

Subject: Zone and Region Settings for New Installations

Date: 10/12/23

Region: Global

Model Affected: F5 and LOV3 model fryers.

Summary

During installation and start-up of an F5 or LOV3 fryer, it is important to select the proper zone where the fryer is located. Currently:

- For LOV3 fryers, zone 1 through 4 are available. This allows the correct food menu recipes, according to their zone, to be displayed on LOV3 fryers.
- For F5 General Market, only zone 1 is available.

Current control software on F5 and LOV3 fryers do not display region names next to the zones.

NOTE: Region naming will be added in a future software release. The region naming can also be found here: <https://operation.hennypennyhelp.com/help/Content/F5/Operation/LVE-300/LVE-300-Start-Up.htm>.

IMPORTANT: Zone 1 is the only zone available on F5 (General Market) models. Select Zone 1 when setting up an F5 fryer for the first time. Zone 1 is global for the F5 General Market fryer only.

Please use the following list when setting up an F5 or LOV3 fryer to ensure the correct zone is selected.

Zone	Region	Model Specifics
1	Global	F5
	US/CAN	LOV3
2	Europe	LOV3 Only
3	AU/NZ	LOV3 Only
4	Other	LOV3 Only

Procedure

For a zone that is set incorrectly, a factory reset will need to be performed. Navigate to Factory Reset by doing the following on the fryer's control:

1. Tap Menu > tap Advanced > enter the code 1122 > tap Fryer Resets > tap Factory Reset
2. Decide what setting(s) you need to retain, and then tap Erase & Reset.

Questions

For further information, please contact Technical Services using one of the following options:

Email: technicalservices@hennypenny.com

Call:

- U.S. and Canada: +1-800-417-8405
- Global: +1-937-456-8405

Text: +1-937-456-8405

[Live chat](#) via the Henny Penny website, extranet, or customer support website.

Try our Henny Penny Service YouTube Channel: www.youtube.com/hennypennyservice.