


THE 2022 REPORT PUBLISHED BY 86 REPAIRS

The State  of
REPAIRS

Never-before-seen repair and maintenance data for the restaurant industry



PRESENTED BY 86 REPAIRS

Use data collected from thousands of restaurants nationwide to uncover actionable insights to improve operations and help you make more informed repair and maintenance decisions.



Table of contents ↴

01 INTRODUCTION

03 HOW WE TALK ABOUT DATA

TOP 10 EQUIPMENT TYPES

07 Plumbing infrastructure

09 Reach-in refrigerator

12 HVAC infrastructure

14 Electrical infrastructure

16 Ice maker

19 Walk-in cooler

22 Gas fryer

25 Grill & griddle

28 Soft drink beverage dispenser

30 Sink & drain

32 **VENDOR PERFORMANCE**

33 **CONCLUSION**

The State of REPAIRS

INTRODUCTION

There are **almost one million** restaurants in the United States. Repairs and maintenance (R&M) is the most expensive controllable line item on a restaurant's P&L. Based on internal data, we estimate that restaurants spend about \$28 billion on R&M and an additional \$35 billion on new equipment every year. Restaurants lose \$46 billion of revenue per year because of equipment downtime.

And yet R&M is not always a priority. It is all too common that operators only turn their attention to repairs when they stop service, and maintenance falls through the cracks because of inconsistent execution across locations and staff. But **without functioning equipment, there's no food. And without food, there's no restaurant.**

Why are operators prioritizing solutions for labor and food costs over R&M? Massive innovation and investment in technology makes controlling these costs possible due to the consistent collection of data for both. This makes it easier for restaurants to see patterns, set expectations, and find areas of improvement.

Consider what we already know:

- **Seven out of 10 restaurant operators** are expecting labor shortages to continue through 2022.
- Global supply chain delays are increasing the prices of everything from **gasoline to food**.
- Inflation in the U.S. jumped **by 8.5% in March 2022** to its highest rate since 1981.
- **Sixty-eight percent** of service companies are struggling to hire technicians when over a third of them are already understaffed.

The same depth of insight simply isn't available about R&M. **Until now.**

The State ^{of} REPAIRS

INTRODUCTION

86 Repairs was founded not only to take the burden of R&M off the shoulders of restaurant operators, but also to help them store, track, and analyze data to provide insights that improve operations and lower costs.

At a time when restaurant operators need every tool possible to make smart business decisions, we created The State of Repairs report to share never-before-seen data that helps you take control over R&M.

Inside, you'll find the data we've collected from 86 Repairs customers about the top 10 types of equipment issues we handled in 2021. We've analyzed the types of repairs, how often they happen, how expensive they are, and the average length of time our customers waited for a resolution from vendors.

Why do these numbers matter? With The State of Repairs, you can:

- Judge if a piece of equipment needs repairs more often than usual
- Evaluate vendor performance based on more than just hourly rates
- Compare the frequency and cost of repairs for the most common brands
- And much more.

The less attention you pay to R&M, the more expensive it becomes. I hope the third annual State of Repairs report gives you and your team the details you need to make more informed R&M decisions for your business.

Daniel Estrada
Co-Founder and CEO
86 Repairs

How we talk about data ↴

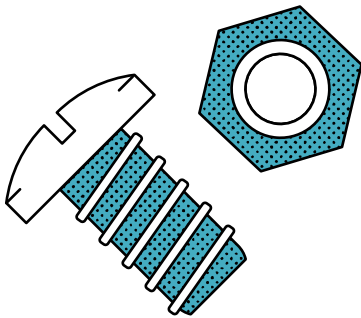
Before you begin reading The State of Repairs, here are some common terms and definitions we reference throughout the report.

REPAIRS AND MAINTENANCE

Repairs and maintenance (R&M) are vital to keeping every restaurant open and running. It includes ongoing upkeep of any equipment or infrastructure in your kitchen and efficiently fixing those things when they falter or fail.

ON-DEMAND REPAIR MANAGEMENT

When critical equipment is broken, you need an immediate fix so you can avoid downtime and focus on what matters: serving your guests and running your business.



On-demand repair management is 24/7/365 on-demand support from 86 Repairs' team of experienced Customer Success Managers:

- They work with customers to troubleshoot and resolve issues before dispatching a vendor for unnecessary service.
- They track warranty status against all assets so customers don't pay for repairs that should be covered.
- They manage all dispatching, scheduling, and communication with our customers' preferred vendors or recommended vendors from our nationwide network.
- They verify completion by communicating with both our customers and vendors to document all steps taken, confirm satisfaction, and schedule any necessary follow-up.

DEFINITIONS

EQUIPMENT SYMPTOMS

Equipment symptoms are the issues that clue your team in on something not working the way it should. 86 Repairs Customer Success Managers use equipment symptoms based on our entire customer dataset and more than 50,000+ service requests to help troubleshoot equipment problems.

TROUBLESHOOTING

When a customer contacts 86 Repairs to help resolve a repair and maintenance issue, the first thing our Customer Success Managers do is troubleshoot the issue based on equipment symptoms.

The success rate of troubleshooting depends on the equipment type and the symptoms it's presenting. You'll find specific troubleshooting tips for each equipment type throughout the report.

SERVICE REQUEST

86 Repairs submits a service request to a customer's preferred vendor when equipment symptoms cannot be resolved by troubleshooting.

After a service request is submitted, 86 Repairs facilitates all scheduling and communication between the vendor and our customer until the equipment symptoms are resolved to satisfaction.

PREVENTATIVE MAINTENANCE

Preventative maintenance (PM) is any regularly scheduled activity designed to keep equipment running as it should. You might also know it as preventive maintenance, planned maintenance, or routine maintenance.

PM is often omitted by restaurant operators due to associated costs and the staff attention required to implement it. But for the business-savvy restaurant operator, PM is a must-have to reduce downtime and equipment failures and extend equipment lifespans.



Preventative maintenance examples:

- Line jetting to keep pipes flowing (twice per year)
 - Cleaning an HVAC filter to remove impurities (once a quarter to once a month)
 - Checking the walk-in thermostat to ensure it's at proper temperature (daily)
-

TOP 10 EQUIPMENT TYPES

The volume and variety of equipment varies greatly from kitchen to kitchen. To provide the most useful information for as many types of restaurants as possible, we are presenting data for the top 10 equipment types that were repaired by 86 Repairs in 2021.

The top 10 equipment types are:

- Plumbing infrastructure
- Reach-in refrigerator
- HVAC infrastructure
- Electrical infrastructure
- Ice maker
- Walk-in cooler
- Gas fryer
- Grill & griddle
- Soft drink beverage dispenser
- Sink & drain

Have a question about an equipment category that didn't make the list?

[Contact our team](#) to learn more.

QUICK-SERVE RESTAURANTS (QSRS)

We define QSRS as businesses that prepare most of its meals for off-site consumption. QSRS might offer in-house seating, but the majority of customers come to them for drive-thru, take-out, or delivery food. A majority of the manufacturer data in this report is based on performance of equipment in QSRS.

DEFINITIONS

VENDOR PERFORMANCE

Vendor performance is how quickly vendors, service providers, or technicians can resolve equipment symptoms and at what cost and quality. In this report, we included average data points from the 25% top-performing vendors we partner with.

This is designed to give you an idea of how long it takes the best in the business to resolve service requests—and how much you should expect to spend on them.

Average invoice cost

The average total cost for a top-performing vendor to complete a repair on a piece of equipment. This includes parts, labor, and travel fees.

Average hourly rate

How much a top-performing vendor charges per hour, on average, to resolve a service request.

First time fix rate (FTFR)

The frequency in which a top-performing vendor, on average, can resolve an issue in one service request. The higher the percentage, the better.

A NOTE ON FTFR

FTFR isn't a consistently tracked data point in work order management or CMMS tools. Yet it's vital to understand the overall performance of a vendor and is more impactful than looking at hourly rates alone.

Consider this: You have a longstanding relationship with Vendor 1, who has an average hourly rate of \$150. You recently got introduced to Vendor 2, and they have the same hourly rate as Vendor 1.

But Vendor 1 has a FTFR of 85%, where Vendor 2's FTFR is 92%. By evaluating FTFR, you can determine Vendor 2 is worth a shot because they're 8.6% more likely to resolve the issue the first time versus Vendor 1—which means more cost savings for your restaurant.

Plumbing infrastructure ↴

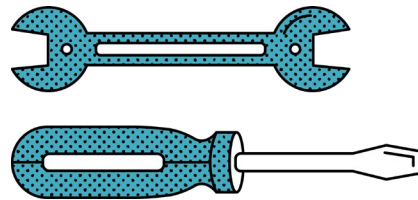
Plumbing infrastructure is the system of pipes that allow fluids to flow in and out of your restaurant. It can include anything from your grease trap to your toilets.

If plumbing isn't working properly, your restaurant can quickly be out of code—and out of commission for your customers. Unfortunately, this is a common issue for our customers:

More than 25% of our top repair requests are associated with plumbing infrastructure.

Plumbing problems are inevitable, so use these figures to help you better prepare for the frequency of requests, pricing, and estimated fix times.

For information about Sink & drain issues, see page 30.



Percent of requests:

25.0%

Avg. invoice cost to repair:

\$666.28

Top 3 equipment symptoms:

32.8%

Leak present

18.3%

Clogged floor drain

9.7%

Parts replacement

TROUBLESHOOTING

Avoid interrupting the flow of your restaurant with these plumbing best practices:

Clogged floor drains

Clogged floor drains are the most expensive symptom in this category to resolve. If you have a clog, get a 30-40 foot long drain snake to see if you hit a blockage. If you can't clear the blockage with the snake, use a plunger to try and clear it—but this will only work if standing water is present. If there's no standing water, add water until the drain overflows.

Some quick words of caution on plunging:

- Never plunge the floor drain if you have multiple clogs (this could accidentally send sewer water into the kitchen).
- Don't plunge the floor drain if you've used chemical cleaners (this could send the chemicals into the air).

If you can't resolve the clog on your own, you need a plumber. To avoid frequent calls to your plumber, try to stop clogs before they happen. Install floor drain buckets and domes so large items, like napkins and cutlery, don't go down the pipes. Some drains can be locked into place to avoid being pulled out of place during cleaning.



Parts replacement

Handles and cartridges are in frequent need of replacement. You can easily source these parts in-store or online to avoid a vendor's upcharge.

Reach-in refrigerator ↴

A reach-in refrigerator offers easy access to food in cold storage for kitchen staff. The design optimizes volume, allowing prep cooks and chefs to store more than a classic top-freezer refrigerator could handle, but less than a walk-in cooler.

Out of all the service requests we received for reach-in refrigerators in 2021, **almost half** were because the unit was running too warm. Food costs are one of the biggest expenses a restaurant has—so when the refrigerator isn't temping properly, it opens a huge margin on potential product losses.

For data about Walk-in coolers, go to page 19.



Percent of requests:

16.6%

Avg. invoice cost to repair:

\$519.05

Top 3 equipment symptoms:

46.7%

Unit is too warm

11.8%

Parts replacement

9.6%

Leak present

TROUBLESHOOTING

Stay cool and cook on with our top reach-in refrigerator troubleshooting tips:

Unit is too warm

If you find the fridge is too warm, too often, keep its doors closed as much as possible. Reach-in refrigerators can't recover temperature if its doors are constantly open.

When open doors aren't an issue, double-check to make sure it's actually plugged in before calling a vendor for service.

Leak present

What you think might be a leak might actually just be melting ice.

- Look for ice or frost buildup by the fridge evaporator—you can find this inside the unit at the top in the back.
- Can't find the evaporator? Look for the fan and you'll find it.
- If there's any sign of frost buildup, defrost the unit to avoid drips and keep the unit running properly.

Parts replacement

Gaskets and door hinges commonly need to be replaced on reach-in refrigerators. Gaskets simply snap in and out of the fridge, and hinges can be replaced by anyone with basic equipment knowledge.



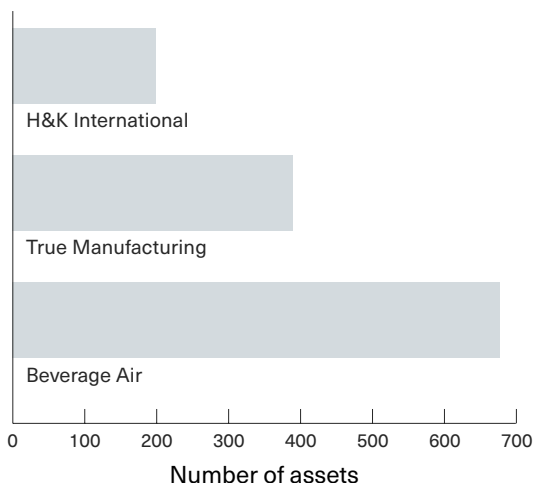
In reach-in refrigerators, evaporator condensation should travel through a pipe into a drain pan outside the cooler. After time, this pipe can get clogged with bacteria and yeast buildup, causing the drain pan to overflow and drip.

- Use a wet vac to clean out both the full drip pan and the potentially clogged pipe.

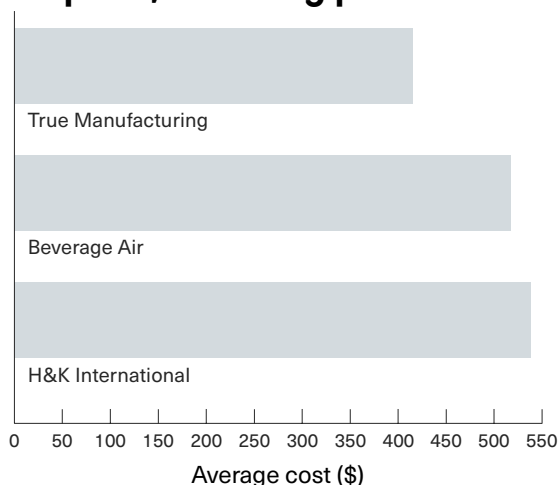
Reach-in refrigerator performance in QSRs ↴

For a better understanding of the true cost of a specific reach-in refrigerator, let's take a look at the most common reach-in refrigerator manufacturers in quick-serve restaurants (QSRs) across our dataset.

Total number of assets



Average cost for each service request, including parts & labor



Frequency of service requests per asset

Beverage Air

One repair every 33 months



True Manufacturing

One repair every 41 months



H&K International

One repair every 92 months



ALL RESTAURANT TYPES

Most common reach-in refrigerator manufacturers

22.7% True 10.9% Beverage Air 8.2% Continental

HVAC infrastructure ↴

HVAC is an acronym for Heating, Ventilation, and Air Conditioning. This infrastructure keeps the ambient temperature and scents throughout a restaurant consistent and comfortable. No one likes going into a restaurant that's sweltering hot in summer or freezing in fall—including your staff.

These repairs are the most expensive out of any of the other top 10 types of equipment with an average invoice price of **more than \$1,000 per service request**.

Restaurants should be proactive about HVAC preventative maintenance and troubleshooting before emergency strikes.



Percent of requests:

12.4%

Avg. invoice cost to repair:

\$1,019.90

Top 3 equipment symptoms:

37.4%

Not cooling

16.7%

Leak present

8.4%

Not heating

TROUBLESHOOTING

Keep HVAC costs cool with these hot troubleshooting tips:

Not cooling or not heating

Double-check that thermostat settings are correct, especially during seasonal changes or sudden swings in weather. You and your team might be doing this manually, but a better option is to program the thermostat to avoid any human error.

If the thermostat is properly programmed, toggle the breakers to the unit to reset power. You'll also want to do this if the thermostat is totally blank—it's a sign that the unit on the roof doesn't have power.

Keep in mind that if you set the thermostat at a very low temperature to try and get it to cool your space more quickly, it will still cool the room at the same rate. The same is true for the heat: even if you want to warm up fast, the unit will work at the same speed no matter how high you set the temperature. Use a reasonable temperature to heat or cool a space to avoid freezing or overheating coils.



Leak present

To the untrained eye, it's difficult to tell if a leak is from HVAC units or just from the roof. They appear most often during wet weather, so wait to investigate until the rain or snow has passed. In any case, this is a symptom you'll want an HVAC vendor to investigate.

Electrical infrastructure ↴

Electrical infrastructure is the current that keeps your restaurant running. Without electricity, your refrigeration won't work. Neither will your air conditioning. And your fryers? Forget about 'em.

Electricity might be the single most important need at a restaurant of any size or type. **More than 20%** of our electrical infrastructure requests are for new outlet installation.



Percent of requests:

11.0%

Avg. invoice cost to repair:

\$615.27

Top 3 equipment symptoms:

21.8%

Outlet installation

18.1%

Lights won't turn on

12.3%

No power to outlet

TROUBLESHOOTING

Keep the lights on—literally—and discover how to troubleshoot electrical issues with our powerful tips:

Outlet installation

Use visual cues to determine if an outlet should be replaced. If there are scorch or burn marks, the outlet must be discontinued immediately. It's a sign that the outlet is overheating through jumping electrical currents, which is a potential fire hazard.

Lights won't turn on

First, assess if the problem is with all lights in a set or just one. If only one light is affected, change the bulb. Ensure it's brand new—especially if replacing a fluorescent tube light. If older bulbs come into contact with the light fixture, buildup can create bad contact, and bad contact can cause the entire set to falter. If the lights still don't turn on after replacing the bulb, you'll need to call a technician.

Sets are a bit easier to troubleshoot. For these, you'll want to check breakers and toggle them off and on. If the set still isn't working afterward, it's time to call a technician.

No power to outlet

There are a few common reasons why an outlet might not be powering:

→ An **overamped circuit**. This happens when too much electricity is passing through an outlet from high-powered items like fans, compressors, and blenders. When the amps moving through the circuit are too high, the breaker will trip. Check the breaker for the outlet, toggle back and forth, and see if it resets the outlet.

→ A **tripped ground fault interrupter (GFI)**. A GFI is a safety mechanism that checks the power entering and leaving the outlet. If there's a difference between the input and output, power is shut off. You might be able to tell if the GFI was tripped if all outlets are suddenly not working — if a GFI trips anywhere in a circuit, it shuts all of the outlets within a circuit off. To reset, just hit the "Test/Reset" buttons on the GFI outlet and wait for 30 seconds before attempting to use it again.

→ If the above troubleshooting tips don't restore power to the outlet, it could be an **electric or wiring fault**. Time to call your electrician.

Ice maker ↴

Keep customers cool and beverages bubbly with an ice maker, a key piece of equipment at any restaurant. Imagine going to a bar that didn't have ice: would your martini be worth drinking if it wasn't shaken?

Our data shows that, by far, **the most common ice maker failure is the inability to harvest ice.** Without ice, you can't serve drinks. And a lukewarm bottle of water just won't hit the same spot for your customers who are craving ice cold Diet Coke.



Percent of requests:

7.2%

Avg. invoice cost to repair:

\$708.44

Top 3 equipment symptoms:

44.3%

Ice won't harvest

13.4%

Leak present

9.7%

Error code

TROUBLESHOOTING

Don't get iced out of extra beverage profits. Try these troubleshooting tips before calling in a vendor for ice machine repair:

Ice won't harvest

Check the evaporator to see if it's frozen over.

- Open the front panel of the unit.
- If it's frozen, shut the machine off overnight to melt the ice.
- Turn the machine back on in the morning to see if melting the icy evaporator resolved the issue.

If the evaporator isn't frozen over, it could be a water supply issue stemming from an old filter.

Can't remember the last time you changed the ice maker water filter? You probably haven't cleaned the unit itself in a while, either. Descale with an ice machine cleaner, or do it yourself using manufacturer instructions for the unit.

Leak present

This is usually a simple and inexpensive fix. Leaks in ice machines tend to be caused by the water inlet, or the spot where water enters the ice machine to generate ice. All you need to do to fix an inlet leak is tighten or tape it when the water's shut off.

A leak could also be caused by an ice bin overflowing with water. This usually happens when the drain line in the ice bin is clogged, creating buildup. Clean the ice bin with a wet vac to remove any blockage.

Leaks in lines are another easy fix. Simply push them together to realign, or use PVC glue to keep the parts in place.

If these troubleshooting tips don't resolve your leak, it's time to call in a vendor.

Error code

Error codes can be difficult to interpret with ice makers, especially if they use beeps. Always look at the manufacturer guide for your specific make and model to ensure you're interpreting the beep codes correctly.

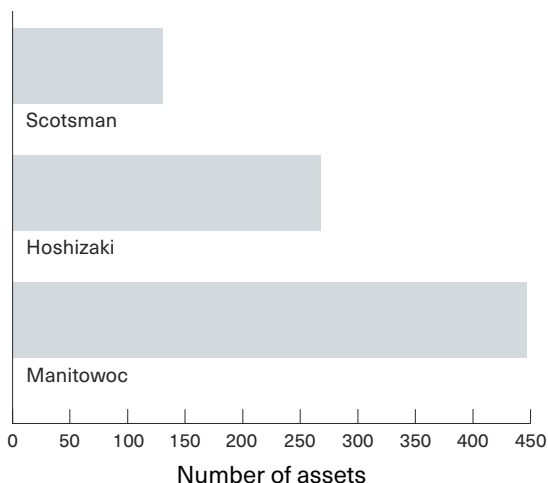
Digital displays clearly display the true cause of the error. But if the digital display itself is damaged, contact your vendor for repair.

MANUFACTURERS

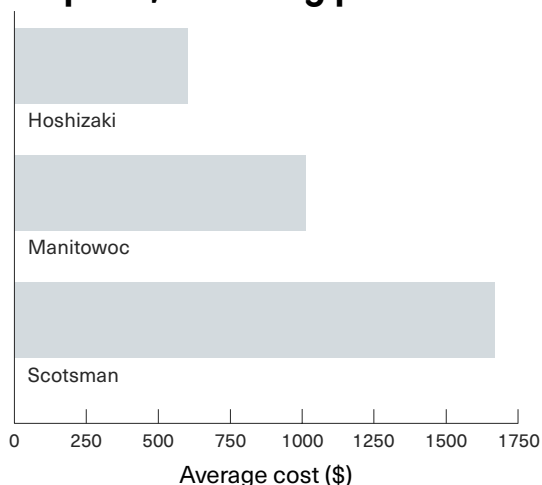
Ice maker manufacturer performance ↴

Want a better understanding of the true cost of a specific ice maker? Let's take a look at the most common ice maker manufacturers in quick-serve restaurants (QSRs) across our dataset.

Total number of assets



Average cost for each service request, including parts & labor



Frequency of service requests per asset

Hoshizaki

One repair every 21 months



Manitowoc

One repair every 22 months



Scotsman

One repair every 48 months



ALL RESTAURANT TYPES

Most common ice maker manufacturers

30.5% Manitowoc **25.6%** Hoshizaki **10.7%** Scotsman

Walk-in cooler ↴

A walk-in cooler offers heaps of cold storage for high-volume restaurants. But with a lot of storage comes a lot of potential food loss if the cooler isn't working properly. The unit's lack of cooling accounts for more than a quarter of all equipment symptoms.

On top of potential food losses, the **average cost to repair a walk-in is more than \$1,000**. Take troubleshooting seriously to avoid as many extra expenses as possible.

For data about Reach-in refrigerators, go to page 9.



Percent of requests:

6.6%

Avg. invoice cost to repair:

\$1,000.42

Top 3 equipment symptoms:

51.3%

Unit is too warm

12.5%

Leak present

8.3%

Frost buildup

TROUBLESHOOTING

Stop food waste before it happens by troubleshooting the most common walk-in cooler symptoms:

Unit is too warm

Toggle the electrical breakers to the unit off and on again. If that doesn't help the unit get back to temperature, it may be a frost or ice issue.

→ If ice or frost is present, see if the unit has a digital thermostat *inside*, not outside, the unit.

→ If there's a digital thermostat, run a defrost cycle on that controller. Use the manufacturer manual to engage the feature, if needed. The defrost feature will protect food while still melting the buildup causing issues. Run multiple defrost cycles until all buildup is gone.

Leak present

Leaks are likely due to bacteria buildup in the drain line from the bottom of the evaporator.

→ Trace the drain line through the wall to the floor drain. Clean the drain and any pipes with a wet vac, if possible—some could be hidden behind walls.

→ If the pipes are inaccessible, call a refrigeration company.

→ If the pipes are accessible and something is still leaking, you might have melting ice.

→ If no internal digital thermostat exists, or if there's still frost buildup after running several defrost cycles, it's time to call in a pro.

Frost buildup

Look at the space between the evaporator and wall—not outside of the box. Struggling to find the evaporator? Look for a box with a fan.

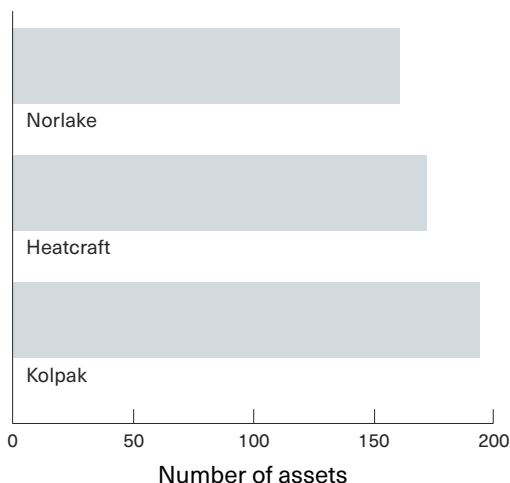


MANUFACTURERS

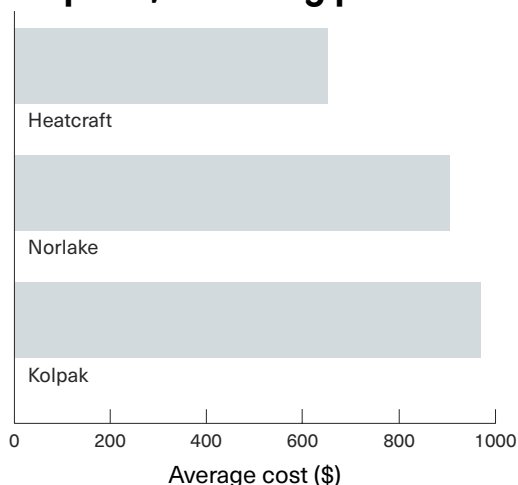
Walk-in cooler manufacturer performance ↴

Get a better understanding of the true cost of a specific walk-in cooler. Let's take a look at the most common walk-in cooler manufacturers in quick-serve restaurants (QSRs) across our dataset.

Total number of assets



Average cost for each service request, including parts & labor



Frequency of service requests per asset

Norlake

One repair every 11 months



Kolpak

One repair every 19 months



Heatcraft

One repair every 80 months



ALL RESTAURANT TYPES

Most common walk-in cooler manufacturers

15.1% Kolpak

14.6% Heatcraft

7.6% Norlake

Gas fryer ↴

Tempura. Pakora. Tostones. Schnitzel. Hot wings. French fries. No matter the cuisine at your restaurant, it's likely you need a deep fryer to create some of your most popular menu items.

The quality of fried food is highly dependent on the quality of oil it's cooked in and the performance of the equipment heating the oil. But of all top equipment types, **gas fryers have the widest range of problems.**



Percent of requests:

6.5%

Avg. invoice cost to repair:

\$774.25

Top 3 equipment symptoms:

5.4%

Error code

4.9%

Oil is not filtering

4.0%

No heat

TROUBLESHOOTING

Don't fry your brain trying to fix a gas fryer without our top troubleshooting tips:

Error code

Always follow manufacturer instructions for troubleshooting when an error code is present. Be sure to check the manual for the exact make and model of your gas fryer.

Oil is not filtering

Verify the unit has power through the gas line first.

- If the pilot light is out, skip to the *No heat* section to relight.
- If the pilot is still lit, look underneath the fryer compartment to ensure its filter is in place.
- If the pilot is on and the filter is in place, the fryer might have been working too hard. Find the red reset button on the fryer motor and turn it back on.
- If none of the above triggers oil filtration, call a vendor.

Avoid recurring filtration problems by using screens to filter out solids from the fryer before they pass through the pump. If filters aren't replaced frequently enough or if they're out of alignment, it can kill the unit—and cost you \$2,000 or more to replace.

No heat

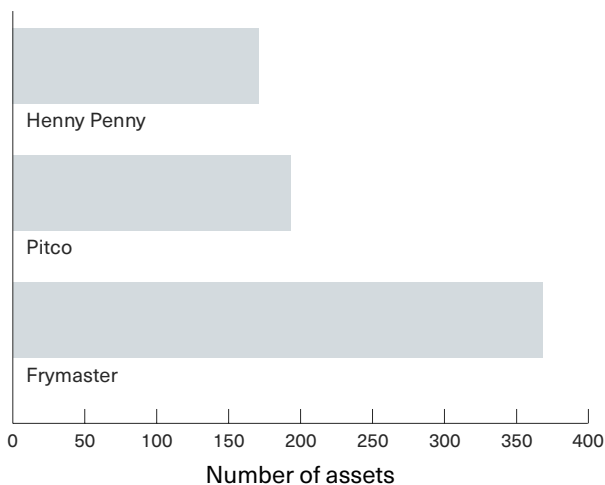
Verify that the pilot light is on in the bottom compartment of the unit—this is the standing flame that should always be lit.

- If the flame is out, relight the pilot by toggling the gas knob off, then toggling back to pilot. Push the knob in and light the pilot flame with a match. Be sure to hold the gas knob down for 30 seconds to one minute to ensure the pilot flame stays lit.
- If you try to relight the pilot and it won't hold the flame, the unit has no gas. Check the gas piping behind the unit for open valves and proper connections—you might want to call a vendor in to do this.
- If you successfully relight the pilot and release the knob, but the flame goes out, either the sensor has failed or it has a lot of carbon buildup. Use a stainless steel scouring pad on the sensor to remove buildup to see if it resolves the issue before bringing in a vendor.

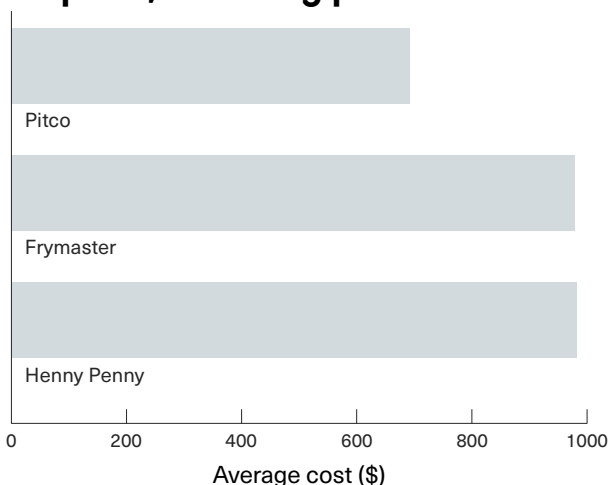
Gas fryer manufacturer performance ↴

Want a better understanding of the true cost of a specific gas fryer? Let's take a look at the most common gas fryer manufacturers in quick-serve restaurants (QSRs) across our dataset.

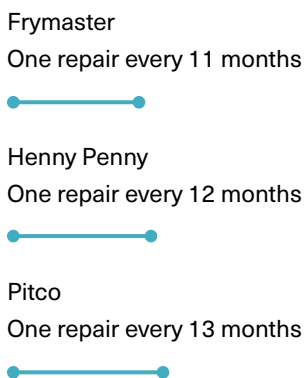
Total number of assets



Average cost for each service request, including parts & labor



Frequency of service requests per asset



ALL RESTAURANT TYPES

Most common gas fryer manufacturers

40.1% Pitco 27.9% Frymaster 8.8% Henny Penny

Grill & griddle ↴

The smell of summer. The sizzle of a steak. They're tough to recreate without a grill or griddle. Whether you're preparing meat, vegetables, or just a classic stack of pancakes, this equipment helps you cook food—*fast*.

But you can't cook that food without a heat source, and **almost a quarter of grill & griddle equipment symptoms are because the units won't heat**. Address these problems in a pinch before your customers get too fired up.



Percent of requests:

5.5%

Avg. invoice cost to repair:

\$710.25

Top 3 equipment symptoms:

24.4%

Not heating

14.9%

Parts replacement

13.4%

No power

TROUBLESHOOTING

Not heating

Verify the pilot is still lit. For flat-top grills, you can find this through the holes next to the burner knobs. Look for a flame.

- If the flame is out, relight it.
- If the flame is lit, your burners likely need to be cleaned. Remove buildup with scouring pads.
- If the unit still will not heat, call your preferred vendor.

Parts replacement

Knobs are often lost, broken, or damaged in the hustle and bustle of a kitchen. However, they're just as easily replaced.

- Find the interface of the knob. This is the connector that holds the knob on the grill or griddle. There are only two or three of them common to these units.
- Look for the same knob online or in-store. If you can't source the same make and model, look for a knob with the same interface in a similar size.

- Slide the replacement onto the brass stem on the grill or griddle, and tighten the screw so the knob stays in place.

Vendors tend to charge a lot of money for this simple parts fix: upcharges can run you about \$50-70 vs. the \$20-30 you need to spend on the part itself.

No power

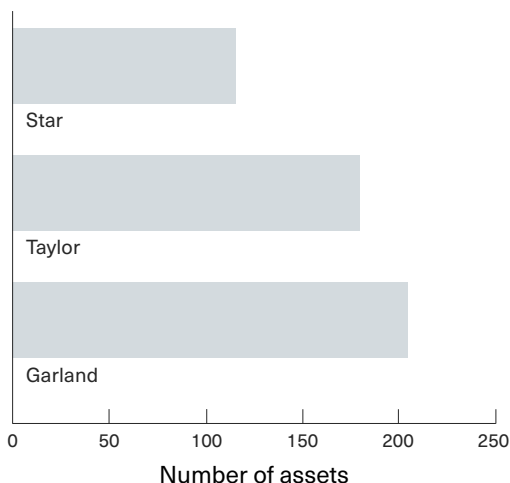
Perform electrical checks to see if the unit itself is the problem, or if it's an underlying electrical issue:

- Plug the unit into another outlet to see if it receives power.
- If there's still no power, try toggling the breaker for the area where the equipment is plugged in.
- If toggling the breaker does not work, check for a tripped GFI. To reset, hit the "Test/Reset" buttons on the outlet and wait for 30 seconds. Then plug the unit back in.
- Call a vendor if the unit still won't power after trying the troubleshooting steps above.

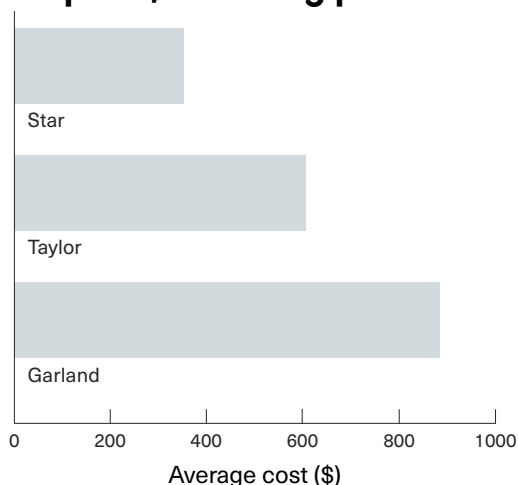
Grill & griddle manufacturer performance ↴

Get a better understanding of the true cost of a specific grill or griddle. Let's take a look at the most common grill & griddle manufacturers in quick-serve restaurants (QSRs) across our dataset.

Total number of assets



Average cost for each service request, including parts & labor



Frequency of service requests per asset



ALL RESTAURANT TYPES

Most common grill & griddle manufacturers

11.6% Garland

10.9% Taylor

8.1% Vulcan

Soft drink beverage dispenser ↴

A soft drink beverage dispenser is a staple at any restaurant, regardless of size or style. Some folks go out of their way to seek these sodas because they prefer the taste coming from a fountain instead of a can. But if water is leaking or syrup isn't mixing correctly, your customers will stay thirsty.

Soft drink beverage dispenser symptoms are usually handled directly by the distributor (like Coke or Pepsi) at a flat rate, which is why we're missing average hourly rates for this equipment type. Any time you troubleshoot your unit, remember: don't go so far that you invalidate your lease!



Percent of requests:

4.7%

Avg. invoice cost to repair:

\$318.48

Top 3 equipment symptoms:

22.3%

Leak present

19.5%

Not dispensing

11.2%

Parts replacement

TROUBLESHOOTING

Use these troubleshooting ideas to avoid unnecessary vendor dispatch.

Leak present

A leak is likely to spring either at the water inlet or from a drain clog.

- If the leak is coming from the inlet, tighten the hose with a wrench.
- If the leak is coming from a clogged drain, use a 6 foot snake to try and break up debris and a wet vac to clear it.

Neither tip help with a fix? Call your vendor for service.

Not dispensing

For all types of dispensers, check the water supply and that the unit has power.

- For traditional fountain machines, make sure the water pump under the unit is working properly. If only one dispenser is not working, it's a nozzle problem. See *Parts replacement*.
- For freestyle machines, the lever might need to be cleaned or replaced. Contact your vendor for support.
- For automated beverage systems (ABS), look at the digital display for errors or warnings. If it's clear, a conveyor sensor could be jammed or malfunctioning. Find them in the

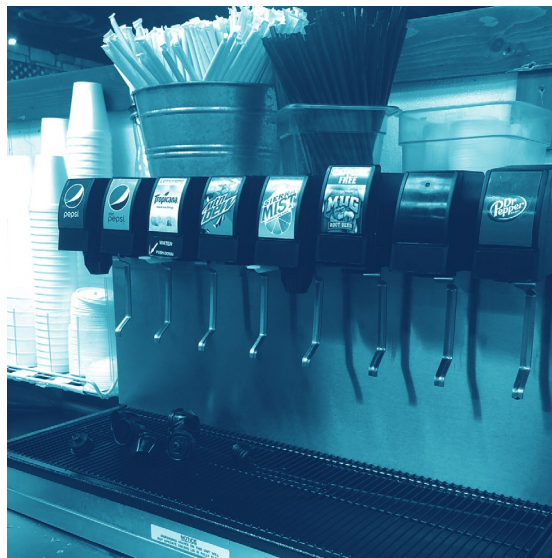
center of the conveyor belt and clear any debris before calling for service.

Parts replacement

Product dispensing nozzles on the machine tend to break, but they're easy to replace.

- The next time a vendor is on-site, ask for extra nozzles to have on hand.
- When a nozzle breaks, unscrew it from the unit.
- Clean the new nozzle from the tech. Screw it back into the unit.

For any other parts replacement, contact your contracted vendor.



Sink & drain ↴

Sinks and drains are the unsung heroes of kitchens. Your sink makes sure all of your food prep and serving materials get clean and are ready for use.

A leaky sink is responsible for more than half of all sink and drain equipment symptoms. This can make a (bigger) mess of the kitchen and leave your employees open to accidental slips, not to mention waste money on unused and unnecessary water. We define this equipment type as only the sinks and drains present within a kitchen. Other sinks and drains at your restaurant—say, in a restroom—are defined as Plumbing infrastructure.

For information about Plumbing infrastructure issues, see page 7.



Percent of requests:

4.5%

Avg. invoice cost to repair:

\$459.60

Top 3 equipment symptoms:

50.8%

Leak present

17.8%

Drain clogged

12.7%

Parts replacement

TROUBLESHOOTING

Leak present

Leaks usually occur in kitchen sinks when a handle pushed off isn't completely stopping water flow from the faucet. The leak is probably caused by a cartridge, the mechanism that starts and stops water flow from a spigot.

- If a cartridge is worn or old, it should be replaced. Depending on the make and model of the sink, you might be able to pull out a cartridge and replace it.
- Make sure the faucet handles are fully tightened and screwed down before replacing a cartridge.
- If you cannot remove the cartridge from the unit itself, you should replace the faucet.

If your kitchen uses a three-compartment sink, the leak is likely coming from the threaded fittings that drain water from the unit.

- Screw fittings back together or tighten them.

Still seeing drips? Call a plumber or sink specialist.

Drain clogged

For hand sinks with threaded fittings:

- Unscrew the pipes underneath the unit to see if anything's stuck in the p-trap—the p-shaped pipe.

For three-compartment sinks with glued drains:

- Use a hand plunger to try and remove or dislodge a clog.
- Find which bay is clogged. Close the drains on the other two sinks.
- Put a few inches of water in the clogged bay.
- Aggressively plunge the sink through several rounds to dislodge the clog.

Parts replacement

Source new handles and cartridges in store or online to avoid a vendor's upcharge. Pre-rinse sprayer hoses also commonly need replacement, but try repairing them first.

If a leak has sprung in the hose, it's due to the interior breaking down. Just unscrew the attachment, unscrew from the spigot, and insert a new liner with a wrench.

VENDOR PERFORMANCE

Here's how the top 25% of vendors perform across equipment types ↴

Plumbing infrastructure

\$103.15

Avg. hourly rate

91.2%

Avg. FTFR

Sink & drain

\$98.28

Avg. hourly rate

90.8%

Avg. FTFR

HVAC infrastructure

\$110.50

Avg. hourly rate

88.3%

Avg. FTFR

Cold side equipment

\$111.50

Avg. hourly rate

85.6%

Avg. FTFR

Electrical infrastructure

\$91.00

Avg. hourly rate

87.7%

Avg. FTFR

Hot side equipment

\$104.58

Avg. hourly rate

85.71%

Avg. FTFR

When repairs cause chaos, data makes a difference.

What can you do to put safeguards in place?

Invest in a solution that offers data-driven insights to help you anticipate issues, benchmark vendor performance, and guide you to smarter R&M decisions.



REPAIRS

About Us

86 Repairs is the repair and maintenance management platform built for the restaurant industry. Our tech-enabled solution includes on-demand repair management and preventative maintenance. With 86 Repairs, restaurants have access to data-driven insights and 24/7 support to control their facilities, reduce their R&M costs, and spend less of their team's time on equipment repairs.

86 Repairs manages the repair and maintenance process for more than 1,800 restaurant operators nationwide, from full service and fine dining to fast casual and quick service franchises. Some notable customers include Boka Restaurant Group, Castellucci Hospitality Group, 4 Rivers Smokehouse, Peas and Carrots Hospitality, and quick-service brands like McDonald's, Jimmy John's, Sonic Drive-Ins, Taco Bell, and many others.

Learn more at www.86repairs.com.