








# McDonald's LOV Touch Error Log and Statistics Check

Follow these steps to check the Error Log:

| DISPLAY   | ACTION   |
|---|--|
|                        | 1. Press the Home button.  |
|                        | 2. Press the Service button.   |
|                        | 3. Press the Manager button.   |
| <b>1 6 5 6</b>  | 4. Enter <b>1650</b>   |
|                        | 5. Press the ✓ (check) button.   |
| <input type="checkbox"/> <b>E-LOG</b>   | 6. Press the E-LOG button. The three most recent errors are shown.   |
|                       | 7. Press the Down button. The next three errors are shown. Continue pressing the down arrow to view additional errors. |
|                      | 8. Press the Back button to return to menu or press the Home button to exit.   |
| <br><b>CREW MODE</b> | 9. Press the Crew Mode button.   |

The E-LOG function is used to view the ten (10) most recent error codes encountered on the fryer. These codes are displayed with the most recent errors displayed first. The error code, time and date are displayed.

If no errors exist, the controller is blank in this function. Errors are displayed with the side of the error if a split vat, error code, time and date. An error code displaying an "L" indicates left side of a split vat while an "R" indicates right side of a split vat where the error occurred (R E19 06:34AM 04/22/2019). An error code displaying a "G" indicates this was a global error not specifically linked to a particular vat.










**Write the error #'s down on the following page. The error log codes are on the last page.**



### Error Log

| Error    | VAT #1 |               |       |               | VAT #2 |               |       |               | VAT #3 |               |       |               | VAT #4 |               |       |               |
|----------|--------|---------------|-------|---------------|--------|---------------|-------|---------------|--------|---------------|-------|---------------|--------|---------------|-------|---------------|
|          | Left   | Date/<br>Time | Right | Date/<br>Time | Left   | Date/<br>Time | Right | Date/<br>Time | Left   | Date/<br>Time | Right | Date/<br>Time | Left   | Date/<br>Time | Right | Date<br>/Time |
| <b>A</b> |        |               |       |               |        |               |       |               |        |               |       |               |        |               |       |               |
| <b>B</b> |        |               |       |               |        |               |       |               |        |               |       |               |        |               |       |               |
| <b>C</b> |        |               |       |               |        |               |       |               |        |               |       |               |        |               |       |               |
| <b>D</b> |        |               |       |               |        |               |       |               |        |               |       |               |        |               |       |               |
| <b>E</b> |        |               |       |               |        |               |       |               |        |               |       |               |        |               |       |               |
| <b>F</b> |        |               |       |               |        |               |       |               |        |               |       |               |        |               |       |               |
| <b>G</b> |        |               |       |               |        |               |       |               |        |               |       |               |        |               |       |               |
| <b>H</b> |        |               |       |               |        |               |       |               |        |               |       |               |        |               |       |               |
| <b>I</b> |        |               |       |               |        |               |       |               |        |               |       |               |        |               |       |               |
| <b>J</b> |        |               |       |               |        |               |       |               |        |               |       |               |        |               |       |               |

**Follow these steps to check the daily filter stats:**

| DISPLAY   | ACTION  |
|---|---|
|     | 1. Press the Home button and then the Information button.                                 |
|    | 2. Press the Filter button.   |
| <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>DAY 1</b></li> <li><input type="checkbox"/> <b>DAY 2</b></li> <li><input type="checkbox"/> <b>DAY 3</b></li> <li><input type="checkbox"/> <b>DAY 4</b></li> </ul>   | 3. Select and press the desired day. Press the down arrow to scroll back additional days. |
| <ul style="list-style-type: none"> <li><b>1. DAY AND DATE</b> (Day and date of filter statistics displayed)</li> <li><b>2. COOKS REMAINING UNTIL NEXT FILTER</b> (Number of times cooks that remain until the next filter prompt.) Write this number below.</li> <li><b>4. DAILY NUMBER OF FILTERS</b> (Number of times vat filtered that day.)</li> </ul>    | 4. Press the down arrow to scroll to more statistics.                                     |
| <ul style="list-style-type: none"> <li><b>5. DAILY NUMBER OF SKIPPED FILTERS</b> (Number of times filter was bypassed that day.)</li> </ul>  <ul style="list-style-type: none"> <li><b>9. FILTRATION -</b> (Displays if filtration is enabled or disabled. Diagnostic tool to determine status of FIB board.)</li> </ul>   | 5. Press the up arrow to scroll up or the back button to return to select another day.    |
|    | 6. Press the back button to return to menu or the home button to exit.                    |

Write the item #2 **COOKS REMAINING UNTIL NEXT FILTER** value here \_\_\_\_\_.

Capture the item #4 **DAILY NUMBER OF FILTERS** (Number of times vat filtered that day.) and item #5 **DAILY NUMBER OF SKIPPED FILTERS** (Number of times filter was bypassed that day.) for each vat.

Write the item #9 **FILTRATION** status here \_\_\_\_\_.

### Daily Filter Statistics

**DAY 1**

|                   | Vat #1 | Vat #2 | Vat #3 | Vat #4 | Vat #5 | Vat #6 |
|-------------------|--------|--------|--------|--------|--------|--------|
| Day/Date          | /      | /      | /      | /      | /      | /      |
| Daily Cooks       |        |        |        |        |        |        |
| # Filters         |        |        |        |        |        |        |
| # Skipped Filters |        |        |        |        |        |        |
| Avg Cooks         |        |        |        |        |        |        |

**DAY 2**

|                   | Vat #1 | Vat #2 | Vat #3 | Vat #4 | Vat #5 | Vat #6 |
|-------------------|--------|--------|--------|--------|--------|--------|
| Day/Date          | /      | /      | /      | /      | /      | /      |
| Daily Cooks       |        |        |        |        |        |        |
| # Filters         |        |        |        |        |        |        |
| # Skipped Filters |        |        |        |        |        |        |
| Avg Cooks         |        |        |        |        |        |        |

**DAY 3**

|                   | Vat #1 | Vat #2 | Vat #3 | Vat #4 | Vat #5 | Vat #6 |
|-------------------|--------|--------|--------|--------|--------|--------|
| Day/Date          | /      | /      | /      | /      | /      | /      |
| Daily Cooks       |        |        |        |        |        |        |
| # Filters         |        |        |        |        |        |        |
| # Skipped Filters |        |        |        |        |        |        |
| Avg Cooks         |        |        |        |        |        |        |

**DAY 4**

|                   | Vat #1 | Vat #2 | Vat #3 | Vat #4 | Vat #5 | Vat #6 |
|-------------------|--------|--------|--------|--------|--------|--------|
| Day/Date          | /      | /      | /      | /      | /      | /      |
| Daily Cooks       |        |        |        |        |        |        |
| # Filters         |        |        |        |        |        |        |
| # Skipped Filters |        |        |        |        |        |        |
| Avg Cooks         |        |        |        |        |        |        |

**DAY 5**

|                   | Vat #1 | Vat #2 | Vat #3 | Vat #4 | Vat #5 | Vat #6 |
|-------------------|--------|--------|--------|--------|--------|--------|
| Day/Date          | /      | /      | /      | /      | /      | /      |
| Daily Cooks       |        |        |        |        |        |        |
| # Filters         |        |        |        |        |        |        |
| # Skipped Filters |        |        |        |        |        |        |
| Avg Cooks         |        |        |        |        |        |        |








**DAY 6**

|                   | Vat #1 | Vat #2 | Vat #3 | Vat #4 | Vat #5 | Vat #6 |
|-------------------|--------|--------|--------|--------|--------|--------|
| Day/Date          | /      | /      | /      | /      | /      | /      |
| Daily Cooks       |        |        |        |        |        |        |
| # Filters         |        |        |        |        |        |        |
| # Skipped Filters |        |        |        |        |        |        |
| Avg Cooks         |        |        |        |        |        |        |

**DAY 7**

|                   | Vat #1 | Vat #2 | Vat #3 | Vat #4 | Vat #5 | Vat #6 |
|-------------------|--------|--------|--------|--------|--------|--------|
| Day/Date          | /      | /      | /      | /      | /      | /      |
| Daily Cooks       |        |        |        |        |        |        |
| # Filters         |        |        |        |        |        |        |
| # Skipped Filters |        |        |        |        |        |        |
| Avg Cooks         |        |        |        |        |        |        |

**Follow these steps to capture the software version. Do this on each controller.**

| DISPLAY   | ACTION  |
|---|---|
|    | 1. Press the Home button.   |
|    | 2. Press the Information button.  |
|    | 3. Press the down arrow button.   |
|    | 4. Press Software Version button.   |
| <b>INITIALIZING ...</b>   | 5. No action needed.  |
| 1. <b>UIB SOFTWARE VERSION</b><br>2. <b>SIB SOFTWARE VERSION</b><br>3. <b>VIB SOFTWARE VERSION</b><br>4. <b>FIB SOFTWARE VERSION</b><br> | 6. Press the down arrow to scroll to additional software versions and probe temperatures.<br><b>NOTE: Split vats will have an SIB2 and left and right vat, AIF, and ATO temperatures.</b> |
| 5. <b>OQS SOFTWARE VERSION</b><br>                    | 7. Press the up arrow to scroll up or the home button to exit.  |

**Record Software Versions for each controller below:**

Vat # 1 - UIB \_\_\_\_\_ SIB1 \_\_\_\_\_ SIB2 \_\_\_\_\_  
 VIB \_\_\_\_\_ FIB \_\_\_\_\_ OQS \_\_\_\_\_

Vat # 2 - UIB \_\_\_\_\_ SIB1 \_\_\_\_\_ SIB2 \_\_\_\_\_  
 VIB \_\_\_\_\_ FIB \_\_\_\_\_ OQS \_\_\_\_\_

Vat # 3 - UIB \_\_\_\_\_ SIB1 \_\_\_\_\_ SIB2 \_\_\_\_\_  
 VIB \_\_\_\_\_ FIB \_\_\_\_\_ OQS \_\_\_\_\_

Vat # 4 - UIB \_\_\_\_\_ SIB1 \_\_\_\_\_ SIB2 \_\_\_\_\_  
 VIB \_\_\_\_\_ FIB \_\_\_\_\_ OQS \_\_\_\_\_

Vat # 5 - UIB \_\_\_\_\_ SIB1 \_\_\_\_\_ SIB2 \_\_\_\_\_  
 VIB \_\_\_\_\_ FIB \_\_\_\_\_ OQS \_\_\_\_\_

Vat # 6 - UIB \_\_\_\_\_ SIB1 \_\_\_\_\_ SIB2 \_\_\_\_\_  
 VIB \_\_\_\_\_ FIB \_\_\_\_\_ OQS \_\_\_\_\_

**Error Log Codes (For FilterQuick F4000 Touch Controllers Only)**

| <b>Code</b> | <b>ERROR MESSAGE</b>   | <b>EXPLANATION</b>   |
|-------------|--|--|
| E13         | TEMPERATURE PROBE FAILURE  | TEMP Probe reading out of range. Call service.   |
| E16         | HIGH LIMIT 1 EXCEEDED  | High limit temperature is past more than 410°F (210°C), or in CE countries, 395°F (202°C)  |
| E17         | HIGH LIMIT 2 EXCEEDED  | High limit switch has opened.  |
| E18         | HIGH LIMIT PROBLEM<br>DISCONNECT POWER   | Vat temperature exceeds 460°F (238°C) and the high limit has failed to open. Immediately disconnect power to the fryer and call service. |
| E19         | HEATING FAILURE - XXX F or XXX C   | Heating Control latch circuit failed. Heat Contactor failed to latch.  |
| E25         | HEATING FAILURE - BLOWER   | The air pressure switch(s) failed to close.  |
| E27         | HEATING FAILURE - PRESSURE SWITCH - CALL SERVICE                                     | The air pressure switch has failed closed.   |
| E28         | HEATING FAILURE - XXX F or XXX C   | The fryer has failed to ignite and has locked out the ignition module.   |
| E29         | TOP OFF PROBE FAILURE - CALL SERVICE   | ATO RTD reading out of range. Call service   |
| E32         | DRAIN VALVE NOT OPEN - FILTRATION AND TOP OFF DISABLED - CALL SERVICE                | Drain valve was trying to open and confirmation is missing   |
| E33         | DRAIN VALVE NOT CLOSED - FILTRATION AND TOP OFF DISABLED - CALL SERVICE              | Drain valve was trying to close and confirmation is missing  |
| E34         | RETURN VALVE NOT OPEN - FILTRATION AND TOP OFF DISABLED - CALL SERVICE               | Return valve was trying to open and confirmation is missing  |
| E35         | RETURN VALVE NOT CLOSED - FILTRATION AND TOP OFF DISABLED - CALL SERVICE             | Return valve was trying to close and confirmation is missing   |
| E36         | VALVE INTERFACE BOARD FAILURE - FILTRATION AND TOP OFF DISABLED - CALL SERVICE       | Valve Interface Board connections lost or board failure. Call service.   |
| E37         | AUTOMATIC INTERMITTENT FILTRATION PROBE FAILURE - FILTRATION DISABLED - CALL SERVICE | AIF RTD reading out of range. Call service.  |

| <b>Code</b> | <b>ERROR MESSAGE</b>  | <b>EXPLANATION</b>  |
|-------------|---|---|
| E39         | CHANGE FILTER PAD   | 25-hour timer has expired or dirty filter logic has activated. Change the filter paper or pad.  |
| E41         | OIL IN PAN ERROR  | The system detects that oil may be present in the filter pan.   |
| E42         | CLOGGED DRAIN (Gas)   | Vat did not empty during filtration. Ensure the drain is not clogged and follow prompts.  |
| E43         | OIL SENSOR FAILURE - CALL SERVICE   | Oil level sensor may have failed. Call service.   |
| E44         | RECOVERY FAULT  | Recovery time exceeded maximum time limit.  |
| E45         | RECOVERY FAULT – CALL SERVICE   | Recovery time exceeded maximum time limit for two or more cycles. Call service.   |
| E46         | SYSTEM INTERFACE BOARD 1 MISSING - CALL SERVICE                                     | SIB board 1 connection lost or board failure. Call service.   |
| E51         | DUPLICATE BOARD ID - CALL SERVICE   | Two or more controllers have the same location ID. Call service.  |
| E52         | USER INTERFACE CONTROLLER ERROR - CALL SERVICE                                      | The controller has an unknown error. Call service.  |
| E53         | CAN BUS ERROR - CALL SERVICE  | Communications are lost between boards. Call service.   |
| E54         | USB ERROR   | USB connection lost during an update.   |
| E55         | SYSTEM INTERFACE BOARD 2 MISSING - CALL SERVICE                                     | SIB board 2 connection lost or board failure. Call service.   |
| E61         | MISCONFIGURED ENERGY TYPE   | The fryer is configured for the incorrect energy type. Call service.  |
| E62         | VAT NOT HEATING – CHECK ENERGY SOURCE – XXXF OR XXXC                                | The vat is not heating properly.  |
| E63         | RATE OF RISE  | Rate of rise error occurred during a recovery test. Ensure the oil level is at the bottom oil level when cold and at the top oil level line when at setpoint. On electric fryers ensure the probe is not touching the elements. |
| E64         | FILTRATION INTERFACE BOARD FAILURE - FILTRATION AND TOP OFF DISABLED - CALL SERVICE | Filtration Interface Board connections lost or board failure. Call service.   |
| E65         | CLEAN OIB SENSOR – XXX F OR XXX C - CALL SERVICE                                    | Gas -The oil is back sensor does not detect oil. Clean optional oil sensor.   |
| E66         | DRAIN VALVE OPEN – XXXF OR XXXC   | Drain valve is opened during cooking.   |
| E67         | SYSTEM INTERFACE BOARD NOT CONFIGURED   | Controller is turned on when the SIB board  |

| <b>Code</b> | <b>ERROR MESSAGE</b>                 | <b>EXPLANATION</b>   |
|-------------|--------------------------------------|--|
|             | - CALL SERVICE                       | is not configured. Call service.   |
| E68         | OIB FUSE TRIPPED – CALL SERVICE      | The VIB board OIB fuse has tripped and didn't reset. Call service.   |
| E69         | RECIPES NOT AVAILABLE – CALL SERVICE | The controller has not been programmed with product recipes. Replace controller with factory programmed controller.  |
| E70         | OQS TEMP HIGH                        | Oil temperature is too high for a valid OQS reading. Filter at a temperature between 300°F (149°C) and 375°F (191°C).  |
| E71         | OQS TEMP LOW                         | Oil temperature is too low for a valid OQS reading. Filter at a temperature between 300°F (149°C) and 375°F (191°C).   |
| E72         | TPM RANGE LOW                        | The TPM is too low for a valid OQS reading. This may also be seen with fresh new oil. The incorrect oil type may be selected in the setup menu. The sensor may not be calibrated for the oil type. See oil type chart in instruction document 8197316. If issue continues contact a FAS. |
| E73         | TPM RANGE HIGH                       | The TPM reading is too high for a valid OQS reading. Dispose the oil.  |
| E74         | OQS ERROR                            | The OQS has an internal error. If issue continues contact a FAS.   |
| E75         | OQS AIR ERROR                        | The OQS is detecting air in the oil. Check the O-rings and check/tighten prescreen filter to ensure no air is entering the OQS sensor. If issue continues contact a FAS.   |
| E76         | OQS ERROR                            | The OQS sensor has a communication error. Check connections to the OQS sensor. Power cycle the entire fryer battery. If issue continues contact a FAS.   |