Hobart and Parts Town jointly commissioned a study by Frontier Energy to compare genuine OEM parts versus non-branded generic parts.

Evaluating Performance of Genuine OEM Infrared Burners Against Generics

Commercial food service equipment is critically important in any commercial kitchen. Ensuring that equipment continues to run effectively and efficiency is a top priority for customers, directly impacted by proper use, cleaning and maintenance with parts, accessories and consumables. Customers have options when selecting parts, accessories and consumables to conduct standard planned maintenance, cleaning or necessary repairs.

Genuine Original Equipment Manufacturer (OEM) parts are rigorously tested and guaranteed by the manufacturer to fit and function in equipment. Generic or non-OEM parts distributors often claim that generic parts are the equivalent to genuine OEM parts in most ways except price. With varying industry opinions about the best option, we put the parts to the test.

Hobart Service and Parts Town commissioned a project with Frontier Energy to conduct a head-to-head bench test performance evaluation of genuine OEM parts against non-OEM or generic look-alikes.

The results of the study showed a significant difference between genuine OEM and generic parts. The genuine OEM infrared (IR) burners functioned more consistently producing more even cooking temperatures and burning hotter than generic parts when tested within the Vulcan 36” Salamander Gas Infrared Broilers.

Conducted in January 2021, the purpose of the study was to shed light to new and existing customers on the performance differences between genuine OEM and generic parts when making future purchase decisions.

Frontier Energy was well suited to conduct this study. The engineering consulting firm has had a long history with testing commercial foodservice equipment and advising equipment manufacturers on design.

The focus of the study was the performance of Infrared (IR) Burners for Vulcan 36” Salamander Gas Infrared Broilers.

This study was conducted as a bench test with a test chamber built to simulate actual foodservice equipment in a controlled environment replicating real world conditions over the course of four months