

Service Bulletin

This bulletin addresses the remounting of new touch screen controllers.

Subject: UX Touch Screen Controller Field Rework EMEA

Models: Frymaster Touch Screen Fryers Serials # starting with 2602 – 2605 (excluding Intuition and Merco)

8/04/2026

Beginning in February 2026, Frymaster began using a new touch screen controller, as the previous touch screen controller that was used, is obsolete.

The new touch screen controller looks identical to the previous controller from the front (see Figure 1). It can be identified from the front of the fryer by pressing the home button, pressing the software version and the controller software begins with a **UIX** prefix. The rear of the controller looks different than its predecessor (see Figure 2).

There have been some instances of the new controllers plastic bezel cracking (see Figure 3). A rework kit PN 8263964 that consists of a new bezel and frame attachment has been created. The kit will replace the bezels and frame attachment on all new style touch screen fryers (excluding Intuition and Merco), with serial numbers that start with 2602 – 2605, that are identified by the software prefix that starts with **UIX** and the rear that matches Figure 2.

Affected fryers already installed and in warehouse stock will be proactively reworked. Please follow the guidelines shared by the local Welbilt service organization. The rework process is efficient, taking approximately 45 minutes per touchscreen. Standard travel is covered (one travel per restaurant). These will be reimbursed at a flat rate.

For fryers already installed, if you receive a service call for a cracked bezel on these controllers, ensure that enough rework kits are taken to the restaurant, to replace all bezels and frame attachments on **ALL** other adjacent controllers of this type in the fryer battery. Any of these new controllers with cracked bezels should be reworked.

Once the rework is completed, the touch screen controller will look like Figure 4.



Figure 1

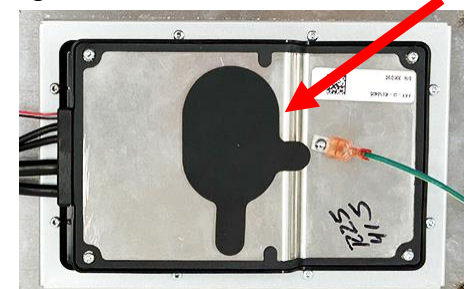


Figure 2

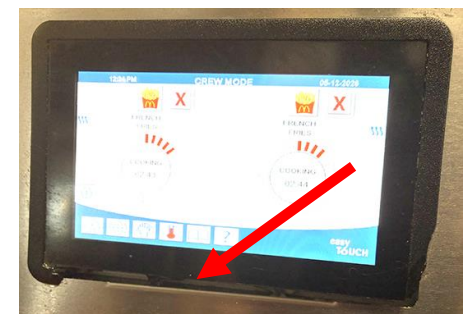


Figure 3



Figure 4

Instruction Sheet

Follow these instructions to remount **ALL** fryer touch screens into new bezels with SN's beginning 2602-2605 (excluding Intuition & Merco) (see Figure 1).

NOTE: SCAN the QR code linked to track reworked fryers.



1. Remove the two Phillips head screws from the upper left and right corners of the controller (see Figure 2).
2. Slide the controller up to disengage it from the bezel (see Figure 3).
3. Lift the controller out from the bezel (see Figure 4).
4. Lower the controller and rest it on the bottom of the control box (see Figure 5). The black tether on the right will support the controller.
5. Disconnect the RJ45 cable from the SIB board **FIRST** (see Figure 6).
6. Disconnect the ground cable and the speaker cable and the USB cable (if applicable) (see Figure 7).
7. Disconnect the lanyard tether from the frame (see Figure 8) to remove the controller.
8. Relocate the controller away from the fryer.
9. Place something down to protect the controller from getting scratched and lay the affected controller face down on a flat surface (see Figure 9).
10. Using a T-8, T10 or T-15 Torx bit, remove and discard the eight (8) screws attaching the controller frame attachment to the controller bezel (see Figure 9).



Figure 1

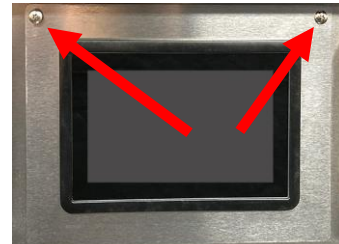


Figure 2



Figure 3



Figure 4

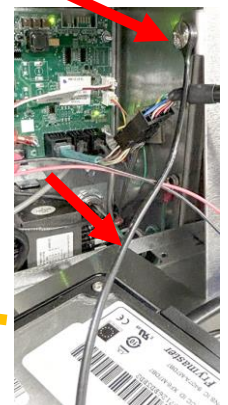


Figure 5



Figure 6

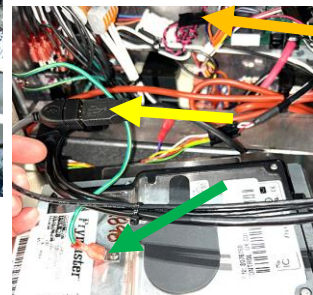


Figure 7



Figure 8

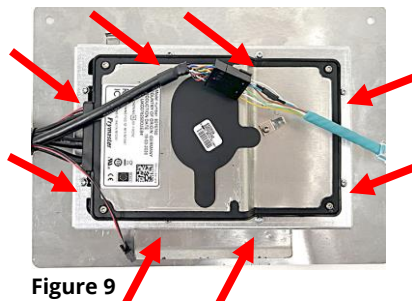


Figure 9

Subject: 8263964 Controller (UX) Field Rework Kit Instructions

Models affected: Frymaster Fryer Touch Screens serial #'s 2602-2605 (excluding Intuition and Merco)

8.4.26

In This Kit		
Part #	Description	Qty
130442296	RETAINER, UI FIELD REPAIR	1
130443251	BEZEL ASM UX FIELD REPAIR	1
8090250	NUT, 6-32 KEPS HX	10
8198100EM	INSTRUCTIONS EMEA	1

11. Remove the controller frame attachment and discard the frame attachment (see Figure 10).
12. Lift up on the controller bezel and carefully remove the controller from the bezel noting the position of the harnesses and discard the bezel (see Figure 11).
13. Lay the new bezel flat with the gasket and studs facing up and the mounting holes in the top left and right corners (see Figure 12).
14. Lay the controller on top of the bezel with the cables oriented as shown (see Figure 13).
15. Lay the new retainer bracket, oriented as shown on top of the controller. **Using supplied nuts, secure the top center and bottom center nuts FIRST.** Secure the remaining nuts to the bezel, do not overtighten (see Figure 14).
16. Attach the lanyard to the provided hole (see Figure 15).
17. Reverse steps 1-7 to reattach the controller to the fryer.
18. Repeat steps for **ALL** other controllers in the battery, to ensure they match.
19. Power on the fryer.
20. Ensure the controller(s) boots up (see Figure 16), if not, check connections.



Figure 10

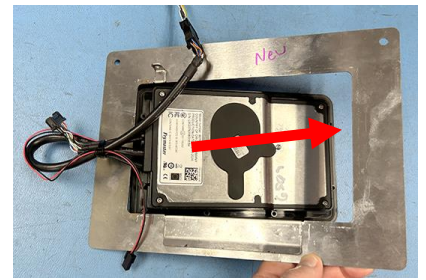


Figure 11

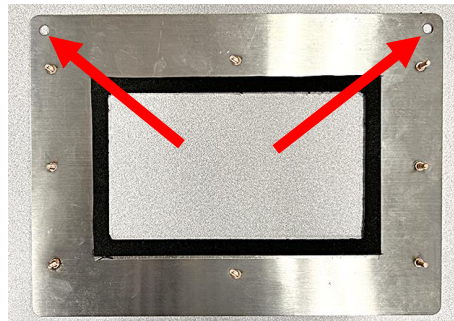


Figure 12

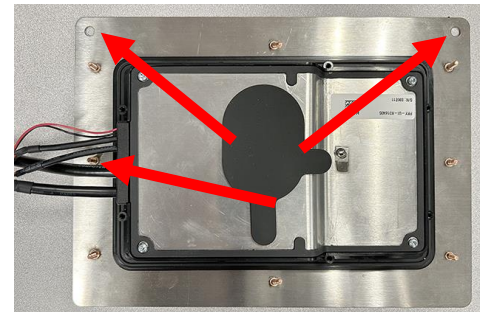


Figure 13

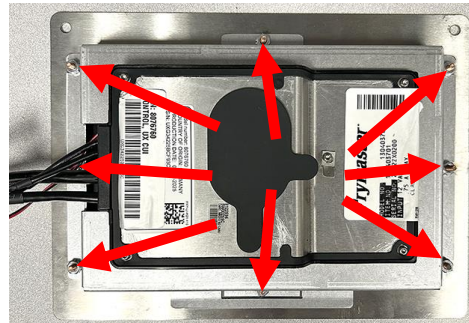


Figure 14

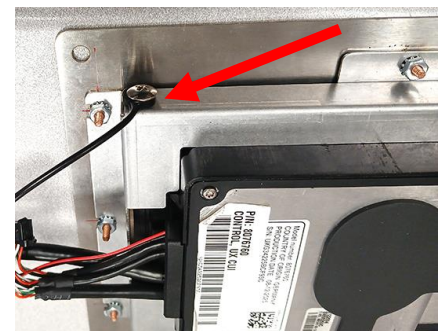


Figure 15

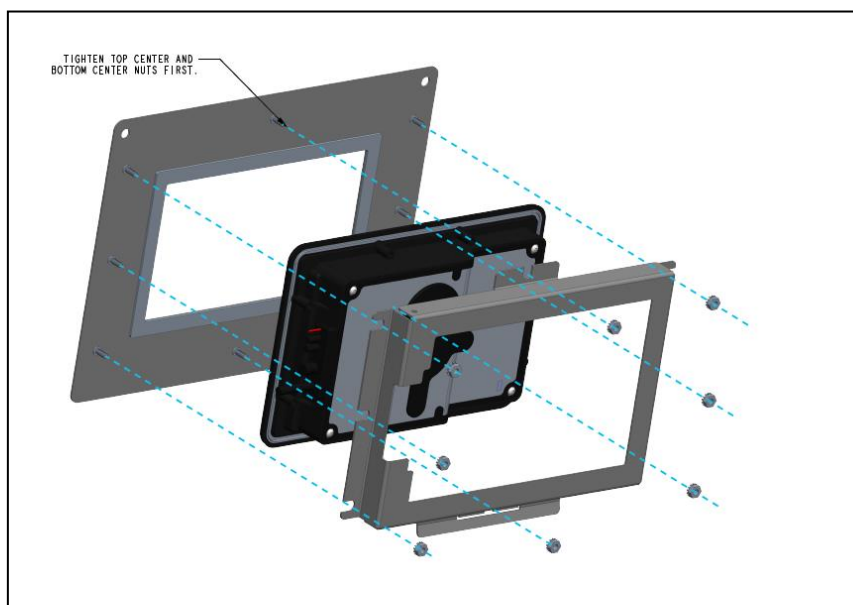


Figure 16

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Follow these instructions to remount **ALL** fryer touch screens into new bezels with SN's beginning 2602-2605 (excluding Intuition & Merco) (see Figure 1).

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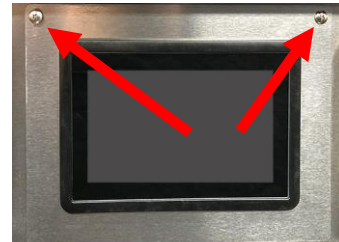


Figure 2



Figure 3



Figure 4



Figure 6

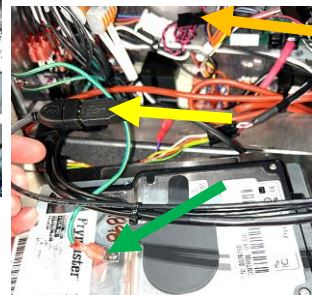


Figure 7

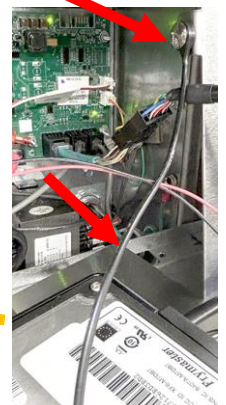


Figure 5

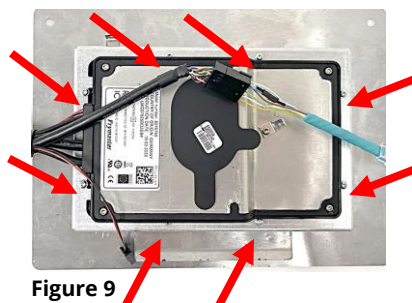


Figure 9



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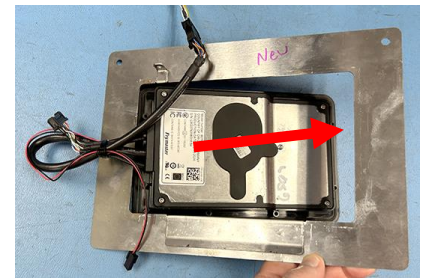


Figure 11

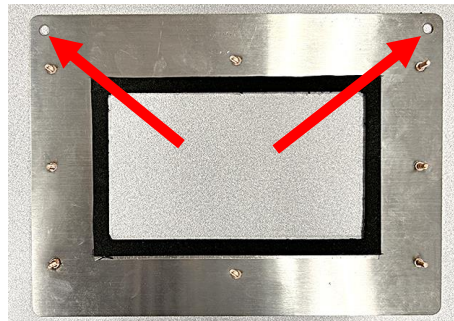


Figure 12

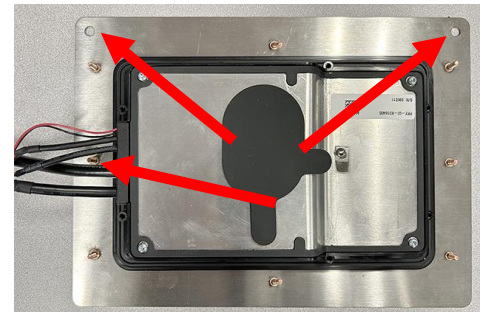


Figure 13

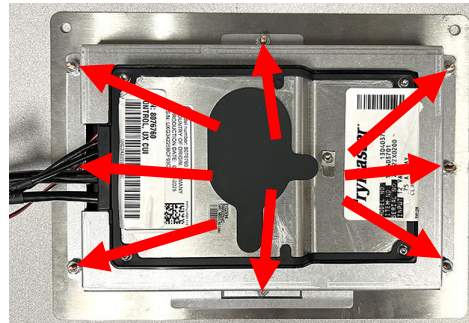


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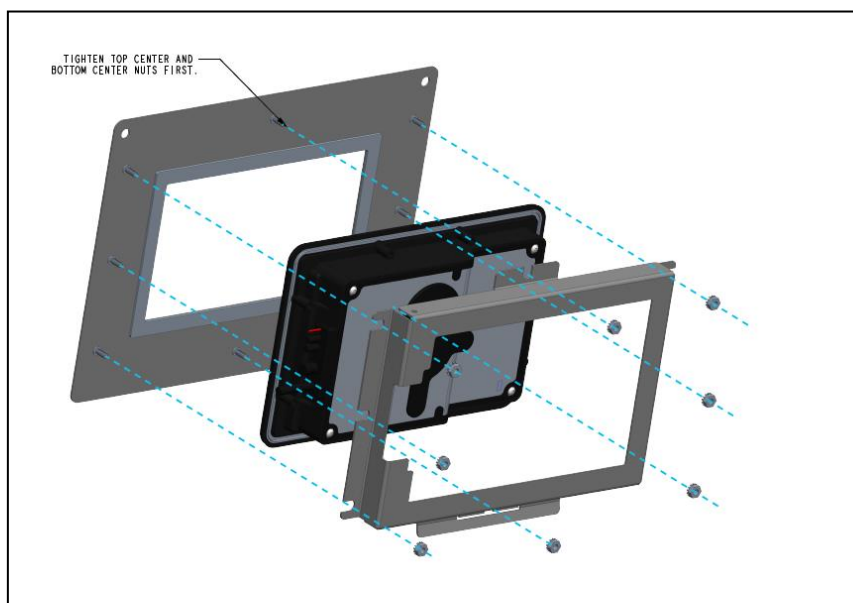


Figure 16