



Call with questions: [\(800\) 633-4204](tel:8006334204)

### Unplug Big Dipper before closing due to Covid-19

If you are having to prepare your restaurant for government mandated closure, there are steps you should take NOW to ensure your Big Dipper is in good working order when your restaurant reopens.

To prepare your Big Dipper for a prolonged shutdown ([click to learn more](#)):

1. Add water- Your Big Dipper should be full of water before shutdown.
2. Unplug- Running your Big Dipper without regular kitchen flows could damage the unit.
3. Set a reminder- Your Big Dipper needs to be plugged back in when your kitchen is operating again.

If you are able to continue restaurant operations on some level, please know Thermaco, makers of the Big Dipper automatic grease trap, is available for live support Monday to Thursday from 8am - 5pm EDT and Friday from 8am - 3pm EDT. For 24/7 support resources visit [dipperhelp.com](http://dipperhelp.com).

Please take a moment to protect your Big Dipper from damage so you can reopen with ease.

Our hearts and thoughts are with you and yours during this difficult time. Take care and be safe!

- Thermaco