



customer Demand spurs New Product Lines

Since our last issue, Frymaster and Dean have introduced exciting

new product lines as well as product enhancements to existing model lines. A demanding market like the food service industry requires the factory and the factory authorized network to work hand in hand in communicating new technologies, training users on proper and safe operation, and efficient repair of new/modernized equipment.

The new products offer a diverse span of technologies. The new models include the SINBAD (Single Basket Dispenser), the HLZ (Heated Landing Zone), and the SR38 (Super Runner fryer).

SINBAD



The SINBAD model is a single basket dispenser that holds up to 42 pounds of french fries in an insulated hopper. The SINBAD will dispense a specified load into a fry basket when sensing the basket being inserted into a load chute.

The SINBAD is equipped with a computer for controlling operation of the unit and for programming size or weight of loads.

The SINBAD makes operation, maintenance and service simple by its thoughtful and robust design. The service manual part number is 819-5637.

SR38G

The Dean SR38G fryer is made to be both cost and function effective. The SR38G is a perfect match for applications that require a practical and high performance fryer.

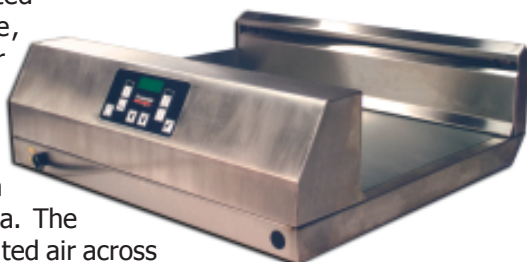
The Super Runner ships with millivolt controls, a mild steel frypot and enamel side panels as standard equipment.

The part number for the installation and operation manual is 819-5645.



HLZ

The HLZ or Heated Landing Zone, designed for McDonald's restaurants, holds assembled sandwiches in a heated staging area. The HLZ circulates heated air across the holding area to keep sandwiches hot without drying or cooking. The HLZ is being incorporated into the "Made for You" program. The service manual part number is 819-5659.



Existing Product Changes

In March of this year **McDonald's M100B** cooking computer software changed. Order part number 819-5642 for specific information regarding the new M100B. In brief, the changes include:

- The burn-off feature has been eliminated.
- The fryer ships from the factory with the computer configured for the type of vat ordered (full or dual) and the style of fryer (gas or electric).
- The computer can now be programmed to work as full or dual vat.
- In the dual vat mode, french fries defaults to NO.

The **enhanced FootPrint III** filtration system has been introduced on H50 series and 47 series fryers. The design incorporates a gravity-drain system. When the filter system is turned off, the shortening drains back into the filter pan, leaving no shortening in the return lines or manifolds. This enhancement eliminates heater strips from the return lines and manifolds. Operation, service and parts information can be found in the new H50 manual, part number 819-0001.

from Jim Fread,
Field Service Manager

NEWS

**FROM
THE
FIELD**

The Service Excellence Review is a measurement of how well your organization performs according to Frymaster/Dean standards. This is a positive tool to allow both the FASC and Frymaster/Dean to critique each other. This review affords Frymaster/Dean and the FASC quality time together to advance service excellence!

Good progress has been made. The average review scores over the years are as follows:

1990 - 72%	1991 - 70%	1992 - 67%	1993 - 75%
1994 - 77%	1995 - 86%	1996 - 89%	1997 - 90%

This period of 1998 has produced the following results; congratulations and a hearty thank you go to:

Please help welcome the following Factory Authorized Service Centers to our service group:

Metro Appliance Service

Represents Frymaster/Dean in Minnesota, North Dakota, South Dakota, and western Wisconsin. Darrell Mayne and Jerry Martin are the owners.

Appliance Service Center

Represents Frymaster/Dean in Wisconsin. ASC has three locations - Milwaukee, Madison and Green Bay. Don Belanger is the owner.

3-Year Average

GCS Service - Pittsburgh, PA	100%
ARR CRS - Columbus, OH	97%
Pacific Coast Parts - Gardena, CA	97%
GCS Service - Brooklyn, NY	97%
Ron's Service - Portland, OR	96%
Whaley Food Service - Columbia, SC	95%
Bildon Parts and Service - Detroit, MI	93%
Parts Town/South Town - Chicago, IL	92%
Dauber's, Inc. - Springfield, VA	91%
Bromley Parts and Service - Little Rock, AR	90%
H.T. Smith - Memphis, TN	90%

On-Line Literature Updates

If you have Microsoft Internet Explorer, Version 4.0 with the Adobe Acrobat Reader, Version 3.0 or earlier, you may be experiencing problems downloading and viewing the PDF documents available at our download site (www.frymaster.com/service). There are two fixes. Either download the latest version of the Microsoft Internet Explorer or download and install the latest Acrobat Reader plug-in from the Adobe site. Both of these files are free of charge and download/installation instructions are prominently displayed at the sites.

All other browsers with the exception of the 4.0 version of Internet Explorer will work without any problems.

If you have any specific requests or comments, contact Don Purser at extension 342.



Frymaster/Dean Technical Services is in the process of bringing a comprehensive, computerized help desk system to fruition. The heart of the system is a database of information for every product manufactured at the factory.

By entering the serial number of the particular unit, the technical services representative is able to access a wealth of information about the unit including the specific date sold, to whom it was sold, where it was installed, and the specific parts structure configuration of the unit. Service and warranty histories will be readily available along with real-

time call

logs that include the names of the tech service rep. who received previous requests as well as complete descriptions of problems and problem solutions.

The service database allows detailed, quantitative analysis of the type of service calls received to assist in determining troubleshooting patterns and improvements/enhancements for products manufactured in the future.

Y2K Scare?

We have received several inquiries regarding Frymaster and Dean computers and the latest technology scare since *Terminator II* ... "Year 2000" compatibility.

Frymaster and Dean cooking computers are in no way "Year 2000" sensitive! There is no timekeeping function relative to the calendar present in our computers.

Please communicate this to all concerned parties.

Frymaster/Dean

Technical Services

would like to

introduce you to

some of the new

faces in the field

and voices on the

p h o n e .



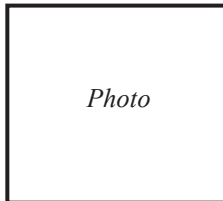
Kurt Lentz - Technical Writer -- Kurt is a former Army Operations Officer who has served in a variety of assignments including new military equipment testing. Following his military service, he operated a small computer graphic services company and taught high school social studies. Kurt resides with his wife Beverly and son Marty in Bossier City, Louisiana. His hobbies include traveling, military history, and reading.

Bill Gray – Service Representative – Bill recently retired after 24 years of active duty in the Air Force where he worked as a Weapons Technician and Aircraft Crew Chief on a variety of fighter/bomber aircraft. He is originally from Kerrville, Texas. Bill is married and has two children.



Andy Lum - Service Representative — Andy is a former Marine Corps Ground Radio Technician. Before coming to Frymaster, he worked for two years as a Service Representative for a dictaphone voice and data management dealer. He is a lifelong resident of Shreveport, Louisiana. Andy and his wife Tina have two children. He is currently pursuing a B.S. degree at SIU in Industrial Technology. Andy enjoys working on his parents' ranch, fishing, and working on car engines.

Chris Ramsey - Office Assistant/Department Secretary — In the short time since Chris was hired, she has already proven to be a valuable asset. Chris will be handling all office administration tasks, from coordination of training sites to office communications. Chris has a husband, Lynn, who is the Managing Director for a Burger King franchisee and a four-year-old daughter named Kaitlynn.



Photo

Paul Chapple - International Regional Manager — Paul recently joined the Frymaster/Dean team to cover the northern and eastern Europe with Keith Barker. Paul brings several years of experience to Frymaster/Dean. He has worked in a family-owned service business and for Frialator, the division of G.S. Blodgett, Inc., that is based in England. Paul and his family live in Liverpool, England.

Q. *Since the burn-off feature was removed from the latest version of the McDonald's M100B computer, what is the recommended method for cleaning the heating elements for H14 series fryers?*

A. McDonald's recommends using the boil-out maintenance procedure in lieu of burn-off to clean the elements. You should already be familiar with the boil-out procedure, it's been part of the scheduled maintenance program for many years. Details can be found in the Maintenance Requirement Cards (MRC) that ship with each McDonald's fryer. Please note that because of the elimination of burn-off, the frequency for boiling out H14 series fryers changes from semi-annually to quarterly.

Q. *There seems to be confusion concerning proper setup and operation of Dean filtration systems. What is the factory-endorsed procedure?*

A. The following is a general step-by-step guide for operation of Dean filter systems:

- Ensure the filter pan is clean.
- Place the grid assembly in the bottom of the pan. Place two sheets of filter paper on the grid assembly.
- Place the hold-down ring over the paper and grid in the bottom of the pan. Close the clips.
- Evenly distribute 16 oz. of approved filter powder over the filter paper.
- Drain the first fryer to be filtered and turn motor on to filter and return the oil into the fryer.

Refer to the product manual for specific fryer and filter system information



Bulletin Update

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

Ref. #	Date -1998	Subject
1	1/20	Parts Price List Changes
2	2/10	Oil Return Line White Hose Replacement
3	2/16	Dean Parts Pricing and Warranty Update w/Dean MPPL 819-5633
4	2/18	International H50 Burger King Warranty
5	2/18	Warranty Change on Burger King EPRI Electric Fryers
6	2/25	Frymaster Frypot Warranty Procedures
7	3/3	SinBaD Prescribed Parts List
9	3/12	UHC Fan Replacement
10	3/12	Reliability Study of Defective Interface Boards
11	4/6	Portable Filter Wand Hose
12	4/6	Return of Burner Rails
13	4/7	TCF Frypot Replacement
14	4/21	Warranty Change on H50 Fryers
15	4/29	Correction of Service Bulletin ABCDE-08-98
16	5/29	Venting Interface Board Relay
17	6/18	Check for Leaks
18	6/10	Heated Landing Zone - HLZ 22 w/HLZ 22 Service Manual 819-5659
19	6/17	Long John Silvers Restaurants
20	6/25	Gas Hose Changes for H52
21	6/25	UHC Circuit Board Replacement
22	6/30	Heated Landing Zone Series
23	7/2	Frymaster/Dean Cooking Computers and Year 2000

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