

## Instruction Sheet

Follow these instructions to remove the sediment basket, install new basket rack, update software, take photos and inspect OIB plugs.

**NOTE:** Prior to starting, you **MUST HAVE** a 3/8" square tapered wobble extension (see Figure 1), with 15" of extensions, to perform this task. A universal joint **WILL NOT** work.

Scan the QR code to enter information for this inspection.



**Subject: Software Update, Sediment Tray Removal, Basket Support Rack Installation and OIB plug Inspection Instructions**

**Models affected: Taco Bell FilterQuick Touch Gas Fryers (FQG30-T)**

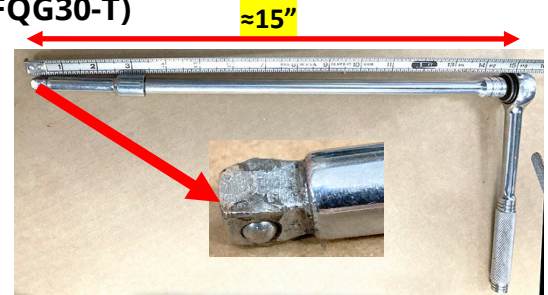


Figure 1

### REMOVE SEDIMENT TRAYS

1. Remove the sediment tray from both frypots (see Figure 2).
2. Remove the sediment trays from the store and discard. **DO NOT LEAVE THE SEDIMENT TRAYS AT THE STORE!**

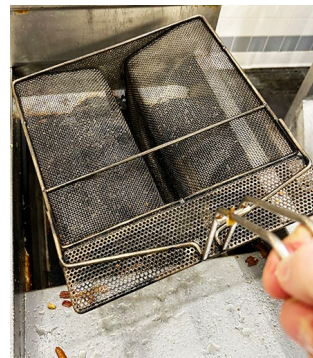


Figure 2

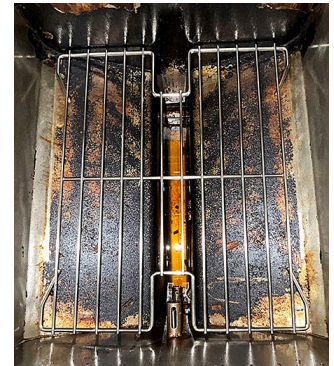


Figure 3

### INSTALL NEW BASKET SUPPORT RACKS

Install the new basket support racks in both frypots as shown (see Figure 3)

### UPDATE SOFTWARE

Update the software following the steps on page 3. After starting the software update, it will take approximately 20 minutes to update the fryer. **While that is occurring, return to this page for instructions to inspect and take specific photos of the fryer.**

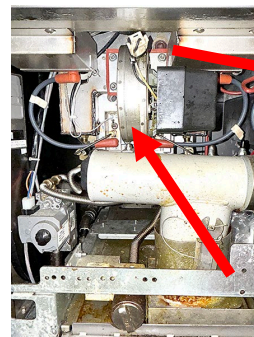


Figure 4

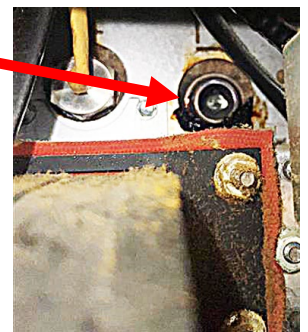


Figure 5

### OIB PLUG INSPECTION

1. Open the doors of the fryer and locate the blower (see Figure 4).
2. Locate the OIB plug directly above and to the right of the blower (see Figure 5). The OIB plug is a 3/8" square socket plug.
3. Take five (5) photos.
  - a. Photo of Sediment Tray removed (see Figure 2).
  - b. Photo of wide shot showing blower and drain area (see Figure 4).

Continued on next page.

- c. Photo above the blower showing around the OIB plug (see Figure 5). Get an unobstructed view. If there's any leakage, ensure that it is shown.
  - d. Photo below the blower showing a close-up of the ignitor area (see Figure 6).
  - e. Photo of rating plate, inside adjacent frypot door with serial # (see example Figure 7).
4. Examine the OIB plug and compare the plug and ignitor to photos in Figures A thru E for remedy instructions.



Figure A



Figure B

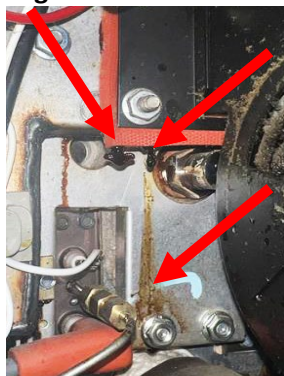


Figure C

extensions, with a 3/8" square tapered wobble head, to rotate the plug clockwise and torque to 54 ft lbs. to ensure it is seated tight in the frypot and not leaking (see Figures 8 and 9 above). If it can be determined that oil has entered the insulation, make a note and schedule a second trip to replace the

**Continued on next page.**

5. Plugs resembling Figure A that appear to have no leakage, should use a ratchet wrench with 15" of extensions, with a 3/8" square tapered wobble head, to rotate the plug clockwise and torque to 54 ft lbs. to ensure they are seated tight in the frypot and not leak (see Figures 8 and 9).

6. Plugs resembling Figure B, that appear to have oil around the OIB plug, but **DO NOT** have oil on the ignitor area, should use a ratchet wrench with 15" of extensions, with a 3/8" square tapered wobble head, to rotate the plug clockwise and torque to 54 ft lbs. to ensure it is seated tight in the frypot and not leak (see Figures 8 and 9 above).

7. Plugs resembling Figure B that have oil around the OIB plug and Figure C with oil around the ignitors should use a ratchet wrench with 15" of extensions, with a 3/8" square tapered wobble head, to rotate the plug clockwise and torque to 54 ft lbs. to ensure it is seated tight in the frypot and not leak (see Figures 8 and 9 above). If it can be determined that oil has entered the insulation, make a note and schedule a second trip to replace the insulation with kit 8263805. Advise the customer they will be responsible for the cost of the repair.

8. Plugs resembling Figure D that have an excess of oil around the OIB plug and in Figure E that shows excessive oil on the ignitors, should knock any oil out of the plug and use a ratchet wrench with 15" of

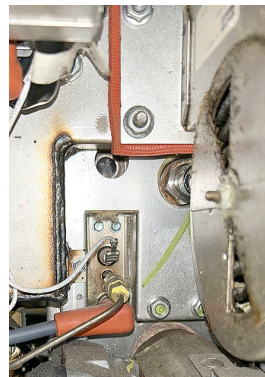


Figure 6

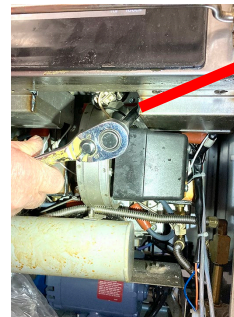


Figure 8



Figure 7

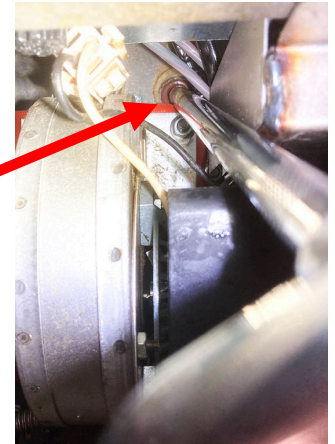


Figure 9



Figure D

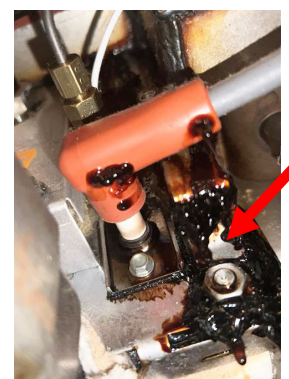


Figure E



insulation with kit 8263805. Advise the customer they will be responsible for the cost of repair.

9. If the oil appears to have entered the ignition chamber, schedule a return visit to evaluate what needs addressed. Advise the customer they will be responsible for the cost of repair.
10. Repeat OIB plug inspections on the other frypot(s).

### PROVIDE VERBAL INSTRUCTIONS TO THE STORE MANAGER OR SUPERVISOR

1. Inform the store that the PM Filter function is no longer used. It is being replaced with Quick Filter that will prompt after every 15 cooks.
2. Inform that a manual Quick Filter should be performed at the end of the day to clean the frypot.
3. Leave the Quick Reference Card with the store that details the filters. After showing the QR card to the manager or supervisor, place it in the manual holder inside the right fryer door.

### UPDATING THE SOFTWARE ON YOUR TOUCHSCREEN FRYER

Before starting, it is **CRITICAL** to identify the type of controllers on the fryer. There are **TWO (2) different controller specific software files that are controller specific.** **Using the incorrect USB will cause a software update failure.**

If the controller matches the photo in Figure 10, with the large plastic surround, use the **BLUE** USB shown in Figure 11.



Figure 10 - Large Black Surround Controller



Figure 11 - **BLUE** USB

If the controller matches the photo in Figure 12, with the large metal silver surround, use the **RED** USB shown in Figure 13.



Figure 12 - Large Metal Silver Surround Controller



Figure 13 - **RED** USB

### Let's get started with the Software Update

A YouTube video detailing the software update can be found using the QR code to the right.



Continued on next page.

# Software Update Instructions

**NOTE: THIS SOFTWARE UPDATE PROCESS IS SLIGHTLY DIFFERENT THAN PRIOR UPDATES! FOLLOW EVERY STEP OF THESE REVISED INSTRUCTIONS TO UPDATE SOFTWARE FILES. FAILURE TO FOLLOW THE STEPS MAY RESULT IN A FAILED SOFTWARE UPDATE AND CREATE ISSUES AFTERWARDS!**

## Step 1 – Check Product Availability

Ensure enough products are cooked to cover 30 minutes of operations while the fryer is updating.

## Step 2 – Power Cycle the Fryer

To power cycle the system, **PUSH and HOLD** the black toggle reset switch for **60 SECONDS**. The reset switch is located either under the USB port, near the USB port, under the left control box or directly behind the JIB reset switch (see photos to the right). If the switch is not accessible, unplug the fryer or turn off the breaker to the fryer.



## Step 3 – Ensure both vats are full of oil.

With both vats **OFF**, remove the jug of oil from under the fryer or use another jug and manually top off both vats to the upper oil level line prior to starting the update.

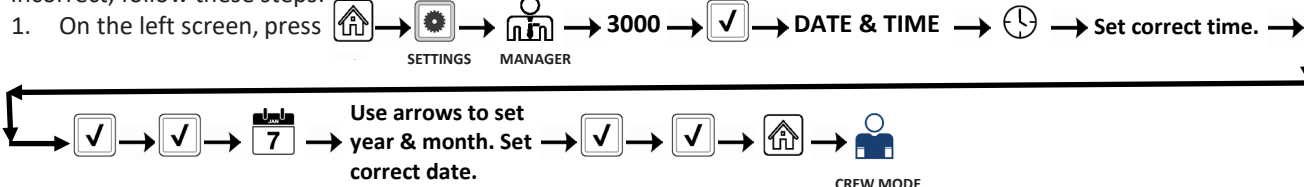


## Step 4 – Pull the Filter Pan

Pull the filter pan slightly out from the cabinet until a “P” is visible on the top right corner of the display. Leave out the duration of the software update.

## Step 5 – Check Date and Time

Ensure the date and time are correct at the top of the Touch Screen. If the date and time are incorrect, follow these steps:



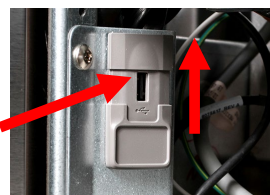
## Step 6 – Reset the fryer on the Left Screen

- On the left screen, press → → → 3000 → → → FIB-RESET 2 → YES
- RESET COMPLETED SUCCESSFULLY** is displayed once the reset is complete. Press → → → CREW MODE
- If a CAN COMMUNICATION FAILED error occurs, see Troubleshooting on the last page.

## Step 7 - Update the software

- On the left screen, press → → → 3000 → → TECH MODES → → SOFTWARE UPGRADE

- INSERT USB.** The USB port is located inside the far-left cabinet, on the left-hand side. Slide or lift the cover up to reveal the USB port (see photos to the right).
- Follow the onscreen instructions. During the software update, it may pause intermittently when transferring files.




- Press **YES** when the screen displays **CONFIRM CONTROLLERS AVAILABLE FOR UPGRADE UIB, SIB, VIB AND FIB - YES/NO.**
- If instructed to do so, remove the USB flash drive and lower cover over the USB slot. If **NOT** instructed to do so, **DO NOT remove the USB drive until the entire software process is complete.**

Continued on next page....





6. Press **YES** when the screen displays **PROCEED WITH SOFTWARE UPDATE?" YES/NO**.
7. When the upgrade has completed on **ALL** screens, press the **YES** button to confirm.
8. Power cycle the system as shown in step 2 on page 4 for **60 SECONDS**. **Failure to press and hold the reset switch long enough, may cause an incomplete software update.**
9. After the power cycle, it may take a while for the displays to completely reboot. Once rebooted, the left screen may display **MENU UPGRADE REQUIRED**. The right screen will return to the **OFF** state. **DO NOT POWER ON! Powering on the fryer, prior to loading the MENUs, may disable the fryer!**

## Step 8 - Update the Menu

### IF PROMPTED TO UPDATE MENU

1. The left screen displays **MENU UPGRADE REQUIRED**.
2. On the left screen press  **INSERT USB.**
3. Insert the USB into the USB port.
4. Follow onscreen instructions.
5. When the update has completed on **ALL** screens, press the **YES** button to confirm.
6. Remove the USB from the fryer.

### IF NOT PROMPTED TO UPDATE MENU









1. On the left screen press  →  →  → 3000 →  → USB - MENU OPERATION →
2. Insert the USB into the USB port.
3. Follow onscreen instructions.
4. When the update has completed on **ALL** screens, press the **YES** button to confirm.
5. Remove the USB from the fryer.
6. Slide the USB cover down to cover the port.

← COPY MENU FROM USB TO FRYER

## Step 9 – Power Cycle the Fryer

Power cycle the system as shown in step 2 on page 4 for **60 SECONDS**. **Failure to press and hold the reset switch long enough, may cause an incomplete software update.**







## Step 10 – Reset the fryer on the Left Screen **AGAIN!** **Failure to perform this action can cause issues with the update.**

1. On the left screen, press  →  →  → 3000 →  →  → FIB-RESET 2 → YES
2. **RESET COMPLETED SUCCESSFULLY** is displayed once the reset is complete. Press  →  → .
3. The filter count icons, in the top right corner of **ALL** the touchscreens should change from **RED** to **GREEN** with the + sign in the middle of the icon if successful (see photos to right). **If all screens, only one screen or neither screen do not change to the green icon, see Troubleshooting on page 9.**
4. If a CAN COMMUNICATION FAILED error occurs, see Troubleshooting on page 7.



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### Step 11- Verify the software update on **EVERY** touchscreen.

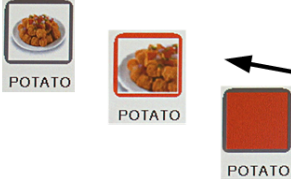
1. On **BOTH** screens, press  →  →  →  SOFTWARE VERSION
2. When the versions are displayed, confirm they all match the versions below:  
**UIB/C = 20.00.174**  
**SIB = 04.02.000**  
**VIB = 01.01.000, 01.02.000, 01.02.001 or 01.03.003**  
**FIB = 20.00.068**
3. If software versions match on **ALL** screens, press  and proceed to **Step 12**.
4. If software versions **DO NOT** match, press  and repeat **Step 7 - Update the Software**.

### Step 12 – Reposition the Filter Pan

Push the filter pan back completely into the fryer until a “P” is **NOT** visible on the top right corner of the display.


### Step 13 – Verify Menu Update and Product location

1. Power on both displays.
2. Wait for both vats to heat to setpoint and all product images are displayed.
3. Press the menu button to advance from ALL RECIPES to BREAKFAST to LUNCH to CHANGEOVER.
4. Ensure proper products and images are in each menu.
5. If any current products or LTO (Limited Time Offers) are missing from menus, the products will need assigned to a location.
6. Follow the instructions below to change product location assignment.



#### Changing a Product

Press and hold the product button to change. The outline of the button changes from green to red and then to solid red. Select and press the new product button.



**SEE NEXT PAGE FOR TROUBLESHOOTING ASSISTANCE.**

# Troubleshooting

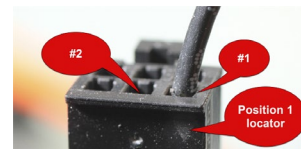
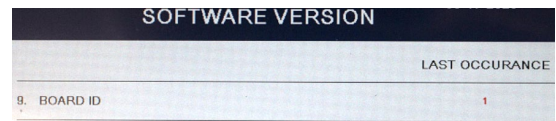
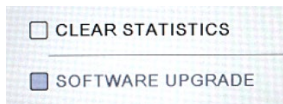
If the software didn't update correctly, see errors below..

## CAN COMMUNICATION FAILED, CAN COMMUNICATION ERROR DURING AN UPDATE OR SOFTWARE THAT FREEZES WHILE UPDATING

1. Try updating the software again but ensure that only controllers with software that **DOES NOT MATCH** the software on the first page, are located in the **far-left** position when updating software. Any controller that has software that matches the software version on the first page, needs to be disconnected while updating the software and located in any position other than the far-left controller.
2. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
3. Update the software or menus again.
4. Check software versions or menus. If they still do not update repeat step #1 and recheck.

## SOFTWARE UPGRADE IS GRAYED OUT

1. Ensure **ALL** controllers are **OFF**.
2. Ensure the software upgrade is performed on the far-left controller. VAT #2 will be grayed out, as software updates can **NOT** be performed on any controller other than VAT #1 controller.
3. Go to SOFTWARE VERSION on all the controllers and ensure that BOARD ID's are correct. VAT 1=1, VAT2=2, etc. If BOARD ID on VAT 1 is not 1 then a pin is in the wrong location in the 6-pin locator connector. It should be in the following position (see photo) for VAT 1.
4. Ensure the VAT ID locator wire is not loose for fryers with hardware VAT ID locators.
5. For fryers with the Common Controller with the metal surround bezel, ensure the VAT ID in Service>Service>3000>Tech Modes is set for Vat ID 1 for the far-left controller.



## SOFTWARE DOES NOT UPDATE

1. Ensure the USB is removed from the fryer. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
2. Recheck software versions. If they still do not update repeat step #3 on page 3 to reload software.

## MENUS DO NOT UPDATE

1. Ensure the USB is removed from the fryer. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
2. Recheck menus. If they still do not update repeat step #1 and recheck or reload menus. Follow detailed instructions in step 9 page 5.
3. If the message "USB UPGRADE FAILED" is displayed, press YES. Remove the USB drive. On the left screen press



4. Follow the onscreen instructions and ensure the USB is fully inserted into the USB drive.

### PRODUCT ICONS/PHOTOS MISSING

1. Update the menu files again.
2. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
3. Check menus. If they still do not update repeat step #1 and recheck.

### DISPLAY REBOOTS AUTOMATICALLY DURING AN UPDATE

1. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
2. Update the software or menus again.
3. Check software versions or menus. If they still do not update repeat step #1 and recheck.



### CONTROLLER KEEPS REBOOTING AFTER AN UPDATE

1. Ensure ALL controllers display **OFF**.
2. Update the menu files again.
3. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
4. Check menus. If they still do not update repeat step #1 and recheck.

### CHANGE FILTER MESSAGE AFTER AN FIB2 RESET

1. This is normal after an FIB2 reset.
2. Pull the filter pan slightly out of the cabinet until a “P” is visible on the top right corner of the display for **30 seconds** or greater until the message clears.
3. Push the filter pan back into the fryer.

### E81 – SAFE MODE FAILURE, TECHNICAL SUPPORT REQUIRED – PROMPTING FOR A PASSWORD

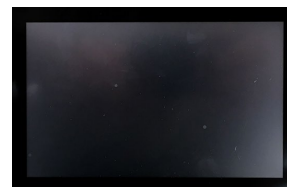
1. Fill the frypot with oil to top level line.
2. Press on text **ENTER PASSWORD** inside the box.
3. Enter **4 3 5 7** and press .
4. Press the  button again.
5. The fryer is **OFF**.
6. Turn the fryer on and let it heat normally.

### DISPLAY LOCKS UP DURING AN UPDATE

1. See the troubleshooting methods on the preceding page.
2. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
3. Update the software and menus again.




















### CONTROLLER DISPLAY DOESN'T RETURN AFTER AN UPDATE. SCREEN STAYS BLACK FOR LONGER THAN 5 MINUTES.

1. Power cycle the fryer, ensuring the power is removed for **60 seconds** or greater.
2. If the controller doesn't recover, the memory is corrupted. Replace the controller.





## FILTER COOKS ICONS DON'T CHANGE FROM RED TO GREEN AFTER A SOFTWARE UPDATE.

- On the left screen, press  →  →  → 3000 →  →  → FILTER ATTRIBUTES → FILTER PROMPT  
SETTINGS      MANAGER
- ↓  
 FILTER AFTER COOK → Enter 15 →  →  →  →  →   
CREW MODE
- The filter cooks icon changes to either **GREEN** with a + in the center or **YELLOW** with a 5 in the center. 
- Repeat step #1 on each controller before proceeding to step 4.
- On the left screen, press  →  →  → 3000 →  →  → FIB-RESET 2 → YES  
SERVICE      SERVICE
- RESET COMPLETED SUCCESSFULLY** is displayed once the reset is complete.
- Press  →  →   
CREW MODE
- The filter count icon, in the top right corner of ALL the touchscreens should change from **RED** to **GREEN** with the + sign in the middle of the icon if successful (see photos to right).



Prior to calling the Technical Assistance Hotline, try the troubleshooting steps above. If the troubleshooting steps do not correct the issue, call: 1-800-421-4101.

Scan the QR code to enter information for this inspection.

