Frymaster® DEAN®

Service Bulletin

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SUBJECT: Pump Issues and After Market Filtering Media

This bulletin cancels and replaces Service Bulletin 2007-29-ABDE.

Frymaster and Dean customers use a number of after market filtering pads and papers, which work well if used properly. Use of after market filtering media does not void the Frymaster and Dean factory warranty. Failure to use filter paper or other approved filter media will damage the pump. Damage caused by failure to use filter paper or other approved filter media is not covered by warranty.

Filter medium that is the same size as the hold down ring **increases** the possibility of sediment getting under the medium and into the pump. **Frymaster filter paper has always been oversized in order to provide a good seal under and around the hold down ring.**

Clogged filter pumps caused by sediment getting past any filter medium will not be covered by warranty.

Clogged filter pumps are a common service call. When troubleshooting a clogged pump, technicians should determine how the sediment got past the filter medium. The presence of after market filter media is not necessarily the source of the problem, but proper use, maintenance, and cleaning of the filter pan and its components is essential.

Technicians should determine:

- Are the components of the filter system installed correctly? This includes a screen in the bottom of the pan, filter paper or filter pad secured by a hold-down ring, and a crumb screen properly installed according to instructions in the installation manual.
- Is the hold-down ring providing a good seal? Lay it on a flat surface to ensure it is not warped.
- Is the shortening filtered at or near operating temperature? Cold oil is thick and strains the pump.
- Is the frequency of filtering sufficient for the items being cooked, the store's volume? A system that slows after the second or third frypot is filtered may be holding too much sediment on the filter media. In that case, the media should be cleaned or replaced during the filtering session.
- Is filter paper or pad being used during disposal? If the unit is equipped with oil disposal, filter media should be used when disposing.

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SUBJECT: Pump Issues and After Market Filtering Media (cont.)

We are seeing too many pumps both in and out of warranty being replaced that are not defective.

If the pump is clogged with sediment, it should be disassembled and cleaned. Sediment rarely damages the pump. If there is no manufacturing defect causing the sediment blockage, the repair is not under warranty. The customer should be billed. All Frymaster and Dean filter pumps replaced under warranty must be returned to the factory for inspection. Warranty claims for pumps clogged with sediment will be denied.

Call 1-800-551-8633 with questions.