



A.J. Antunes & Co.

SERVICE BULLETIN

No. 293

Date: 11-17-09

TO: All USA & Canada ASA's

SUBJECT: McDonalds UTX-200 Fan Cleaning Instruction Sheet

AFFECTED ITEMS: All UTX-200's

EXPIRATION DATE: NONE

AJ Antunes has noticed increasing field reports regarding a series of intermittent Fan Fault/Error messages that appear on the display of the UTX-200's in the field (i.e. **“Left Fan Fault”, “Ctrl Hsg Fan Fault”, “Right Fan Fault”, “Platen Temp Fault”, & “Control Temp Fail”**). The majority of these faults/errors are caused by accumulation of lint/debris at the fan intake vents &/or on the fan blades. The accumulation of lint/debris on any of the 3 cooling fans causes a reduction in airflow which affects the overall operating temperature of the toaster resulting in intermittent fault/error messages &/or intermittent equipment shut downs. Cleaning of the fans is considered a maintenance related task & is not covered by warranty. Effective immediately, AJ Antunes will not accept warranty claims for fan cleaning. If a customer reports a UTX-200 that encounters intermittent fan fault/error message &/or intermittent shut downs, please first advise the customer to perform the fan cleaning procedures as per document P/N 1011059. If necessary, you may refer the customer to call AJ Antunes at 1-877-392-7854 & reference **“Fan Cleaning Steps”**. If the problem persists, you may then schedule a warranty service call (If within the warranty period).