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Service Bulletin

Subject: 30lb Fryer Filter Stats Form (Revised)

Models:
- **McDonald's LOV (*Excluding Touch Screen Fryers*)**
- **OCF**
- **FilterQuick (*Excluding Touch Screen Fryers*)**

4/8/2019

- **Every warranty claim submitted for Frymaster 30lb fryers, which include McDonald's LOV fryers, FilterQuick and OCF fryers (*EXCLUDING TOUCH SCREEN FRYERS*), requires the following form to be filled out and retained on file at the FAS.**
- **If there is a question while processing the claim, Frymaster may request a copy of the form to determine warranty eligibility.**
- **If requested, the completed form can be emailed to Frymaster.**

These fryers have a useful tool, that has often been overlooked and underused. This tool allows the field tech to pull filter stats for the fryer. These filter stats can identify information that is useful to assist the tech when determining an issue with the fryer. The filter stats can help identify operational issues, instead of fryer issues such as:

1. Is the fryer being filtered often?
2. Are filters being bypassed?

Many bypassed filters may create clogging and filtration issues, which are **NOT** covered under warranty. Issues like these are important to understand the behavior of the crew and should be brought to the store management's attention. These can help guide and retrain the crew about the importance of filtration and preventing costly repair bills.

Typically, it takes about 10 minutes, worst case may take up to 20 minutes to gather the stats and fill out the form. The instructions for the gathering the stats is on the next page. The form is on the last page of this bulletin.

> **In order to properly troubleshoot Frymaster 30lb fryers, it is critical that you collect the filter stats. If you call Frymaster for assistance, we will ask you for the results that you recorded from the filter stats.**

If you have any questions, please email one of the following people below:

Mark Maust   mark.maust@welbilt.com
Phil Luckey   philip.luckey@welbilt.com
Rich Griffin   richard.griffin@welbilt.com

McDonald's LOV, OCF and FilterQuick Statistics

Use the instructions to collect the filter stats from McDonald's LOV, OCF or FilterQuick fryers. Record the stats on the following page.

Follow these steps to check the daily filter stats on McDonald's LOV fryer:

Left Display	Right Display	Action
OFF	OFF	Press and hold the **INFO** button for **THREE** seconds until INFO MODE is displayed.
INFO MODE	Blank	None required.
FILTER STATS	Blank	Press the ✓ (**1**) button.
Current Day (ex. TUE)	Current date (ex. 06/04/10)	Use the ◄ and ► buttons to scroll from the current day and going back one week. When the day is selected press the ▼ (**INFO**) button. **NOTE:** Split vats have an L or R in front of the left display indicating statistics for either the left or right side of the vat.
FILTERED	(ex. 4 FRI)	Press the ▼ (**INFO**) button. Number of times vat filtered and day.
FLT BPSD	(ex. 0 FRI)	Press the ▼ (**INFO**) button. Number of times filter was bypassed and day.
FLT AVG	(ex. 12 FRI)	Press the ▼ (**INFO**) button. Average number of cook cycles per filter and day.
FILTERED	(ex. 4 FRI)	Use the ◄ and ► buttons to scroll to another day or press the ✘ (**2**) button two times to exit.
OFF	OFF	

Follow these steps to check the daily filter stats on an OCF or FilterQuick fryer:

Left Display	Right Display	Action
OFF/ON	OFF/ON	Press ✓ and hold until INFO MODE is displayed and release.
LAST DISPOSE STATS		Press ► to scroll to DAILY STATS.
DAILY STATS		With the desired stats displayed, press ✓.
MON	DATE	Press ▼▲ to scroll a day within the prior week. With the desired date displayed, press ►.
FILTERS	NUMBER AND DAY	Press ▼ to scroll number of times the vat was filtered on the days of the prior week and log below. Once all filters are logged press ► two (2) times to FILTERS BYPASSED.
FILTERS BYPASSED	NUMBER AND DAY	Press ▼ to scroll number of times the filter prompt was bypassed on the days in the prior week. Press ►.
EXIT	EXIT	Press ✓ button once and press ► to scroll to desired choice. Once desired choice is displayed, press ✓ button or press the Scan button once to return the controller to OFF.

Daily Filter Statistics

Day/Date	FRYER #1		FRYER #2		FRYER #3		FRYER #4		FRYER #5	
	Filter	Bypass	Filter	Bypass	Filter	Bypass	Filter	Bypass	Filter	Bypass

Fryer Serial # _____

Date _____