

## BC ROASTER VENTING & EXHAUST ISSUES (TECH SUPPORT)

FROM TIME TO TIME THE TECH DEPARTMENT GETS EMAILS ASKING FOR HELP WITH VENTING ISSUES A CLIENT MAY BE HAVING. TO BEST HELP OUR CLIENTS WE ASK THAT YOU FOLLOW THE CORRECT PROCEDURE FOR TECH SUPPORT:

### **PROPER PROCEDURE FOR TECH SUPPORT:**

1. **FIRST** Check your manual to ensure you have **properly setup** your roaster and that you are **maintaining it** with regular daily, weekly and quarterly maintenance.
2. **AFTER** Reading and checking all manuals and user guides if you are still unsure of how to resolve issue check the TECH PAGES & FREE MEMBER PAGES on our 2 websites.
3. **ONLY AFTER TAKING THE ABOVE STEPS** and watch the support videos on YOUTUBE (@BCROASTERS) & checking all the PDF's on the issues of concern may you email or TECH Department with complete details about the issues you are having.
4. **INFORMATION TO INCLUDE IN YOUR EMAIL:** Your name, company, ACCOUNT NUMBER and detailed information on the Maintenance you perform regularly on machine as well as when issue began that you are concerned about and when it began as well as pictures showing issue.
5. **FREE EMAIL SUPPORT:** We will gladly provide free email support for the life of the BC Roasters ONLY if you follow the above procedures. We do not offer free phone or video support. If you want phone & video conferencing you may purchase time and schedule this based on our schedule. But we recommend email support which often is faster and free.

### **THE TWO MAIN CONCERNS WE GET WHEN SOMEONE EMAILS US FOR VENTING OR EXHAUST SUPPORT IS:**

1. EXHAUST IS NOT PULLING AIR OUT OF BUILDING OR IS CAUSING BURNERS NOT TO PERFORM PROPERLY OR EVEN FLAME TO GO OUT OR NOT BURN PROPERLY
  2. EXHAUST IS PULLING CHAFF THROUGH CHAFF UNIT AND PULLING CHAFF OUT OF UNIT INTO EXHAUST PIPES OR EVEN OUTSIDE.
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1. IF YOU ARE HAVING ISSUES WITH SMOKE NOT PROPERLY VENTING OUT OF BUILDING FIRST CHECK YOUR EXHAUST SETUP TO MAKE SURE IT IS WORKING PROPERLY AND WAS INSTALLED PROPERLY. (SEE THE GENERAL INSTALLATION GUIDE) IF THIS IS ON A SETUP THAT HAS WORKED OK IN THE PAST BUT IS NOW NOT WORKING PROPERLY IT COULD STILL BE AN ISSUE WITH THE SETUP OR INSTALLATION NOT BEING DONE CORRECTLY. IF IT WAS INSTALLED PROPERLY BUT OVER TIME IS NOT WORKING WELL CHECK THE CHAFF UNIT TO ENSURE IT HAS BEEN PROPERLY CLEANED AND MAINTAINED EVERY 3 MONTHS AS WELL AS TO MAKE SURE THE CHAFF FAN IS KEPT CLEAN AND CLEAR OF DEBRIS. ALSO CHECK THE AIRFLOW GOING THROUGH CHAFF FAN AS IT WILL LOOSE POWER OVER TIME AND DECREASE IN THE AMOUNT OF AIR IT PULLS OVER TIME (THE AVERAGE LIFT SPAN OF A WELL MAINTAINED CHAFF FAN IS ABOUT 4-5 YEARS.) ALSO CHECK AND ENSURE YOU HAVE BEEN CLEANING THE VENTING FROM NECK OF ROASTER AND THE MANUAL DIAL DAMPER AS WELL AS EXHAUST PIPES FROM CHAFF UNIT TO THE OUTSIDE EVERY 3 MONTHS. (NOT MAINTAINING VENTING CAN REDUCE AIRFLOW AS WELL AS CAUSE OILS AND DEBRIS TO

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BACKUP IN VENTING CAUSING A POSSIBLE FIRE) ALSO REGULARLY CHECK OUTSIDE VENTING CAP TO MAKE SURE IT IS CLEAN AND CLEAR.

2. IF CHAFF FAN IS PULLING CHAFF THROUGH CHAFF UNIT AND INTO VENTING THIS COULD BE THE RESULT OF THE HOPPER GATEWAY ON ROASTER BEING LEFT PARTIALLY OPEN DURING A ROAST OR OF THE CHAFF CLEANUP DOOR SEAL NO LONGER TIGHT OR DOOR LEFT OPEN. ALSO IT COULD BE THAT THE OUTSIDE AIR IS PULLING CHAFF THROUGH VENTING TO OUTSIDE OR INTO PIPES BEYOND CHAFF UNIT.

THE MOST COMMON ISSUE WE HAVE WITH VENTING IS PEOPLE NOT FOLLOWING THE REGULAR MAINTENANCE PROGRAM AND FAILING TO DO DETAILED DEEP CLEANING EVERY 3 MONTHS (OR MORE OFTEN IF ROASTER IS USED EVERY DAY FOR HOURS ON END) CUSTOMERS HAVE SENT US EMAILS STATING THE CHAFF UNIT HAS WATER OR MOISTURE IN THE BOTTOM OF IT AND DON'T KNOW WHY. UPON EXAMINATION WE FIND THAT THE CHAFF FAN IS USUALLY DIRTY AND UNABLE TO PROPERLY PULL AIR OUT OF CHAFF UNIT. (SEE EXAMPLES BELOW)

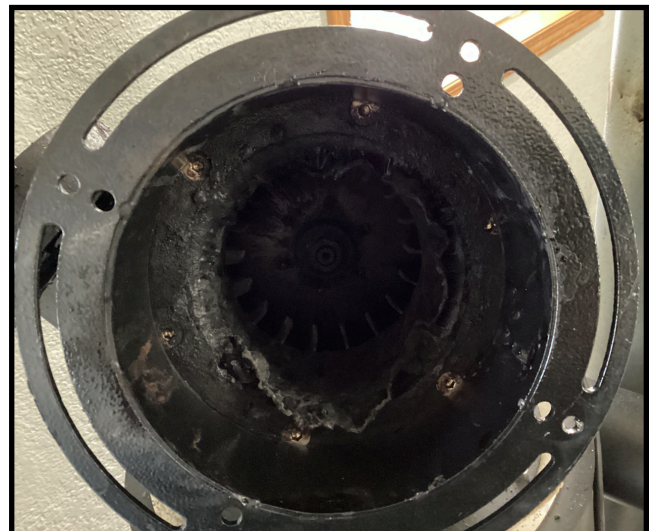
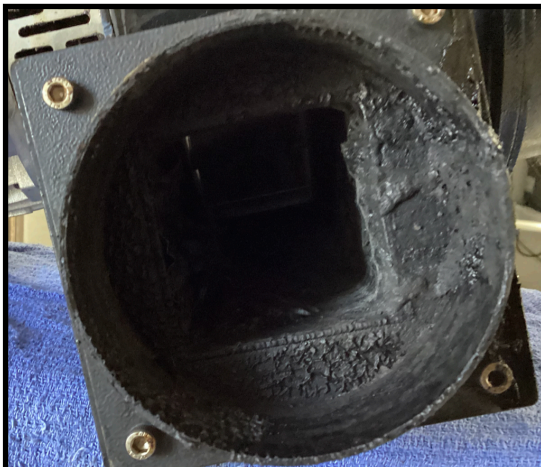
### EXTREMELY DIRTY CHAFF UNIT WITH MOISTURE FORMING IN BOTTOM



### INSIDE WALLS OF CHAFF UNIT CAKED WITH DEBRIS & OILS FROM NOT BEING MAINTAINED



### CHAFF FAN NOT CLEANED AND MAINTAINED: EXPECT TO REPLACE PARTS DUE TO FAILURE TO CLEAN



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**CHAFF FAN NOT CLEANED AND MAINTAINED:  
EXPECT TO REPLACE PARTS DUE TO FAILURE TO CLEAN**



**ALONG WITH THE MANUAL & USER GUIDES WE HAVE SEVERAL PAGES OF TECH SUPPORT & MAINTENANCE ONLINE PLUS MANY VIDEOS ON TAKING PROPER CARE OF EQUIPMENT:**

### **TECH PAGE & MEMBERS PAGE:**

<http://www.buckeyecoffee.com/tech-support---parts.html>

#### **FREE MEMBERS ONLY PAGE**

<https://bcroasters.com/m/login?r=%2Fmembers-only-page>

#### **MEMBERS PAGE 2:**

<https://bcroasters.com/m/login?r=%2Fmember-only-page-2>

#### **MEMBERS PAGE 3:**

<https://bcroasters.com/members-only-page-3>

**More pages may be added to the MEMBERS PAGE at [BCROASTERS.COM](https://bcroasters.com)**

## BC ROASTER VENTING & EXHAUST ISSUES (TECH SUPPORT)

### **IF YOU NEED THE LATEST MANUALS & USER GUIDES:**

You can download high resolution Manuals and user guides in PDF Form on our Members Page.

<https://bcroasters.com/m/login?r=/members-only-page>

*Always get the latest version as more maintenance tips are provided in newer versions*

Be sure to keep on hand and read the **Complete Manual, The BC QUICK START GUIDE, The Artisan & Bluetooth setup guides** as well as the **Installation Guide (For BC-8-35 users keep the Important STARUP & SAFETY Guide)**

### **TECH SUPPORT:**

**BEFORE EMAIL TECH SUPPORT FOLLOW ALL THE ABOVE STEPS.  
THEN WHEN EMAILING PROVIDE COMPLETE DETAILS & ACCOUNT INFORMATION:**

[TECH@BUCKEYECOFFEE.COM](mailto:TECH@BUCKEYECOFFEE.COM)