



# Installation, Operating, and Servicing Instructions

## Opus 800 Gas Solid Top Range OG8005-A002

Please make a note of your product details for  
future use:

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

Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Dealer: \_\_\_\_\_

\_\_\_\_\_

*Opus* **800**

# CONTENTS

Important Information	2
Warnings and Precautions	3
Technical Data	4
Checklist of Enclosures	4
Installation and Commissioning	5
Operating Instructions	9
Cleaning	10
Servicing, Maintenance and Component Replacement	12
Conversion	16
Fault Finding	18
Spare Parts List	19
Accessories	19
Service Information and Guarantee	20

## IMPORTANT INFORMATION

---



Read these instructions carefully before using this product, paying particular attention to all sections that carry warning symbols, caution symbols and notices. Ensure that these are understood at all times.

---



### **WARNING!**

This symbol is used whenever there is a risk of personal injury.

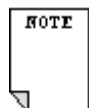
---



### **CAUTION!**

This symbol is used whenever there is a risk of damaging your Lincat product.

---



### **NOTE:**

This symbol is used to provide additional information, hints and tips.

---

**KEEP THIS MANUAL FOR FUTURE REFERENCE**

## WARNINGS AND PRECAUTIONS



This appliance must be installed, commissioned, serviced and converted by a qualified person in accordance with national and local regulations in force in the country of installation.

Strip plastic coating and clean the appliance before use.

During operation parts may become hot - avoid accidental contact.

Parts protected by the manufacturer shall not be adjusted by the user.

Do not obstruct or block the flue.

Disconnect this appliance before servicing, maintenance or cleaning.

## TECHNICAL DATA

<b>Model</b>	<b>OG8005</b>
--------------	---------------

<b>Dimensions</b>	
Height (mm)	900
Width (mm)	900
Depth (mm)	800
Weight (kg)	158.4
Hob Cooking Surface w x d (mm)	900 x 600
Useable Oven Capacity w x d x h (mm)	715 x 540 x 400
Oven Shelf w x d (mm)	715 x 540

<b>Heat Input (Gross)</b>		
Total - Natural	18.5 kW	
Total - Propane	19.0 kW	
Oven - Natural	9.5 kW	
Oven - Propane	9.0 kW	
Oven Low	1.5 kW	
Hob Burner - Natural	9.0 kW	
Hob Burner - Propane	10.0 kW	
Hob Low	2.0 kW	2.1 kW

<b>Connection and Operating Pressures</b>	
Gas Inlet Connection	3/4" BSP (Rp 3/4)
Supply Pressure – Natural G20 I <sub>2H</sub>	20mbar
Supply Pressure – Propane G31 I <sub>3P</sub>	37mbar

<b>Gas Consumption</b>	
Total - Natural	1.76 m <sup>3</sup> h <sup>-1</sup>
Total - Propane	1.36 kg h <sup>-1</sup>
Hob – Natural	0.81 m <sup>3</sup> h <sup>-1</sup>
Hob – Propane	0.71 kg h <sup>-1</sup>
Oven – Natural	0.86 m <sup>3</sup> h <sup>-1</sup>
Oven - Propane	0.64 kg h <sup>-1</sup>

Oven Temperature	≈120 – 280 °C
------------------	---------------

## CHECK LIST OF ENCLOSURES

<b>Model</b>	<b>OG8002</b>	<b>Tick</b>
Warranty card	1	
Instructions manual	1	
Bulls Eye Iron	1	

# INSTALLATION AND COMMISSIONING

Site this appliance beneath an extraction canopy for the removal of combustion products.

When making the gas connection, fit an isolating cock into the supply line close to the appliance for emergency shutdown or servicing purposes.



Installation must include sufficient ventilation to prevent the occurrence of unacceptable concentrations of substances harmful to health in the room of installation. There must be a minimum free area of 4.5cm<sup>2</sup> per kW of total heat input.

Allow for a sufficient flow of fresh air for complete gas combustion.

Do not connect directly to any flue, ducting or mechanical extraction system.

The gas supply hose or tubing shall comply with national requirements in force and shall be periodically examined and replaced as necessary.



An equipotential bonding terminal is provided to allow cross bonding with other equipment.

Install this appliance on a level surface ensuring all vents are unobstructed.

Any partitions, walls or furniture must be of non-combustible material.

Minimum distances = A, 50mm B, 1000mm – see Fig 1.

If this appliance is fitted with castors, use caution at all times when manipulating or moving, and lock castors when appliance is in position.

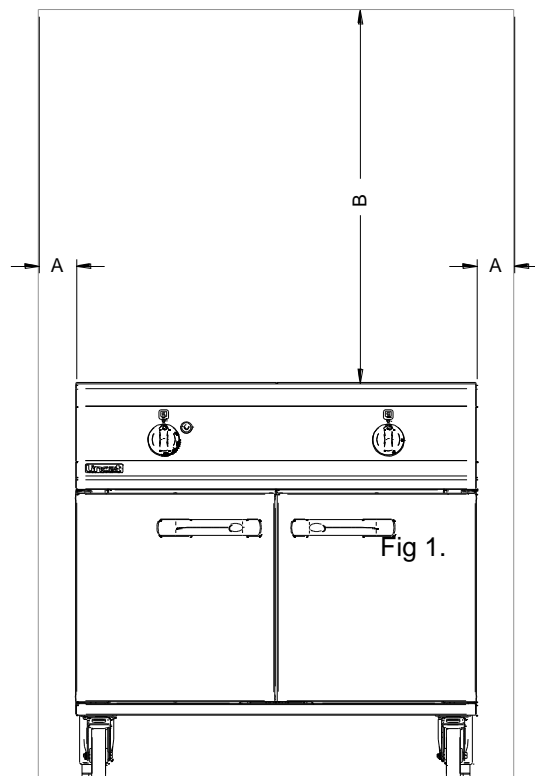


Fig. 1

## ACCESS

The overall depth of the appliance (including door handles) is 832mm. This can be reduced further to an overall depth of 760mm by the following steps. If this is still not sufficient the hob & oven can be separated (see step 4).

### Step 1 - Removal of Flue (Overall depth 802mm)

- Remove pan supports and support channels
- Undo flue fixing screws **B** and remove flue **A**.

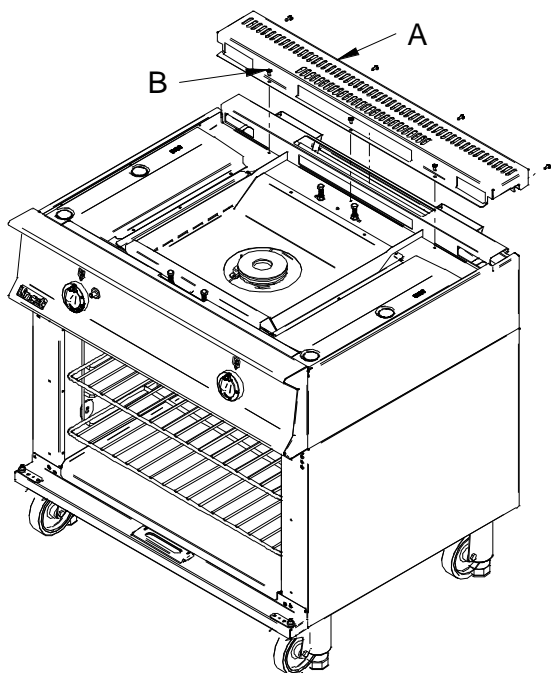


Fig. 2

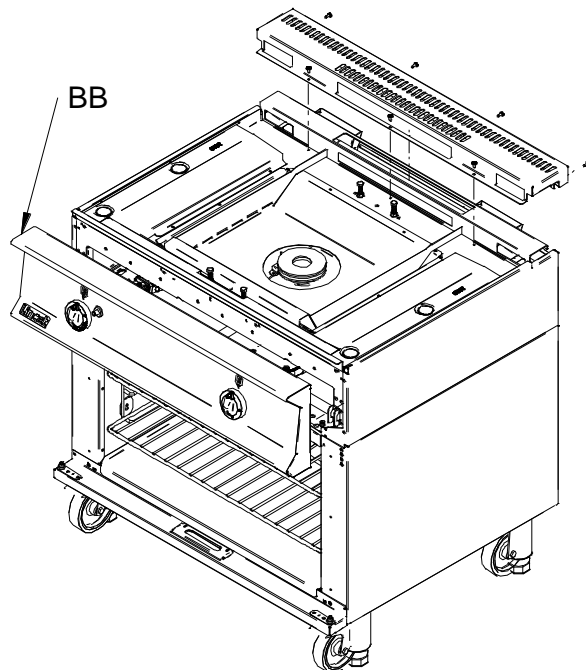


Fig. 3

### Step 2 - Removal of Doors (Overall depth 770mm)

- Open oven doors and remove drip trays.
- Undo the two lower hinge fixing screws **C**.
- Pull door away together with lower hinge.

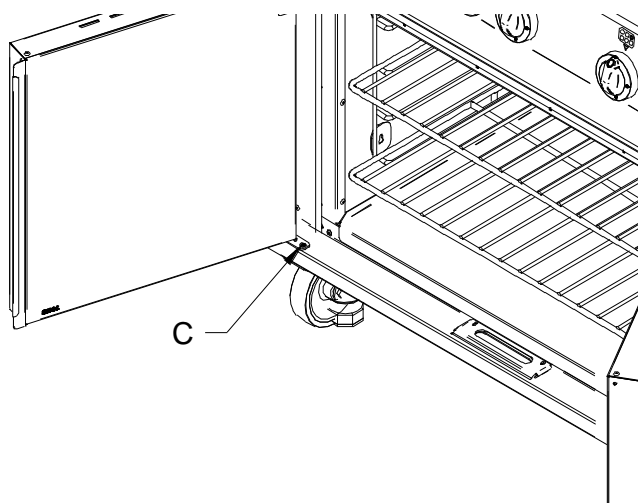


Fig. 4

### Step 3 - Removal of Fascia (Overall depth 760mm)

- Remove control knobs **CC**.
- Undo the two fascia fixing screws **EE**.
- Remove the fascia panel **BB**.



Care should be taken when removing the fascia panel as the oven ignitor & earth lead will be attached to the ignitor. Carefully remove the lead from the ignitor and temporarily tie to the manifold rail.

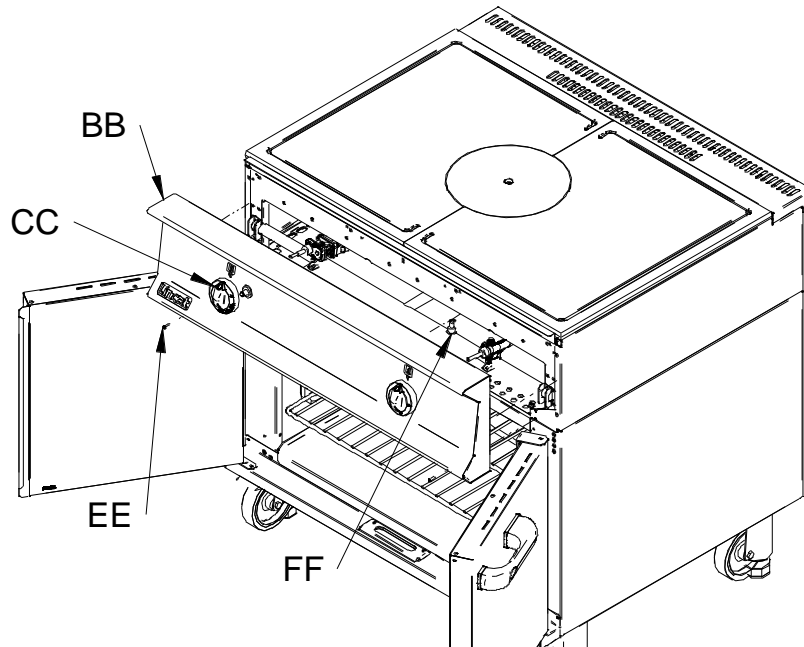


Fig. 5

### Step 4 – Hob & Oven Split

- From inside the oven remove oven furniture and disconnect the thermocouple and ignitor lead.
- From the rear of the unit remove lower back panel.
- Disconnect the oven feed pipe at the bulkhead fitting **F**.
- Remove the two fixing screws at the front **D** and the two from the rear **E**.
- Two people can now lift the hob section from the oven section.

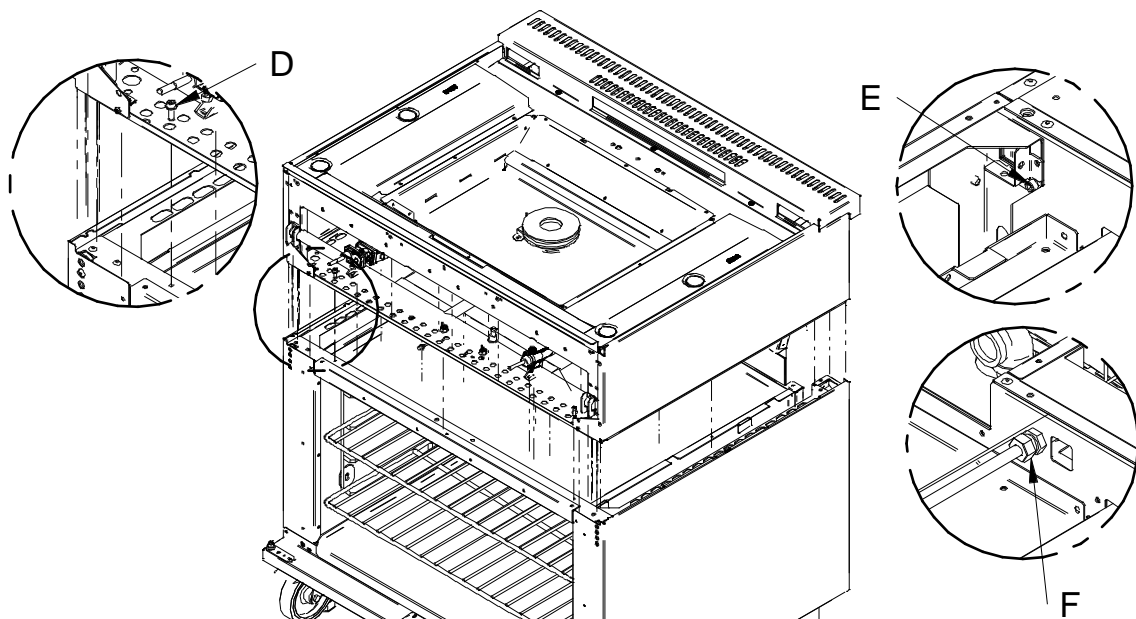


Fig. 6

## SITING

**The installer must ensure that all regulations are met and that there is an unobstructed minimum distance of 1000mm from the top of the flue to the ceiling, which must be of non-combustible material.**

The appliance should be installed on a level surface ensuring the unit is stable and firmly located.

Any partitions, walls or kitchen furniture in close proximity must be of non-combustible materials and not be closer than 50mm from the sides and rear of the flue.

The Installer shall pay particular attention, in order not to disturb the air combustion admission nor the combustion products evacuation of appliances fitted with open burners.

## GAS SUPPLY AND CONNECTION

The gas inlet connection is at the rear of the appliance. The pipe work should be of adequate size but not smaller than the gas inlet connection at the rear of the appliance, i.e. Rp 3/4" BSP).

The gas supply tubing or hose shall comply with national requirements in force and shall be periodically inspected and replaced as necessary.

All joints made must be leak free.

Final gas connection to the appliance and gas supply shall comply with local regulations.

When making the connection to the appliance an isolating cock should be fitted into the supply line close to the unit, for emergency shutdown or servicing purposes.

## SUPPLY PRESSURES

The appliance is connected directly to the gas supply where the gas supply pressure is controlled at the source of inlet in the building or via the governor attached to the bottle gases. See Technical Data for the supply pressures.

- To gain access to the gas pressure test nipple the fascia panel requires removal. The test nipple is situated in the centre of the manifold rail.
- Remove the blanking screw and attach a pressure gauge to the boss of the test nipple.
- Light the oven burner and set thermostat to the highest setting and check the pressure.



**For Propane with a 50mbar supply pressure a governor is required for adjustment to 37mbar.**

## LOCKING OF WHEELS

When the appliance has been installed in its intended position the front casters should be locked by depressing the locking tabs on the castors.



**Locks should only be released for the intention of moving the appliance for cleaning purposes and or routine servicing of the appliance.**



# OPERATING INSTRUCTIONS

This appliance is only for professional use and should only be used by qualified personnel.

Ensure that the person responsible understands how to light, safely operate, clean and shut down the appliance and is made aware of the position and operation of the gas isolating cock in the event of an emergency.

Ensure that all controls have free and easy movement, if not contact a qualified service engineer.

This appliance is intended to be used for indirect cooking of food.

All users should know how to clean burner caps and to correctly locate the burner cap on the burner body.

## LIGHTING SEQUENCE – HOB BURNER

- Open the main gas cock.
- Remove the bull's eye plate.
- Push in the control knob then rotate anti-clockwise to any position to allow gas through to the burner. Manually light this burner using a taper or piezo wand.
- On establishing a flame at the burner, keep the knob depressed for approximately 15 seconds then release. The burner should remain lit.
- Replace the bull's eye plate.

## LIGHTING SEQUENCE – OVEN BURNER

- Open the main gas cock.
- Open the right hand oven door.
- Push in the control knob then rotate anti-clockwise to the spark position to allow gas through to the burner. Depress the ignitor button on the control panel to light the gas at the burner.
- On establishing a flame, keep the knob depressed for approximately 15 seconds then release. The burner should remain lit.
- Rotate to desired temperature setting to ignite the gas at the main burner.

## SHUT DOWN

To shut down the appliance rotate all control knobs clockwise to the OFF position. The gas supply stopcock or bottle valve should now be closed.

**Under no circumstances should the appliance be used with the bull's eye not fitted.**



## OPENING OF THE OVEN DOOR

Care must be taken to avoid injury when opening the oven door, when the oven is in use as hot air will rapidly escape.

## SOLID TOP PREPERATION

- Clean the protective coating from the solid top surfaces with a mild detergent.
- Light the hob burner to dry the surface then spread approximately 2kg of household salt evenly over the surface.
- Run the unit on full for around 20 minutes until the salt discolours.
- Turn off the burner, allow to cool and discard the salt.
- The solid top is now ready for use.

**Note! The minimum temperature of the hottest point of the solid top (around the edges of the bull's eye) is approximately 390°C.**

# CLEANING

Your Lincat product has a manufacturer's warranty. This requires you to maintain and care for your product and follow maintenance instructions. If you fail to maintain your unit or damage components Lincat may charge you for a warranty repair. Please check the website for terms and conditions.



Do not use a water jet or steam cleaner, and do not immerse this appliance.

Clean all panels with warm water and mild detergent do not use abrasive materials. Rinse and dry thoroughly with a soft cloth.

## Hob Components.

Cast Plates **XX** can be cleaned with a mild detergent and hot water solution using a soft bristled brush. Rinse and dry thoroughly with a dry cloth.

Hob Burner Components	
Part	Description
NN	Burner Cap
WW	Bull's Eye
XX	Cast Plate

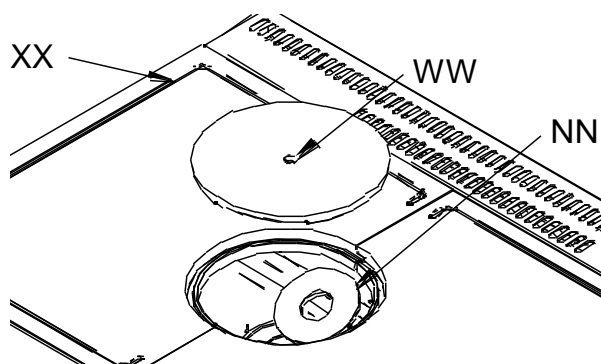


Fig. 7

The Burner Cap **NN** can be cleaned with a mild detergent and hot water solution using a soft bristled brush. Rinse and dry thoroughly with a dry cloth.

When replacing the Burner Cap **NN** and Bull's Eye **WW** ensure they are located correctly.

## Oven Components.

Oven Shelves & Side Hangers – Open the oven doors and remove the shelves and hangers.

To remove shelves, tilt up the rear and slide shelf forward.

To remove side hanger, lift hanger up and then pull into centre of oven.

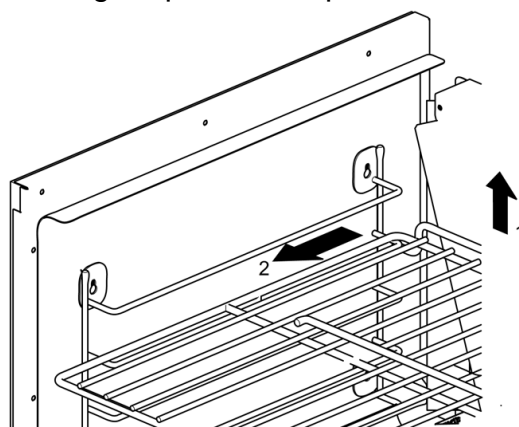


Fig. 8

The Shelves and Side Hangers can be cleaned with a mild detergent and hot water solution using a soft bristled brush. For stubborn deposits a de-greasing agent may be used.

Rinse and dry thoroughly with a dry cloth.

Oven Drip Tray - Open the oven doors and remove the drip tray from the appliance.

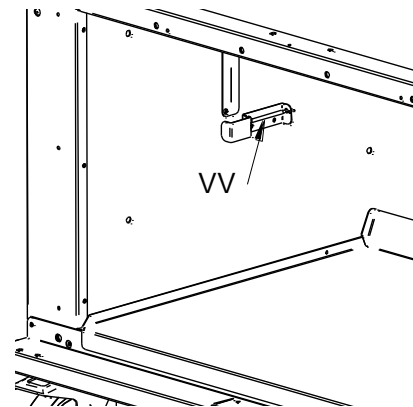
The Oven Drip Tray can be cleaned with a mild detergent and hot water solution using a soft bristled brush. For stubborn deposits a de-greasing agent may be used.

Rinse and dry thoroughly with a dry cloth.

Oven Compartment – Open the oven doors and leave the drip tray in situ.

Oven Components	
Part	Description
VV	Thermostat Phial

Fig. 9



The sides, top and back panels can be cleaned with a mild detergent and hot water solution using a soft bristled brush. For stubborn deposits a de-greasing agent may be used.

Rinse and dry thoroughly with a dry cloth.

Take care not to disturb the burner components or the thermostat phial.

# SERVICING, MAINTENANCE AND COMPONENT REPLACEMENT

All servicing, maintenance and component replacement on this appliance should be carried out by one of our recommended service engineers.

## SERVICE ACCESS

To access and service the gas control valves - **Recommended every 6 months**  
Remove the control knobs **CC** and fascia panel **BB** (see page 7) to gain access to the valves.

Remove the two fixing screws **K** securing the valve boss and carefully withdraw the spindle from the valve.

Grease as necessary and refit parts. Carry out gas soundness check.

To service the thermocouples – **Recommended every 6 months**

- Remove the control knobs **D** and fascia panel **C** to gain access to the thermocouples.
- Check millivolt output and replace if required.
- Check thermocouples are secure and tighten if required.

## FACIA PANEL REMOVAL

See page 7 for details

## OPERATIONAL CHECK

Commissioning must include an operational check of all controls.

Check that each burner can be lit at both full rate and low rate.

Check that each burner will remain lit when turned to low rate.

# COMPONENT REPLACEMENT

## Hob Thermocouple

Remove the bull's eye **WW** and the LH cast plate **XX**.

Remove the control knobs **CC** and fascia panel **BB** (see page 7).

Remove the top thermocouple lock nut.

Remove thermocouple nut from valve body **B**.

Withdraw the thermocouple.

Fit the new thermocouple and re-assemble in the reverse order.

## Oven Thermocouple

Remove the pan supports **AA**, covers, burner caps **NN** and burner bodies **MM**.

Remove the thermocouple nut from the thermostat body **M**.

Working at the rear of the appliance remove the lower back panel.

Remove the thermocouple lock nut from the burner and withdraw the thermocouple.

Re-assemble in the reverse order.

### **Control Valve**

Remove the control knobs **CC** and fascia panel **BB** (see page 7).  
Remove the nut from the gas output at the valve.  
Remove the thermocouple nut from the valve.  
Remove clamp screws **K** from the valve.  
Free the valve from the manifold **G**.  
Fit the new valve and re-assemble reverse order.  
Perform gas soundness test of circuit prior to operation of appliance.

### **Oven Thermostat**

Remove the control knobs **CC** and fascia panel **BB** (see page 7).  
Remove the nut from the gas output at the thermostat.  
Remove the thermocouple nut from the thermostat.  
Remove clamp screws **D** from the thermostat.  
Free the thermostat bulb from the oven bracket and feed through the oven liner.  
Free the thermostat from the manifold **G**.  
Fit the new thermostat and re-assemble reverse order.  
Perform gas soundness test of circuit prior to operation of appliance.

### **Hob Burner**

Remove the bull's eye **WW**.  
Remove the control knobs **CC** and fascia panel **BB** (see page 7).  
Lift off the burner cap **NN**.  
Disconnect the feed pipe.  
Remove the burner body retaining screws **JJ**.  
Fit the new burner body and re-assemble parts.

### **Oven Burner**

Remove the oven base tray and shelves.  
Disconnect the ignition lead and remove thermocouple **R** by undoing lock nut **T**.  
Undo the flexi hose from the coupling **N** and remove coupling **N** from burner.  
Undo four fixing screws and remove burner.  
Re-assemble in reverse order.  
Perform gas soundness test of circuit prior to operation of appliance.

### **Oven Ignitor Electrode**

Remove the ignitor lead at the ignitor.  
Remove the ignitor retaining screw and nut.  
Replace the ignitor.  
Check that the ignitor is replaced correctly and ignites the pilot flame upon operation.

### **Piezo Ignitor**

Remove fascia panel  
Disconnect the ignitor and ignitor earth leads.  
Remove the retaining nut and withdraw from unit.  
Replace and fit in reverse order.

### **Doors**

Open doors and remove drip trays.  
Undo the two lower hinge fixing screws.  
Pull door away together with lower hinge.  
Replace and fit in reverse order.

### Hob Valve Bypass Injectors

Remove control knobs **CC** and fascia panel **BB** (see page 7).

Remove the bypass injector **J** from the hob burner control valves **H**.

Replace the bypass injector applicable to the required gas type. Screw fully home, but do not over tighten.

Replace control knobs **CC** and fascia panel **BB**.

Hob Tap Components	
Part	Description
G	Manifold
H	Gas tap
J	Bypass injector
K	Clamp screw

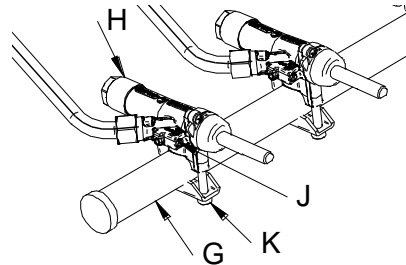


Fig. 10

### Hob Burner Injectors

Remove control knobs **CC** and fascia panel **BB**.

Undo grub screw securing injector housing **FF** and remove from venturi.

Remove injector **GG** and fit replacement applicable to the required gas type.

Refit injector housing **FF** into venturi and tighten grub screw.

Replace control knobs **CC** and fascia panel **BB**.

Hob Burner Components	
Part	Description
FF	Injector Housing
GG	Injector
HH	Grub Screw
JJ	Retaining Screw
KK	Venturi Assembly
LL	Gasket
MM	Burner Body
NN	Burner Cap
PP	Retaining nut

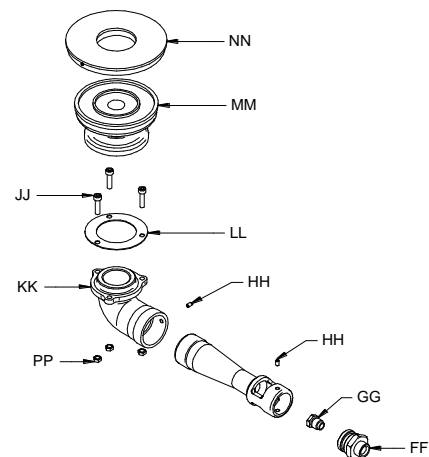


Fig. 11

### Oven Thermostat Bypass Injector

Remove control knobs **CC** and fascia panel **BB**.

Remove the bypass injector **L** from the oven thermostat valve **M**.

Replace the bypass injector applicable to the required gas type. Screw fully home, but do not over tighten.

Re-fit the igniter lead, fascia panel **BB** and control knobs **CC**.

Oven Thermostat Components	
Part	Description
L	Thermostat
M	Bypass injector

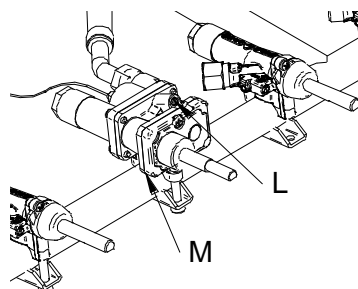


Fig. 12

### Oven Burner injector

Remove the oven base tray and shelves.

Disconnect the ignition lead and remove thermocouple **T** by undoing lock nut **V**.

Undo the flexi hose from the coupling **O** and remove coupling **O** from burner.

Remove the injector, fibre washer **W** and copper washer **X**.

Replace the injector applicable to the required gas type including the new washers supplied.

Re-fit all components in reverse order.

Oven Burner Components	
Part	Description
O	Coupling
P	Fibre washer
R	Copper washer
S	Injector
T	Thermocouple
U	Burner body
V	Thermocouple nuts
W	Ignitor electrode

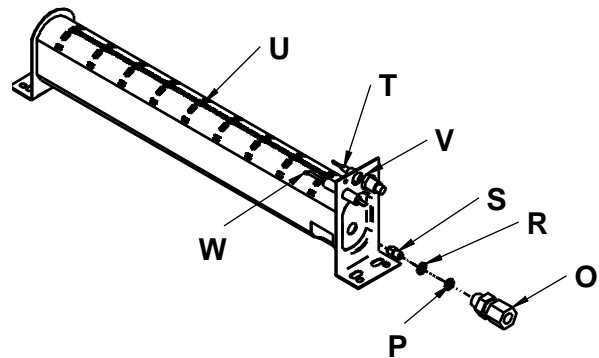


Fig. 13

### Oven Burner

Remove the oven base tray and shelves.

Disconnect the ignition lead and thermocouple **T** by undoing lock nut **V**.

Undo the flexi hose from the coupling **O** and remove coupling **O** from burner.

Undo 4 fixing screws and remove burner.

Re-fit all components in reverse order.

# CONVERSION

## Conversion of Gas Type – Injector Changes

Model	Gas	Inlet Pressure	Injector	Ø	Mark	Part No.
OG8005	G20	20 mbar	GG	2.20	220	JE103 x1
			J			JE275 x1
			S	2.30	740	JE28 x1
			L	N/A	74	JE250 x1
OG8005	G31	37 mbar	GG	1.50	150	JE218 x1
			J			JE250 x1
			S	1.51	310	JE45 x1
			L	N/A	51	JE251 x1

### Hob Valve Bypass Injectors

- Remove the bypass injectors **J** from each of the hob burner control valves **H**.
- Replace the bypass injectors applicable to the required gas type. Screw fully home, but do not over tighten.

Hob Tap Components	
Part	Description
G	Manifold
H	Gas tap
J	Bypass injector
K	Clamp screw

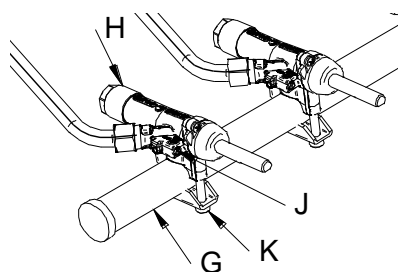


Fig. 14

### Hob Burner Injectors

- Remove fascia panel as detailed on page 7.
- Loosen the grub screw **HH** at the venturi inlet to release injector housing **FF**.
- Draw the flexible hose and injector housing to the front of the appliance.
- Replace the hob burner injector **GG** applicable to the required gas type.
- Fit and secure the injector housing in the venturi.
- 

Hob Burner Components	
Part	Description
FF	Injector Housing
GG	Injector
HH	Grub Screw
JJ	Retaining Screws
KK	Venturi
LL	Gasket
MM	Burner Body
NN	Burner Body

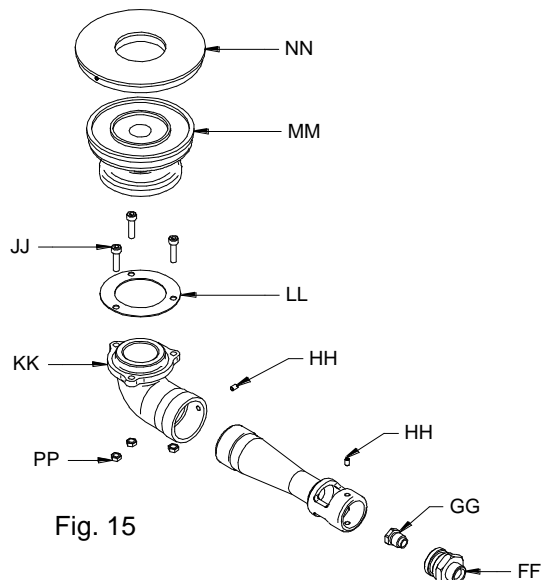


Fig. 15



### Oven Thermostat Bypass Injector

- Remove the bypass injector **L** from the oven thermostat valve **M**.
- Replace the bypass injectors applicable to the required gas type. Screw fully home, but do not over tighten.
- Re-fit the ignitor lead, fascia panel **BB** and control knobs **CC**.

Oven Thermostat Components	
Part	Description
L	Bypass injector
M	Thermostat

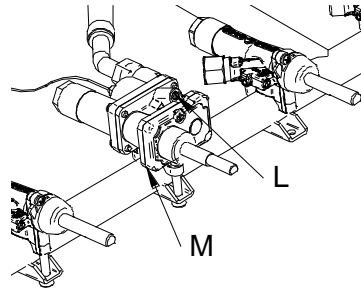


Fig. 16

### Oven Burner injector

- Remove the oven base tray and shelves.
- Disconnect the ignition lead and remove thermocouple **T** by undoing lock nut **V**.
- Undo the flexi hose from the coupling **O** and remove coupling **O** from burner.
- Remove the injector, fibre washer **W** and copper washer **X**.
- Replace the injector applicable to the required gas type including the new washers supplied.
- Re-fit all components in reverse order.

Oven Burner Components	
Part	Description
O	Coupling
P	Fibre washer
R	Copper washer
S	Injector
T	Thermocouple
U	Burner body
V	Thermocouple nuts
W	Ignitor electrode

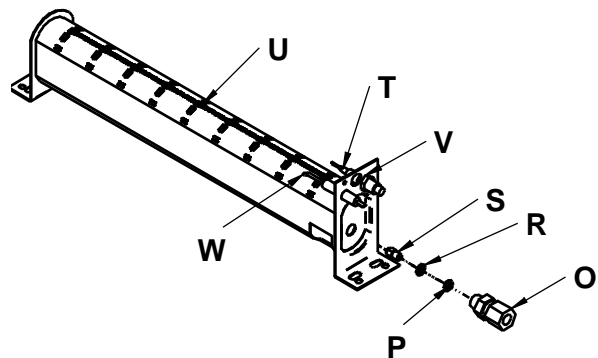


Fig. 17

### Oven Burner

- Remove the oven base tray and shelves.
- Disconnect the ignition lead and thermocouple **T** by undoing lock nut **V**.
- Undo the flexi hose from the coupling **O** and remove coupling **O** from burner.
- Undo 4 fixing screws and remove burner.
- Re-fit all components in reverse order.

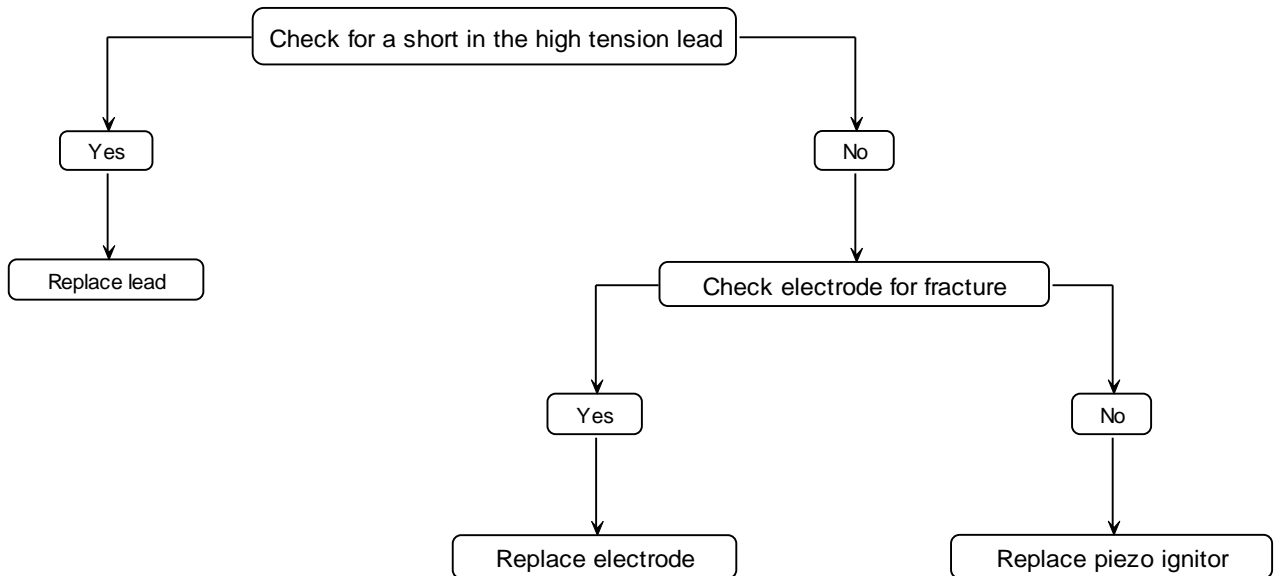
### Completion of Conversion

- Remove the redundant data plate and gas type identification label and attach new replacements, corresponding to new gas type.
- Test all previously dismantled joints for soundness.
- Functionally operate the appliance to the new operating pressure as detailed in page 9.

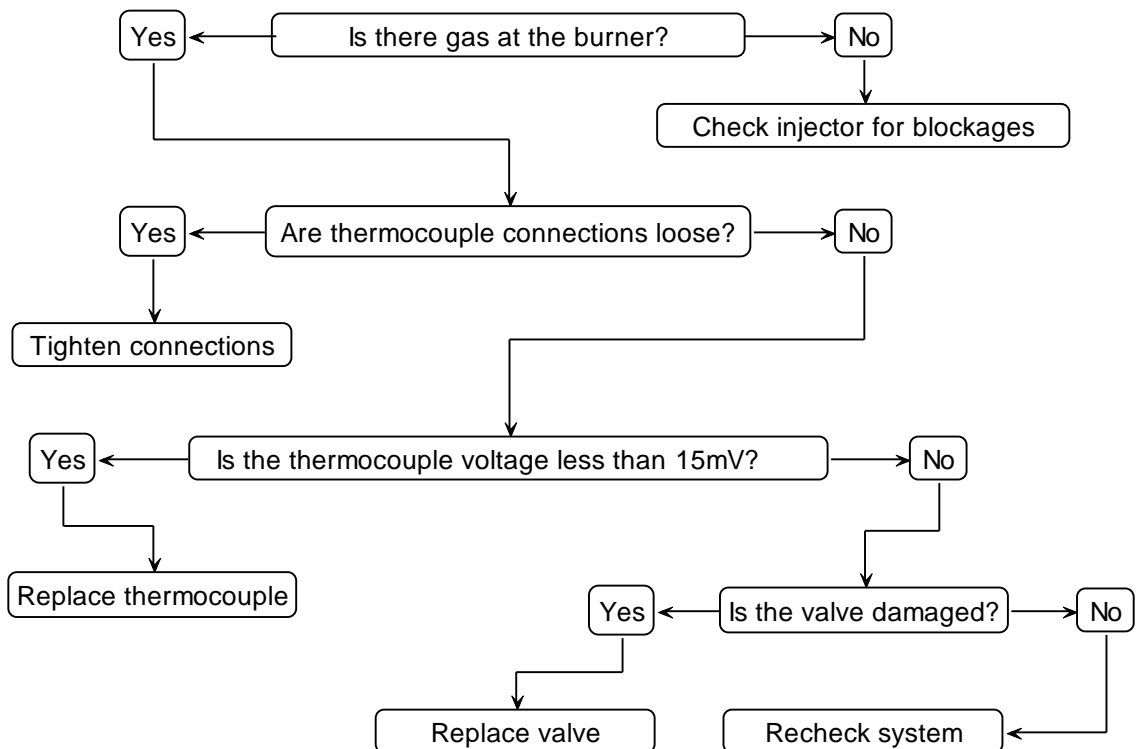
# FAULT FINDING

Please refer to the Service Help Desk number on the final page of this manual.

- Piezo oven ignitor not sparking.



- Burner/s will not light or stay lit



## SPARE PARTS LIST

Part number	Part description	OG8005
BE21	Bulls eye	1
BU55	Door bushes	2
BU72	Door bushes	2
BU78	Oven burner	1
BU103	Burner cap	1
BU104	Burner body	1
BU106	Injector housing	1
BU107	Elbow	1
BU108	Venturi	1
CO113	Copper Washer	1
CA143	125mm braked swivel castors	2
CA145	125mm un-braked swivel castors	2
CO113	Copper washer (oven burner jet)	1
CP04	Cast plate	2
DO211	Door catch assembly	2
HA77	Door handle	2
IG16	Ignitor electrode	1
IG18	Ignition lead	1
IG35	Ignitor piezo	1
IG37	Ignitor piezo earth lead	1
JE28	Oven burner injector – Natural	1
JE45	Oven burner injector – Propane	1
JE103	Hob burner injector – Natural	1
JE218	Hob burner injector – Propane	1
JE275	Hob valve low rate jet - Natural	1
JE250	Hob valve low rate jet – Propane	1
JE250	Oven thermostat low rate jet - Natural	1
JE251	Oven thermostat low rate jet - Propane	1
KN503	Control knob – Hob burners	1
KN504	Control knob – Oven thermostat	1
LE50	Adjustable leg - 150mm	4
SE25	Door seal	2M
SH113	Oven shelf	2
SP56	Leg spanner	1
SR03	Oven side rack	2
TC34	Thermocouple 750mm (hob)	1
TC49	Thermocouple 1390mm (oven)	1
TH201	Oven thermostat	1
VA74	Hob burner valve	1
WA08	Fibre Washer (oven burner jet)	1

## ACCESSORIES

Part Number	Description	Used on

## SERVICE INFORMATION

For help with the installation, maintenance and use of your **Lincat** equipment, please contact our service department:

**☎ UK: 01522 875520**

For non-UK customers, please contact your local Lincat dealer

All service work, other than routine cleaning **MUST** be carried out by qualified personnel and a record kept of any remedial actions taken and at least cover the requirements of the service schedule of this document. We cannot accept responsibility for work carried out by other persons.

To ensure your service enquiry is handled as efficiently as possible, please tell us:

- Brief details of the problem
  - Product code
  - Type number
  - Serial number
- } All available on serial plate

Lincat reserve the right to carry out any work under warranty, given reasonable access to the appliance, during normal working hours, Monday to Friday, 08:30 to 17:00.

### DECLARATION

All Lincat products capable of burning gaseous fuels, satisfy the requirements of the Gas Appliance Regulations 2016/426.

### GUARANTEE

This unit carries a comprehensive UK mainland warranty. The guarantee is in addition to, and does not diminish your statutory or legal rights. Contact Lincat for terms and conditions

The guarantee does not cover:

- Accidental damage, misuse or use not in accordance with the manufacturer's instructions
- Consumable items (such as filters, glass, bulbs, slot toaster elements and door seals.)
- Damage due to incorrect installation, modification, unauthorised service work or damage due to scale, food debris build-up, etc.

The manufacturer disclaims any liability for incidental, or consequential damages. Attendance is based on reasonable access to the appliance to allow the authorised personnel to carry out the warranty work.

Service calls to equipment under warranty will be carried out in accordance with the conditions of sale. Unless otherwise specified, a maximum of 15 minutes of administrative time, not spent directly carrying out servicing work, is provided for within the warranty. Any requirement for staff attending the call to spend greater time than 15 minutes due to administrative requirements, such as on health and safety risk assessments, will be chargeable at the prevailing rate.