



## Service Bulletin

Bulletin: ABDE-32-99

Date: 6/18/99

### SUBJECT: Frymaster Warranty Claims Procedure Information

This bulletin supersedes bulletins A-04-94, A-25-94, ABCD-13-95, A-36-97, ABCDE-06-98, and AD-16-99, which are hereby rescinded.

#### Computer Serial Numbers

In order to properly credit computers and controllers replaced under warranty, Frymaster requires the serial numbers of **both** the computer/controller being replaced and the replacement computer/controller. The serial numbers are printed on the black and white ***Frymaster*** label affixed to the back of the computer/controller.

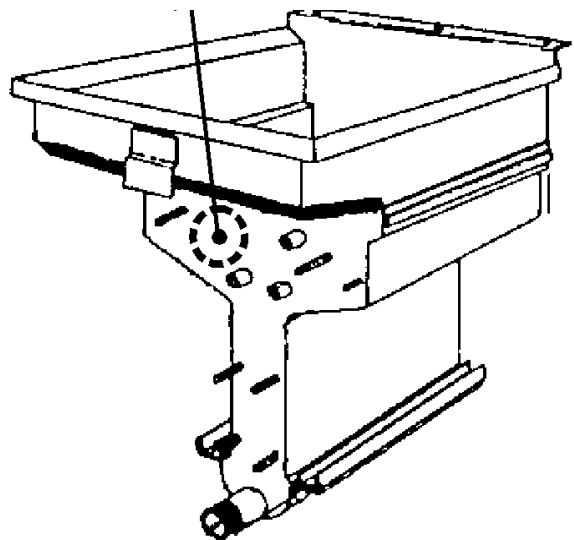
Ensuring these serial numbers are entered on the CFESA claim form will help us help you by allowing us to process your claims quickly.

#### Frypot/Cookpot Serial Numbers

In August 1995, Frymaster changed its method of marking and tracking frypots and cookpots. Date codes were replaced with serial numbers.

The frypot serial number is stippled on the inside front of the frypot or cookpot, about two inches down. A drill point is indented on the outside of the pot. Use a 1½" (38mm) carbide tipped hole cutter with a 3/16" (#12) pilot drill bit to remove the serial number. The hole cutter can be purchased locally or ordered from Frymaster (P/N 815-0810). The list price at time of publication of this bulletin is U.S. \$39.00. The Frymaster hole cutter requires a ½" (12.5mm) drill motor.

Serial number is on the inside.

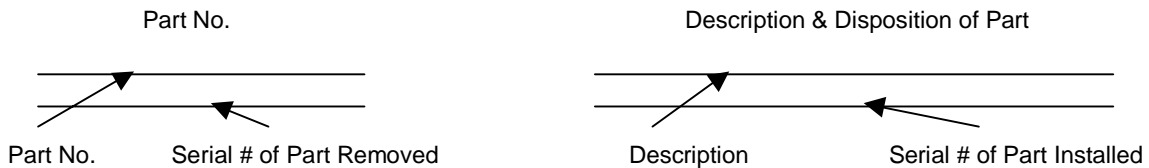


**Documenting Warranty Replacement of Computers, Controllers, Frypots, and Cookpots**

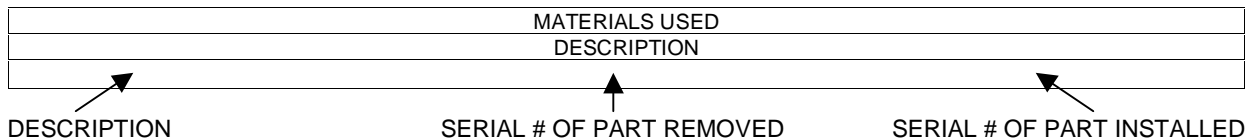
**Warranty claims cannot and will not be processed unless these procedures are followed.** Providing the required information on the CFESA form and the Frymaster warranty form ensures timely processing of warranty claims and expedites payment.

When documenting the warranty replacement of computers, controllers, frypots, and cookpots:

- On the CFESA form, enter the serial number(s) or the part(s) *removed* (if serialized) using a second line under "Part Number".



- Enter the serial number(s) of the part(s) *installed* using a second line under "Description and Disposition of Part".
- On the Frymaster warranty form in the materials used area under "Description", enter a description of the part, then list the serial number(s) of the part(s) *removed* (if serialized), then list the serial number(s) of the Part(s) *installed*.



**Warranty Return Parts Procedures**

When returning warranty parts to Frymaster, use the following address:

Frymaster L.L.C.  
 Dock C  
 8700 Line Avenue  
 Shreveport, LA 71106

**Mandatory return parts** are those parts that are always returned to the Frymaster factory because they can be remanufactured. **No Return Authorization (RA) is required for mandatory return parts.** A broad list of these parts by category includes:

- All computers and controllers covered by first year warranty.
- Any computer or controller with a core charge.
- UHC master boards and driver boards, whether for first year warranty or core charge.
- UHC heater plates covered by first year warranty.

A complete list of mandatory return parts is attached. This list will be updated frequently.

Package the warranty invoice\* inside the box with the part being returned and ship them to Frymaster. This avoids any difficulty in matching the invoice to the part. This also permits the parts to be returned more quickly since there is no waiting to obtain a return authorization.

\* If you are submitting warranty claims using EDI, include a copy of the EDI report with the part.

For all other Frymaster warranty parts, continue to tag the part and hold for 45 days. Our Quality Department will occasionally send you a letter requesting the return of a particular part. If these requests for parts from your hold bin do not supply enough parts, Quality will issue a RA number for that specific part to ensure they get sufficient parts for evaluation and analysis.

Effective 1 July 1999, Frymaster will stop accepting parts without accompanying invoices and invoices without accompanying parts. FASCs that fail to follow this procedure will receive a letter reminding them of the proper procedure. If parts are subsequently received without accompanying invoices, the parts will be shipped back to the FASC.

**MANDATORY RETURN PARTS LIST EFFECTIVE MARCH 10, 1999**

<b>Part Number</b>	<b>Core Charge</b>	<b>Part Number</b>	<b>Core Charge</b>	<b>Part Number</b>	<b>Core Charge</b>
8063000	Yes	8063728	Yes	8064479	Yes
8063001	Yes	8063729	Yes	8064548	Yes
8063002	Yes	8063730	Yes	8064592	Yes
8063003	Yes	8063731	Yes	8064593	Yes
8063004	Yes	8063732	Yes	8064607	Yes
8063005	Yes	8063733	Yes	8064634	Yes
8063006	Yes	8063738	Yes	8064635	Yes
8063007	Yes	8063739	Yes	8064636	Yes
8063008	Yes	8063740	Yes	8064637	Yes
8063009	Yes	8063760	Yes	8064698	Yes
8063104	Yes	8063761	Yes	8064699	Yes
8063105	Yes	8063766	Yes	8064705	Yes
8063266	Yes	8063767	Yes	8064807	Yes
8063267	Yes	8063768	Yes	8064860	Yes
8063268	Yes	8063769	Yes	8064890	Yes
8063533	Yes	8063770	Yes	8064891	Yes
8063536	Yes	8063771	Yes	8064892	Yes
8063559	Yes	8063773	Yes	8064895	Yes
8063563	Yes	8063779	Yes	8064966	Yes
8063564	Yes	8063780	Yes	8064967	Yes
8063565	Yes	8063781	Yes	8065021	Yes
8063566	Yes	8063782	Yes	8065041	Yes
8063567	Yes	8063783	Yes	8065042	Yes
8063568	Yes	8063784	Yes	8065053	Yes
8063571	Yes	8063797	Yes	8065098	Yes
8063572	Yes	8063798	Yes	8065139	Yes
8063649	Yes	8063835	Yes	8065140	Yes
8063650	Yes	8063839	Yes	8065141	Yes
8063705	Yes	8063890	Yes	8065144	Yes
8063706	Yes	8064069	Yes	8065145	Yes
8063707	Yes	8064070	Yes	8065146	Yes
8063708	Yes	8064071	Yes	8065300	Yes
8063709	Yes	8064074	Yes	8065303	Yes
8063710	Yes	8064213	Yes	8065380	Yes
8063711	Yes	8064310	Yes	8065441	Yes
8063712	Yes	8064311	Yes	8065461	Yes
8063713	Yes	8064312	Yes	8065535	Yes
8063714	Yes	8064313	Yes	8065536	Yes
8063715	Yes	8064340	Yes	8065537	Yes
8063716	Yes	8064341	Yes	8065538	Yes
8063717	Yes	8064353	Yes	8065539	Yes
8063718	Yes	8064441	Yes	8065540	Yes
8063719	Yes	8064444	Yes	8065544	Yes
8063720	Yes	8064446	Yes	8065575	Yes
8063721	Yes	8064447	Yes	8065587	Yes
8063722	Yes	8064448	Yes	8065679	Yes
8063723	Yes	8064449	Yes	8065680	Yes
8063724	Yes	8064450	Yes	8065681	Yes
8063725	Yes	8064451	Yes	8065682	Yes
8063726	Yes	8064452	Yes	8065731	Yes
8063727	Yes	8064478	Yes	8065794	Yes

**MANDATORY RETURN PARTS LIST EFFECTIVE MARCH 10, 1999**

Part Number	Core Charge	Part Number	Core Charge	Part Number	Core Charge
8065795	Yes	8067292	Yes	8067959	Yes
8066505	Yes	8067293	Yes	8067960	Yes
8066838	Yes	8067296	Yes	8067990	Yes
8066839	Yes	8067297	Yes	8068000	Yes
8066842	Yes	8067298	Yes	8068003	Yes
8066843	Yes	8067299	Yes	8068036	Yes
8066844	Yes	8067322	Yes	8068039	Yes
8066980	Yes	8067325	Yes	8068040	Yes
8066981	Yes	8067328	Yes	8068041	Yes
8066983	Yes	8067332	Yes	8068044	Yes
8067007	Yes	8067333	Yes	8068045	Yes
8067008	Yes	8067334	Yes	8068055	Yes
8067009	Yes	8067335	Yes	8068063	Yes
8067010	Yes	8067336	Yes	8068100	Yes
8067154	Yes	8067337	Yes	8068103	Yes
8067155	Yes	8067338	Yes	8068128	Yes
8067156	Yes	8067339	Yes	8068253	Yes
8067157	Yes	8067340	Yes	8068254	Yes
8067158	Yes	8067385	Yes	8068305	Yes
8067159	Yes	8067388	Yes	8068311	Yes
8067160	Yes	8067422	Yes	8068312	Yes
8067161	Yes	8067423	Yes	8068348	Yes
8067162	Yes	8067436	Yes	8068349	Yes
8067163	Yes	8067437	Yes	8068350	Yes
8067164	Yes	8067479	Yes	8068988	No
8067165	Yes	8067480	Yes	8069247	No
8067166	Yes	8067481	Yes	8069296	No
8067167	Yes	8067482	Yes	8072323	No
8067168	Yes	8067483	Yes	8072443	Yes
8067169	Yes	8067484	Yes	8072444	Yes
8067236	Yes	8067485	Yes		
8067254	Yes	8067486	Yes		
8067258	Yes	8067487	Yes	<b>NOTE:</b> Computers may have an "E" or "SP" suffix. Disregard this suffix.	
8067262	Yes	8067488	Yes		
8067263	Yes	8067489	Yes		
8067265	Yes	8067516	Yes		
8067266	Yes	8067517	Yes		
8067267	Yes	8067519	Yes		
8067268	Yes	8067520	Yes		
8067269	Yes	8067521	Yes		
8067270	Yes	8067535	Yes		
8067271	Yes	8067536	Yes		
8067272	Yes	8067562	Yes		
8067273	Yes	8067563	Yes		
8067274	Yes	8067564	Yes		
8067277	Yes	8067565	Yes		
8067278	Yes	8067566	Yes		
8067279	Yes	8067567	Yes		
8067283	Yes	8067655	Yes		
8067287	Yes	8067739	Yes		
8067290	Yes	8067945	Yes		