

Subject: Global Supply Chain Issues Creates Temporary Deviation – Orange 8-Gauge Wire

Date: 10/26/21

Region: Global

Models Affected: HMR 10X merchandiser, and LVE 20X, OFE 29X, OFE 32X, OFE 34X, OFE 51X, OXE 100, PFE 500, PFE 59X, PXE 100 fryers

Summary

Due to global supply shortages, a temporary manufacturing and serviceable parts deviation has been authorized for our merchandiser and electric fryers, using orange colored 8-gauge wire for heating elements. The orange colored 8-gauge wire is used by Henny Penny manufacturing, primarily for L3 electric heating circuits.

Effective immediately, **red colored 8-gauge wire** will be used in place of the orange colored 8-gauge wire. As a result, for the models listed above, the temporary heating element wire colors will be:

- Black (L1) – historically black
- Red (L2) – historically red
- Red (L3) – historically orange

The L3 heating element wire, whether red or orange, will be marked with L3, **but a technician will not be able to rely solely on wire color to easily discern L3**. Instead, they will need to identify the L3 wire by the clearly marked label on the wire. The deviation will also apply to replacement L3 wiring sold as serviceable parts for existing units.

When the global supply shortage ends, the deviation will end and the L3 wire will return to an orange color, and an additional memo will be sent to inform you. The fryers manufactured during the deviation will not be retrofitted with orange wire when it is available; however, orange wire for serviceable replacement will be available at that time.

IMPORTANT: Due to the massive global nature of the shortage, serial number cutoffs will not be tracked.

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.