

FAQ

Q: I received a new fryer without inspection tags. What should I do?

A: Please email the serial number(s) and shipping information to customercare@winstonind.com. We will ship the tags to you.

Q: How can I access the exam results?

A: Please email your request to customercare@winstonind.com and you will receive a response within 24 hours.

Q: Who is an approved inspection provider?

A: Please reach out to the Yum contact in your region to obtain information on approved providers in your area.

Regional contacts for Yum:

- **Domestic: Andy Oceguela, Andy.OceguelaGarcia@yum.com, 786.334.1345**
- **Canada: Matthew Brooks, Matthew.Brooks@yum.com, 416.664.5240**
- **International: Lee Motby, Lee.Motby@yum.com, +1 469 515 2227, Peter Hong, Peter.Hong@yum.com**

Q: How can my service agent or maintenance person gain approval to perform inspections?

A: Every individual who will perform inspections is required to complete the following steps:

1. View the inspection video available on kfcfryers.com.
2. Take the exam at the end of the video and achieve a score of 100%.
3. Follow the documentation protocol for your area (domestic, Canada, or International)

Q: Can I purchase inspection tags from Winston?

A: Winston does not sell the inspection tags, but they may be purchased through your local Winston distributor or Partstown www.partstown.com/american-casting/amcsplas-xpc-bc-galv-g.

Q: My fryer failed the inspection; how do I proceed?

A: Depending on the inspection failure(s), your fryer may need to be repaired promptly, taken out of service until repaired, or decommissioned. Please reference annual inspection checklist www.kfcfryers.com/resources-and-programs/ for appropriate disposition.

Q: I cannot locate my serial number; how do I proceed?

A: Serial numbers may be located on the right side of the fryer, on the rim of the pot, or inside the back panel of the fryer. If you are unable to locate the serial number in one of these locations the fryer cannot be validated, it fails the inspection and must be taken out of service and decommissioned immediately.

Q: My fryer is over 25 years old, how long before I must replace it?

A: A fryer over 25 years old cannot be validated, it fails the inspection and must be taken out of service and decommissioned immediately.