Gas/Electric Dual Side Grill
M(E/G)-1P, M(E/G)-2P, M(E/G)-3PX

Service Manual
This manual is updated as new information and models are released. Visit our website for the latest manual.

For your safety:
Post in a prominent location, instructions to be followed in the event the user smell gas. This information shall be obtained by consulting your local gas supplier.

Original Instructions
Part #: GAR_SM_4602175 — Rev 02
## Safety Notices

### DEFINITIONS

<table>
<thead>
<tr>
<th><strong>DANGER</strong></th>
<th>Indicates a hazardous situation that, if not avoided, will result in death or serious injury. This applies to the most extreme situations.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Warning</strong></td>
<td>Indicates a hazardous situation that, if not avoided, could result in death or serious injury.</td>
</tr>
<tr>
<td><strong>Caution</strong></td>
<td>Indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.</td>
</tr>
<tr>
<td><strong>Notice</strong></td>
<td>Indicates information considered important, but not hazard-related (e.g. messages relating to property damage).</td>
</tr>
</tbody>
</table>

**NOTE**: Indicates useful, extra information about the procedure you are performing.

### DISCLAIMER

<table>
<thead>
<tr>
<th><strong>Warning</strong></th>
<th>Only trained and authorized service personnel or store manager should access the service screens. If changes to these settings are made incorrectly they will cause the unit to malfunction.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Caution</strong></td>
<td>Maintenance and servicing work other than cleaning as described in this manual must be done by an authorized service personnel.</td>
</tr>
<tr>
<td><strong>DANGER</strong></td>
<td>Do not install or operate equipment that has been misused, abused, neglected, damaged, or altered/modified from that of original manufactured specifications.</td>
</tr>
<tr>
<td><strong>DANGER</strong></td>
<td>All utility connections and fixtures must be maintained in accordance with local and national codes.</td>
</tr>
</tbody>
</table>

**NOTE**: Indicates useful, extra information about the procedure you are performing.

**DISCLAIMERS**

<table>
<thead>
<tr>
<th><strong>Warning</strong></th>
<th>Do Not Store Or Use Gasoline Or Other Flammable Vapors Or Liquids In The Vicinity Of This Or Any Other Appliance. Never use flammable oil soaked cloths or combustible cleaning solutions, for cleaning.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Warning</strong></td>
<td>Do not store combustible materials on the appliance.</td>
</tr>
<tr>
<td><strong>Warning</strong></td>
<td>Warning labels mounted directly on the equipment must be observed at all times and kept in a fully legible condition.</td>
</tr>
<tr>
<td><strong>Warning</strong></td>
<td>Read this manual thoroughly before operating, installing or performing maintenance on the equipment. Failure to follow instructions in this manual can cause property damage, injury or death.</td>
</tr>
<tr>
<td><strong>Warning</strong></td>
<td>This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision concerning use of the appliance by a person responsible for their safety. Do not allow children to play with this appliance.</td>
</tr>
<tr>
<td><strong>Notice</strong></td>
<td>Routine adjustments and maintenance procedures outlined in this manual are not covered by the warranty.</td>
</tr>
</tbody>
</table>

**NOTE**: Proper installation, care and maintenance are essential for maximum performance and trouble-free operation of your equipment. Visit our website https://clamshell.garland-group.com for manual updates, translations, or contact information for service agents in your area.
**Warning**

This product contains chemicals known to the State of California to cause cancer and/or birth defects or other reproductive harm. Operation, installation, and servicing of this product could expose you to airborne particles of glass-wool or ceramic fibers, crystalline silica, and/or carbon monoxide. Inhalation of airborne particles of glass-wool or ceramic fibers is known to the State of California to cause cancer. Inhalation of carbon monoxide is known to the State of California to cause birth defects or other reproductive harm.

**LOCATION**

**Warning**

Two or more people or a lifting device are required to lift this appliance.

**Warning**

Two or more people or a lifting device are required to lift this appliance.

**Warning**

To avoid instability the installation area must be capable of supporting the combined weight of the equipment and product. Additionally the equipment must be level side to side and front to back.

**Warning**

No structural material on the appliance should be altered or removed to accommodate placement of the appliance under a hood.

**Warning**

Be aware of the red mark in the threaded stem caster to indicated the maximum adjustment. Adjusting above the red mark could cause the caster to fail & the unit to tip. For more information see installation section 2.

**Warning**

The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than ½ psi (3.5 kPa).

**Caution**

This equipment must only be operated under an approved hood system in accordance with local regulations in force. This unit is intended for indoor use only.

**ELECTRICAL**

**DANGER**

Check all wiring connections, including factory terminals, before operation. Connections can become loose during shipment and installation.

**DANGER**

Do not operate any appliance with a damaged/pinched cord or plug. All repairs must be performed by a qualified service company.

**DANGER**

Failure to disconnect the power at the main power supply could result in serious injury or death. The power switch DOES NOT disconnect all incoming power.

**DANGER**

Copper wire suitable for at least 75°C (167°F) must be used for power connections.

**Warning**

This appliance must be grounded and all field wiring must conform to all applicable local and national codes. Refer to rating plate for proper voltage. It is the responsibility of the end user to provide the disconnect means to satisfy the authority having jurisdiction.

**Warning**

Do not use electrical appliances or accessories other than those supplied by the manufacturer.

**Warning**

This equipment must be positioned so that the plug is accessible unless other means for disconnection from the power supply (e.g., circuit breaker or disconnect switch) is provided.

**Warning**

Disconnect electric power at the main power disconnect for all equipment being serviced. Observe correct polarity of incoming line voltage. Incorrect polarity can lead to erratic operation.

**Warning**

Never touch anything that runs on electricity when your hands are wet.
Warning

Authorized Service Representatives are obligated to follow industry standard safety procedures, including, but not limited to, local/national regulations for disconnection/lock out/tag out procedures for all utilities including electric, gas, water and steam.

Warning

For an appliance equipped with casters, (1) the installation shall be made with a connector that complies with the Standard for Connectors for Movable Gas Appliances ANSI Z21.69 • CSA 6.16, and a quick-disconnect device that complies with the Standard for Quick-Disconnect Devices for Use With Gas Fuel, ANSI Z21.41 • CSA 6.9, (2) adequate means must be provided to limit the movement of the appliance without depending on the connector and the quick-disconnect device or its associated piping to limit the appliance movement and (3) the location(s) where the restraining means may be attached to the appliance shall be specified.

DAMAGE

DANGER

Improper installation, adjustment, alteration, service, or maintenance of this appliance or installation of a damaged appliance can result in DEATH, INJURY, EQUIPMENT DAMAGE, and void the warranty. NEVER install damaged appliances, equipment, or accessories. ALWAYS have installation and service performed by trained and authorized personnel.

Caution

Pouring water or ice on a hot heating elements/heated surfaces will cause damage.

Warning

Pinch Hazard. Keep hands and tools clear from the area above the platens when platens are in motion towards the exhaust hood. Be aware that adjacent platens may unexpectedly move at any time. “Turn Grill Off” at main switch when cleaning platens as there can be an unexpected movement of the platens.

CLEARANCE

Caution

Do not block the supply and return air vents or the air space around the air vents. Keep plastic wrappings, paper, labels, etc. from being airborne and lodging in the vents. Failure to keep the air vents clear will result in unsatisfactory operation of the system.

Caution

Do not position the air intake vent near steam or heat exhaust of another appliance.

Warning

Slipping Hazard: Grease from food products will splatter. The areas surrounding the grill are a slipping hazard due to the splatter zone. Clean the area surrounding the grill regularly. The grill may be slippery. Ensure floor area is clean. Care needs to be taken as equipment may be hot.

Warning

Failure to maintain required clearances and additional distances as needed can result in INJURY and EQUIPMENT DAMAGE.
Consult manufacturers’ literature, and sales and service agencies as needed.

DANGER

To reduce the risk of fire, the equipment is to be installed in non-combustible surroundings only, with no combustible material within 18” (457 mm) of the sides, front or rear of the appliance or within 40” (1 m) above the appliance. The appliance is to be mounted on floors of noncombustible construction with noncombustible flooring and surface finish and with no combustible material against the underside or on noncombustible slabs or arches and have no combustible material against the underside. Such construction shall in all cases extend not less than 12” (305 mm) beyond the equipment on all sides.

DANGER

Risk of fire/shock. All minimum clearances must be maintained. Do not obstruct vents or openings.

Warning

Pinch Hazard. Ensure a minimum of 1” clearance between the hood and the uppermost position of the platen arm. To reduce the risk of crushing injuries between platen & hood.
### CLEANING

<table>
<thead>
<tr>
<th>Caution</th>
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<tbody>
<tr>
<td>Ensure platens are down, in closed position, when moving grill. Follow the procedure to avoid potential damage, loss of calibration on the platen, and error messages.</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Caution</th>
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<tbody>
<tr>
<td>Never use an acid based cleaning solution on exterior panels! Many food products have an acidic content, which can deteriorate the finish. Be sure to clean the stainless steel surfaces of ALL food products.</td>
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<table>
<thead>
<tr>
<th>Caution</th>
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<tbody>
<tr>
<td>Do not use caustic cleaners on any part of the equipment or equipment cavity. Use mild, non abrasive soaps or detergents, applied with a sponge or soft cloth. Never use sharp implements or harsh abrasives on any part of the equipment.</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Warning</th>
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</thead>
<tbody>
<tr>
<td>When cleaning interior and exterior of unit, care should be taken to avoid front power switch and the power cord(s). Keep water and/or cleaning solutions away from these parts.</td>
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</table>

<table>
<thead>
<tr>
<th>Warning</th>
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<tbody>
<tr>
<td>Turn grill off and unplug the unit before cleaning the side/back panels. Do not remove any panel during cleaning.</td>
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<table>
<thead>
<tr>
<th>Warning</th>
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<tbody>
<tr>
<td>Interior cleaning must be performed by a qualified service technician only.</td>
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</table>

<table>
<thead>
<tr>
<th>Warning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never use a high-pressure water jet for cleaning or hose down or flood interior or exterior of units with water. Do not use power cleaning equipment, steel wool, scrapers or wire brushes on stainless steel or painted surfaces.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Caution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use a commercial-grade cleaner formulated to effectively clean and sanitize food contact surfaces. Read the directions for use and precautionary statements before use. Particular attention must be paid to the concentration of cleaner and the length of time the cleaner remains on the food-contact surfaces.</td>
</tr>
</tbody>
</table>

### PERSONAL PROTECTION

<table>
<thead>
<tr>
<th>DANGER</th>
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<tbody>
<tr>
<td>All utilities (gas, electric, water and steam) must be OFF to all equipment and locked out of operation according to OSHA approved practices during servicing. Always allow unit to cool.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DANGER</th>
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</thead>
<tbody>
<tr>
<td>Use appropriate safety equipment during installation and servicing.</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>DANGER</th>
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</thead>
<tbody>
<tr>
<td>Never stand on the unit! They are not designed to hold the weight of an adult, and may collapse or tip if misused in this manner.</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>DANGER</th>
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<tbody>
<tr>
<td>Keep power cord AWAY from HEATED surfaces. DO NOT immerse power cord or plug in water. DO NOT let power cord hang over edge of table or counter.</td>
</tr>
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<table>
<thead>
<tr>
<th>Warning</th>
</tr>
</thead>
<tbody>
<tr>
<td>DO NOT use the unit for storage. DO NOT leave paper products, cooking utensils, or food in the unit when not in use.</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Warning</th>
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<tbody>
<tr>
<td>Allow heated equipment to cool down before attempting to clean, service or move. Unit must be cool to touch and disconnected from power source.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Warning</th>
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<tbody>
<tr>
<td>Always wear some type of protective covering on your hands and arms when opening the unit.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Warning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steam can cause serious burns. Always wear some type of protective covering on your hands and arms when opening the unit. When platen is Lifting, move away face and body from the escaping steam.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Warning</th>
</tr>
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<tbody>
<tr>
<td>Remove all removable panels before lifting and installing.</td>
</tr>
</tbody>
</table>
**: Warning**

Do not contact moving parts.

**Warning**

When using cleaning fluids or chemicals, rubber gloves and eye protection (and/or face shield) must be worn.

**Warning**

Use caution when handling all metal surface edges of the equipment.

**Warning**

This equipment is intended for indoor use only. Do not install or operate this equipment in outdoor areas.

**Warning**

All covers and access panels must be in place and properly secured, before operating this equipment.

**Warning**

This appliance must be installed with sufficient ventilation to prevent the occurrence of unacceptable concentrations of substances harmful to the health of personnel in the room in which it is installed.

**Warning**

Hazard. Keep hands and tools clear from the area above the platens when platens are in motion towards the exhaust hood. Be aware that adjacent platens may unexpectedly move at any time. “Turn Grill Off” at main switch when cleaning platens as there can be an unexpected movement of the platens.

**Warning**

Slipping Hazard: Grease cans must be properly installed before use. Improper installation will result in grease on the floor which will create a slipping hazard. Ensure grease cans are emptied and cleaned as needed to prevent grease from overflowing onto the floor. The grill may be slippery. Ensure floor area is clean. Care needs to be taken as equipment may be hot.

**Warning**

Pinch Hazard. Keep hands and tools clear of area between platen and grill plate when platens are in motion. Be aware that adjacent platens may unexpectedly move at any time. “Turn Grill Off” at main switch when cleaning platens as there can be an unexpected movement of the platens.

**Warning**

Post in a prominent location, instructions to be followed in the event the user smell gas. This information shall be obtained by consulting your local gas supplier.

**Warning**

Risk of burns from high temperatures. You may get burnt if you touch any of the parts during cooking. Surfaces close to the cooking surface including side panels may get hot enough to burn skin. Use extreme caution to avoid coming in contact with hot surfaces or hot grease. Wear personal protective equipment.

**Warning**

When checking for burner ignition or performance, do not get too close to the burners. Slow ignition can cause possible flashback, increasing the potential for facial and body burns.
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Section 1
General Information

Read This Manual
Garland Commercial Equipment (GCE) developed this manual as a reference guide for the owner/operator and installer of this equipment. Please read this manual before installation or operation of the machine. A qualified service technician must perform installation and start-up of this equipment, consult Section 5 within this manual for service assistance.

If you cannot correct the service problem, call your Service Agent or Distributor. Always have your model and serial number available when you call.

Your Service Agent ____________________________
Service Agent Telephone Number _________________
Your Local GCE Distributor ______________________
Distributor Telephone Number ____________________
Model Number _______________________________
Serial Number _______________________________
Installation Date ______________________________

Unit Inspection
Thoroughly inspect the unit upon delivery. Immediately report any damage that occurred during transportation to the delivery carrier. Request a written inspection report from a claims inspector to document any necessary claim.

Model Numbers
This manual covers the following models:

- MG/E-1P (1 Platen)
- MG/E-2P (2 Platen)
- MG/E-3PX (2+1 single chassis).

Serial Plate Numbers
The serial plate is affixed to the lower left corner of the right panel and a serial sticker on front edge of the chassis. Important information such as the unit’s model number, serial number, and electrical/gas specifications can be found on the serial plate.
Warranty Statement

This warranty covers defects in material and workmanship under normal use providing that:

a. the equipment has not been accidentally or intentionally damaged, altered or misused.

b. the equipment is properly installed, adjusted, operated and maintained in accordance with national and local codes and in accordance with the installation instructions provided with this product.

c. the warranty serial number affixed to the appliance by us has not been defaced, obliterated or removed.

d. can acceptable report for any claim under this warranty is supplied to us.

The equipment warranty coverage remains in force for two (2) years, (parts and labor), from the date the equipment is put into operation.

The Garland Group agrees to repair or replace, at it’s option, any part that proves to be defective in material or workmanship at no charge for the part or normal labor.

We assume no responsibility for installation, adjustments, diagnosis, or normal maintenance such as: lubrication of springs or valves. We exclude failures caused by erratic voltage or gas supplies.

We assume no responsibility for travel costs beyond 100 miles round trip, travel other than overland, and overtime costs of repair.

We exclude broken glass, paint and porcelain finish, surface rust, gasket material, ceramic material, light bulbs and fuses from normal coverage.

We exclude damage or dysfunction caused by fire, flood, and like “Acts of God” that are beyond the control of The Garland Group.

The Garland Group's liability on a claim of warranty shall not exceed the price of the material and/or service, which caused the claim.

This warranty is limited and is in lieu of all other warranties, expressed or implied. The Garland Group, our employees, or our agents shall not be held liable for any claims of personal injury or consequential damage or loss.

This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

Shipping Damage Claim Procedure

Please note that the Garland equipment was carefully inspected and packed by skilled personnel before leaving the factory. The transportation company assumes full responsibility for safe delivery upon acceptance of the equipment. What to do if the equipment arrives damaged:

1. File a claim immediately regardless of the extent of damage.
2. Be sure to note, “visible loss or damage,” on the freight bill or express receipt and have the person making the delivery sign it.
3. Concealed loss or damage: if damage is unnoticed until the equipment is unpacked, notify the freight company immediately, (within 15 days), and file a concealed damage claim.
1. On/Off Power Switch.
2. easyToUCH™ Touch sensitive controls for easy operation.
   • press to start cook.
   • press and hold to abort.
   • with straight sides to save space.
   • with flared sides to accommodate optional tool holders.
5. USB Ports - for easyToUCH.
6. Incoming gas manifold (gas models only).
7. Main gas shut off (gas models only). Supply with optional flexible hose connection assembly.
8. Main Electric Power Cables and Plugs.
9. Restraining device assembly (gas models only)
10. Platen - providing double-side cooking. Each platen can be controlled separately.
11. Grill Plate - cooking surface with three (3) Independently controlled heaters per cook zones.
12. Front Casters - height adjustable swivel casters, with brakes and swivel lock pins.
13. Rear Casters - height adjustable swivel casters and swivel lock pins (without brakes).
15. Circuit Breaker(s)
16. Rating Plate location. - Important information such as the unit’s model number, serial number, and electrical specifications can be found on the serial plate. Note: Serial number also can be found in the control in the “Diagnostic Menu” in the “Revision” screen.
17. Platen connection brackets (optional)
Items included with the purchase of your new grill from manufacturer:

1. One Grill 1 platen (gas & electric) includes the following list:

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
<th>Qty</th>
</tr>
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<tbody>
<tr>
<td>4527294</td>
<td>Release Material Sheet Clips</td>
<td>3</td>
</tr>
<tr>
<td>4600722</td>
<td>Release Material Sheet Hanger</td>
<td>1</td>
</tr>
<tr>
<td>4600866</td>
<td>Release Material Sheet (box)</td>
<td>1</td>
</tr>
<tr>
<td>4600415</td>
<td>Grease Drawer Slide LT</td>
<td>1</td>
</tr>
<tr>
<td>4600416</td>
<td>Grease Drawer Slide RT</td>
<td>1</td>
</tr>
<tr>
<td>4600411</td>
<td>Grease Drawer Buckets - right side</td>
<td>1</td>
</tr>
<tr>
<td>4600418</td>
<td>Grease Drawer Buckets - left side</td>
<td>1</td>
</tr>
<tr>
<td>1838701</td>
<td>Platen Levelling Tool</td>
<td>1</td>
</tr>
<tr>
<td>4532089</td>
<td>Service Wrench</td>
<td>1</td>
</tr>
<tr>
<td>4602107</td>
<td>Garland Grill Start Up Form</td>
<td>1</td>
</tr>
<tr>
<td>4600921</td>
<td>Installation Operation Manual</td>
<td>1</td>
</tr>
</tbody>
</table>

NOTE: Quantity may vary according to the model.

2. One Grill 2 platen (gas & electric) includes the following list:

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>4527294</td>
<td>Release Material Sheet Clips</td>
<td>6</td>
</tr>
<tr>
<td>4600722</td>
<td>Release Material Sheet Hanger</td>
<td>2</td>
</tr>
<tr>
<td>4600866</td>
<td>Release Material Sheet (box)</td>
<td>1</td>
</tr>
<tr>
<td>4600415</td>
<td>Grease Drawer Slide LT</td>
<td>1</td>
</tr>
<tr>
<td>4600416</td>
<td>Grease Drawer Slide RT</td>
<td>1</td>
</tr>
<tr>
<td>4600411</td>
<td>Grease Drawer Buckets - right side</td>
<td>1</td>
</tr>
<tr>
<td>4600418</td>
<td>Grease Drawer Buckets - left side</td>
<td>1</td>
</tr>
<tr>
<td>1838701</td>
<td>Platen Levelling Tool</td>
<td>1</td>
</tr>
<tr>
<td>4532089</td>
<td>Service Wrench</td>
<td>1</td>
</tr>
<tr>
<td>4602107</td>
<td>Garland Grill Start Up Form</td>
<td>1</td>
</tr>
<tr>
<td>4600921</td>
<td>Installation Operation Manual</td>
<td>1</td>
</tr>
</tbody>
</table>

NOTE: Quantity may vary according to the model.

3. One Grill 2+1 platen (gas & electric) included the following list, except countries mentioned

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>4527294</td>
<td>Release Material Sheet Clips</td>
<td>9</td>
</tr>
<tr>
<td>4600722</td>
<td>Release Material Sheet Hanger</td>
<td>3</td>
</tr>
<tr>
<td>4600866</td>
<td>Release Material Sheet (box)</td>
<td>1</td>
</tr>
<tr>
<td>4600415</td>
<td>Grease Drawer Slide LT</td>
<td>1</td>
</tr>
<tr>
<td>4600416</td>
<td>Grease Drawer Slide RT</td>
<td>1</td>
</tr>
<tr>
<td>4600411</td>
<td>Grease Drawer Buckets - right side</td>
<td>1</td>
</tr>
<tr>
<td>4600418</td>
<td>Grease Drawer Buckets - left side</td>
<td>1</td>
</tr>
<tr>
<td>1838701</td>
<td>Platen Levelling Tool</td>
<td>1</td>
</tr>
<tr>
<td>4532089</td>
<td>Service Wrench</td>
<td>1</td>
</tr>
<tr>
<td>4602107</td>
<td>Garland Grill Start Up Form</td>
<td>1</td>
</tr>
<tr>
<td>4600921</td>
<td>Installation Operation Manual</td>
<td>1</td>
</tr>
</tbody>
</table>

NOTE: Quantity may vary according to the model.

4. One Grill 2+1 platen (gas & electric) single chassis included the following list, except countries mentioned

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>4527294</td>
<td>Release Material Sheet Clips</td>
<td>9</td>
</tr>
<tr>
<td>4600722</td>
<td>Release Material Sheet Hanger</td>
<td>3</td>
</tr>
<tr>
<td>4600866</td>
<td>Release Material Sheet (box)</td>
<td>1</td>
</tr>
<tr>
<td>4600415</td>
<td>Grease Drawer Slide LT</td>
<td>1</td>
</tr>
<tr>
<td>4600416</td>
<td>Grease Drawer Slide RT</td>
<td>1</td>
</tr>
<tr>
<td>4600417</td>
<td>Grease Drawer Slide Mid</td>
<td>1</td>
</tr>
<tr>
<td>4600411</td>
<td>Grease Drawer Buckets - right side</td>
<td>1</td>
</tr>
<tr>
<td>4600427</td>
<td>Grease Drawer Buckets - Middle side</td>
<td>1</td>
</tr>
<tr>
<td>4600418</td>
<td>Grease Drawer Buckets - left side</td>
<td>1</td>
</tr>
<tr>
<td>4601744</td>
<td>One &amp; Two Hdwe Pkg</td>
<td>1</td>
</tr>
<tr>
<td>1838701</td>
<td>Platen Levelling Tool</td>
<td>1</td>
</tr>
<tr>
<td>4532089</td>
<td>Service Wrench</td>
<td>1</td>
</tr>
<tr>
<td>4602107</td>
<td>Garland Grill Start Up Form</td>
<td>1</td>
</tr>
<tr>
<td>4600921</td>
<td>Installation Operation Manual</td>
<td>1</td>
</tr>
</tbody>
</table>

NOTE: Quantity may vary according to the model.

Items NOT INCLUDED from the manufacturer:

1. Any electrical cords needed for application.
2. Any flue box needed for application.
3. Any extra grease buckets or grease rails needed for application.

THE FOLLOWING INSTALLATION PROCEDURE CAN BE PERFORMED BY A:

- Factory authorized service center
- An approved installation person approved by Garland.
- Licensed installer contracted by purchaser of grill.
- Contact local Garland Factory Authorized Service Center for more details.
3 Platen Dimensions Specification

Model: M(E/G)-3P

<table>
<thead>
<tr>
<th>Model</th>
<th>Height*</th>
<th>Width**</th>
<th>Depth</th>
</tr>
</thead>
<tbody>
<tr>
<td>M(E/G)-3P</td>
<td>32 in</td>
<td>812 mm</td>
<td>34.5 in - without flue</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>876 mm - without flue</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>35.8 in - with flue</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(gas models)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>909 mm - with flue</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(gas models)</td>
</tr>
</tbody>
</table>

* Height not including caster

** Without grease buckets.
2 + 1 Platen Single Chassis Dimensions Specification

Model: M(E/G)-3PX

<table>
<thead>
<tr>
<th>Model</th>
<th>Height*</th>
<th>Width**</th>
<th>Depth</th>
</tr>
</thead>
<tbody>
<tr>
<td>M(E/G)-3PX</td>
<td>32 in</td>
<td>812 mm</td>
<td>34.5 in - without flue</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>35.8 in - with flue (gas models)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>909mm - with flue (gas models)</td>
</tr>
</tbody>
</table>

* Height not including caster
** Without grease buckets.
2 Platen Dimensions Specification

Model: M(E/G)-2P

<table>
<thead>
<tr>
<th>Model</th>
<th>Height*</th>
<th>Width**</th>
<th>Depth</th>
</tr>
</thead>
<tbody>
<tr>
<td>M(E/G)-2P</td>
<td>32 in</td>
<td>812 mm</td>
<td>34.5 in - without flue, 876 mm - without flue</td>
</tr>
<tr>
<td></td>
<td></td>
<td>24 in</td>
<td>35.8 in - with flue (gas models), 909 mm - with flue (gas models)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>610 mm</td>
<td></td>
</tr>
</tbody>
</table>

* Height not including caster  
** Without grease buckets.
1 Platen Dimensions Specification

Model: M(E/G)-1P

<table>
<thead>
<tr>
<th>Model</th>
<th>Height*</th>
<th>Width**</th>
<th>Depth***</th>
</tr>
</thead>
<tbody>
<tr>
<td>M(E/G)-1P</td>
<td>32 in</td>
<td>812 mm</td>
<td>34.5 in - without flue</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>35.8 in - with flue (gas models)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>876 mm - without flue</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>909 mm - with flue (gas models)</td>
</tr>
</tbody>
</table>

* Height not including caster
** Without grease buckets
## Electrical Input Specification - WYE, (CE - gas models)

<table>
<thead>
<tr>
<th>MG-1P CE Models (gas)</th>
<th>Volts 3N”(WYE) 50/60Hz</th>
<th>Total Current (A)</th>
<th>L1</th>
<th>L2</th>
<th>L3</th>
<th>Power (kW)</th>
</tr>
</thead>
<tbody>
<tr>
<td>220V/380V</td>
<td>12.1</td>
<td>4.7</td>
<td>0.1</td>
<td>3.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>230V/400V</td>
<td>11.3</td>
<td>4.7</td>
<td>0.1</td>
<td>3.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>240V/415V</td>
<td>11.3</td>
<td>4.7</td>
<td>0.1</td>
<td>3.4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## MG-2P CE Models (gas)

<table>
<thead>
<tr>
<th>MG-3PX CE Models (gas)</th>
<th>Volts 3N”(WYE) 50/60Hz</th>
<th>Total Current (A)</th>
<th>L1</th>
<th>L2</th>
<th>L3</th>
<th>Power (kW)</th>
</tr>
</thead>
<tbody>
<tr>
<td>220V/380V</td>
<td>15.6</td>
<td>15.6</td>
<td>15.9</td>
<td>10.0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>230V/400V</td>
<td>15.0</td>
<td>15.0</td>
<td>15.3</td>
<td>10.1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>240V/415V</td>
<td>15.0</td>
<td>15.0</td>
<td>15.3</td>
<td>10.1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Electrical Input Specification - Delta (gas models)

<table>
<thead>
<tr>
<th>MG-1P Models (gas)</th>
<th>Volts 3N”(DELTA) 50/60Hz</th>
<th>Total Current (A)</th>
<th>L1</th>
<th>L2</th>
<th>L3</th>
<th>Power (kW)</th>
</tr>
</thead>
<tbody>
<tr>
<td>200V</td>
<td>13.9</td>
<td>16.6</td>
<td>4.8</td>
<td>3.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>208V</td>
<td>13.5</td>
<td>16.2</td>
<td>4.9</td>
<td>3.5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>220V</td>
<td>12.1</td>
<td>14.6</td>
<td>4.8</td>
<td>3.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>230V</td>
<td>11.3</td>
<td>13.8</td>
<td>4.8</td>
<td>3.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>240V</td>
<td>11.3</td>
<td>13.8</td>
<td>4.8</td>
<td>3.4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## MG-2P Models (gas)

<table>
<thead>
<tr>
<th>MG-3PX Models (gas)</th>
<th>Volts 3N”(DELTA) 50/60Hz</th>
<th>Total Current (A)</th>
<th>L1</th>
<th>L2</th>
<th>L3</th>
<th>Power (kW)</th>
</tr>
</thead>
<tbody>
<tr>
<td>200V</td>
<td>29.5</td>
<td>29.8</td>
<td>29.8</td>
<td>10.2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>208V</td>
<td>29.0</td>
<td>29.3</td>
<td>29.3</td>
<td>10.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>220V</td>
<td>26.8</td>
<td>27.1</td>
<td>27.1</td>
<td>10.1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>230V</td>
<td>25.7</td>
<td>26.0</td>
<td>26.0</td>
<td>10.2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>240V</td>
<td>25.3</td>
<td>25.6</td>
<td>25.6</td>
<td>10.1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## MG-Models (gas) - Front Heater Turn Off

<table>
<thead>
<tr>
<th>Model</th>
<th>Volts 3N”(DELTA) 50/60Hz</th>
<th>Total Current (A)</th>
<th>L1</th>
<th>L2</th>
<th>L3</th>
<th>Power (kW)</th>
</tr>
</thead>
<tbody>
<tr>
<td>MG-1P</td>
<td>200V</td>
<td>13.9</td>
<td>13.9</td>
<td>0.0</td>
<td>2.6</td>
<td></td>
</tr>
<tr>
<td>MG-2P</td>
<td>13.9</td>
<td>13.9</td>
<td>23.4</td>
<td>5.2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MG-3PX</td>
<td>23.4</td>
<td>23.4</td>
<td>23.4</td>
<td>7.9</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Electrical Input Specification - WYE (CE - electric models)

### ME-1P CE Models (electric)

<table>
<thead>
<tr>
<th>Model</th>
<th>Volts 3N”(WYE) 50/60Hz</th>
<th>Total Current (A)</th>
<th>Power(kW)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>L1</td>
<td>L2</td>
</tr>
<tr>
<td>1 Platen</td>
<td>220V/380V</td>
<td>12.1</td>
<td>15.3</td>
</tr>
<tr>
<td></td>
<td>230V/400V</td>
<td>11.3</td>
<td>15.1</td>
</tr>
<tr>
<td></td>
<td>240V/415V</td>
<td>11.3</td>
<td>14.7</td>
</tr>
</tbody>
</table>

### ME-2P CE Models (electric)

<table>
<thead>
<tr>
<th>Model</th>
<th>Volts 3N”(WYE) 50/60Hz</th>
<th>Total Current (A)</th>
<th>Power(kW)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>L1</td>
<td>L2</td>
</tr>
<tr>
<td>2P 1 Input</td>
<td>220V/380V</td>
<td>23.7</td>
<td>24.3</td>
</tr>
<tr>
<td></td>
<td>230V/400V</td>
<td>22.0</td>
<td>23.2</td>
</tr>
<tr>
<td></td>
<td>240V/415V</td>
<td>21.3</td>
<td>22.3</td>
</tr>
<tr>
<td>2P 2 Input Cord 1</td>
<td>220V/380V</td>
<td>15.3</td>
<td>13.8</td>
</tr>
<tr>
<td></td>
<td>230V/400V</td>
<td>15.1</td>
<td>13.8</td>
</tr>
<tr>
<td></td>
<td>240V/415V</td>
<td>14.7</td>
<td>13.8</td>
</tr>
<tr>
<td>2 Platen 2 Input Cord 2</td>
<td>220V/380V</td>
<td>13.8</td>
<td>12.1</td>
</tr>
<tr>
<td></td>
<td>230V/400V</td>
<td>13.8</td>
<td>11.3</td>
</tr>
<tr>
<td></td>
<td>240V/415V</td>
<td>13.8</td>
<td>11.3</td>
</tr>
</tbody>
</table>

### ME-3PX CE Models (electric)

<table>
<thead>
<tr>
<th>Model</th>
<th>Volts 3N”(WYE) 50/60Hz</th>
<th>Total Current (A)</th>
<th>Power(kW)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>L1</td>
<td>L2</td>
</tr>
<tr>
<td>3PX 1 Input</td>
<td>220V/380V</td>
<td>35.1</td>
<td>35.1</td>
</tr>
<tr>
<td></td>
<td>230V/400V</td>
<td>33.2</td>
<td>33.2</td>
</tr>
<tr>
<td></td>
<td>240V/415V</td>
<td>32.1</td>
<td>32.1</td>
</tr>
<tr>
<td>3PX 2 Input Cord 1</td>
<td>220V/380V</td>
<td>15.3</td>
<td>13.8</td>
</tr>
<tr>
<td></td>
<td>230V/400V</td>
<td>15.1</td>
<td>13.8</td>
</tr>
<tr>
<td></td>
<td>240V/415V</td>
<td>14.7</td>
<td>13.8</td>
</tr>
<tr>
<td>3PX 2 Input Cord 2</td>
<td>220V/380V</td>
<td>24.3</td>
<td>25.5</td>
</tr>
<tr>
<td></td>
<td>230V/400V</td>
<td>23.2</td>
<td>25.0</td>
</tr>
<tr>
<td></td>
<td>240V/415V</td>
<td>22.3</td>
<td>24.8</td>
</tr>
<tr>
<td>3PX 3 Input Cord 1</td>
<td>220V/380V</td>
<td>15.3</td>
<td>13.8</td>
</tr>
<tr>
<td></td>
<td>230V/400V</td>
<td>15.1</td>
<td>13.8</td>
</tr>
<tr>
<td></td>
<td>240V/415V</td>
<td>14.7</td>
<td>13.8</td>
</tr>
<tr>
<td>3PX 3 Input Cord 2</td>
<td>220V/380V</td>
<td>12.1</td>
<td>15.3</td>
</tr>
<tr>
<td></td>
<td>230V/400V</td>
<td>11.3</td>
<td>15.1</td>
</tr>
<tr>
<td></td>
<td>240V/415V</td>
<td>11.3</td>
<td>14.7</td>
</tr>
<tr>
<td>3PX 3 Input Cord 3</td>
<td>220V/380V</td>
<td>13.8</td>
<td>12.1</td>
</tr>
<tr>
<td></td>
<td>230V/400V</td>
<td>13.8</td>
<td>11.3</td>
</tr>
<tr>
<td></td>
<td>240V/415V</td>
<td>13.8</td>
<td>11.3</td>
</tr>
</tbody>
</table>
### Electrical Input Specification - Delta (electric models)

#### ME-1P Models (electric)

<table>
<thead>
<tr>
<th>Model</th>
<th>Volts 3L (DELTA) 50/60Hz</th>
<th>Total Current (A)</th>
<th>Power(kW)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>L1</td>
<td>L2</td>
</tr>
<tr>
<td>1 Platen</td>
<td>200V</td>
<td>23.5</td>
<td>24.6</td>
</tr>
<tr>
<td></td>
<td>208V</td>
<td>23.2</td>
<td>24.3</td>
</tr>
<tr>
<td></td>
<td>220V</td>
<td>21.5</td>
<td>22.8</td>
</tr>
<tr>
<td></td>
<td>230V</td>
<td>20.7</td>
<td>22.3</td>
</tr>
<tr>
<td></td>
<td>240V</td>
<td>20.6</td>
<td>22.0</td>
</tr>
</tbody>
</table>

#### ME-2P Models (electric)

<table>
<thead>
<tr>
<th>Model</th>
<th>Volts 3L (DELTA) 50/60Hz</th>
<th>Total Current (A)</th>
<th>Power(kW)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>L1</td>
<td>L2</td>
</tr>
<tr>
<td>2P 1 Input</td>
<td>200V</td>
<td>46.9</td>
<td>46.5</td>
</tr>
<tr>
<td></td>
<td>208V</td>
<td>45.7</td>
<td>45.3</td>
</tr>
<tr>
<td></td>
<td>220V</td>
<td>41.1</td>
<td>41.1</td>
</tr>
<tr>
<td></td>
<td>230V</td>
<td>38.1</td>
<td>38.8</td>
</tr>
<tr>
<td></td>
<td>240V</td>
<td>37.0</td>
<td>37.8</td>
</tr>
</tbody>
</table>

#### ME-3PX Models (electric)

<table>
<thead>
<tr>
<th>Model</th>
<th>Volts 3L (DELTA) 50/60Hz</th>
<th>Total Current (A)</th>
<th>Power(kW)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>L1</td>
<td>L2</td>
</tr>
<tr>
<td>3PX 2 Input Cord 1</td>
<td>200V</td>
<td>24.5</td>
<td>24.3</td>
</tr>
<tr>
<td></td>
<td>208V</td>
<td>24.2</td>
<td>24.0</td>
</tr>
<tr>
<td></td>
<td>220V</td>
<td>22.7</td>
<td>22.2</td>
</tr>
<tr>
<td></td>
<td>230V</td>
<td>22.2</td>
<td>21.3</td>
</tr>
<tr>
<td></td>
<td>240V</td>
<td>21.9</td>
<td>20.8</td>
</tr>
<tr>
<td>3PX 2 Input Cord 2</td>
<td>200V</td>
<td>46.9</td>
<td>46.6</td>
</tr>
<tr>
<td></td>
<td>208V</td>
<td>45.7</td>
<td>45.4</td>
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<td></td>
<td>220V</td>
<td>41.1</td>
<td>41.2</td>
</tr>
<tr>
<td></td>
<td>230V</td>
<td>38.1</td>
<td>38.9</td>
</tr>
<tr>
<td></td>
<td>240V</td>
<td>37.0</td>
<td>37.9</td>
</tr>
</tbody>
</table>
## Gas Input Specification

**Gas Grills, 1, 2 & 3 Platen North America - all CSA models.**

<table>
<thead>
<tr>
<th>GAS GROUP</th>
<th>GAS</th>
<th>MAX INPUT (NET) PER BURNER (BTU/H)</th>
<th>TOTAL INPUT RATING (BTU/H)</th>
<th>INJECTOR SIZE (mm)</th>
<th>SUPPLY PRESSURE (IN W.C.)</th>
<th>BURNER MANIFOLD PRESSURE (IN W.C.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Platen</td>
<td>NATURAL GAS</td>
<td>12,500</td>
<td>20,000</td>
<td>1.5mm</td>
<td>7.0&quot; WC</td>
<td>4.0&quot; WC</td>
</tr>
<tr>
<td></td>
<td>PROPANE</td>
<td></td>
<td>20,000</td>
<td>1.2mm</td>
<td>11.0&quot; WC</td>
<td></td>
</tr>
<tr>
<td>2 Platen</td>
<td>NATURAL GAS</td>
<td>40,000</td>
<td>40,000</td>
<td>1.5mm</td>
<td>7.0&quot; WC</td>
<td>11.0&quot; WC</td>
</tr>
<tr>
<td></td>
<td>PROPANE</td>
<td></td>
<td></td>
<td>1.2mm</td>
<td>11.0&quot; WC</td>
<td></td>
</tr>
<tr>
<td>3 Platen</td>
<td>NATURAL GAS</td>
<td>60,000</td>
<td>60,000</td>
<td>1.5mm</td>
<td>7.0&quot; WC</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PROPANE</td>
<td></td>
<td></td>
<td>1.2mm</td>
<td>11.0&quot; WC</td>
<td></td>
</tr>
</tbody>
</table>

### Input Specification - All CE Models.

<table>
<thead>
<tr>
<th>GAS GROUP</th>
<th>MAX INPUT (NET) PER BURNER (kW)</th>
<th>TOTAL INPUT RATING (kW)</th>
<th>INJECTOR SIZE (mm)</th>
<th>BURNER PRESSURE (mbar)</th>
<th>FAN SPEED SETTING (RPM)</th>
</tr>
</thead>
<tbody>
<tr>
<td>G20</td>
<td>2.93</td>
<td>5.86kW</td>
<td>1.5mm</td>
<td>10mbar (4.0&quot; WC)</td>
<td>10,000</td>
</tr>
<tr>
<td>G25</td>
<td>2.93</td>
<td>5.86kW</td>
<td>1.5mm</td>
<td>13.7mbar (5.5&quot; WC)</td>
<td></td>
</tr>
<tr>
<td>G31</td>
<td>2.93</td>
<td>5.86kW</td>
<td>1.2mm</td>
<td>10mbar (4.0&quot; WC)</td>
<td></td>
</tr>
</tbody>
</table>

For G31 propane gas, the unit has been set at the factory for a 37mbar supply pressure. A factory authorized service technician must adjust the unit if a 30mbar or 50mbar supply pressure is used.

### Country Gas Category

<table>
<thead>
<tr>
<th>COUNTRY</th>
<th>GAS CATEGORY</th>
<th>GAS TYPE</th>
<th>SUPPLY PRESSURE (mbar)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AT, CH, CY, CZ, DK, EE, ES, FI, FR, GB, GR, HR, IE, IT, LT, LU, LV, NL, NO, PT, RO, SE, SI, SK, TR</td>
<td>I2H</td>
<td>G20</td>
<td>20</td>
</tr>
<tr>
<td>HU</td>
<td>I2H</td>
<td>G20</td>
<td>25</td>
</tr>
<tr>
<td>DE, LU, PL, RO</td>
<td>I2E</td>
<td>G20</td>
<td>20</td>
</tr>
<tr>
<td>BE</td>
<td>I2E(R)</td>
<td>G20</td>
<td>20</td>
</tr>
<tr>
<td>FR</td>
<td>I2E(r)</td>
<td>G20/G25</td>
<td>20/25</td>
</tr>
<tr>
<td>FR, NL</td>
<td>I2L</td>
<td>G25</td>
<td>25</td>
</tr>
<tr>
<td>RO</td>
<td>I2L</td>
<td>G25</td>
<td>20</td>
</tr>
<tr>
<td>FI, HU, NL, RO</td>
<td>I3P</td>
<td>G31</td>
<td>30</td>
</tr>
<tr>
<td>BE, CH, CZ, ES, FR, GB, GR, HU, IE, IT, LT, NL, PL, PT, SI, SK, HR</td>
<td>I3P</td>
<td>G31</td>
<td>37</td>
</tr>
<tr>
<td>AT, BE, CH, CZ, DE, ES, FR, GB, GR, HU, NL, SK</td>
<td>I3P</td>
<td>G31</td>
<td>50</td>
</tr>
</tbody>
</table>

### Final Elevation Ranges (ft)

<table>
<thead>
<tr>
<th>Final Elevation Ranges (ft)</th>
<th>Change Within Each Range (ft)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Elevation 0 to 4500</td>
<td>4500</td>
</tr>
<tr>
<td>Elevation Range 1 4501 to 7000</td>
<td>2499</td>
</tr>
<tr>
<td>Elevation Range 2 7001 to 9500</td>
<td>2499</td>
</tr>
<tr>
<td>Elevation Range 3 9501 to 12000</td>
<td>2499</td>
</tr>
</tbody>
</table>

Standard elevation is 0 – 4500 feet for all gas types.

Elevation ranges 1 to 3 will only be available for natural gas, G20, propane gas and G31 (ie: G25, 13A and LPG are not included).
STOP! - Follow the instructions below to safely and easily remove unit from packaging skid.
Unit very heavy Personal Protective Equipment (PPE) required.

Removing Grill From Wood Crate.

1. PACKAGING IS DIVIDED IN TWO PARTS, CARDBOARD BOX AND THE WOOD SKID.

2. REMOVE AND DISCARD THE CARDBOARD BOX COVERING THE UNIT.

Tools required.

3. REMOVE AND DISCARD THE TWO (2) WOOD BLOCKS LOCKING EACH OF THE FRONT CASTER. **NOTE:** ENSURE FRONT CASTER BRAKES ARE ON WHILE BLOCK ARE BEEN REMOVED.

4. RELEASE THE FRONT CASTER BRAKES AND PUSH UNIT FORWARD OFF OF THE SKID. ENSURE THAT THE UNIT ROLLS STRAIGHT AS IT IS BEING MOVED.
Transporting Grill To Location.

Transporting your new grill to the kitchen requires the following criteria.

- Plan first before anything else. Lower your risk of encountering problems during the transport process.
- Understand brake caster mechanism to apply or release when requires.
- Keep top platen down during transportation.
- Match transportation speed to conditions.
- Turn downhill, not uphill, if stability becomes uncertain on slope or ramp.
- Push/pull the grill by the towel bar straight even with the gentle slope.
- Do not push/pull diagonally across it.
- Do not push/pull by conduit or platen arm.
- One (1) platen model is narrow, take extra care for slope and ramp. If slope or ramp is greater than ±10° there is potential that the grill will tip-over, ask for help and use the proper techniques transporting the grill.

Location.

The location selected for the equipment must meet the following criteria. If any of these criteria are not met, select another location.

- The location MUST be level and capable of supporting the weight of the equipment:
  - 3 platen - 238.1 kg (525 lbs) approximately.
  - ME-3PX - 412.8 kg (910 lbs) final package, approximately.
  - 2 platen - 165.6 kg (365 lbs) approximately.
  - 1 platen - 154.2 kg (340 lbs) approximately.
- The location MUST be free from and clear of combustible materials.
- Equipment MUST be level both front to back and side to side.
- Position the equipment so it will not tip or slide.
- The air temperature must be at least 40°F (4.4°C) must not exceed 110°F (43.3°C).
- Proper air supply for ventilation is REQUIRED AND CRITICAL for safe and efficient operation. Refer to Clearance Requirements chart.
- Do not obstruct the flow of ventilation air. Make sure the air vents of the equipment are not blocked

- The location must not be near heat-generating (broiler, dishwashers, etc) equipment or in direct sunlight and must be protected from weather.
- Do not install the equipment directly over a drain. Steam rising up out of the drain will adversely affect operation, air circulation, and damage electrical / electronic components.
- Do not store anything on top of a unit.

Clearance Requirements

- See section 1, platen dimensions specification for more details.

Leveling.

Position the unit under the hood and in its normal operational position to prevent warping of the grill plate & optimize cooking performance.

- Adjust the unit by turning the casters clockwise to raise the unit and counterclockwise to lower the unit.
- Adjust the casters until the grill plate is level and at the proper height.
- Grill must be level front to back, side to side and diagonally. This leveling must be done with the unit under the hood and it’s normal operation.
- Tighten the lock nut on each caster tightly against the bottom of the unit.
- When the unit is in place, lock the front casters to prevent movement.
- Lock the casters from swiveling to facilitate moving the unit straight in and out for cleaning.

Exhaust Hood Requirements.

1. Install the equipment under an Exhaust Hood.
2. The exhaust hood must extend over the exhaust ports and meet the following requirements:
   A. The exhaust hood must be sized for the cumulative ventilation requirements of all the appliances in the area under the hood.
   B. If an existing hood cannot be used, a new one must be constructed over the equipment.
   C. When determining hood size; include clearances.
3. For more information see Hood height adjustment, on section 3.

NOTE: Always turn ON the exhaust hood when the unit is running to prevent condensation in the unit.
Section 2 Installation

### Positioning.

The unit is very heavy and mechanical assistance may be required to lift and position the appliance.

The unit is designed to be installed on a smooth and level floor built to withstand the weight of the fully laden appliance.

The unit is pre-installed with casters for ease of mobility for cleaning and servicing. Take proper care to push or pull the grill and ensure the grill does not tip over.

### Appliances Equipped with Casters.

The unit is shipped with casters installed in place, some adjustment may be required to level the unit. The front and rear casters are adjustable, only the front casters have brakes.

Garland recommends installing restraining chains/cables from the floor/wall to the rear of the unit. These restraints limit the mobility of the appliance.

### Casters Adjustment Procedure.

1. Ensure that the platen is in the down position, by pressing green button.

   
   ![Green light indicates that the Grill power is "ON"](image)

2. Turn power OFF using the main power switch.

   
   ![Green light indicates that the Grill power is "ON"](image)

Jacking up the grill will help the process for the caster adjustment, especially if the grill is new.

3. Place the jack into the frame of the grill right beside the caster and lift the grill only a 3 to 5 inches.

4. Note: on a single unit only the jack could be placed between the two casters.

**Warning:** Only use the jack on a solid, level surface such as concrete floor, for tile floor recommend to insert a piece of wood between or the tile will crack.

**Caution:** The SSRB Heatsink assembly is located underneath the grill care full not to place the jack in that area.

---

**MAX. 42°**

**Max. Floor Clearance**

8.828in [224mm]

**Min. Floor Clearance**

3.140in [80mm]

**Max. Floor Clearance**

8.828in [224mm]

**Min. Floor Clearance**

3.140in [80mm]

**Caster Height**

Min. 5.996in [152mm]

Max. 11.684in [297mm]

**Work Height**

Min. 29.875in [759mm]

Max. 35.563in [903mm]
5. Measure the height of the cook surface from the floor. Based on this height, calculate and determine how many inches to retract each caster from the grill.

**Example:** if measurement from cook surface from floor is 30", and you want to have the cook surface at 32", then retract each caster 2".

**McDonald's Hood Type**

<table>
<thead>
<tr>
<th>McDonald's Hood Type</th>
<th>Cook Surface Height (inches)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universal Hood - Grill Only</td>
<td>33</td>
</tr>
<tr>
<td>Universal Hood - Combination Grill + Fryer</td>
<td>31</td>
</tr>
<tr>
<td>GSC Hood</td>
<td>30</td>
</tr>
<tr>
<td>GG Hood</td>
<td>30</td>
</tr>
<tr>
<td>92 Series Hood</td>
<td>30</td>
</tr>
<tr>
<td>80 Series/A Class</td>
<td>30</td>
</tr>
</tbody>
</table>

For McDonald's, the cook surface height needs to be based on the hood type that is in the restaurant, where the grill is being setup/installed (see chart above).

6. Turn the caster threaded stem to set height, do not adjust more than 2 inches per caster adjustment, repeat process to each caster.

7. Adjust the two front casters first and then the two rear ones.

Beware of the red mark in the threaded stem to indicated the maximum adjustment.

8. When all the caster are approximately at the same height, remove the jack and turn power ON using the main switch.

9. Press the green button to place the platen is in the up position.

10. Place the levelling device on top of the grill to make horizontal and vertical surface adjustment.

11. Move the Jam Nut up to the top, do not tight the nut yet. If the grill is uneven gently place a pump pliers in the lower part of the threaded stem and turn it clockwise or counterclockwise to increase or decrease the height of the grill to level the grill according to the levelling tool reading.

12. Turn the wheel straight ahead of the grill as shown in the picture above, then lock the swivel motion with the pin. Once the swivel motion is locked, it may need a slight adjustment to get casters aligned front to back with the locking pin still engaged.
**Section 2**

13. Tighten the jam nut to lock the position of the caster. This should be done with 2 wrenches to ensure the caster alignment remained straight.

**IMPORTANT POINTS TO REMEMBER**

a. You may not be able to get the grill 100% level, but it’s important that the grill is not rocking.

b. It is important to leave lock all the swivel motion with the locking pin in order to move the grill back and forth during clean area behind grill and rear of grill period.

c. Do not power wash or vapor steam casters. Spray degreaser cleaner and use a rag/towel to clean.

d. Do not wrench the nut above the caster wheel.

e. Apply all caster wheel brakes when the grill is positioned in its intended place (parked).

f. Install the Securing Stabilizer Grill System (1 platen models only)

g. Ensure a minimum of 1” clearance between the hood and the uppermost position of the platen arm. For more information see *Hood height adjustment, on section 3.*

**Securing Stabilizer Grill System (1 platen models only).**

Stabilizer system will help prevent the grill from tipping-over within a range of $0^\circ$ to $10^\circ$ degrees angle perpendicular to the front of the unit.

1. Proceed and complete Caster Adjustment Procedure as mentioned above.

2. Lower the stabilizing arms, (total of four (4) arms located beside the side panels) until the arms touch the floor.

3. Raise each arm 0.25” (6.4mm) off the floor and secure the arm with the bolt on the side of each arm, as shown below.

**NOTE: UNDER NO CIRCUMSTANCES SHOULD YOU REMOVE THE STABILIZER SYSTEM FROM GRILL.**

**Remove Stainless Steel Plastic Film Cover.**

Removing this film is one of the things that must be done once the Grill is in place. The film covers both internal and external components (e.g. side panels, grease shield) and must be removed before turning the grill on.

1. Using a plastic scraper, wedge the film away from the stainless steel.

2. Grasp and pull the film very gently away from the stainless steel.

**Temporary Storage**

Garland provides adequate protection under normal conditions in transit and storage. The grill may need additional protection if it is stored near salt water, a tropical area, or other unfavorable conditions. Please contact Garland immediately if these conditions occur.

**Gas Connector Requirements.**

- Installation shall be made with the gas connector that has been supplied with the grill or a similar approved connector. The quick disconnect fitting and gas shut off valve must be installed in the direction indicated on their outer body.

- **NOTE:** When checking gas pressure, be sure that all other equipment on the same gas line is on.

- The appliance and its individual shut-off valve must be disconnected from the gas supply piping system during any pressure testing of that system pressures in excess of $\frac{1}{2}$ PSIG (3.45kPa).

- Adequate clearance must be provided for servicing and proper operation.

- A restraining device must be installed when a flexible gas hose is used.
National Codes Requirements.

- The type of gas for which the grill is equipped is stamped on the serial plate mounted on the lower left corner of the right panel. Connect a grill to the gas type stamped on the data plate only.
- The installation must conform to the National Fuel Gas Code ANSI Z223.1-1998 or latest edition, NFPA No. 54 – latest edition and National Electrical Code ANSI/NFPA 70-1990 or latest edition and/or local code to assure safe and efficient operation. In Canada, the installation must comply with CSA B149.1 and local codes where applicable.

Installation store responsibilities.

- The front Casters on the appliance are equipped with brakes to limit the movement of the appliance without placing any strain on the connector or quick disconnect device or its associated piping.
- Please be aware: required restraint is attached to a bracket, (which is located on the front of the grill, underneath, closest to the gas connection) and if disconnection of the restraint is necessary, be sure to reconnect the device after the appliance has been returned to its original position.
- “Adequate clearance must be provide for air opening into the combustion chamber, and for proper servicing”
- Not intended to be installed adjacent to combustible walls or on combustible floors.
- Ensure grill has been installed by a competent trained installation person.
- Ensure store readiness of utilities, product & personnel.
- Contacting your local Garland Factory Authorized Service Center for a startup date.
- Participate in the startup to ensure a successful startup and familiarity with the grill.
- Conduct training with your crew personnel to ensure maximum utilization of the grill. Once the installation is complete as per the procedures below, a factory authorized service company MUST startup the grill according to Garland Commercial Ranges startup standards.

Restraining device installation Procedure.

1. Shutoff main gas line valve and disconnect the quick-disconnect gas line device before the following installation.
2. Attach the bracket to a stud in the wall.
3. Locate the area in the frame on front of the grill underneath, to place the eye-bolt. Closest to the gas connection
4. For model one (1) platen grill gas. Discard nylon lock nut of the eye-bolt and screw it underneath of the front panel above the gas line (Figure A), tighten eye-bolt jam nut to secure it in place.
5. For model two & three (2&3) platen grill gas. Slide the eye-bolt through the hole and place the nylon lock nut on the inside frame and tighten securely (Figure B).
6. Attach one of the spring-loaded hook to the bracket on the wall and the other end to the eye-bolt (grill). Adjust the proper distance of the cable (1) and tighten both clamps (2) to secure both cables.

7. Test straining cable by moving the grill; movement of the grill must not place any strain on the connector or quick disconnect device or its associated piping.

“Desi Pak” bags from the grill.

- Desi Pak bags are only intended to be left inside the grill during shipment and equipment storage. Desi Pak are designed to protect the electronic components by controlling humidity levels within the equipment.
- Garland highly recommends these bags remain in the equipment while the grills are in storage or not in operation.

Removing “Desi Pak” bags from the grill.

1. Turn the clamshell grill Green Power Main Switch OFF. (green light off)

2. Using a 5/16” socket, remove the 5 screws from the top rear panel. Store screws in a safe place.

3. Using a 5/16” socket, remove the 4 screws from the bottom rear panel. Store screws in a safe place, be very careful with the wires and connectors. Remove the “Desi Pak” bag and discard.

4. Reinstall covers and tighten the screws.

Gas Connections, and Pipe Sizing.

- The size of the gas line is very important. If the line is too small, the gas pressure at the burner manifold will be low. This will cause slow recovery and delayed ignition. The incoming gas pressure line should be a minimum of 1-1/2”. A 2+1 single chassis platen grill requires a 3/4” connection and a 1platen grill requires a 1/2” connection. The 2platen grill can have either a 1/2” or 3/4” connection.
- Before connecting new pipe the pipe must be blown out to dispose of any foreign particles. These particles will cause improper operation.
- When using thread compound, use small amounts on male threads only. Use a compound that is not affected by the chemical action of LP gases. Avoid applying compound to the first two threads to prevent clogging of the burner orifices and control valve.
- Have the installer check all gas plumbing with a soap solution for leaks. DO NOT USE matches, candles or other ignition sources in checking for leaks.
- Check the data plate to determine the proper type of gas before connecting the quick disconnect or piping from the building gas supply.
- An incoming gas pressure test nipple is provided on the incoming gas manifold for pressure checks.
- Minimum incoming gas pressure for Natural Gas is 6” W.C. Maximum incoming gas pressure for Natural Gas is 14” W.C.
Mennekes 7 Pins Option.

<table>
<thead>
<tr>
<th>Inlet</th>
<th>Pins</th>
<th>Intended Load</th>
<th>Connected to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mennekes 7 Pins</td>
<td>1,2,3,4,GND</td>
<td>Grill and Platen Heaters 3N~ 380/400/415V Refer to load table for amperages 50/60Hz</td>
<td>Power Terminal Block L1,L2,L3,N, GND</td>
</tr>
<tr>
<td>16A Socket for 1P units 32A Socket for 2P units</td>
<td>5,6</td>
<td>Interlock Contactor coil 7A · 415VAC Max.</td>
<td>Control Terminal Block BLK &amp; RED</td>
</tr>
</tbody>
</table>

MENNEKES 7 PIN OPTION

MENNEKES INLET: 7 POLES 6h 3N~ 380/400/415V 50/60Hz

[Diagram of Mennekes 7 Pin Option with labels for L1, L2, L3, N, GND, and terminals for power and control blocks]
Section 2

Power Supply Terminal Block Diagram.

1. Delta Power Supply terminal block.

   Note: ensure all wires has terminal pin installed and crimped to each wire end.

2. WYE Power Supply terminal block.

<table>
<thead>
<tr>
<th>Terminal</th>
<th>Color</th>
</tr>
</thead>
<tbody>
<tr>
<td>L1</td>
<td>black</td>
</tr>
<tr>
<td>L2</td>
<td>red</td>
</tr>
<tr>
<td>L3</td>
<td>blue</td>
</tr>
<tr>
<td>N</td>
<td>white</td>
</tr>
<tr>
<td>E</td>
<td>yellow / green</td>
</tr>
</tbody>
</table>

DELTA CONNECTION MODELS

<table>
<thead>
<tr>
<th>ME-1P</th>
<th>ME-2P</th>
<th>MG-1P</th>
<th>MG-2P</th>
<th>MG-3PX</th>
</tr>
</thead>
<tbody>
<tr>
<td>L1</td>
<td>L2</td>
<td>L3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

WYE CONNECTION MODELS

<table>
<thead>
<tr>
<th>ME-1P</th>
<th>ME-2P(1 INPUT)</th>
<th>ME-3PX(1 INPUT)</th>
<th>ME-2P(2 INPUTS)</th>
<th>ME-3PX(2 INPUTS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>L1</td>
<td>L2</td>
<td>L3</td>
<td>L1</td>
<td>L2</td>
</tr>
<tr>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
</tbody>
</table>

ME-3PX(3 INPUTS)

<table>
<thead>
<tr>
<th>ME-1P</th>
<th>ME-2P</th>
<th>MG-1P</th>
<th>MG-2P</th>
<th>MG-3PX</th>
</tr>
</thead>
<tbody>
<tr>
<td>L1</td>
<td>L2</td>
<td>L3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>N</td>
<td>N</td>
<td>N</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E</td>
<td>E</td>
<td>E</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Power Interlock Terminal Block Diagram.

### WYE Connection Models Interlock Convert

<table>
<thead>
<tr>
<th>Factory Installed Status (No Interlock)</th>
<th>Convert to 3 Wire Type Interlock</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 Phase Power Terminal Block</td>
<td>Remove blue and white wires from</td>
</tr>
<tr>
<td>Control Terminal Block</td>
<td>3 phase power terminal block (L3)</td>
</tr>
<tr>
<td>Ground Yellow/Green</td>
<td>and N) connect to interlock terminal block</td>
</tr>
<tr>
<td>EMC Filter</td>
<td>Ground Yellow/Green</td>
</tr>
<tr>
<td>Installed wires connect to grill</td>
<td>White</td>
</tr>
<tr>
<td>Control contactor &amp; main power switch</td>
<td>Blue</td>
</tr>
</tbody>
</table>

### Delta Connection Models Interlock Options

<table>
<thead>
<tr>
<th>5 Wires Type Hood Interlock USA/Canada/...</th>
<th>3 Wires Type Interlock Japan/...</th>
<th>No Interlock</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ground Yellow/Green</td>
<td>L1 L2 L3</td>
<td>L1 L2 L3</td>
</tr>
<tr>
<td>Control Terminal Block</td>
<td>Installed wires connect to grill</td>
<td>Factory install wires from</td>
</tr>
<tr>
<td>Control contactor &amp; main power switch</td>
<td>Control terminal block</td>
<td>3 phase power</td>
</tr>
<tr>
<td></td>
<td></td>
<td>terminal block</td>
</tr>
<tr>
<td></td>
<td></td>
<td>to control terminal block</td>
</tr>
</tbody>
</table>

Part # GAR_SM_4602175 — Rev 02
Part # GAR_SM_4602175 — Rev 02

- Minimum incoming gas pressure for Propane is 10” W.C. Maximum incoming gas pressure for Propane is 23” W.C.
- Burner operating gas pressure can be checked at the outlet side of the gas valve at the pressure test point.
- Refer to “Gas Input Specification Chart” for correct burner manifold pressure based on gas type.
- To adjust the burner pressure:
  a. remove the sealing screw from the pressure spigot on the outlet side of the gas valve and connect a manometer.
  b. remove the sealing cap on the gas valve regulator.
  c. turn on both burners in that lane and set the pressure by turning the regulator screw.
  d. turn off the grill, remove the manometer and re-fit the sealing screw on the pressure spigot and regulator.
  e. test those connections for leaks.
  f. these procedures must be done by a qualified technician only.
- Gas pressures should be checked by the local Gas Company or an authorized service agency only.
- Test all piping and connections for gas leaks. A rich soap solution should be used for this purpose. Never use a flame. If inside unit, protect electronic components/boards before leak testing with soap solution.
- The appliance must be isolated from the gas supply piping system by closing its individual manual shut-off valve during any pressure testing of the gas supply piping system at test pressures equal to or greater than ½ psi (3.5 kPa).
- If included, install the quick-disconnect gas hose to the inlet fitting on the underside of the grill. Remove dust cap from the male coupler and snap the quick-disconnect fitting on the gas hose assembly onto the male coupler.
- Ensure the sleeve snaps fully forward against the retaining ring.
- With the manual shut-off valve closed, and gas hose assembly disconnected from the unit install the other end of the hose to the gas supply.
- Attached Shut-Off sticker as shown below:

---

**Snorkel Box Installation**

- Remove snorkel box and screws from carton.
- Place the snorkel box in place as shown in the picture below.
- Using a 5/16” socket, install the 2 screws in place and tighten screws.
- A quantity of 2 snorkel boxes should be installed per lane. Picture below shows a 1 platen grill.
- Follow the next upper rear flue panel installation instruction if required.

---

**Electrical Connection**

⚠️ Warning

Disconnect power supply before starting this procedure.

- All electrically operated appliances must be electrically grounded in accordance with local codes; or in the absence of local codes, with the latest edition of National Wiring Regulations. A wiring diagram is located on the rear panel of the grill. See rating serial plate mounted on the lower left corner of the right panel for proper voltages.
- The entry point for the electrical connection is located on the rear of the appliance.
- **Do not** cut or remove the grounding prong from the plug.
- Adequate means of disconnection of the supply must be provided.
- It is recommended to allow enough slack on the electrical cord to allow the appliance to be pulled out for proper cleaning and maintenance.
**Flue Upper Rear Panel Install Instruction.**

Install flue box to the back of grill for all gas grill models only (if required).

1. Remove the flue assembly from the accessory box.

2. Loosen three screws, two turns counterclockwise.

3. Place hemmed flange of flue box over top edge of griddle rear backsplash.

4. Re-tighten lower three screws.

Installation completed.
One & Two Platen Connections Procedure.
The feature clamshell 1 & 2 platen grill have the option to attach them together. The important thing here is to connect on brackets and secure them to form one grill. A single grill could be attached to the right or left side of the double grill to suit your own preference.

- Make sure you read the instruction through completely before you start to put the unit together.

- Below shown the parts need it to connect two grills together (parts not to scale).

- Bracket are located on the lower part of the side panel, bracket could be located on right or on the left panel, according to configuration selected. Picture below shown the bracket located on the right side panel of the single unit.

- Connect the bracket as per instruction below. Do not place your hand or your finger while making the connection.

- Place the pin “a” into the brackets “b”, then place the cotter pin in place.

- Place near bracket “c” to bracket “b” and slide it through the pin.

---

a = F792 : HITCH PIN + CLEVIS  
b = 4600433 : TWO & ONE MTG BRACKET  
c = 4600432 : TWO & ONE RCVR MTG BRACKET  
d = 4600417 : GREASE DWR SLIDE MID - WG  
e = 8003128 : 10-24 X 1/2IN TH PHIL MS
• Make sure to make the front & back bracket connection simultaneously.

• Insert the grease drawer slide between the grills, this bracket is set to lock the grills together. Tilt the bracket.

• Insert the grease drawer slide between the grills, this bracket is set to lock the grills together. Tilt the bracket.

• Tilt the front bracket down. Insert the front bracket slot into the pin. Use a flashlight to ensure the connection of both front pins are all way in.

• Slide in grease drawer all the way up to the end.

Connection Brackets Installation:
• Braket with pin get install to the two platen grill, see diagram below.

• Place brackets side-by-side to see if the holes are not line up through the same center line, otherwise turn the bracket with pin 180 degree.

Safety List to Remember:
1. Do not move the grill with the platen up.
2. Keep fingers/hand away from brackets and between the grills.
3. Manipulate the grill through the towel bar only.
Install Release Material Sheets (Rear Loop Option).

In order to achieve proper cooking performance, ensure that the release material sheet is installed properly to the platen.

**List of Material:**
1. Release Material Locking Clips, use three (3) per platen
2. Release Material Rear Hook, use one (1) per platen
3. Release Material Sheet, use one (1) per platen

**Platen Release Material Sheet Installation Procedure**

1. Raise top platen, by pressing the green button.

2. Slide release material hook through the hemmed (tube) end of the release material sheet.

3. Hook the release material hook bar onto the anchor located at the rear of the platen.

4. Gently pull the release material sheet towards the front platen and then wrap the sheet around the front of platen and over the U bar, while holding the front end sheet, place the locking clip over the sheet and press into the rod.

5. Repeat the above procedure for the other two sides of release material sheet.

6. Check alignment and tightness of release material against the upper platen. Make adjustment if necessary.

Release Material should be replaced when:
- Product sticks to release material.
- Carbon builds up.
- A tear in the release material appears.
- Release material coating is worn off sheet.
**Startup Procedure.**

This Garland 1, 2 & 3-platen grill comes with a factory startup at no additional charge. A startup is required to take place BEFORE the unit is put into operation. It is the end-user responsibility to schedule the startup with their local Factory Authorized Service Agent. A factory startup is a comprehensive grill check in which a factory certified technician will document all final settings programmed in the controller once various other performance checks are complete. The estimated time to complete a startup is approximately 1.5 – 2 hours. Please keep in mind this estimated time when scheduling the startup. After hours or overtime is not covered under warranty and will be billed at a charge which is the difference between the Garland Reimbursement rate and the Factory Authorized Service Centers overtime charges. A factory startup is necessary to start the warranty period. The Authorized Service Center is required to complete the paperwork during the startup process, and send it to Garland Commercial Ranges for reimbursement. At the time of receipt, Garland will start the warranty period.

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**GARLAND CLAMSHELL GRILL START – UP FORM**

**ELECTRIC OR COMBINATION GAS / ELECTRIC**

**INSTRUCTION / OPERATIONAL CHECK**

**NOTE1:** CENTER(C) PLATEN should not be checked if ME-2P / MG-2P OR ME-3PX / MG-3PX.
**NOTE2:** RIGHT(R) & LEFT(L) PLATEN should not be fill if MG-1P)

---

**Product Cook Times  Beef Integrity Product**

<table>
<thead>
<tr>
<th>Manual Mode</th>
<th>OK</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

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Visit our [https://clamshell.garland-group.com](https://clamshell.garland-group.com) for Literature & Documentation

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Section 2
NOTE: Do not operate the unit without reading and understanding the safety requirements. Refer to the safety section at the front of this manual.

**Sequence of Operation**

After turning the power switch to “I” or ON position, the grill will go through initialization. If the upper platens are in the lowered position they will return to their raised upper position. This movement takes approximately 8 seconds.

The upper platen is lowered automatically, following the initiation of the cooking cycle, and the upper platen is raised automatically upon completion of the cooking cycle.

**Warning**

With two sided cooking, the area between the upper platen and the griddle plate should be regarded as a “danger zone.” During two sided cooking the operator must not be within this danger zone.

In two sided cooking, the upper platen remains in the lowered position by nature of its own weight. It is not locked down. It can be raised by lifting up on the handle on the front of the platen. Under no circumstances, other than safety, should the platen be manually opened more than the normal open position.

**Caution**

Lifting the platen manually over the normal open position is very dangerous; this can cause premature failure of the electrical flex steel conduit and the lifting mechanism.

What buttons do;

1. **Power Switch turns the grill OFF or ON.**
   ![Green light indicates that the Grill power is "ON"](image)

2. **Green button:**
   - press to start cook.
   - press and hold to abort
**easyToUCH™ Controller**

**HOME SCREEN, RECIPE SELECTOR SCREEN & ICONS**
The easyToUCH™ HOME and RECIPE SELECTOR screens are the most frequently used screens. Many of the icons described below also appear on other easyToUCH™ cooking and settings screens.

![HOME SCREEN](image1)

**PRESS & GO** – is used to initiate preheat and cook on the grill.

![PRESS & GO](image2)

**MENUS** – is used to activate, add, edit and delete Menus from the library. A Menu is a collection of cook recipes. Password protected.

![MENUS](image3)

**RECIPES** – is used to add, edit and delete Recipes from the library. A Recipe consists of the cooking times, temperatures and platen gap for preparing a food item. Password protected.

![RECIPES](image4)

**SETTINGS** – is used to change certain settings, such as date, time and volume. Password protected.

![SETTINGS](image5)

**DIAGNOSTICS** – allows access to the diagnostics screens. Password protected.

![DIAGNOSTICS](image6)

**COOK CYCLE CHANGE** – is used to adjust a recipe’s cook time or platen gap, if required to achieve food safety and quality standards.

![COOK CYCLE CHANGE](image7)

**TEMPERATURE** – is used to view the temperature settings and actual temperature in each zone.

![TEMPERATURE](image8)

**CLEAN MODE** – is used to put the grill into Clean mode, and heat or cool the grill to the required temp. When the grill is set to enforce the cleaning schedule, using the Clean mode resets the cleaning counter.

![CLEAN MODE](image9)

**LOCK** – is used to temporarily lock the touch screen for fifteen (15) seconds. This prevents buttons being pressed accidentally when wiping the screen.

![LOCK](image10)

**LANGUAGE** – is used to change the language of on-screen prompts. Only available for languages that have been pre-loaded.

![LANGUAGE](image11)

**HOME** – returns to the Home screen, the launching point for cooking settings and programming modes. When the home screen is showing, the heaters are OFF (shown at top right corner).

![HOME](image12)

**SLEEP** – is used to enter Sleep mode. In Sleep mode, the grill maintains the platen lowered to conserve energy during periods of inactivity.

![SLEEP](image13)

NOTE: The easyToUCH™ screen display, layout and icons shown herein are for guidance purposes only and are not intended to be an exact representation of those displayed on the grill.
ON SCREEN WARNINGS AND ALERTS MESSAGES
Too Cool/Too Hot - If the grill temperature is too cool to properly cook a recipe, a “Too Cool to Cook” message appears. The grill will not allow the cook cycle to start until it has heated to the minimum required starting temperature.

Similarly, if the grill is too hot, a “Too Hot to Cook” message appears and a cook cycle can not start until the grill cools.

In either case, another recipe can be selected. If the grill is at the right temperature to cook the newly selected recipe, the message disappears and cooking can start immediately.

OPERATIONS OVERVIEW
The grill operates in several modes:
- **Press & Go** mode to preheat and to cook.
- **Sleep** mode to conserve energy.
- **Clean** mode to attain temperature for cleaning and reset cleaning reminders.

All operating modes are accessible using the easyToUCH™ screen. All modes except for Sleep can be selected from the Home screen. Clean mode can be selected from the Home screen or from the Press & Go screen.

Press & Go Mode
Press & Go mode is used to initiate preheat and cook on the grill.

Preheat
The grill will preheat after a menu has been selected in Press & Go mode. If multiple menus have been set up, select the appropriate menu first to ensure the grill preheats to the correct temperature, otherwise the menu is automatically selected after first ten (10) seconds for the last menu.

Menus and Recipes
Multiple menus can be set up, each using different set point and containing different or share recipes. The recipes stored by the grill contain the cooking profiles (times, temperatures, prompts and platen gap) for various products. Menus and recipes can be added, edited and deleted from the library. Cook time and/or platen gap may be changed for each recipe as well, depending on the grill set up.

Sleep Mode
Sleep mode lowers the platen to conserve energy during periods of inactivity, keeping it ready to start a cook cycle. When in Sleep mode, the grill will maintain the current temperatures.

Automatic Sleep Mode
The grill can be configured to enter Sleep mode automatically after a period of inactivity. Refer to easyToUCH™ Diagnostics & Settings Menu.

Manual Sleep Activation
User can also manually activate the Sleep mode when in Press & Go.

Clean Mode
Clean mode has two functions: brings the grill to the appropriate temperature for cleaning and it resets the cleaning counter.

If a cleaning temperature has been set, Clean mode will bring the grill to the set temperature prior to starting the cycle. A cleaning temperature may be specified if required by the chemicals used for cleaning.

Putting the grill into Clean mode before cleaning the grill updates the “Last cleaned” date and resets the cleaning reminder prompts, if these are enabled.
easyTOUCH™ Procedures

START UP & PREHEAT

1. Switch the grill on using the main power switch.

2. The easyTOUCH™ screen illuminates with the display briefly showing the software version.

3. HOME screen appears. Select Press & Go. A choice of cook menus is displayed.

4. MENU SELECTOR screen appears. Choose the desired menu.

5. Preheating starts, using the set temperatures from the selected menu and the preheat progress is displayed.

NOTE: To cancel preheating and exit to the Home Screen press \( \text{Exit} \). Select \( \text{MENU X} \) at the top to switch menus during preheat.

Following preheat the grill enters a soak period, allowing the temperature to stabilize throughout the upper platen. After soak, grill will start auto-gap & auto-leveling option feature.

6. The unit is ready to use when the platen opens and the Recipe Selector screen is displayed.

COOK A RECIPE

1. On the RECIPE SELECTOR screen, select a recipe to cook.

Lay product on the grill and press START or press the Green Push Button to begin the cycle.

2. The screen displays a progress ring and the remaining cook time.

3. An audible warning sounds prior to the end of the cook cycle. When the cook cycle has finished, the platen lifts. Press the check mark or the Green button to clear the message.

4. The recipe selection screen reappears.

5. Selecting \( \text{X} \) during the cooking stops the cook cycle. The cycle can also be aborted by pushing the Green push-button for two seconds.
CHECK TEMPERATURES

The temperature screen shows the actual and the set point temperatures at each thermocouple.

1. The temperature screen can be displayed by pressing the icon in the top right corner when cooking, cleaning, or preheating.

2. Press the Back Arrow or the Check Mark to return to the previous screen.

CANCELING A COOK CYCLE

1. Canceling the cook cycle raises the platen, and displays a “DISCARD PRODUCT” message. Press the check mark to clear the message.

   NOTE: If the wrong recipe was selected, change the recipe by pressing [x] to stop the cook cycle. Then acknowledge the warning, select the correct recipe and press START or the GREEN push-button again. Changes should be made promptly to avoid overcooking the product.

CHANGE COOK TIME/GAP

The changes made to a recipe in this procedure in the Press & Go mode will still apply after the power is turned off. A recipe’s cook time and gap can be modified to allow for variations in product.

1. From the RECIPE SELECTOR screen, select a recipe and then press [+] at top right corner.

2. The COOK CYCLE CHANGE screen appears.

3. Use the up and down arrows to adjust the cook time and gap.

   - Press [✓] to save.

   NOTE: To disable this function for changing time or to adjust the pre-set limits, see Special Settings. The maximum allowable change is determined on settings.

4. Ready to cook product.

   NOTE: The recipe with changes has a “+” indicator on the RECIPE SELECTOR screen.

   NOTE: The COOKING PROGRESS screen will show the new adjustments.
CREATE NEW RECIPE

The easyToUCH™ screen display, layout and icons shown herein are for guidance purposes only and are not intended to be an exact representation of those displayed on the grill.

1. Select All Recipes.

2. Enter password then press Return.

3. Press CREATE NEW.

4. Type your new Recipe Name then, press return.

5. Select an image then, press check.

6. A recipe consists of one or more steps. A step may end with a prompt such as “Flip” or “Done” or no prompt. The total cook time for the recipe is the sum of the time for each step.

   **COOK TIME**
   
   MIN: 0 MAX: 9999
   
   Sets the time for each step.

   **GAP**
   
   MIN: 0 MAX: 2000
   
   For recipes that use the upper platen, this represents the gap between the platen and the grill surface, measured in mils (thousands of an inch). For flat recipes, skip this parameter.

   **Numeric Key Pad option will pop up to allow parameter entry. Key in the number and press check.**

   **FLAT COOKING**
   
   For flat recipes, set Flat Cooking to YES to keep the upper platen raised.

   **PROMPT SELECTION**
   
   Select which prompt to display at the end of the recipe step, or None. Pressing the button toggles through the available prompt options. See “Prompts” for information on creating and editing prompts.

   **UPPER PLATEN**
   
   Set lower grill temperature from 149 F to 450 F. Use 32F/0F for OFF.

   **LOWER PLATEN**
   
   Set lower grill temperature from 149 F to 400 F. Use 32F/0F for OFF.

   Pressing the right arrow will give you an option to add another step to the recipe.
Section 3 Operation

Pressing the list icon will display the steps in the recipe available (screen shown below).

Select the step with arrows for editing, then press check.

Pressing the recycle bin icon will delete the row selected.

Pressing the up/down arrow icon will give the option to the selected step to move it up or down the list.

Pressing the check-mark icon will go back to the parameter entry/edit screen. Be aware this check-mark will not save your data inserted.

Pressing these up/down arrows icon will give the option to scroll up and down the list.

7. Press check-mark to save data.

**Warning sign**

There may be a zero cook time, temp and/or gap in your new recipe settings. Press to back and review.

8. New recipe creation completed.

---

**Editing an Existing Recipe**

9. Press the pencil (top right of the screen) to edit an existing recipe. Similar to creating a new recipe, you will proceed through each screen:

- Recipe Name
- Image
- Protein (if applicable)
- Recipe Step(s).

**Deleting an Existing Recipe**

10. Select an existing recipe, then press garbage bin (top right) to confirm. Press check-mark to delete or to cancel.
CREATE A NEW MENU
Menus offer the option to combine many recipes under one menu screen like breakfast, lunch and other menus available through the day.

1. Select Menus.
2. Enter password then press Return.
3. Press CREATE NEW.
4. Type your new Recipe Name then, press return.
5. Enter preheat temperature settings.
6. Select an image and press the check-mark to continue.
7. Select a recipe(s) to add to the menu and press the check-mark to continue.
8. Pressing the up/down arrow icon will give the option to the selected step to move it up or down the list. Press the check-mark to continue.
9. Menu creation completed. New menu will be OFF as a default, press OFF option to turn menu on.

TURN MENUS OFF OR ON
Menus which can be enable or disable from the PRESS &GO option. That option can then be used with morning and afternoon restaurant menus.

1. Select Menus.
2. Enter password then press Return.
3. Press the option ON/OFF under the menu photo, the virtual button will switch to ON or OFF.

Set Upper Platen preheat temperature from 149 F to 450 F. Use 32F or 0F for OFF.
Set Lower Platen preheat temperature from 149 F to 400 F. Use 32F/0F for OFF.
Press check-mark to save.
Section 3  Operation

ACTIVATE SLEEP MODE MANUALLY
Sleep mode can be selected from the RECIPE SELECTOR screen to save energy during slow periods.

1. From the RECIPE SELECTOR screen, press [ ].

2. Press [✓] to continue or [X] to cancel.

3. Top platen will close. Make sure no utensils are on the grill.

4. Press the Green button to cancel.

5. Screen will show sleeping time (hour:min). To exit Sleep mode, press WAKE on screen or the Green push-button. The platen will rise, the RECIPE SELECTOR screen appears, and the grill is ready to cook.

SHUTDOWN
1. Return to the HOME screen. Pressing the Home icon exits cooking mode and turns off the heaters.

2. Fully power off the grill and the easyTOUCH™ screen using the main power switch.

CLEANING REMINDEERS
If a cleaning schedule has been set, a message will appear on screen when cleaning is required based on the number of cook cycles:

Select [✓] if the grill will be cleaned immediately, or [X] to continue cooking.

NOTE: If the grill is set to enforce cleaning schedule and the cleaning reminder has been bypassed too many times, easyTOUCH™ eventually displays the CLEANING REQUIRED screen to enforce cleaning.

Select [✓] to start the Clean mode which resets the cleaning reminder counter and brings the grill to the right temperature for cleaning.
**SPECIAL SETTINGS — TIME & GAP ADJUSTMENT LIMITS**

This setting limits the size of the cook cycle adjustments that can be made for a recipe using Change Cook Time/Gap. For example, if the time is set to 00:10, then the COOK CYCLE ADJUSTMENT screen will only allow the operator to increase or decrease the cook time by up to ten (10) seconds.

1. Select SETTING.
2. Enter password and press return.
3. Use down arrow to scroll to “Time and Gap Adjustments”.
4. TIME & GAP ADJUSTMENTS screen: set to zero to prevent users from adjusting the cook cycle.
5. When the time or gap number button is selected, a numeric keypad appears. Enter the new settings and select to proceed.
6. Select to save the new settings.

**VOLUME ADJUSTMENT**

This setting will set the levels of volume.

1. Select SETTING.
2. Enter password and press return.
3. Use down arrow to scroll to “Volume”.
4. Select button beside volume, select option Low, Med or High. Enter the new settings and select to proceed.
HOOD HEIGHT ADJUSTMENT
This setting limits the height of the top platen adjustment. Ensure a minimum of 1” clearance between the hood and the uppermost position of the platen arm.

1. Select SETTING.

2. Enter password and press return.

3. Use down arrow to scroll to “HOOD HEIGHT”. Press START button.

4. Record the number as reference under the PLATEN POSITION SETPOINT box.

   **TIP:**
   Use the up and down arrows to move the platen height, the upper arrow option will go in multiples of 6 mils, and the lower arrow down in multiples of 4 mils. Factory default is 1366 MILS

5. When the PLATEN POSITION SETPOINT box is selected, a numeric keypad appears. Enter the new settings and select ✓ to proceed.

6. Select APPLY CALIBRATION to set the new setpoint.

7. Select END CALIBRATION to save the new setpoint.

8. Hood height calibration completed. System will go back to home.

LANGUAGE SELECTION
This setting will give the option to choose different language in the display.

1. Select SETTING.

2. Enter password and press return.

3. Use down arrow to scroll to “LANGUAGE”. Press START button.

4. Select the language then press the checkmark.

5. A save window will appear indicating that is saved.

**TIP:**
Use the World icon for a Language selection shortcut.

---

**CLEAN SETTINGS**
This setting will give the option to control grill temperature, clean frequency and clean time during the process of cleaning. Computer will manage your cleaning schedule automachally.

1. Select SETTING.

2. Enter password and press return.

3. Use down arrow to scroll to “CLEAN SETTINGS”. Press START button.

4. Select an option, numeric pad will appear, enter new settings.

5. A window will appear indicating that is saved.

6. Clean settings completed. System will go back to settings.

- **CLEAN GRILL** – this option will configure the lower grill, you can set up temperature from 150°F to 450°F or turn off this option by typing 32 on the numeric pad. Factory default is 325°F.
- **CLEAN PLATEN** – this option will configure the upper grill, you can set up temperature from 150°F to 450°F or turn off this option by typing 32 on the numeric pad. Factory default is 325°F.
- **CLEAN FREQUENCY** – this option will configure the cooking cycle you permit between clean time, computer will automatically detects when is time to clean your grill. ex: 10 CK CYC will automatically tell you after 10 cooking cycle that CLEANING REQUIRED.
- **CLEAN MIN TIME** – this option will set the time of cleaning, could be from 1 to 15 minute time.
- **CLEAN GRADE PERIOD** – this option will set the computer to automatically count the cooking cycle after clean frequency cycles completed, when clean grace period count is completed the computer will force the grill to CLEANING REQUIRED only. Clean grace period calibration is by Cook Cycle from 0 to 1000.
- **CLEAN PROMPT FREQ** – this option will set the computer to automatically detects when is time to clean. Calibration Cook Cycle from 0 to 1000
- **CLEAN SETPOINT TOLERANCE** – this option will set the temperature setpoint tolerance. Temperature can be calibrate from 5°F to 50°F
- **CLEAN READY ALARM** – this option will set the alarm to OFF / DING / STOBE / SONG.
Section 3

**Operation**

**PressGo**
- **AM MENU**
  - BACON
  - MUSHROOM
  - EGG
  - SAUSAGE
  - STEAK
  - EGGS

**Settings**
- **FACTORY**
  - PASSWORD
  - TIME
  - DATE
  - FACTORY SETTINGS
  - RECIPE RESET (from USB)
  - SOFTWARE UPDATE
  - CALIBRATION
    - GAP CALIBRATION
    - HOOD HEIGHT
    - THERMOCOUPLE CALIBRATION
    - TIME/GAP ADJ. LIMITS
  - TEST
    - HEATERS STATE
    - USB OPERATIONS
  - SETTINGS
    - CLEAN SETTINGS
    - HEAT ERRORS & LIMITS
    - LANGUAGE
    - PROMPTS DEFINITIONS
    - PROTEINS DEFINITIONS
    - SLEEP DEFINITIONS
    - TEMPERATURE UNITS
    - VOLUME

**Menus**
- **AM MENU**
  - PM MENU
  - AM MENU LRS
  - PM MENU

**All Recipe**
- **QUARTER**
  - ANGUS
  - GR CHICKEN
  - BACON
  - MUSHROOM
  - EGG
  - SAUSAGE
  - STEAK

**NOTE:** (RECIPE WILL VARY DEPENDING ON RESTAURANT MENU)
### Diagnostic Log
- **Track All Log Info**

### Status
- **Timestamp**
- **Grill Type**
- **Grill Description**
- **Power AC Line**
- **Input Power AC Phase A**
- **Input Power AC Phase B**
- **Input Power AC Phase C**
- **SIB Supply Input Voltage**
- **SIB 12 Volt Rail**
- **SIB 5 Volt Rail**
- **SIB 3.3 Volt Rail**
- **Power Sync Role**
- **Power Group Of Cycle Count**
- **Motor Homing Status**
- **Motor Drive Mode**
- **Motor Drive Temperature**
- **Motor Raw PID Output**
- **Motor Effective PWM Output**
- **Motor Fault Counter**
- **Motor Fault Lockout Count**
- **Platen Encoder Setpoint**
- **Platen Encoder Feedback**
- **Platen Measured Upper SEF Switch**
- **Platen Measured Lower SEF Switch**
- **SIB Version Major, Minos**
- **SIB Power On Self Test**
- **SIB Board ID Reading**
- **SSRB Board ID Reading**
- **Heater Duty Cycle 1**
- **Heater Duty Cycle 2**
- **Heater Duty Cycle 3**
- **Heater Duty Cycle 4**
- **Heater Duty Cycle 5**
- **Heater Duty Cycle 6**
- **Heater Duty Cycle 7**
- **Heater Duty Cycle 8**
- **Heater Design Voltage**
- **Heater Process Temperature 1**
- **Heater Process Temperature 2**
- **Heater Process Temperature 3**
- **Heater Process Temperature 4**
- **Heater Process Temperature 5**
- **Heater Process Temperature 6**
- **Heater Process Temperature 7**
- **Heater Process Temperature 8**
- **Fan Speed 1**
- **Fan Speed 2**
- **Thermocouple Reading 1 Bottom Rear**
- **Thermocouple Reading 2 Top Rear**
- **Thermocouple Reading 3 Bottom Middle**
- **Thermocouple Reading 4 Top Front**
- **Thermocouple Reading 5 Bottom Front**
- **Thermocouple Reading 6**
- **Thermocouple Reading 7**
- **Thermocouple Reading 8 Food Probe**
- **Thermocouple Offset 1 Bottom Rear**
- **Thermocouple Offset 2 Top Rear**
- **Thermocouple Offset 3 Bottom Middle**
- **Thermocouple Offset 4 Top Front**
- **Thermocouple Offset 5 Bottom Front**
- **Thermocouple Offset 6**
- **Thermocouple Offset 7**
- **Cold Junction Temperature**

### Statistics
- **Statistics Version**
- **Total Cook Cycles**
- **Cook Cycles Since Cleaning**
- **Last Cleaned**
- **Total Services**
- **Total Platen Cycles**
- **Partial Cook Cycles**
- **Hours Used**
- **Last Service**
Cleaning the easyToUCH™ controller

- Select lock icon [ ] on the panel, to temporarily lock the touch screen for fifteen (15) seconds.
- Apply food safe cleaner to soft cloth or sponge, not directly on controller. Wipe controller and dry with a soft clean cloth.
- Do not use abrasive cleaners, steel-wool pads or abrasive paper towels to clean the controller, as bristles will scratch the controller surface.

Cleaning the Stainless Steel Panels

- Turn-Off-Power Switch and unplug when cleaning the side panels or front panel of the grill.
- Turn-Off-Power Switch and disconnect all power plugs before cleaning back panel. Refrain from touching anything electrical when you’ve got wet hands or bare feet.
- Once the unit has cooled external stainless steel panels should be cleaned using a mild detergent and/or a food-safe liquid cleaner designed to clean stainless steel, a soft cloth and hot water.
- If it is necessary to use a nonmetallic scouring pad, always rub in the direction of the grain in the metal to prevent scratching.
- Warning: Do not remove any panel for cleaning.
- Wash a small area at a time and rinse the washed area with a clean sponge dipped into a disinfectant. Wipe dry with a soft clean cloth.
- Do not spray chemicals into any openings, such as louvers on the front or rear vent panels. Doing so can damage critical components, resulting in a non-warranty service call.
- Keep water and/or cleaning solution away from the front main power switch and power cords. Do not spray any solution to these parts.
- The grill may be secured in the grill bay by using two anchors that lock onto the front casters. Reattach all safety clips and restraining cables (gas models) before completing the cleaning.

Cleaning During Operation

1. After each product load is removed, use a grill scraper to scrape grease on lower grill plate from front to back only. Do not scrape left to right across the lower grill plate with the grill scraper.
2. Use a grill squeegee to clean release material sheet on upper platen in a downward motion. Do not press hard against the release material sheet to prevent scratching or tearing.
3. Push the grease to the rear of the grill, or pull it to the front trough. Then, squeegee the grease into the buckets on either side. Do not use the scraper for this step.
4. Use a clean, damp cloth to clean back splash and bull nose areas as needed during operation.

NOTE: To increase life of release material sheets, wipe them down with a folded clean, damp cloth at least four times during each hour of operation.
**Daily Cleaning**

1. Select Clean mode for each platen and, once Clean mode has been reached, turn each zone OFF and turn OFF. **NOTE:** Turn main switch OFF when cleaning platens.

2. Wipe release material sheet with a clean, sanitizer-soaked grill cloth.

3. Lower platen and remove the locking clips, the U bar and release sheets. Wash, rinse and set aside locking clips and U bar. Set release sheet aside for further cleaning.

4. Scrape the lower grill surface with the scraper. Use the grill squeegee to push residual grease into trough. Wash and rinse the squeegee and scraper.

5. Remove the grease buckets from each side.

6. Remove the lower support rail of the grease troughs from each side.

7. Pour Hi-temp Grill cleaner into a bucket or stainless steel pan.

8. Put on the heat-resistant gloves and safety glasses.

9. Dip the Grill Cleaning Pad & Handle into the grill cleaner. Never use a steel scraper to clean the platens.

10. Apply the grill cleaner to front side of platens starting from right platen to left platen. **DO NOT SCRUB.**
11. Apply the grill cleaner to the platen surfaces starting from right platen to left platen. DO NOT SCRUB.

12. Apply the grill cleaner to the back side of platens starting from right platen to left platen. DO NOT SCRUB.

13. Apply the grill cleaner to the outer edges of right and left platens. DO NOT SCRUB.

14. Press green button to lower right platen and turn main switch Off.

15. Apply the grill cleaner to inner edges of the right and left platens. DO NOT SCRUB. Turn Main Switch On

16. Press green button to raise the right platen and turn main switch Off. Pour remaining Hi-temp Grill Cleaner over the bottom grill surface.

17. Spread the cleaner over the entire lower grill surface from front to back using even strokes. DO NOT SCRUB.

18. Start scrubbing now. Scrub front side of platens starting from right platen to left platen.

19. Scrub flat grill surface starting from right platen to the left platen.

20. Scrub back side of platens from right platen to the left platen.
21. Scrub outer edges of right and left platens and turn main switch Off.

22. Press green button to lower right platen and turn main switch Off.

23. Scrub the grill cleaner to inner edges of the right and left platens. Turn Main Switch On.

24. Press green button to raise the right platen and turn main switch Off. Scrub lower grill surface.

25. Rinse and wipe front, side and back of platen surfaces with a clean, sanitizer soaked grill cloth.

26. Turn main switch On, lower the platen and turn main switch Off. Rinse inner edges of both platens.

27. Turn main switch On, raise the platen and turn main switch Off. Rinse and wipe back of lower grill.

28. Pour a small amount of lukewarm water on a clean, sanitizer-soaked grill cloth over the bottom grill surface and wipe off residue.

29. Place upper platen release material sheets flat on grill surface. Gently clean both sides of the release material sheet.

30. Rinse both sides of the release material sheet with clean sanitizer-soaked grill cloth. Reinstall release material sheet and secure in place.
31. Wipe lower grill with a clean sanitizer-soaked grill cloth. Repeat until no visible soil remains.

32. Empty, wash, rinse and replace the lower support rail and the grease buckets.

⚠️ Warning

Turn grill off and unplug the unit before cleaning the side/back panels. Do not remove any panel during cleaning.

33. Wipe remaining grill surfaces with a clean, sanitizer-soaked grill cloth.

34. Wipe grill side surfaces with a clean, sanitizer-soaked grill cloth. Remember to clean always in the direction fo the grain. Do not remove panel by any circumstance, if grease migrate inside the grill call service technician for support.

Moving the Grill

⚠️ Caution

Ensure platens are down, in closed position, when moving grill. Avoiding procedure may cause damage or loss of calibration on the platen and potential of error message can occur.

1. Turn main switch ON.
2. Press green button to lower platens(s).
3. Turn main switch OFF.
4. Unplug power cord.
5. Unplug gas connection (if applicable).
6. Disconnect straining cable (gas models).
7. Release front casters brake.
8. Move unit from the towel bar only.
# Section 5
## Troubleshooting

<table>
<thead>
<tr>
<th>Cooking Issues</th>
<th>Possible Cause</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undercooked product</td>
<td>Incorrect recipe selected</td>
<td>Select correct recipe and retry</td>
</tr>
<tr>
<td></td>
<td>Cook time too low</td>
<td>Use cook cycle change screen to increase cook cycle</td>
</tr>
<tr>
<td></td>
<td>Raw product too cold</td>
<td>Check that uncooked product is at correct temperature (not frozen) as per Restaurant operational guideline</td>
</tr>
<tr>
<td></td>
<td>Raw product too thin</td>
<td>Use cook cycle change screen to decrease cook gap, as per restaurant operational guideline</td>
</tr>
<tr>
<td></td>
<td>Incorrect product placement</td>
<td>Follow recommended product placement guidelines, as per Restaurant operational guideline</td>
</tr>
<tr>
<td></td>
<td>Product not prepared correctly</td>
<td>Follow recommended procedure to thaw and filet product, as per Restaurant operational guideline</td>
</tr>
<tr>
<td></td>
<td>Run size too high</td>
<td>Do not exceed recommended full run size, as per Restaurant operational guideline</td>
</tr>
<tr>
<td></td>
<td>Cook cycle stopped/aborted early by operator</td>
<td>Discard product</td>
</tr>
<tr>
<td></td>
<td>Cook cycle stopped/aborted early automatically</td>
<td>Discard product, record alarm type and number</td>
</tr>
<tr>
<td></td>
<td>Incorrect gap setting</td>
<td>See: Clamshell Issues</td>
</tr>
<tr>
<td></td>
<td>Inconsistent gap setting (front to back or side to side)</td>
<td>See: Clamshell Issues</td>
</tr>
<tr>
<td></td>
<td>Grill not at temperature before starting cycle</td>
<td>Use temperature status screen to check zone temperatures versus setpoint</td>
</tr>
<tr>
<td></td>
<td>Grill temperature incorrect</td>
<td>See Temperature Issues</td>
</tr>
<tr>
<td></td>
<td>Kitchen ventilation affecting temperatures</td>
<td>Check whether cool or high volumes of air are directed towards the broiler</td>
</tr>
<tr>
<td>Problem</td>
<td>Possible Cause</td>
<td>Action</td>
</tr>
<tr>
<td>----------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Over cooked</td>
<td>Incorrect recipe selected</td>
<td>Select correct recipe and retry</td>
</tr>
<tr>
<td></td>
<td>Cook time too high</td>
<td>Use cook cycle change screen to decrease cook cycle, as per Restaurant operational guideline.</td>
</tr>
<tr>
<td></td>
<td>Raw product too warm</td>
<td>Check for correct temperature (frozen product not thawed; thawed product must be 40F or lower) as per Restaurant operational guideline.</td>
</tr>
<tr>
<td></td>
<td>Raw product too thick</td>
<td>Use cook cycle change screen to increase cook gap, as per Restaurant operational guideline.</td>
</tr>
<tr>
<td></td>
<td>Poor quality raw product</td>
<td>Retry recipe with newer product, as per Restaurant operational guideline</td>
</tr>
<tr>
<td></td>
<td>Incorrect gap setting</td>
<td>See: Clamshell Issues</td>
</tr>
<tr>
<td></td>
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</tr>
<tr>
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<td>Grill temperature incorrect</td>
<td>See Temperature Issues</td>
</tr>
</tbody>
</table>
## Temperature Issues

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Cause</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grill or upper platen too hot</td>
<td>Recipe set points are high</td>
<td>Use temperature status screen to check zone temperatures versus set point</td>
</tr>
<tr>
<td></td>
<td>Temperature calibration incorrect</td>
<td>Reset offsets to default value and verify temperatures</td>
</tr>
<tr>
<td></td>
<td>Partial load cooking driving temperature on unused zone</td>
<td>Cook full load and recheck zone temperatures</td>
</tr>
<tr>
<td></td>
<td>Thermocouple wiring incorrect</td>
<td>Select the temperature status screen. Place a wet rag onto each thermocouple location and watch for a temperature drop at that zone.</td>
</tr>
<tr>
<td></td>
<td>Thermocouple wiring incorrect (Grill or upper platen)</td>
<td>Use wiring diagram to check that thermocouple wiring is correct</td>
</tr>
<tr>
<td></td>
<td>Intermittent thermocouple fault</td>
<td>Check wiring and connections to SIB</td>
</tr>
<tr>
<td></td>
<td>Heater wiring incorrect</td>
<td>Use wiring diagram to check Triac mapping. Place a wet rag onto each thermocouple location and watch for LED activity on SSRB at the correct location</td>
</tr>
<tr>
<td></td>
<td>High temperature switch defective</td>
<td>Check state of switch, measuring current will confirm the switch is below trip point.</td>
</tr>
</tbody>
</table>
## Temperature Issues (continuation)

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Cause</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grill or upper platen too cool</td>
<td>Recipe set points are low</td>
<td>Use temperature status screen to check zone temperatures versus set point</td>
</tr>
<tr>
<td></td>
<td>Kitchen ventilation affecting</td>
<td>Check whether cool or high volumes of air are directed towards the grill</td>
</tr>
<tr>
<td></td>
<td>temperatures</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Temperature calibration incorrect</td>
<td>Reset offsets to default value and verify temperatures</td>
</tr>
<tr>
<td></td>
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<td>Use wiring diagram to check that thermocouple wiring is correct</td>
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<td></td>
<td>Heater wiring incorrect</td>
<td>Use wiring diagram to check Triac mapping. Place a wet rag onto each thermocouple location and watch for LED activity on SSRB at the correct location</td>
</tr>
<tr>
<td></td>
<td>Intermittent thermocouple fault</td>
<td>Check wiring and connections to SIB</td>
</tr>
<tr>
<td></td>
<td>Defective heating element (electric</td>
<td>Check for continuity</td>
</tr>
<tr>
<td></td>
<td>model or upper platen)</td>
<td></td>
</tr>
</tbody>
</table>
## Troubleshooting Section 5

### Unable to reach or maintain temperature

<table>
<thead>
<tr>
<th>Condition</th>
<th>Possible Cause</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>High temperature switch tripped</td>
<td>Test that contactor is disengaged by opening lower grate and listening for contactor</td>
<td></td>
</tr>
<tr>
<td>Contactor disengaged</td>
<td>Open lower grate and listen for contactor disengaging</td>
<td></td>
</tr>
<tr>
<td>Ribbon cable disengaged</td>
<td>Reseat ribbon cable on SSRB and SIB</td>
<td></td>
</tr>
<tr>
<td>Line voltage wiring harness disengaged</td>
<td>Reseat wiring harness on SSRB</td>
<td></td>
</tr>
<tr>
<td>Ribbon cable damaged</td>
<td>Replace ribbon cable</td>
<td></td>
</tr>
<tr>
<td>Hardware failure on SSRB</td>
<td>Raise the setpoint and ensure green LED on the SSRB lights up</td>
<td></td>
</tr>
<tr>
<td>Temperature calibration incorrect</td>
<td>Reset offsets to default value and verify temperatures</td>
<td></td>
</tr>
</tbody>
</table>

### UI issues

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Cause</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>No sound</td>
<td>Volume set too low</td>
<td>Set volume to high</td>
</tr>
<tr>
<td></td>
<td>Speaker wiring incorrect</td>
<td>Check that speaker connector is seated on both pins</td>
</tr>
<tr>
<td></td>
<td>UI audio defective</td>
<td>Check for voltage at the speaker pins on UI when sound is expected</td>
</tr>
<tr>
<td></td>
<td>Speaker defective</td>
<td>Check with known good speaker</td>
</tr>
<tr>
<td>UI not lit</td>
<td>Main power lost</td>
<td>Use voltmeter to confirm main power connected and live</td>
</tr>
<tr>
<td></td>
<td>Connection to SIB lost</td>
<td>Check that Cat5/RJ45 cable seated correctly at UI and SIB. Unplug and replug to force reboot</td>
</tr>
<tr>
<td>Screen locked out, frozen, non responsive to touch</td>
<td>24v power supply defective</td>
<td>Check for blinking heartbeat LED on SIB</td>
</tr>
<tr>
<td></td>
<td>Software issue</td>
<td>Turn off grill using main power switch, turn on after 10 seconds.</td>
</tr>
</tbody>
</table>
### Section 5 Troubleshooting

#### UI rebooting
- **Main power intermittent**: Use voltmeter to confirm main power connected and live.
- **Wrong software version loaded**: Check that software version is up to date.
- **24v power supply defective**: Check for blinking heartbeat LED on SIB.

#### Unable to read USB
- **Flash drive not in long enough**: Allow 30 seconds for USB to be recognized by UI.
- **Flash drive not recognized**: Go to Settings/USB Operations/Collect Log and check whether log file is collected or if flash drive not recognized.
- **Flash drive not recognized after removal**: Power cycle grill with flash drive plugged in.
- **Flash drive faulty**: Retry with known good flash drive.
- **Flash drive set to read only**: Check USB manufacturer's website for information.
- **USB cable disconnected**: Check USB connector seated properly from UI to front panel.

#### UI issues (continuation)

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Cause</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unable to load USB files</td>
<td>Flash drive faulty</td>
<td>Retry with known good flash drive</td>
</tr>
<tr>
<td>Files on flash drive not unzipped</td>
<td>Unzip compressed file and save to root directory of USB</td>
<td></td>
</tr>
<tr>
<td>Files on flash drive incorrect or corrupt</td>
<td>Delete all files on flash drive and reload update files</td>
<td></td>
</tr>
<tr>
<td>USB cable disconnected</td>
<td>Check USB connector seated properly from UI to front panel</td>
<td></td>
</tr>
<tr>
<td>UI cracked</td>
<td>Damage in transit or in-store.</td>
<td>Investigate cause and replace</td>
</tr>
</tbody>
</table>

#### Clamshell Issues

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Cause</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong Gap Setting</td>
<td>Gap calibration lost or incorrect</td>
<td>Verify gap using gauge block, retry gap calibration if necessary</td>
</tr>
<tr>
<td>Platens warped or uneven</td>
<td>Verify gap at multiple points using gauge block</td>
<td></td>
</tr>
<tr>
<td>Inconsistent gap setting</td>
<td>Platen not level from front to back</td>
<td>Correct platen level (see manual)</td>
</tr>
<tr>
<td>Platen not level from side to side</td>
<td>Correct platen level (see manual)</td>
<td></td>
</tr>
<tr>
<td>Platen not moving</td>
<td>High temperature switch tripped</td>
<td>Test that contactor is disengaged by power cycling grill and listening for contactor</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Over travel switch tripped</td>
<td>Check limit switches, ensure wiring is routed correctly</td>
<td></td>
</tr>
<tr>
<td>Hood height not set or set too low</td>
<td>Go to Settings/Hood Height Calibration to check setting</td>
<td></td>
</tr>
<tr>
<td>Actuator failure</td>
<td>Check the actuator for damage, feel for motor vibration indicating motor is attempting to move</td>
<td></td>
</tr>
<tr>
<td>Platen motor fuse blown</td>
<td>Check SIB fuse, replace and recheck</td>
<td></td>
</tr>
<tr>
<td>Loose connector on SIB</td>
<td>Check that all wires are fully inserted in connector block and that connectors are properly seated on SIB by pushing down on connector (do not pull)</td>
<td></td>
</tr>
<tr>
<td>EMI interference</td>
<td>Check that CAT 5 (network) cable is routed away from SIB</td>
<td></td>
</tr>
</tbody>
</table>

### Clamshell Issues (continuation)

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Cause</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platen over travel</td>
<td>Gap calibration lost or incorrect</td>
<td>Verify gap using gauge block, retry gap calibration if necessary</td>
</tr>
<tr>
<td></td>
<td>Hood height set too high</td>
<td>Go to Settings/Hood Height Calibration to lower setting</td>
</tr>
<tr>
<td></td>
<td>Limit switch failure</td>
<td>Check limit switch for correct operation</td>
</tr>
<tr>
<td></td>
<td>Loose connector on SIB</td>
<td>Check that all wires are fully inserted in connector block and that connectors are properly seated on SIB by pushing down on connector (do not pull)</td>
</tr>
<tr>
<td></td>
<td>SIB I/O failure</td>
<td>Check LED and manually operate limit switches.</td>
</tr>
<tr>
<td></td>
<td>Upper reference switch in wrong position</td>
<td>Check upper reference switch is positioned below over travel switch</td>
</tr>
<tr>
<td></td>
<td>Limit switch bracket loose</td>
<td>Check bracket and tighten if necessary</td>
</tr>
</tbody>
</table>
## Event Number Definition

<table>
<thead>
<tr>
<th>Event #</th>
<th>E1</th>
<th>E2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Group</td>
<td>Motion</td>
<td>Motion</td>
</tr>
<tr>
<td>Event Description</td>
<td>Position reference error</td>
<td>Motor Over-Current</td>
</tr>
<tr>
<td>Purpose</td>
<td>To prevent use of the grill if position is unknown</td>
<td>Protects the actuator motor, power supply, and SIB</td>
</tr>
<tr>
<td>Event Cause</td>
<td>System Interface board (SIB) has detected missed or extra encoder counts in referencing its location to the LRS. J6 connector on SIB Rev 9 hardware is disconnected, faulty switch or incorrect wiring.</td>
<td><strong>HRCB and REV8 SIB</strong>&lt;br&gt;Motor has reached maximum allowable current 7 times within a 10 second window.</td>
</tr>
<tr>
<td>Test Method</td>
<td>To test: unplug J6 from SIB</td>
<td><strong>To test:</strong> While the platen has first started to move up to home position, hold it down to prevent movement for about 5 seconds or until E2 error is displayed. Once error is issued the platen will stop moving.</td>
</tr>
<tr>
<td>Error Response Category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Platen Response</td>
<td>Reverse and move to hood height position if possible</td>
<td>The platen will stop until the error is acknowledged by the user. The grill will go to the OFF state and return to the Home Screen where the platen will attempt to move to the raised position</td>
</tr>
<tr>
<td>Error Clear Method</td>
<td>Acknowledgement through UI or via the Green Button</td>
<td>Acknowledgement through UI or via the Green Button</td>
</tr>
<tr>
<td>Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)</td>
<td><strong>Alarm 1 Position reference error</strong>&lt;br&gt;4 hour Dispatch Required.&lt;br&gt;<strong>Prior to going to the store location</strong>&lt;br&gt;• Retrieve playback within remote monitoring system (If Available)&lt;br&gt;• Verify software version 3.0.XXX is installed on the unit.&lt;br&gt;• Review alarm history&lt;br&gt;<strong>After getting to the store location</strong>&lt;br&gt;• Perform Gap and hood height calibration&lt;br&gt;• Replace SIB if calibration does not resolve the issue&lt;br&gt;• Tech must supply cycle count information&lt;br&gt;• Collect log file and send to Welbilt&lt;br&gt;• If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if it is not available.</td>
<td><strong>Alarm 2 Motor Over Current</strong>&lt;br&gt;4 hour Dispatch Required.&lt;br&gt;<strong>Prior to going to the store location</strong>&lt;br&gt;• Retrieve playback within remote monitoring system (If Available)&lt;br&gt;• Verify software version 3.0.XXX is installed on the unit.&lt;br&gt;• Review alarm history&lt;br&gt;<strong>After getting to the store location</strong>&lt;br&gt;• Retrieve system log&lt;br&gt;• Pull back panel and clean and oil shafts and seals.&lt;br&gt;• Verify Gap setting is correct&lt;br&gt;• Verify that system is clear of obstructions and actuator is in alignment&lt;br&gt;• Verify there is voltage to the actuator.&lt;br&gt;• Take Amp Draw reading and note.&lt;br&gt;• Take OHM reading and note.&lt;br&gt;• Collect log file and send to Welbilt&lt;br&gt;• If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if it is not available.</td>
</tr>
<tr>
<td>Event #</td>
<td>E3</td>
<td>E6</td>
</tr>
<tr>
<td>---------</td>
<td>----</td>
<td>----</td>
</tr>
<tr>
<td>Event Group</td>
<td>Motor Fault Unrecoverable</td>
<td>Motion Control Time Out</td>
</tr>
<tr>
<td>Event Description</td>
<td>Motor Fault Unrecoverable</td>
<td>Motion Control Time Out</td>
</tr>
<tr>
<td>Purpose</td>
<td>Stops motion if motor unrecoverable error condition is encountered</td>
<td>Stops motion if unable to reach destination (due to reaching cutout switches, loss of home reference, incorrect calibration, or hunting near the setpoint)</td>
</tr>
<tr>
<td>Event Cause</td>
<td><strong>HRCB+ and REV9 SIB</strong>&lt;br&gt;The definition of an E3 motor fault unrecoverable is that there is a fault with the motor or motor controller that was detected by the motor controller and the fault is unrecoverable (the problem must be resolved and the system must be power cycled). This is triggered on a Rev9 board by the motor controller activating the /FF2 signal. The definition of what causes the /FF2 signal from the motor controller is found in the motor controller datasheet. The two main causes of this error are a short on the motor or an undervoltage in or to the chip.</td>
<td>The target destination is not reached within 40 sec from the initiation of the movement command</td>
</tr>
<tr>
<td>Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)</td>
<td>Alarm 3 Actuator motor failure&lt;br&gt;4 hour Dispatch Required.&lt;br&gt;<strong>Prior to going to the store location</strong>&lt;br&gt;• Retrieve playback within remote monitoring system (If Available)&lt;br&gt;• Verify software version 3.0.XXX is installed on the unit.&lt;br&gt;• Review alarm history&lt;br&gt;<strong>After getting to the store location</strong>&lt;br&gt;• Retrieve system log&lt;br&gt;• Pull back panel and clean and oil shafts and seals.&lt;br&gt;• Verify there is voltage to the actuator.&lt;br&gt;• Take Amp Draw reading and note.&lt;br&gt;• Take OHM reading and note.&lt;br&gt;• Collect log file and send to Welbilt&lt;br&gt;If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if it is not available.</td>
<td>Alarm 6 Actuator has not reached setpoint&lt;br&gt;4 hour Dispatch Required.P3&lt;br&gt;<strong>Prior to going to the store location</strong>&lt;br&gt;• Retrieve playback within remote monitoring system (If Available)&lt;br&gt;• Verify software version 3.0.XXX is installed on the unit.&lt;br&gt;• Review alarm history&lt;br&gt;<strong>After getting to the store location</strong>&lt;br&gt;• Retrieve system log&lt;br&gt;• Pull back panel and clean and oil shafts and seals.&lt;br&gt;• Verify there is voltage to the actuator.&lt;br&gt;• Take Amp Draw reading and note.&lt;br&gt;• Take OHM reading and note.&lt;br&gt;• Collect log file and send to Welbilt&lt;br&gt;If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if it is not available.</td>
</tr>
<tr>
<td>Event #</td>
<td>E7</td>
<td>E8A</td>
</tr>
<tr>
<td>---------</td>
<td>----</td>
<td>-----</td>
</tr>
<tr>
<td>Event Group</td>
<td>Motion</td>
<td>System</td>
</tr>
<tr>
<td>Event Description</td>
<td>Platen needs recalibration</td>
<td>Ambient temperature too cold</td>
</tr>
<tr>
<td>Purpose</td>
<td>System error causes the grill to lose its home position reference and the unit needs to be recalibrated</td>
<td>To ensure proper grill operation</td>
</tr>
<tr>
<td>Event Cause</td>
<td>SIB resets and platen needs to be recalibrated</td>
<td>Grill controls detect room temperature of 32 F (0 C) or less</td>
</tr>
<tr>
<td>Test Method</td>
<td><strong>To test:</strong> modify cal complete bit and then activate pre-heat.</td>
<td><strong>To test:</strong> Spray chilled air at the rear of thermalcouple input connectors on SIB (J17 - J21). Monitor cold junction temp in Diagnostics/Status screen until temp is at least 32 degrees F or until E8A error is displayed.</td>
</tr>
<tr>
<td>Error Response Category</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>Platen Response</td>
<td>Reverse and move to hood height position if possible</td>
<td>The platen will stop and stay where it is.</td>
</tr>
<tr>
<td>Error Clear Method</td>
<td>Acknowledgement through UI or via the Green Button</td>
<td>Self clearing - error clears when condition clears</td>
</tr>
</tbody>
</table>

**Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN):**

**Alarm 7 Platen needs to be recalibrated**
- 4 hour Dispatch Required.
- **Prior to going to the store location**
  - Retrieve playback within remote monitoring system (If Available)
  - Verify software version 3.0.XXX is installed on the unit.
  - Review alarm history
- **After getting to the store location**
  - Retrieve system log
  - Perform a new Gap calibration and hood height calibration
  - Collect log file and send to Welbilt

If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if it is not available.

**Alarm 8A Temperature inside the cavity is to cold**
- 4 hour Dispatch Required.
- **Prior to going to the store location**
  - Retrieve playback within remote monitoring system (If Available)
  - Verify software version 3.0.XXX is installed on the unit.
  - Review alarm history
- **After getting to the store location**
  - Retrieve system log
  - Allow cavity temperature to warm to room temperature
  - Collect log file and send to Welbilt

If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if it is not available.
<table>
<thead>
<tr>
<th>Event #</th>
<th>E8B</th>
<th>E10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Group</td>
<td>System</td>
<td>Temperature</td>
</tr>
<tr>
<td>Event Description</td>
<td>Ambient temperature too hot</td>
<td>The control detects a Platen thermocouple as open or well above normal temperature</td>
</tr>
<tr>
<td>Purpose</td>
<td>To ensure proper grill operation</td>
<td>To ensure proper temperature control</td>
</tr>
<tr>
<td>Event Cause</td>
<td>Grill controls detect room temperature of 162 F (75 C) or higher</td>
<td>Out of range error caused by damaged or incorrect thermocouple wiring, or temperature in excess of 800 F (427 C)</td>
</tr>
<tr>
<td>Test Method</td>
<td><strong>To test:</strong> Use a heat gun on the rear of thermalcouple input connectors on SIB (J17 - J21). Monitor cold junction temp in Diagnostics/Status screen until temp is at least 162 degrees F or until E8B error is displayed.</td>
<td><strong>To test:</strong> Unplug J20 (Blk) thermocouple connector on SIB board until 10F error is displayed. Repeat for J18 (Red) thermocouple until 10R error is displayed.</td>
</tr>
<tr>
<td>Error Response Category</td>
<td>A</td>
<td>A</td>
</tr>
<tr>
<td>Platen Response</td>
<td>The platen will stop and stay where it is.</td>
<td>The grill will go to the OFF state and return to the Home Screen where the platen will attempt to move to the raised position</td>
</tr>
<tr>
<td>Error Clear Method</td>
<td>Self clearing - error clears when condition clears</td>
<td>Acknowledgement through UI or via the Green Button</td>
</tr>
<tr>
<td>Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)</td>
<td>Alarm 8B Temperature inside the cavity is too hot. 4 hour Dispatch Required.  <strong>Prior to going to the store location</strong> - Retrieve playback within remote monitoring system (If Available) - Verify software version 3.0.XXX is installed on the unit. - Review alarm history  <strong>After getting to the store location</strong> - Retrieve system log - Check inside cavity for excessive debris - Turn of unit and allow to cool - Collect log file and send to Welbilt If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if it is not available.</td>
<td>10L/10R Error Message, Ungrounded Thermocouple 4 hour Dispatch Required.  <strong>Prior to going to the store location</strong> - Retrieve playback within remote monitoring system (If Available) - Verify software version 3.0.XXX is installed on the unit. - Review alarm history  <strong>After getting to the store location</strong> - Retrieve system log - Check grounding straps on front of unit have not become come loose or broken. - Check all grounding connections on terminal block located at the back of the unit. - Pull left side panel and verify all thermocouple connections to SIB are clean and snug in place. - Check lower grill plate and platen are not cracked or separated. - Check all thermocouple ground wires for nicks or cuts. - Wiggle wiring and conduit while watching the temp screen, does one of the temps display open? - Collect log file and send to Welbilt If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if it is not available.</td>
</tr>
</tbody>
</table>
### Event # | E11 | E14
--- | --- | ---
**Event Group** | Temperature | Temperature
**Event Description** | The control detects a Grill thermocouple as open or well above normal temperature | The control detects a Platen thermocouple as ungrounded
**Purpose** | To ensure proper temperature control | To ensure proper temperature control
**Event Cause** | Out of range error caused by damaged or incorrect thermocouple wiring, or temperature in excess of 800°F (427°C) | Variations in temperature readings of over 230°F degrees (110°C degrees) within a 100ms window and sustained for 3 seconds.
**Test Method** | **To test:** Unplug J21 (Grl) thermocouple connector on SIB board until 11F error is displayed. Repeat for J19 (Wht) thermocouple until 11M error is displayed. Repeat for J17 (Yel) thermocouple until 11R error is displayed. | **To Test:** using a thermocouple simulator cause a fluctuation of plus or minus 36°F rapidly
**Error Response Category** | A | A
**Platen Response** | The grill will go to the OFF state and return to the Home Screen where the platen will attempt to move to the raised position | The grill will go to the OFF state and return to the Home Screen where the platen will attempt to move to the raised position
**Error Clear Method** | Acknowledgement through UI or via the Green Button | Acknowledgement through UI or via the Green Button
**Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)** | 11L/11R Error Message, Ungrounded Thermocouple 4 hour Dispatch Required.  **Prior to going to the store location**  - Retrieve playback within remote monitoring system (if available)  - Verify software version 3.0.XXX is installed on the unit.  - Review alarm history  **After getting to the store location**  - Retrieve system log  - Check grounding straps on front of unit have not become come loose or broken.  - Check all grounding connections on terminal block located at the back of the unit.  - Pull left side panel and verify all thermocouple connections to SIB are clean and snug in place.  - Check lower grates and platen are not cracked or separated.  - Check all thermocouple ground wires for nicks or cuts.  - Wiggle wiring and conduit while watching the temp screen, does one of the temps display open?  - Collect log file and send to Welbilt  - If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if it is not available. | 14L/14R Error Message, Ungrounded Thermocouple 4 hour Dispatch Required.  **Prior to going to the store location**  - Retrieve playback within remote monitoring system (if Available)  - Verify software version 3.0.XXX is installed on the unit.  - Review alarm history  **After getting to the store location**  - Retrieve system log  - Check grounding straps on front of unit have not become come loose or broken.  - Check all grounding connections on terminal block located at the back of the unit.  - Pull left side panel and verify all thermocouple connections to SIB are clean and snug in place.  - Check lower grates and platen are not cracked or separated.  - Check all thermocouple ground wires for nicks or cuts.  - Wiggle wiring and conduit while watching the temp screen, does one of the temps display open?  - Collect log file and send to Welbilt  - If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if it is not available.
### Event # | E15 | E18
---|---|---
**Event Group** | Temperature | Temperature
**Event Description** | The control detects a Grill thermocouple as ungrounded | Suspected Platen heater problem
**Purpose** | To ensure proper temperature control | To prevent grill use with a broken heater or with a suspected thermocouple cold junction
**Event Cause** | Variations in temperature readings of over 230 F degrees (110 C degrees) within a 100ms window and sustained for 3 seconds. | While full power is requested, the temperature reading doesn't increase by 5 F degrees (3 C) within 425 seconds.
**Test Method** | **To Test:** Using a thermocouple simulator cause a fluctuation of plus or minus 36 F rapidly | **To Test:** Connect a thermocouple simulator to J20 on the SIB board. Adjust the temperature to be about 10 degrees below what the other 4 channels are. Start a preheat or cook. After about 7 minutes observe that a E18F error is displayed. Repeat test except connect to J18, E18R will be displayed after 7 minutes.
**Error Response Category** | A | A
**Platen Response** | The grill will go to the OFF state and return to the Home Screen where the platen will attempt to move to the raised position | The grill will go to the OFF state and return to the Home Screen where the platen will attempt to move to the raised position
**Error Clear Method** | Acknowledgement through UI or via the Green Button | Acknowledgement through UI or via the Green Button

### Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)

**15L/15R Error Message, Ungrounded Thermocouple**
- 4 hour Dispatch Required.

**Prior to going to the store location**
- Retrieve playback within remote monitoring system (If Available)
- Verify software version 3.0.XXX is installed on the unit
- Review alarm history

**After getting to the store location**
- Retrieve system log
- Check grounding straps on front of unit have not become come loose or broken.
- Check all grounding connections on terminal block located at the back of the unit.
- Pull left side panel and verify all thermocouple connections to SIB are clean and snug in place.
- Check lower grates and platen are not cracked or separated.
- Check all thermocouple ground wires for nicks or cuts.
- Wiggle wiring and conduit while watching the temp screen, does one of the temps display open?
- Collect log file and send to Welbilt

If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if it is not available.

**18L/18R Error Message, Broken Heater**
- 4 hour Dispatch Required.

**Prior to going to the store location**
- Retrieve playback within remote monitoring system (If Available)
- Verify software version 3.X.X is installed into the unit
- Review alarm history

**After getting to the store location**
- Retrieve system log
- Verify software version 3.X.X is installed into the unit
- Check grounding straps on front of unit have not become come loose or broken.
- Check all grounding connections on terminal block located at the back of the unit.
- Pull left side panel and verify all thermocouple connections to SIB are clean and snug in place.
- Check lower grates and platen are not cracked or separated.
- Check all thermocouple ground wires for nicks or cuts.
- Wiggle wiring and conduit while watching the temp screen, does one of the temps display open?
- Collect log file and send to Welbilt

If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if it is not available.
<table>
<thead>
<tr>
<th>Event #</th>
<th>E19</th>
<th>E22</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Event Group</strong></td>
<td>Temperature</td>
<td>Temperature</td>
</tr>
<tr>
<td>Suspected Grill heater problem</td>
<td>The control detects a Platen thermocouple above the highest allowed temperature</td>
<td></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To prevent grill use with a broken heater or with a suspected thermocouple cold junction</td>
<td>To protect the grill in the event of potential thermal runaway</td>
</tr>
<tr>
<td><strong>Event Cause</strong></td>
<td>While full power is requested, the temperature reading doesn’t increase by 5 F degrees (3 C) within 425 seconds.</td>
<td>Thermocouple is reporting a temperature &gt; 520 F (271 C)</td>
</tr>
<tr>
<td><strong>Test Method</strong></td>
<td><strong>To test:</strong> Connect a thermocouple simulator to J21 on the SIB board. Adjust the temperature to be about 10 degrees below what the other 4 channels are. Start a cook. After about 7 minutes observe that a E19F error is displayed. Repeat test except connect to J19, E19M will be displayed after 7 minutes. Repeat test again except connect to J17, E19R will be displayed after 7 minutes. <strong>Alternate test method:</strong> Turn off internal breaker then start preheat.</td>
<td><strong>To test:</strong> First ensure that unit is preheated. Connect a thermocouple simulator to J20 on the SIB board and adjust temperature so that it is close to the other 4 channels. Go to the Temperature Status screen to monitor then SLOWLY raise the temperature up to around 520 degrees F until alarm E22F displays. Repeat for other platen chanel using J18 and look for E22R.</td>
</tr>
<tr>
<td><strong>Error Response Category</strong></td>
<td>A</td>
<td>D</td>
</tr>
<tr>
<td><strong>Platen Response</strong></td>
<td>The grill will go to the OFF state and return to the Home Screen where the platen will attempt to move to the raised position</td>
<td>The grill will go to the READY STATE</td>
</tr>
<tr>
<td><strong>Error Clear Method</strong></td>
<td>Acknowledgement through UI or via the Green Button</td>
<td>Self clearing - error clears when platen has cooled and will transition to Home screen</td>
</tr>
<tr>
<td><strong>Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)</strong></td>
<td>19L/19R Error Message, Broken Heater 4 hour Dispatch Required. <strong>Prior to going to the store location</strong>  • Retrieve playback within remote monitoring system (If Available)  • Verify software version 3.0.XXX is installed on the unit.  • Review alarm history <strong>After getting to the store location</strong>  • Retrieve system log  • Check grounding straps on front of unit have not become come loose or broken.  • Check all grounding connections on terminal block located at the back of the unit.  • Pull left side panel and verify all thermocouple connections to SIB are clean and snug in place.  • Check lower grates and platen are not cracked or separated.  • Check all thermocouple ground wires for nicks or cuts.  • Wiggle wiring and conduit while watching the temp screen, does one of the temps display open?  • Collect log file and send to Welbilt  If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if it is not available.</td>
<td>Error 22L or 22R Message, Over Heat Issue 4 hour Dispatch Required. <strong>Prior to going to the store location</strong>  • Retrieve playback within remote monitoring system (If Available)  • Verify software version 3.0.XXX is installed on the unit.  • Review alarm history <strong>After getting to the store location</strong>  • Retrieve system log  • Check all grounding connections on terminal block located at the back of the unit.  • Check grates for cracks and splits or separations.  • Check grates are not broken or separated from its connection point.  • Verify actual temperatures do not over shoot set points during preheat and cooking cycles.  • Check all thermocouple ground wires for nicks or cuts.  • Wiggle wiring and conduit while watching the temp screen, does one of the temps display open?  • Collect log file and send to Welbilt  If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if it is not available.</td>
</tr>
</tbody>
</table>
## Troubleshooting Section 5

<table>
<thead>
<tr>
<th>Event #</th>
<th>E23</th>
<th>E30</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Group</td>
<td>Temperature</td>
<td>System</td>
</tr>
<tr>
<td>Event Description</td>
<td>The control detects a Grill thermocouple above the highest allowed temperature</td>
<td>Lane Communication Error between UI and SIB (control board)</td>
</tr>
<tr>
<td>Purpose</td>
<td>To protect the grill in the event of potential thermal runaway</td>
<td>To prevent use of grill without control</td>
</tr>
<tr>
<td>Event Cause</td>
<td>Thermocouple is reporting a temperature &gt; 520 F (271 C)</td>
<td>Defective circuit on UI or SIB; Broken wire; Electrically noisy enviroment. CLA pulls SIB 10 times over a 5 second period</td>
</tr>
<tr>
<td>Test Method</td>
<td>To test: First ensure that unit is preheated. Connect a thermocouple simulator to J21 on the SIB board and adjust temperature so that it is close to the other 4 channels. Go to the Temperature Status screen to monitor then SLOWLY raise the temperature up to around 520 degrees F until alarm E23F displays. Repeat for other grill channels using J18 &amp; J17 and look for E23M and E23R.</td>
<td>To test: Unplug reference pins for SSRB version detection.</td>
</tr>
<tr>
<td>Error Response Category</td>
<td>D</td>
<td>B</td>
</tr>
<tr>
<td>Platen Response</td>
<td>The grill will go to the READY STATE</td>
<td>The platen will stop and stay where it is.</td>
</tr>
<tr>
<td>Error Clear Method</td>
<td>Self clearing - error clears when grill has cooled and will transition to Home screen</td>
<td>Acknowledgement through UI or via the Green Button</td>
</tr>
<tr>
<td>Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)</td>
<td>Error 23L and 23R Message, Over Heat Issue 4 hour Dispatch Required. <strong>Prior to going to the store location</strong>  • Retrieve playback within remote monitoring system (if Available)  • Verify software version 3.0.XXX is installed on the unit.  • Review alarm history <strong>After getting to the store location</strong>  • Retrieve system log  • Check all grounding connections on terminal block located at the back of the unit.  • Check grates for cracks and splits or separations.  • Check grates are not broken or separated from its connection point.  • Verify actual temperatures do not over shoot set points during preheat and cooking cycles.  • Check all thermocouple ground wires for nicks or cuts.  • Wiggle wiring and conduit while watching the temp screen, does one of the temps display open?  • Collect log file and send to Welbilt</td>
<td>Error 30 Message, lane communication failure 4 hour Dispatch Required. <strong>Prior to going to the store location</strong>  • Retrieve playback within remote monitoring system (if Available)  • Verify software version 3.0.XXX is installed on the unit.  • Review alarm history <strong>After getting to the store location</strong>  • Verify connection from SIB to UI  • Collect log file and send to Welbilt</td>
</tr>
<tr>
<td>Event #</td>
<td>E31</td>
<td>E32</td>
</tr>
<tr>
<td>---------</td>
<td>-----</td>
<td>-----</td>
</tr>
<tr>
<td>Event Group</td>
<td>System</td>
<td>System</td>
</tr>
<tr>
<td>Event Description</td>
<td>Hardware problem detected on the SIB</td>
<td>SSRB Revision Unknown or Unsupported</td>
</tr>
<tr>
<td>Purpose</td>
<td>To prevent use of the grill if there is defective SIB hardware</td>
<td>To prevent use of the grill if incompatible SSRB is detected</td>
</tr>
<tr>
<td>Event Cause</td>
<td>Defective circuit on the SIB</td>
<td>Unsupported SSRB version</td>
</tr>
<tr>
<td>Test Method</td>
<td>To test: Pressing the SIB reset button</td>
<td>To test: Unplug reference pins for SSRB version detection.</td>
</tr>
<tr>
<td>Error Response Category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Platen Response</td>
<td>Reverse and move to hood height position if possible</td>
<td>N/A</td>
</tr>
<tr>
<td>Error Clear Method</td>
<td>Acknowledgement through UI or via the Green Button</td>
<td>Acknowledgement through UI or via the Green Button</td>
</tr>
<tr>
<td><strong>Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)</strong></td>
<td><strong>Prior to going to the store location</strong>&lt;br&gt;- Retrieve playback within remote monitoring system (If Available)&lt;br&gt;- Verify software version 3.0.XXX is installed on the unit.&lt;br&gt;- Review alarm history&lt;br&gt;&lt;br&gt;<strong>After getting to the store location</strong>&lt;br&gt;- Verify connection on SIB&lt;br&gt;- Collect log file and send to Welbilt</td>
<td><strong>Prior to going to the store location</strong>&lt;br&gt;- Retrieve playback within remote monitoring system (If Available)&lt;br&gt;- Verify software version 3.0.XXX is installed on the unit.&lt;br&gt;- Review alarm history&lt;br&gt;&lt;br&gt;<strong>After getting to the store location</strong>&lt;br&gt;- Verify ribbon cable connection from SIB to SSRB&lt;br&gt;- Collect log file and send to Welbilt</td>
</tr>
</tbody>
</table>
### Troubleshooting Section 5

<table>
<thead>
<tr>
<th>Event #</th>
<th>E41</th>
<th>E42</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Event Group</strong></td>
<td>System</td>
<td>System</td>
</tr>
<tr>
<td><strong>Event Description</strong></td>
<td>Control senses a significant &quot;brown out&quot; event.</td>
<td>Control indicates that a power calibration has not been performed</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To flag potential power supply issues</td>
<td>To flag that the power calibration has not been performed</td>
</tr>
<tr>
<td><strong>Event Cause</strong></td>
<td>Voltage drop across one or more phases</td>
<td>Power Calibration not set</td>
</tr>
<tr>
<td><strong>Test Method</strong></td>
<td><strong>To test:</strong> remove three phase power and wait for the alarm to trigger</td>
<td><strong>To test:</strong> power calibration has not been set. <strong>Alternate</strong> method is to perform &quot;Reset To Factory Defaults&quot; from the Settings menu.</td>
</tr>
<tr>
<td><strong>Error Response Category</strong></td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Platen Response</strong></td>
<td>Platen operation will continue normal operation</td>
<td></td>
</tr>
<tr>
<td><strong>Error Clear Method</strong></td>
<td>N/A; recorded in log</td>
<td>Acknowledgement through UI or via the Green Button</td>
</tr>
<tr>
<td><strong>Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)</strong></td>
<td>Error 41 Message, brownout event. <strong>Prior to going to the store location</strong>  - Retrieve playback within remote monitoring system (If Available)  - Verify software version 3.0.XXX is installed on the unit.  - Review alarm history <strong>After getting to the store location</strong>  - Verify phase A, B and C have the correct voltage  - Collect log file and send to Welbilt</td>
<td>Error 42 Message, Power Calibration not set 4 hour Dispatch Required. <strong>Prior to going to the store location</strong>  - Retrieve playback within remote monitoring system (If Available)  - Verify software version 3.0.XXX is installed on the unit.  - Review alarm history <strong>After getting to the store location</strong>  - Verify power calibration is set  - Collect log file and send to Welbilt</td>
</tr>
<tr>
<td>Event #</td>
<td>E50</td>
<td>E52</td>
</tr>
<tr>
<td>---------</td>
<td>-----</td>
<td>-----</td>
</tr>
<tr>
<td><strong>Event Group</strong></td>
<td>Burner</td>
<td>Burner</td>
</tr>
<tr>
<td><strong>Event Description</strong></td>
<td>Burner Unresponsive</td>
<td>Burner Flame No Call</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To indicate failure of burner after ignition speed set</td>
<td>To protect against flame being present before ignition</td>
</tr>
<tr>
<td><strong>Event Cause</strong></td>
<td>40-60 second timeout occurred when calling for heat after ignition speed</td>
<td>Flame detected before ignition</td>
</tr>
<tr>
<td><strong>Test Method</strong></td>
<td>To test: switch gas off after ignition</td>
<td>To test: simulate flame detected when not calling for heat</td>
</tr>
<tr>
<td><strong>Error Response Category</strong></td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Platen Response</strong></td>
<td>Reverse and move to hood height position if possible</td>
<td></td>
</tr>
<tr>
<td><strong>Error Clear Method</strong></td>
<td>Acknowledgement through UI or via the Green Button</td>
<td>Acknowledgement through UI or via the Green Button</td>
</tr>
<tr>
<td><strong>Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)</strong></td>
<td>Error 50 Message, Burner Unresponsive 4 hour Dispatch Required. Prior to going to the store location  • Retrieve playback within remote monitoring system (If Available)  • Verify software version 3.0.XXX is installed on the unit.  • Review alarm history After getting to the store location  • Verify connections to ignition module  • Collect log file and send to Welbilt</td>
<td>Error 52 Message, Burner Flame No Call 4 hour Dispatch Required. Prior to going to the store location  • Retrieve playback within remote monitoring system (If Available)  • Verify software version 3.0.XXX is installed on the unit.  • Review alarm history After getting to the store location  • Verify connection to ignition module  • Collect log file and send to Welbilt</td>
</tr>
<tr>
<td>Event #</td>
<td>E53</td>
<td>E54</td>
</tr>
<tr>
<td>--------</td>
<td>-----</td>
<td>-----</td>
</tr>
<tr>
<td>Event Group</td>
<td>Burner</td>
<td>Burner</td>
</tr>
<tr>
<td>Event Description</td>
<td>Burner Lockout</td>
<td>Burner call for heat fault</td>
</tr>
<tr>
<td>Purpose</td>
<td>To lockout module if multiple ignitions occurred</td>
<td>To flag potential issues with the burner ignition when calling for heat</td>
</tr>
<tr>
<td>Event Cause</td>
<td>Burner did not light after 3 attempts</td>
<td>10-15 second timeout occurred when calling for heat after high speed</td>
</tr>
<tr>
<td>Test Method</td>
<td>To test: switch gas off during ignition</td>
<td>To test: Switch gas off after high speed is set</td>
</tr>
<tr>
<td>Error Response Category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Platen Response</td>
<td>Reverse and move to hood height position if possible</td>
<td>Reverse and move to hood height position if possible</td>
</tr>
<tr>
<td>Error Clear Method</td>
<td>Acknowledgement through UI or via the Green Button</td>
<td>Acknowledgement through UI or via the Green Button</td>
</tr>
</tbody>
</table>
| Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN) | Error 53 Message, Burner Lockout 4 hour Dispatch Required.  
Prior to going to the store location  
- Retrieve playback within remote monitoring system (If Available)  
- Verify software version 3.0.XXX is installed on the unit.  
- Review alarm history  
After getting to the store location  
- Verify connections to ignition module  
- Collect log file and send to Welbilt | Error 54 Message, Burner Call for Heat Fault 4 hour Dispatch Required.  
Prior to going to the store location  
- Retrieve playback within remote monitoring system (If Available)  
- Verify software version 3.0.XXX is installed on the unit.  
- Review alarm history  
After getting to the store location  
- Verify connection to ignition module  
- Collect log file and send to Welbilt |
<table>
<thead>
<tr>
<th>Event #</th>
<th>E55</th>
<th>E60</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Group</td>
<td>Burner</td>
<td>Motion</td>
</tr>
<tr>
<td>Event Description</td>
<td>Burner fan fault</td>
<td>Platen sensor failure</td>
</tr>
<tr>
<td>Purpose</td>
<td>To flag potential issues with the burner fan</td>
<td>To indicate if the front or rear baumer sensor is not detected</td>
</tr>
<tr>
<td>Event Cause</td>
<td>Incorrect burner fan speed detected</td>
<td>Baumer sensor is mis-wired or has failed</td>
</tr>
<tr>
<td>Test Method</td>
<td>To test: modify fan speed by blocking fan to change speed during the ignition process</td>
<td>To test: modify wiring of baumer sensor</td>
</tr>
<tr>
<td>Error Response Category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Platen Response</td>
<td>Reverse and move to hood height position if possible</td>
<td></td>
</tr>
<tr>
<td>Error Clear Method</td>
<td>Acknowledgement through UI or via the Green Button</td>
<td>Acknowledgement through UI or via the Green Button</td>
</tr>
<tr>
<td>Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)</td>
<td>Error 55 Message, Burner Fan Fault 4 hour Dispatch Required.  <strong>Prior to going to the store location</strong>  - Retrieve playback within remote monitoring system (if available)  - Verify software version 3.0.XXX is installed on the unit.  - Review alarm history  <strong>After getting to the store location</strong>  - Verify connections to ignition module  - Collect log file and send to Welbilt</td>
<td>Error 60 Message, Platen Sensor Failure 4 hour Dispatch Required.  <strong>Prior to going to the store location</strong>  - Retrieve playback within remote monitoring system (if available)  - Verify software version 3.0.XXX is installed on the unit.  - Review alarm history  <strong>After getting to the store location</strong>  - Verify baumer sensors are connected and active  - Collect log file and send to Welbilt</td>
</tr>
<tr>
<td>Event #</td>
<td>E61</td>
<td>E62</td>
</tr>
<tr>
<td>---------</td>
<td>-----</td>
<td>-----</td>
</tr>
<tr>
<td><strong>Event Group</strong></td>
<td>Motion</td>
<td>Motion</td>
</tr>
<tr>
<td><strong>Event Description</strong></td>
<td>Platen not level</td>
<td>Platen Ec limit reached</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To indicate when platen cannot be adjusted within PLMIN and PLMAX Limits</td>
<td>To indicate if encoder limit is reached</td>
</tr>
</tbody>
</table>

| Event Cause | Platen has shifted outside its mechanical adjustment and auto level is no longer able to adjust within it limits | Alarm 62 is caused when the system is reading the sensor registers 460 through 462 during the preheat Gap/levelling calibration or during platen motor calibration from settings. It occurs when the platen gets either too far or too close to the sensors. The limits are set in the hwcfg.json file. |

| Test Method | To test: Force calibration with PLMIN & PLMAX out of range, then save, E61 will be displayed. | To test: Modify Ec limit value in json file "lower_virtual_stop": 4980 or trigger the lower reference switch during downward motion prior to the platen reaching the lower reference switch causing the lower virtual stop to be greater than 4980 |

| Error Response Category | |

| Platen Response | Reverse and move to hood height position if possible |

| Error Clear Method | Acknowledgement through UI or via the Green Button | Acknowledgement through UI or via the Green Button |

**Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)**

- Error 61 Message, Platen Not Level
  - 4 hour Dispatch Required.
  - **Prior to going to the store location**
    - Retrieve playback within remote monitoring system (If Available)
    - Verify software version 3.0.XXX is installed on the unit.
    - Review alarm history
  - **After getting to the store location**
    - Verify platen is level
    - Collect log file and send to Welbilt

- Error 62 Message, Platen Ec Limit Reached
  - 4 hour Dispatch Required.
  - **Prior to going to the store location**
    - Retrieve playback within remote monitoring system (If Available)
    - Verify software version 3.0.XXX is installed on the unit.
    - Review alarm history
  - **After getting to the store location**
    - Verify distance between baumer sensor and detection plate
<table>
<thead>
<tr>
<th>Event #</th>
<th>E63</th>
<th>E64</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Event Group</strong></td>
<td>Motion</td>
<td>Motion</td>
</tr>
<tr>
<td><strong>Event Description</strong></td>
<td>Platen obstruction</td>
<td>Platen Autocal error</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To indicate if platen movement is detected during platen motion outside the cook zone</td>
<td>To prevent use of the grill if failure of the auto level subsystem</td>
</tr>
<tr>
<td><strong>Event Cause</strong></td>
<td>There is an obstruction causing the platen to shift during motion</td>
<td>Platen has shifted outside its mechanical adjustment and auto level is no longer able to adjust within its limits after multiple tries. Conditions that trigger an E64 AUTOCAL_ERR_NOT_HOMED AUTOCAL_ERR_NO_ACTIVE_SENSORS AUTOCAL_ERR_SENSOR_LIMIT_EXCEEDED AUTOCAL_ERR_INVALID_PARAMETER AUTOCAL_ERR_PLATEN_MOTION_FAILURE AUTOCAL_ERR_PROCESS_FAILED</td>
</tr>
<tr>
<td><strong>Test Method</strong></td>
<td>To test: As platen is moving downward place an object, such as a shim, in the gap under one of the Baumer sensors. Alternate method is to place a 2 x 4 on the grill to block platen. E63 will be displayed.</td>
<td>To Test: Move the sensor outside of the sensor range, disconnect the sensor, modify so that platen has no movement.</td>
</tr>
<tr>
<td><strong>Error Response Category</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Platen Response</strong></td>
<td>Reverse and move to hood height position if possible</td>
<td>Reverse and move to hood height position if possible</td>
</tr>
<tr>
<td><strong>Error Clear Method</strong></td>
<td>Acknowledgement through UI or via the Green Button and return to the current state</td>
<td>Acknowledgement through UI or via the Green Button</td>
</tr>
<tr>
<td><strong>Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)</strong></td>
<td>Error 63 Message, Platen Obstruction 4 hour Dispatch Required. <strong>Prior to going to the store location</strong>  - Retrieve playback within remote monitoring system (If Available)  - Verify software version 3.0.XXX is installed on the unit.  - Review alarm history <strong>After getting to the store location</strong>  - Remove obstruction  - Verify distance between baumer sensor and detection plate  - Clean baumer sensor and detection plate</td>
<td>Error 64 Message, Platen Autocal error 4 hour Dispatch Required. <strong>Prior to going to the store location</strong>  - Retrieve playback within remote monitoring system (If Available)  - Verify software version 3.0.XXX is installed on the unit.  - Review alarm history <strong>After getting to the store location</strong>  - Verify platen is level  - Verify motor operation  - Verify motor is not jammed  - Collect log file and send to Welbilt</td>
</tr>
<tr>
<td>Event #</td>
<td>E65</td>
<td>E82</td>
</tr>
<tr>
<td>---------</td>
<td>-----</td>
<td>-----</td>
</tr>
<tr>
<td>Event Group</td>
<td>Motion</td>
<td>System</td>
</tr>
<tr>
<td>Event Description</td>
<td>Platen Force Calibration Error</td>
<td>UI Off Stuck</td>
</tr>
<tr>
<td>Purpose</td>
<td>To indicate when platen cannot be adjusted within PLMIN and PLMAX Limits</td>
<td>To indicate CLA and UI have lost communication or are out of sync</td>
</tr>
<tr>
<td>Event Cause</td>
<td>To many attempts have been performed during platen calibration and additional mechanical alignment may need to take place prior to re-calibrating</td>
<td>The UI and CLA are out of sync</td>
</tr>
<tr>
<td>Test Method</td>
<td>To Test: cause an out of level condition that will generate multiple attempts</td>
<td>To Test: must be tested at the unit level</td>
</tr>
<tr>
<td>Error Response Category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Platen Response</td>
<td>Reverse and move to hood height position if possible</td>
<td></td>
</tr>
<tr>
<td>Error Clear Method</td>
<td>Acknowledgement through UI or via the Green Button</td>
<td>Error 82 Message, UI off Stuck 4 hour Dispatch Required.</td>
</tr>
<tr>
<td>Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)</td>
<td>Error 65 Message, Platen Calibration too many attempts 4 hour Dispatch Required.  <strong>Prior to going to the store location</strong>  • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history  <strong>After getting to the store location</strong>  • Verify platen is level • Verify motor operation • Verify motor is not jammed • Collect log file and send to Welbilt</td>
<td>Error 82 Message, UI off Stuck 4 hour Dispatch Required.  <strong>Prior to going to the store location</strong>  • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history  <strong>After getting to the store location</strong>  • Verify connection from UI to SIB • log steps to reproduce the issue • Collect log file and send to Welbilt</td>
</tr>
</tbody>
</table>
Section 6
Controls

Settings Mode:

1. Select “SETTINGS”.
2. Enter password (alphabet).
3. Display of settings shown.
4. Here are all the option available under settings.

Factory Settings Mode:

Change Password

5. Type password under Settings.
6. Choose the user password to change (display shown).
7. Type the new password twice and press return.

Change the Time

8. Type password under Settings.
9. Time option selected (display shown).
10. Numeric pad will display (shown).
11. Select check to save the time.

FACTORY
PASSWORD
TIME
DATE
FACTORY SETTINGS
RECIPE RESET (FROM USB)
RECIPE FACTORY DEFAULTS
SOFTWARE UPDATE
CALIBRATION
GAP CALIBRATION
HOOD HEIGHT
THERMOCOUPLE CALIBRATION
TIME/GAP ADJ. LIMITS
TEST
COLLECT SYSTEM LOGS
HEATERS STATE
SETTINGS
CLEAN SETTINGS
HEAT ERRORS & LIMITS
LANGUAGE
PROMPTS DEFINITIONS
PROTEINS DEFINITIONS
SLEEP CONFIGURATION
TEMPERATURE UNITS
VOLUME
Change the Date

12. Type password under settings.
13. Select the appropriate date (display shown).

14. Select check to save date.

Factory Settings

15. Type password under settings.
16. Type information and then select check to save.

Recipe Reset (from USB)

17. Type password under settings.
18. Insert USB then select RESET RECIPES (USB) (display shown).

19. This operation cannot be canceled, press check to continue or X to cancel.

Reset To Factory Defaults

WARNING,
The following procedure will result in replacing all actual settings on the grill (temperatures, cooking time and others), being reset to their factory setting defaults.

Factory Settings

20. Select the appropriate reset option to continue.

21. This operation can not be cancel, press check to continue.

Software Update

22. See page 69 for Instruction Software Update.

Calibration Settings Mode:

Gap Calibration

23. Type password under settings then select GAP CALIBRATION.
24. Select CALIBRATION INSTRUMENT SIZE (display shown).

25. Numeric pad will display, type the appropriate number.

26. Make the appropriate adjustment the END CALIBRATION.
27. For more details go to section #7 service manual.
Hood Height

28. Type password under settings then select HOOD HEIGHT. 29. Make the appropriate adjustment then END CALIBRATION.

Thermocouple Calibration

30. Type password under settings then select THERMOCOUPLE CALIBRATION. 31. Make the appropriate adjustment then SAVE

32. Select SAVE to save your data or REVERT to go back without saving.

Time/Gap Adj. Limits

33. Time & Gap Adjustments option selected (display shown).

34. Numeric pad will appear as touch. Enter new settings.

35. Select ✔ to save Time & Gap Adjustments.

Test Setting Mode:

Collect System Log

36. Type password under settings then select COLLECT SYSTEM LOG. 37. Insert USB then select COLLECT LOG.

38. This operation can not be cancel, press check ✔ to continue or ✗ to cancel.

Heater State

39. Type password under settings then select HEATERS STATE. 40. Select TEST HEATERS, then wait for the computer test.

41. Computer will indicated when test is finished then select ✔ to go back.

Settings Mode:

Clean Settings

42. Type password under settings then select CLEAN SETTINGS.

43. Select an option, numeric pad will appear, enter new settings.
• CLEAN GRILL – this option will configure the lower grill, you can set up temperature from 150F to 450F or turn off this option by typing 32 on the numeric pad.

• CLEAN PLATEN – this option will configure the upper grill, you can set up temperature from 150F to 450F or turn off this option by typing 32 on the numeric pad.

• CLEAN FREQUENCY – this option will configure the cooking cycle you permit between clean time, computer will automatically detect when is time to clean your grill. ex: 10 CK CYC will automatically tell you after 10 cooking cycle that CLEANING REQUIRED.

• CLEAN MIN TIME – this option will set the time of cleaning, could be from 1 to 15 minute time.

44. This operation can not be cancel, press check ✓ to continue or X to cancel.

Heat Errors & Limits

45. Type password under settings then select HEAT ERRORS & LIMITS.

46. Select an option, numeric pad will appear, enter new settings.

47. Select and press check ✓ to continue.

Language

48. Type password under settings then select LANGUAGE.

49. Select the language and press check ✓ to save.

Prompts Definitions

50. Type password under settings then select PROMPTS DEFINITION.

51. Select the language and press check ✓ to save.

Prompts definitions is used when you create a new recipe.

Protein Definitions

52. Type password under settings then select PROTEIN DEFINITIONS.

53. Numeric/alpha pad will display, type the appropriate data.

Protein definitions is used when you create a new recipe.

Sleep Configutarion

54. Type password under settings then select SLEEP CONFIGURATION.

55. Select your options and press check ✓ to save.

AUTO SLEEP? = power-saving mode of operation in which device switched off until needed.

AUTO SLEEP DELAY? = will automatically go into sleep mode after the indicated time of inactivity.

Temperature Units

56. Type password under settings then select TEMPERATURE UNITS.

57. Select your options and press check ✓ to save.

Volume

58. Type password under settings then select VOLUME.

59. Select your options and press check ✓ to save.
Instructions for Software Update

Garland will notify FAS’s of new software drop. FAS’s are required to have clean (formatted) flashdrives with a minimum size of 8Gb. If the file received is compressed (zip), it needs to be decompressed and content (could be approx. 24 files) should be copied to a clean flashdrive. Flashdrive brands must be Kingston, Lexar or Sandisk (these brands have a faster transfer speed). After a complete transfer of all files and before removing the flashdrive from the personal computer (laptop/desktop), ensure they flashdrive is properly ejected.

The update is done through the settings screen:

1. Turn ON the broiler and wait until it gets to the Home Screen. (If not at the Home screen or in Settings, press Home icon).

2. Insert flashdrive into USB port on the front panel of the Grill.

3. Press Settings and enter the password provided.

4. Scroll through Settings to Calibration. Wait for the platen to move down and settle at the home switch. Write down the “Current Platen Position” number indicated in the photo below. Exit Calibration by pressing ←LEFT arrow.
5. Scroll through Settings to Software Update. Press START UPDATE.

6. Press START UPDATE.

If search for USB unsuccessful — screen will state “Couldn’t find USB drive”. Try a different USB flashdrive and repeat number 5. If USB was found successfully, start again from number 5.

7. The upgrade may take up to 10 minutes. Be patient and DO NOT remove the flashdrive.

The screen will turn black with white text. The text will change as the files are copied from the FlashDrive. The screen may appear frozen as the first couple of files take a few minutes. Soon, the screen will advance as more files are loaded. After the last file is processed, the screen will say ‘rebooting’ and automatically proceed to turn off and restart. **It may reboot twice** as the software may need to update of the SIB (Smart Interface Board) as well. This is normal.

During the restart, check that the software version is the expected revision. The software version can also be verified in Diagnostics.

8. Only remove the FlashDrive when the Home screen comes up. This is your indication that the software update is complete.

9. Press Settings, select “SUPER USER” and enter the password provided. Scroll through Settings to Calibration. (Refer to #4) Wait for the platen to move down and settle at the home switch. Verify that the “Current Platen Position” is the same as the one recorded before the update. If the number is not within +/- 2, a gap calibration will be required. Return to Settings.

10. From Settings scroll to Volume and confirm it is set to HIGH. Use the Up arrow key to confirm that the speaker is working. Return to Settings.

11. From Settings scroll to Sleep Settings and confirm the Auto Sleep? is YES. Set the Auto Sleep Delay to 300 sec. Select the check mark icon to save the changes.

12. The software update and menu check is completed here. The platen will stay close.
AUTO LEVEL SETTINGS CALIBRATION.
The auto level settings will automatically make the proper adjustment on the platen to obtain the maximum cooking performance.

1. Select “SETTINGS” from home screen.

2. Enter “PASSWORD”.

3. Scroll up or down to select “AUTO LEVEL SETTINGS”. Select START.

4. Select CAPTURE DATA.

5. Select the check mark

6. Select Home icon

7. Select “Press&Go” from home screen.

8. Select any menu available.

9. Grill automatically will go to PREHEAT.

NOTE:
PLMIN (PLATEN MINIMUM) default number is 27MILS
PLMAX (PLATEN MAXIMUM) default number is 43MILS
At this point do not modify those values, for future reference.

CAPTURE DATA will be performed at the end of the next pre-heat cycle and once complete will update the Zb, Zf and ZDBF values on the auto level settings screen. Sample below.

<table>
<thead>
<tr>
<th>PLMIN</th>
<th>PLMAX</th>
</tr>
</thead>
<tbody>
<tr>
<td>27 MILS</td>
<td>43 MILS</td>
</tr>
<tr>
<td>ZB 2174.7 MILS</td>
<td>ZF 2203.2 MILS</td>
</tr>
</tbody>
</table>
10. At the end of the pre-heat cycle, the platen will raise to the lower reference switch and then lower to the grill plate to detect the platen level state. Cooking ready state will be displayed when the process is completed.

11. Repeat procedure 1, 2 and 3.

12. Select the FORCE CALIBRATION

**FORCE CALIBRATION**

FORCE CALIBRATION will be performed at the end of the pre-heat cycle once completed. This option will check and recalculate the Zb, Zf and ZDBF values and make the proper auto level settings adjustment if necessary.

13. Select the check mark

14. Select Home icon

15. Select “Press&Go” from home screen.

16. Select any menu available.

17. Grill automatically will go to PREHEAT.

18. At the end of the pre-heat cycle, the platen will raise to the lower reference switch and then lower to the grill plate to detect the platen level state. Cooking ready state will be displayed when the process is completed.

19. Auto level calibration completed.

**Important point to remember**

- Sensors (Proximity & sensor target) must be kept clear & clean at all times.

Proximity sensor is used to detect the position of the platen using the sensor target attached to the platen cowl, conduct “visual inspection”.

---

**AUTO LEVEL SETTINGS**

- PLMIN: 27 MILS
- PLMAX: 27 MILS
- GRILL WILL RECALIBRATE AFTER NEXT PREHEAT
- SAVE
- REVERT

---

**Sensors**

- Proximity sensor
- Sensor Target

---

Press & Go screen
Reading The LEDs—SIB Board

The LED on the SIB are used to indicate when different functions are performing. Only the major LEDs are indicated in the photo below.

Figure #1
Technicians should take note of the important LED numbers—3, 4, 5, 17, 18, 27.

<table>
<thead>
<tr>
<th>LED</th>
<th>Color</th>
<th>Name</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Green</td>
<td>3.3V Power</td>
<td>Constant when power supply connected</td>
</tr>
<tr>
<td>3</td>
<td>Green</td>
<td>Motor Up</td>
<td>Lights while platen motor moving up</td>
</tr>
<tr>
<td>4</td>
<td>Blue</td>
<td>Motor Down</td>
<td>Lights while platen motor moving down</td>
</tr>
<tr>
<td>5</td>
<td>Red</td>
<td>PWR SYNCH</td>
<td>Blinks when high voltage detected from SSRB</td>
</tr>
<tr>
<td>6</td>
<td>Red</td>
<td>DEBUG 1</td>
<td>Data Communication: On during normal operation</td>
</tr>
<tr>
<td>7</td>
<td>Red</td>
<td>DEBUG 2</td>
<td>Data Communication: Blinks during normal operation</td>
</tr>
<tr>
<td>8</td>
<td>Red</td>
<td>DEBUG 3</td>
<td>Data Communication: Blinks rapidly during normal operation</td>
</tr>
<tr>
<td>9</td>
<td>Red</td>
<td>DEBUG 4</td>
<td>Data Communication: Blinks when SIB software updates, lights if error between SIB and UI</td>
</tr>
<tr>
<td>10</td>
<td>Green</td>
<td>Heartbeat</td>
<td>Blinks during normal operation</td>
</tr>
<tr>
<td>11</td>
<td>Green</td>
<td>5V Power</td>
<td>Constant when power supply connected</td>
</tr>
<tr>
<td>12</td>
<td>Green</td>
<td>12V Power</td>
<td>Constant when power supply connected</td>
</tr>
<tr>
<td>14</td>
<td>Blue</td>
<td>Green Button</td>
<td>Light when green button is pressed (The right most LED at location indicated).</td>
</tr>
<tr>
<td>17</td>
<td>Amber</td>
<td>Upper / Lift</td>
<td>On until platen is at the upper switch (or higher)</td>
</tr>
<tr>
<td>18</td>
<td>Amber</td>
<td>Home</td>
<td>On until platen is at the home switch (or lower)</td>
</tr>
<tr>
<td>21</td>
<td>Green</td>
<td>24V Power</td>
<td>Constant when power supply connected</td>
</tr>
<tr>
<td>27</td>
<td>Orange</td>
<td>Over Current</td>
<td>Blinks momentarily during boot and if motor goes over current</td>
</tr>
</tbody>
</table>

**LED 3 and 4 (Motor Motion Indicators)**
- Indicate the platen motor is moving or trying to move.

**LED 5**
- If LED 5 is not blinking, there may be an issue with the high voltage power or with the ribbon cable to the SSRB.

**LED 17 & 18 (Platen Position Indicators)**
- Indicate the status of the Home and Upper reference switches. At least one of these must ALWAYS be on.
- When the platen is down (at or below the Home switch), LED 18 is OFF.
- When the platen is up (at or above the Upper switch), LED 17 is OFF.
- When the platen is between these positions, LED 17 and 18 are ON.

**LED 27 (Over Current Error Indicator)**
- When blinks, it indicates a problem when the platen motor is moving or trying to move, such as over-current.
- If the actuator check validates that the actuator is good and the platen still gets stuck, or shuddering, or UI displays error# 2, then some mechanical adjustment may be required, such as releasing the seals and seal caps (2 screws), or moving platen a few times up/down. If no change in behavior before or after tightening back the seal caps, change the actuator.
**Reading the LEDS—SIB: Diagnose Platen Errors**

**Platen Position Indicators: LED 17, 18 (figure #2)**

<table>
<thead>
<tr>
<th>LED 18 (HOME, AMBER)</th>
<th>LED 17 (UPPER, AMBER)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ON</td>
<td>OFF</td>
<td>Platen must be up (at or above the upper switch)</td>
</tr>
<tr>
<td>OFF</td>
<td>ON</td>
<td>Platen must be down (at or below the home switch)</td>
</tr>
<tr>
<td>ON</td>
<td>ON</td>
<td>Platen must be between the home and upper switches</td>
</tr>
<tr>
<td>OFF</td>
<td>OFF</td>
<td>Error - at least one LED must be on</td>
</tr>
</tbody>
</table>

**Figure #2**

**Note:**

If the platen position does not correspond to the LED pattern, check that the Position Sensor (figure #3) connector is properly seated on the SIB.

- Release the locking tabs from the wire connectors. Pull the wire harness plug from the connection receptacle on the SIB board.
- Check for plug and receptacle conditions.
- Push the terminal in until it snaps into the slot pin and can not be pulled out easily.
- Put the grounding strap tool on before touching the control board.

**Figure #3**
Motor Motion Indicators: LED 3, 4, 27

<table>
<thead>
<tr>
<th>LED</th>
<th>Color</th>
<th>Name</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Green</td>
<td>Motor Up</td>
<td>Lights while platen motor moving up</td>
</tr>
<tr>
<td>4</td>
<td>Blue</td>
<td>Motor Down</td>
<td>Lights while platen motor moving down</td>
</tr>
<tr>
<td>27</td>
<td>Orange</td>
<td>Error - Motor is</td>
<td>Blinks momentarily during boot and if motor goes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Over Current</td>
<td>over current</td>
</tr>
</tbody>
</table>

- If LED 3 or 4 is lit, the motor is trying to move the platen.
- If LED 4 is lit and platen is at the bottom the motor may be on the lower overtravel switch.
- Similarly, if LED 3 is lit and platen is fully open the motor may be on the upper overtravel switch.
- If LED 27 is lit or blinking while the platen is moving, the SIB has detected an overcurrent condition, and there may be binding or an obstruction at some part of the mechanism.

Note:
If the LED light does not correspond to the LED pattern, check the the Motor Encoder (figure #5) connector is properly seated on the SIB.
- Release the locking tabs from the wire connectors. Pull the wire harness plug from the connection receptacle on the SIB board.
- Check for plug and receptable conditions.
- Push the terminal in until it snaps into the slot pin and can not be pulled out easily.
- Put the grounding strap tool on before touching the control board.
Checking Heaters and Reading the LEDs—SSIB Board

Reading The LEDs - SSRB

- The SSRB has one LED per heater.
- The LEDs blink in proportion to the power being delivered to each heater:
  - An LED that is always on (or nearly always) is receiving maximum power.
  - An LED that is off is receiving no power.
  - An LED that is blinking is receiving some power.

<table>
<thead>
<tr>
<th>LED#</th>
<th>Color</th>
<th>Heater</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Green</td>
<td>Bottom Grill Heater Rear</td>
</tr>
<tr>
<td>2</td>
<td>Green</td>
<td>Top Platen Heater Rear</td>
</tr>
<tr>
<td>3</td>
<td>Green</td>
<td>Bottom Grill Heater Middle</td>
</tr>
<tr>
<td>4</td>
<td>Green</td>
<td>Top Platen Heater Front</td>
</tr>
<tr>
<td>5</td>
<td>Green</td>
<td>Bottom Grill Heater Front</td>
</tr>
</tbody>
</table>
FLAME SENSOR READING PROCEDURE. This feature allows the technician to get the reading of the flame sensor through the ignition module. Each burner works with the ignition module independently of each other.

1. Select “Settings” from home screen.

2. Enter “PASSWORD”.

3. Scroll up or down to select “HEATER STATE”. Select START.

4. Be sure the user interface remains on Heater State mode to allow more control of the burners independently. Using the ON/OFF button each burner can be turned on or off independently during the test.

5. Using a Phillip screwdriver, remove the two (2) screws located below the user interface, (refer to picture above). Store all screws in a safe place. Move panel aside.

6. Gently move the front panel aside without disconnecting any wire or component.

7. Find the unused plug as shown in the picture. Single plug, 4 connector, wire colors blue, red, yellow & black.
Section 7  Component Check Procedures

Note: Each lane uses two (2) ignition modules, one ignition module per burner, front and back. The front ignition module has yellow and blue wires and the back ignition module has black and red wires. Those wires are connected into the flame current output terminal option in the ignition module for testing purpose.

8. Plug diagram showing identify the wires coming from the ignition module. Follow chart below for wire color recognition.

<table>
<thead>
<tr>
<th>FRONT IGNITION MODULE</th>
<th>YELLOW (+)</th>
<th>BLUE (-)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BACK IGNITION MODULE</td>
<td>BLACK (+)</td>
<td>RED (-)</td>
</tr>
</tbody>
</table>

9. Check the micro amps reading. It should be 1.4uA or greater per burner module. Test all lanes, 2 readings per lane in total.

Technician tips.
If the multi-meter doesn’t show a reading, then the burner should be off. If the burner is on and the multi-meter doesn’t show a reading, then one of the following is probably true:

- The meter hasn’t been set correctly. It needs to be set to micro amps DC (not AC).
- The lead from the red probe may be connected to the wrong port on the meter.
- The probes aren’t properly contacting the pins in the connector.
- The probes are connected to the wrong pins in the connector.
- The flame sense connector on the ignition module isn’t plugged in correctly (disconnect and reconnect the plug).
- The flame sense harness is faulty, inspect the ignition module wiring for continuity if there are no signs of damage.
- If the burner comes on in normal operation, but doesn’t come on when the probes are being (or shuts off when the probes are connected), then the flame sense signed has been inadvertently grounded. This is most likely because the metal portions of the probes from the multi-meter are touching each other. It is also possible that the probes have been connected to the wrong pins or the multi-meter has been set up incorrectly causing the flame sense signal to ground unintentionally.
- If the burner doesn’t come on in normal operation (or when probing), then they should revert to the troubleshooting guide.

10. Flame sensor test completed.
**REPLACEMENT OF SHAFT SEAL & CAP O-RING**

**PROCEDURE**

1. Ensure that the platen is in the down position, by pressing green button.

2. Turn power OFF using the main power switch. Green light indicates that the Grill power is "ON".

3. Remove the two bolts holding the arm pins in place at the back of the platen. Do not fully remove them from the arm.

4. Tap the two pins out as shown in the illustration, and store them in a save place. Store the pin and bushing in a safe place.

5. Carefully moved the arm aside, place close attention to the conduit, do not stretch the conduit while moving the platen.

6. Remove the knuckle using an allen key to remove the first set screw from the assembly. then remove the second set of screws before the knuckle can be removed.

7. Remove the knuckle and store it with the allen screws in a save place.

8. Remove the three bolts attaching the cap seal to the shaft. Slide the cap seal off the shaft.

9. Replace the shaft seal and cap o-ring by a new one. Grease the shaft seal and cap o-ring with food grade before sliding back onto the shaft.

10. Reinstall the shaft cap back over the shaft and tighten down loosely, the over tight will be at the last step.

11. Apply blue thread-locker and reinstall the first allen screw pin (A) and tighten down to 450 in-lb then insert second allen screw and tighten down to jam the allen screw (A).
IMPORTANT

- Apply one (1) drop of threadlocker blue.
- Torque to 450in-lb the F721 High Hold Cone screw.
- Lock the F721 using the using the F764.

ATTENTION HOLLOW SCREW

- When tightening fastener F764 apply the Allen Wrench to the hexagonal head and make sure not to go over, otherwise the allen wrench will engage to the F721 screw.

12. Reinstall the wear pad (C) and tighten down using two allen screws (D).

13. Reinstall the arm. Wedging the arm up on an angle may be necessary to align the link pin hole in the arm with the knuckle bushings.

14. Insert bushings back into the arm link and carefully thread the link pin through them and the other side of the arm. Tighten the screw once the link is in place.

15. Power up the unit and test to ensure it is operating properly.
TOP PLATEN GASKET REPLACEMENT PROCEDURE

1. Ensure that the platen is in the down position, by pressing green button.

2. Turn power OFF using the main power switch.

3. Remove the release sheet clip, release sheet, and the U bar from the platen. Place them in a safe area.

4. Remove the Phillips screws from the platen arm cover. Place them in a safe area. Inspect gasket, check for damage and/or deterioration - replace as necessary.

5. Remove the four screws from motor assembly and place motor a side. Isolate all the terminals wires coming from the inside the cowl assembly. Mark the wires for their function.

6. Remove the cap and the nuts. Remove the 1in nut from the center arm. Store caps, nuts & washers in a safe place.

7. Gentle lift up the arm & remove the wires from the arm passage, be gentle with wires. Allow enough space to move the platen assembly freely.

8. Place a screwdriver in the pivot link to hold the arm up.

9. Remove the four U-bar bolts, and place them in a safe area. Front bolts are different from back bolts. Mark bolts location for later assembly.
10. Remove the three shoulder bolts and place them in a safe area. Bolts are different, mark bolts location for later assembly - a sure way to put them back in the right place.

11. Remove all the wires, mark the wires for their function. Place screws in a safe area.

12. Remove old gasket and clean the groove where the gasket sits to install the new one.

Reassembly Procedure

13. Remove all foreign material and debris from:
   - seating surfaces
   - fasteners (bolts and studs)
   - nuts
   - washers

14. Examine fasteners (bolts or studs) nuts and washers for defects such as burrs or cracks.

15. Examine the gasket to ensure it is free of defects.

16. Place the gasket in place, make sure gasket sit in the platen groove properly.

17. Route the harness through and around open areas. Provide extra protection from hazard. Plug in the connector very gently, make sure the connectors are secure in place.

18. Reattach the shoulder bolts and the U-bar bolts. Tighten all bolt/lock nut initially by hand gently. Torque each nut 50% of the full torque, torque each using the cross bolt tightening pattern.

19. Tighten all bolt/lock nut to full torque, again still using the cross bolt tightening pattern. Over tightening may cause damage.

20. Torque values below:
    A = 120 in/lbs or 13.56 Nm
    B = 75 in/lbs or 8.47 Nm

21. Reverse step from 8 to 4 to reattached the platen arm. Make sure all connector on the switches still in secure in place. Keep harness away from sharp edges, and moving objects.

22. Perform platen gap calibration.

23. Installation completed, turn power on and test the unit.
Component Check Procedures

TOP PLATEN GAP/LEVEL CALIBRATION PROCEDURE.

1. Select "SETTINGS".

2. Enter "PASSWORD".

3. Scrow down and select "GAP CALIBRATION" press START

NOTE:
- Grill must be cleaned before gap calibration.
- Upper platen released sheet must removed.
- Lower grill released sheet must removed, if applicable.
- Grill must be at the operating temperatura.

4. The ENABLED option under AUTO GAP will turn off or on the auto gap calibration. For McDonald’s grills make sure the AUTO GAP is ENABLED.

5. Select CALIBRATION INSTRUMENT SIZE, (numeric key pad will appear) Key in dimension of the gauge being used in mils, (If using Garland Gap Gauge type 80 mils) then press "✓" checkmark to enter or X to cancel.

6. Select “Enter Calibration”.

Caution: Platen will come down, clear the area from tools or any other items.

7. Select PLATEN POSITION SETPOINT (numeric key pad will appear).

8. Key in 500 mils and press "✓" checkmark, platen lowers to roughly 1/2” above griddle plate - verify even across visually.

9. Place the levelling gauge tool at the back side of the platen, then use the “PLATEN POSITION SET POINT” up and down buttons or type 80 mils to slowly lower the platen until it is barely touching the levelling gauge tool. Once touching, raise the platen slightly (10 mils) to confirm that the gauge tool is now loose, and then come back down 10 mils or type 2-3 or more mils to again establish contact. Make the proper adjust required to satisfy gauge movement.

TIP:
Use the up and down arrows to move the platen, this option will go in multiples of 5 mils.

NOTE:
Calibration Instrument Size is base on the Levelling Gauge Tool provided with the purchase of the unit. Part number: 4532541.

10. Picture shown where to place Levelling Gauge Tool while making the platen position set point adjustment as per bullet 1-8. As soon as the levelling gauge tool fits snugly between the two surfaces then proceed the next step.

![Adjustable Shoulder Bolt Control by the Motor](image)

**NOTE:**
Platen rear Shoulder bolt gets adjusted by an electric motor inside the arm assembly. Do not use any tool to adjust.

11. Select the +/- option located on the bottom. To control the rear motor to adjust the gap of the back of the platen.

![Level Motor Settings](image)

**NOTE:**
Platen rear Shoulder bolt gets adjusted by an electric motor inside the arm assembly. Do not use any tool to adjust.

12. Confirm that the levelling gauge tool is now establish contact. Make the proper adjust required using the arrows to satisfy gauge movement.

13. Move next to check the front and use the adjustable shoulder at front to match level of the back.
NOTE:
The shoulder bolts “C” are fixed - DO NOT LOOSE THEM.

14. Using a 7/8” wrench, loose nut “A” then make the necessary adjustment with a 9/16” wrench to the Adjustable nut “B”, raise or lower the front of the upper platen until both gauge gaps are equal using the livelling gauge tool.

Garland will provide the tool for this adjustment.

15. Ensure the gap gauge tool should fit snugly under the platen, but stop at the first raised step on the gapping tool (NOGO area).

16. Select “APPLY CALIBRATION” to lock in calibration setting.

17. Select “END CALIBRATION” to exit screen. Calibration completed.

18. Select Home icon
PLATEN SHAFT LUBRICATION PROCEDURE.

1. Ensure that the platen is in the down position, by pressing green button.

2. Turn power OFF using the main power switch.

3. Remove the rear upper and lower panels.
   Note: The electric model rear panel are different that the photo.

4. Action for technician:
   • With a dry clean cloth wipe most of the area of the shaft that move the platen.
   • Apply lubricant, on the shafts, above each pillow block. Apply a pea sized amount of grease to your finger and gently spread it all around on the shafts.
   • Bring the platen up & down in the lower position and clean any excessive lubricant.
   • Food grade; recommended for use where incidental contact with food may occur.
   • Lubricant Type: (example: Nevastane XMF, by Total Lubrifiants)

5. Do Not’s:
   • Do not clean and lubricate the actuator shaft.
   • Do not use chemicals to clean any of the shafts.
   • Do not use lubricants other than food graded. Do not use WD40.
   • Do not scrape.
Section 10
Tools & Cleaning Supplies

Recommended Cleaning Supplies

- Release sheet storage tray
- Kay Double-Side Grill Brush
- McD Approved Grill Cleaner
- Prep pan, 1/3-size, 6-in deep
- Bucket with McD approved sink detergent solution
- Entree base
- Heat-Resistant Gloves
- Clean, Sanitizer-Soaked Grill Cloths
- Grill Scraper
- Grill Squeegee
- Grill cleaning pad
- Grill Cleaning Pad & Handle
- Bucket for soiled towels and Grill cloths
- Hi temp tool cleaning kit (mop sock used for single chassis grill)

Note: Cleaning supplies not included with the purchase of your new grill from manufacturer.