



Service Bulletin

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Bulletin 2013-07-ABDE

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Date: 9/13/2013

SUBJECT: Counterfeit and Imitation Components

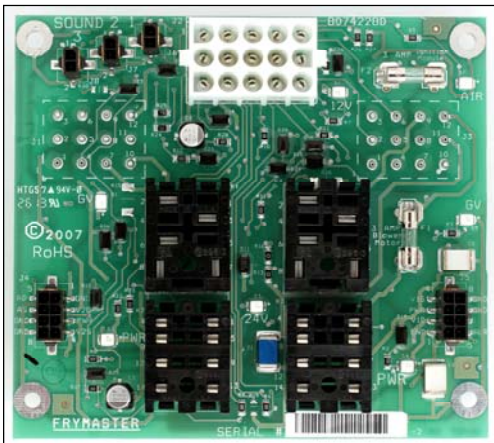


Figure 1: Frymaster Interface Board.

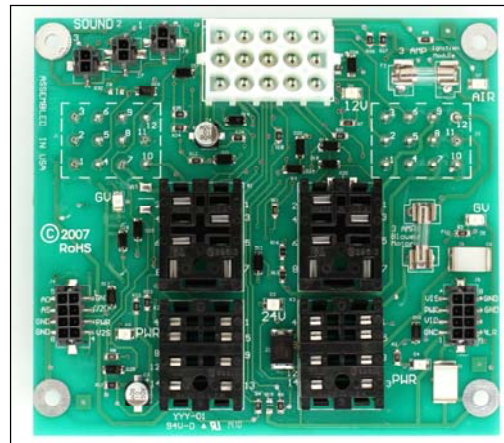


Figure 2: Imitation Interface Board

It has come to the attention of Frymaster's Technical Service Department that some parts providers are selling imitation Frymaster electric components. The interface board (**Figure 2**) above is an imitation and it is sold under the same 826-kit number as the Frymaster part (**Figure 1**). Visually, it is a close copy. However, it didn't work, which resulted in a call to Frymaster's Technical Call Center where it was discovered to be an imitation.

This board does not comply with Frymaster's stringent specifications and quality standards. The imitation has rougher solder connections and the conformal coating appears to be brushed on. The Frymaster name and bar code are omitted.

Factory Authorized Service agencies are contractually obligated to use OEM parts while doing Frymaster service work.

In the event that a counterfeit, imitation or non-OEM part is used in Frymaster equipment, it may:

- void any manufacturer's warranty
- cause equipment malfunction and failure
- significantly reduce equipment life expectancy and performance
- create operator or food safety risks
- void agency certifications
- nullify insurance coverage

Please report to Frymaster Technical Service any counterfeit components you encounter in the field.