



GILES NATIONAL WARRANTY CLAIM GUIDELINES

Warranty claims must include: • billing invoice • model number • serial number • installation date
• customer name and location • completed service report

If the warranty request includes a part return, a Returned Materials Authorization (RMA) form must be submitted and must include the itemized parts with correct part number, Giles part purchase invoice number (if available), and the Giles generated Return Authorization number and completed authorization form. If more than one part is returned, each part must be tagged with the RMA number. Please be diligent and return your warranty cards as soon as possible so we have you in the system should a claim arise.

NOTE: We will not process or pay a claim if the billing invoice is not received within thirty (30) days of the completed call.



UV FOR GILES VENTLESS HOODS

Giles now offers its patent pending UV technology for all of its ventless hoods. UV light works with the Giles patented Electrostatic Air Cleaning process to help remove additional emissions and odors. Below is the replacement UV light bulb list price and part number.

UV Replacement Light
Part # 90226
List price: \$154.26



FIELD SERVICE SCHOOL

The Giles field service school schedule for 2007 has the following dates available to attend and receive certification training for Giles equipment.

- Jul 17-18 Vancouver, British Columbia
- Jul 31-Aug 1 Atlanta, Georgia

If you would like to request a field service school and have training facilities, and would allow other agents to attend, please forward your request to: Tech@gilesent.com.

Want the Tech E-News e-mailed versus mailed?
Send an e-mail to Tech@gilesent.com with "Tech E-News" in the subject line.
We'll add you to the e-mail list for next quarter distribution.

Do you have a technical question?
Submit afterhours or non-timely questions to Giles Technical Services, online at www.gilesent.com, or call 800-554-4537 during normal business hours.

LET'S TALK ABOUT PUMPS

Motor and pump assemblies are being returned for “not pumping” issues. In some cases, when **inspected** by Giles Technical Services, the **pumps work correctly**. A number of issues may affect the pump operation and should be checked before changing any assemblies. The motor and pump are sold separately; **only the nonconforming part should be changed**.

Check the following regarding pumping issues:

1. Pump rotation and wiring
2. Filter pan cleanliness and condition of the hoses and quick disconnects
3. Oil condition and temperature
4. Make sure the oil pump has not been run without oil for an extended period of time
5. Ensure BOIL OUT chemical is not run through the pump; **pump damage due to BOIL OUT will void the warranty**
6. Inspection of the pump may be necessary by removing the front cover; any **debris** found in the pump could cause the pump to lock up, **voiding the warranty**
7. All Giles fryers use an OEM pump motor with an internal thermal protector; use of a non-OEM replacement motor with external reset is not advised as it could cause unnecessary labor expense if the reset trips
8. Any pump motor that trips on internal overload is not cause for motor replacement; however, repeatedly allowing the motor to trip due to above listed factors could damage the thermal protector and motor



DEBRIS VOIDED WARRANTY

With the front cover removed, you'll notice the debris build-up from improper filtering which voided the warranty on the pump.

GILES SERVICE TIP - *THERMOCOUPLES*

Thermocouples used in Giles fryers have two installation set-ups. One style hangs over the pot and is secured to the element with probe clips. These probes are normally found on the older MGF and CF units produced before the 720, 560, and 401 series. Current probe installations are of the “Through Pot” design, meaning they penetrate the cooking pot and are then secured to the element with a probe bracket or sheath. This type of thermocouple will always require a new compression ferrule for proper installation. A complete “Swagelock Connector with Ferrule” can be purchased, part #45400, or just the stainless steel ferrule, part #45111. If purchasing the ferrule only, the compression nut must be reused from the existing fitting. Installation of the fitting is another issue. Never tighten the compression fitting as you would with the copper fittings used for water pipes. First, align the thermocouple in the unit with the ferrule and compression nut slid into position. Hand tighten the compression nut and re-check the thermocouple alignment. If the alignment is correct, tighten the compression nut down one full turn with a wrench. Make sure it is snug on the Swagelock fitting. Fill the unit with oil and check for any leaks. If needed, tighten in half turn increments until the leak stops.

