

Service Bulletin

Subject: Pump/Motor Replacements

This is a revision of a bulletin released on 10/25/2018.

8/12/2019

Filter pumps clogged by debris are not covered by warranty. Pumps and their related motors are now on the mandatory return list and will be tested. Returned pumps and motors that pass tests here will not be covered under warranty.

We continue to see too many pumps and motors replaced that are not defective. When responding to a filter pump/motor issue, it is important to thoroughly diagnose the problem or problems.

In addition to the diagnostic techniques listed below, there are a number of online tools to help technicians become familiar with pump and motor issues. A new training module has been added to Frymaster's online training classroom, there are videos on removing and clearing pumps and the mandatory reporting of filter stats for fryers with advanced controllers has been made easier. The forms, downloadable from our site and embedded in the classroom module, are now emailable with the push of an onboard button. There are also videos on retrieving filter stats and installing inline filters, which help prevent pump clogs.

Added to Mandatory Return	
826-1270	Motor/Gasket 230/240 50/60 Hz
826-1755	Motor/Gasket 250v 50/60 Hz
826-1756	208V Motor
826-1712	120V Motor
826-1264	Pump (4GPM)
826-3191	HD Pump,4GPM,
826-3192	HD Pump 8GPM

Linked Material:

- [Technical videos](#)
- Forms: [LOV Fryer Stats](#); [FilterQuick Filter Stats](#)
- [Online Training Application](#)

Note: Forms must be downloaded for buttons to be active.

When Diagnosing Filter Problems —

- Inspect the filter pan. Improper or incorrectly placed filter paper will lead to clogged pumps. Make sure the filter paper is on top of the filter screen, the hold-down ring sits flat on the paper and the crumb tray is in place.
- Check the O-rings on the pick-up tube.
- Filter pans with excessive sediment impair filtering, straining the motor and clogging the pump.
- With the frypot full of cooking-temperature oil, turn on the pump. If there are no bubbles, there is a clog in the line.

- Solid shortening can cause problems. Shortening solidifies in the lines. Fryers using solid shortening should be filtered only after several hours of operation.
- A clogged filter pump can be cleared of a clog.

Particles large enough to block the suction tube indicate the crumb tray is not being used. Force out blockage with an auger or drain snake. Compressed air or other pressurized gases should not be used.

If the motor hums but the pump does not rotate, there is a blockage in the pump. When sediment enters the pump, the gears bind, causing the motor to overload, tripping the thermal overload. Solidified shortening causes similar symptoms.

If the pump is clogged with sediment, it should be removed and cleaned. Sediment rarely damages the pump. If there is no manufacturing defect causing the sediment blockage, the repair is not under warranty. The customer should be billed. All filter pumps replaced under warranty must be returned to the factory for inspection. Warranty claims for pumps clogged with sediment **WILL BE** denied.

Clogged filter pumps are a common service call. When troubleshooting, technicians should determine how the sediment got past the filter. Proper use, maintenance, and cleaning of the filter pan and its components are essential.

Technicians should determine:

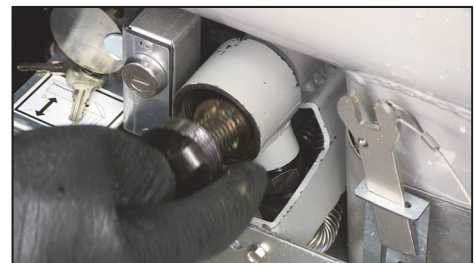
- Are the components of the filter system installed correctly? Instruct the staff on proper assembly.
- Is the hold-down ring providing a good seal? Lay it on a flat surface to ensure it is not warped.
- Is the shortening filtered at or near operating temperature? Cold oil is thick and strains the pump.
- Is the frequency of filtering sufficient for the items being cooked, the store's volume? A system that slows after the second or third frypot is filtered may be holding too much sediment. The media should be cleaned or replaced during the filtering session.
- Is filter paper or pad being used during oil disposal? If the unit is equipped with oil disposal, filter media should be used when disposing.

Answer for Frequently Clogged Pumps

In-line filter kits, which catch debris as it leaves the filter pan, are available. The filters are removeable for cleaning by restaurant personnel. This eliminate service calls.

These are available for OCF, FilterQuick and older LOV fryers. The kit part numbers are:

- 8263312 KIT, FQ PRE-FLTR ELECTRIC 2 BATTERY
- 8263313 KIT, FQ PRE-FLTR ELECTRIC 3-5 BATTERY
- 8263314 KIT, FQ PRE-FILTER GAS 2 BATTERY
- 8263315 KIT, FQ PRE-FILTER GAS 3-5 BATTERY



In-line filter