

Instruction Sheet

Follow these instructions to rework
Raising Canes's Gas Touch Screen
Fryers.

Scan the QR code to the right to enter information
for this update.

Subject: Raising Canes Rework Instructions

**Models affected: FQG80T Gas Touch Screen
Fryers**

03/10/2025



Figure 1

START WITH THE FRYER CLOSEST TO THE DUMP STATION.

Step 1 – ENSURE PROXIMITY SENSOR IS FUNCTIONING

1. Press and hold the soft power button and turn on the fryer.
2. Once the controller is booted up, pull the filter pan about 6 inches out from the fryer (see Figure 1).
3. A **"P" IS DISPLAYED** in the top right corners of the touch screen controllers when the filter pan is out of position (see Figure 1A).
4. Push the filter pan back into the fryer. The **"P"** should no longer be displayed.
5. Let the fryer continue to heat.
6. Repeat on the other fryers.



Figure 1A

Step 2- SECURE PROXIMITY SENSOR CONNECTOR AND CABLE

7. Pull the dump station away from the wall to access the rear of the fryer (see Figure 2).
8. Pull the fryer out from under the hood to gain access to the rear of the fryer.
9. Inspect the proximity sensor wires and ensure they are tied up with zip ties and out of the way (see Figure 3). Ensure that the wires are not in path of filter pan where they could get pinched.



Figure 2

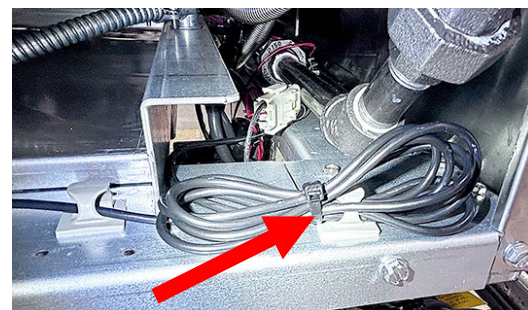


Figure 3

Step 3 INSPECT ACTUATOR POSITION

10. Visually inspect to determine if the actuator wiring is deteriorating (see Figure 4). If so, schedule a call to replace the actuator. Follow the instructions in Appendix A, Step 1A to install a new actuator.
11. Return the fryer and dump station to their correct position. **CONTINUED ON THE NEXT PAGE**

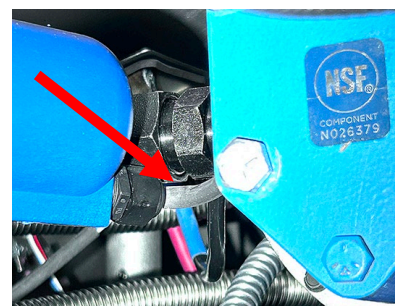


Figure 4

Step 4 – ADJUST AND INSPECT PROXIMITY SENSOR

12. Soft power on all fryers so that they are heating up.
13. Examine where the front top lip of the filter pan and front cabinet brace meet. A slight gap is shown in Figure 5 due to incorrect proximity sensor adjustment crashing into the rear of filter pan.
14. Remove the filter pan from the fryer (see Figure 6).
15. From the **FRONT** of the fryer, locate the filter pan proximity sensor (see Figure 7). It is located in the center of the frame, directly behind the filter pan (see Figure 9).
16. The proximity sensor in Figure 8 is not adjusted correctly. The black end of the sensor is protruding beyond the end of the nut.
17. Using small vice grips or channel lock pliers on the rear nut and a 11/16 wrench on the front nut, loosen the front and rear nuts of the proximity sensor (see Figures 9 & 10).
NOTE: If the proximity sensor head is deformed but functioning properly, ONLY adjust it. It DOES NOT need to be replaced.
18. Adjust the proximity sensor so that the black head of the sensor is slightly recessed into the nut, to prevent contact with the filter pan, when it is fully inserted into the fryer (see Figure 11). In most cases, the sensor should be slightly recessed or flush with the nut closest to the pan or there should be a gap of approximately 1/8" between proximity sensor and the filter pan. Pull the filter pan out and push back in several times to ensure the sensor isn't crashing into the pan.
19. Once the sensor is adjusted ensure the front and rear nut are tight.
20. Repeat inspection and adjustment on proximity sensors on adjoining fryers.



Figure 5

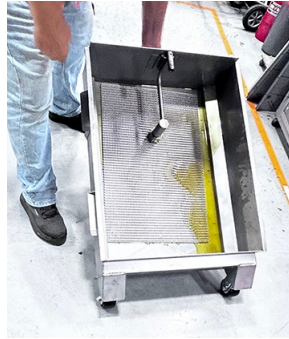


Figure 6



Figure 7

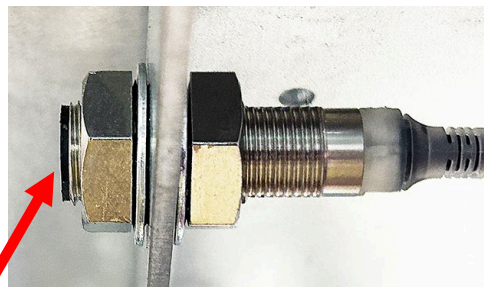


Figure 8

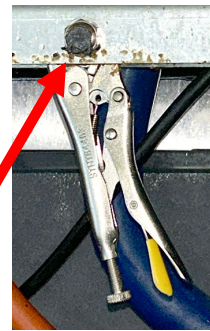


Figure 9

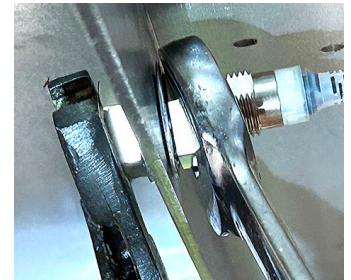


Figure 10

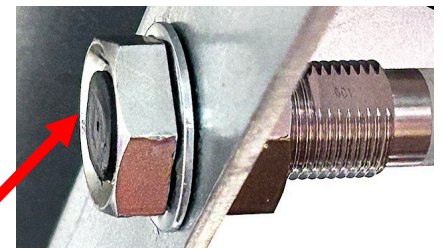


Figure 11

Step 5 – Update and Verify Fryer Software

START WITH THE FRYER OPPOSITE THE DUMP STATION.







21. Soft power off the controllers.
22. On the left screen, press      **TECH MODES**  **SOFTWARE UPGRADE**
23. **INSERT USB.** The USB port is located inside the **far-left cabinet door, on the right-hand side support. Open the cover to reveal the USB port** (see Figure 12).
24. Follow the onscreen instructions.
25. Press **YES** when the screen displays **READING COMPLETE, UPDATE SOFTWARE, CONFIRM CONTROLLERS AVAILABLE FOR UPGRADE UIB, SIB, VIB AND FIB - YES/NO** or **SOFTWARE UPDATE WILL TAKE APPROXIMATELY 30 MINUTES. YOU WILL NOT BE ABLE TO COOK DURING THIS TIME. CONTINUE WITH SOFTWARE UPDATES?**
26. While the fryer is updating go to next section **STEP 7** to tighten and adjust the **GREEN buttons**. Alternate between fryers updating software, loading menus and adjusting green buttons.



Figure 12

CONTINUED ON THE NEXT PAGE

27. When the update has completed on **ALL** screens, press the **YES** button to confirm.
28. If instructed to do so, remove the USB flash drive and lower cover over the USB slot if applicable.
29. Power cycle the system. **PUSH and HOLD** the black toggle reset switch for **60 SECONDS**. The reset switch is located above the USB port (see Figure 13). **Failure to press and hold the reset switch long enough, may cause an incomplete software update.**



Figure 13

30. On **ALL** the screens, press → → → SOFTWARE VERSION
31. When the versions are displayed, confirm they all match the versions below:
UIB/C = 10.89.036
SIB = 04.01.000 or 04.02.000 or 04.02.001
VIB = 01.03.003
FIB = 10.99.111
IOB= 10.77.004

32. If software versions match on **ALL** screens, press and proceed to **Step 6 Update the Menu**.
33. If software versions **DO NOT** match, press and repeat **Update the Software**.

Step 6 - Update Menu

34. On the left screen, press → SERVICE → MANAGER → 1993 or 3000 → → **USB - MENU OPERATION** → **COPY MENU FROM USB TO FRYER**
35. Insert the USB into the USB port (see Figure 12).

36. Select the file name of the menu to update (RC-FFx.cbr) (see Figure 14). **NOTE: If "INI FILE MISSING" is displayed, USB SETTINGS OPERATION was selected instead of USB MENU OPERATION>COPY MENU FROM USB TO FRYER selection. Press the button, press the button, press the button and start over in step 34.**



Figure 14

37. Select the vats that the selected menu file in previous step should update. Select 1 and 2. **1 and 2 should be highlighted in GREEN** (see Figure 15).

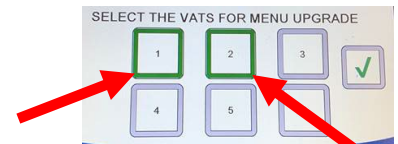


Figure 15

38. Press the check button to begin menu update.
39. When the update has completed on all screens, press the **YES** button to confirm.
40. **Ensure the USB is removed from the fryer.**
41. To power cycle the system, push and hold the black toggle switch from step 29 for **60 SECONDS**.
42. Once complete, slide the cover down to cover the USB port, if applicable.
43. Repeat Steps -5 Update Software and 6 - Update Menu on adjoining fryers.

STEP 7: GREEN BUTTON INSPECTION

START WITH THE FRENCH FRYER FIRST.

44. Remove the two Phillips head screws from the upper left and right corners of the controller (see Figure 16).
45. Slide the controller up to disengage it from the bezel (see Figure 17).
46. Lift the controller out from the bezel (see Figure 18).
47. Lower the controller and rest it on the bottom of the control box (see Figure 19). The black tether on the right will support the controller.



Figure 16



Figure 17

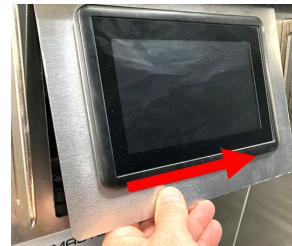


Figure 18

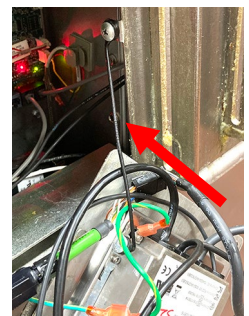


Figure 19

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48. Disconnect the RJ45 cable from the SIB board **FIRST** (see Figure 20).
49. Disconnect the ground cable and the speaker cable and the USB cable (if applicable) (see Figure 21).
50. Disconnect the lanyard tether from the frame (see Figure 22) to remove the controller.

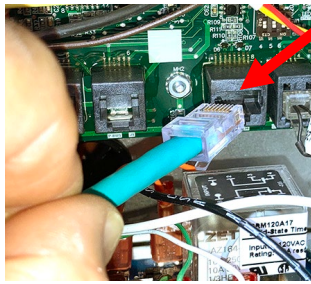


Figure 20

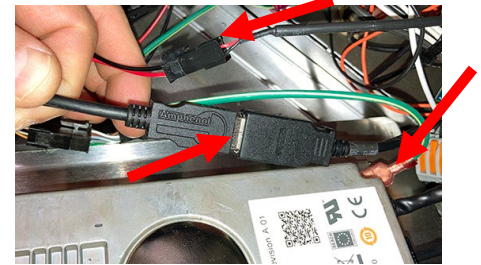


Figure 21

51. Disconnect both **LEFT** and **RIGHT** two-pin purple wire harnesses that are attached to the GREEN BUTTONS (see Figure 23 & 24).

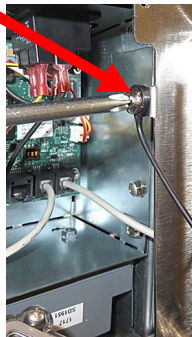


Figure 22

52. Remove the bezel by removing the two screws on the bottom of the bezel (see Figure 25).

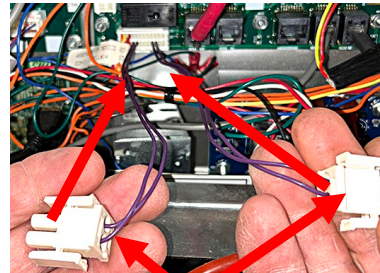


Figure 23 **LEFT RIGHT**

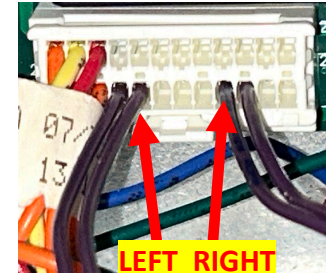


Figure 24

53. Tilt the bezel up from the bottom and lower towards the front of the fryer (see Figure 26).

54. Remove and lay the bezel on a flat surface.

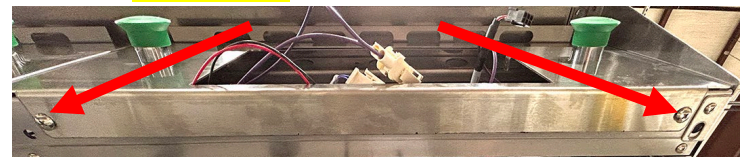


Figure 25

55. Put a dab of Loctite on the threads as shown (see Figure 30).

56. Using a standard flathead screwdriver that fits all the way across the screw head, tighten both set screws securely to the bezel (see Figures 27, 28, 29).

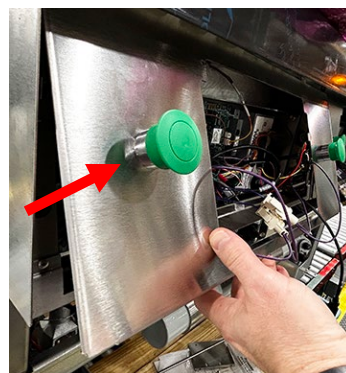


Figure 26

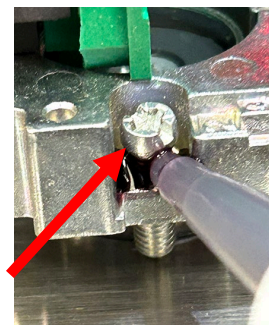


Figure 27

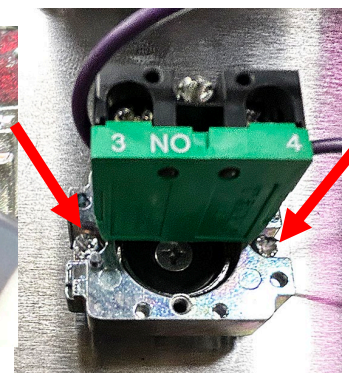


Figure 28

57. Using a Phillips screwdriver ensure the screw on the rear of the green button is securely tightened (see Figure 31).

58. Reattach the bezel by reversing steps 52 & 53).

59. Reattach the **LEFT** and **RIGHT** purple, green switch harnesses. Ensure they aren't crossed.

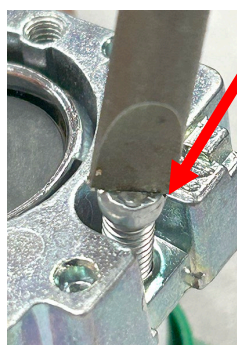


Figure 29

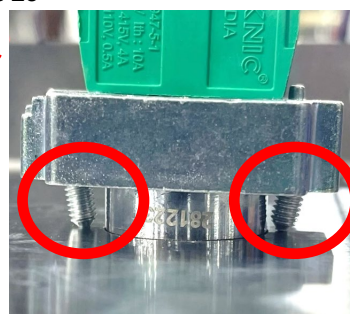


Figure 30

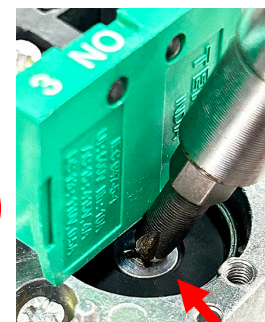


Figure 31

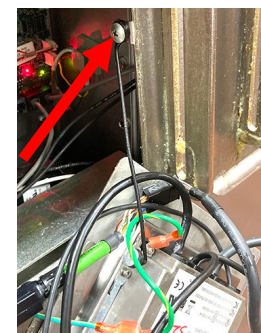


Figure 32

The **LEFT** switch attaches to the left pins on the SIB board. The **RIGHT**

switch attaches to the right pins on the SIB board (see Figures 23 & 24 above).

60. Reattach the controller to the fryer, ensuring the lanyard is connected **FIRST** (see Figure 32).

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61. Attach the speaker wire, the ground wire and the USB with the sleeve to the USB extension, if it is in the far-left position on the fryer (see Figure 33).
62. Attach the RJ45 cable from the controller to the SIB board (see Figure 34).
63. Attach the controller to the bezel reversing steps 44-51 using the two (2) screws removed in step 44.
64. Reconnect power to the fryer and turn on the left vat and let the fryer start heating while the green buttons are inspected and adjusted on the next fryer.
65. Test the **LEFT** and **RIGHT** green buttons to ensure they start the cook on the corresponding side of the controller. Press once to activate a cook and press again to cancel the cook.
66. Repeat steps to 44 – 65 to remove the bezel on the other side of the fryer and inspect and adjust green buttons on the other fryer.

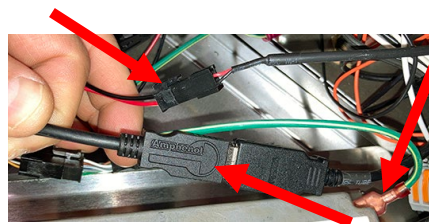


Figure 33

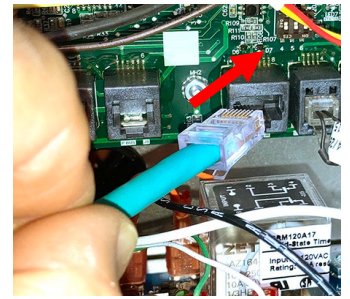





Figure 34

STEP 8 – REPEAT STEP 7 ON THE OTHER FRYERS.

STEP 9 – INSTALL PROBE GUARD, INSPECT BASKET RACK AND CLEAN OUT ROD

Before starting, ensure that at least 2 fryers (chicken & fries) are up to temperature.

67. Turn off the controller.
68. Drain the oil from the frypot by pressing the hand icon in the lower left corner of the screen. 
69. Select **ADVANCED FILTER OPTIONS**.
70. Press the down arrow. 
71. Select **DRAIN TO PAN**.
72. Press the check (✓) button. 
73. Press the BLUE button to start draining.
74. Once the vat is empty press the (✓) button.
75. Ensure the probe is **straight** and not bent in a way that it will touch the probe bracket. Ensure it is correctly located in the bracket (see Figure 35). If the probe is banged up, but it is working correctly, it will **NOT** be replaced under warranty.

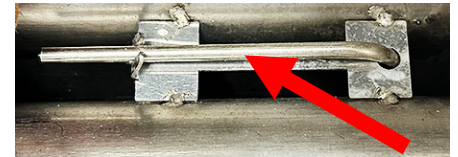


Figure 35

76. The bracket has two hooked tabs that are closest to the side with the three (3) oval staggered openings (see Figure 36).

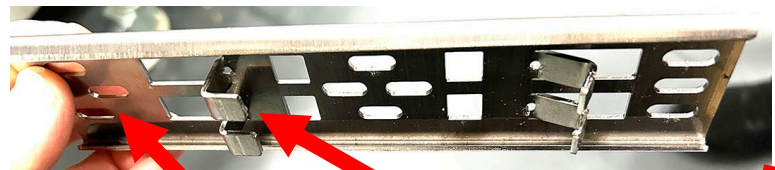


Figure 36

77. Using the photo as a reference for orientation, ensure the three (3) oval openings that are lined up in a straight row are towards the front wall of the frypot (see Figure 37). The three (3) staggered oval openings should be towards the rear of the frypot.



Figure 37



Figure 38



Figure 39

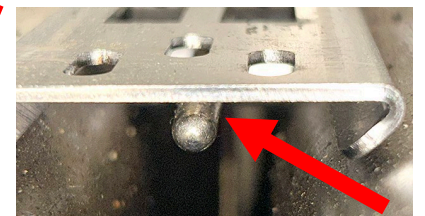


Figure 40

78. Lower the the guard over the probe as shown about a ½" inch from the front fryer wall, and slide the probe flush against the front wall of fryer (see Figures 38 & 39). The pre-bent tabs should hook on the probe bracket, towards the rear of the fryer.
79. Verify that the probe guard **DOES NOT TOUCH** the probe tip (last ½ of the probe) (see Figure 40).

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80. Using small channel lock pliers, bend the two (2) tabs closest to the front wall, towards the center of the bracket, to lock the guard over the probe bracket (see Figure 41).

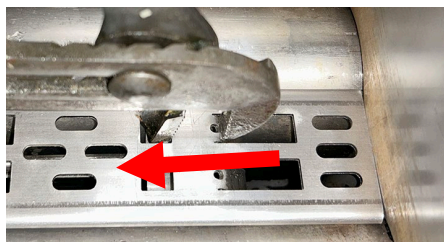


Figure 41

81. Once the tabs are bent, lift up on the probe guard to ensure that it can't be removed. If loose, tighten a little more to ensure a tight grip.

82. If the guard needs to be removed later to replace a probe, use a hammer and screwdriver to bend and unlock the tabs (see Figure 42).

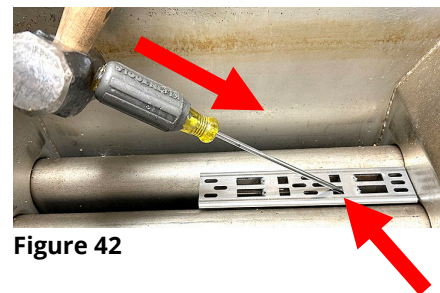


Figure 42

83. Verify that the basket rack installed is like the rack on the right (see Figure 43) with the smaller spacings. If not, annotate and note the number of racks needed (PN 130254874).

84. Fill the frypot with oil by either pressing the check (✓) button at the prompt **FILL FROM PAN** if the message is still on the controller. If not, by pressing the hand icon in the lower left corner of the screen.

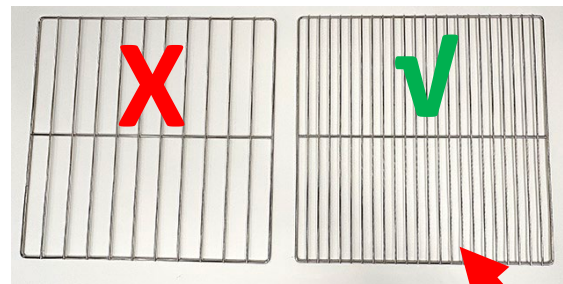


Figure 43

85. Select **ADVANCED FILTER OPTIONS**.
 86. Select **FILL VAT FROM PAN**.
 87. Press the check (✓) button.
 88. The vat will begin filling. Once the frypot is full of oil, press the check (✓) button.
 89. Repeat steps on any adjacent frypots.
 90. Repeat steps on the other fryers in the store.
 91. Ensure that the clean out rods used in the store are the shorter rod (PN 8030196) on the left and **NOT** the longer rod on the right, which could get caught in the drain and damage the valve (see Figure 44). If the store is missing the short clean out rod, annotate and note how many they need. They should have one for each fry battery.
 92. Inform the store when cleaning with this brush (see Figure 45), **DO NOT** use in the drain valve. The bristles make it difficult to remove before the drain valve closes automatically. This may damage the drain valve and actuator.

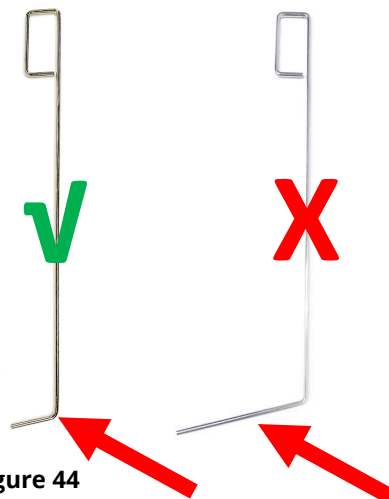


Figure 44



Figure 45

STEP 10 – INSPECT FRYER JOINER STRIPS

93. Check fryer connecting strips between fryer batteries (see Figure 46). If they are missing annotate and note the number needed.

STEP 11 – RATING PLATE PHOTO

94. Take a photo of the rating plate inside the left door on each fryer battery (see Figure 47).



Figure 46

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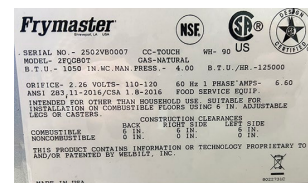
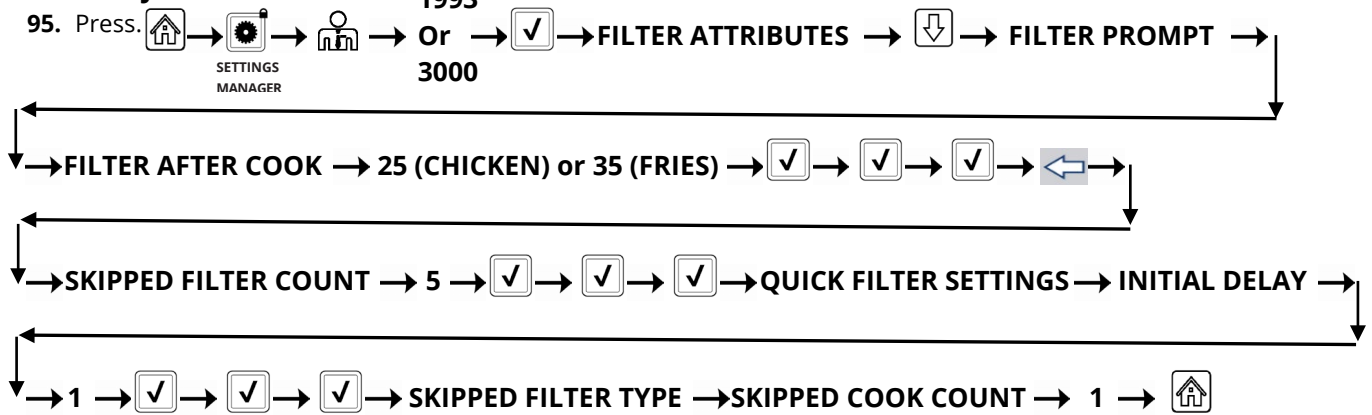


Figure 47

STEP 12 - ADJUST SETTINGS



96. Power cycle the system. **PUSH and HOLD** the black toggle reset switch for **60 SECONDS**. The reset switch is located above the USB port (see Figure 48).



Figure 48

TROUBLESHOOTING

If an OQS Sensor Disabled Call Service error is displayed, press the HOME button >SERVICE> 3000>√>Tech Mode>Resets>↓>Reset OQS Sensor>Reset OQS Sensor>YES. Power cycle the fryer.

Appendix A

Step 1A ADJUST ACTUATOR POSITION OR REPLACEMENT

1. Remove the back of the fryer (see Figure 1).
2. Loosen both return actuator screws (see Figure 2).
3. Remove the actuator from the return valve (see Figure 3).
4. Route the actuator back towards the front of the fryer and over the flexlines (see Figure 4).
5. Route the actuator under all the flexlines (see Figure 5).
6. Reattach the actuator, **rotating it from its original installation with cable to the bottom (VERTICALLY)** (see Figure 6). Ensure the actuator cable is routed under the flexlines and **NOT touching any flexline**. Ensure the screws are tight. Double check the tightness.
7. Reattach the fryer back.
8. Inspect the power cord for damage.
9. Push the fryer back under the hood.

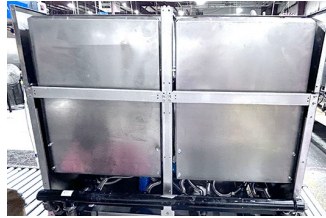


Figure 1

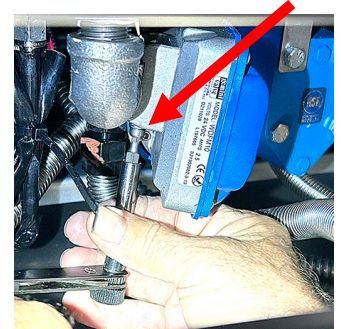


Figure 2

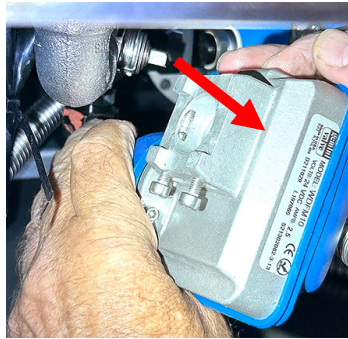


Figure 3



Figure 4

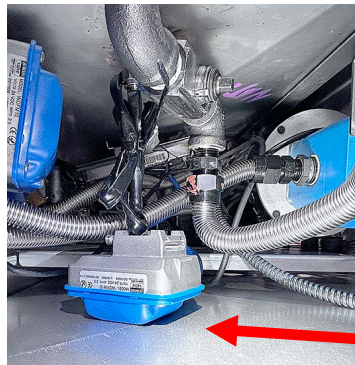


Figure 5

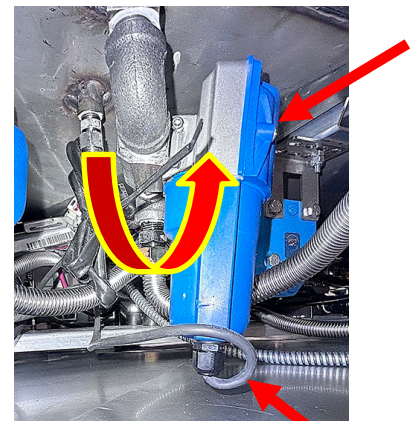


Figure 6