

# Troubleshooting Guide for Systems with Built-in Filtration and RT Quick Connects

## Issue: Cannot Add Fresh Oil to Fryer

### 1. Does the CDC Display read “E200” or less than 50# of oil in fresh tank?

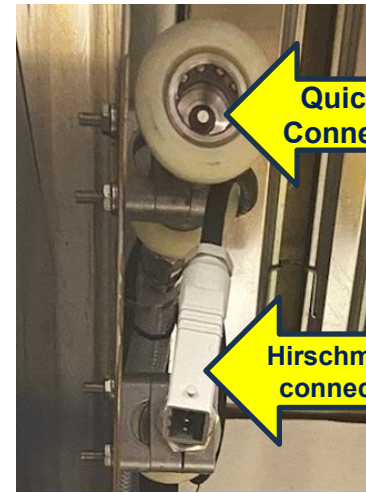
- Yes – Contact Restaurant Technologies Customer Care for a delivery.
- No – Move to step 2.



CDC Display

### 2. Does the pump on the fresh oil tank turn on when you try to add oil?

- Yes – Move to step 3.
- No – Move to step 4.



### 3. Check to see that your fresh oil quick connects and hirschmann connectors by the fryer are engaged. Take them apart and reconnect. Push together until you hear a click and they have snapped together. Are you now able to add oil?

- Yes – Issue resolved.
- No – Contact RT Customer Care for service.

### 4. Firmly press the red reset button on the front of the pump located on top of the tanks and try to add oil again. Is the pump Running?

- Yes – Can you add fresh oil?
  - Yes – Issue resolved.
  - No – Check hose connections as noted in step 3.
  - No – Confirm the hirschmann connectors are fully connected.
- Can you add fresh oil?
  - Yes – Issue resolved.
  - No – Check circuit breaker for tripped circuits. Are you able to add oil?
    - Yes – Issue resolved.
    - No – Contact RT Customer Care for service.



Hirschmanns fully connected



Hirschmanns not fully connected

# Troubleshooting Guide for Systems with Built-in Filtration and RT Quick Connects

## Issue: Cannot Filter Oil

### 1. Is the filter box clean with fresh filter paper?

- Yes – Contact your fryer repair company to have fryer serviced.
- No – Clean out filter box of debris and replace with new filter paper. Are you able to filter now?
  - Yes – Issue resolved.
  - No – Contact your fryer repair company to have fryer serviced.

\* Filtering processes work independently of the RT system and service calls made to RT may result in a service fee.

## Issue: Cannot Dispose Oil from Fryer

### 1. Does the fryer motor turn on?

- Yes – Move to step 2.
- No – Contact your fryer repair company to have fryer serviced.

**2. Check to see that your waste oil quick connects on the fryer and the RT line bundle are firmly seated. Take them apart and reconnect. Push together until you hear a click and they have snapped together. Are you now able to dispose oil?**

- Yes – Issue Resolved.
- No – Move to step 3.

**3. Confirm disposal process is being followed properly for front port disposal per your fryer manual. Are you now able to dispose oil?**

- Yes – Issue resolved.
- No – Move to Step 4.

### 4. Is the filter box clean with fresh filter paper?

- Yes – Contact RT Customer Care for service.
- No – Clean out filter box of debris and replace with new filter paper. Are you able to filter now?
  - Yes – Issue resolved.
  - No – Contact RT Customer Care for service.



QCs fully engaged



QCs not fully engaged