

Pete Jones and his Service Parts Packing team never leave at the end of the day until every package on their conveyor belt is safely in the hands of a shipper. "On-Time Shipments" is the motto for this group, and they have proof of their dedication -- over 100,000 parts shipped in a year, 99.5% of those arrive on time.

"When Frymaster's parts are received on time, parts to our customers are on time", states Lead Man Pete Jones. Parts can be obtained from vendors with only a 2-day lead time, while parts manufactured at Frymaster are always available. Most parts, from the heaviest frypot to the smallest screw, are kept on shelves that reach 30 feet high in the Frymaster plant. Each part is kept in a bar-coded bin for easy access and identification.

Once orders are received from customers, a 3-part invoice and a shipping label are printed in the Parts Packing area. Order numbers are bar-coded on the invoices, which also show weight and location of each item listed. Then Dan Allen, Gary Lee and Kenneth Wilson start the "picking" process. Specialized RF scanners are used, not only to read the bar-coded order number, but to signal a printer to run bar-coded labels to affix to bags of individual parts ordered on that invoice. Scanners can then show where each part number bin is physically located. The bin/location is again scanned for accuracy before the part is actually picked from the bin. Each line item (part ordered) goes through the same process. If an incorrect part number is picked, the scanner will reject the selection. Since Frymaster began using the RF scanner, Dan Allen reports parts shipping errors have been reduced from 3 per 100, to 1.5 in 1000.

Some kits, like the Hi-Limit Thermostat Kit (part number 826-1177), that include a combination of parts have to be built on-the-spot. Approximately 150 kits of this type are assembled daily by Sandra Blue, Stanley Jones and Laura Silman. Kits are packed in special plastic bags, individual boxes or are shrink-wrapped depending on the size of the parts.

Josephine Smith is most knowledgeable about service literature. Hundreds of technical manuals, parts price lists, and brochures are stocked in the Service Parts area. She works closely with the Technical Writing

## Service Parts Packing The Parts That Make a Whole



*Clockwise, starting from the bottom left: Pete Jones - Lead Man; Dan Allen, Kenneth Wilson, Gary Lee - "Pickers"; Laura Silman, Sandra Blue, Stanley Jones - Kits; Josephine Smith - Literature; Belinda Bishop - Material Handler; John Jacobsen, Mike Smith (not shown), Darrell Lewis - Packers*

Section to assure the latest version of each manual is available for shipment. Josephine also assists in the kit building area.

Material Handler Belinda "BJ" Bishop not only keeps the shelves stocked, she pulls line items and slow-moving items from shelves with the help of her forklift.

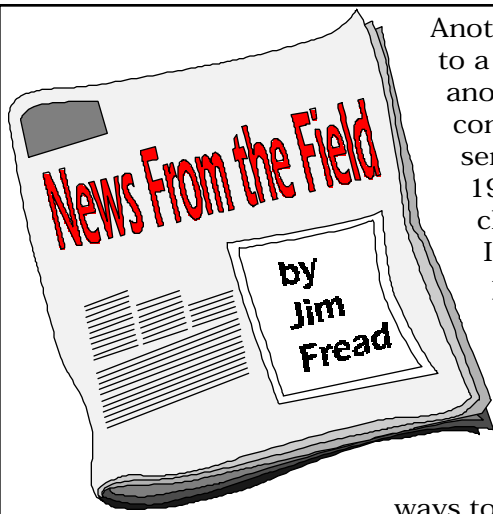
After the parts are verified, John Jacobsen and Mike Smith pack the orders. Boxes and cartons are as-

sembled, parts are packed and labels are affixed. John passes packed containers onto the conveyor belt where Darrell Lewis waits to compare the total weight indicated on the invoice with actual weight shown on his scale. If weights differ, a part may be missing from the order. Darrell's scales are commonly referred to as the "final analysis". Packages not meeting Darrell's standards are opened and sent back for review and correction.

Gene Baugh, Vice-President of Manufacturing at Frymaster, is pleased with the latest innovative equipment employed by Service Parts Packing. He and Pete both admit errors do occur with shipments, but they work diligently to provide prompt, accurate deliveries to customers worldwide and have a commitment to continuous improvement.

A testament to the continuous improvement effort are several changes that have recently been implemented. Small parts are now being shipped individually in their own containers, Frymaster computers are scanned to ensure parts match the customer order, and all components that are structured to a kit are scanned to make sure the kit is complete. Also, a new label has been developed that includes not only the part number, but the description of the part and a bar code.

Members of the Service Parts Packing area are extremely proud of the progress they have made. Their knowledge, attitude and teamwork approach helped build a quality department, servicing both domestic and international customers with skill and proficiency. Their customers are the service centers and agencies who depend on them to deliver. And 99.5% of the time they do.



Another year is coming to a close and so is another chapter in our continuing search for service excellence. 1996 was a very challenging year and I am extremely proud of our Factory Authorized Service Centers who have worked with us to fine tune our operations and find

ways to provide quality service and customer satisfaction. I thank you, wish you all Happy Holidays and look forward to work with you in 1997.

Seven FASC's earned the *Partners in Service Excellence Award* this last quarter. Congratulations and thanks for your hard work.

**GCS Service (Corporate)**

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**Whaley Food Service Repairs**

**Jones-McLeod Service**

**Commercial Appliance Service**

**Danbury, CT**

**Atlanta, GA**

**St. Louis, MO**

**Kansas City, MO**

**Columbia, SC**

**Birmingham, AL**

**Nashville, TN**

During 1996 we did 41 FASC Service Excellence reviews. The average review score was 88%, which is up from last year's 86%. Our goal for 1997 is 90%. 18 FASC's scored 90% or better this year.

## Technical Reference Books Have Arrived

As was written in the last issue of *The ServiceLine*, the Frymaster Technical Support Reference Guide is now available to our worldwide service network. The manual, previously issued only in the Frymaster certification classes, is an illustrated, comprehensive guide for information and repair of all Frymaster cooking systems. The book was compiled by technicians for technicians.

The part number for the book is 819-5567. Because of the cost involved in assembling and printing the manual, it is available in limited quantities. Please order only what is necessary so we can continue to provide the book at no charge to our service network.

## Introducing the New "Common" Electric Fryer

In January of 1997, a re-engineered version of the Frymaster electric fryer will begin to be manufactured for the U.S. market. Because of the related parts and components included in both the McDonald's and Frymaster versions of the fryer, we at Frymaster call the new equipment the "Common Electric" series. The commonalities are the cabinet sizes, modular wiring and the components used to fashion the cabinet. European Community markets have experienced the new-design models since February of 1996.

Changes include the following:

- ☞ New cabinet sizes/components.
- ☞ The high-limit is mounted on the heating elements and the operating probe is located in the frypot wall.
- ☞ Inclusion of the Footprint III filtration system.
- ☞ Modular wiring.
- ☞ Higher casters on Frymaster models. The McDonald's casters did not change.
- ☞ New computer/controller bezel.



Look for the bulletin announcing the formal introduction. The bulletin will contain specific instructions for fitting new computer/controllers to prior series bezels plus prescribed parts/stocking lists.



# Frequently Asked Questions

This segment is first in a series of frequently asked questions and fixes compiled by our Technical Service Representatives. If you have a question that you would like addressed in this forum, drop us a line or call the voice mail suggestion box at 1-800-895-7916.

**Q.** *I have a Dean fryer. What information do I need to pass along to help identify the product?*

**A.** **1)** The complete model and serial number. The model number and serial number can be found on the rating plate. The history of the Dean serial numbering system is as follows:

*Old Style* - The model number is included in the serial number string. The model number precedes a series of 4 or 5 numbers (1414-8479).

*Next Series* - A string of numbers preceded by a "W" (W048968724SS). The model number is not referenced in the serial number but should be included on the rating plate.

**W04 89 68724 SS** — SS = Stainless Steel  
MS = Mild Steel

Month    Year    Manufacturing Sequence

*Latest Series* - The first set of 5 or 6 characters is the sales order number. Again, the model number should be included on the rating plate.

Sales Order Number — **45729 A 001 D95** — Month and Year

Production Line Code    Manufacturing Sequence

Older serial numbers of this series did not include the production line code. An "S" at the end of the model number represents stainless steel construction. If no "S", the fry vat is constructed of mild steel.

To help identify the model if the model number is not available, measure of the vat (Length x Width). For filters, measure Height x Length x Width. **2)** Type of ignition system (millivolt, 120 VAC, electronic ignition). **3)** Manufacturer of gas valve (Robertshaw, Honeywell). **4)** For SM35 series fryers manufactured since 2/1/92, the prorated warranty is the following:

- 1st Year - 100% parts and labor.
- More than 1 year, less than 2 - Customer pays 20% + freight + labor.
- More than 2 years, less than 3 - Customer pays 40% + freight + labor.
- More than 3 years, less than 4 - Customer pays 60% + freight + labor.
- More than 4 years, less than 5 - Customer pays 80% + freight + labor.
- More than 5 years - Customer pays 100% + freight + labor.

**Q.** *The McDonald's fryer continues to flash REC LOC and locks out. What is the cause?*

**A.** REC LOC occurs when the rate of rise or recovery (from 270°F to 320°F) takes longer than 2 minutes and 35 seconds for a gas fryer or 1 minute and 40 seconds for an electric fryer. Recovery is a method of measuring the overall "health" of the fryer.

To clear the REC LOC condition, you must enter the program mode and press the temperature button. If REC LOC occurs three or more times, the restaurant is instructed to notify a service agent. Causes for REC LOC are the following:

- Adding cold oil as the fryer is coming up to temperature.
- Turning on the computer before the frypot is filled after filtering (fryers with built-in filtration systems).
- Clogged/dirty blower motor (gas fryers).
- Improperly adjusted air combustion. Adjust the plate on the blower motor to get a bright orange/red glow on the burner face (gas fryers).
- Negative air in the restaurant (gas fryers). If, after slightly opening a door, air comes into the store, there is a negative air balance.
- Three-phase plug not properly plugged in (electric fryers).
- One of three-phase line voltage missing (electric fryers).
- One phase open in element (electric fryers).

## Upcoming Certification Sessions

Date -1997	Class
January 27 - Feb 1	9701
March 17-22	9702
April 7-12	9703
April 28 - May 3	9704

Applicants must be an employee of an FASC or an authorized associate servicer. Applicants must have prior field service experience on commercial equipment and be familiar with the Frymaster line.

Applicants must be nominated by their service manager or general manager.

## Upcoming Frymaster Field Training Sessions

*Call the Frymaster Service Hotline at 1-800-551-8633 if you need more information*

Date -1997	Location
January 8,9	Jackson, MS
January 22,23	Wichita, KS
February 5,6	Brooklyn,NY
February 19,20	Nashville, TN

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