

**Subject:** Pressure fryer lid handle roller inspection change

**Date:** 03/14/24

**Region:** Global

**Model Affected:** PXE100, PFE 590, 591 and 592, PFG 690, 691 and 692

**NOTICE:** This is a notification of an update to our lid handle roller inspection process.

### Summary

Previously, our inspection criteria involved identifying cracks, flat spots, or deep grooves on the rollers. If any of these issues were found, the roller would fail inspection and require replacement.

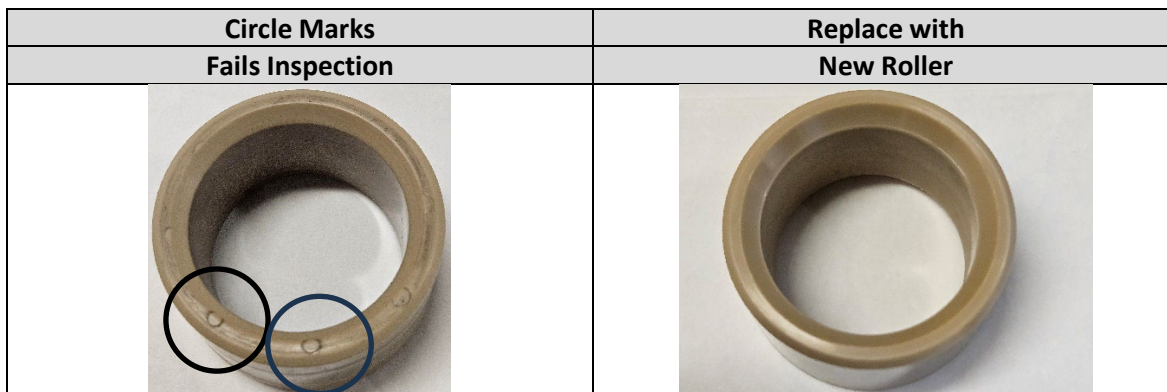
Now, we have incorporated an additional failure mode into the inspection procedure. Upon removing and properly cleaning the roller for inspection, it is crucial to carefully examine each outer edge. If any circle marks are observed, the roller fails inspection and must be replaced.

**IMPORTANT:** Perform this additional inspection criteria during routine inspections. This is NOT a proactive part replacement request.

### Procedure

Once the rollers are removed from the pressure fryer's lid handle, look for circle marks.

- Velocity: [Inspecting the Lid Handle Roller \(hennypennyhelp.com\)](https://hennypennyhelp.com)
- 8-HD: [Inspecting the Lid Handle Roller \(hennypennyhelp.com\)](https://hennypennyhelp.com)



### Warranty

New rollers include a 90-day parts warranty from the date of install.

### Questions

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

Email: [technicalservices@hennypenny.com](mailto: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.

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