



Frequently Asked Questions

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How do I clean my Infresco BBQ?

Our BBQs are designed for easy cleaning. We have a channel running along the front of the hotplate. The BBQ remnants and oil can simply be pushed into the channel. The channel has a waste drain hole on one end. The remnants run down the drain hole and land in a tray beneath the BBQ. This tray can be removed for easy cleaning. We also have a range of cleaning products which are highly effective on barbecue hotplates and stainless steel.

Does my Infresco BBQ come with a lid?

Yes, unless you purchase the roasting hood accessory option. Depending on the size and layout of your BBQ, you may receive one large lid or 2 or 3 smaller lids. Please see your chosen BBQ specifications to confirm the number of lids provided.

Does my BBQ come with a roasting hood?

This is an additional accessory which is available for purchase.

However, there is an additional cost. The Infresco roasting hood has been especially designed to roll back as far as possible, so that fumes and smoke can go upwards and be sucked up by an exhaust hood. Most roasting hoods hang forward over the BBQ, forcing fumes and smoke out the front of the BBQ and making an exhaust hood useless.

Can I buy an Infresco BBQ and place it in my own cabinets?

Yes, of course you can purchase an Infresco BBQ without buying a whole alfresco kitchen from us, however, please be aware that Energy Safety Regulations state that you cannot place a BBQ on a combustible surface. If you already have another cabinet maker to manufacture your cabinets, we recommend that you purchase the BBQ first so that the BBQ fits in perfectly. Our BBQs are designed with "wings" to hang on the bench top, allowing air to move underneath the BBQ which prevents over-heating of cabinets. If the BBQ is to be built into a combustible surface, you must also ensure that it has a heat shield between the BBQ and the cabinets. If you purchase one of our BBQs, we can manufacture the heat shield for you.

If I place a BBQ on a combustible surface such as timber cabinets, can it start a fire?

Yes! We have had several customers come to us after their existing alfresco area went up in flames, as per the example photo below. This is because their BBQ was placed on timber cabinets without any type of heat shield. Over a few years, the timber slowly dries out and can combust with the heat of the BBQ. A slow smouldering fire can result which can go unnoticed for days until it takes hold of your alfresco area.





What is Flame Failure?

On a normal retail BBQ, burners do not have flame failure devices fitted. If the flame goes out, the gas will continue to flow. This can result in either an explosion or asphyxiation. Also, many retail BBQs have knobs that, when turned, will release the gas.

Therefore, a child playing around the BBQ area could be in great danger. Infresco BBQs have flame failure devices fitted to every burner. If the flame goes out, the gas will automatically shut off within seconds. Also, to turn on the barbecue, a separate ignitor button must be pressed at the same time as the knob is turned, thereby making it much safer for children. Some domestic barbecues now come with flame failure devices, but they are still not approved for indoor use.

What are the Energy Safety laws that apply to alfresco areas?

First of all, you must determine if your alfresco area is classed as "enclosed" or "outdoors".

See The Energy Safety Website for more information relating to your state's requirements.

If your alfresco area is classed as "enclosed" you must comply with the following:

- I. Your BBQ must have flame failure devices fitted to every burner and be licensed for indoor use (be aware that there are some BBQs on the market that have flame failure devices fitted but they are NOT licensed for indoor use)
- II. Your BBQ must have a commercial grade exhaust hood that moves a minimum of 2000 cubic metres of air per hour
- III. Your barbecue must be installed on a non-combustible surface
- IIII. The Exhaust hood and BBQ must be connected using an interlocking device to make the BBQ comply

Please note, further requirements may apply depending on your location and circumstances

How are Infresco BBQs approved for indoor use?

We build our barbecues to commercial standards. A governing body called IAPMO has tested and certified our barbecues. Each barbecue is tested and approved before it can be shipped around Australia and New Zealand.

Do Infresco Barbecues work with Natural Gas or LPG?

We can make our barbecues to suit your requirements, whether natural gas or LPG. Your barbecue must be installed by a licensed gas fitter. If it is natural gas, it must be plumbed directly into the gas line (not a bayonet point).

Is Natural Gas or LPG safer?

First of all, both natural gas and LPG have no smell. A strong odour is artificially added so that people can detect the presence of gas. Natural gas is very light and will float upwards and dissipate. It is less volatile than LPG. LPG is heavier and will sink to the floor. It is more volatile meaning that the slightest spark can ignite it. It is illegal to use a standard 9kg LPG bottle in an enclosed area because of these qualities.

Which is better, a mild steel hotplate or a stainless-steel hotplate?

We use a half inch (12mm) thick machined mild steel hotplate as standard on our Infresco barbecues, although you have the option of stainless-steel hotplates. The thick mild steel hotplate is an excellent distributor of heat and provides an even, solid heat. Machined mild steel hotplates such as this are used in almost all restaurants. Stainless steel hotplates don't distribute heat anywhere near as well as mild steel and tend to have hot and cold spots. They are also more difficult to clean than mild steel (think of your stainless-steel frypans).

Will my hotplate discolour?

Yes, all hotplates discolour, whether mild steel or stainless steel. They can always be brought back to close to original colour using a scotchbrite pad.

Will my barbecue rust?

No. We use 304 grade stainless steel in our barbecues but it can T stain so you will have to look after the stainless with care oil. This is a commercial grade stainless steel with a high nickel:iron ratio.

Can I get a barbecue custom made to fit any area?

Yes. We make four standard sizes of Barbecues (900mm, 985mm, 1185mm 1360mm) which suit 90% of customers. For those customers that require a particular size, we can custom make our barbecues to any size. We have made barbecues up to 3 metres long. Please call us on 1300 613 112 to discuss your needs for a customised size. Additional costs may apply for non-standard arrangements.

Can I choose any combination of hotplate, open grill or wok outside of your standard range?

Yes, we can manufacture a customised BBQ which is configured to your chosen arrangement from the range of appliance options. For example, almost every BBQ available on the retail market must have an open grill next to the hotplate, as the burners inside a BBQ require oxygen for combustion and the open grill allows the oxygen to be sucked in through the vents in the grill. As Infresco BBQs are designed with ventilation at the front and a flue space at the rear of the BBQ, they allow for a solid hotplate while the burners suck in and expel oxygen, negating the need for the open grill. Please call us on 1300 613 112 to discuss your needs. Additional costs may apply for non-standard arrangements.