

Service Bulletin

This bulletin clarifies infrared ceramic burner warranty claims.

Subject: Ceramic Burner Warranty Clarification

Models: High Efficiency Gas Fryers FPPH55, OCF (FPGL), BIGL30, BIGLA30, BIGLA30-T, FilterQuick FQG30, FQG30-T

3/10/2025

Infrared ceramic burners are **ONLY** warranted for **manufacturing defects**. These defects should present themselves during the initial 1-2-year fryer warranty period. Ceramic burners that have been operating fine and found to be cracked outside of the fryer warranty period (1- or 2-years) **SHOULD NOT** be considered as a manufacturing defect and **SHOULD NOT** be submitted as warranty.

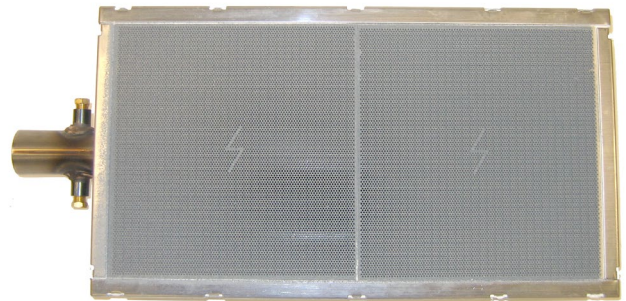


Figure 1

Fryers that have had popping issues due to other issues, other than manufacturers defect and have cracked burners are **NOT** covered under warranty. Proper Preventative Maintenance (PM) will help to ensure proper ignition and prevent cracked burners. Also, a ceramic burner should **NEVER** be submitted as a replacement part warranty, as we did not install the burner and cannot verify that the PM was completed.

Beginning April 1, 2025, please ensure that cracked burners, that **DO NOT have a manufacturing defect** outside of the 1- or 2-year fryer warranty period, are **NOT** submitted as warranty, as they will be rejected.

Any claims outside the normal warranty will require documentation showing regular preventative maintenance.