



## Big Dipper® IS System Series Troubleshooting

### **Big Dipper unit overflows**

(1) Check to see that the outlet pipe is not reduced to a smaller size, the outlet piping is vented, has as few 90 degree outlet turns as possible, and that no "P" trap is installed on the outlet. Re-plumb the piping, if necessary. Check outlet piping for clogs. Have a plumber clean the line, if necessary.

2) Make sure that the solids strainer is in place and emptied daily.

3) Check the bottom of the grease chamber for excessive solids and silt buildup which may be blocking the outlet baffle. Disconnect the power and use a long handled spatula or similar instrument to stir the bottom while water flows through the unit. If necessary, drain and clean the sediment from the unit. To prevent recurrence, schedule this cleaning to be done on a regular basis (properly used, a wet vac may be appropriate for cleaning sediment from the bottom of the unit).

4) Make sure the flow rate to the unit does not exceed the maximum flow rate, which is shown on the nameplate. If necessary, have a plumber install an approved flow control to restrict the inlet flow to the specified level or install a properly sized Big Dipper for the application.

### **Excessive water observed in the grease collection container**

1) Check Timer for excessive "on" time. Unit will pick up incidental water after all grease is removed.

2) Make sure that the water flow to the unit does not exceed the rated flow and there are no drain line clogs downstream from the unit.

### **No grease is collected in the container**

(1) Check to be sure the power is on and the time control is set correctly. The "on" time should be no less than 15 minutes per day.

(2) Remove the lid and clean away any buildup that may be present on the wiper blades or collection trough. Make sure the wiper blade(s) are properly in place on the skimmer wheels. Replace wiper blades when worn or warped.

(3) Set the time control to the "ON" position & ensure that the skimmer turns. CAUTION: Keep your hands away from moving parts to avoid possible injury. If the skimmer motor does not come on, the motor assembly must be replaced.

(4) Check for congealed grease in the unit. If the Big Dipper's heating element is not warming the unit, the heating element must be replaced.

(5) Some sites do not generate enough grease to be captured by the skimming process. Set Timer for minimum operation - 1 Tab (15 Min.)

### **Objectionable odor**

(1) Make sure grease/oil is being skimmed properly from the unit.

(2) Check the timer settings for excessive "on" time. Also check to see if any water is collected in the grease collector. Reduce operating time until water is no longer observed in the grease collector.

(3) If excessive sediment has collected on the bottom of the unit, clean the unit as described in item 3 in "Big Dipper unit overflows."

(4) Clean the solids strainer and grease collection container more frequently.

(5) Grease interceptors, grease traps, automatic recovery units, grease removal devices and other similar plumbing devices receiving kitchen flows from sinks, floor drains, woks and other food bearing sources may generate odors. There are many factors influencing odor evolution and dissemination. These include room ventilation, kitchen menu, ambient temperatures, ware washing practices, grease/oil input, daily input fluid volume, sanitizers, installation plumbing design and product maintenance/upkeep. Odors are usually prevented by good area ventilation, frequent fluid inputs, good product maintenance practices and proper product installation. Additional steps, including aeration, chlorination, improved area ventilation and additional maintenance control, may be needed at some sites.