



Service

Frequently Asked Questions (FAQ)

- Does AOS provide maintenance programs for its kitchen exhaust filtration systems?

Yes, AOS provides maintenance programs and maintains electrostatic air cleaners, activated carbon filtration units, Misterters and ozone generators. AOS also services and maintains other branded items.

- What's AOS service area?

AOS service area is Australia and New Zealand wide, we do offer long distance service for customers out of typical service area.

- Are electrostatic precipitators hard to maintain and troubleshoot?

Electrostatic precipitators should be serviced and troubleshooted by AOS authorised service technician. The electrostatic precipitators are basic in concept, there is relative a lot of little things which can make them not work. AOS service technician with experience can quickly identify the issue quickly.

- How does AOS clean its electrostatic cells and pre-filters?

The dirty and oily pre-filters and electrostatic cells are cleaned through the process of ultrasonic. Once cleaned thoroughly they are hot water gurney is applied to wash of any excess grease or oil. Once fully dried the electrostatic cells are voltage tested for any faults.

- Are spare parts available for AOS filtration products?

Yes AOS has a full stock of spare parts ready available.

- How does electrostatic air cleaner filter exchange program work?

Our service program, exchange program means we bring a clean set of pre-filters and electrostatic cells and swap them over with the dirty cells and pre-filters. Once dirty cells and pre-filters are at the factory they are cleaned, inspected and tested individually, using the exchange.

- Why is important to regular maintain and service your electrostatic precipitator?

Smoke, grease and odour is not discharged to the atmosphere. AOS filtration products must be maintained correctly and at regular intervals.

- If the electrostatic air cleaner is operational and if you hear creakily or arcing sound what is this?

When you turn the electrostatic air cleaner on they may be crackling or arcing sound this is dust being sucked up on the electrostatic cell, green light will be flickering to green to red lights this is normal operation cells are now energized at 14KV.

- Does AOS provide spare parts on older electrostatic air cleaner?

Yes, AOS provides spare parts on older electrostatic air cleaners models, electrostatic air model is too old you might need to replace the whole unit.

- How often should electrostatic air cleaner be serviced?

Depending on cooking usage, every restaurant is different.