



INTERNATIONAL SERVICE POLICY

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FRYMASTER LLC

NOTE FROM THE PRESIDENT

Dave Mosteller

FRYMASTER GROUP MISSION:

The Frymaster Group provides foodservice equipment solutions for our customers, profitably, through market leadership in quality and innovative products, people, and customer service.



Mission Statement

Frymaster / Manitowoc Technical Services Department

The Frymaster/Manitowoc Technical Service Department will be recognised as the world leader in the domestic and international food service equipment industry while maintaining a high customer image. By providing prompt, consistent, error-free replacement parts, service, warranty administration, and technical assistance, the Service Department will enhance the ultimate customer's profitability through reduced overall operating and maintenance costs.

Strategic Goals and Objectives:

Hold service agencies accountable to maintain the highest standards of service maintenance.

Provide the highest level of service agency technician training available.

Assure service parts are readily available worldwide.

Provide prompt, courteous and complete service parts information.

Provide consistent, error-free administration of warranty policies and procedures in a timely manner.

Provide accurate warranty information to furnish direction for continual improvement efforts.

Provide accurate, up-to-date operation and service manuals with a highly professional image.

Provide constant, high-quality, technical assistance to service agency technicians and end users on a 24-hour basis.

FACTORY TECHNICAL SERVICE DEPARTMENT DIRECTORY

When dialing direct please dial (1) 318 219 then Extension #

Director of Technical Service – David Neidlinger 7104

Department Secretary – Jana Steed 7100

Regional Director, International - Jesse Gomez 7109

Regional Service Manager, USA – Bill Findlay 7105

Regional Service Manager, USA – Rich Griffin 7103

Regional Service Manager, USA – Bob Keller 7116

Warranty & Parts Department

Warranty & Parts Manager - Evelyn Sutton 7126

Parts Coordinator - Patty Sepulvado 7127

Parts Clerk - Eva Williams 7128

Warranty Coordinator - Siobhan Jenkins 7130

Warranty/Parts Clerk – Kelly Winters 7133

Technical Writing Department

Manager Technical Publications - Roger Coley 7120

Technical Writer – Kaylene Bowden 7121

Technical Writer – Wayne Fox 7123

Call Center

Technical Support Manager - Phil Luckey 7122

Call Center Operations Manager - Darryl Tucker 7119

Sr. Service Representative - Scott Wilson 7108

Service Representative – Larry Shepherd 7102

Service Representative - Dave Glassy 7113

Service Representative - Robert Hammond 7111

Service Representative - Gary Johnson 7112

Service Representative - Bob Skidmore 7115

Service Representative – Mark Maust 7114

Service Representative – Mike Bell 7110

Frymaster / Dean Telephone Number 318 865 1711

Frymaster / Dean Service Hotline 800 551 8633

Fax numbers

Warranty & Parts 318 688 2200

Call Center 318 219 7135

Department 318 219 7148

REGIONAL PERSONNEL DIRECTORY

Asia/Pacific

Casey Loke –Regional Director
Peter Choo – Regional Manager
Helen Lauw – Secretary

627A Aljunied Road
#04-03 BizTech Centre
Singapore 389842

- Tel: (65) 6744 0878
- Fax: (65) 6744 5493

Europe, Middle East & Africa

Keith Barker – Regional Director
Inaki Fernandez – Regional Manager
Jiri Cacek – Regional Manager
Erwin van Dijk – Regional Manager
Jo Luce – Secretary

9 North Street
Rugby
Warwickshire CV21 2AB
UK

- Tel: (44) 178 853 7111
- Fax: (44) 178 854 1199

Latin America & Canada

Jesse Gomez – Regional Director
Herbert Perez - Regional Manager- Mexico,
Central America, Colombia, Venezuela
Jackie Daccach – Secretary

9995 SW 72nd Street, Suite 108
Miami
Florida 33173
USA

- Tel: (1) 305 271 5035
- Fax: (1) 305 279 3432

Australia & New Zealand

Dave Ellsworth - Regional Manager

5489 Campus Drive
Shreveport, LA 71129

- Tel: (1) 318-219-7107
- Fax (1) 318-219-7148

FRYMASTER INTERNATIONAL SERVICE POLICY OBJECTIVES

Frymaster, L.L.C.'s objective as a leader and major supplier of commercial food equipment to the food service equipment industry is:

1. To provide prompt, efficient and technically competent service to all Frymaster customers.
2. To administer our warranty policy in a fair and understanding manner to all Frymaster customers.
3. To promote and understand the importance of after-sales service both during and after the warranty period.
4. To achieve Frymaster objectives by involvement in the following areas:
 - Training
 - Repair Parts Distribution
 - Service Network
 - Warranty Policy

TRAINING

Frymaster trained personnel and or Frymaster/Manitowoc Regional Directors/Managers will conduct a number of training seminars a year in their area.

The Frymaster/Manitowoc Regional Directors/Managers will be responsible to coordinate these training seminars at the local level.

The training seminars are intended to give a broad base of knowledge in Frymaster products, and will be designed to provide continual improvement in technical skills.

Frymaster will publish a list of Authorized Service Agencies and will encourage all its customers to utilize the technicians of the approved Authorized Service Agency.

Service Literature

Frymaster will maintain service manuals and other related literature in an up to date manner.

Frymaster's service literature will be distributed to the field when required. It will be available promptly in order to provide advanced field information in the event of new or modified designs.

Frymaster master parts price list will undergo regular updates to provide the latest parts and pricing information. This update will occur in conjunction with equipment price list modification if possible. The master parts price list will also be available on diskette and

on Frymaster's web site, www.frymaster.com.

Personnel

Frymaster will utilize the services of the Frymaster/Manitowoc Regional Director/Manager in their area to train field service personnel.

REPAIR PARTS DISTRIBUTION

Frymaster will ensure their Authorized Service Agency network stocking levels are adequate for the Frymaster equipment in their area or country.

Frymaster will establish adequate procedures and policies to ensure the use of genuine Frymaster repair parts and will take an active position against the use of generic parts on Frymaster equipment.

The Frymaster/Manitowoc Regional Directors/Managers will make periodic audits to ensure stock levels are being maintained and updated where necessary.

Frymaster will establish repair parts pricing to be competitive and fair.

SERVICE NETWORK

Frymaster Image

Frymaster will only retain those Authorized Service Agencies which exhibit those attributes we wish to reflect: promptness, cleanliness, courtesy, technical competence and professionalism.

Frymaster will motivate its Authorized Service Agency Technicians to project the Frymaster Image.

Competence

Frymaster will require that each technician be fully competent on those Frymaster products requiring his attention by providing frequent training and constant support. Frymaster will require that each Authorized Service Agency employs a number of Frymaster certified service technicians.

Responsiveness

Frymaster will require service within 24 hours whenever possible and will expedite required parts in order to achieve this level of responsiveness.

Service Coverage

Frymaster will maintain Authorized Service Agencies regionally located in order to provide for the prompt resolution of the service needs of our customers.

Coordination of service will be the responsibility of the Authorized Service Agencies who cover the area in which the customer needs service. The Authorized Service Agency will also be responsible for parts distribution in their assigned area or country.

Authorized Service Agencies will manage their network of service sub-agents and are expected to assure these agents meet Frymaster's requirements.

Service and Parts Charges

Frymaster will allow service charges to be dictated by the market situation of the Authorized Service Agency's area.

Frymaster will not accept any form of overcharging in service or parts sales of our customers. Authorized Service Agencies that practice overcharging methods will be terminated if situations cannot be resolved.

Frymaster will encourage Authorized Service Agencies to price the spare parts at not more than the published list price to be found in the Master Parts Price List plus freight and duty. This will ensure uniformity in prices and discourage customers from purchasing their spare parts from outside their area or country.

WARRANTY

Policy Administration

Frymaster will strive to establish simple, easily administered warranty policies.

Frymaster will administer its warranty policy fairly and in a manner that understands the needs of our customers.

Frymaster's warranty policy will be clearly stated under a separate section in this Frymaster International Service Policy manual.

Circumstances that are beyond the scope of the warranty policy will be disallowed unless extenuating circumstances exist. These extenuating circumstances must be discussed with the Regional Director/Manager to obtain an authorization number.

Warranty Value

Frymaster understands the value of warranty after a sale. We will strive to provide the best after sales service to our customers.

Returned Warranty Parts Administration

All in-warranty defective parts must be held by the Authorized Service Agency until disposition is directed by the Frymaster/Manitowoc Regional Director/Manager. Frymaster will determine and may require selective parts to be returned to the Factory to establish cause of failure.

Warranty Cost

Frymaster will maintain a standard labor time allowance chart that must be complied with by all Authorized Service Agencies. These times will be fair and adequate to perform each specific task. This time allowance chart will be part of the Frymaster Service Agreement. These standards will apply to both warranty and out of warranty service and will be made available to our customers on request.

Frymaster will establish and administer a maximum travel time allowance of two hours and a maximum mileage of 100 miles (160km) round trip for each service call. These travel limits will be a part of the Frymaster Service Agreement and clearly outlined in the warranty policy. The purpose of this policy is to discourage customers from soliciting service from remote service agent when one may be located within 50 miles (80 km).

Frymaster will maintain current in-house manufacturing, quality, service and engineering programs that reduce warranty expenses. New programs will continually be pursued.

Flexibility

Frymaster will administer its warranty policies with an understanding of how we are viewed by our customers. Our intention is to be fair at all times, drawing out adequate information in order to make sensible decisions pertaining to warranty coverage.

REGIONAL DIRECTORS/MANAGERS RESPONSIBILITIES

Frymaster, L.L.C. in concurrence with its parent company, Manitowoc Corporation, has appointed Regional Directors/Managers to provide international technical service support to its Authorized Service Agencies and its customers. The Frymaster/Manitowoc Regional Directors/Managers will, on behalf of Frymaster LLC and its participating sister companies, enforce its International service policies and, as required, act as their proxy.

The Frymaster/Manitowoc Regional Directors/Managers will act on behalf of Frymaster LLC and administer its Service Policy with their primary responsibilities and missions. These are listed and explained more fully below:

1. SERVICE

When the Authorized Service Agency has problems of a technical nature they have been unable to resolve, they should contact their respective Frymaster/Manitowoc Regional Director/Manager for assistance.

The Frymaster/Manitowoc Regional Directors/Managers will give assistance in whatever way they feel best suits the particular problem.

- a) Verbal or written i.e. by phone or fax
- b) Literature i.e. Service Manuals or Bulletins
- c) Site visits

2. VISITS

Visits by Frymaster/Manitowoc Regional Directors/Managers to Authorized Service Agencies, Chain Accounts, Kitchen Equipment Suppliers, and end users should be both proactive and reactive.

1. Proactive Visits

- a) The main purpose of these visits is to ensure the Authorized Service Agency literature, service manuals, master parts price lists, service bulletins, and all other technical information are up to date and in good order. (See Review Form.)
- b) On these visits the Frymaster/Manitowoc Regional Directors/Managers should examine spare parts inventory to ensure they are at an acceptable level for the equipment in the Authorized Service Agency's area.

- c) On these visits the Frymaster/Manitowoc Regional Directors/Managers should examine and decide on the disposition of all used in-warranty spare parts, and WEEE return parts..
- d) Schedule and conduct training sessions and future visits.

B. Reactive Visits

The Frymaster/Manitowoc Regional Directors/Managers will decide when a visit is required. They will then make a mutually agreed appointment with the Authorized Service Agency and the Customer. The site visit would then serve a dual purpose.

- a) To resolve the service problem
- b) To give training not only to the Authorized Service Agency technicians, but also to the customers own staff to ensure correct operation of the equipment. (To include technicians employed by others and deemed appropriate.)

3. SERVICE SEMINARS

The Frymaster/Manitowoc Regional Directors/Managers will conduct service seminars with Authorized Service Agency technicians, their associate servicer technicians, Kitchen Equipment Suppliers, Chain accounts and end users. These service seminars will be conducted on a regular basis.

The Frymaster/Manitowoc Regional Directors/Managers will also be called upon to visit the Frymaster Manufacturing Facilities at regular intervals to update their own knowledge on new developments and new products.

4. UNUSUAL SERVICE OR QUALITY PROBLEMS

The Frymaster/Manitowoc Regional Directors/Managers must report to the Frymaster Manufacturing facility, as soon as possible, any reported unusual service or quality problems that may have occurred in their region. They should, whenever possible, make suggestions on how they think the problem may have occurred and how best to resolve it.

When the Frymaster Manufacturing facility has resolved the service or quality problem, the Frymaster/Manitowoc Regional Directors/Managers must then report to the Authorized Service Agency on the action to be taken to resolve that problem.

5. NEW EQUIPMENT TESTING

The Frymaster/Manitowoc Regional Directors/Managers will be called upon from time to time to monitor the testing and development of new equipment and report to the Frymaster Manufacturing facility.

6. SALES SUPPORT

The Frymaster/Manitowoc Regional Directors/Managers may be called upon from time to time to represent Frymaster's Sales Department to visit customers with Authorized Service Agencies or attend trade shows and seminars.

***INTERNATIONAL
SERVICE
REVIEW***

FRYMASTER/DEAN INTERNATIONAL SERVICE REVIEW

FASC: _____ **Country:** _____

Owner: _____ **General Mgr:** _____

Service Mgr: _____ **Parts Mgr:** _____

1) SERVICE

A. Restaurant Chains:

Name: _____ Number of restaurants: _____

Name: _____ Number of restaurants: _____

Name: _____ Number of restaurants: _____

Name: _____ Number of restaurants: _____

B. Number of Hot Side Technicians: _____ Frymaster trained technicians: _____

Branches: _____ Technicians: _____ Frymaster trained technicians: _____

Sub Agent: _____ Technicians: _____ Frymaster trained technicians: _____

C. ASA Technicians (hot side) including Branches attending a Frymaster training seminar within the last two years: _____

(Attach list of technician names and dates of training seminars).

100% _____ 15 pts 75% _____ 10 pts 50% _____ 5 pts **SCORE:** _____

D. Do you provide technical/operations training specific to Frymaster for:
(Attach list of training provided including dates)

Branches / Sub-Servicers _____ 10 pts

Customers _____ 10 pts **SCORE** _____

E. Are your Frymaster Service bulletins in order, indexed and discussed with your technicians and / or posted?

Yes _____ 10 pts No _____ 0 pts **SCORE:** _____

F. First call fix percentage (call closed within 24 hrs, depending on local conditions)
(10 invoices pulled at random, attach copies)

Average; above 93% _____ 25 pts 90-93% _____ 15 pts

80-89% _____ 5pts below 80% _____ 0 pts **SCORE:** _____

G. Do your technicians have manuals available?

Yes _____ 10 pts

No _____ 0 pts

SCORE: _____

H. Are your technicians and sub-servicers equipped with the appropriate tools for the market?

Yes _____ 10 pts

No _____ 0 pts

SCORE: _____

I. Response time to service calls.
(5 invoices pulled at random, attach copies)

Response within:

4 hours _____ 5 pts each Same day _____ 3 pts each

24 hours _____ 2 pts each Other _____ 0 pts each

SCORE: _____

J. Do you provide 24 hours - 7 day per week service? Explain how: _____

K. Do you provide a live answering service?
(Customer can contact a service technician at any time?)

Yes _____ 5 pts

No _____ 0 pts

SCORE: _____

L. Are you participating in the SPM (Service Performance Measurement) Program?

Yes _____ 5 pts

No _____ 0 pts

SCORE: _____

M. Has Frymaster Certified Technicians: (Includes Branches)
(Attach list of names)

Yes _____ 5 pts

No _____ 0 pts

SCORE: _____

N. Are Manuals / Service Bulletins Translated?
(Attach list of documents)

Yes _____ 10 pts

No _____ 0 pts

SCORE: _____

O. Do you have Internet access?

Yes _____ 5 pts

No _____ 0 pts

SCORE: _____

E-Mail Address: _____

FRYMASTER/DEAN SUPPORT QUESTIONNAIRE

ASA: _____ **DATE:** _____

RETURN TO: **FRYMASTER, L.L.C.**
5489 Campus Drive
Shreveport, LA 71129
Fax: 318-219-7148
Attention: DIRECTOR TECHNICAL SERVICES

On a scale of one to five with five being highest. Please rate Frymaster's support.

1. How would you rate your Regional Director / Manager
A. Competence **SCORE: _____**
B. Politeness **SCORE: _____**
C. Helpfulness **SCORE: _____**
D. What improvements would you suggest?

2. Please rate our Parts Department
A. Competence **SCORE: _____**
B. Responsiveness **SCORE: _____**
C. Completeness of order. **SCORE: _____**

3. Please rate our Warranty Administration
A. Competence **SCORE: _____**
B. Timeliness **SCORE: _____**
C. Warranty labor rate in line with the industry **SCORE: _____**

4. Please rate our Service Training Program
A. Certification School **SCORE: _____**
B. Field Training Seminars **SCORE: _____**
C. What improvements would you suggest?

5. Please rate our Service / Parts manuals, bulletins and literature.
A. Organization **SCORE: _____**
B. Completeness and accuracy **SCORE: _____**
C. Illustrations **SCORE: _____**
D. Overall user friendly **SCORE: _____**

Comments:

6. Please add any further comments or questions you might have concerning Frymaster's programs and policies.

FRYMASTER / DEAN ASSOCIATE SERVICER PROFILE

ASSOCIATE SERVICER OF ASA _____

ASSOCIATE SERVICE COMPANY _____

ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

PHONE _____ FAX _____ AFTER HOURS _____

OWNER OR GENERAL MANAGER _____

SERVICE MANAGER _____

PARTS MANAGER _____

BRIEF DESCRIPTION OF SERVICE AREA _____

NUMBER OF COOKING EQUIPMENT TECHNICIANS _____ SERVICE VEHICLES _____

FRYMASTER CERTIFIED TECHNICIANS _____ FRYMASTER FIELD TRAINED _____

DO YOUR TECHNICIANS HAVE SERVICE OR TRAINING MANUALS AVAILABLE? Yes No

DOES YOUR AUTHORIZED SERVICE AGENCY KEEP YOU UPDATED WITH NEW EQUIPMENT MANUALS, TRAINING VIDEOS AND SERVICE BULLETINS? Yes No

DO YOU HAVE ONLINE CAPABILITIES TO ACCESS OUR WEBSITE FOR INFORMATION? Yes No

TYPE OF EQUIPMENT SERVICED BY YOUR COMPANY:

GAS ELECTRIC ELECTRONIC STEAM REFRIGERATION

DO YOU STOCK FRYMASTER / DEAN PARTS? EXTENSIVE SOME NONE

HOW CAN FRYMASTER HELP YOU PROVIDE BETTER SERVICE TO OUR CUSTOMERS?

PLEASE ADD ANY FURTHER COMMENTS OR QUESTIONS YOU MIGHT HAVE CONCERNING FRYMASTER'S SERVICE PROGRAMS AND POLICIES.

By: _____

Date: _____

AUTHORIZED SERVICE AGENCY RESPONSIBILITIES

The Authorized Service Agency have full responsibility for their commercial activities, and organization, in their appointed area or country.

These responsibilities are fully detailed as follows:

1. SERVICE

The Authorized Service Agency must have a network and systems in place to deal promptly and efficiently with any request for "In" or "Out of Warranty" service from an end user of any Frymaster product.

The Authorized Service Agency should recruit and train third party service agents whenever their area of coverage is greater than a 50-mile (80 KM) radius or the workload is too large for their own technicians to deal with on a day-to-day basis.

The Authorized Service Agency must promptly notify the Frymaster/Manitowoc Regional Director/Manager in their area if they have a service or quality problem they are unable to resolve in the normal course of events.

2. SPARE PARTS

The Authorized Service Agency is responsible for keeping an adequate inventory of Original Equipment Manufactured spare parts to fully service the equipment within their territory.

If repair parts are out of stock or unavailable for whatever reason, the ASA shall take required action to procure and deliver parts in a manner that meets customers' expectations.

The Authorized Service Agency should afford any third party service agent they have recruited a fair price from the published master parts price list in force at the time.

The Authorized Service Agency must hold at their premises all defective "In Warranty" spare parts until they have been examined and their disposition has been decided upon by their Frymaster/Manitowoc Regional Director/Manager.

3. SERVICE TRAINING

The Authorized Service Agency is responsible for the technical training of the third party service agents they have recruited in their area. Frymaster certified/trained personnel should only conduct this training.

The Authorized Service Agency may also find it necessary to call on the Frymaster/Manitowoc Regional Directors/Managers to assist them in conducting service training seminars with either literature or direct assistance.

4. WARRANTY

The Authorized Service Agency should have systems in place to promptly process all claims for "In Warranty" service according to the specific Frymaster warranty policy in place at the time.

The Authorized Service Agency must send to Frymaster all completed "In Warranty" service invoices within **sixty (60) days** of the "In Warranty" service being completed. All service invoices must be submitted in English.

Please sign to acknowledge that you agree to comply:

Title

Frymaster/Manitowoc Director/Manager

Date

Date

FRYMASTER STANDARD WARRANTY

Frymaster LLC makes the following limited warranty provisions in addition to those found in Section F of this Service Policy Manual.

All warranty services, replacements and claims must be performed by the Authorized Service Agency unless otherwise sanctioned by Frymaster LLC.

Note: Any equipment installed in any type of mobile kitchen will not be covered under warranty.

Note: Units that have not been installed within three years of their manufacturing date are not covered under warranty (this applies to all chains and non-chains).

LABOR

Only equipment purchased by specific customers directly from a source based in the United States of America may carry a labor warranty of one year from the date of installation

FRYERS

FRYPOTS

HI-EFFICIENCY – MJH50

- Five years parts only on frypot assembly (includes burner & combustion chamber).
- After five years, customer pays 50% off list price of replacement frypot. No credit is due on Frypot.

Note: All defective 439SS frypots within the warranty period should be held by the ASA until instructed by their Regional Manger/Director or Frymaster may require a digital photo of the frypot showing where the frypot is leaking.

MASTER JET, STAINLESS STEEL – MJCF, MJ35, MJ45, MJ47, J1C

- Three years parts only on frypot assembly.
- Fourth and fifth years, bare pot only.
- After five years, customer will pay 50% off list price for replacement frypot. No credit is due on the frypot.

DROP INS - J1X, J2X

- Five years stainless frypot, no labor.

PASTA COOKERS –GSMS, GBC, GC, GWBS, 8SMS, 8BC, 8C

- Five years parts only on pot.

ECONOMY, STAINLESS STEEL - GF14, GF40, G18FB, GL18FP, GL24FB

- Five years parts only on bare frypot.

COLD ROLL (Mild Steel)

- First year parts only on bare frypot.

ELECTRIC UNITS – H14, H17, H22

- Five years parts only on frypot.

NOTE:

- 1) Replacement frypot for H50 high efficiency gas fryers come complete including the burners. (Burners are included at Frymaster's option. This is subject to change.)
- 2) Warranty will not be extended if frypot ID tag is not attached to the warranty claim form and returned to Frymaster.
- 3) Freight, duty, taxes, and any incidental charges are not covered by the warranty.
- 4) ASA is paid handling fee on each frypot.

COMPUTERS & ANALOG CONTROLLERS

- First year part and parts handling.

Note: All defective computers within the warranty period should be held by the ASA until instructed by the Regional Director/Manager.

FENWAL OPERATING THERMOSTAT

- Two years parts only.

ALL OTHER FRYER PARTS

- All other fryer parts carry a one year parts only warranty unless otherwise stated.
Note: There will be no warranty extended for the replacement of electric bulbs, fuses, gaskets, o-rings and interior and exterior finishes.

SHORTENING DISPOSAL UNIT (SDU)

- First year parts only on the pump.
- Ninety (90) days parts only on all other parts.

SINGLE BASKET DISPENSER (SINBAD)

- First year parts only.

PRODUCT HOLDING DEVICE (PHD)

- First year parts only.

HEATED PASS THROUGH (HPT)

- First year parts only.

REPLACEMENT PARTS

All replacement parts except those listed below carry a ninety days parts warranty from the date of installation, no labor. Parts replaced during warranty will be covered until the original equipment or ninety days parts warranty expires, whichever comes first.

- Computers: one year parts only
- Stainless Steel Frypots: one year parts only

Note:

Freight, duty and taxes to replace parts are not included.

All defective parts in warranty must be held by the Authorized Service Agency until disposition is directed by your Frymaster/Manitowoc Regional Director/Manager or the Warranty Department.

GENERAL U.S. CHAIN WARRANTY

Sold by a Source in the US

Frymaster LLC makes the following warranty provisions in addition to the Standard Warranty – as stated in Section G – for fryers sold by a source based in the USA and installed in a US based chain store other than those covered in Sections I, J & K.

All fryers are covered by a one-year parts and labor warranty from the date of installation or commissioning (whichever comes last) against defects in materials and workmanship.

FRYPOTS

HIGH-EFFICIENCY GAS - MJH50, FMH50, FPH50, FPPH50

- Five years on frypot assembly, no labor after first year.
- After five years the store pays only 50% of the current list price of the frypot.

MASTER JET GAS, STAINLESS STEEL – MJCF, MJ45, MJ35, MJ47, J1C

- Three years on frypot assembly, no labor after first year.
- Fourth and fifth years bare pot only.
- After five years the store pays only 50% of the current list price of the frypot.

DROP IN FRYERS – J1X, J2X

- Five years, stainless frypot , no labor.

TUBE FRYER GAS

- Five years parts only, no labor after first year.

ELECTRIC – H14, H17, H22, EPRI

- Five years parts only, no labor after first year.

NOTE:

- 1) Replacement frypot for H50 high efficiency gas fryers come complete including the burners. (Burners are included at Frymaster's option. This is subject to change.)
- 2) Warranty will not be extended if frypot ID tag is not attached to the warranty claim form and returned to Frymaster.
- 3) Freight, duty, taxes, and any incidental charges are not covered by the warranty.
- 4) FASC is paid a handling fee on all frypots.

MCDONALD INTERNATIONAL WARRANTY STATEMENT

Frymaster LLC makes the following warranty provisions in addition to the Standard Warranty – as stated in Section G – for equipment approved & exclusive to McDonald's.

All Frymaster equipment is covered by a full one-year parts & labor warranty (unless stated otherwise below) from the date of installation or commissioning (whichever comes later) against defects in material and workmanship.

1. FRYPOTS

HI-EFFICIENCY GAS – H52 & H55 Series

- **Units Manufactured December 1, 2003 and after**
 - Ten (10) years parts and labor on frypot assembly (includes burner & combustion chamber), except manufactured gas units*.
 - Components attached to the frypot, such as the hi-limit, probe, gaskets, seals, igniters, and related fasteners, are also covered by the ten (10) years warranty if replacement is necessitated as a direct result of the frypot leak.
 - Components that are not part of the frypot assembly, such as the blower, gas valve, micro switches, doors and cabinetry, are not covered.
- **Units Manufactured from July 1, 2001 to November 31, 2003**
 - Seven (7) years parts and labor on frypot assembly (includes burner & combustion chamber), except manufactured gas units*.
 - Components attached to the frypot, such as the hi-limit, probe, gaskets, seals, igniters and related fasteners, are also covered by the seven years warranty if replacement is necessitated as a direct result of the frypot leak.
 - Components that are not part of the frypot assembly, such as the blower, gas valve, micro switches, doors and cabinetry, are not covered.

Note: For ALL units manufactured from July 1, 2001 onwards the warranty also covers freight and duty for the frypot.

- **Units Installed November 1, 1994 and after & manufactured before July 1, 2001**
 - Seven years parts and labor on frypot assembly (includes burner & combustion chamber), except manufactured gas units*.

* Manufactured gas units – those using town gas, hi hydrogen gas and all low BTU gas (800 BTU and lower) - retain a lifetime warranty on the frypot, & only a one (1) year warranty on the burner & combustion chamber.

- **Units Installed from January 1, 1989 to October 31, 1994**
 - Lifetime on the frypot only, no labor after first year.
- **Units Installed before December 31, 1988**
 - Five (5) years on frypot only, no labor after first year.
 - After five (5) years customer pays 50% of current list price of frypot.

ELECTRIC – H14 Series

- **Units manufactured December 1, 2003 and after**
 - Ten (10) years parts and labor on the frypot only.
- **Units installed January 1, 1995 and after & manufactured before November 31, 2003.**
 - Seven (7) years parts and labor on the frypot only.
- **Units installed January 1, 1989 through December 31, 1994**
 - Lifetime on frypot only, no labor after first year.

NOTE:

- 1) Replacement frypots for H52 & H55 high efficiency gas fryers come complete including the burners. (This is at Frymaster's discretion & is subject to change.)
- 2) Warranty will not be extended to any frypot if the ID tag(s) is not returned to Frymaster with the warranty claim form.
- 3) Freight, duty, taxes, and any incidental charges are not covered by the warranty on units manufactured before July 1, 2001.
- 4) ASA is paid handling fee on each frypot.

COMPUTERS

M2000

- Three (3) years warranty.
 - First year labor, part & part handling
 - Second year part. Labor is charged to store.
 - Third year part only. No labor or handling. ASA bills store US\$90.00 (or local equivalent) plus freight, delivery and labor.

M100B

- First year labor, part & part handling
- Second & third years part only. No labor or handling. ASA bills store US\$70.00 (or local equivalent) plus freight, delivery, and labor.

Note: All defective computers within the warranty period must be held by the ASA until instructed by their Regional Director/Manager.

ELEMENTS

- **Units installed January 1, 1995 and after**
 - First year parts & labor.
 - Second & third year parts only.

UNIVERSAL HOLDING CABINET – UHC & UHC-P

- **Units installed July 27, 1998 and after**
 - Two years parts and labor.

HEATED LANDING ZONE - HLZ

- First year parts and labor.
- Second year part warranty blower motor only, no labor.

Note: All defective motors within the warranty period must be held by the ASA until instructed by their Regional Director/Manager.

VERTICAL TOASTER - VT

- First year parts and labor.
- Second year part warranty on the Oriental motor only, no labor.

Note: The Oriental Motor only has a one-year parts only warranty when supplied as a replacement part.

SHORTENING DISPOSAL UNIT (MSDU)

- One year.
 - First 30 days parts and labor.
 - After 30 days parts only.

PORTABLE FILTER

One year parts and labor.

REPLACEMENT PARTS

COMPUTER

One year parts, no labor.

FRYPOT

One year parts, 90 days labor.

ALL OTHER PARTS

90 days parts, no labor

MCDONALD LOV (LOW OIL VOLUME) FRYER

Warranty Statement

Two (2) years parts and labor
Two (2) hours travel and 100 miles

Element:

Two (2) years parts and labor

Computer:

Two (2) years parts and labor

Frypot Warranty:

Ten (10) year, frypot and labor

Frypot are warranted against manufacturing defect or seam leak.

Start-up:

- Maximum two (2) hours labor.
- Maximum two (2) hours training.
- Two (2) hours or one hundred (100) miles travel.

Start-up and training must be completed on the same trip.

BURGER KING WARRANTY

Frymaster LLC makes the following warranty provisions in addition to the Standard Warranty – as stated in Section G – for fryers approved and exclusive to Burger King.

All Frymaster equipment is covered by a full one-year parts & labor warranty (unless stated otherwise below) from the date of installation or commissioning (whichever comes last) against defects in material and workmanship.

1. FRYPOTS

HI-EFFICIENCY GAS – H50 & H55 Series

- **Units manufactured June 1, 1997 and after**
 - Standard warranty is seven (7) years parts & labor on the frypot assembly (includes burner & combustion chamber), except units using manufactured gas*.
 - After seven years store pays 100% of the current list price of the frypot, & labor.
- * Manufactured gas units – those using town gas, hi-hydrogen gas and all low BTU gas (800 BTU and lower) - retain the five (5) years PART ONLY frypot warranty. No labor after first year.
- **Units manufactured before June 1, 1997**
 - First year parts & labor on the frypot only.
 - Second through fifth year parts only, customer pays labor.
 - After five years store pays only 50% of the current list price of the frypot, & labor.

MASTER JET GAS – 45 & 47 Series

- **Stainless Steel Frypots**
 - First year parts & labor on the frypot only.
 - Second and third year parts only, no labor
 - Fourth and fifth year bare frypot only.
 - After fifth year store pays 50% of the current list price of the frypot.
- **Cold Rolled (Mild Steel) Frypots**
 - One-year parts & labor.

ELECTRIC – H14/17/22 Series

- **Units manufactured June 1, 1997 and after**
 - Seven (7) years parts & labor on the frypot only.
- **Units manufactured before June 1, 1997**

- First year parts & labor on the frypot only.
- Second through fifth year parts only.
- After five years store pays 50% of the current list price of the frypot.

NOTE:

- 1) Replacement frypots for H50 & H55 high efficiency gas fryers come complete with burners. (This is at Frymaster's discretion and is subject to change.)
- 2) Warranty will not be extended on any frypot if the ID tag(s) is not returned to Frymaster with the warranty claim form.
- 3) Freight, duty, taxes, and any incidental charges are not covered by the warranty.
- 4) ASA is paid a handling fee on each warranty frypot.

COMPUTERS

- Three (3) years warranty.
 - First year parts, parts handling and labor.
 - Second and third year parts and parts handling only. No Labor.

Note: All defective computers within the warranty period must be held by the ASA until instructed by their Regional Director/Manager.

SHORTENING DISPOSAL UNIT (SDU)

- First year parts on pump only.

BURGER KING WARRANTY (CANADA)

Frymaster LLC makes the following warranty provisions in addition to the Standard Warranty – as stated in Section G – for fryers approved and exclusive to Burger King.

All Frymaster equipment is covered by a full one-year parts & labor warranty (unless stated otherwise below) from the date of installation or commissioning (whichever comes last) against defects in material and workmanship.

FRYPOTS

HI-EFFICIENCY GAS – H50 & H55 Series

- **Units manufactured June 1, 1997 and after**

- Standard warranty¹ is seven (7) years parts & labor on the frypot assembly (includes burner & combustion chamber), except units using manufactured gas*.
- After seven years store pays 100% of the current list price of the frypot, & labor.

¹ Customer had option to choose LIFETIME warranty on the frypot at time of purchase. This **must** be verified with Frymaster.
In this instance frypot has one (1) year labor and lifetime part warranty.

* Manufactured gas units – those using town gas, hi-hydrogen gas and all low BTU gas (800 BTU and lower) - retain the five (5) years PART ONLY frypot warranty. No labor after first year.

- **Units manufactured before June 1, 1997**

- First year parts & labor on the frypot only.
- Second through fifth years parts only, customer pays labor.
- After five years store pays only 50% of the current list price of the frypot, & labor.

MASTER JET GAS – 45 & 47 Series

- **Stainless Steel Frypots**

- First year parts & labor on the frypot only.
- Second and third years parts only, no labor
- Fourth and fifth years bare frypot only.
- After fifth year store pays 50% of the current list price of the frypot.

- **Cold Rolled (Mild Steel) Frypots**

- One-year parts & labor.

ELECTRIC – H14/17/22 Series

- **Units manufactured from June 1, 1997**
 - Seven (7) years parts & labor on the frypot only.

- **Units manufactured before June 1, 1997**
 - First year parts & labor on the frypot only.
 - Second through fifth years parts only.
 - After five years store pays 50% of the current list price of the frypot.

NOTE:

- 1) Replacement frypots for H50 & H55 high efficiency gas fryers come complete with burners. (This is at Frymaster's discretion and is subject to change.)
- 2) Warranty will not be extended on any frypot if the ID tag(s) is not returned to Frymaster with the warranty claim form.
- 3) Freight, duty, taxes, and any incidental charges are not covered by the warranty.
- 4) ASA is paid a handling fee on each warranty frypot.

COMPUTERS

- Three (3) years warranty.
 - First year parts, parts handling and labor.
 - Second and third years parts and parts handling only. No Labor.

Note: All defective computers within the warranty period must be held by the ASA until instructed by their Regional Director/Manager.

SHORTENING DISPOSAL UNIT (SDU)

- First year parts on pump only.

YUM! BRANDS WARRANTY

Frymaster LLC makes the following warranty provisions in addition to the Standard Warranty – as stated in Section G – for fryers approved and exclusive to YUM! Brands (KFC, PIZZA HUT, LONG JOHN SILVER'S, A&W and TACO BELL).

All Frymaster equipment is covered by a full one-year parts & labor warranty (unless stated otherwise below) from the date of installation or commissioning (whichever comes last) against defects in material and workmanship.

FRYPOTS

HI-EFFICIENCY GAS – MJH50, FMH50, FPH50, FPPH50

- **Units installed May 1, 2003 and after**
 - Seven years parts & labor on the frypot assembly (includes burner & combustion chamber), except manufactured gas.
- **Units installed before May 1, 2003**
 - Five years parts on frypot assembly, no labor after first year.
 - After five years store pays 50% of current list price of frypot.

MASTER JET GAS, STAINLESS STEEL – MJCF, MJ35, MJ45, MJ47, JIC

- **Units installed May 1, 2003 and after**
 - Three years parts only on frypot assembly, no labor after first year.
 - Fourth to tenth years bare pot only, no labor.
- **Units installed before May 1, 2003**
 - Three years parts only on frypot assembly, no labor after first year.
 - Fourth and fifth years bare pot only, no labor.
 - After five years store pays 50% of list price for frypot.

RETHEMALIZER, FGP55'S

- One year parts and labor.
- Two years on element and controller, no labor after first year.
- Ten years on pot, no labor after first year.

FLAT BOTTOM – 1824, 2424

- **Units installed May 1, 2003 and after**
 - Four years parts only, no labor after first year.
- **Units installed before May 1, 2003**
 - Three years parts only, no labor after first year.

ELECTRIC – H14, H17, H22

- **Units installed May 1, 2003 and after**
 - Ten years parts only, no labor after first year.
- **Units installed before May 1, 2003**
 - Five years parts only, no labor after first year.

STAINLESS STEEL TUBE GAS UNITS - KFC218G, TB14G

- Ten years parts only, no labor after first year.

NOTE:

- 1) Replacement frypot for high efficiency gas fryers come complete including the burners. (Burners are included at Frymaster's option. This is subject to change.)
- 2) Warranty will not be extended if frypot ID tag is not returned to the Authorized Service Agency, for it to be attached to the warranty invoice/claim form.
- 3) Freight, duty, taxes, and any incidental charges are not covered by the warranty.
- 4) ASA is paid a handling fee on each frypot.

COMPUTERS (Frymaster computers only)

- Three (3) years warranty.
 - First year parts, parts handling and labor.
 - Second and third year parts and parts handling only. No Labor.
- Note: All defective computers within the warranty period must be held by the ASA until instructed by their Regional Director/Manager.**

EPRI UNITS

- **Units installed May 1, 2003 and after**
 - Three years parts only on Elements, no labor after first year.
 - Three years parts only on Solid State Relays, no labor after first year.

SHORTENING DISPOSAL UNIT (SDU)

- Units installed after May 1, 2003
 - One year parts only, no labor.

HARDEES WARRANTY

FRYPOTS-frypots are warranted against manufacturing defect and/or weld seam failure.

HIGH EFFICIENCY

- Example: FPH350 /MJH50/H55
- **Units installed February 2004 and after**, Ten years, seven years parts and labor on frypot assembly, three years on frypot assembly.
- **Units installed between May 1, 1998 and January 2004**, seven-year parts and labor on frypot assembly.
- **Units installed before May 1, 1998**, one year parts and labor
- Lifetime on frypot assembly

NON HIGH EFFICIENCY

- Example: FM345ESD
- First year - complete frypot assembly, and all parts and labor
- Second through fifth year - complete frypot assembly
- After fifth year - bare pot

COLD ROLL FRYPOTS-NON STAINLESS STEEL

- Example: FM345ST
- One year - parts and labor

TUBE FRYER

- Example: F2TCFSD
- One year parts and labor
- Ten year on bare pot

ELECTRIC

- Example: FPH314/17/22,RE/PRO
- One year parts and labor
- Pot only – lifetime

COMPUTERS

First year labor, computer

Second and third year, computer only

SHORTENING DISPOSAL UNIT

- Example:SDU
- First 90 days – all parts and labor, between 90 days and one year, pump only

DEAN STANDARD WARRANTY

All Dean equipment carries a one year parts only warranty from the date of installation, except for frypots. U.S. based chains get first year parts and labor.

FRYPOTS

Models SM35G, SR38, SR42, SR52, SR62, TC25, TC35

- One year mild steel
- Five years prorated stainless steel *

Models SM20, SM50, SM60, SM80

- One year mild steel
- Five years stainless steel

Models 1824 and 2424

- Four years

Models 1414E, 1818E, 2020E, 18UE

- Five years stainless steel

Models 1414G, 1818G, 2020G

- Five years stainless steel

Models D35G, D50G, D60G, D80G

- Five year mild steel
- Ten year stainless steel

• **PRO RATED FRYPOT WARRANTY**

- First Year Customer pays labor only
- Second Year Customer pays labor, freight, and 20% of current Frypot list price
- Third Year Customer pays labor, freight, and 40% of current Frypot list price
- Fourth Year Customer pays labor, freight, and 60% of current Frypot list price
- Fifth Year Customer pays labor, freight, and 80% of current Frypot list price
- After Fifth Year Customer pays labor, freight, and 100% of frypot & freight

WARRANTY TIME ALLOWANCE - WARRANTY WORK

Listed in this section are labor times allowed (time spent working on site) on work carried out under Frymaster's Labor Warranty. The time allowed on each specific task is generous and must be adhered to unless extenuating circumstances exist. These times are for single item repairs.

If multiple repairs are carried out on one visit these times will be significantly reduced.

Any deviation in time must be fully explained to the respective Frymaster Service Personnel or Frymaster/Manitowoc Regional Directors / Managers, and whenever possible, prior approval obtained in the form of an authorisation number. The respective Frymaster representative or Frymaster/Manitowoc Regional Directors / Managers will file approval on an International Labor Warranty Excess Report form which will then be submitted to the factory with the Warranty Service/Invoice Claim Form.

The authorization number must be clearly stated on the Warranty Service/Invoice Claim Form

FRYMASTER H50/H52 SERIES

	MAXIMUM HOURS	TARGET** HOURS
FRYPOT REPLACEMENT (NON FILTER)	3.5	2.5
FRYPOT REPLACEMENT WITH FILTER SYSTEM	6.0	4.5
FRYPOT REPLACEMENT EUROPEAN MODELS W/O FILTER (FRYERS WITH 96-98 SERIAL NUMBERS ONLY)	6.5	5.5
FRYPOT REPLACEMENT EUROPEAN MODELS W/FILTER (FRYERS WITH 96-98 SERIAL NUMBERS ONLY)	8.0	7.0
COMPUTER OR CONTROLLER REPLACEMENT	1.0	1.0
PROBE, TEMPERATURE REPLACEMENT	1.0	1.0
HIGH-LIMIT THERMOSTAT	1.0	0.5
INTERFACE BOARD REPLACEMENT	1.0	1.0
IGNITION MODULE REPLACEMENT	1.0	1.0
IGNITOR PLUG REPLACEMENT	1.0	1.0
GAS VALVE REPLACEMENT	2.0	2.0
GAS VALVE REPLACEMENT, EUROPEAN MODELS	2.5	2.5
BLOWER MOTOR REPLACEMENT	1.0	0.5
BASKET LIFT RELAY REPLACEMENT	0.5	0.5
BASKET LIFT RODS REPLACEMENT	2.0	2.0
BASKET LIFT MICROSWITCH REPLACEMENT	1.0	1.0
BASKET LIFT MOTOR REPLACEMENT	1.5	1.5
FILTER MOTOR REPLACEMENT	2.0	1.5
FILTER PUMP REPLACEMENT	2.0	2.0
FILTER DRAIN SWITCH REPLACEMENT	0.5	0.5
FILTER RELAY REPLACEMENT	1.0	1.0
DRAIN VALVE REPLACEMENT (WITH FILTER)	1.5	1.5
DRAIN VALVE (WITHOUT FILTER) REPLACEMENT	0.5	0.5
FILTER OIL RETURN VALVE REPLACEMENT	2.0	2.0
BURNER & INSULATION REPLACEMENT (without filter)	1.5	1.5
BURNER & INSULATION REPLACEMENT, EUROPEAN MODELS (and filter models)	2.0	2.0
GAS VALVE <u>RELAY</u> REPLACEMENT	0.5	0.5
SOUND DEVICE REPLACEMENT	0.5	0.5
TRANSFORMER REPLACEMENT	1.0	1.0
SOLENOID VALVE REPLACEMENT	1.0	1.0
FILTER PUMP & FILTER SYSTEM HEATERS	1.5	1.5
COMPLETE FRYPOT INSULATION KIT REPLACEMENT	*	*
REPLACEMENT UPPER COMBUSTION CHAMBER (upper rails)	*	*

* Use time for replacement of appropriate frypot (filter/non-filter) plus 1.00 hour.

** Under normal circumstances, a reasonably competent technician can complete the task within this time.

NOTE: Time allowance shown includes time to diagnose and perform service listed. Travel time is not included. These times are to be used as a guide for replacing single parts. If multiple parts are replaced, these times will be significantly reduced.

**FRYMASTER MJ45, MJ47, MJCF, MJCFE SERIES
DEAN 60, 65, 80, 1824G & 2424G SERIES**

	MAXIMUM HOURS	TARGET** HOURS
FRYPOT REPLACEMENT (NON FILTER)	3.5	3.5
FRYPOT REPLACEMENT WITH FILTER SYSTEM	4.5	4.5
DRAIN VALVE REPLACEMENT (NON-FILTER)	0.5	0.5
DRAIN VALVE REPLACEMENT WITH FILTER SYSTEM	1.5	1.5
OPERATING THERMOSTAT REPLACEMENT (includes calibration)	1.5	1.5
HIGH-LIMIT THERMOSTAT REPLACEMENT	1.0	0.5
TEMPERATURE PROBE REPLACEMENT	1.0	1.0
GAS VALVE REPLACEMENT	1.5	1.5
REGULATOR REPLACEMENT	0.5	0.5
THERMOPILE/THERMOCOUPLE REPLACEMENT	0.5	0.5
MELT CYCLE TIMER REPLACEMENT	0.5	0.5
PRESSURE SWITCH REPLACEMENT	1.0	1.0
INTERLOCK RELAY REPLACEMENT	0.5	0.5
TRANSFORMER REPLACEMENT	1.0	1.0
COMPUTER REPLACEMENT	1.0	1.0
INTERFACE/THERMATRON BOARD REPLACEMENT	1.0	1.0
BASKET LIFT RELAY REPLACEMENT	0.5	0.5
BASKET LIFT RODS REPLACEMENT	2.0	2.0
BASKET LIFT TIMER REPLACEMENT	0.5	0.5
BASKET LIFT MICROSWITCH REPLACEMENT	1.0	1.0
BASKET LIFT MOTOR REPLACEMENT	1.5	1.5
FILTER MOTOR REPLACEMENT	2.0	1.5
FILTER PUMP REPLACEMENT	2.0	2.0
FILTER DRAIN SWITCH REPLACEMENT	0.5	0.5
FILTER READY LIGHT/RESISTOR	0.5	0.5
FILTER RELAY REPLACEMENT	1.0	1.0
FILTER OIL RETURN VALVE REPLACEMENT	2.0	1.5
FILTER PAN HEATER	1.5	1.5
FILTER PAN CONTACT BLOCK	1.0	1.0
SOUND DEVICE REPLACEMENT	0.5	0.5
BURNER TARGET REPLACEMENT	1.5	1.5
PIEZO ELECTRIC SPARK	1.0	1.0

** Under normal circumstances, a reasonably competent technician can complete the task within this time.

NOTE: Time allowance shown includes time to diagnose and perform service listed. Travel time is not included. These times are to be used as a guide for replacing single parts. If multiple parts are replaced, these times will be significantly reduced.

FRYMASTER & DEAN ELECTRIC SERIES

	MAXIMUM HOURS	TARGET** HOURS
FRYPOT REPLACEMENT (NON FILTER)	3.0	3.0
FRYPOT REPLACEMENT WITH FILTER SYSTEM	4.0	4.0
HEATING ELEMENT REPLACEMENT	2.0	2.0
CONTACTOR REPLACEMENT	1.5	1.0
TEMPERATURE PROBE REPLACEMENT	1.0	1.0
OPERATING THERMOSTAT REPLACEMENT	1.0	1.0
HIGH-LIMIT THERMOSTAT REPLACEMENT	1.0	1.0
COMPUTER REPLACEMENT	1.0	1.0
BASKET LIFT RELAY REPLACEMENT	0.5	0.5
BASKET LIFT RODS REPLACEMENT	2.0	2.0
BASKET LIFT MICROSWITCH REPLACEMENT	1.0	1.0
BASKET LIFT MOTOR REPLACEMENT	1.5	1.5
FILTER MOTOR REPLACEMENT	2.0	1.5
FILTER PUMP REPLACEMENT	2.0	2.0
FILTER DRAIN SWITCH REPLACEMENT	0.5	0.5
FILTER RELAY REPLACEMENT	1.0	1.0
DRAIN VALVE REPLACEMENT (WITH FILTER)	1.5	1.5
DRAIN VALVE (NON-FILTER) REPLACEMENT	0.5	0.5
FILTER OIL RETURN VALVE REPLACEMENT	2.0	1.5
TILT SPRING REPLACEMENT	1.0	1.0
INTERFACE BOARD REPLACEMENT	1.0	1.0
HEAT RELAY REPLACEMENT	0.5	0.5
LATCH RELAY REPLACEMENT	0.5	0.5
TRANSFORMER REPLACEMENT	1.0	1.0
SOUND DEVICE REPLACEMENT	0.5	0.5
FILTER TRANSFORMER REPLACEMENT	1.0	1.0
FILTER PUMP & FILTER SYSTEM HEATER REPLACEMENT	1.5	1.5
SOLID STATE RELAY REPLACEMENT	1.5	1.0
ELECTRONIC THERMOSTAT CONTROLLER	1.0	1.0

** Under normal circumstances, a reasonably competent technician can complete the task within this time.

NOTE: Time allowance shown includes time to diagnose and perform service listed. Travel time is not included. These times are to be used as a guide for replacing single parts. If multiple parts are replaced, these times will be significantly reduced.

**FRYMASTER MJ35, J2X, J2XLR, J1C, J1X, GF14 & GF40 SERIES
DEAN 20, 25, 35, 38, 42, 50, 52 & 62 SERIES**

	MAXIMUM HOURS	TARGET** HOURS
FRYPOT REPLACEMENT (NON FILTER)	2.5	2.5
FRYPOT REPLACEMENT WITH FILTER SYSTEM	4.5	4.5
HIGH-LIMIT THERMOSTAT REPLACEMENT	1.5	1.0
OPERATING THERMOSTAT REPLACEMENT (includes calibration)	1.0	1.0
GAS VALVE REPLACEMENT	1.5	1.5
REGULATOR REPLACEMENT	0.5	0.5
PILOT MAGNET REPLACEMENT	0.5	0.5
BURNER TARGET REPLACEMENT	1.5	1.5
THERMOPILE/THERMOCOUPLE/CE REPLACEMENT	0.5	0.5
PILOT BURNER REPLACEMENT	1.0	1.0
DRAIN VALVE REPLACEMENT (NON-FILTER)	0.5	0.5
DRAIN VALVE REPLACEMENT WITH FILTER	1.5	1.5
ELECTRONIC THERMOSTAT CONTROLLER REPLACEMENT	1.0	1.0
INTERFACE BOARD REPLACEMENT	1.0	1.0
COMPUTER REPLACEMENT	1.0	1.0
FILTER MOTOR REPLACEMENT	2.0	1.5
FILTER PUMP REPLACEMENT	2.0	2.0
BASKET LIFT RELAY REPLACEMENT	0.5	0.5
BASKET LIFT RODS REPLACEMENT	2.0	2.0
BASKET LIFT TIMER REPLACEMENT	1.0	0.5
BASKET LIFT MICROSWITCH REPLACEMENT	1.0	1.0
BASKET LIFT MOTOR REPLACEMENT	1.5	1.5

** Under normal circumstances, a reasonably competent technician can complete the task within this time.

NOTE: Time allowance shown includes time to diagnose and perform service listed. Travel time is not included. These times are to be used as a guide for replacing single parts. If multiple parts are replaced, these times will be significantly reduced.

**PASTA COOKERS / WATERBATH / RETHERMALIZER
GAS & ELECTRIC SERIES**

	MAXIMUM HOURS	TARGET** HOURS
POT REPLACEMENT, GAS (WITH BURNERS, WITHOUT BLOWER)	3.5	3.5
POT REPLACEMENT [POT IS BARE (8SMS ELECTRIC)]	3.5	3.5
PROBE ASSEMBLY REPLACEMENT	1.0	1.0
BURNERS/ORIFICES REPLACEMENT, GAS	1.5	1.5
ELEMENT REPLACEMENT (8SMS ELECTRIC)	1.5	1.5
CONTACTOR REPLACEMENT (8SMS ELECTRIC)	1.0	1.0
PROBES (HIGH WATER – LOW WATER) REPLACEMENT	1.0	1.0
TEMPERATURE PROBE REPLACEMENT	1.0	1.0
TUBING (AUTO FILL) REPLACEMENT	1.5	1.5
TUBING FITTINGS REPLACEMENT	1.0	1.0
TUBING KIT REPLACEMENT (8SMS ELECTRIC)	1.5	1.5
SOLENOID REPLACEMENT	1.0	0.5
PRESSURE REGULATOR REPLACEMENT, GAS	1.0	1.0
IGNITION MODULE REPLACEMENT, GAS	0.5	0.5
BLOWER RELAY REPLACEMENT, GAS	0.5	0.5
BLOWER REPLACEMENT, GAS	1.0	0.5
IGNITOR REPLACEMENT, GAS	1.0	1.0
COMPUTER REPLACEMENT	1.0	1.0
GAS VALVE REPLACEMENT	1.0	1.0
FAUCET ASSEMBLY REPLACEMENT	1.0	1.0
DRAIN VALVE REPLACEMENT	1.5	1.5
BASKET LIFT RELAY REPLACEMENT	0.5	0.5
BASKET LIFT RODS REPLACEMENT	2.0	2.0
BASKET LIFT TIMER REPLACEMENT	1.0	0.5
BASKET LIFT MICROSWITCH REPLACEMENT	1.5	1.5
BASKET LIFT MOTOR REPLACEMENT	1.5	1.5
TRANSFORMER REPLACEMENT	1.0	1.0
RELAY REPLACEMENT (8SMS ELECTRIC)	0.5	0.5
FITTINGS REPLACEMENT (8SMS ELECTRIC)	1.0	1.0

** Under normal circumstances, a reasonably competent technician can complete the task within this time.

NOTE: Time allowance shown includes time to diagnose and perform service listed. Travel time is not included. These times are to be used as a guide for replacing single parts. If multiple parts are replaced, these times will be significantly reduced.

UNIVERSAL HOLDING CABINET (UHC/UHC-P)

		SINGLE UNIT	STACKED UNITS
MAIN POWER SWITCH REPLACEMENT		0.5	0.5
FUSE REPLACEMENT		0.5	1.0
TRANSFORMER REPLACEMENT		0.5	1.0
HEATER PLATE REPLACEMENT		1.0	1.5
EXHAUST BLOWER REPLACEMENT		1.0	1.5
FRONT SLOT DISPLAY REPLACEMENT		1.0	1.0
REAR SLOT DISPLAY REPLACEMENT		1.0	1.0
SLOT BEZEL REPLACEMENT		1.0	1.0
MASTER CONTROL BOARD REPLACEMENT	(UHC)	1.0	1.5
DISPLAY DRIVER REPLACEMENT	(UHC)	1.0	1.0
POWER BOARD REPLACEMENT	(UHC-P)	1.0	1.0
COMMUNICATIONS BOARD REPLACEMENT	(UHC-P)	1.0	1.0
DISTRIBUTION BOARD REPLACEMENT	(UHC-P)	1.0	1.0

NOTE: Time allowance shown includes time to diagnose and perform service listed. Travel time is not included. These times are to be used as a guide for replacing single parts. If multiple parts are replaced, these times will be significantly reduced.

HEATED LANDING ZONE/HEATED PASS THROUGH (HLZ/HPT)

		MAXIMUM HOURS	TARGET** HOURS
RELAY & FUSE REPLACEMENT		0.5	0.5
TRANSFORMER REPLACEMENT		1.0	1.0
AIR PROBE REPLACEMENT		1.0	1.0
AIR THERMOCOUPLE REPLACEMENT		1.0	1.0
HEATER PLATE (PLATEN) REPLACEMENT		1.5	1.0
BLOWER MOTOR REPLACEMENT		1.5	1.0
HIGH-LIMIT REPLACEMENT KIT		1.0	1.0
ROCKER SWITCH	(HPT)	1.0	1.0
CONTROLLER BOARD	(HPT)	1.0	1.0
COMPUTER REPLACEMENT	(HLZ)	1.0	1.0

** Under normal circumstances, a reasonably competent technician can complete the task within this time.

NOTE: Time allowance shown includes time to diagnose and perform service listed. Travel time is not included. These times are to be used as a guide for replacing single parts. If multiple parts are replaced, these times will be significantly reduced.

VERTICAL TOASTER (VT)

	MAXIMUM HOURS	TARGET** HOURS
COMPUTER REPLACEMENT	1.0	1.0
RELAY REPLACEMENT	0.5	0.5
TRANSFORMER REPLACEMENT	0.5	0.5
CHAIN/SPROCKET REPLACEMENT	1.0	1.0
DRIVE BELT REPLACEMENT (BELT-DRIVE TOASTERS ONLY)	0.5	0.5
TRAY HEATER REPLACEMENT	1.0	1.0
TRAY PROBE REPLACEMENT	1.0	1.0
HIGH-LIMIT REPLACEMENT	1.0	1.0
PLATEN REPLACEMENT	1.5	1.0
COOK BELT ROLLER REPLACEMENT	1.5	1.0
MOTOR REPLACEMENT	1.5	1.0
TEMPERATURE PROBE REPLACEMENT	1.5	1.0

** Under normal circumstances, a reasonably competent technician can complete the task within this time.

NOTE: Time allowance shown includes time to diagnose and perform service listed. Travel time is not included. These times are to be used as a guide for replacing single parts. If multiple parts are replaced, these times will be significantly reduced.

PRODUCT HOLDING DEVICE (PHD)

	MAXIMUM HOURS	TARGET** HOURS
COMPUTER ASSEMBLY REPLACEMENT	1.0	1.0
TRANSFORMER REPLACEMENT	1.0	1.0
RELAY REPLACEMENT	1.0	1.0
ELEMENT, BOTTOM, REPLACEMENT	1.5	1.5
ELEMENT, TOP, REPLACEMENT	1.5	1.5
SWITCH, POWER, REPLACEMENT	1.0	1.0

** Under normal circumstances, a reasonably competent technician can complete the task within this time.

NOTE: Time allowance shown includes time to diagnose and perform service listed. Travel time is not included. These times are to be used as a guide for replacing single parts. If multiple parts are replaced, these times will be significantly reduced.

SINGLE BASKET DISPENSER (SINBAD)

	MAXIMUM HOURS	TARGET** HOURS
LOAD CELL ASSEMBLY REPLACEMENT	1.0	1.0
DISPENSE MOTOR REPLACEMENT	1.0	1.0
DRUM MOTOR REPLACEMENT	1.0	1.0
DRUM ROTOR ARM REPLACEMENT (BULLET REPLACEMENT)	0.5	0.5
INTERFACE BOARD REPLACEMENT	1.0	1.0
PROXIMITY SENSOR CABLE ASSEMBLY REPLACEMENT	0.5	0.5
COMPUTER ASSEMBLY REPLACEMENT	1.0	1.0
POWER (ON/OFF) SWITCH REPLACEMENT	0.5	0.5
TRANSFORMER REPLACEMENT	0.5	0.5

** Under normal circumstances, a reasonably competent technician can complete the task within this time.

NOTE: Time allowance shown includes time to diagnose and perform service listed. Travel time is not included. These times are to be used as a guide for replacing single parts. If multiple parts are replaced, these times will be significantly reduced.

WARRANTY PROCEDURES AND INVOICE SUBMITTAL

On-line warranty entry is in place to ensure correct information is submitted. A service invoice cannot be submitted unless information is accurate and complete.

To submit a claim, go to www.frymaster.com , click on Service, click on Warranty Invoice Search, enter customer ID and password. Fill in warranty information. When complete, click on submit.

This is the preferred method of submittal as the process is self-correcting, faster and more cost effective than mailed paperwork. Accurate invoices submitted online also get preferential treatment. They are processed for payment before invoices received in the mail.

Online warranty submittal will become mandatory August 1, 2009.

For those who still mail claims, accuracy and completeness are still mandatory.

All areas must be filled in and correct. Include your customer account number. If labor time is applied, it must be in the correct section. Parts must be in the parts section with numbers and descriptions clear and accurate.

Labor time should be based on the time chart provided by Frymaster. (See Section N.)

Frypot service invoices must be submitted with the old and new frypot serial numbers. The old frypot serial number must match the fryer listed on the service invoice. Failure to have the correct old frypot serial number will result in non-payment.

When changing a "439" frypot, test the pot with a magnet. If the magnet sticks to the frypot, it is "439" material. E-mail photographs of the leak in the frypot. Shoot several angles so QA can make a decision on payment. E-mail to esutton@frymaster.com or sjenkins@frymaster.com.

Computer service invoices must have serial numbers of old and new computers. Any computer under warranty must be held until further instructed by your Frymaster Regional Director/Manager.

For full payment, all service invoices must be submitted within **60 days** from the date warranty work was completed. If an invoice cannot be submitted within **60 days**, please contact your Frymaster Regional Director/Manager for special authorization before submitting the invoice

Authorization will not be given unless there is a genuine reason for the delay.

The **60-day** submittal period includes any service invoice with special authorization. Once authorization is received, the invoice should be submitted immediately.

Any delay may result in non-payment or a discounted payment, even if special authorization has been granted.

For any service invoices submitted past 60 days, we will consider payment with a discounted total. The applied discount is based on the date the work was completed, not the invoice date.

The discount structure is below:

90 days	Invoice less 10%
120 days	Invoice less 20%
150 days	Invoice less 30%
180 days	Invoice less 50%
210 days	Zero Consideration

Tag all parts with pertinent information and hold until further action is directed by your Frymaster Regional Director/Manager.

Credits will be issued by fax. No hard copies will be sent unless requested.

VERY IMPORTANT: Please make sure all information is on the warranty service invoice and in the correct section when it is submitted. Once an invoice has been processed, it will not be reopened for any additional credit.

If there is anything out of the ordinary about a claim, please contact your Regional Manager for a written authorization.

NOTE: WE NO LONGER HAVE A POST OFFICE BOX ADDRESS. SERVICE REPORTS SHOULD BE SENT TO: FRYMASTER DEAN, WARRANTY DEPARTMENT, 5489 CAMPUS DRIVE, SHREVEPORT, LA. 71129.

When sending warranty invoices, please have a tracking number in case there is a problem with your package.

Warranty Invoice Status

ALL warranty invoices submitted to the factory can be viewed at www.frymaster.com. A "User ID" & "Password" are required.

Check the web site regularly to confirm that all invoices have been received and processed.

Invoices not listed on the website within **15 working days** (3 weeks) after submittal should be check on. Please contact Evelyn Sutton at esutton@frymaster.com, Siobhan Jenkins at sjenkins@frymaster.com or Kelly Winters at kwinters@frymaster.com.

Invoices are listed on the Internet in one of three ways:

RECEIVED

Indicates the invoice is being processed and is to be paid. Once an invoice is paid, our invoice number, the amount paid, the date paid and the memo number are displayed alongside your warranty invoice number.

REJECTED

Indicates that the warranty invoice cannot be processed as it does not meet Frymaster's warranty provisions (as stated in this manual).

INFO NEEDED

Indicates that the invoice cannot be processed until further information has been provided.

A notice will be sent, via fax or e-mail, informing you that this invoice **cannot be processed for payment**. [This notice will inform you of the information required to pay your claim.](#) **All responses should be received within 30 days from date notice is received.**

If there is no response within this final period the claim cannot be processed for payment.

**NOTE: Frymaster/Dean equipment not installed within three years of its manufacturing date is not covered under warranty.
(This applies to all: non-chains and chains.)**

WARRANTY ADMINISTRATION FEE

The are changes to the Frymaster warranty administration fee

The main changes are -

1. Effective immediately we will now be paying you for the Start-up and Training for the McDonalds Low Oil Volume (LOV) fryer. This Start up is mandatory for the store personnel and for the equipment. We will pay a maximum of 2 hours for the Start-up and 2 hours for the training plus travel and mileage. Since we are paying for this we will not duplicate our payments by also paying WAF for these systems. Please complete the LOV start-up and training forms for payment. Completion of these forms is necessary to receive payment and to allow us to satisfy McDonald's that we have actually performed this start up. Please realize that McDonald's is paying for the startup as part of their price and as a result, they expect that the startup will be done.
2. We will continue paying WAF on other equipment that meets the basic criteria outlined below. It is mandatory that we receive the store manager's name and phone number on the WAF form. We require this so we can contact the location for feedback on the equipment operation.

The basic criteria and procedures for WAF is explained below

-

The purpose of the warranty administration fee (WAF) is to enable Frymaster to develop a service network and to administer the Frymaster warranty programs in new markets. This fee only applies to products sold to registered chain customers sold through a USA based Kitchen Equipment Supplier (KES) or Distributor which is determined solely at the discretion of the Director of Technical Services. The WAF is not paid on equipment which is sold directly by the distributor nor is it paid to distributors who re-distribute products to other distributors.

WAF can be eliminated once a market becomes mature. This is at the discretion of Frymaster management.

What WAF is for:

- Authorized Service Agencies (ASA) (service department).
- Supporting the ASA on the administration of the Frymaster warranty program.
- Supporting the ASA on their training of the sub-servicers and end-users.
- Supporting the ASA on insuring that their sub-servicers have adequate supplies of parts.
- Encouraging end-user contact (restaurant visits).
- Encouraging reporting of installation date, restaurant location and equipment serial number.
- Encouraging the best Service Centers to want to team up with Frymaster.

What WAF is not for:

- Equipment Distributors (sales department).
- Paying for the installation of equipment.
- Supplementing service labor rates and parts discount structures.
- Total payment of a permanent staff position to administer Frymaster.
- Sales made by a distributor to a customer
- Products which are re-distributed

What WAF is paid for:

- Support the Frymaster customer in new market with service and parts.
- Returning a complete Warranty Administration Fee Form. This requires visiting the restaurant and obtaining the restaurant manager's signature.
- Returning the form within six months of installation date.
- Maintain a parts inventory to service new and existing products.
- Should go to the distributor or service agent into whose territory the product is ultimately shipped and installed.

What restaurant chains are eligible to apply for WAF:

- Registered restaurant chains, sold through USA based Kitchen Equipment Suppliers or Distributors.
- These include; McDonald's (except LOV), Burger King, YUM, Churches, Popeyes. Questions on others please contact Frymaster Director of Technical Services.
- Equipment purchased with the International Labor Warranty.

**INSTRUCTIONS FOR PREPARING OR ENTERING
FRYMASTER WARRANTY ADMINISTRATION FEE FORM**

1. Name and address of ASA.
2. Customer's full name and address (must include country).
3. Date of installation (if date not available, please estimate to the nearest month).
4. Model and Serial Numbers (must be complete and correct). Remember, **omissions will cause the claim to be rejected.**
 - Serial numbers are 4 digits, 2 letters & 4 digits, i.e. 0310XX0001,
 - Each fryer and filter has its own serial number.
5. Gas pressure (incoming if applicable).
6. Supply voltage.
7. Type of hood.
8. Special remarks.
9. Check box if Authorized Service Agency performed start-up.
10. If filing a hard copy, the customer signs and dates WAF form and attaches a copy of the Equipment Start Up form for submission to Frymaster. (A signed Equipment Start Up form is also acceptable.)

When submitting WAF online, a contact name at the store must be entered with a legitimate phone number for the store location.

WAF PAYMENT IS AT THE DISCRETION OF FRYMASTER!

ANY WAF FORM FOUND TO BE UNEARNED OR FALSIFIED WILL BE REJECTED FOR NO PAYMENT.



Customer: _____

Equipment Install Date: _____

Month: **3**

Day: _____

Year: _____

Warranty Administration Fee Form

Equipment Information

- 1. Model No. _____
- 2. Model No. _____
- 3. Model No. _____
- 4. Model No. _____
- 5. Model No. _____
- 6. Model No. _____
- 7. Model No. _____
- 8. Model No. _____

Fryer Installation Information

Supply Gas Pressure: **5**

Supply Voltage: **6**

Ventilation System (check one): **7**

Closed Hood

Universal Hood

Remarks / Notes:

8

9

FOR FACTORY USE ONLY

- Start-up Performed by Authorized Servicer? YES NO

- If "NO" was Start-up Refused By Customer? YES NO

APPROVED BY: _____

DATE: _____ AUTHORIZATION NO. _____

10

Customer Signature

Date



Part no. 819-5562

PARTS ORDERS AND RETURNS

All defective parts in warranty must be held by the Authorized Service Agency until disposition is directed by your Frymaster/Manitowoc Regional Director/Manager or the Frymaster Warranty Department.

PARTS RETURN PROCEDURE

Frymaster L.L.C will only accept the return of parts that are new and unused, can be resold, and are in current production.

Fax a list of the parts you intend to return to the Parts Department; (1) 318 688 2200.

A numbered Return Authorization Notice will be faxed to you itemising those parts from your list that will be accepted for credit.

You must have a Return Authorization Number before you can return any parts. NO parts will be accepted for credit without this number.

When parts are ready for shipping, contact the Parts Department with the following information:

- a) Number of boxes/cartons
- b) Actual weight of each box/carton
- c) Dimensions of each box/carton

You will then be informed on how to ship the parts back.

Note:

A copy of the Return Authorisation Notice must accompany the returned parts.

All freight costs will be borne by the Authorized Service Agency.

The returned parts will be checked upon receipt. Any parts damaged, non-usable or not listed on the Return Authorisation Notice will not be credited.

A re-stocking charge will be levied on all returned parts and subtracted from the final credit. However, there will be no re-stocking charge provided a purchase order for the same value or more of the credit amount is placed with the Parts Department referencing the Return Authorisation Notice number.

PARTS ORDERING

Parts purchase orders can be placed in one of three ways:

1. Over the Internet at www.frymaster.com
2. Faxed to the Parts Department on (1) 318 688 2200.
3. E-mailed to psepulvado@frymaster.com

Once the Parts Department has processed the purchase order, an acknowledgement will be generated and faxed to the Authorized Service Agency.

This acknowledgement is a confirmation of the order and should be reviewed immediately. The Parts Department should be notified of any errors or omissions.

Once an order has been processed no changes can be made.

An invoice is automatically faxed to the Authorized Service Agency when the order is shipped.

PROFORMA INVOICES

When requested, a proforma invoice will be generated and faxed to the Authorized Service Agency. This document will contain quantities, part numbers, total dollar value, and approximate weight of the unboxed parts.

The proforma invoice should be reviewed immediately for any errors or omissions. A copy of the proforma, approved and signed by an authorized company representative, should then be faxed to the Parts Department listing any changes and complete shipping information.

Note: Proforma invoices without shipping instructions and a signature will not be processed.

ORDERING INSTRUCTIONS

When placing orders, please complete either the attached order form or your company's own purchase order form. Whichever one is used it is extremely important that the following information appear on all orders:

1. SOLD TO – Name & address of Authorized Service Agency ordering part.
2. SHIP TO - enter if shipping address is different than the sold to address.
3. DATE ORDERED - current date
4. PURCHASE ORDER NO. - Your locally assigned number

5. SHIPPING INSTRUCTIONS - how you want the order shipped. Please specify the type and method of shipping required and the name of the carrier/forwarder.

Note: Please indicate the freight carrier for orders being shipped directly to you. i.e. UPS Express, UPS Expedited, Federal Express, DHL, etc.).

If the order is going to a forwarder, indicate the name of the forwarder, address, telephone number and contact. We will also need to know if the order is to be shipped via airfreight or ocean freight from the forwarder.

Note: We will not process any order until without complete shipping instructions.

6. QUANTITY - of each item ordered.
7. PART NUMBER - if the part number is not available, please include the full model and serial number of the fryer.
8. DESCRIPTION - give a brief description of the part requested.
9. ORDER SUBMITTED BY - please be sure to sign the order form.

Note: Please indicate if the order is an urgent order. If so, we will ship as soon as possible.

FAX COMPLETED FORM TO THE PARTS DEPARTMENT; (1) 318 688 2200

Note: Frymaster cannot give weights and dimensions of a parts order. Complete shipping instructions must be on all parts orders before an order can be processed.

FRYMASTER CREDIT DEPARTMENT

- A. The international credit analyst is your account representative and your point of contact (POC) for credit issues.

Attached you will find information you will need to transact your business with the credit department. If you have any questions concerning your account with us, please feel free to call us or fax us any time. The direct fax number for the credit department is **+1 318 862 2332**.

- B. Please complete the enclosed credit application, if you have not done so, and return to Frymaster via fax for completion of your account records with us.

- C. Frymaster open account policy

1. Invoices must be settled in terms as indicated on the invoice to maintain open credit status.
2. All payments are to be made via wire transfer to the bank.
3. Warranty claims will be posted to the customer's account after audit by our service department.
4. All credits issued for claims will be applied to the oldest invoices on the customer's account unless otherwise instructed.
5. A statement will be faxed to you at the close of each month. Please review the statement and advise us of any discrepancies along with instructions regarding credits or cash not applied for returned products.
6. A credit limit will be set for your account. The amount can be obtained by contacting the credit department. If at any time you feel this amount is not adequate to cover your future needs, prior to placing your order, please contact the credit department.

Letter of Credit Guidelines

(DATE)

(ADDRESS)

Dear Buyer:

To assist you in preparing your Letter of Credit application, please ask that your bank issue an **Irrevocable Commercial Letter of Credit** according to the following terms and conditions.

Beneficiary: FRYMASTER...(Address)

Advising Bank: Wachovia Bank (Formerly known as First Union National Bank)

Mail and wire address: Wachovia Bank
1 South Broad Street
9th Floor PA 4922
Philadelphia, PA USA 19106
Telex: 4990118
Swift: PNBPUS33PHL

Payment Terms: The Letter of Credit must be freely negotiable at any US Bank.

- Payment must be effected in US Dollars
- Draft(s) to be drawn at sight, or _____ days sight or _____ days after the date of shipment. In the case of time drafts, discount charges are for the account of the buyer.
- Please have the Letter of Credit (confirmed or advised) by **Wachovia Bank–Philadelphia PA USA**.

Documentary Requirements:

The Letter of Credit funds should be available upon presentation of the following documents:

- Signed Commercial Invoice
- Full Set “clean on Board” ocean bills of lading consigned to “order” and blank endorsed (or consigned to the issuing bank), or airway bills consigned to the issuing bank/buyer.
- Additional documents required by the Letter of Credit will be subject to review and acceptance by the beneficiary.

Other Important Points:

- Shipment and price quotations are _____ . (ICC 350 Incoterms)
- Shipment from **ANY US PORT** to _____ .
- Partial shipments permitted.
- Transshipment permitted.
- Latest shipment date allowed: _____ .
- A plus/minus tolerance of ___% must be allowed for weight and/or amount of Letter of Credit.
- Expiration date: _____ . (Minimum 30 days after latest shipment date)
- Minimum ___ (standard is 21 days) days after the date of shipment must be allowed for presentation of documents to the negotiating bank.
- If a transferable Letter of Credit is required, the Letter of Credit must specifically state it is transferable by Wachovia Bank.
- The Letter of Credit must allow for third party documents.
- All banking charges **outside of Wachovia's** including reimbursement charges are for the account of the applicant.

PLEASE NOTE CAREFULLY:

If you are unable or unwilling to meet any of these terms and conditions, please contact us as soon as possible, and prior to applying for the Letter of Credit. Any deviations from the above terms and conditions without our agreement may result in a delay of shipment until the Letter of Credit can be amended.

Respectfully,

8700 Line Ave.
Shreveport, LA 71106
Tel: 318/865-1711
Fax: 318/862-2332

From: Credit Department
To:
Company:

Date:
No. of sheets – including cover
Sheet:

Please complete the following Credit Application and return to our attention as soon as possible. Orders cannot be placed into production without the following being returned to Frymaster:

- **Frymaster/Dean – Varimixer** Credit Application must be signed and dated by an officer of the company.
- List RESALE NUMBER and supply copy of RESALE CERTIFICATE. **Federal Tax IDs are not sufficient.**
- Indicate whether invoices are to be faxed and complete form.
- **Please list fax numbers for credit references.**

This application cannot be processed without this information. Incomplete forms will delay account set up.

Regards,

Credit Department

APPLICATION FOR CREDIT

Invoice faxed? Yes No

FOR COMPANY USE ONLY

Date	Resale Number	Amount Requested	Credit OK Date	Credit Limit
For the purpose of establishing credit with creditor, the undersigned warrants the information below to be true, correct, and complete to the best of his/her knowledge, and hereby authorize any credit investigation needed for verification.				
Name of Business (dba)			SOLE PARTNERSHIP CORPORATION	DATE BUSINESS STARTED:
Street Address				
City, State, Zip				
Billing Address				
City, State, Zip				
Business Tel:		Business Fax:		
Name of Accounts Payable Contact:				
Location Owner:				
Bank Name and Branch:				
Contact:				
Account Number:				
Name and home address of officers, partners, owner, or other responsible parties:				
FULL NAME	TITLE	RESIDENCE ADDRESS	TELEPHONE NO.	
1)				
2)				
3)				
List three (3) equipment suppliers with who you have maintained credit for a minimum of one (1) year: include extra sheet if needed...				
NAME AND ADDRESS	ANNUAL VOLUME	TELEPHONE NO.	FAX NO.	
1)				
2)				
3)				
Signed application is required to establish an account. In the event of collection, any collection costs and attorney fees will be the obligation of the undersigned.				
Firm Name:				
Signature of Officer:		Title:	Date:	

P. O. BOX 51000, SHREVEPORT, LA 71135-1000 PHONE NO. 318/865-1711 FAX NO: 318/862-2332

Attention: Accounts Payable Manager

Frymaster/Dean now has the capability to electronically fax invoices to our customers nightly. You have an **OPTION** to receive your invoices by either **FAX** or by **MAIL**.

Please indicate your preference by providing the appropriate information below:

<p><u>FAXED:</u> _____</p> <p>Fax to the attention of: _____</p> <p>Accounts Payable Fax Number: (____) (____) _____ (Country Code) (Area Code)</p> <p><u>The faxed copy will be your original invoice and no other copy will be mailed.</u></p>

<p><u>MAILED:</u> _____</p> <p>Attention: _____</p> <p>Street/P. O. Box: _____</p> <p>City/State/Zip: _____</p> <p><u>Invoices will not be faxed.</u></p>
--

Resale Number: _____
A copy of the RESALE CERTIFICATE must be attached.

In the event we need to contact you, please provide the following information:

Accounts Payable Contact: _____

Accounts Payable Telephone No.: _____ Ext. _____

Accounts Payable Fax No.: _____

8700 Line Ave. Shreveport, LA 71106
Telephone No.: 318/865-1711 Fax No.: 318/862-2332

FRYMASTER/DEAN INTERNATIONAL BANKING INFORMATION

FOREIGN WIRE TRANSFERS

Bank: Wachovia N.A.
Location: Jacksonville, FL
Swift Code: PNBPUS33
ABA #: 063000021
Account Name: Frymaster/Dean
Account #: 2090002602799
Reference: Frymaster/Dean Invoice #, Order #,
and/or Purchase Order #

DRAFTS & LETTER OF CREDIT DOCUMENTS

Bank: Wachovia Bank
Location: Collection Department
P.O. Box 13866
Philadelphia, PA 19101-3866
FED ABA #: 026005092
TELEX: 4990118
SWIFT: PNBPUS33
CHIPS UID: 44824
Account #: 2090002602799
Reference: Frymaster/Dean Invoice #, Order #,
and/or Purchase Order #.

AUTHORIZED SERVICE AGENCY AGREEMENT

This Agreement is made between FRYMASTER LLC, Shreveport, Louisiana, USA from hereafter referred to as the (COMPANY) and

Name: _____

Address: _____

Phone: _____ Fax: _____

Email Address: _____

Internet website: _____

from hereafter referred to as the Factory Authorized Service Center.

1. PURPOSE

The purpose of this Agreement is to provide for an efficient and economical source of supply for repair parts (parts) and service either in or out of warranty (service) for Frymaster commercial cooking appliances (products).

This Agreement supersedes and cancels any previous agreement that may have been entered into between COMPANY and the Authorized Service Agency with respect to the sale of parts, the assignment of a country or territory for the service to any product.

2. COMPENSATION FOR FACTORY AUTHORIZED SERVICE

The COMPANY agrees to compensate the Authorized Service Agency for all authorized repairs, in warranty or otherwise, in accordance with the Frymaster Labor and Travel Compensation Agreement.

Any changes to the compensation amount must be agreed to in writing by both the COMPANY and the Authorized Service Agency thirty (30) days in advance of the implementation. A new Agreement will be drawn up between the COMPANY and the Authorized Service Agency.

The COMPANY will credit all defective parts as covered by the warranty.

The Authorized Service Agency agrees that no service charges will be made to any customer/end user for service with respect to which compensation and/or parts are billed to the COMPANY.

The Authorized Service Agency also agrees to bill warranty labor in adherence with the Frymaster/Dean Time Allowance Charts, see Section N of the Frymaster International Service Policy Manual. Any variation from the hours set forth in the aforementioned Time Allowance Charts will be disallowed unless an adequate explanation is given to the local Frymaster/Manitowoc Regional Director/Manager or COMPANY representative. If in their judgement the circumstances are acceptable, an International Excess Warranty Report number will be issued which must accompany the Frymaster Warranty Invoice / Claim Form.

Transportation costs (least expensive way) covering the return to the customer/end user of a unit repaired within the warranty period (as authorized by the COMPANY) are to be prepaid by the Authorized Service Agency and billed to the COMPANY.

In the event the COMPANY determined that service has been made necessary because of the Authorized Service Agency's failure to properly assemble or adjust the products covered by this Agreement at the time of any previous assembly or adjustment, or because of the incorporation by the Authorized Service Agency or his agent of any unapproved modification, then the COMPANY shall be relieved of its obligation to reimburse the Authorized Service Agency either for the parts installed or labor provided.

3. COMPENSATION FOR NON-AUTHORIZED SERVICE

The Authorized Service Agency agrees that all charges for non-authorized and out of warranty repairs on the COMPANY's products including charges for parts and transportation shall be billed to the customer/end user. The COMPANY shall have no obligation to compensate the Factory Authorized Service Center for any such service.

4. SERVICE PLAN

The Authorized Service Agency agrees to provide service to all products installed in their country or territory and provide for the use of genuine Frymaster parts supplied by COMPANY.

A. PARTS STOCK

The Authorized Service Agency agrees to maintain an adequate stock of parts to support the product installed in their country or territory and to support any third party service center they may recruit.

The COMPANY's obligation to sell parts and the Authorized Service Agency's obligation to purchase such parts shall be limited to those parts described in written orders from the Authorized Service Agency, which are accepted by the COMPANY.

The Authorized Service Agency agrees that regardless of printed terms on

its written orders, the terms which govern any transaction under this agreement shall be those contained on the purchase order confirmations issued by the COMPANY.

The COMPANY agrees to allow the Authorized Service Agency a parts discount of _____ % F.O.B Shreveport, Louisiana, USA from its Master Parts Price List. The COMPANY may revise said Master Parts Price List and discount from time to time without notice to the Authorized Service Agency.

The Authorized Service Agency agrees to pay parts invoices in adherence with the COMPANY Credit Department open account policy as set forth in section P of the Frymaster International Service Policy Manual. Credit terms will be as negotiated between the COMPANY Credit Dept and the Authorized Service Agency.

Any taxes imposed by the United States, any state, territory or municipality or other authority, which may be payable by reason on the manufacture, use or a sale of the parts delivered under this Agreement shall be added to the invoice price of the parts.

The Authorized Service Agency agrees that it will promptly examine all parts when they are received and will notify the COMPANY Parts Department, Fax (1) 318 688 2200, within ten (10) days of receipt of such parts of all shortages claimed to have existed at the time of shipment. Failure of the Authorized Service Agency to so notify the COMPANY within ten (10) days shall preclude the Authorized Service Agency from subsequently claiming any such shortages.

In the event of slow moving stock or overstocking, refer to Section O of the Frymaster International Service Policy Manual.

B. WARRANTY PARTS

The Authorized Service Agency agrees to handle any and all warranty parts which it has sold or distributed and to retain such parts removed by the Authorized Service Agency or its third party service agent from the products under warranty until their disposition is decided on by their Frymaster/Manitowoc Regional Director/Manager or COMPANY representative in their area.

The Model and Serial Numbers of the unit from which these warranty parts were removed will be noted and recorded and submitted with any warranty labor, which may apply. On serial number controlled parts the individual serial number of the removed part, as well as that of the installed part must be provided on the warranty invoice form (ref. to page M-6).

The Authorized Service Agency agrees to comply with all warranty procedures as directed by the COMPANY and detailed in the Frymaster

International Service Policy Manual. The COMPANY reserves the right to change these policies and procedures from time to time and will notify the Authorized Service Agency of these changes.

In the event that the Authorized Service Agency or its agents subject themselves to liability to a customer more extensive than the obligation imposed upon the COMPANY by the COMPANY warranty in use at the time of sale to the customer or end user, then the Authorized Service Agency shall have no recourse against COMPANY with respect thereto; and the Authorized Service Agency agrees to indemnify and save the COMPANY harmless from any claim by a customer or end user based upon an expressed or implied warranty by the Authorized Service Agency to the customer or end user which is more extensive than the warranty of the COMPANY.

C. OUT OF WARRANTY PARTS

The customer or end user will be charged for all out of warranty parts, plus all applicable freight and duty charges.

5. WARRANTY

The Authorized Service Agency agrees to provide parts and service for warranty service to those Service Agencies within its territory (as later described), which the Authorized Service Agency has employed or subcontracted and trained to perform warranty service. These warranty parts and service are subject to the terms and provisions set forth by the agreement. The Company may from time to time revise provisions of the warranty and will notify the Authorized Service Agency of these changes.

6. TERRITORY

The COMPANY agrees to assign a NON-EXCLUSIVE territory to the Authorized Service Agency and describes this non-exclusive territory to be such as that which is set forth here within.

The COMPANY reserves the right to sell parts to any third party in the Authorized Service Agency's non exclusive territory, but whenever practical the COMPANY will refer parts orders originating in the Authorized Service Agency 's non exclusive territory to the FASC.

The Authorized Service Agency recognizes that other Authorized Service Agency may sell parts within the Authorized Service Agency's non-exclusive territory, provided this has been directed by the COMPANY.

7. MISCELLANEOUS PROVISIONS

- A. The Authorized Service Agency has no authority to represent the COMPANY legally nor to assume or create any obligations on behalf of the COMPANY and in no event shall be considered an agent of the COMPANY
- B. It is further mutually agreed that this Agreement is non-exclusive, non-assignable and may be terminated by either party with or without cause upon a thirty (30) day prior written notice to the other.
- C. The failure of the COMPANY to enforce at any time any provision of the Agreement shall not be construed as a waiver of the provision.
- D. This Agreement is complete in itself and (except for warranty, price and Authorized Service Agency discounts) cannot be changed in any way, except by a supplement agreed to and signed by both parties.
- E. The Authorized Service Agency agrees that upon the termination of this Agreement for any cause, it shall cease to advertise its business, or hold itself out, as an Authorized Service Agency for the COMPANY. It further agrees to discontinue any use whatever of the name Frymaster and to refrain from any act or action that might have tendency to suggest or imply that it is still an Authorized Service Agency for the COMPANY.
- F. The Authorized Service Agency agrees to maintain current information files of all service bulletins, Frymaster International Service Policy Manual, parts and service manuals, warranty procedures, master parts price list, specification sheets, etc., issued by the COMPANY.
- G. The Authorized Service Agency agrees to pay parts invoices in adherence with the Credit Department open account policy as set forth in section P of the Frymaster International Service Policy Manual.
- H. The COMPANY from time to time may reveal to the Authorized Service Agency trade secrets or other confidential information, which shall be so designated by the COMPANY. All such information shall be kept in strict confidence by the Authorized Service Agency and, upon request or expiration or termination of this Agreement, such information and all copies shall be returned to the COMPANY.
- I. Liability Insurance Certificate: The Authorized Service Agency agrees to provide a Certificate of Insurance showing coverage for Comprehensive General Liability and to provide thirty (30) days prior written notice, guaranteed, in the event of cancellation or reduction in coverage.

8. TERMINATION

In the event of termination of this Agreement for any reason, the COMPANY shall have the option to repurchase from the Authorized Service Agency such new and saleable parts as the Authorized Service Agency may have on hand. The COMPANY shall make written request to the Authorized Service Agency for an accounting and sale of such parts within thirty (30) days after termination. The re-purchase price shall be the price paid by the Authorized Service Agency less re-stocking charge and transportation charges for return of such parts to the COMPANY.

SIGNED and **ACCEPTED** as multiple originals effective this _____ day of _____, in the year _____.

<hr/> Factory Authorized Service Center <hr/> Signature <hr/> Name/Title <hr/> Date	Frymaster L.L.C. 8700 Line Avenue Shreveport, LA USA 71106 <hr/> <hr/> Signature <hr/> Name/Title <hr/> Date
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FRYMASTER LABOR & TRAVEL COMPENSATION AGREEMENT

Frymaster L.L.C. agrees to compensate the Authorized Service Agency for factory authorized repairs, in-warranty or otherwise for travel and straight time labor for actual work performed on the basis of:

MAXIMUM TRAVEL TIME FOR BOTH WAYS: _____ Hours
(Maximum 2 hours)

TRAVEL RATE PER MILE/KILOMETER: (if applicable) _____ U.S. Dollars
(Maximum 100 miles/160 km)

HOURLY TRAVEL RATE: _____ U.S. Dollars

HOURLY LABOR RATE: _____ U.S. Dollars

FREIGHT AND DUTY PERCENTAGE: _____ % of net price
(Parts Handling Allowance)

OTHER: _____
(Please specify)

The Authorized Service Agency agrees to claim travel and labor for authorized or in-warranty repairs in compliance with the above stated rates and adhere to the maximum time allowed to do each specific job as stipulated on the prevailing Time Allowance Chart for warranty works.

The Authorized Service Agency also agrees to claim warranty labor in adherence with Frymaster Warranty Policy on labor and that no service charges will be made to any customer with respect to which compensation for such services are billed to Frymaster.

Signed and accepted in multiple originals effective this _____ day of _____,
in the year _____.

Frymaster L.L.C.
8700 Line Avenue
Shreveport, LA USA 71106

Authorized Service Agency

Signature

Signature

Name/Title

Name/Title

Date

Date

A list of Frymaster's International Authorized Service Agencies can be found on Frymaster's web site, www.frymaster.com.

WEEE DIRECTIVE PARTS COLLECTION & RETURNS

All **Manitowoc brand** defective parts as detailed under the WEEE Directive - both in and out of warranty - must be returned to the Manitowoc Authorized Service Agency for disposal.

These parts include:

ALL items containing printed circuit boards (PCB's); computers, controllers, interface boards, ignition modules, and UHC/UHC-P motherboards, display drivers, displays, power distribution boards, communication boards

ALL items containing mercury; contactors and tilt switches.

If you are unsure as to whether a part should be returned or not please contact your Frymaster/Manitowoc Regional Director/Manager for clarification.

WEEE PARTS RETURN PROCEDURE

1. The ASA is to provide a list of parts to be returned under the WEEE Directive to their Frymaster/Manitowoc Regional Director/Manager on a monthly basis.
(This list is to include part numbers & quantities of each part)
2. The Frymaster/Manitowoc Regional Director/Manager will instruct the Frymaster Parts Department to issue a WEEE Returns Authorisation Notice to the ASA for the return of these parts.

You must have a Return Authorization Notice number before you can return any parts. NO parts will be accepted without this number.

3. When parts are packed and ready for shipping, the ASA should contact the Frymaster Parts Department with the following information:
 - a) Number of boxes/cartons
 - b) Actual weight of each box/carton
 - c) Dimensions of each box/carton
3. The ASA will then be informed on how to ship the parts back.¹

This WEEE directive will be audited annually as detailed in the International Service Review (Section D).

Note: A copy of the Return Authorization Notice must accompany the returned parts.

Frymaster LLC will pay all freight costs.

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Frymaster, L.L.C., 8700 Line Avenue, Shreveport, Louisiana 71106

TEL 1-318-865-1711 FAX (Parts) 1-318-219-7140 FAX (Tech Support) 1-318-219-7135

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