
Low-Boy®

Frying Oil Filter



Owner's Manual for Low-Boy® Standard & Reversible Filter Machines J60 / J60S • J95 / J95S

The symbols on the products nameplate mean it is listed by UNDERWRITERS LABORATORIES INC. Certified by NATIONAL SANITATION FOUNDATION

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MAGNESOL® XL

"Frying Oil Saver"

FOODSERVICE PRODUCTS DIVISION

Offering a complete family of frying oil care products for deep fat fryers

MAGNESOL® XL "Frying Oil Saver" is a pure white, FDA-approved adsorbent filter powder that removes off-flavors and odors from used frying oil. Frying oil stays fresh, clear, and sparkling clean so food fries up light, crisp, and golden delicious.

MAGNESOL® XL comes in convenient sizes: 40lb. & 22lb. bulk cases of powder, and easy-to-use pre-portioned packets of powder.

Try **MAGNESOL® XL "Frying Oil Saver"** Today!



MAGNUM®

The **MAGNUM®** and **Low-Boy®** filter machines are available with two types of filter media: stainless Filter Leaf Assembly and filter paper envelope. The filter machines are equipped with either a 5GPM or 8GPM pump. All models are available with a standard or reversible 1/3 hp motor.



Low-Boy®

MAGNUM® 65 has a 65lb. capacity rating, **MAGNUM® 115** has a 115lb. capacity rating, **Low-Boy® J60** has a 60lb. capacity rating and the **Low-Boy® J95** has a 95lb. capacity rating. The rating allows for a 40% safety margin.

MAGNUM® Retrofit kits easily convert your existing filter machine to the **MAGNUM®** stainless steel system at a fraction of the cost of a new machine, specify the make and model of your machine.



MICRONET® Frying Oil Filter is a convenient and economical option for extending frying oil life. It is simple, inexpensive and eliminates filter cones. Specify either the complete filter assembly or replacement filter.

MAGICLEAN® is a new convenient fryer cleaner. Powerful, non-foaming **MAGICLEAN®** is mild to the touch yet cuts the grease and carbon deposits in deep fryers that can destroy frying oil and ruin food quality. **MAGICLEAN®** makes frying oil last longer. Available in one gallon wide mouth jars, four per carton.



Put eXtra Life in your frying oil!

MAGNESOL® XL FOODSERVICE PRODUCTS DIVISION

DALLAS

The Dallas Group of America, Inc.

374 Route 22, P.O. Box 489 • Whitehouse, NJ 08888

www.dallasgrp.com

1.908.534.7800 • FAX 1.908.534.0084

CALL TOLL FREE: 1.800.367.4188

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DALLAS

The Dallas Group of America, Inc.
374 Route 22
P.O. Box 489
Whitehouse, NJ 08888
1.908.534.7800
Fax: 1.908.534.0084

Dear Valued Customer:

Congratulations on the purchase of your new **Low-Boy® Oil Filtration System**.

Your new **Low-Boy®** is the ultimate in ease of use, in ease of cleaning, in economy, and in ultimate oil clarity.

The **Low-Boy® Oil Filtration System** comes complete with a "starter" supply of **MAGNESOL® XL** Filter Powder or Filter Paper Envelopes. Call your distributor now for additional **MAGNESOL® XL** Filter Powder or Filter Paper Envelopes and be sure not to run out. If your distributor does not carry **MAGNESOL® XL** Filter Powder or Filter Paper Envelopes, just give us a call toll-free at 1.800.367.4188 for the nearest **MAGNESOL® XL** distributor, or order on our online store **Magnesol® XL Oil Solutions** (www.magnesolxloilsolutions.com).

We welcome this opportunity to be of service and look forward to lowering your food costs while you fry lighter and crispier fried foods.

Sincerely,

DALLAS

The Dallas Group of America, Inc.

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Welcome

Thank you for purchasing this **MAGNESOL® XL Low-Boy® Oil Filtration System**. Please read the instructions before operating and using the unit and save for future reference.

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How to use this manual

The purpose of this manual is to provide our customer with information concerning the safe and effective operation of the frying oil filter equipment. Failure to follow the procedures in this manual may cause serious injury or damage to the equipment.

CAUTION

HOSE CONTAINS HOT FRYING OIL. HOSE ENDS ARE HOT AND CAN CAUSE BURNS.

A caution box is used to identify a situation that can cause serious injury if the instruction is not followed during the operation of the filter unit.

NOTE

WITH THE DRAIN OPEN, RINSE THE CRUMBS AND SEDIMENT FROM THE FRYER WITH THE HOT OIL

A note box is used to notify the operator that failure to follow the procedure may damage the filter unit. If you have any questions concerning the operation of the equipment, please call toll free 1.800.367.4188

Features

The **Low-Boy® Oil Filtration System** is designed to safely and effectively clarify frying oil and extend its usable life. The **Low-Boy®** is simple, durable, and easy to operate.

During filtration, **Low-Boy®** removes crumbs and sediment from frying oil. The **Low-Boy® Oil Filtration System**, combined with the use of **MAGNESOL® XL “Frying Oil Saver” Filter Powder**, maximizes frying oil life by removing crumbs, sediment, and soluble impurities – the causes of off-flavors and odors in frying oil.

This manual will assist you in the assembly, operation and care of your new **Low-Boy® Oil Filtration System**. For more information about the **Low-Boy® Oil Filtration System** or other **MAGNESOL® XL** products, please call toll free at 1.800.367.4188 or visit www.magnesol.com.

FOR BEST RESULTS, ALWAYS USE **MAGNESOL® XL “FRYING OIL SAVER” FILTER POWDER**.

Description

The **Low-Boy® Oil Filtration System** has a simple design for ease of use and ease of cleaning. The **Low-Boy®** fits easily under most fryer drains. Its powerful 1/3 horsepower motor and high capacity pump provides rapid filter flow rates. The **Low-Boy®** is mounted on tough casters with soft rubber wheels for easy and quiet movement.

SPECIFICATIONS

Standard & Reversible	Low-Boy® Model J-60 /J-60S	Low-Boy® Model J-95/J-95S
Tank Capacity-Rated	60lbs.	95lbs.
Pump Capacity	5GPM	8GPM
Motor	1/3 HP	1/3 HP
Electrical	115V/60Hz with overload protector	115V/60Hz with overload protector
Tank Dimensions	18.125" x 16.125" x 10.75"	27" x 17" x 10.125"

NOTE

THE J60S AND J95S MODELS ARE IDENTICAL TO THE STANDARD **Low-Boy®** MODELS EXCEPT THAT THEY USE A FILTER PAPER ENVELOPE IN PLACE OF A STAINLESS STEEL FILTER LEAF ASSEMBLY.

Assembly Instructions

All components of the **Low-Boy® Oil Filtration System** are shipped in one carton. Follow these simple instructions for easy assembly.

1. Remove filter tank from box.
2. Remove the standpipe assembly and filter leaf assembly from the box. The filter leaf assembly consists of one filter screen with a hole, one without a hole, stainless steel insert, and frame set. Be sure that the frame is securely pushed in tight around the filter leaf screen.

Assemble As Follows:

- a. Screw the standpipe assembly onto the filter leaf assembly. Make sure that the two thumb knobs on the filter leaf assembly are facing up.
- b. Position the standpipe and filter leaf assembly in the center of the filter tank.

NOTE

IF YOUR MACHINE IS A **(S) MODEL**, REFER TO PAGE 7 OR TO THE FILTER PAPER ENVELOPE ASSEMBLY INSTRUCTIONS BELOW:

Assemble As Follows:

- a. Taking the insert assembly, slide the insert into the filter paper envelope so that the threaded fitting of the insert protrudes through the hole of the filter paper envelope.
- b. Screw the standpipe onto the threaded fitting protruding through the filter paper envelope.
- c. Fold the open end of the filter paper envelope **down and under**. Slide the seal clips over the folded flap to secure the fold shut. Set into filter tank.
- d. Add **MAGNESOL® XL Filter Powder** evenly over the top of the filter paper envelope.

3. Remove pump and motor assembly from box. Hang the pump and motor assembly on the end of the filter tank that has the two welded tabs.
4. Insert the standpipe quick disconnect nipple into the quick disconnect coupling on the pump.
5. Insert the quick disconnect nipple on the end of the hose and nozzle assembly into the quick disconnect coupling on the discharge assembly.
6. Plug the female end of the power cord into the recessed male plug located on the right side of the square conduit box on top of the motor.
7. Plug the male end of the power cord into the Ground Fault Circuit Interrupt (GFCI).

Operation Instructions for Standard Models

1. Shut off fryer. Be sure frying oil is at frying temperature before filtering.
2. Be sure the **Low-Boy®** power switch is in the “OFF” position.
3. Plug the male end of the power cord into the GFCI and the GFCI into a 110 volt receptacle.
4. Position the **Low-Boy® Oil Filtration System** under the fryer drain pipe.
5. Add the recommended amount of **MAGNESOL® XL** “Frying Oil Saver” Filter Powder evenly over the filter screen in the **Low-Boy® Oil Filtration System**. Recommended dosage of **MAGNESOL® XL** is listed on the box. (Observe instructions on box for additional fryers.)
6. Open fryer drain and drain the frying oil into the **Low-Boy® Oil Filtration System**.

CAUTION

**DO NOT MOVE FILTER MACHINE DURING USE.
DO NOT TOUCH FILTER TANK. IT CONTAINS HOT FRYING OIL.**

7. Position the discharge nozzle over the fryer. Turn the **Low-Boy®** power switch to the “ON” position. With the drain open, rinse the crumbs and sediment from the fryer with hot oil.
8. After debris is rinsed from fryer, turn the power switch “OFF” and close fryer drain.
9. Insert the discharge nozzle into the tube in the left rear corner of the filter tank. This will allow frying oil to circulate within the filter tank.
10. Turn “ON” power switch, circulate frying oil for **5-10 minutes**.
11. Turn “OFF” power switch.
12. Remove discharge nozzle from holster and complete filtration by turning “ON” power switch and filling fryer with filtered frying oil.

CAUTION

**ALWAYS KEEP A FIRM HOLD ON THE NOZZLE HANDLE WHEN
DISCHARGING HOT OIL.**

13. When filter tank is empty, turn power switch “OFF.” **DO NOT** let pump run dry.

NOTE

BE SURE HOSE HAS BEEN DRAINED OF FRYING OIL. HARDENED FRYING OIL WILL PLUG THE HOSE AND WILL CAUSE MOTOR TO STALL!

14. Repeat steps for additional fryers.

CAUTION

**HOSE CONTAINS HOT FRYING OIL.
HOSE ENDS ARE HOT.**

Operation Instructions for Reversible Models

1. Shut off fryer. Be sure frying oil is at frying temperature before filtering.
2. Be sure the **Low-Boy®** power switch is in the “OFF” position.
3. Plug the male end of the power cord into the GFCI and the GFCI into a 110 volt receptacle.
4. Position the **Low-Boy® Oil Filtration System** in front of the fryer on a level surface and make sure filter is stable.
5. Add the recommended amount of **MAGNESOL® XL “Frying Oil Saver” Filter Powder** evenly over the filter screen in the **Low-Boy® Oil Filtration System**. Recommended dosage of **MAGNESOL® XL** is listed on the box. (Observe instructions on box for additional fryers.)
6. Rotate the manual valve on the standpipe assembly to the “OPEN” position. The valve handle must be parallel to the piping.
7. Insert the nozzle of the hose and nozzle assembly into the frying oil in the fryer and hold firmly. **DO NOT PLACE NOZZLE INTO CRUMBS.**
7. Turn the motor switch to the “REV” position.
8. When all the frying oil has been removed from the fryer and is in the filter tank, move the motor switch to the “OFF” position.

NOTE

THE MANUAL VALVE MUST BE IN THE OPEN POSITION WHEN THE MOTOR SWITCH IS IN THE “REV” POSITION. FAILURE TO DO SO WILL RESULT IN PUMP STALLING.

10. Remove the hose and nozzle assembly from the fryer and insert the discharge nozzle into the tube in the left rear corner of the filter tank. This will allow frying oil to circulate in the filter tank.
11. Rotate the manual valve to the “CLOSED” position. The valve handle must be perpendicular (right angle) to the piping.
12. Turn the motor to the “FOR” position and circulate frying oil through filter for **5-10 minutes**.

CAUTION

**DO NOT MOVE FILTER MACHINE DURING USE.
DO NOT TOUCH FILTER TANK. IT CONTAINS HOT FRYING OIL.**

Operation Instructions Continued

NOTE

THE MANUAL VALVE MUST BE IN THE CLOSED POSITION WHEN THE MOTOR SWITCH IS IN THE “FOR” POSITION. FAILURE TO DO SO WILL RESULT IN THE LOSS OF SUCTION AND SLOW FILTER FLOW RATES.

NOTE

AS A SAFETY FEATURE, THE MOTOR WILL NOT REVERSE ROTATION UNLESS THE MOTOR SHAFT HAS COME TO A COMPLETE STOP. FAILURE TO ALLOW THE SHAFT TO COME TO A COMPLETE STOP BEFORE TURNING THE SWITCH FROM “REV” TO “FOR” OR VICE VERSA WILL RESULT IN THE SHAFT CONTINUING TO TURN IN A DIRECTION OPPOSITE TO THE SWITCH POSITION.

13. While frying oil is circulating, clean crumbs and debris from fry vat and thoroughly clean vat walls.
14. After circulating frying oil through the filter machine for 5-10 minutes, turn the motor switch to the “OFF” position.
15. Remove hose & nozzle assembly from the holster tube and hold firmly over the fry vat in preparation for pumping frying oil into fryer.
16. Turn motor switch to the “FOR” position and pump the frying oil into fryer.

CAUTION

ALWAYS KEEP A FIRM HOLD ON THE NOZZLE HANDLE WHEN DISCHARGING HOT OIL.

17. When all frying oil has been pumped from the filter tank, turn the motor switch to the “OFF” position, disconnect hose and nozzle assembly from pump and drain remaining frying oil from the hose and nozzle assembly into the fry vat.
18. Repeat steps for additional fryer.

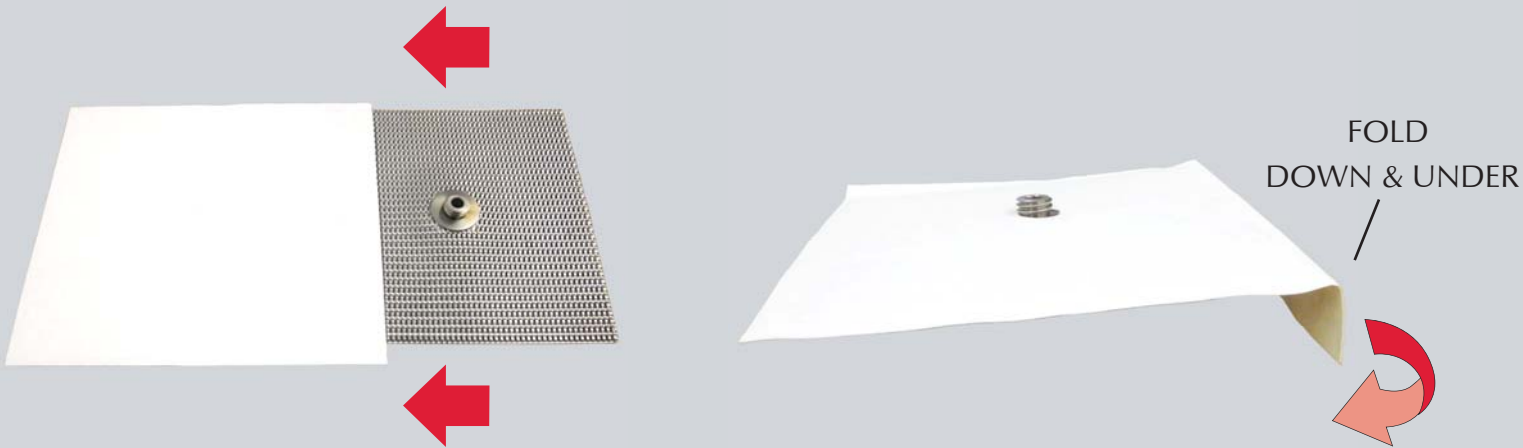
NOTE

BE SURE HOSE HAS BEEN DRAINED OF FRYING OIL. HARDENED FRYING OIL WILL PLUG THE HOSE AND WILL CAUSE THE PUMP TO STALL.

Filter Paper Envelope Assembly Instructions For S Model Machines

Low-Boy® J60S / J95S

(A) With the hole in pad facing upward, slide insert into the envelope. The round threaded fitting will come out through the hole in the paper.



(B) Fold the flap down and under.

(C) Slide on the sealing clip. Screw the standpipe down onto the round fitting protruding up through the filter pad envelope.

(D) Set the assembly into the filter tank and attach to the suction quick disconnect assembly of the pump.



Cleaning & Storing Instructions

For best results, it is recommended to clean the **Low-Boy® Oil Filtration System** at the end of each series of filtrations or at least once each day. Follow the simple procedure below.

NOTE

During filtering, a filter cake of **MAGNESOL® XL** and crumbs will build up on the screen. This filter cake is necessary for effective filtration. **Only remove filter cake from screen after each series of filtrations or if the pump begins to strain.** If the pump begins to strain and the filter flow rate slows due to excessive build-up of solids, follow the first four steps below, then resume filtering, per Operating Instructions on pages 4 – 6.

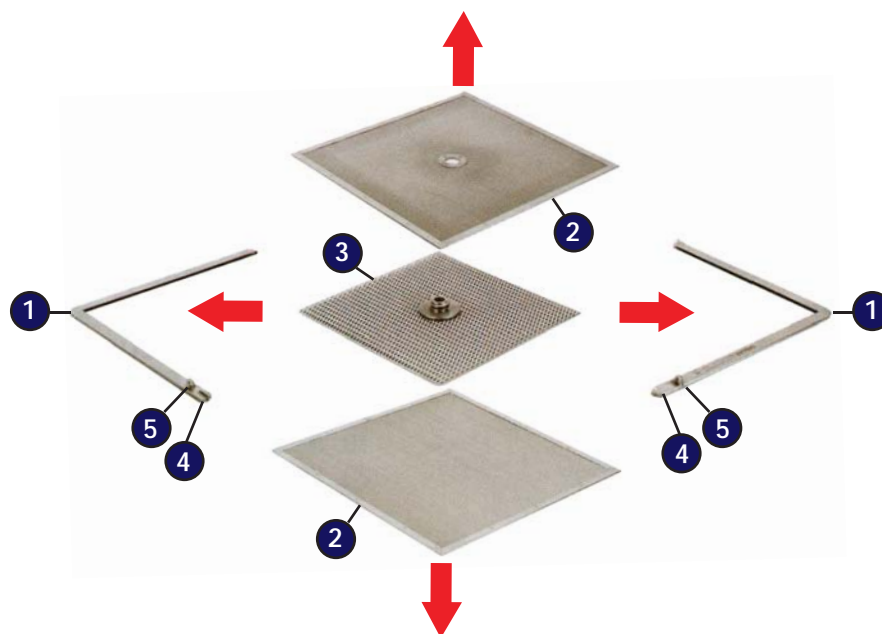
CAUTION

**HOSE ENDS ARE HOT. STANDPIPE IS HOT.
HOSE CONTAINS HOT FRYING OIL.**

1. Unplug the **Low-Boy® Oil Filtration System**.
2. Disconnect the Hose & Nozzle Assembly and drain the hose into the Filter Tank.
3. Disconnect the Pump & Motor Assembly from the standpipe.
4. Lift the Filter Leaf Assembly out of tank and scrape filter cake into trash container with a plastic or rubber spatula.
5. Rinse tank with HOT WATER. Using a dry cloth or paper towels, wipe out the filter tank.
6. Reassemble the **Low-Boy® Oil Filtration System**.

Disassemble Filter Leaf Assembly & Clean Daily

- A. Unscrew the standpipe and remove the filter leaf assembly.
- B. Grasp the seal frame thumb knobs (5) near the corner with the locking tab (4) and pull apart. The seal frame (1) will be in two pieces as shown in diagram.
- C. The two screens (2) and insert (3) will then separate (*illustration on page 9*).



To Clean the Filter Leaf Assembly

- A. Clean the two seal frame pieces (1), screens (2), and insert (3) with hot water from a spray nozzle. If necessary, the groove in the seal frame pieces (1) can be cleaned with the edge of a SCOTCH-BRITE type pad.
- B. Thoroughly rinse and dry all filter assembly parts. (Air-drying is OK.)
- C. Reassemble in the above reverse order, with seal frame thumb knobs facing up.

CAUTION

DO NOT RUN ANY PART OF THE **Low-Boy®** Oil Filtration System THROUGH DISHWASHER.

To Store the **Low-Boy®**

- 1. Clean the **Low-Boy®** Oil Filtration System according to procedures 1-5 on preceding page.
- 2. Reassemble the **Low-Boy®** Oil Filtration System and store in a convenient place or store disassembled.

NOTE

DO NOT PLACE PUMP AND MOTOR ASSEMBLY ON STANDPIPE OR FILTER LEAF ASSEMBLY. NEVER PLACE ANYTHING SHARP OR HEAVY ON FILTER LEAF ASSEMBLY.

Operating Precautions & Trouble Shooting

Operating Precautions

CAUTION

THE HOSE IS DESIGNED TO BEND UP TO A RADIUS OF 6 INCHES (15.2 cm). IF THE HOSE IS BENT UNDER 6 INCHES (15.2 cm) OR IF THE HOSE IS CRIMPED, IT COULD CRACK CAUSING IT TO LEAK HOT OIL AND CAUSE BURNS. IF THE HOSE LEAKS, REPLACE IT IMMEDIATELY.

Remember all parts are hot after filtering.

Do not move filter machine with hot oil inside.

Do not crimp hose.

Do not operate **Low-Boy® Oil Filtration System** without filter powder.

Do not puncture or crimp the stainless steel mesh screen.

Do not run pump dry.

Do not pull **Low-Boy® Oil Filtration System** by hose assembly.

Do not use **Low-Boy® Oil Filtration System** as a stepping stool.

CAUTION

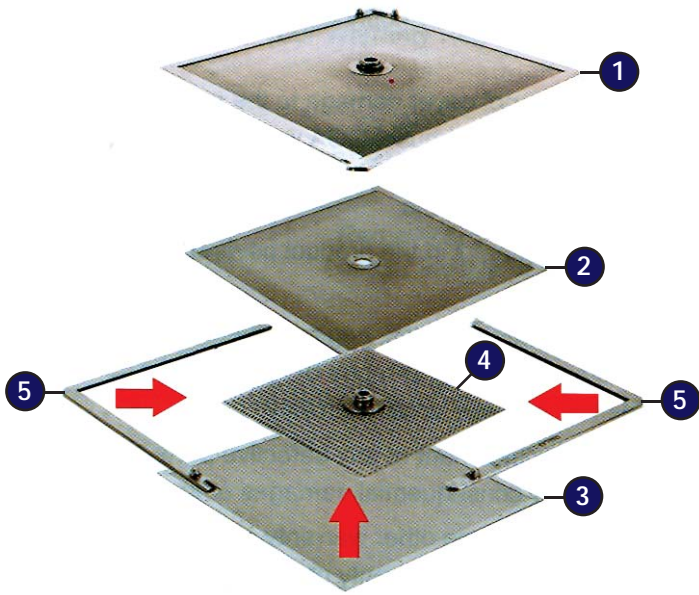
NEVER PUMP WATER THROUGH PUMP!

Trouble Shooting

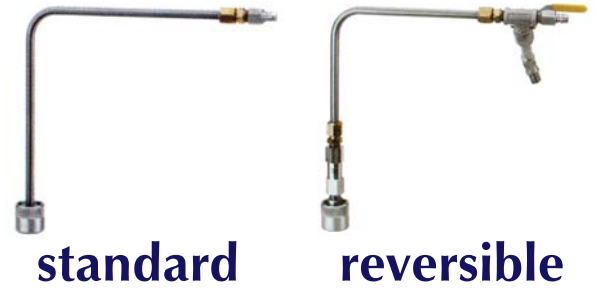
PROBLEM	CAUSE	REMEDY
Motor runs but filter does not pump	Excessive particulate build-up on screen	Clean off particulate
	Loose fittings	Tighten all fittings
	Hardened frying oil	Frying oil should be at frying temperature
	Hose clogged	Place hose in HOT WATER to melt frying oil
	Filter leaf clogged	Clean filter assembly (see page 14)
Pump shaft won't turn	Damaged or clogged standpipe	Replace standpipe or place in HOT WATER
	Leaking seal or O-ring in hot oil pump	Replace seal or O-ring or call service agent or factory
	Foreign object in pump	Clear gears of debris or call service agent or factory
Motor does not run	Power supply off	Check power supply
	Defective power cord	Replace power cord
	ON-OFF switch worn out	Replace Power Switch
	Thermal overload protector needs to be reset.	Push in on the thermal overload reset button after motor cools down
	Wiring or connections in motor are loose or worn	Replace wire or connections in motor
Filter powder being pumped back into fryer	Tear or hole in stainless steel screen or filter paper	Replace screen or filter paper
	Filter leaf frame not secure	Check and secure frame on screens
	Standpipe not secure	Tighten standpipe or bottom cap

* Call factory toll-free at 1.800.367.4188 for more information.

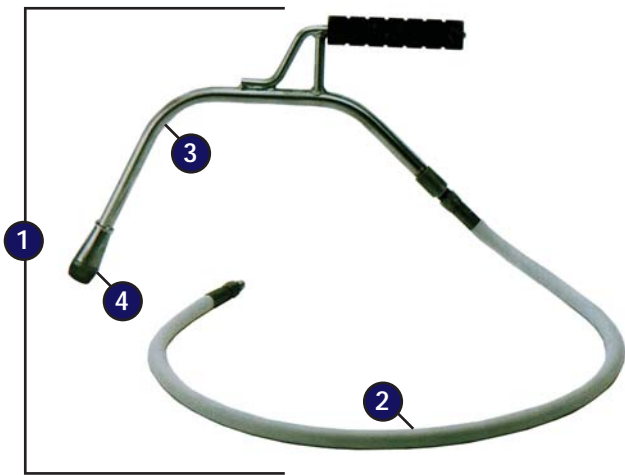
FILTER MEDIA



STANDPIPE 1



HOSE



PUMP & MOTOR



FILTER TANK



FILTER MEDIA		J60 / J60S	J95 / J95S
1.	FILTER LEAF ASSEMBLY	800071	800071
2.	FILTER SCREEN W/HOLE	802003	802003
3.	FILTER SCREEN N/HOLE	802142	802142
4.	INSERT ACME	802517	802517
	INSERT (STRIP MODEL)	802711	802711
5.	FRAME SET	802131	802131
	FILTER PAPER ENVELOPE*	8900030	8900030

*NOT SHOWN

PUMP & MOTOR		REV	REV
1.	PUMP & MOTOR ASSY.	866527	866528
	PUMP & MOTOR ONLY	866539	861522
2.	MOTOR 1/3 HP	860021	860021
3.	PUMP	8665250 (5GPM)	8615250 (8GPM)
4.	MOTOR HANDLE	860060	860060
5.	BASEPLATE ASSY.	866537	866543
6.	SWITCH GUARD	8600290	8600290
7.	POWER SWITCH ASSY.	860028	860028
8.	SUCTION ASSY.	866576	866576
9.	DISCHARGE ASSY.	866577	866577
10.	QUICK DISCONNECT	860012	860012

ADDITIONAL MOTOR COMPONENTS FOR ALL MOTORS

DETACHABLE POWER CORD – 8600930	PUMP O-RING – 8600200
GFCI – 8601200	PUMP BEARING – 8030040
PUMP SEAL – 8030030	CAPACITOR – 8601190
THERMAL OVERLOAD PROTECTOR – 8600880	CONDUIT BOX GASKET – 8601140
FLANGED INLET RECEPTACLE – 8600870	

FILTER TANK		J60 / J60S	J95 / J95S
1.	FILTER TANK ASSY.	866568	866588
2.	TANK HANDLE	860123	860109
3.	CASTER W/O BRAKE	860055	860055
4.	CASTER W/BRAKE	860098	860098

HOSE		REV	REV
1.	HOSE AND NOZZLE ASSY.	860000	860000
2.	HOSE W/FITTING	860004	860004
3.	NOZZLE HANDLE ASSY.	860003	860003
4.	NOZZLE SCREEN ASSY.**		

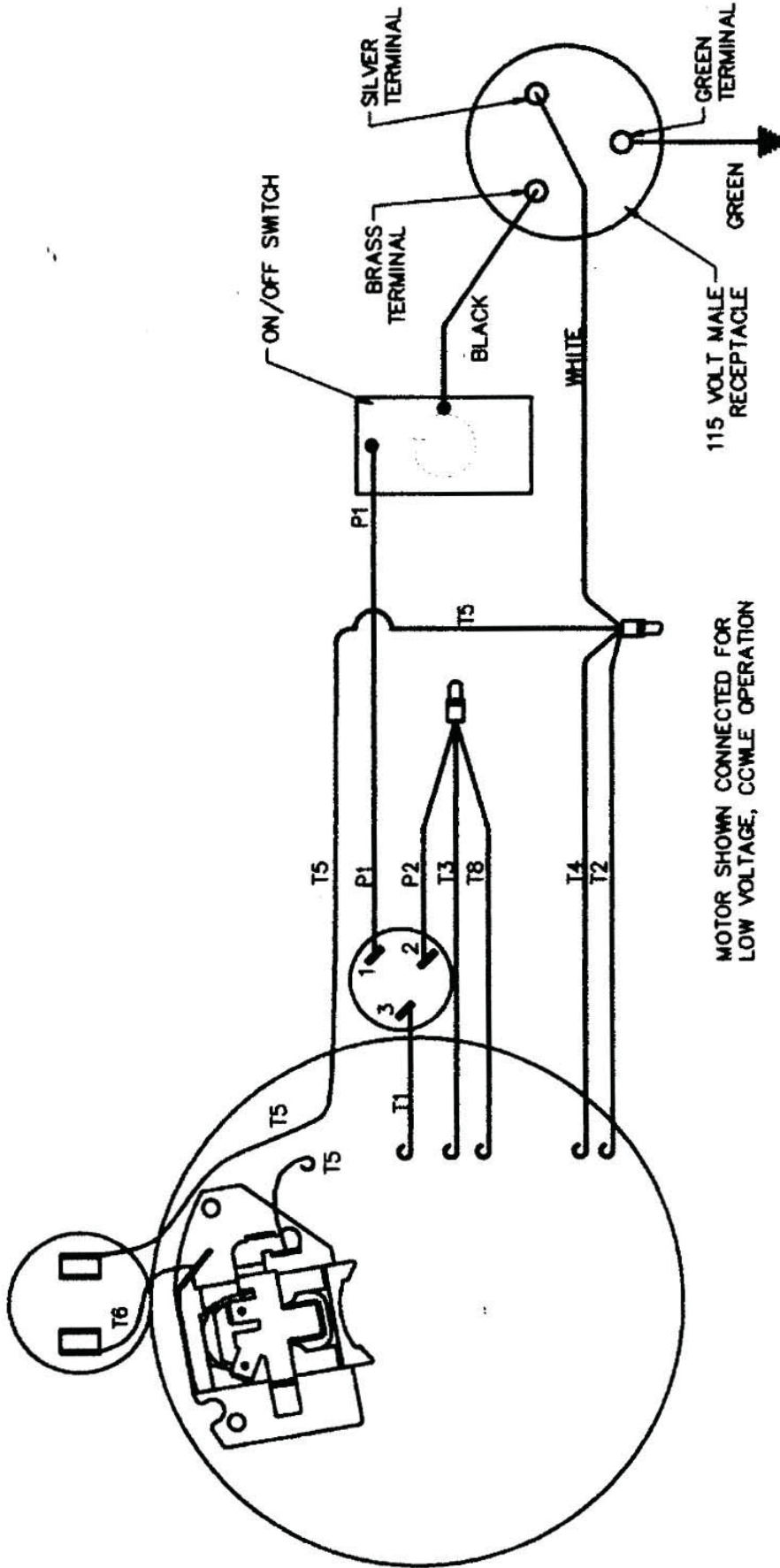
**REV. MODELS ONLY

STANDPIPE		REV	REV
1.	STANDPIPE ASSY.	866517	866579
	STANDPIPE ASSY. (STRIP)	800230	800224

NOTE: THE STANDPIPE FOR THE STRIPED MODELS WILL HAVE A SEAL CLIP ATTACHED

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LIMITED WARRANTY

This warranty is extended to the original purchaser and applies only to equipment purchased for use in the U.S.A.

THE DALLAS GROUP OF AMERICA, INC. (DGA) warrants this product to be free from defects in material and/or workmanship for a period of one (1) year from the date of purchase.

This warranty is subject to the following exclusions or conditions:

The customer shall promptly notify DGA in writing of any claimed defect in the product covered under this warranty.

DGA's obligation under this warranty is limited to the repair or replacement of and defective parts or components. It shall have no liability to compensatory, incidental, or consequential damages or losses.

This warranty is the one warranty made by DGA. DGA makes no other warranty of any kind and expressly disclaims and excludes all other warranties such as any implied warranty or merchantability or fitness for a particular purpose.

PARTS WARRANTY – Parts are covered for a period of one (1) year from the purchase date. The Dallas Group of America, INC. reserves the right to charge for certain parts that exceed the price of \$100.00 until the defective part is returned to The Dallas Group of America, INC., attention WARRANTY DEPARTMENT. After inspection, a determination will be made whether the claims the result of defect in materials or workmanship. If the defect is the result of neglect or abuse credit will not be issued. All parts are to be shipped back PREPAID BY THE CUSTOMER.

POWER CORDS – ninety (90) days from the purchase date.

EXCLUSIONS – Negligence or acts of God, failures caused by erratic voltages, damage in shipment, alteration, misuse or improper installation, and freight – other than normal UPS charges, ordinary wear and tear, failure to follow installation and/or operating instructions, events beyond control of the company.

NOTICE

IF, DURING THE WARRANTY PERIOD, THE CUSTOMER USES A PART FOR THIS EQUIPMENT OTHER THAN AN UNMODIFIED NEW OR RECYCLED PART PURCHASED DIRECTLY FROM THE DALLAS GROUP OF AMERICA, OR ANY OF ITS AUTHORIZED SERVICERS, AND/OR THE PART BEING USED IS MODIFIED FROM ITS ORIGINAL CONFIGURATION, THIS WARRANTY WILL BE VOID. FURTHER, THE DALLAS GROUP OF AMERICA AND ITS AFFILIATES WILL NOT BE LIABLE FOR ANY CLAIMS, DAMAGES OR EXPENSES INCURRED BY THE CUSTOMER WHICH ARISE DIRECTLY OR INDIRECTLY, IN WHOLE OR IN PART, DUE TO THE INSTALLATION OF ANY MODIFIED PART AND/OR PART RECEIVED FROM AN UNAUTHORIZED SERVICER.

Warranty registration card must be on file at the factory.

MAGNESOL FOODSERVICE PRODUCTS DIV.
THE DALLAS GROUP OF AMERICA, INC.
1402 FABRICON BLVD.
JEFFERSONVILLE, IN 47130

PHONE 1.908.534.7800 • CALL TOLL FREE 1.800.367.4188
FAX 1.908.534.0084 • ON THE WEB www.dallasgrp.com

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Things you should keep a record of

For your future reference

Date of purchase

Serial number

Dealer's name and address

(found on hot oil pump)

Dealer's telephone number

Return Policy

- All return requests are subject to DGA approval. **No returns will be accepted or credited without prior authorization from DGA.**
- All return requests must be made within 30 days of delivery.
- To verify you are eligible to make a return, please contact **Customer Service at: 1.908.534.7800.**
- Unauthorized returns will not be issued credit and will be returned to the shipper. Shipping/freight charges may be assessed at our discretion.
- We will explain your options and issue a Return Merchandise Number (RMN) if eligible. Returns will not be processed without a valid RMN number from our Customer Service Department.
- Approved returns must be received in unused condition and be in original packaging. Customer is responsible for return shipping costs.
- We cannot accept returns for any used merchandise **unless covered under warranty.** No exceptions.
- Returns resulting from customer order error will be charged a minimum 15% restocking fee and freight charges both ways.
- All fees will be deducted before a credit or refund is issued.
- No credits will be processed for a return until we have confirmation that the item has been received and is in unused and new, sellable condition. Credits will be issued within **30 days** after receipt of the returned merchandise.
- Special order and custom items cannot be returned.

