



The Frymaster/Dean
Technical Services
Newsletter

The ServiceLine

"A Communication Link to The Frymaster/Dean Service Network"



14th Issue
August 1997

In 1983, Frymaster Technical Services took the first bold step in training customers and technicians across the globe with our two-day training seminars we like to call "field training". Thousands of participants have benefited from the field training seminars taught by experts who effectively communicate technical information in an easy to understand language. It has been more than just instructing how to clean a blower motor; it's answering questions and sharing ideas with others about operation and service of Frymaster/Dean equipment. Field training classes also benefit us by the feedback received from people who actually use and service our equipment in real world, real-time situations.

The success of the field training classes resulted in the creation of the factory certification classes in 1988. The certification program was founded on the premise of bringing experienced technicians to the factory to provide advanced training; including troubleshooting techniques and specific repair of Frymaster/Dean equipment in the field. Certification attendees have been able to tour the factory, meet the Technical Services staff and to have a better understanding of Frymaster's manufacturing process. Over 500 technicians have attended these week-long intensive classes and have gained the body of knowledge necessary not only to repair Frymaster/Dean products, but to pass on operational and troubleshooting tips to their colleagues and customers. The factory-servicer-customer link makes a strong information chain so important to all interests.

Thank you to all who have participated or supported the training program and for making it the success that it is.



*Class 97-01
Instructor Ted Woods*



*Class 97-02
Instructor Ed Cain*



*Class 97-03
Instructor Ted Woods*



*Class 97-04
Instructor David Neidlinger*

*Congratulations to all who have completed the 1997
factory certification program!*



In this edition I would like to recognize those FASC's that have attained a 90% plus review average over the last three years. FASC's are listed in their ranking order:

Ron's Service

ARR-CRS

Bildon Parts and Service

Parts Town/Southtown

GCS Service

Pacific Coast Parts

Commercial Appliance Service

Duffy's Service

Portland, OR

Columbus, OH

Detroit, MI

Chicago, IL

Atlanta, GA

Gardena, CA

Tampa, FL

Sauquoit, NY

***Special Recognition for Achieving
a 90% on the First Review***

GCS Service

Peterson's Comm. Appliance

Pittsburgh, PA

Salt Lake City, UT

Recognition

Roger Forsberg with Golden State Appliance Service stands out as a shining example of professionalism. Roger has that "I can do anything" attitude and we feel fortunate to be associated with him.

Paul O'Neil and his staff at Golden State Appliance Service and Pacific Coast Parts are very loyal Frymaster service partners and Roger is a driving force. The Frymaster Technical Services Department thanks you for a job well done.

Above and Beyond

Fryer "Top Ten" Operational Tips

1. Ensure the cooking oil is at the upper level line when cooking.
2. Do not overfill fry baskets.
3. Ensure the oil temperature is at the set point before dropping a basket.
4. If a computer is used, press the product timer button immediately upon placing a basket into the fryer.
5. Respond to alert signals (shake, remove, quality) quickly.
6. Remove baskets only after the timer times out and the cook cycle is complete.
7. Once the baskets are removed from the oil and drained, empty the baskets promptly. Do not let the baskets rest on the basket hangers for long periods of time.
8. Filter the cooking oil at least once per day.
9. Check the recovery time weekly.
10. Read and understand the fryer manual and perform the recommended preventive maintenance procedures.

Universal Holding Cabinet (UHC) "Top Ten" Operational Tips

1. Use tray liners for all grilled and baked products.
2. When the timer expires on a slot position, discard the food product immediately and place the empty tray in the "to be cleaned" stack.
3. Discard cracked or damaged trays.
4. Clean and sanitize trays between each use.
5. Position the product trays so the stop line on the tray handle is even with the edge of the slot.
6. Use the proper tray for the product. Grilled - 1/3 size tray, Fried - 1/2 size tray, and Baked - full size tray.
7. Place the food product in the tray as specified by the production chart.
8. When removing portions from a product tray, slide the tray out only as far as required and return the tray to the stop line quickly.
9. Clean the Universal Holding Cabinet slots daily to remove food particles and oil residue.
10. Check the calibration of each slot weekly.

Frequently Asked Questions

This segment is part of a continuing 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, e-mail or call the voice mail suggestion box at 1-800-895-7916.

Q. *I get unusual readings on the Universal Holding Cabinet (UHC) display screen. What do they indicate?*

A. 1) **“SLOT TEMP HIGH”** or **“SLOT TEMP LOW”** and no audible alarm - These messages are normal. The messages occur when the slot is changing temperature as part of a menu change.

2) **“LLLL”** - The resistance of the RTD indicates an actual temperature below 50°F(10°C). The unit will automatically heat at 20% until the temperature is above 50°F(10°C), then operate normally.

3) **“HHHH”** - The resistance of the RTD indicates that the temperature is above 250°F(121°C), but below “open” circuit resistance which causes a **“SENS ALARM”** condition.

4) **“UHC VERSION_____”** - (version number will vary) appears for 5 seconds when the UHC is turned on. This 5 second flash is normal. If the message stays in the display, the normal cause is 120 VAC is applied instead of the nominal 200 to 250 VAC.

Q. *After dropping a loaded basket into my fryer (cold product), the fryer does not respond rapidly and cooking time is prolonged. What causes this?*

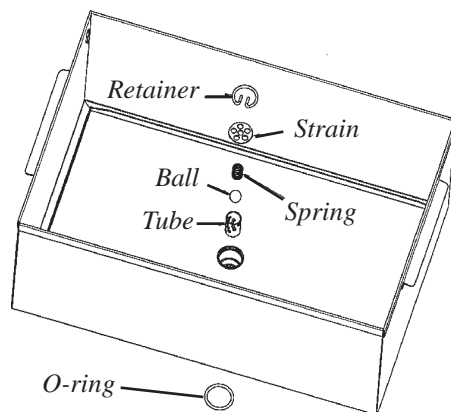
A. Normally, when a basket is lowered into the oil, the operator presses a timer button on the computer. This activates the “instant-on” feature that turns the burners on in anticipation of an oil temperature drop from the introduction of cold product. When the timer button is not pressed, cooking time is extended and the cooking curve changes. If the temperature is allowed to drop 15°F below the set point before a button is pressed, the timers are disabled.
Solution: Ensure the operator always presses a timer button immediately upon dropping product.

On fryers equipped with the built-in M100-B computers and hood-mounted (Prince Castle) timers, the same problems occur.

Solution: Remove the hood-mounted timers to prevent operator error. Make sure the operator always presses a timer button immediately upon dropping a product.

Q. *I recently replaced a filter pan for a fryer with a FootPrint III filter system, but the unit has been noticeably leaking. What can I do to stop the leaking?*

A. The check valve assembly is not currently being shipped with the filter pan, part 823-2234 for McDonald’s, 823-1979 for non-McDonald’s. What happened is that the o-ring connection (the check valve assembly) is not there to keep the residual oil from draining out of the bottom of the pan. New replacement filter pans, with check valve assemblies included, have been set up for FootPrint III systems. Order the new replacement filter pans. The part number for McDonald’s is 806-8550 and 806-8551 for non-McDonald’s units. If there is a need to order the check valve assembly, you must order the components separately. The parts are the retainer (810-1387), the tube (810-1388), the strain (900-5448), the spring (810-0946), the ball (810-0948), and the o-ring (816-0181). The sketch below illustrates the sequence of assembly. The components now are installed from inside the pan and secured with the retainer.



Bulletin Update

The following bulletins have been released thus far this year. Please make sure your records are up to date.

Ref. #	Date -1997	Subject
1	1/13/97	Introduction of New Series Electric Fryers
2	1/13/97	Internet Access Codes for Downloadable Files
3	1/16/97	McDonald's McNugget Promotion
4	1/20/97	UHC Service Information
5	2/13/97	Training on Welbilt UHC's
6	3/04/97	1997-98 Master Parts Price List and Software
7	3/04/97	Computer/Timer/Controller Price Changes
8	2/26/97	Introduction of M-100B Computer Worldwide
9	2/28/97	Dome Plug Kits for McDonald's
10	3/17/97	UHC Heater Plates
11	3/25/97	UHC Revised Service Manual
12	3/27/97	UHC RTD Circuit Failures
13	4/10/97	Bulk Packaged Hardware
14	4/18/97	Recrimping of RTD Leads on UHC's
15	5/01/97	Recrimping Stacked UHC's
16	5/29/97	Burger King Tune-up Inspection
17	6/11/97	Discontinue Faxing UHC Information
18	6/20/97	McDonald's Computer Display Notice
19	6/25/97	McDonald's MRC Card Correction
20	7/08/97	Changes to CE (European Community) Fryers

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