will cause your fire suppression system to fail
- Liability insurance firms are refusing to pay out damages for a preventable grease fire because it was preventable.

- After a grease fire, 6 months to three years or more of expensive legal battles are typically fought and defended
- Grease buildup can self-ignite – it DOES NOT require a spark to start a severe fire

COMMON FIRE BEHAVIORS IN COMMERCIAL KITCHENS

- Sides of equipment and grease on the walls around the fryers are the biggest cause at the beginning of a restaurant fire.
 - A secondary to this is fires from grease and debris buildup upon the floors.
 - Buildup around the equipment supports and enlarges the fire.
 - Then the fire reaches up into the ductwork, and sets the grease inside the ductwork on fire.
 - The fire suppression system is not designed to put out this kind of a fire. It was only designed to put out a fire in a kitchen which is well maintained.
- Grease fires kill fire fighters, and the building is often legally unusable or destroyed

OTHER COSTS THAT SNAG YOUR FIRM'S PROFITS – Even if a grease fire doesn't occur!

- ❖ Customers can smell dangerous levels of grease buildup & many will refuse to eat at that location
- ❖ Customers demand a lower price – so you can't charge them as much for your meals as a result of the visible grease build-up and/or its smell
- ❖ Sharp increase in the number of customer complaints to management / others
- ❖ Sharp increase in the number of employees who quit or else provide lousy service
- ❖ Higher energy bills – takes much more gas and uses more electricity to operate your cooking equipment
 - Also takes more energy to run the building ventilation systems and your hood exhaust fans
- ❖ Every ¼ inch of grease build-up inside the hoods, ducts and exhaust fans removes approximately 1 year of the exhaust fan motor's useful life span – need to buy fans more often [\$1,500 - \$3,000 each]
- ❖ Freezers, refrigerators, cooking appliances and building ventilation equipment break down much more often and shorten their life spans - skyrocketing equipment repair/replace costs
- ❖ Poor or totally blocked airflow; more steam, vapors and heat within the cooking area
- ❖ The typical grease spread out that results from an overly dirty hood, duct or fan doubles or triples the size of the hood cleaning job during the professional grease removal process
- ❖ Improper dirty water disposal pollutes our streams and can result in \$35,000 per day NYS fine for both the hood cleaning contractor, and the restaurant where the water was dumped
- ❖ Greatly elevates your costs of building and professional liability insurance premiums
- ❖ Business liability insurance is at risk of getting cancelled by your insurance carrier.
- ❖ Health department inspector, building codes inspector and the fire marshal have the legal right to immediately condemn your building, and to forcibly close your business down within minutes
 - 25% or more of customers who hear of a restaurant getting forcibly closed down by a building or health inspector or fire marshal will never return
- ❖ Causes replacement of roof many years earlier than otherwise necessary, due to damage to the shingles caused by side grease run-offs

❖ ***Removal of the location's grandfather clause*** due to failure to maintain its building equipment and/or due to failure to control the amount of grease build-up allowed to accumulate on equipment.

- This will cause required update of entire building to meet or exceed all current NYS “new construction” building codes – including sprinkler systems and making the building handicapped accessible and your bathrooms handicapped-friendly.

SAFETY ITEMS

- √ We concentrate on your highest fire hazard areas, especially your duct work and fans
- √ We make every attempt to clean and remove the grease from the gas lines and the valves
- √ We clean the grease on the floor around the equipment
- √ If there is a large buildup of grease on the sides of the equipment, it **MUST** be removed.

WHY SHOULD I OUTSOURCE MY HOOD CLEANING TO YOUR FIRM?

- We stand behind the quality of our work, and we strive to take care of our hood cleaning contract customers because we care about your firm. We guarantee that our crew will be onsite at least three hours and that they will clean to the fire safety standards. *We don't do cheap, 1 hour rinse jobs as too many of our competitors do.*
- Your restaurant will be cleaned in accordance with the National Fire Protection Associations fire prevention standard # 96, 2004 edition; in accordance with NYS state and local fire prevention / building safety / property maintenance codes, and in compliance with the NY State implementation of the Storm water Phase II requirements of the **Federal Clean Water Act** to the extent possible.
- We clean to bare metal whenever possible. Sometimes it may take two or three hood cleaning appointments to get your system all the way down to bare metal if you have not kept up with your hood cleaning maintenance for an extended period of time.
- We are the only pressure washer contractor in western New York that we know of who has obtained official regulatory permission to treat the dirty water onsite and dispose of it into your grease trap.
- We are also the only pressure washer contractor that we know of in western New York who deep cleans cooking equipment
- Our firm has been certified in both fire-risk-reduction kitchen exhaust system cleaning techniques and also in **environmentally friendly** cleaning techniques.
- We primarily do hood cleaning appointments, with occasional equipment repairs for our hood cleaning contract customers. We have highly specialized equipment, and extensive training in worksite and chemical safety. We can get your stuff *cleaned* much *faster*, and much *more effectively than your staff usually can.*
- We also guarantee at least **90% grease removal** for accessible areas of the hood, ducts & exhaust fans.

RECOMMENDED CLEANING FREQUENCY INTERVALS PER NFPA # 96 2004 ed.

The kitchen exhaust system – hoods, ducts, exhaust fans, and cooking appliances should be evaluated according to the frequency schedule on the next page. They should be cleaned if the evaluation shows a grease buildup. NYS Building Safety and Fire Prevention codes require a proper system cleaning be done at least annually.

Type of System	Evaluation Frequency
Systems serving solid fuel cooking operations	Monthly
Systems serving high volume cooking operations such as take-out venues, 24-hour cooking, charbroiling or wok cooking	Quarterly – every 3 months
Systems serving moderate volume cooking operations	Semi-annually – every 6 months
Systems serving low-volume cooking operations such as churches, day camps, seasonal businesses or non-profit associations / clubs	Annually – every 12 months

PRICE: Intent is to establish and maintain a long-term service relationship with your firm.

Hood cleaning is very expensive; there is no way to get around it. [However, NOT cleaning at all or cleaning it improperly is **10-100 times more expensive** for your business in the end.] There are many variables in estimating the hood cleaning appointments, and sometimes we may not know of a problem's extent or even of its existence until we actually get into the job.

How much time it takes us to clean your kitchen depends upon

- 1.) the type of food you cook,
- 2.) the volume of food you cook – which may go up or down,
- 3.) the specific configuration of your system and/or your building
- 4.) and how much time has elapsed since the last professional hood cleaning.

Often, we find that our customers have additional requests to be done, or certain items needed at only one appointment. For these reasons, and especially to give you more control over each individual cleaning appointment's budget, we prefer to charge an hourly rate. Generally, we bill as follows

\$350 minimum charge.

Hardly ever for the 1st cleaning appointment. There are just too many variables. We will discuss an agreed upon maximum invoice amount for any single appointment if you wish.

After the first two cleaning appointment, we will have a fairly accurate idea of the time required to properly clean your system, and we can better establish a working budget for you. This is when you can establish a long-term service contract with us for an agreed-upon fee.

NOTE: To maintain an agreed-upon, set bid amount, written-contract with us, you must adhere to the recommended cleaning interval time periods, and our invoiced amount is due in full at the conclusion of each service appointment.

MISSED APPOINTMENT FEE

If we have to cancel or postpone an appointment due to weather conditions or our equipment or crew problems, you will not be billed. Your patience in this scheduling is appreciated.

However, once we confirm an appointment with you, and our crew and work vehicle are sent out to your job site, if you or your employees have forgotten the appointment, and/or do not let us perform the hood cleaning appointment for some reason, you will be charged a \$50 missed appointment fee.

TYPICAL COSTS → 1st CLEANING APPOINTMENT IS USUALLY THE WORST

Your first cleaning appointment we do at your restaurant is often a bear to get through. It almost always takes longer than subsequent cleaning appointments will because we most likely must bring your fan(s) and ductwork up to the recommended cleaning standards and/or we've added grease removal from some of your cooking equipment or adjoining kitchen areas that was overlooked by your previous hood cleaning crews.

We generally find that first-time or greatly postponed appointments have a heavy grease buildup. Hence our 1st -time appointments for our customers have been averaging 6-10 hours in length. – [\$500-\$700 price range]

Sometimes we must install fire access panels and other building safety items first, before we can clean your system. This safety installation is a separately bid item.

SUBSEQUENT APPOINTMENTS COSTS AND TIMES: - Much easier on all of us.

80% of our repeat hood cleaning service calls take approximately 4-7 hours to complete after the initial cleaning appointment. [\$360 - \$500 price range] If you extend your appointment interval timing, it will usually take us an extra 10% time for each month that you delayed past the sticker expiration date to remove your extra grease accumulation.

After your first cleaning appointment, we will work with you to find better ways to manage the amount of grease that is accumulating within your kitchen exhaust system so that our future cleaning appointments are not such a cost burden for you.

Some systems are much easier to clean than others are. If we see equipment upgrade or alternate configuration options which will help you lower your long term operating costs we try to make you aware of them in our service follow-up reports as a courtesy to you.

SCOPE OF WORK AND CLEANING ORDER

- √ The highest fire risk areas are the parts of the kitchen exhaust system that you cannot see. This is where we focus most of our attention during your cleaning appointment.
- √ The crew generally starts by cleaning/scraping out the fans.
- √ Then the crew moves to cleaning out the ductwork interior.
- √ Then the crew will address your equipment, if this is something you want cleaned.
 - When there is a heavy grease buildup on the sides of your equipment, it must be removed – this is part of the certification
- √ Our crew will generally pressure wash the immediate area around your hood, including the floors and neighboring walls for you as a part of the overall grease removal process.
- √ Our crew also tries to pressure wash the grease build-up out from underneath the equipment for you, even if we are not cleaning the equipment itself. (this is optional)
- √ After that, the crew cleans the hood components and filters then does optional detail work if requested and time permits

BUDGET OPTIONS AND FLEXIBILITY BUILT INTO EACH RECURRING APPOINTMENT:

Our customers always have service level options. You will choose your level of service for each hood cleaning appointment as your budget allows and your kitchen's needs dictate.

FULL HOOD CLEANING APPOINTMENT

We come in, move equipment, dishes and product as needed, pressure wash your hoods ducts and fans, scrape, wipe your hoods down, mop the floors, and return any items we moved to the approximate spot they were in before we moved them.

Once your ducts, fans & hood(s) are fire safe, the crew will be happy to assist you in further detail work and optional cleaning requests if there is enough time, and they are not too tired to clean safely. Many of our customers chose to take advantage of this time-saving bonus service. Due to our highly specialized equipment and our training, we can usually clean your equipment much faster and more thoroughly than your staff members can.

Optional items after your kitchen is fire resistant include

- Breakdown and cleaning of cooking equipment
- Power washing the floors in the rest of the kitchen
- Cleaning your pots and pans
- Power washing your outside sidewalks and / or drives
- Cleaning additional areas in the parking lots

- Power washing roof, exterior walls, etc.
- Power washing your supply door and other high traffic areas

Our customers sometimes set up an additional appointment to do special pressure washing requests for them when the scope of the work is too large for one appointment.

PARTIAL OUTSOURCE CLEANING APPOINTMENT – To save you money

You may choose to split the prep work and clean-up efforts between your crew and ours, in order to save costs, provided that we can be certain that your system is cleaned to the fire standards before we leave. We will do all the pressure washing required, and we do the ducts and the fans. You or your staff might chose to do some or all of the following:

Setup

Moving items out of the way in preparation for the hood cleaning

Sweeping up large debris around the equipment before we start

Breaking down equipment that we will be cleaning

Cleaning the filters

Mopping floor afterwards

Wiping down the equipment after cleaning

Remove the grease build-up from the sides of the equipment

Cleaning the floor yourself afterwards

Polishing equipment

Returning the kitchen items moved for cleaning to where they belong after we finish

Wiping down and/or polishing the hood after cleaning

SELF CLEAN INSPECTIONS

You may choose to clean the entire system yourself in lieu of bringing our crew out for any cleaning interval whenever your budget gets really tight. We will be happy to come out, evaluate your work, and certify it for \$75. If your cleaning work meets minimum fire safety code standards, we will certify your cleaning with our sticker, and then send a written report to both your insurance company and your municipal building code enforcement official that your work conforms with the regulatory standards. Our inspection fee to certify your self-cleaning work includes one return follow-up trip if necessary. If your crew members are unable to bring your kitchen into compliance with the codes within two weeks of our evaluation appointment, we will need to schedule a hood cleaning appointment with you for our crew to come in and return your establishment to the safety standards.

MORE ABOUT OUR CREW'S CERTIFICATIONS:

Our cleaning crew has been trained and certified as fire prevention specialists through Phil Ackland Holdings, Inc. (a hood cleaning training provider). If you would like to view the training protocol that we underwent for this certification, visit the Internet URL:

<http://philackland.com/docs/protocol.pdf>

In addition, our crew has been certified as environmental cleaning technicians through the Power Washers of North America Association and Alliance Training Education Services. A description of this certification can be found at the following Internet URL:

<http://store.pwnastore.com/enclforpowac.html>

Both Bill and his wife Rolaine are certified NYS municipal building code inspectors. We don't work for any government and we have no authority whatsoever to issue citations. But if you are having a compliance problem with a code enforcement official or with your business liability insurance carrier, we can often intervene in your behalf.

DO YOU CLEAN EQUIPMENT? YES.

We are the only hood cleaning contractor we know of who will clean equipment. We break apart the stoves, grills and ovens, soak the parts, and pressure wash them. We pressure wash the fryers, and scrape the equipment sides. We take precautions to protect your equipment components. Unfortunately, we can not guarantee that you will not incur an age-related equipment component failure during or shortly after we clean your equipment.

HOOD CLEANING APPOINTMENT SCHEDULING

We will come to clean at your convenience when your restaurant is closed, weather permitting. We prefer not to schedule any Saturday night appointments, nor appointments on Sunday during the day so that our crew may attend church and spend Sundays with their families. We will perform Sunday evening cleanings.

HOW TO PREPARE FOR YOUR CLEANING APPOINTMENT AND SAVE SOME MONEY

There are several things that your employees can do to help prepare for our arrival. The steps below can help you to lower the cost of your cleaning appointment if your staff does them to set up for your hood system service call instead of us.

- We are a major disruption to your kitchen hence we clean when your kitchen is closed.
- Your service call will go faster if we are not there during the same time as your product deliveries or your cooks' prep time.
- We also would prefer not to be scheduled to be there at the same time as any other building repair crews – because we and the other contractor will get in each others' way.
- Remove your hood filters, and set them to one side, or soak them.
- Turn off all cooking equipment. We'd rather have at least an hour of cool down time for the fryers and the grills prior to our arrival for the safety of our employees.
- Leave your pilot lights burning so we can check the condition of the pilot lights and your fans before we start.
- Set cookie trays or other suitable pans/containers to cover your wok-burners, fryers, grills, stove-top burners etc. near your cooking equipment so we can use them to protect against the spraying water and the greasy debris.
- The pressure washing process we use generates a LOT of dirty water, and it tends to splatter out at least 5 feet in all directions from the hood area, even with the plastic we use to contain the water droplets and protect your kitchen.

- Remove all food and food containers, including spices, from the under or right next to the hood area especially paper or cardboard containers that are sitting on the floor nearby. Remove all dishes and utensils from the hood area and anything within 18 inches of the floor will need to be removed from the splash zone.
 - We can usually build a plastic wall to protect your food prep lines including anything above 18 inches off of the floor.
- Cover all nearby electronics with plastic garbage bags, or better yet, move the electronics completely away from the splash zone.
- Plan to have one or two of your employees available to help us move appliances and break equipment down if needed for the first hour or so of our cleaning appointment.

WHAT YOU CAN EXPECT DURING YOUR CLEANING APPOINTMENT

The hood cleaning process is a major disruption to your kitchen.

SETUP

- It takes approximately 30 minutes to an hour for our crew to properly set up before we can start the pressure washing process. Setup times taking more than 1 hour are generally not billed.
- Have someone onsite able to show us where ALL of the electrical outlets in the hood cleaning area are. – We must shield these outlet covers with plastic.
- We will need at least 2, more likely 3 electrical outlets to plug our equipment into, preferably in a spot where we won't keep tripping your breaker while we clean. One needs to be at least a 20 amp circuit.
- We will need one dishwashing sink connected to your grease trap available for us to use. Do NOT leave food sitting out to thaw nor clean dishes near this sink – water splatters and we do not want to risk food contamination from our chemicals.
- We will need garden hose hookups, preferably two – one cold water, one hot if possible. Many times, we can hook directly into your hot water tank's drain valve.
- An employee of your restaurant must be on hand when we arrive who knows where all of the fan breakers are located, and how to get to the fans and ductwork.
- If your floor drains / fans aren't working correctly, we need to know this before we start.
- We will hang plastic sheeting to protect your kitchen, your food prep line, and other nearby appliances.
- We will place your filters into a soak bin, generally outside. Aluminum filters are a whole lot harder and take much longer to clean than the steel filters do.

TAKE DOWN

- It will take at least another hour for cleanup and take down after we finish the pressure washing process. The Federal Clean Water Act stipulates that we MUST clean our equipment onsite after cleaning your kitchen.
- We try to return the kitchen to the condition it was in when we came. This isn't always possible if your cooks are clocked in & waiting to start opening the kitchen for service.
- If there is sufficient time, we will mop your floor.
- We generally do not polish your hood; most of our customers prefer to take care of this themselves. If you specifically request it, we will polish your hood for you.

AFTER WE LEAVE

- Please remember to leave your hood fans running for 12 hours after we leave.
- Any defects in workmanship must be brought to our attention within 3 business days after the completion of the appointment. If we do not hear from you during this time period, all workmanship is deemed to have been acceptable.

WHAT WE DON'T DO

- **We are not responsible for the exact placement of condiments, utensils and pans to the liking of your head cook after the cleaning appointments.** We suggest your staff removes and replaces these items.
- We never pressure wash around the electronic or pilot light controls for any appliance. There is too great of a risk that the component will no longer work. This area must be carefully cleaned by hand by your staff.
- We are not responsible for lost product due to opened food containers. Please see that opened food items are removed out of harm's way prior to our arrival
- We don't guarantee that every piece of equipment, every motor and every individual appliance component will continue to work after the hood cleaning appointment, even if it seemed to work just fine beforehand. If you want such a guarantee, one is available, but this guarantee is not a part of our usual hood cleaning pricing structure.
- We are not authorized to provide fire suppression system inspections or service calls at this time. Such work is beyond the scope of our insurance and our hood cleaner certifications.
- We will not re-light a cooking appliance with an obvious fire or safety hazard, such as a hole in the fryer bin allowing grease to leak directly onto the pilot light controls.
- We don't guarantee that the crew will be able to start the job when they get to your worksite. We make every effort to show up when we say we will and do the work that we say we will. The crew chief has the right not to start a job or refuse to go on the roof to service your fan when a serious hazard or an adverse weather condition exists at your site.
- We generally don't polish hoods, unless specifically requested to do so.

DISCLAIMER FOR EQUIPMENT

The steam, mist and flying debris generated during the hood cleaning process itself are a major disruption to your kitchen. Every time you disrupt a pilot light flame, there is a chance that it will not relight again. The same equipment idiosyncrasy is true for fan motors.

There is often a noticeable change in the sound of your fan because of the grease removal.

The older your equipment is, the more likely it is that a component part already on its way out may fail entirely during or after the hood cleaning appointment. We are not responsible to replace failed or struggling fans or switches at our cost.

It is not possible for us to move every piece of equipment to clean underneath it.

NOTE: We are NOT in the business of providing assurances that age-related equipment failures will not happen in close proximity to our hood cleaning appointment –

even though we routinely take precautions to prevent it. We are a pressure washer contractor, not an insurance company. We have absolutely no control whatsoever over an age-related equipment component failure. If you would like such an assurance that all your ventilation equipment and all cooking appliances will continue to operate after the hood cleaning appointment, such a guarantee is available and it starts at \$5,000 per hood cleaning appointment.

DISCLAIMER FOR BACKWASH

When doing vertical and horizontal ductwork, backwashes into the kitchen area may occur. We will do what we can to capture a backwash. This grease must be removed per the safety codes. Dirty water may run under large pieces of equipment. We are not always able to retrieve all of the dirty water.

Leaks down into the next floor level may occur. [Precautions will be taken to prevent this.] We are not responsible for the condition of your floors, roofs, ductwork, drains and any drain lines.

The same is true of any electrical outlets, switches and wiring that do not meet code in the kitchen area. We take precautions to protect outlets and prevent problems due to our cleaning from occurring.

It is the customer's responsibility to notify us of any known problem areas and dangerous conditions to our crews (such as electrical problems and weakened or failing structures) that may exist beforehand.

MAJOR REGULATORY CHANGE IN OUR INDUSTRY – CAN'T DUMP WATER OUTSIDE:

The hood cleaning process has recently been designated as a storm water pollution source point originator. We and you are no longer allowed to dump the used water ANYWHERE outside. The used water must now be chemically neutralized onsite and then sent through your grease trap, effective January 1, 2007. Failure to follow this rule may result in a \$35,000 fine for both the hood cleaner and the restaurant owner.

DIRTY WATER CHEMICAL NEUTRALIZATION / DISPOSAL METHOD WE USE

- Dirty water from the pressure washing process is recaptured, by vacuuming it up.
- It is then chemically treated and neutralized, until it tests safe (within the neutral PH acidity / alkalinity range of 5-10).
- The end product obtained from the chemical treatment process becomes just ordinary homemade soap, and some regular dirt, suspended within salty water. This neutralized water is safe to dump down your drain and will not hurt the environment. It will also not cause problems with your septic system / the sewer treatment plant that services you.
- Please caution your staff that the area immediately around our vehicle and the chemical treatment area for the dirty water which we set up onsite are both considered to be a dangerous area for the duration of hood service appointment. Do not enter or use extreme

caution when near these two chemical mixing areas, and avoid any contact with the chemicals in use.

- The neutralizing chemical which we use to comply with the tougher environmental protection regulations is classified as corrosive, and can cause permanent blindness and severe skin burns if not properly handled. One of the ingredients in the custom chemical cleaner we mix is just as dangerous in its raw form.

POSSIBLE DOWNSIDES TO CLEANING APPOINTMENTS (and how we'll take care of you)

- Due to the high pressure that we use, it is possible & likely for water to get in places that cannot be seen, thus causing a dripping of greasy water for a period of time. We apologize for any inconvenience that this may cause your kitchen help.
- You may notice a definite dividing line to places we pressure washed, and the adjoining ceilings and walls. Wait to clean these adjoining areas at least 24 hours after we leave to let the kitchen & system dry out & avoid an incompatible cleaning agent situation.
- Sometimes a pilot light or other equipment component may need to have a few hours for the control to dry out before it will relight.
- It is possible, although extremely rare, that you might experience a problem in the plumbing from this dirty water disposal process. We take precautions to prevent this, but are not responsible for the condition of your drains and pipes, and existing plumbing problems which may come to light because of the hood cleaning process.
- Age-related kitchen equipment component failure is a problem which occurs every now and then. If it does happen at your cleaning appointment, our crew will generally make an attempt to troubleshoot the component failure even if its failure was not our fault.
- If the equipment failure is our fault, we will do what we can to fix it for you at our cost.
- Many times, our highly trained repair tech can get your equipment going again before our crew leaves. Sometimes a component will need a few hours to dry out before it will operate.
- If we can't fix the equipment problem on the spot, we will offer to come back later with the right tools & equipment for the repairs and when the crew members are fully rested and the components have had some time to dry out (under a separate service & rate agreement.)
- We would appreciate your courtesy in providing us a chance to cure first, before you bring in another outside contractor to correct our work.

FANS REBUILD & REPAIRS

Our crew is trained to rebuild and/or repair your fans for you if needed (for regular customers). We can also help you replace fans. You pay a discounted rate for our labor for any equipment repairs. You are responsible for the parts and materials costs.

OTHER EQUIPMENT REPAIRS

We can provide other services including building repairs & equipment troubleshooting / repairs if we are available. There is a \$50 trouble-shooting fee to come to your restaurant for emergency repair calls.

PROOF OF COMPLIANCE STICKER

You will receive a certificate of performance with an expiration date attached to your hood to show your fire inspector. We will contact you near your sticker's expiration date. At that time, we will schedule another cleaning appointment if one is needed.

COURTESY SERVICE REPORT

We can provide you with a professional, written report for your records after the cleaning appointment. This report is for your information only and is a courtesy report on the safety; access and clean ability of your kitchen exhaust system, as well as a written statement regarding how the cleaning appointment went. You can use this report to prove your restaurant's compliance with the fire prevention regulation 904.11.6.3 of the New York State Uniform Fire Prevention Code. You can also use this report to show that your restaurant was properly cleaned utilizing environmental cleaning techniques in compliance with the Federal Clean Water Act.

WHO SEES THE COURTESY SERVICE REPORT?

We are required by our new certifications to inform you of deficiencies / deviations from the National Fire Prevention & Safety Standards. We are also required to notify you of any fire hazards that were noticed by our crew while onsite. This courtesy report is generally furnished to you. However, if a local code enforcement official or your insurance carrier requests to see it, we are required by our certifications to provide them with a copy of your report. Some jurisdictions which we do business in have requested to always be provided with a copy of our service report. You may or may not be notified when an insurance company or governmental official sees your report.

ADDITIONAL PROFIT-COAX RESOURCE AVAILABLE TO RESTAURANT OPERATORS

We have partnered with Heal Thy Biz Online, a firm that specializes in online work force training and financial recovery intervention consulting; and it has agreed to provide a customer education program for our customers. This partnering firm has conducted extensive research into how to help a restaurant operator learn how to become more profitable. Its profit-coaxing and its office automation consulting services are also provided free-of-charge to all of our hood cleaning customers. Heal Thy Biz Online can also help you to get your firm an online presence and your menu posted online. If you would like more information about our ongoing customer-education program, or want to obtain help from our partner firm, please let us know.

Please feel free to call Bill Stoddard at (716) 392-5781 or Rolaine Stoddard at (716) 291-5946 or email us at Rolaine@healthybizonline.com if you have any further questions, comments, or concerns.

Rolaine Stoddard
Majority member, Aquipment Repairs & The Hood Cleaners, LLC