



Frozen Beverage Dispensers
EVERYONE LOVES FROZEN®

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Service Bulletin 21-020

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Initial Release - FBD Online Training Program

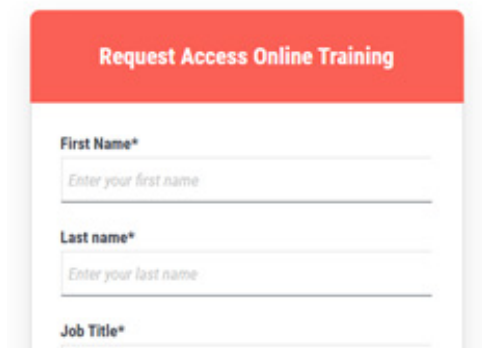
We are pleased to announce the release of our FBD Frozen Academy, an online training program for technicians and store personnel. The courses include:

- **Installation Process (1 hour 25 mins):** This section covers details on how to properly install an FBD Dispenser. It will cover dispenser identification, receiving and unpacking, preparing for installation, navigating the menu, setting up the machine, etc.
- **Store Personnel (25 mins):** Includes the basics on how to operate an FBD machine including after installation. Topics covered include daily cleaning, using and accessing the basic dispenser menu, changing flavors, simple maintenance, and a checklist of what to do before calling a service provider.
- **Preventive Maintenance (1 hour):** This section will review the steps on how to correctly complete the preventive maintenance on a FBD dispenser. After this course, you should be able to perform an initial inspection, prepare the unit for PM, empty the barrels, remove and replace rear seals, and clean, sanitize, and return the unit to service.
- **Basic Troubleshooting (2 hours 15 mins):** This course will give you the tools and knowledge you need to troubleshoot a range of basic potential issues. Topics reviewed include the main system and all subsystems, common issues that can arise and how to troubleshoot them before placing a service call, foundational troubleshooting for the electrical, pneumatic, refrigeration, and add-on systems, and common service calls and error messages you may encounter.

To register and take part in the training, please follow the steps below:

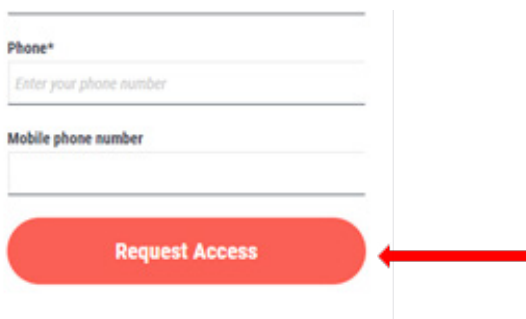
1. Visit the following link: https://fbdfrozen.northpass.com/learners/sign_in to request access to the courses & videos.
2. Once the site is opened, click on “request access” as shown below.

3. Fill out all requested information in the form that comes up. All required fields must be completed before you are able to submit the request. The required fields are marked with an *.



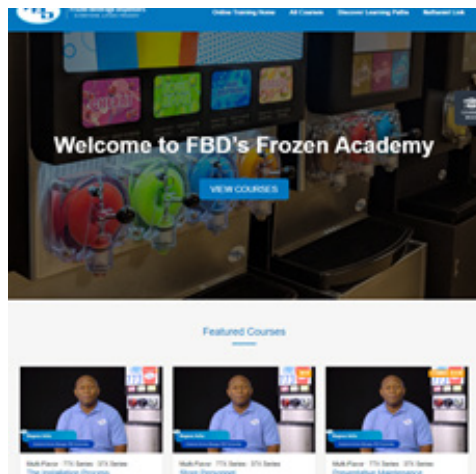
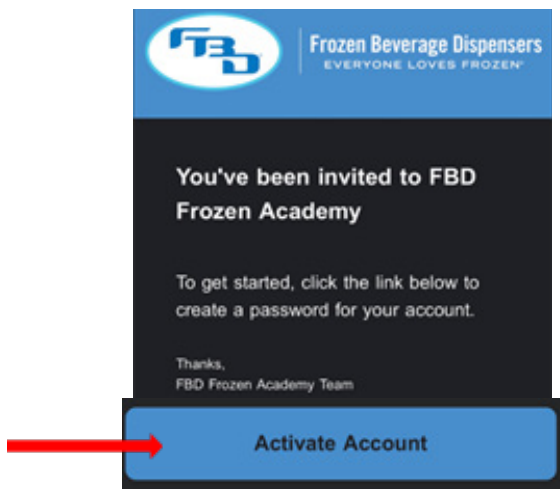
A form titled "Request Access Online Training" with a red header. It contains three input fields: "First Name*" with placeholder text "Enter your first name", "Last name*" with placeholder text "Enter your last name", and "Job Title*".

4. Click on the "Request Access" button at the bottom of the box.



A form section with two input fields: "Phone*" with placeholder text "Enter your phone number" and "Mobile phone number". Below these fields is a red button labeled "Request Access". A red arrow points to the button from the right.

5. Access is typically granted within 1 business day, and you will receive an email notification asking you to "activate account". You will be prompted to create a password. Once the password is established, you can then log in to view training videos.



If you need further assistance, please reach out to the FBD technical support team using the information below.

FBD TECHNICAL SUPPORT: 866-323-2777 (U.S.), 852-2369-3998 (International), 800-176-986 (Australia), or www.fbdfrozen.com

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Please refer to the FBD web site (www.fbdfrozen.com) for information relating to FBD Installation, Operation and Service Manuals, Instruction Sheets, Technical Bulletins, Service Bulletins, etc.