

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

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Safety Notices

DEFINITIONS

DANGER

Indicates a hazardous situation that, if not avoided, will result in death or serious injury. This applies to the most extreme situations.

Warning

Indicates a hazardous situation that, if not avoided, could result in death or serious injury.

Caution

Indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.

Notice

Indicates information considered important, but not hazard-related (e.g. messages relating to property damage).

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

DISCLAIMERS

Warning

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.

Caution

Maintenance and servicing work other than cleaning as described in this manual must be done by an authorized service personnel.

DANGER

Do not install or operate equipment that has been misused, abused, neglected, damaged, or altered/modified from that of original manufactured specifications.

DANGER

All utility connections and fixtures must be maintained in accordance with local and national codes.

DANGER

It is the responsibility of the equipment owner to perform a Personal Protective Equipment Hazard Assessment to ensure adequate protection during maintenance procedures.

DANGER

The on-site supervisor is responsible for ensuring that operators are made aware of the inherent dangers of operating this equipment.

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

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.

Warning

Do not store combustible materials on the appliance.

Warning

Warning labels mounted directly on the equipment must be observed at all times and kept in a fully legible condition.

Warning

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.

Warning

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.

Notice

Routine adjustments and maintenance procedures outlined in this manual are not covered by the warranty.

⚠ 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

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.

CODE

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

⚠ Caution

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.

⚠ Caution

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.

⚠ Caution

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.

⚠ Warning

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.

⚠ Warning

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

⚠ Warning

Interior cleaning must be performed by a qualified service technician only.

⚠ Warning

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.

⚠ Caution

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.

⚠ Warning

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.

PERSONAL PROTECTION

⚠ DANGER

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.

⚠ DANGER

Use appropriate safety equipment during installation and servicing.

⚠ DANGER

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.

⚠ DANGER

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.

⚠ Warning

DO NOT use the unit for storage. DO NOT leave paper products, cooking utensils, or food in the unit when not in use.

⚠ Warning

Allow heated equipment to cool down before attempting to clean, service or move. Unit must be cool to touch and disconnected from power source.

⚠ Warning

Always wear some type of protective covering on your hands and arms when opening the unit.

⚠ Warning

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.

⚠ Warning

Remove all removable panels before lifting and installing.

⚠ 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

Do not spray aerosols in the vicinity of this appliance while it is in operation.

⚠ 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.

⚠ 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.

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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 _____

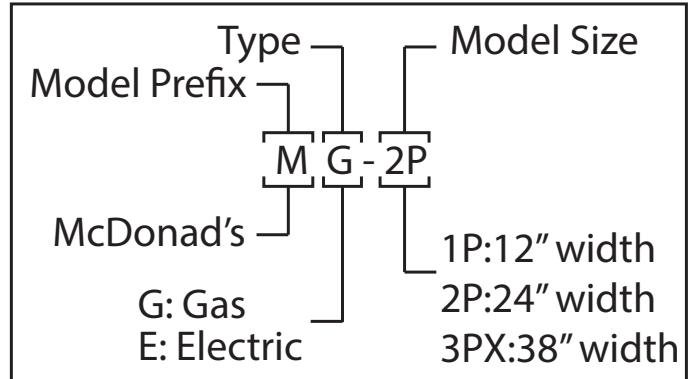
Unit Inspection

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:

- a. MG/E-1P (1Platen)
- b. MG/E-2P (2 Platen)
- c. 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.

SER		P.L.N. N.D.I.		GAS		
MOD. ITEM		CAL.		INLET PRESSURE PRESSION	mbar	
ARTICLE ARTICULO		COUNTRY PAYS		SET PRESSURE CALIBRATION DE PRESSION	mbar	
Catering Equipment / Equipement pour Cuisine / Equipo para Cocinar / TYPE A / TIPO A				INJECTOR SIZE DIMENSION DES INJECTEURS/ DE INYECTORES	Qm	
FOR INSTALLATION WITH THE FOLLOWING MINIMUM CLEARANCE POUR INSTALLATION AVEC LES DISTANCE MINIMUM ESTA UNIDAD PUEDE SER INSTALADA CON SEPARACION MINIMA DE				RATED VOLTAGE TENSION VOLTAJE	V	
COMBUSTIBLE	SIDE COTES COSTADOS	mm	BACK ARRIERE ATRAS	mm	FUSE RATING FUSIBLE	A
NON COMBUSTIBLE	mm	mm	FLOOR PLANCHER PISO	mm	INPUT ENERGIE CAPACIDAD	W
4518493 REV.4 GARLAND COMMERCIAL RANGES LTD., MISSISSAUGA, ONT., CANADA			CE 1312	50/60 Hz		

SERIAL NUMBER PLATE (SAMPLE)

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. an 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 its 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.

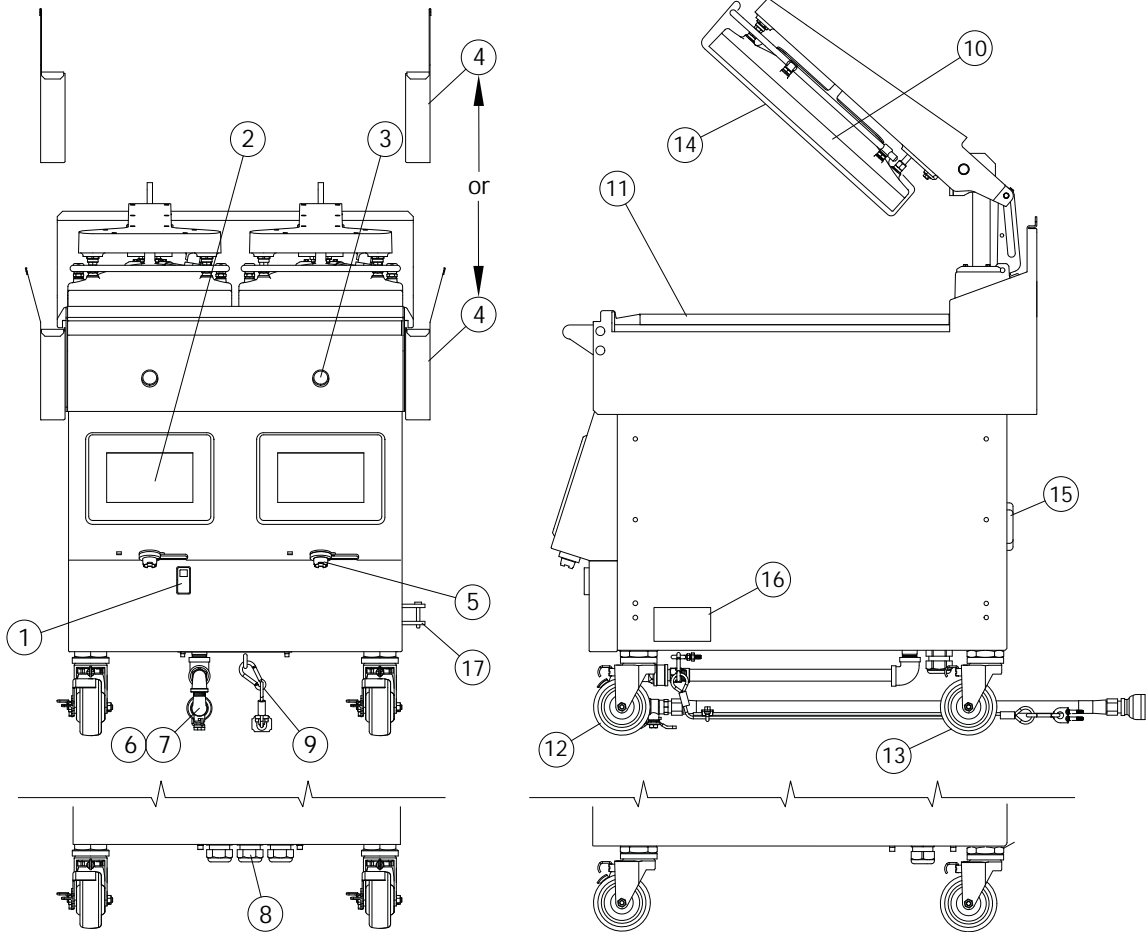
This warranty is limited and is in lieu of all other warranties, expressed or implied. The Garland Group, our employees, or our agents shall not be held liable for any claims of personal injury or consequential damage or loss.

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.
3. Green Push Button.
 - press to start cook.
 - press and hold to abort.
4. Grease Buckets.
 - 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).
14. Release Material Sheet - non-stick surface for ease of operation and cleaning.
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;

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

NOTE: Quantity may vary according to the model.

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

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

NOTE: Quantity may vary according to the model.

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

2+1 PLATEN		
Part #	Description	Qty
4527294	Release Material Sheet Clips	9
4600722	Release Material Sheet Hanger	3
4600866	Release Material Sheet (box)	1
4600415	Grease Drawer Slide LT	1

4600416	Grease Drawer Slide RT	1
4600417	Grease Drawer Slide Mid	1
4600411	Grease Drawer Buckets - right side	1
4600427	Grease Drawer Buckets - Middle side	1
4600418	Grease Drawer Buckets - left side	1
4601744	One & Two Hdwe Pkg	1
1838701	Platen Levelling Tool	1
4532089	Service Wrench	1
4602107	Garland Grill Start Up Form	1
4600921	Installation Operation Manual	1

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

2+1 PLATEN SINGLE CHASSIS		
Part #	Description	Qty
4527294	Release Material Sheet Clips	9
4600722	Release Material Sheet Hanger	3
4600866	Release Material Sheet (box)	1
4600415	Grease Drawer Slide LT	1
4600416	Grease Drawer Slide RT	1
4600417	Grease Drawer Slide Middle	1
4600411	Grease Drawer Buckets - right side	1
4600418	Grease Drawer Buckets - left side	1
1838701	Platen Levelling Tool	1
4532089	Service Wrench	1
4602107	Garland Grill Start Up Form	1
4600921	Installation Operation Manual	1

NOTE: Quantity may vary according to the model.

Items NOT INCLUDED from the manufacturer:

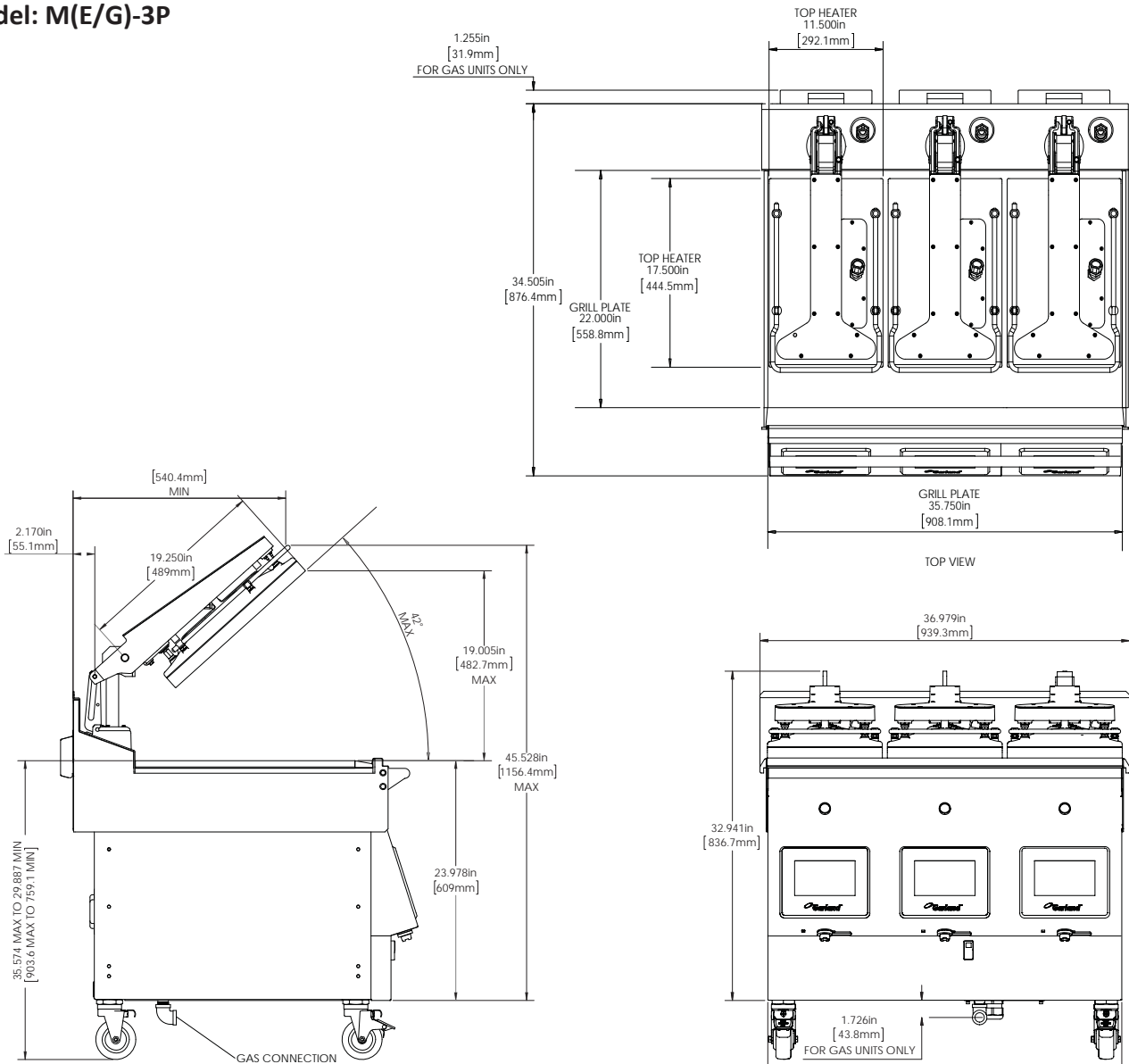
- Any electrical cords needed for application.
- Any flue box needed for application.
- Any extra grease buckets or grease rails needed for application.

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



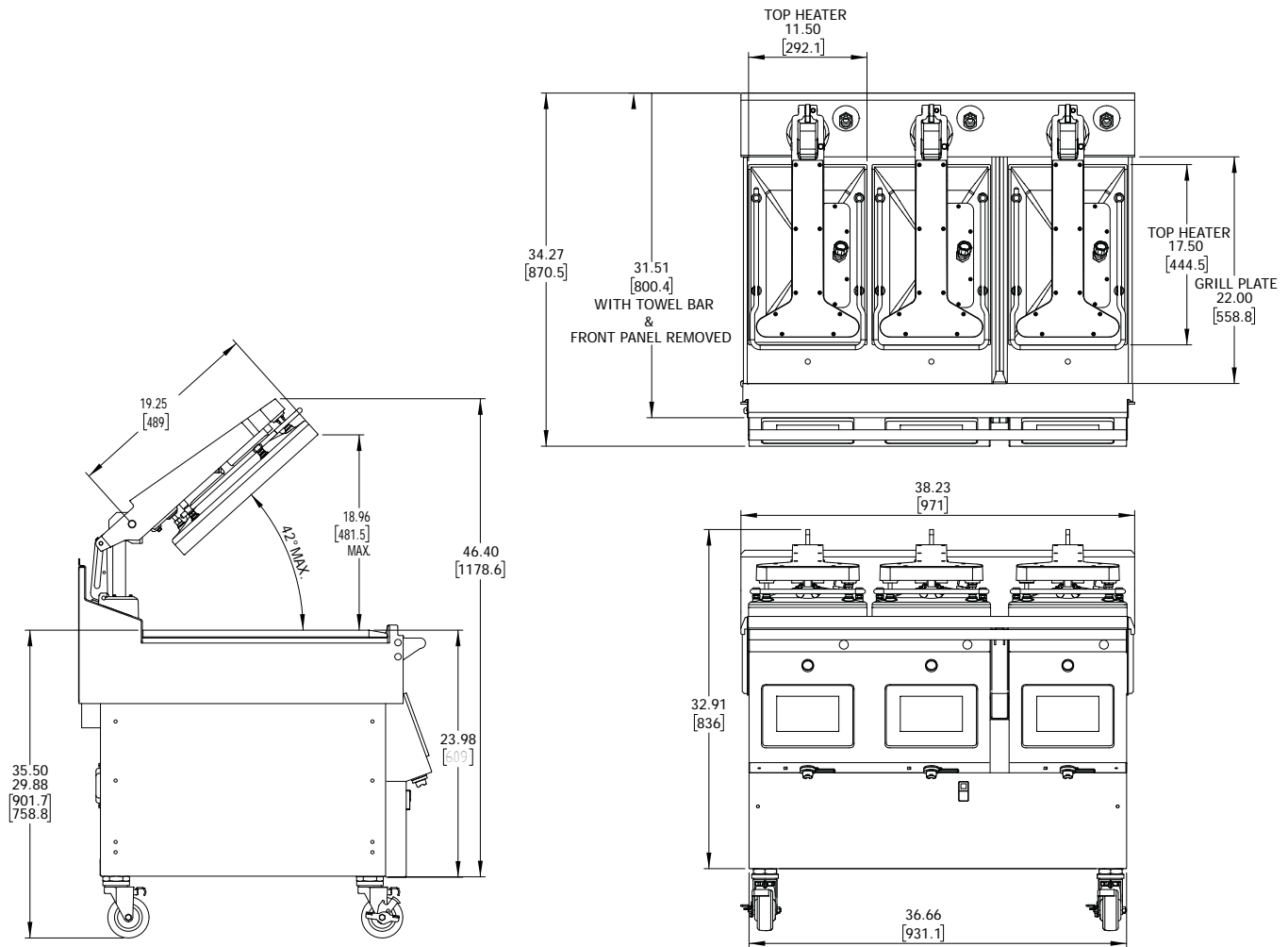
Model	Height*		Width**		Depth	
	M(E/G)-3P	32 in	812 mm	36 in	914 mm	34.5 in - without flue 35.8in - with flue (gas models)

* Height not including caster

** Without grease buckets.

2 + 1 Platen Single Chassis Dimensions Specification

Model: M(E/G)-3PX



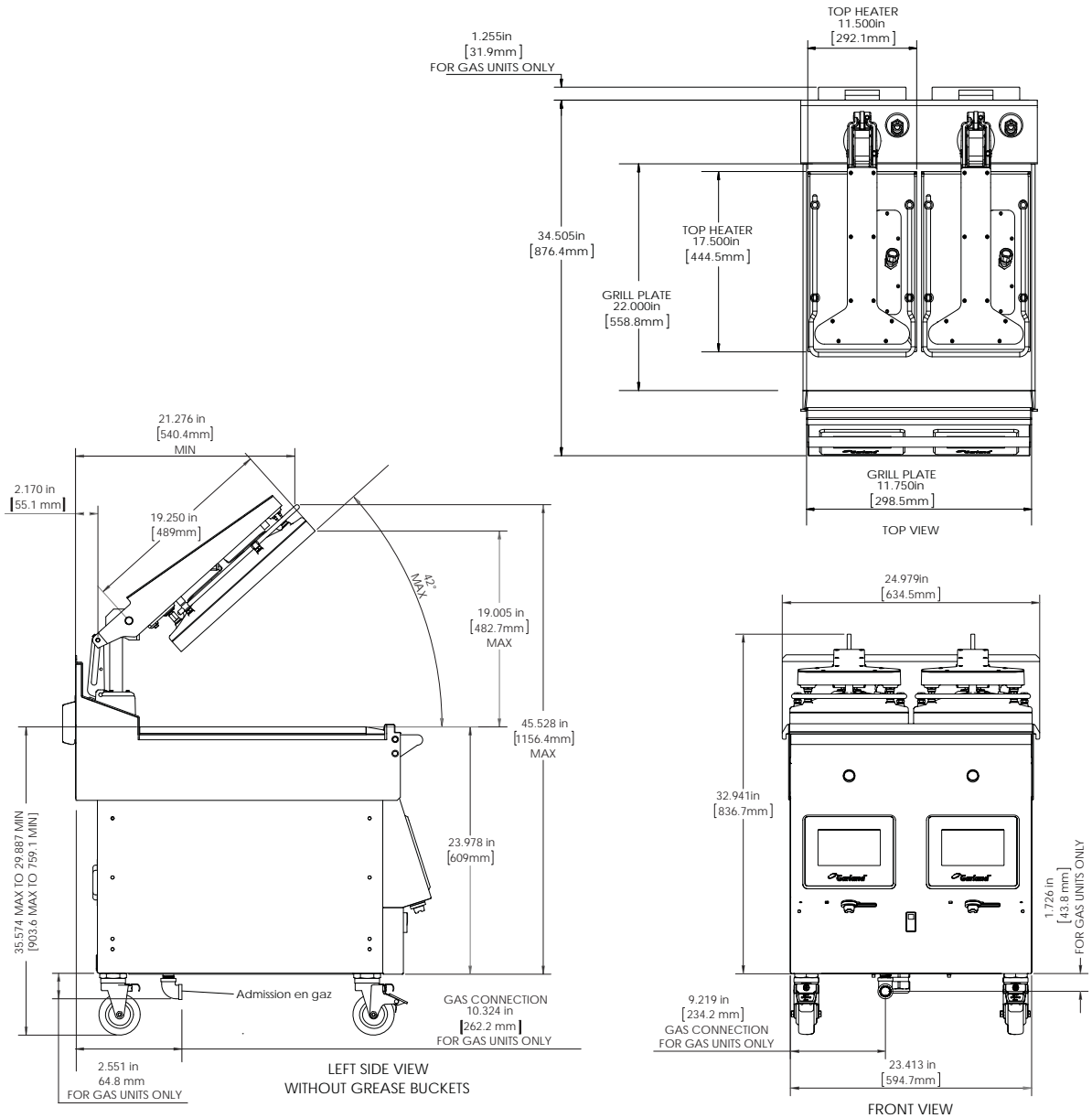
Model	Height*		Width**		Depth	
	M(E/G)-3PX	32 in	812 mm	38 in	965.2 mm	34.5 in - without flue 35.8in - with flue (gas models)

* Height not including caster

** Without grease buckets.

2 Platen Dimensions Specification

Model: M(E/G)-2P



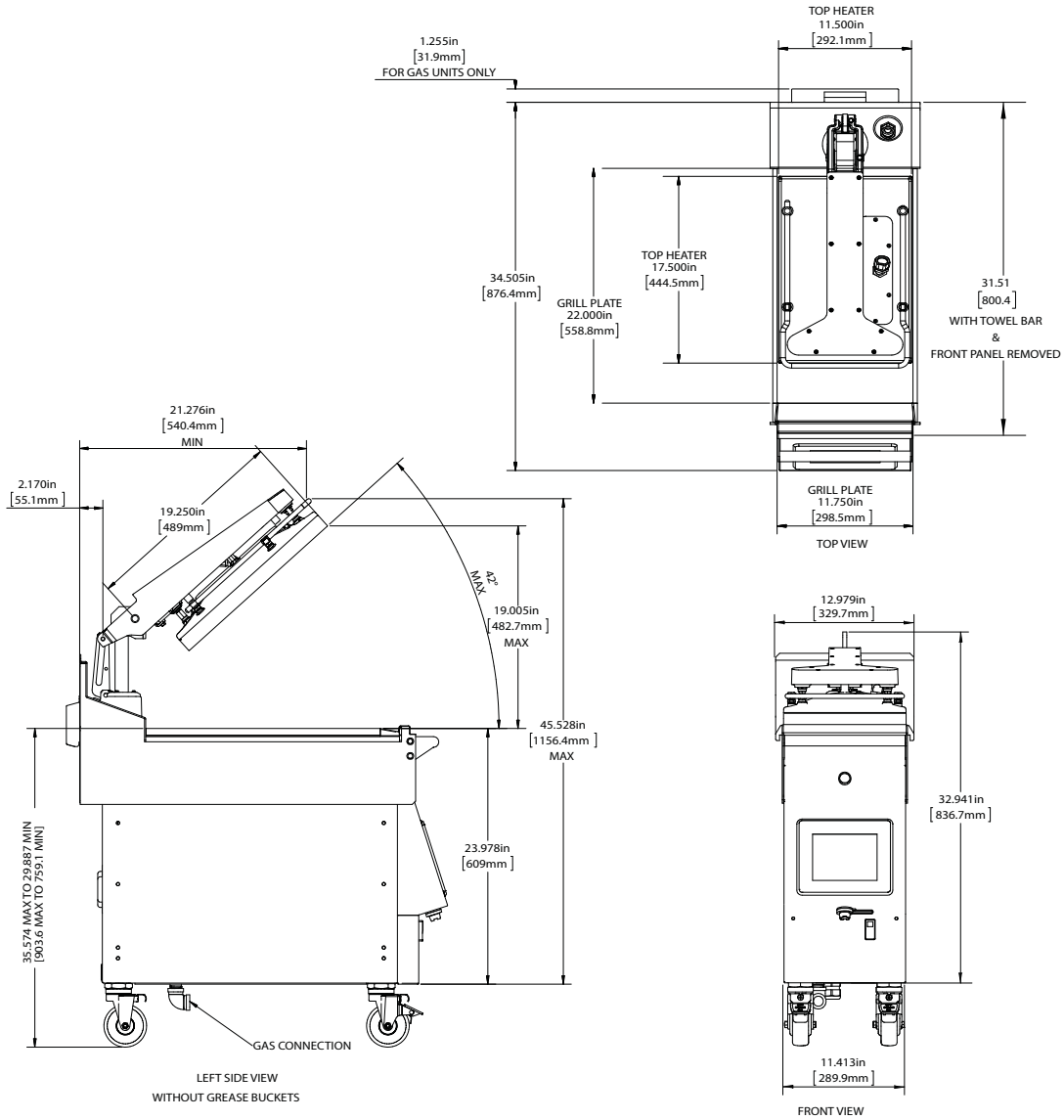
Model	Height*		Width**		Depth	
	M(E/G)-2P	32 in	812 mm	24 in	610 mm	34.5 in - without flue 35.8in - with flue (gas models)

* Height not including caster

** Without grease buckets.

1 Platen Dimensions Specification

Model: M(E/G)-1P



Model	Height*		Width**		Depth***	
	M(E/G)-1P	32 in	812 mm	13.7 in	305 mm	34.5 in - without flue 35.8 in - with flue (gas models)

* Height not including caster

** Without grease buckets

Electrical Input Specification - WYE, (CE - gas models)

MG-1P CE Models (gas)					
Model	Volts 3N [~] (WYE) 50/60Hz	Total Current (A)			Power(kW)
		L1	L2	L3	
1 Platen	220V/380V	12.1	4.7	0.1	3.4
	230V/400V	11.3	4.7	0.1	3.4
	240V/415V	11.3	4.7	0.1	3.4

MG-2P CE Models (gas)					
Model	Volts 3N [~] (WYE) 50/60Hz	Total Current (A)			Power(kW)
		L1	L2	L3	
2 Platen	220V/380V	4.7	12.1	15.8	6.7
	230V/400V	4.7	11.3	15.2	6.8
	240V/415V	4.7	11.3	15.2	6.8

MG-3PX CE Models (gas)					
Model	Volts 3N [~] (WYE) 50/60Hz	Total Current (A)			Power(kW)
		L1	L2	L3	
3 Platen	220V/380V	15.6	15.6	15.9	10.0
	230V/400V	15.0	15.0	15.3	10.1
	240V/415V	15.0	15.0	15.3	10.1

Electrical Input Specification - Delta (gas models)

MG-1P Models (gas)					
Model	Volts 3 [~] (DELTA) 50/60Hz	Total Current (A)			Power(kW)
		L1	L2	L3	
1 Platen	200V	13.9	16.6	4.8	3.4
	208V	13.5	16.2	4.9	3.5
	220V	12.1	14.6	4.8	3.4
	230V	11.3	13.8	4.8	3.4
	240V	11.3	13.8	4.8	3.4

MG-2P Models (gas)					
Model	Volts 3 [~] (DELTA) 50/60Hz	Total Current (A)			Power(kW)
		L1	L2	L3	
2 Platen	200V	19.5	16.7	26.7	6.8
	208V	19.2	16.3	26.2	6.9
	220V	17.8	14.7	24.0	6.7
	230V	17.1	13.9	23.0	6.8
	240V	17.0	13.6	22.7	6.8

MG-3PX Models (gas)					
Model	Volts 3 [~] (DELTA) 50/60Hz	Total Current (A)			Power(kW)
		L1	L2	L3	
3 Platen	200V	29.5	29.8	29.8	10.2
	208V	29.0	29.3	29.3	10.4
	220V	26.8	27.1	27.1	10.1
	230V	25.7	26.0	26.0	10.2
	240V	25.3	25.6	25.6	10.1

MG-Models (gas) - Front Heater Turn Off					
Model	Volts 3 [~] (DELTA) 50/60Hz	Total Current (A)			Power(kW)
		L1	L2	L3	
MG-1P	200V	13.9	13.9	0.0	2.6
MG-2P		13.9	13.9	23.4	5.2
MG-3PX		23.4	23.4	23.4	7.9

Electrical Input Specification - WYE (CE - electric models)

ME-1P CE Models (electric)					
Model	Volts 3N [~] (WYE) 50/60Hz	Total Current (A)			Power(kW)
		L1	L2	L3	
1 Platen	220V/380V	12.1	15.3	13.9	7.6
	230V/400V	11.3	15.1	13.9	7.6
	240V/415V	11.3	14.7	13.9	7.6

ME-2P CE Models (electric)					
Model	Volts 3N [~] (WYE) 50/60Hz	Total Current (A)			Power(kW)
		L1	L2	L3	
2P 1 Input	220V/380V	23.7	24.3	25.7	15.1
	230V/400V	22.0	23.2	25.2	15.2
	240V/415V	21.3	22.3	25.0	15.1
2P 2 Input Cord 1	220V/380V	15.3	13.8	12.2	7.6
	230V/400V	15.1	13.8	11.3	7.6
	240V/415V	14.7	13.8	11.3	7.6
2 Platen 2 Input Cord 2	220V/380V	13.8	12.1	15.5	7.6
	230V/400V	13.8	11.3	15.3	7.6
	240V/415V	13.8	11.3	14.9	7.6

ME-3PX CE Models (electric)					
Model	Volts 3N [~] (WYE) 50/60Hz	Total Current (A)			Power(kW)
		L1	L2	L3	
3PX 1 Input	220V/380V	35.1	35.1	35.4	22.7
	230V/400V	33.2	33.2	33.5	22.8
	240V/415V	32.1	32.1	32.4	22.7
3PX 2 Input Cord 1	220V/380V	15.3	13.8	12.1	7.6
	230V/400V	15.1	13.8	11.3	7.6
	240V/415V	14.7	13.8	11.3	7.6
3PX 2 Input Cord 2	220V/380V	24.3	25.5	24.0	15.1
	230V/400V	23.2	25.0	22.3	15.2
	240V/415V	22.3	24.8	21.6	15.1
3PX 3 Input Cord 1	220V/380V	15.3	13.8	12.1	7.6
	230V/400V	15.1	13.8	11.3	7.6
	240V/415V	14.7	13.8	11.3	7.6
3PX 3 Input Cord 2	220V/380V	12.1	15.3	13.8	7.6
	230V/400V	11.3	15.1	13.8	7.6
	240V/415V	11.3	14.7	13.8	7.6
3PX 3 Input Cord 3	220V/380V	13.8	12.1	15.6	7.6
	230V/400V	13.8	11.3	15.4	7.6
	240V/415V	13.8	11.3	15.0	7.6

Electrical Input Specification - Delta (electric models)

ME-1P Models (electric)					
Model	Volts 3L (DELTA) 50/60Hz	Total Current (A)			Power(kW)
		L1	L2	L3	
1 Platen	200V	23.5	24.6	24.4	7.7
	208V	23.2	24.3	24.1	7.8
	220V	21.5	22.8	22.3	7.6
	230V	20.7	22.3	21.4	7.6
	240V	20.6	22.0	20.9	7.6

ME-2P Models (electric)					
Model	Volts 3L (DELTA) 50/60Hz	Total Current (A)			Power(kW)
		L1	L2	L3	
2P 1 Input	200V	46.9	46.5	46.5	15.6
	208V	45.7	45.3	45.3	15.6
	220V	41.1	41.1	41.1	15.1
	230V	38.1	38.8	38.8	15.2
	240V	37.0	37.8	37.8	15.1

ME-3PX Models (electric)					
Model	Volts 3L (DELTA) 50/60Hz	Total Current (A)			Power(kW)
		L1	L2	L3	
3PX 2 Input Cord 1	200V	24.5	24.3	23.5	7.7
	208V	24.2	24.0	23.2	7.8
	220V	22.7	22.2	21.5	7.6
	230V	22.2	21.3	20.7	7.6
	240V	21.9	20.8	20.2	7.6
3PX 2 Input Cord 2	200V	46.9	46.6	46.6	15.6
	208V	45.7	45.4	45.4	15.6
	220V	41.1	41.2	41.2	15.1
	230V	38.1	38.9	38.9	15.2
	240V	37.0	37.9	37.9	15.1

Gas Input Specification

Gas Grills, 1, 2 & 3 Platen North America - all CSA models.						
	GAS	MAX INPUT (NET) PER BURNER (BTU/H)	TOTAL INPUT RATING (BTU/H)	INJECTOR SIZE	SUPPLY PRESSURE (IN W.C.)	BURNER MANIFOLD PRESSURE (IN W.C.)
1 Platen	NATURAL GAS	12,500	20,000	1.5mm	7.0" WC	4.0" WC
	PROPANE		20,000	1.2mm	11.0" WC	
2 Platen	NATURAL GAS		40,000	1.5mm	7.0" WC	
	PROPANE		40,000	1.2mm	11.0" WC	
3 Platen	NATURAL GAS		60,000	1.5mm	7.0" WC	
	PROPANE		60,000	1.2mm	11.0" WC	

Input Specification - All CE Models.					
GAS GROUP	MAX INPUT (NET) PER BURNER (kW)	TOTAL INPUT RATING (kW)	INJECTOR SIZE (mm)	BURNER PRESSURE (mbar)	FAN SPEED SETTING (RPM)
G20	2.93	5.86kW - (For ME-1P series) 11.72kW - (For ME-2P series)	1.5mm	10mbar (4.0" WC)	10,000
G25	2.93	5.86kW - (For ME-1P series) 11.72kW - (For ME-2P series)	1.5mm	13.7mbar (5.5" WC)	
G31	2.93	5.86kW - (For ME-1P series) 11.72kW - (For ME-2P series)	1.2mm	10mbar (4.0" WC)	

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	GAS TYPE	SUPPLY PRESSURE (mbar)
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	I2H	G20	20
HU	I2H	G20	25
DE, LU, PL, RO	I2E	G20	20
BE	I2E(R)	G20	20
FR	I2E(r)	G20/G25	20/25
FR, NL	I2L	G25	25
RO	I2L	G25	20
FI, HU, NL, RO	I3P	G31	30
BE, CH, CZ, ES, FR, GB, GR, HU, IE, IT, LT, NL, PL, PT, SI, SK, HR	I3P	G31	37
AT, BE, CH, CZ, DE, ES, FR, GB, GR, HU, NL, SK	I3P	G31	50

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).

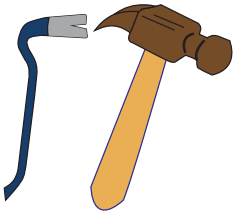
Final Elevation Ranges (ft)				Change Within Each Range (ft)
Standard Elevation	0	to	4500	4500
Elevation Range 1	4501	to	7000	2499
Elevation Range 2	7001	to	9500	2499
Elevation Range 3	9501	to	12000	2499

Section 2 Installation

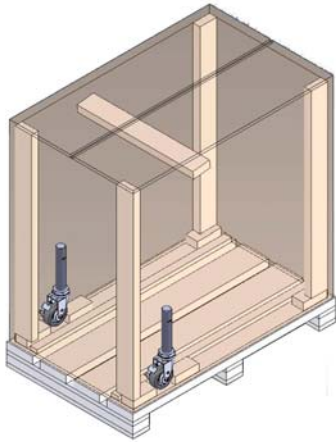
STOP! - Follow the instructions below to safely and easily remove unit from packaging skid.

Unit very heavy Personal Protective Equipment (PPE) required.

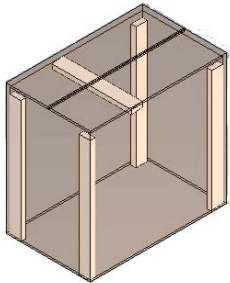
Removing Grill From Wood Crate.



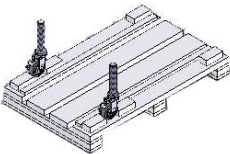
Tools required.



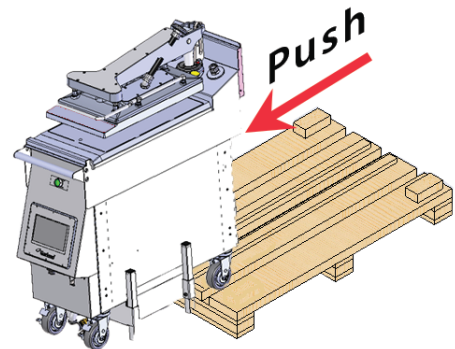
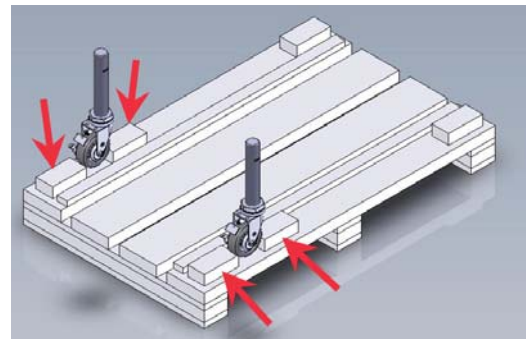
1. PACKAGING IS DIVIDED IN TWO PARTS, CARDBOARD BOX AND THE WOOD SKID.



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



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.

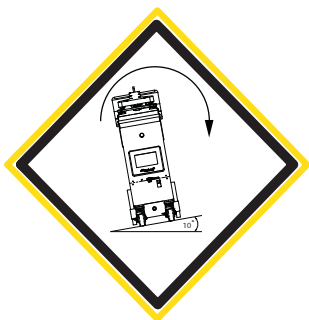


4. RELEASE THE FRONT CASTER BRAKES AND PUSH UNIT FORWARD OFF OF THE SKID. ENSURE THAT THE UNIT ROLLS STRAIGHT AS IT IS BEING MOVED.

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 $\pm 10^\circ$ 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:
 - 3platen - 238.1 kg (525 lbs) approximately.
 - ME-3PX - 412.8kg (910 lbs) final package, approximately.
 - 2platen - 165.6 kg (365 lbs) approximately.
 - 1platen - 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.

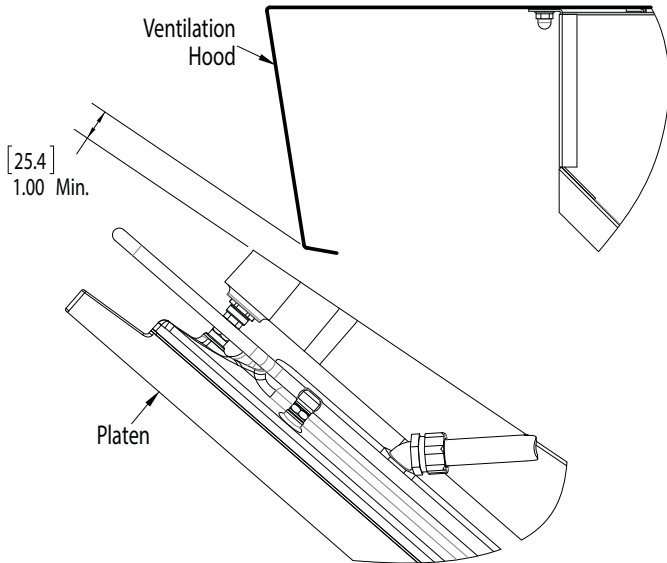
Position the unit under the hood and in its normal operational position to prevent warping of the grill plate & optimize cooking performance.

- 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.



Clearance between Platen and Hood

Positioning.

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

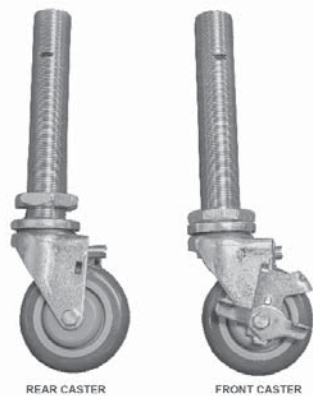
The unit is designed to be installed on a smooth and level floor built to withstand the weight of the fully laden appliance.

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.



REAR CASTER

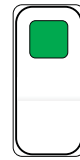
FRONT CASTER

Casters Adjustment 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"

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

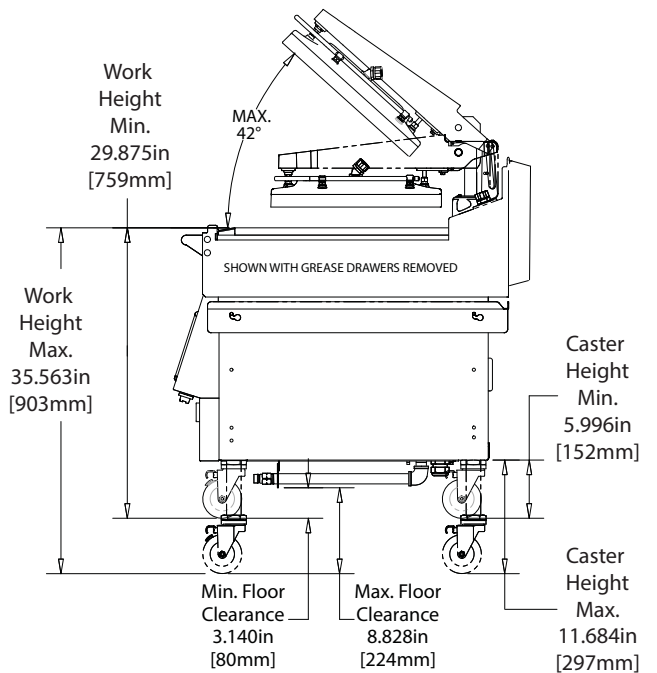
3. Place the jack into the frame of the grill right beside the caster and lift the grill only a 3 to 5 inches.



4. Note: on a single unit only the jack could be place 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.



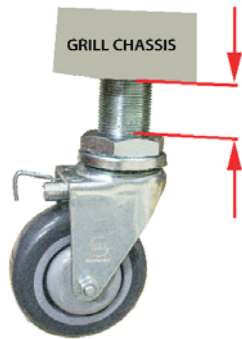
5. Measure the height of the cook surface from the floor. Based on this height, calculate and determine how many inches to retract each caster from the grill.

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".

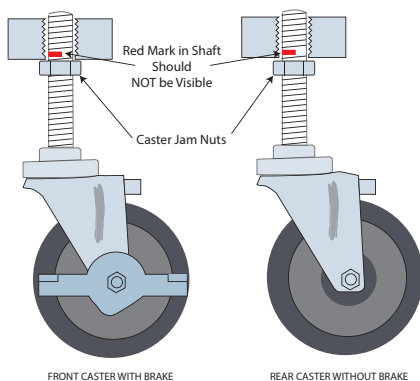
McDonald's Hood Type	Cook Surface Height (inches)
Universal Hood - Grill Only	33
Universal Hood - Combination Grill + Fryer	31
GSC Hood	30
GG Hood	30
92 Series Hood	30
80 Series/A Class	30

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.



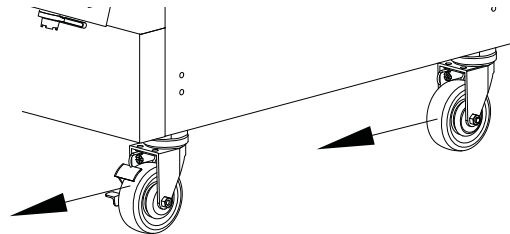
8. When all the caster are approximately at the same height, remove the jack and turn power ON using the main switch.
9. Press the green button to place the platen is in the up position.



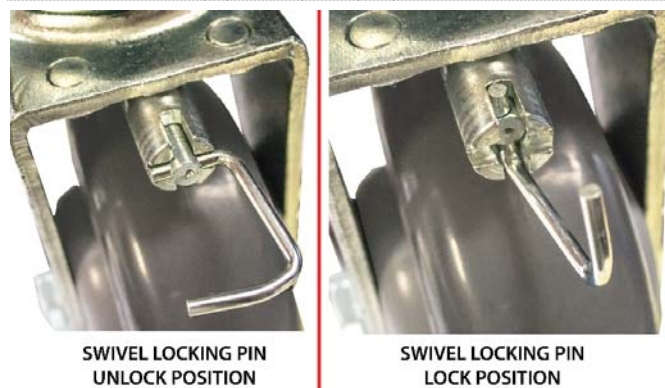
10. Place the levelling device on top of the grill to make horizontal and vertical surface adjustment.



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.





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

- You may not be able to get the grill 100% level, but it's important that the grill is not rocking.
- 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.
- Do not power wash or vapor steam casters. Spray degreaser cleaner and use a rag/towel to clean.
- Do not wrench the nut above the caster wheel.



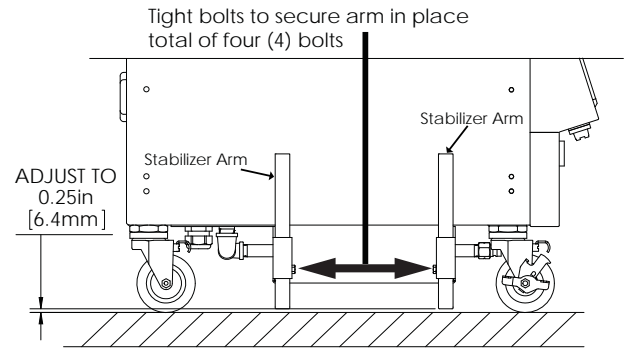
DO NOT WRENCH THIS NUT - THIS IS INTENDED FOR THE CASTER SWIVELING SYSTEM ONLY.

- Apply all caster wheel brakes when the grill is positioned in its intended place (parked).
- Install the Securing Stabilizer Grill System (1 platen models only)
- 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° to 10° degrees angle perpendicular to the front of the unit.

- Proceed and complete Caster Adjustment Procedure as mentioned above.
- Lower the stabilizing arms, (total of four (4) arms located beside the side panels) until the arms touch the floor.
- 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.

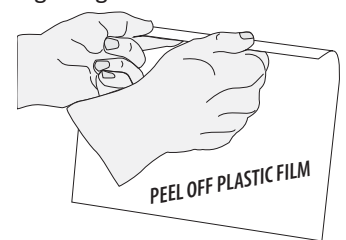


NOTE: UNDER NO CIRCUMSTANCES SHOULD YOU REMOVE THE STABILIZER SYSTEM FROM GRILL.

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.

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

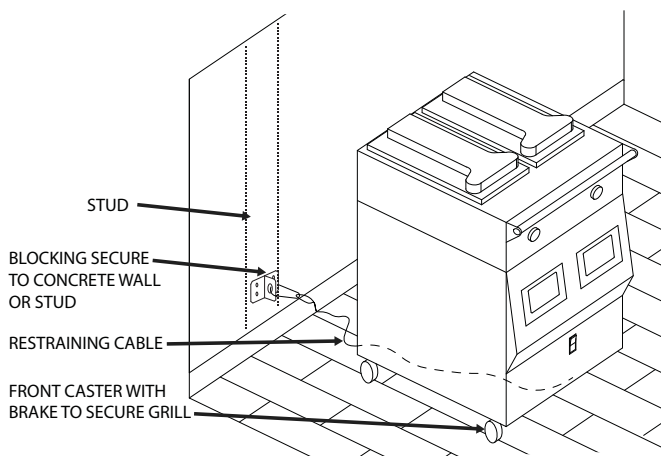
- Installation shall be made with the gas connector that has been supplied with the grill or a similar approved connector. The quick disconnect fitting and gas shut off valve must be installed in the direction indicated on their outer body.
- NOTE:** When checking gas pressure, be sure that all other 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 ½ 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.
- In Canada, electrical connection must comply with applicable sections of the Canadian Electrical Code, C22.1 - 1990, latest edition, “Safety Standard for Installation, Part 1” and C22.2- No. O-M 1982 latest edition.

Installation store responsibilities.

- The installation shall be made with a connector that complies with the Standard for Connectors for Moveable Gas Appliances, ANSI Z21.69/CSA 6.16, and quick-disconnect device that complies with the Standard for Quick Disconnect Devices for Use with Gas Fuel, ANSI Z21.41/CSA 6.9.
- 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.




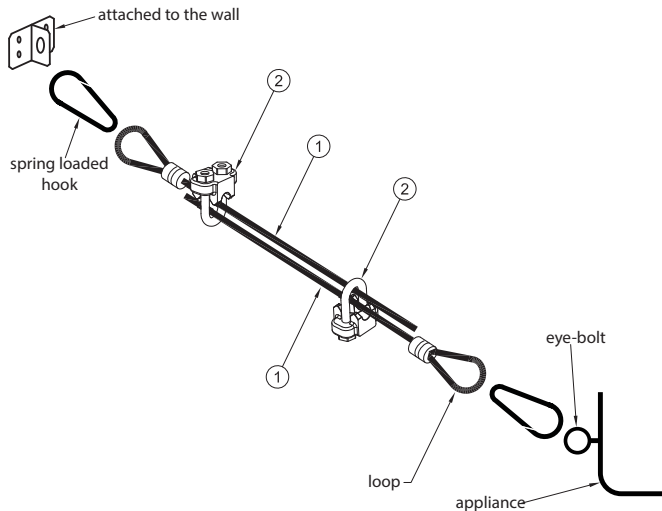
- “Adequate clearance must be provide for air opening into

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 tight both clamps (2) to secure the 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.

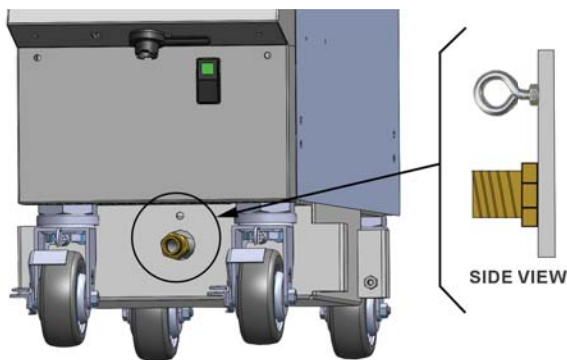


Figure A - one (1) platen

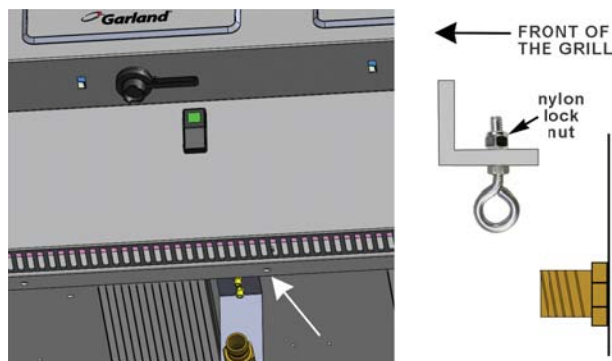


Figure B - two & three (1&2) platen

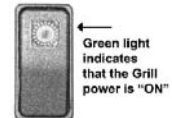
“Desi Pak” bags from the grill.

- 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.

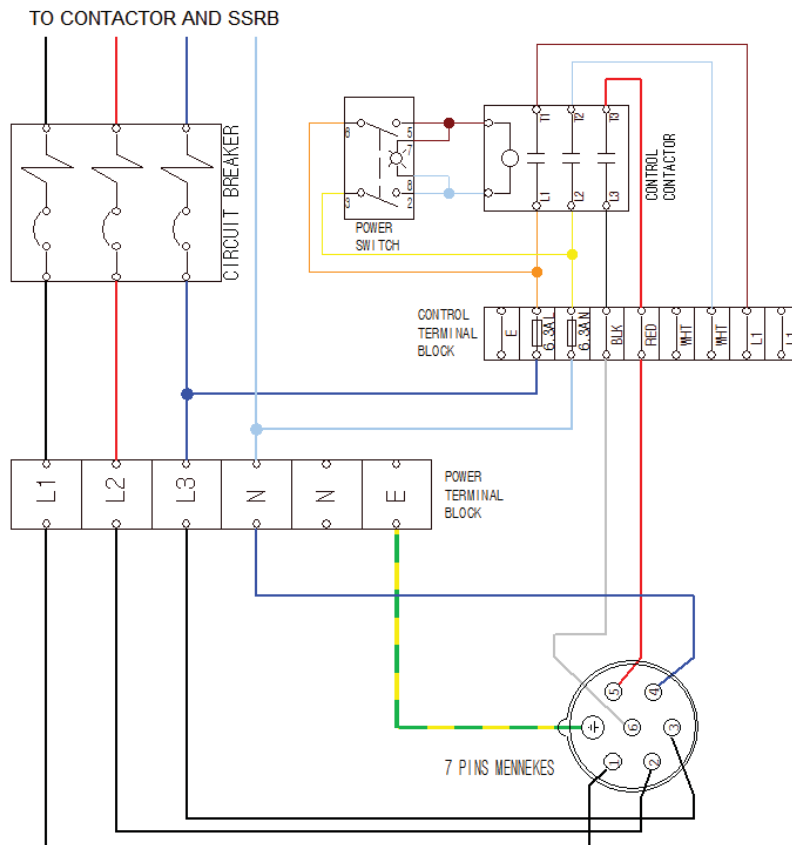
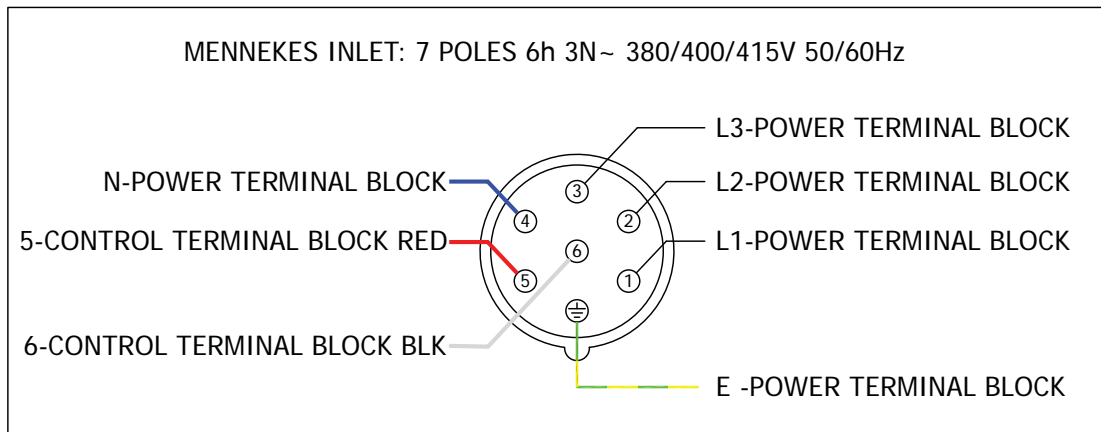
Gas Connections, and Pipe Sizing.

- 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.

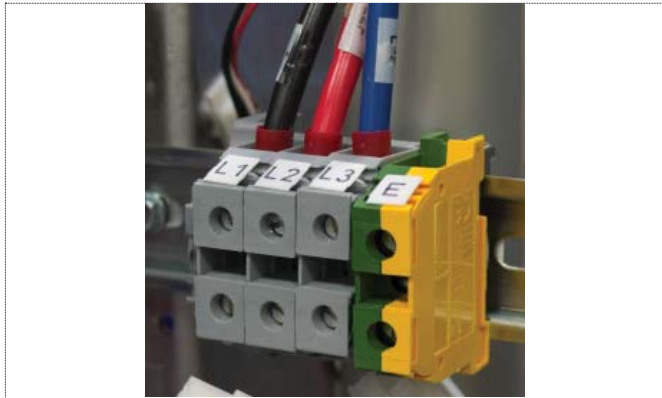
Mennekes 7 Pins Option.

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

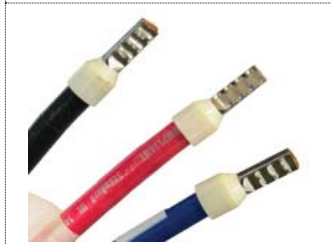
MENNEKES 7 PIN OPTION



Power Supply Terminal Block Diagram.



1. Delta Power Supply terminal block.

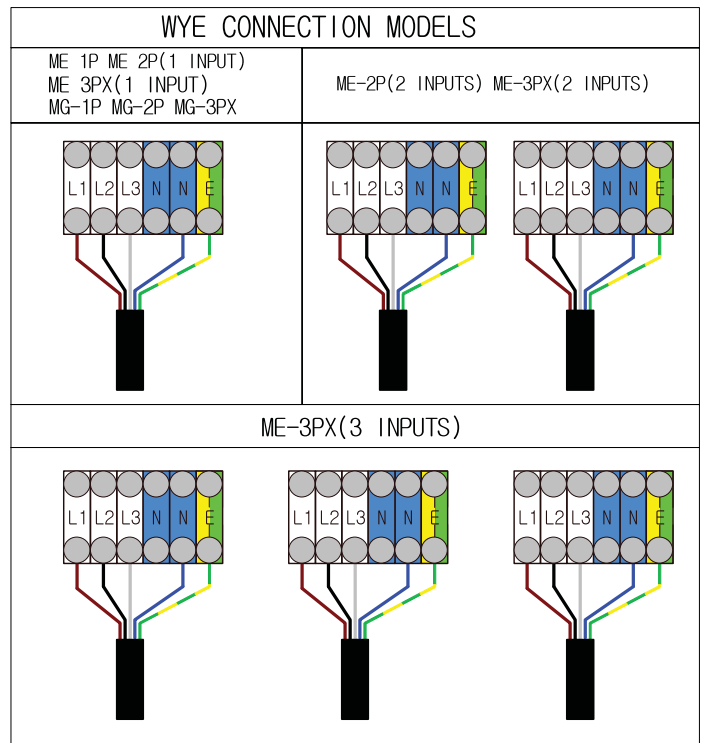
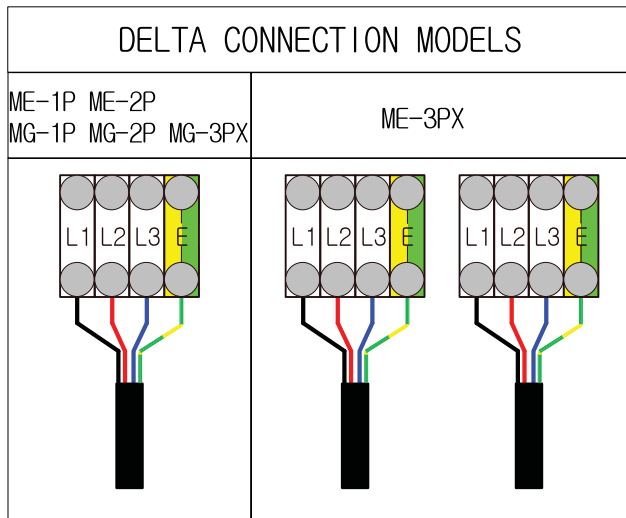


Note: ensure all wires has terminal pin installed and crimped to each wire end.

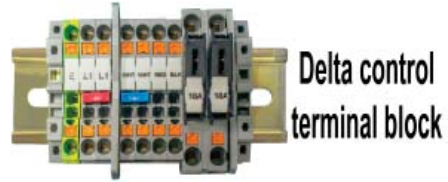


2. WYE Power Supply terminal block.

Terminal	Color
L1	black
L2	red
L3	blue
N	white
E	yellow / green



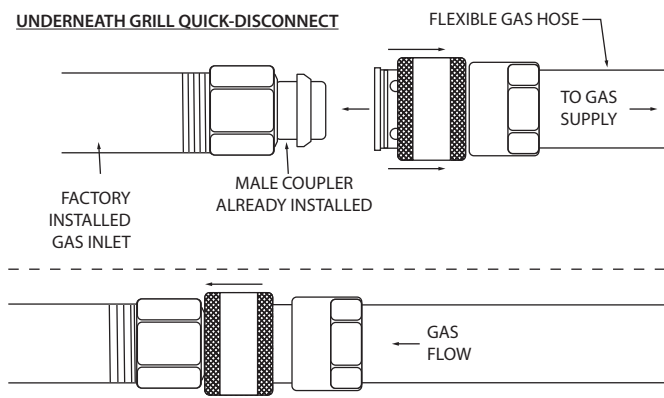
Power Interlock Terminal Block Diagram.



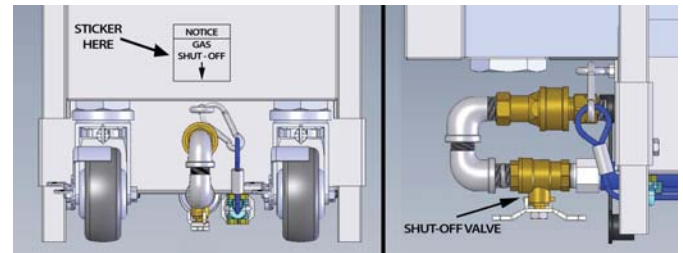
WYE CONNECTION MODELS INTERLOCK CONVERT	
FACTORY INSTALLED STATUS(NO INTERLOCK)	CONVERT TO 3 WIRE TYPE INTERLOCK

DELTA CONNECTION MODELS INTERLOCK OPTIONS		
5 WIRES TYPE HOOD INTERLOCK USA/CANADA/ ..	3 WIRES TYPE INTERLOCK JAPAN/ ..	NO INTERLOCK

- 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 the 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 connection for leaks.
 - f. these procedure must be done by qualify 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 tesing with soap solution.
- 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 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.

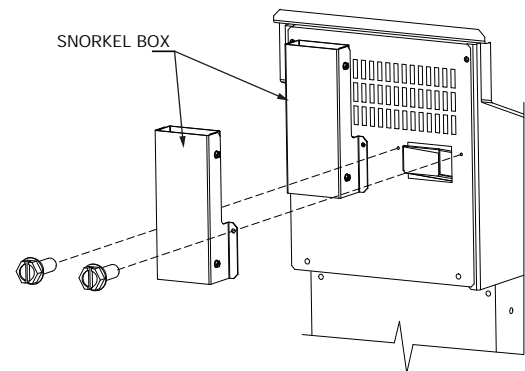


- Ensure the sleeve snaps fully forward against the retaining ring.
- With the manual shut-off valve closed, and gas hose assembly disconnected from the unit install the other end of the hose to the gas supply.
- Attached Shut-Off sticker as shown below:



Snorkel Box Installation

- Remove snorkel box and screws from carton.
- Place the snorkel box in place as shown in 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

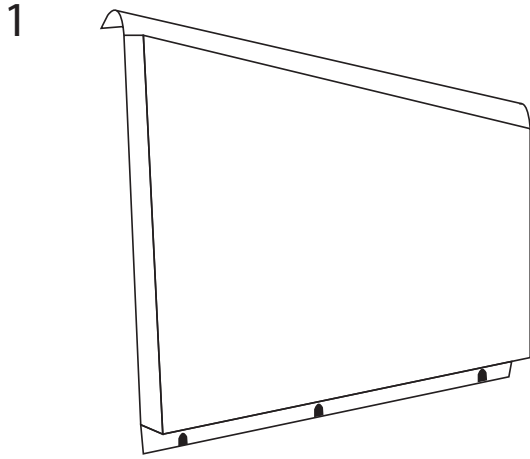
⚠ Warning

Disconnect power supply before starting this procedure.

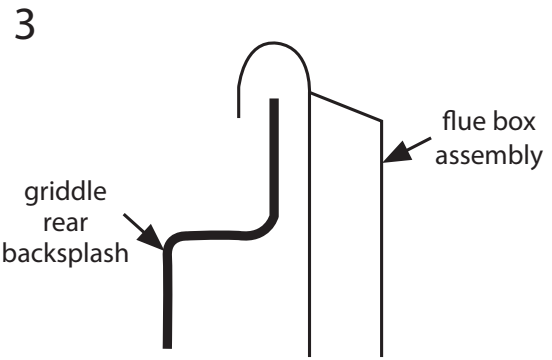
- All electrically operated appliances must be electrically grounded in accordance with local codes; or in the absence of local codes, with the latest edition of National Wiring Regulations. A wiring diagram is located on the rear panel of the grill. See rating serial plate mounted on the lower left 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.

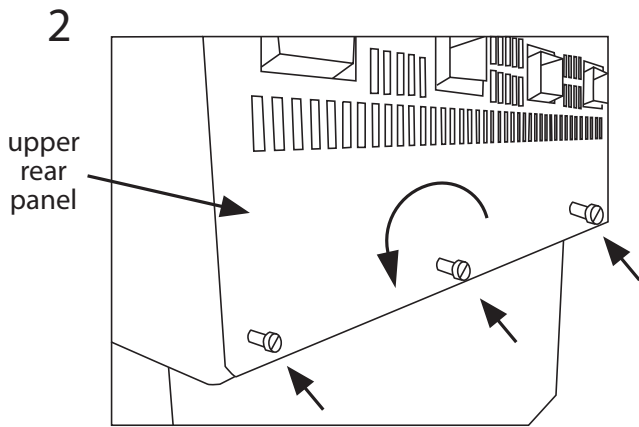
Install flue box to the back of grill for all gas grill models only (if required).



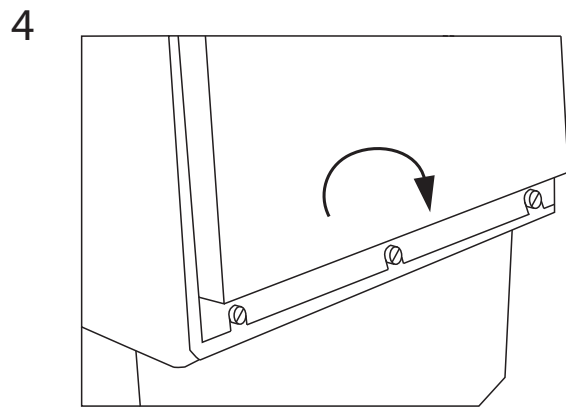
1
Remove the flue assembly from the accessory box



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



2
Loosen three screws, two turns counterclockwise



4
Re-tighten lower three screws

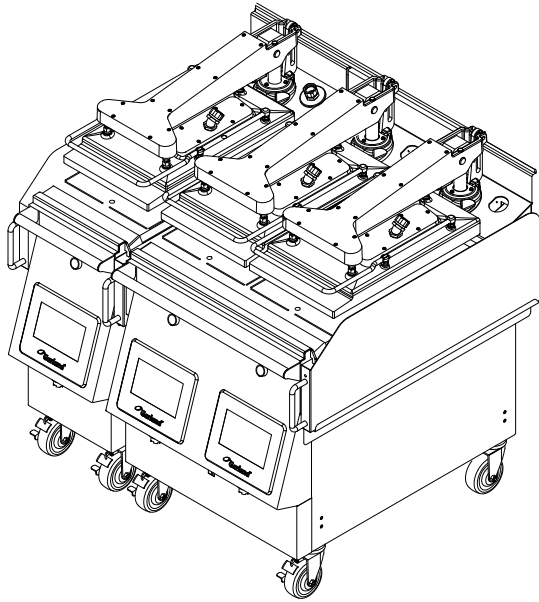


Installation completed

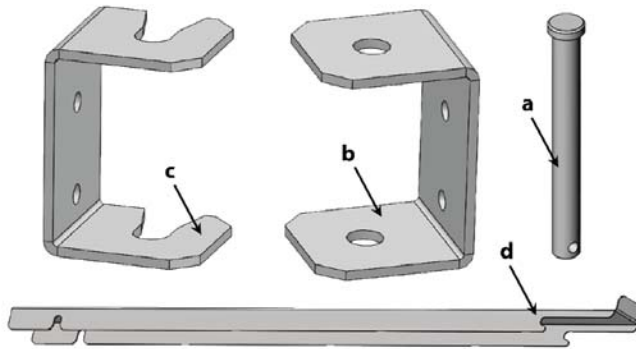
One & Two Platen Connections Procedure.

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.

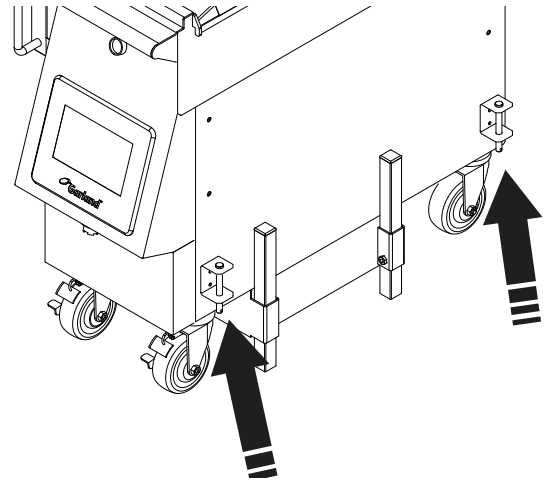


- Below shown the parts need it to connect two grills together (parts not to scale).



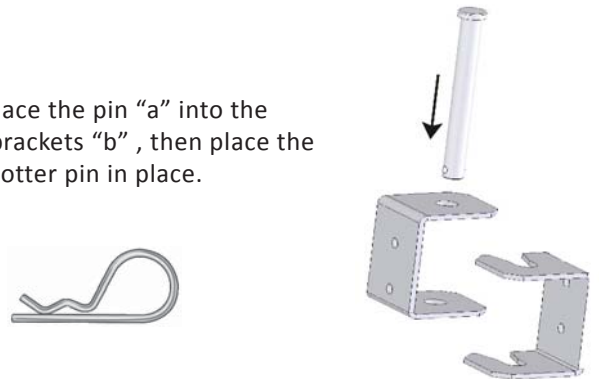
- a = F792 : HITCH PIN + CLEVIS
- b = 4600433 : TWO & ONE MTG BRACKET
- c = 4600432 : TWO & ONE RCVR MTG BRACKET
- d = 4600417 : GREASE DWR SLIDE MID - WG
- e = 8003128 : 10-24 X 1/2IN TH PHIL MS

- 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.

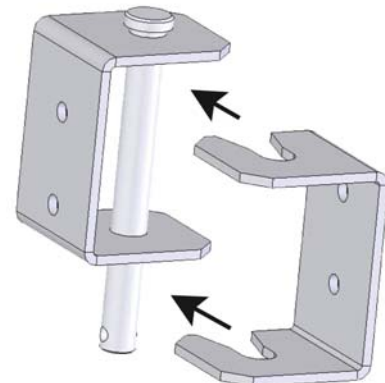


- Connect the bracket as per instruction below. Do not place your hand or your finger while making the connection.

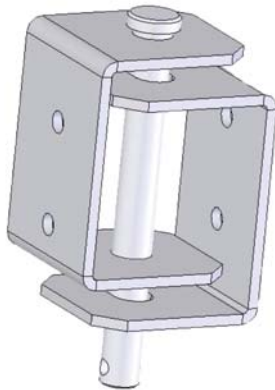
- Place the pin "a" into the brackets "b", then place the cotter pin in place.



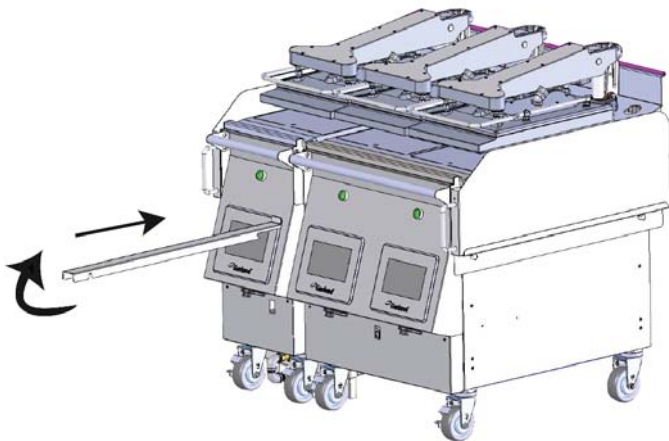
- Place near bracket "c" to bracket "b" and slide it through the pin.



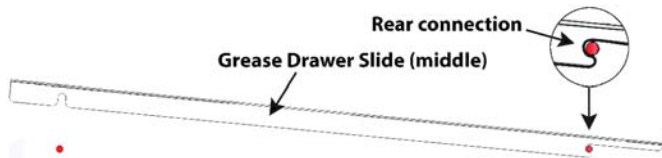
- Make sure to make the front & back bracket connection simultaneously.



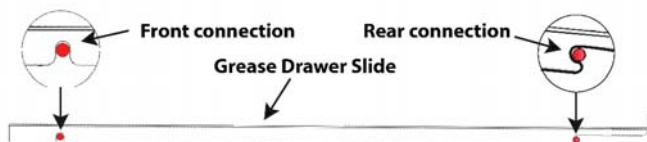
- Insert the grease drawer slide between the grills, this bracket is set to lock the grills together. Tilt the bracket



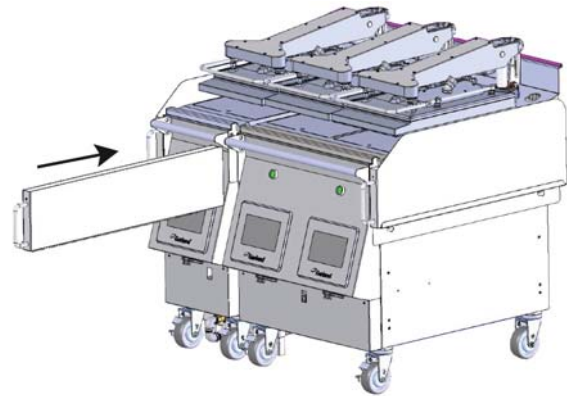
- Insert the grease drawer slide between the grills, this bracket is set to lock the grills together. Tilt the bracket



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



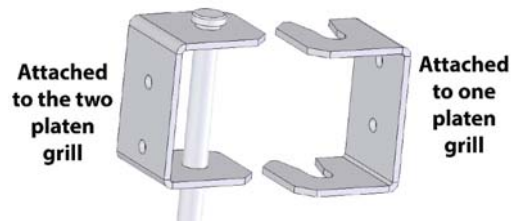
- Tilt the front bracket down. Insert the front bracket slot into the pin. Use a flashlight to ensure the connection of both front pins are all way in.



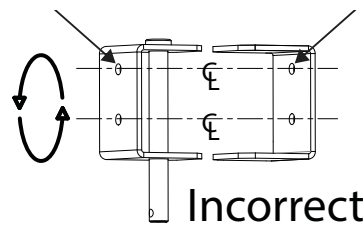
- Slide in grease drawer all the way up to the end.

Connection Brackets Installation:

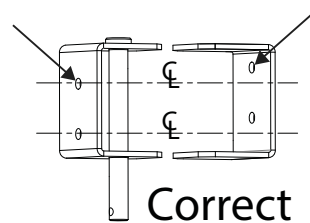
- Bracket with pin get install to the two platen grill, see diagram below.



- 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.



Placing bracket side-by-side, holes line up through the same center line.



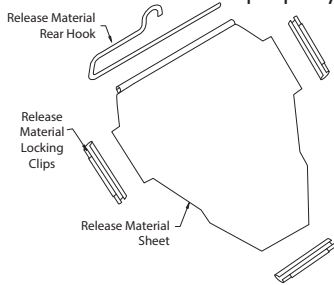
Placing bracket side-by-side, holes does not line up through the same center line.

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:

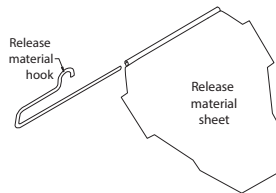
1. Release Material Locking Clips, use three (3) per platen
2. Release Material Rear Hook, use one (1) per platen
3. Release Material Sheet, use one (1) per platen

Platen Release Material Sheet Installation Procedure

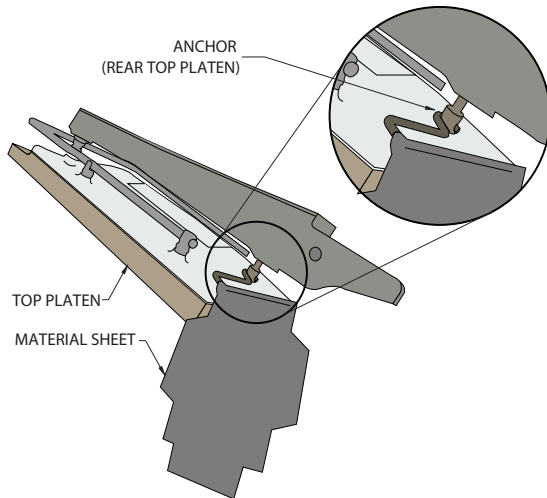
1. Raise top platen, by pressing the green button.



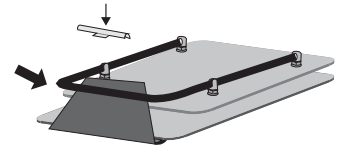
2. Slide release material hook through the hemmed (tube) end of the release material sheet.



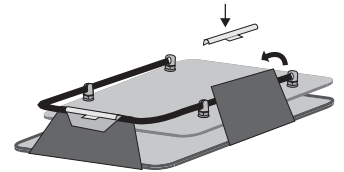
3. Hook the release material hook bar onto the anchor located at the rear of the platen.



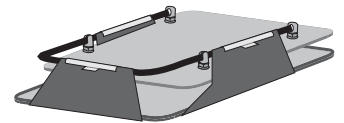
4. Gently pull the release material sheet towards the front platen and then wrap the sheet around the front of platen and over the U bar, while holding the front end sheet, place the locking clip over the sheet and press into the rod.



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.

GARLAND CLAMSHELL GRILL START - UP FORM

ELECTRIC OR COMBINATION GAS / ELECTRIC

McDonald's _____ Certification ID # _____ Store # _____ Model _____

Address _____ City _____

State / Province _____ Zip Code _____ Serial# _____ Start Up Date _____

United States Canada International (List Country) Telephone # _____

Gas Type	Electric / 3-phase	Record Amps Per Line Each Contactor		
Actual Gas Type _____	Actual Input _____ V / _____ Hz	Left	Center (Applicable to Gas)	Right
Matches Rating Plate? YES NO	<input type="checkbox"/> 208 VAC <input type="checkbox"/> 380 VAC <input type="checkbox"/> 220 VAC <input type="checkbox"/> 400 VAC <input type="checkbox"/> 230 VAC <input type="checkbox"/> 415 VAC <input type="checkbox"/> 240 VAC <input type="checkbox"/> 50 Hz	Line 1		
		Line 2		
		Line 3		

INSPECTION / OPERATIONAL CHECK

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

- To avoid personal injury or property damage, **Check for Gas Leaks** through the gas line. PASSED – NO GAS LEAKS
- Make sure the breaker is turned to the "ON" position. OK
- Ensure equipment restraint devices are installed correctly according to local codes (Gas & Electric). Note: part supplied by others. OK
- Verify power cord has a strain relief attached from power supply cord to grill unit. YES / NO
- Ensure grill is installed in the proper type of **Gas Exhaust Hood** with proper air flow. OK
- Ensure flue restrictors are fully opened or removed. OK
- Verify serial number (serial plate located on side panel) of the grill and record the installation date of the grill in the controller, under settings. OK
- Ensure bottom grill plate is leveled side to side / front to back, manually, in location, under hood. Adjust casters to attain level. OK
- REMOVE GRILL FROM UNDER THE HOOD** when power is ON, displays are active. All platen raises automatically? L OK | C OK | R OK
- Lower and raise Upper Platen (green button) movement is smooth and continuous. Grease shafts accordingly with a **FOOD GRADE LUBRICANT**. L OK | C OK | R OK
- If upper platen elevation requires manual intervention for clearance of hood, adjust hood height to 1" below hood. Refer to Operations & Installation manual. L OK | C OK | R OK
- Ensure grill enters preheat routine when power is ON, platen auto calibrates while at temperature. L OK | C OK | R OK
- Close valve handle and verify the unit ignites to ignite three (3) times and then locks out because of Ignition Failure? L OK | C OK | R OK
- GAS PRESSURE CHECK** (See table below) Note 1: Center should not be fill if MG-2P) (Note 2: Left & Right should not be fill if MG-1P)

Rated Incoming Pressure Natural Gas: 6 – 14" W.C. / <input type="checkbox"/> Propane / Butane Gas: 11 – 14" W.C.	Actual Incoming _____ " W.C.
Rated Burner Pressure Natural Gas <input type="checkbox"/> 4.0" W.C. / Propane Gas <input type="checkbox"/> 4.0" W.C.	Actual Left _____ Center _____ Right _____
	Actual Left _____ Center _____ Right _____

- Check micro amps reading. Should be **1.4 uA** or greater per zone.
 Actual Micro Amp Readings: Left Front: _____ Left Back: _____
 Actual Micro Amp Readings: Middle Front: _____ Middle Back: _____
 Actual Micro Amp Readings: Right Front: _____ Right Back: _____
- Select menu item "10:1 – CLAM" icon. Verify set temperature is reached press thermometer icon. L OK | C OK | R OK
- Initiate cook cycle by pushing the **GREEN BUTTON** or checkmark on screen. Platen lowers, and timing cycle begins. L OK | C OK | R OK
- Ensure the stores pyrometer is accurate and calibrated using the ice bath method. OK
- Perform **PROBE CALIBRATION**. L OK | C OK | R OK
- Perform **Platen Leveling procedure**. L OK | C OK | R OK
- Ensure grill performs successful Auto Calibration. L OK | C OK | R OK
- Lock down all caps. Ensure that the lock nuts do not turn any of the adjuster nuts when tightening. L OK | C OK | R OK
- Assist or obtain assistance with store personnel for **Beef/Chicken Integrity Testing**, testing product 10:1, 4:1, Angus, Grill Chicken until desired internal product temperatures are met and record cook time (Product cook times chart below). L OK | C OK | R OK

Product Cook Times			
	LEFT	CENTER (If Applicable)	RIGHT (If Applicable)
10:1			
4:1			
GRILL CHICKEN			
Cook one (1) run			

Beef Integrity Product	
Manual Mode	<input type="checkbox"/> OK
Tested Auto Mode	<input type="checkbox"/> OK

Problems / Special Circumstances / Damage:

Submitted by:	Accepted by:
Name: _____	Name: _____
Service Agency: _____	Have you been adequately informed of the operation of the grill, its uses and its general operation? <input type="checkbox"/> YES <input type="checkbox"/> NO - Indicate comments _____
Sub Agent: (If Applicable) _____	_____
Have you trained store personnel on the operation of the grill? YES / NO	_____
Are you a factory certified technician? YES / NO	_____
Date of Certification (MM/DD/YYYY)	_____

Visit our <https://clamshell.garland-group.com> for Literature & Documentation

White Copy – Factory Yellow Copy – Service Agency Pink Copy – Customer

P/N 4602107 (3 Mar 17)

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Part # GAR_SM_4602175 — Rev 02

Section 3 Operation

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 platen 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.

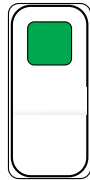
Warning

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.

What buttons do;

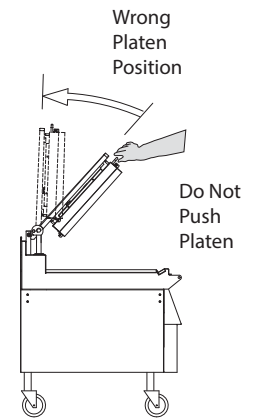
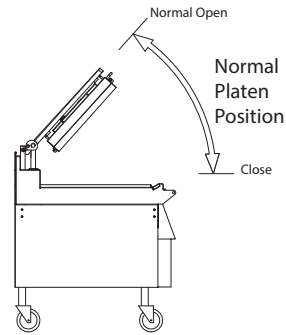
1. Power Switch turns the grill OFF or ON.



Green light indicates that the Grill power is "ON"

2. Green button:

- press to start cook.
- press and hold to abort



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.

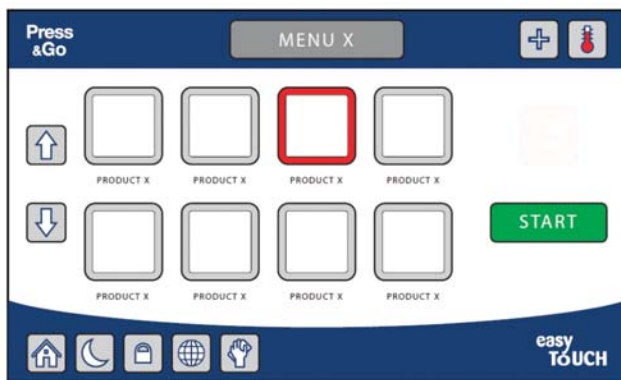
easyToUCH™ Controller

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



Recipe Selector Screen

PRESS & GO – is used to initiate preheat and cook on the grill.	
MENUS – is used to activate, add, edit and delete Menus from the library. A Menu is a collection of cook recipes. Password protected.	
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.	
SETTINGS – is used to change certain settings, such as date, time and volume. Password protected.	
DIAGNOSTICS – allows access to the diagnostics screens. Password protected.	
COOK CYCLE CHANGE – is used to adjust a recipe’s cook time or platen gap, if required to achieve food safety and quality standards.	
TEMPERATURE – is used to view the temperature settings and actual temperature in each zone.	
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.	
LOCK – is used to temporarily lock the touch screen for fifteen (15) seconds. This prevents buttons being pressed accidentally when wiping the screen.	
LANGUAGE – is used to change the language of on-screen prompts. Only available for languages that have been pre-loaded.	
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).	
SLEEP – is used to enter Sleep mode. In Sleep mode, the grill maintains the platen lowered to conserve energy during periods of inactivity.	

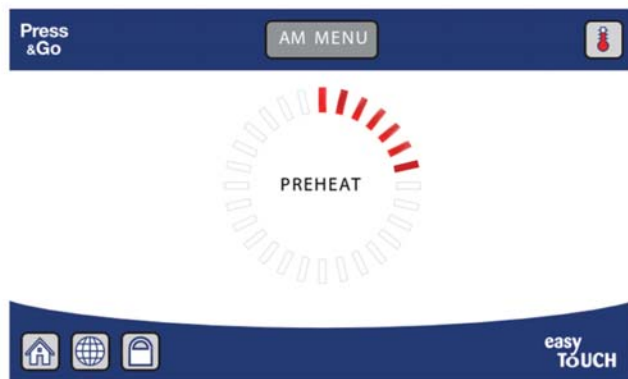
NOTE: The easyToUCH™ screen display, layout and icons shown herein are for guidance purposes only and are not intended to be an exact representation of those displayed on the grill.

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.



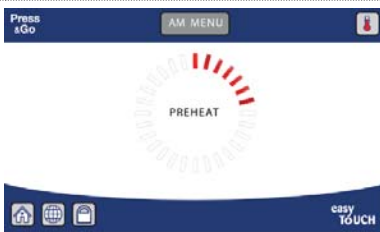
3. HOME screen appears. Select Press & Go. A choice of cook menus is displayed.



4. MENU SELECTOR screen appears. Choose the desired menu. If only one menu is available, grill will select it and quickly transition to preheat.



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 . Select at the top to switch menus during preheat.

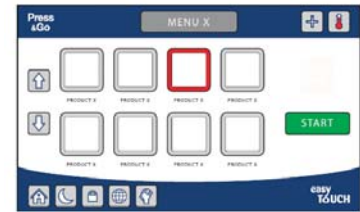
Following preheat the grill enters a soak period, allowing the temperature to stabilize throughout the upper platen. After soak, grill will start auto-gap & auto-leveling option feature.

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



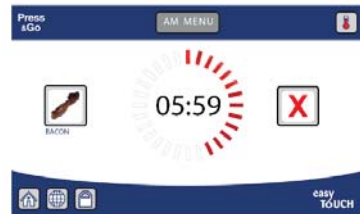
COOK A RECIPE

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



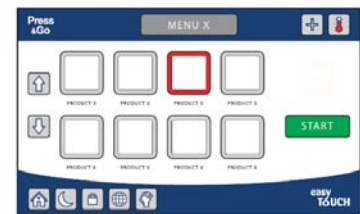
Lay product on the grill and press START or press the Green Push Button to begin the cycle.

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 during the cooking stops the cook cycle. The cycle can also be aborted by pushing the Green push-button for two seconds.



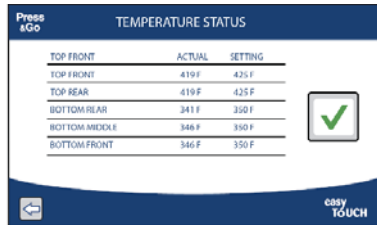
CHECK TEMPERATURES

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.**

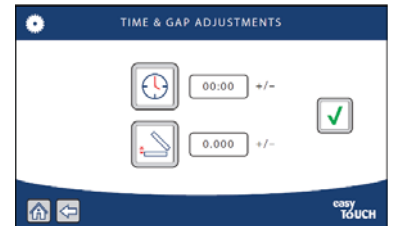
CHANGE COOK TIME/GAP

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.

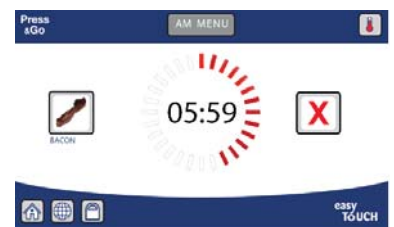
NOTE: To disable this function for changing time or to adjust the pre-set limits, see Special Settings. The maximum allowable change is determined on settings.

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

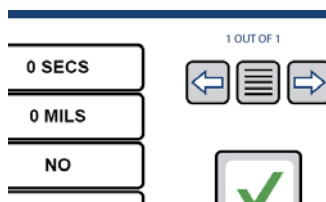
Select which prompt to display at the end of the recipe step, or None. Pressing the button toggles through the available prompt options. See “Prompts” for information on creating and editing prompts.

UPPER PLATEN

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

LOWER PLATEN

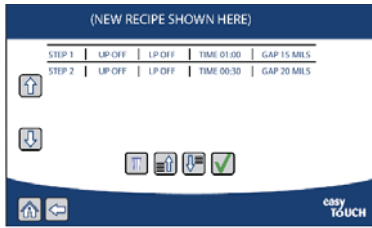
Set lower grill temperature from 149 F to 400 F. Use 32F/0F for OFF.



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



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.



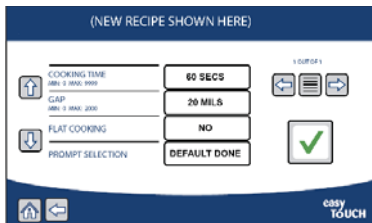
Pressing the up/down arrow icon will give the option to the selected step to move it up or down the list.



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.

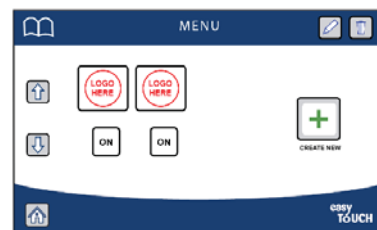
1. Select Menus.



2. Enter password then press Return.



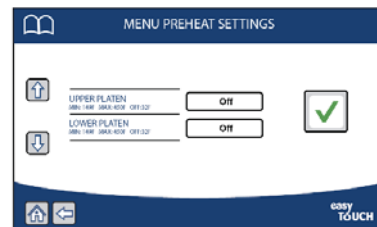
3. Press CREATE NEW.



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



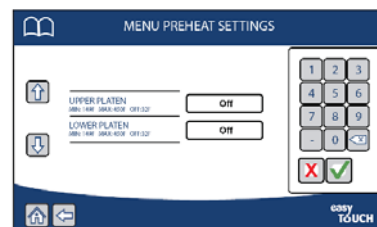
5. Enter preheat temperature settings.



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.



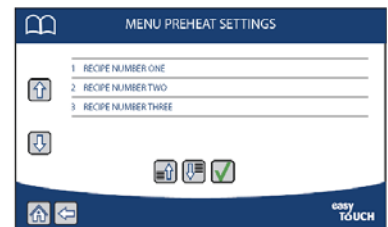
6. Select an image and press the check-mark to continue.



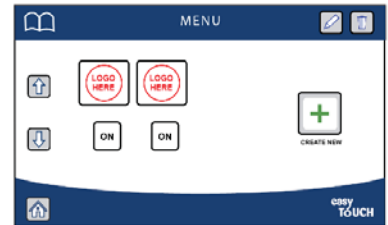
7. Select a recipe(s) to add to the menu and press the check-mark to continue.



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.



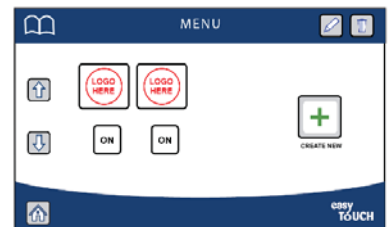
TURN MENUS OFF OR ON

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.

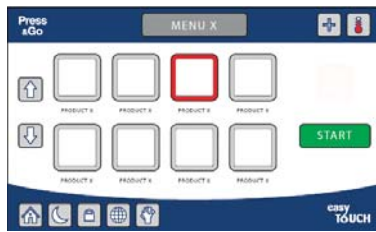
3. Press the option ON/OFF under the menu photo, the virtual button will switch to ON or OFF.



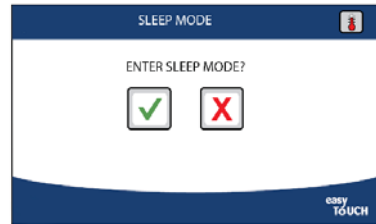
ACTIVATE SLEEP MODE MANUALLY

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

- From the RECIPE SELECTOR screen, press .



- Press to continue or to cancel.



- Top platen will close. Make sure no utensils are on the grill.
- Press the Green button to cancel.

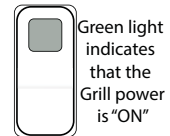


- Screen will show sleeping time (hour:min). To exit Sleep mode, press WAKE on screen or the Green push-button. The platen will rise, the RECIPE SELECTOR screen appears, and the grill is ready to cook.



SHUTDOWN

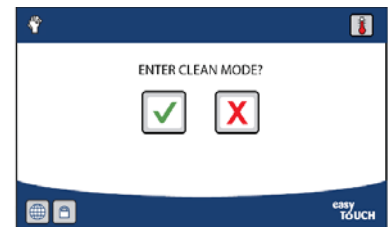
- Return to the HOME screen. Pressing the Home icon exits cooking mode and turns off the heaters.
- Fully power off the grill and the easyTOUCH™ screen using the main power switch.



CLEANING REMINDERS

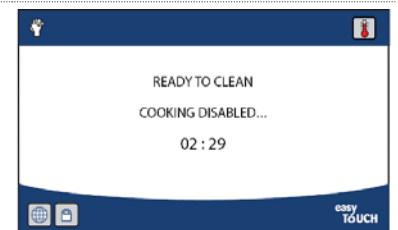
If a cleaning schedule has been set, a message will appear on screen when cleaning is required based on the number of cook cycles:

- Select if the grill will be cleaned immediately, or 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.



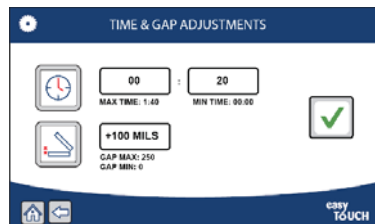
2. Enter password and press return.



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.



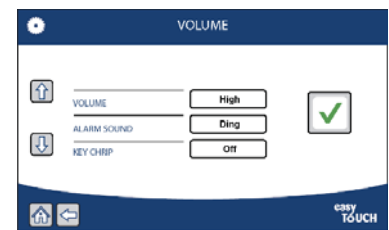
2. Enter password and press return.



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.

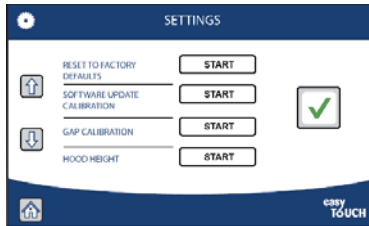
1. Select SETTING.



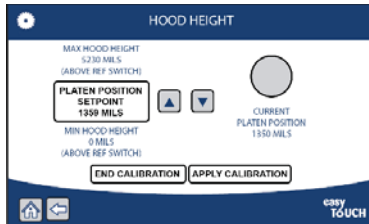
2. Enter password and press return.



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



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

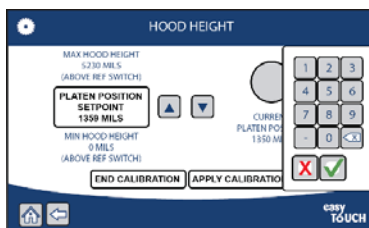


TIP:

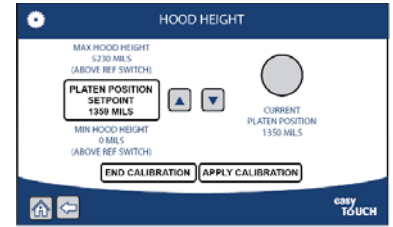
Use the up and down arrows to move the platen height, the upper arrow option will go in multiples of 6 mils, and the lower arrow down in multiples of 4 mils. Factory default is 1366 MILS



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.

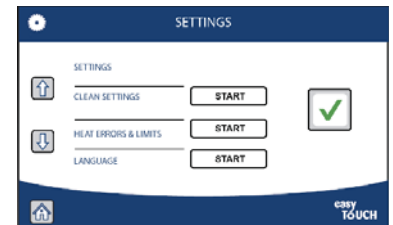
1. Select SETTING.



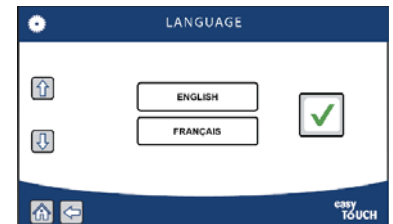
2. Enter password and press return.



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.



6. Language selection completed. System will go back to settings.

TIP:

Use the World icon for a Language selection short cut



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.



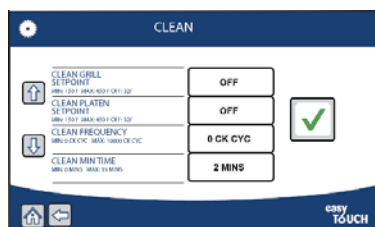
2. Enter password and press return.



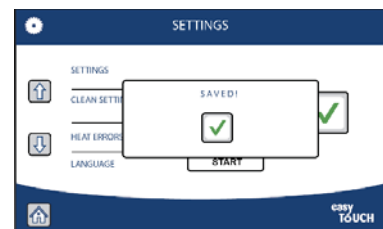
3. Use down arrow to scroll to "CLEAN SETTINGS". Press START button.



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



- 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. Factory default is 325°F.
 - 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. 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 automacatically 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 GRACE 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.
5. A window will appears indicating that is saved.



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



- Temperature Status
- Cooking Cycle Change
- Enter Clean Mode
- Sleep Mode
- Set Language
UI keyboard=special characters/
Symbols/#

- home page → PRESSGO
- MENUS
- SETTINGS
- ALL RECIPES
- DIAGNOSTICS

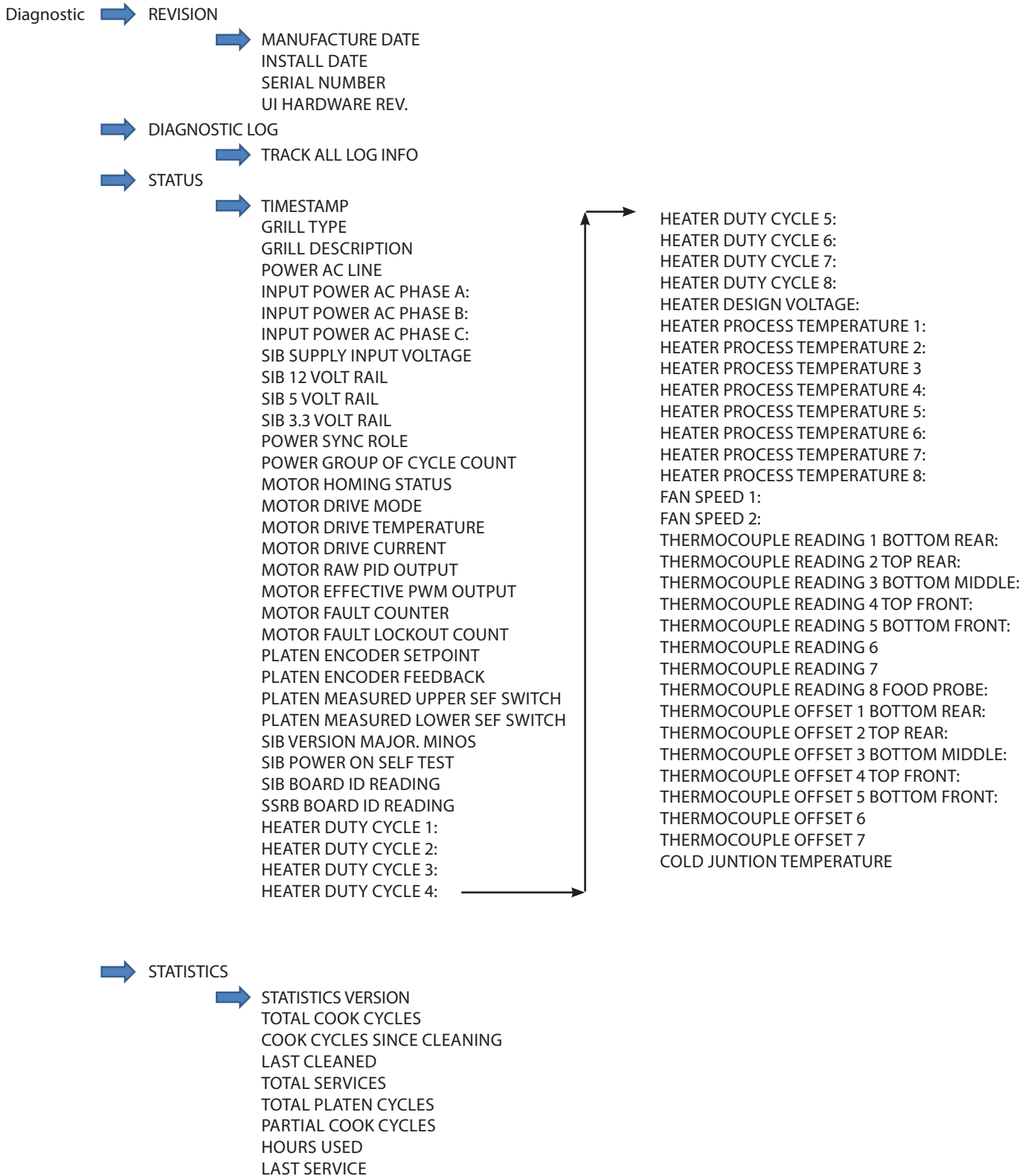
- PressGo → AM MENU
 - BACON
 - MUSHROOM
 - EGG
 - SAUSAGE
 - STEAK
 - EGGS

- Menus → AM MENU
- PM MENU
- AM MENU LRS
- PM MENU

- 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

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


NOTE: (RECIPE WILL VARY DEPENDING ON RESTAURANT MENU)



Section 4

Maintenance

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



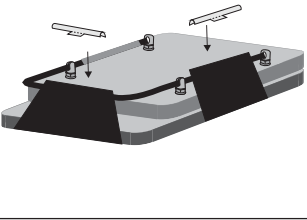
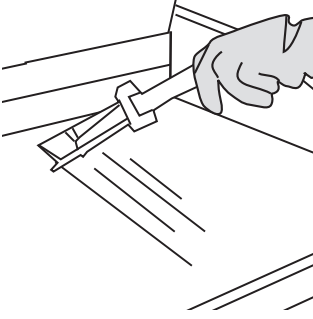
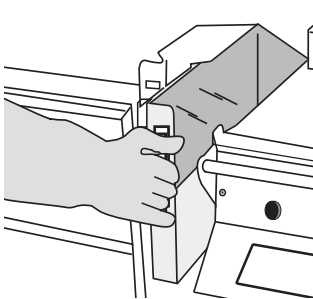
- Turn-Off-Power Switch and unplug when cleaning the side panels or front panel of the grill.
- Turn-Off-Power Switch and disconnect all power plugs before cleaning back panel. Refrain from touching anything electrical when you've got wet hands or bare feet.
- Once the unit has cooled external stainless 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.

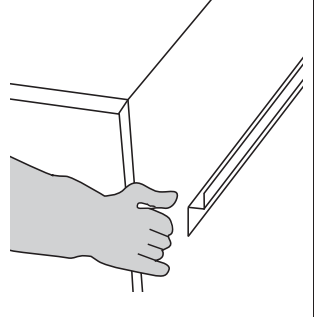
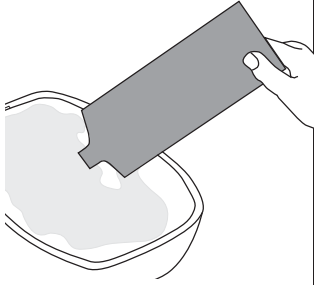
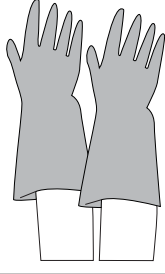
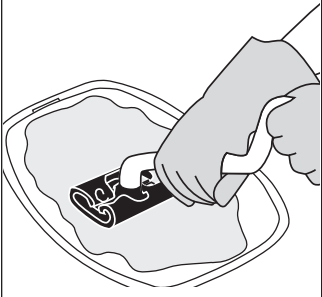
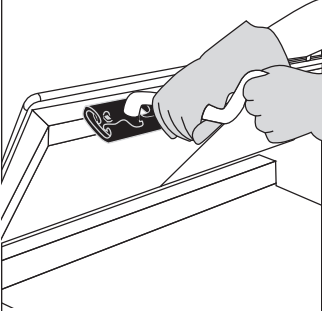
Cleaning During Operation

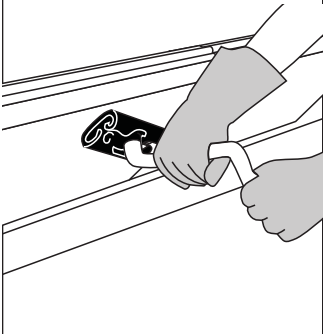
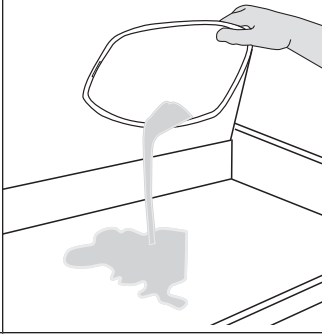
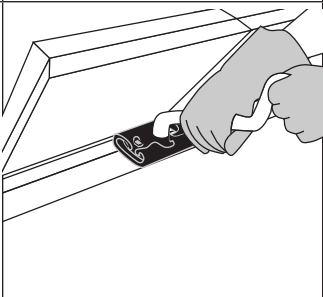
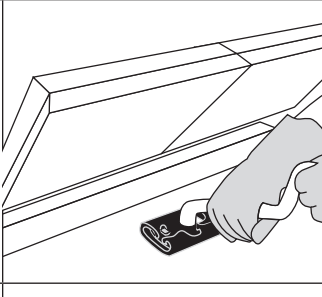
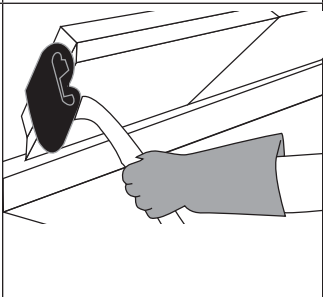
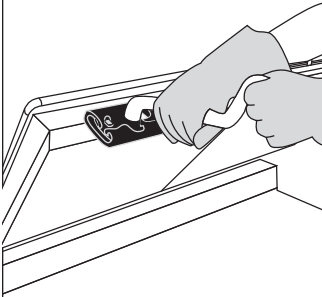
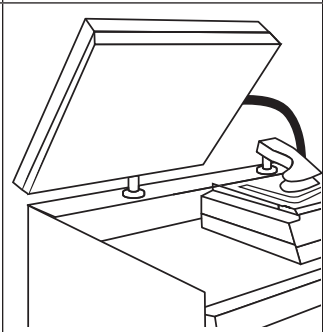
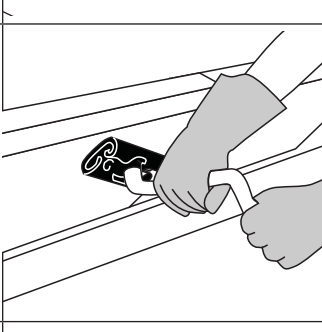
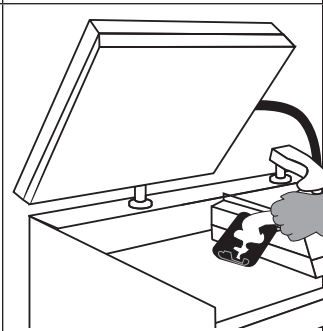
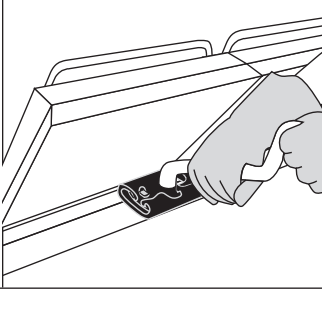
1. After each product load is removed, use a grill scraper to scrape grease on lower grill plate from front to back only. Do not scrape left to right across the lower grill plate with the grill scraper.
2. Use a grill squeegee to clean release material sheet on upper platen in a downward motion. Do not 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.

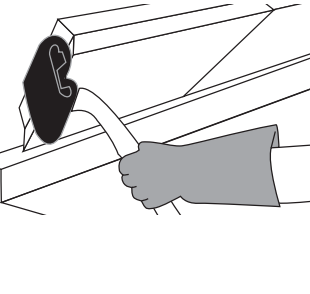
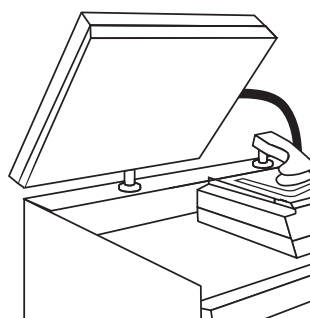
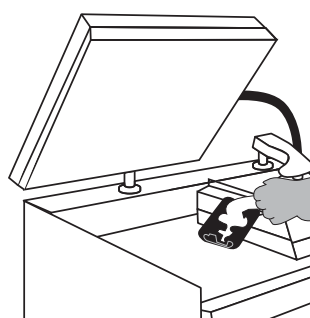
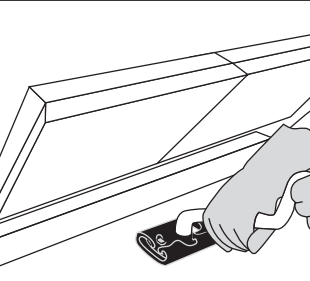
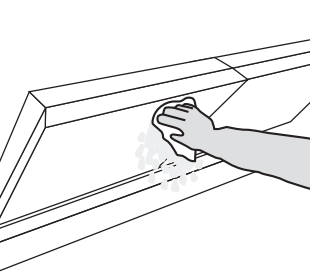
NOTE: To increase life of release material sheets, wipe them down with a folded clean, damp cloth at least four times during each hour of operation.

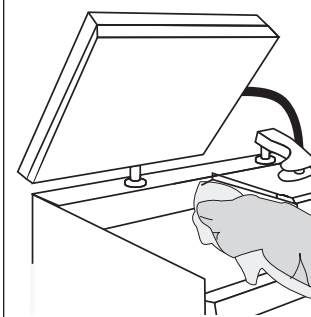
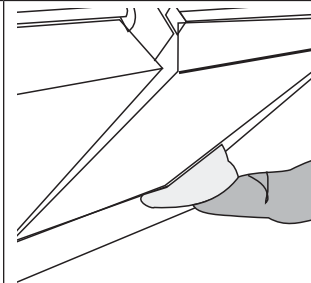

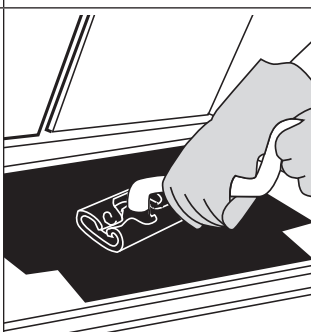

Daily Cleaning

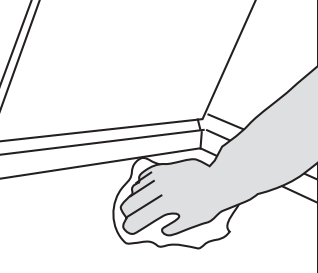
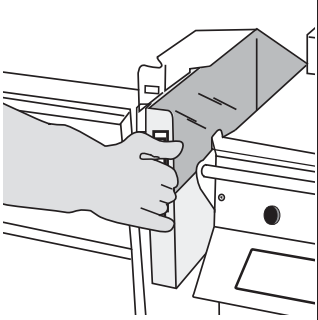
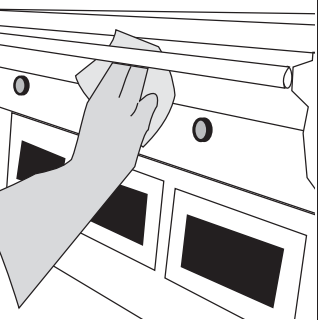
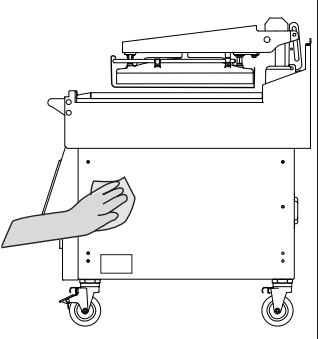
<p>1. Select Clean mode for each platen and, once Clean mode has been reached, turn each zone OFF and turn</p> <p>NOTE: Turn main switch OFF when cleaning platens.</p>	
<p>2. Wipe release material sheet with a clean, sanitizer-soaked grill cloth.</p>	
<p>3. Lower platen and remove the locking clips, the U bar and release sheets. Wash, rinse and set aside locking clips and U bar. Set release sheet aside for further cleaning.</p>	
<p>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.</p>	
<p>5. Remove the grease buckets from each side.</p>	

<p>6. Remove the lower support rail of the grease troughs from each side.</p>	
<p>7. Pour Hi-temp Grill cleaner into a bucket or stainless steel pan.</p>	
<p>8. Put on the heat-resistant gloves and safety glasses.</p>	
<p>9. Dip the Grill Cleaning Pad & Handle into the grill cleaner. Never use a steel scraper to clean the platens.</p>	
<p>10. Apply the grill cleaner to front side of platens starting from right platen to left platen. DO NOT SCRUB.</p>	

<p>11. Apply the grill cleaner to the platen surfaces starting from right platen to left platen. DO NOT SCRUB.</p>		<p>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.</p>	
<p>12. Apply the grill cleaner to the back side of platens starting from right platen to left platen. DO NOT SCRUB.</p>		<p>17. Spread the cleaner over the entire lower grill surface from front to back using even strokes. DO NOT SCRUB.</p>	
<p>13. Apply the grill cleaner to the outer edges of right and left platens. DO NOT SCRUB.</p>		<p>18. Start scrubbing now. Scrub front side of platens starting from right platen to left platen.</p>	
<p>14. Press green button to lower right platen and turn main switch Off.</p>		<p>19. Scrub flat grill surface starting from right platen to the left platen.</p>	
<p>15. Apply the grill cleaner to inner edges of the right and left platens. DO NOT SCRUB. Turn Main Switch On</p>		<p>20. Scrub back side of platens from right platen to the left platen.</p>	

<p>21. Scrub outer edges of right and left platens and turn main switch Off.</p>	
<p>22. Press green button to lower right platen and turn main switch Off.</p>	
<p>23. Scrub the grill cleaner to inner edges of the right and left platens. Turn Main Switch On.</p>	
<p>24. Press green button to raise the right platen and turn main switch Off. Scrub lower grill surface.</p>	
<p>25. Rinse and wipe front, side and back of platen surfaces with a clean, sanitizer soaked grill cloth.</p>	

<p>26. Turn main switch On, lower the platen and turn main switch Off. Rinse inner edges of both platens.</p>	
<p>27. Turn main switch On, raise the platen and turn main switch Off. Rinse and wipe back of lower grill.</p>	
<p>28. Pour a small amount of lukewarm water on a clean, sanitizer-soaked grill cloth over the bottom grill surface and wipe off residue.</p>	
<p>29. Place upper platen release material sheets flat on grill surface. Gently clean both sides of the release material sheet.</p>	
<p>30. Rinse both sides of the release material sheet with clean sanitizer-soaked grill cloth. Reinstall release material sheet and secure in place.</p>	

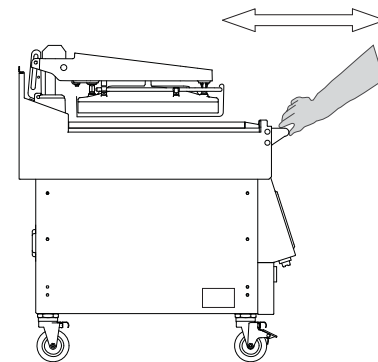
<p>31. Wipe lower grill with a clean sanitizer-soaked grill cloth. Repeat until no visible soil remains.</p>	
<p>32. Empty, wash, rinse and replace the lower support rail and the grease buckets.</p>	
<p style="text-align: center;">⚠ Warning</p> <p>Turn grill off and unplug the unit before cleaning the side/back panels. Do not remove any panel during cleaning.</p>	
<p>33. Wipe remaining grill surfaces with a clean, sanitizer-soaked grill cloth.</p>	
<p>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.</p>	

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

Cooking Issues		
Problem	Possible Cause	Action
Undercooked product	Incorrect recipe selected	Select correct recipe and retry
	Cook time too low	Use cook cycle change screen to increase cook cycle
	Raw product too cold	Check that uncooked product is at correct temperature (not frozen) as per Restaurant operational guideline
	Raw product too thin	Use cook cycle change screen to decrease cook gap, as per restaurant operational guideline
	Incorrect product placement	Follow recommended product placement guidelines, as per Restaurant operational guideline
	Product not prepared correctly	Follow recommended procedure to thaw and filet product, as per Restaurant operational guideline
	Run size too high	Do not exceed recommended full run size, as per Restaurant operational guideline
	Cook cycle stopped/aborted early by operator	Discard product
	Cook cycle stopped/aborted early automatically	Discard product, record alarm type and number
	Incorrect gap setting	See: Clamshell Issues
	Inconsistent gap setting (front to back or side to side)	See: Clamshell Issues
	Grill not at temperature before starting cycle	Use temperature status screen to check zone temperatures versus setpoint
	Grill temperature incorrect	See Temperature Issues
	Kitchen ventilation affecting temperatures	Check whether cool or high volumes of air are directed towards the broiler

Cooking Issues		
Problem	Possible Cause	Action
Over cooked	Incorrect recipe selected	Select correct recipe and retry
	Cook time too high	Use cook cycle change screen to decrease cook cycle, as per Restaurant operational guideline.
	Raw product too warm	Check for correct temperature (frozen product not thawed; thawed product must be 40F or lower) as per Restaurant operational guideline
	Raw product too thick	Use cook cycle change screen to increase cook gap, as per Restaurant operational guideline
	Poor quality raw product	Retry recipe with newer product, as per Restaurant operational guideline
	Incorrect gap setting	See: Clamshell Issues
	Inconsistent gap setting (front to back or side to side)	See: Clamshell Issues
	Grill over temperature before starting cycle	Use temperature status screen to check zone temperatures versus set point.
	Grill temperature incorrect	See Temperature Issues

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

Temperature Issues (continuation)		
Problem	Possible Cause	Action
Grill or upper platen too cool	Recipe set points are low	Use temperature status screen to check zone temperatures versus set point
	Kitchen ventilation affecting temperatures	Check whether cool or high volumes of air are directed towards the grill
	Temperature calibration incorrect	Reset offsets to default value and verify temperatures
	Thermocouple wiring incorrect	Select the temperature status screen. Place a wet rag onto each thermocouple location and watch for a temperature drop at that zone.
	Thermocouple wiring incorrect	Use wiring diagram to check that thermocouple wiring is correct
	Heater wiring incorrect	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
	Intermittent thermocouple fault	Check wiring and connections to SIB
	Defective heating element (electric model or upper platen)	Check for continuity

Unable to reach or maintain temperature	High temperature switch tripped	Test that contactor is disengaged by opening lower grate and listening for contactor
	Contactor disengaged	Open lower grate and listen for contactor disengaging
	Ribbon cable disengaged	Reseat ribbon cable on SSRB and SIB
	Line voltage wiring harness disengaged	Reseat wiring harness on SSRB
	Ribbon cable damaged	Replace ribbon cable
	Hardware failure on SSRB	Raise the setpoint and ensure green LED on the SSRB lights up
	Temperature calibration incorrect	Reset offsets to default value and verify temperatures
UI issues		
Problem	Possible Cause	Action
No sound	Volume set too low	Set volume to high
	Speaker wiring incorrect	Check that speaker connector is seated on both pins
	UI audio defective	Check for voltage at the speaker pins on UI when sound is expected
	Speaker defective	Check with known good speaker
UI not lit	Main power lost	Use voltmeter to confirm main power connected and live
	Connection to SIB lost	Check that Cat5/RJ45 cable seated correctly at UI and SIB. Unplug and replug to force reboot
	24v power supply defective	Check for blinking heartbeat LED on SIB
Screen locked out, frozen, non responsive to touch	Software issue	Turn off grill using main power switch, turn on after 10 seconds.

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)		
Problem	Possible Cause	Action
Unable to load USB files	Flash drive faulty	Retry with known good flash drive
	Files on flash drive not unzipped	Unzip compressed file and save to root directory of USB
	Files on flash drive incorrect or corrupt	Delete all files on flash drive and reload update files
	USB cable disconnected	Check USB connector seated properly from UI to front panel
UI cracked	Damage in transit or in-store.	Investigate cause and replace
Clamshell Issues		
Problem	Possible Cause	Action
Wrong Gap Setting	Gap calibration lost or incorrect	Verify gap using gauge block, retry gap calibration if necessary
	Platens warped or uneven	Verify gap at multiple points using gauge block
Inconsistent gap setting	Platen not level from front to back	Correct platen level (see manual)
	Platen not level from side to side	Correct platen level (see manual)

Platen not moving	High temperature switch tripped	Test that contactor is disengaged by power cycling grill and listening for contactor
	Over travel switch tripped	Check limit switches, ensure wiring is routed correctly
	Hood height not set or set too low	Go to Settings/Hood Height Calibration to check setting
	Actuator failure	Check the actuator for damage, feel for motor vibration indicating motor is attempting to move
	Platen motor fuse blown	Check SIB fuse, replace and recheck
	Loose connector on SIB	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)
	EMI interference	Check that CAT 5 (network) cable is routed away from SIB
Clamshell Issues (continuation)		
Problem	Possible Cause	Action
Platen over travel	Gap calibration lost or incorrect	Verify gap using gauge block, retry gap calibration if necessary
	Hood height set too high	Go to Settings/Hood Height Calibration to lower setting
	Limit switch failure	Check limit switch for correct operation
	Loose connector on SIB	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)
	SIB I/O failure	Check LED and manually operate limit switches.
	Upper reference switch in wrong position	Check upper reference switch is positioned below over travel switch
	Limit switch bracket loose	Check bracket and tighten if necessary

Event Number Definition

Event #	E1	E2
Event Group	Motion	Motion
Event Description	Position reference error	Motor Over-Current
Purpose	To prevent use of the grill if position is unknown	Protects the actuator motor, power supply, and SIB
Event Cause	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	HRCB and REV8 SIB Motor has reached maximum allowable current 7 times within a 10 second window. HRCB2 and REV9 SIB Motor has reached maximum allowable of current within a 5 second window.
Test Method	To test: unplug j6 from SIB	To test: 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.
Error Response Category		
Platen Response	Reverse and move to hood height position if possible	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
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)	Alarm 1 Position reference error 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 • Perform Gap and hood height calibration • Replace SIB if calibration does not resolve the issue • Tech must supply cycle count information • 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 2 Motor Over Current 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 • Pull back panel and clean and oil shafts and seals. • Verify Gap setting is correct • Verify that system is clear of obstructions and actuator is in alignment • Verify there is voltage to the actuator. • Take Amp Draw reading and note. • Take OHM reading and note. • 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 #	E3	E6
Event Group	Motion	Motion
Event Description	Motor Fault Unrecoverable	Motion Control Time Out
Purpose	Stops motion if motor unrecoverable error condition is encountered	Stops motion if unable to reach destination (due to reaching cutout switches, loss of home reference, incorrect calibration, or hunting near the setpoint)
Event Cause	<p>HRCB+ and REV9 SIB 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.</p>	<p>The target destination is not reached within 40 sec from the initiation of the movement command</p>
Test Method	<p>To test: Short actuator.</p>	<p>To test: While the platen is moving activate the over travel switch and hold until E6 error displays in about 40 seconds.</p>
Error Response Category		
Platen Response	The platen will stop	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
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)	<p>Alarm 3 Actuator motor failure 4 hour Dispatch Required. Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • Retrieve system log • Pull back panel and clean and oil shafts and seals. • Verify there is voltage to the actuator. • Take Amp Draw reading and note. • Take OHM reading and note. • Collect log file and send to Welbilt <p>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.</p>	<p>Alarm 6 Actuator has not reached setpoint 4 hour Dispatch Required.P3 Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • Retrieve system log • Pull back panel and clean and oil shafts and seals. • Verify there is voltage to the actuator. • Take Amp Draw reading and note. • Take OHM reading and note. • Collect log file and send to Welbilt <p>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.</p>

Event #	E7	E8A
Event Group	Motion	System
Event Description	Platen needs recalibration	Ambient temperature too cold
Purpose	System error causes the grill to lose its home position reference and the unit needs to be recalibrated	To ensure proper grill operation
Event Cause	SIB resets and platen needs to be recalibrated	Grill controls detect room temperature of 32 F (0 C) or less
Test Method	To test: modify cal complete bit and then activate pre-heat.	To test: 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.
Error Response Category		A
Platen Response	Reverse and move to hood height position if possible	The platen will stop and stay where it is.
Error Clear Method	Acknowledgement through UI or via the Green Button	Self clearing - error clears when condition clears
Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)	<p>Alarm 7 Platen needs to be recalibrated 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • Retrieve system log • Perform a new Gap calibration and hood height calibration • Collect log file and send to Welbilt <p>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.</p>	<p>Alarm 8A Temperature inside the cavity is to cold 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • Retrieve system log • Allow cavity temperture to warm to room temperature • Collect log file and send to Welbilt <p>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.</p>

Event #	E8B	E10
Event Group	System	Temperature
Event Description	Ambient temperature too hot	The control detects a Platen thermocouple as open or well above normal temperature
Purpose	To ensure proper grill operation	To ensure proper temperature control
Event Cause	Grill controls detect room temperature of 162 F (75 C) or higher	Out of range error caused by damaged or incorrect thermocouple wiring, or temperature in excess of 800 F (427 C)
Test Method	To test: 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.	To test: Unplug J20 (Blk) thermocouple connector on SIB board until 10F error is displayed. Repeat for J18 (Red) thermocouple until 10R error is displayed.
Error Response Category	A	A
Platen Response	The platen will stop and stay where it is.	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	Self clearing - error clears when condition clears	Acknowledgement through UI or via the Green Button
Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)	<p>Alarm 8B Temperature inside the cavity is to hot. 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • Retrieve system log • Check inside cavity for excessive debris • Turn of unit and allow to cool • Collect log file and send to Welbilt <p>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.</p>	<p>10L/10R Error Message, Ungrounded Thermocouple 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • Retrieve system log • Check grounding straps on front of unit have not become 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 <p>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.</p>

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 (Grn) 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)	<p>11L/ 11R Error Message, Ungrounded Thermocouple 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> Retrieve playback within remote monitoring system (If Available) Verify software version 3.0.XXX is installed on the unit. Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> Retrieve system log Check grounding straps on front of unit have not become 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 <p>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.</p>	<p>14L/14R Error Message, Ungrounded Thermocouple 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> Retrieve playback within remote monitoring system (If Available) Verify software version 3.0.XXX is installed on the unit. Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> Retrieve system log Check grounding straps on front of unit have not become 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 <p>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.</p>

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)	<p>15L /15R Error Message, Ungrounded Thermocouple 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • Retrieve system log • Check grounding straps on front of unit have not become 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 <p>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.</p>	<p>18L/18R Error Message, Broken Heater 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • Retrieve system log • Verify software version 3.X.X is installed into the unit • Check grounding straps on front of unit have not become 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 <p>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.</p>

Event #	E19	E22
Event Group	Temperature	Temperature
Event Description	Suspected Grill heater problem	The control detects a Platen thermocouple above the highest allowed temperature
Purpose	To prevent grill use with a broken heater or with a suspected thermocouple cold junction	To protect the grill in the event of potential thermal runaway
Event Cause	While full power is requested, the temperature reading doesn't increase by 5 F degrees (3 C) within 425 seconds.	Thermocouple is reporting a temperature > 520 F (271 C)
Test Method	<p>To test: 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.</p> <p>Alternate test method: Turn off internal breaker then start preheat.</p>	<p>To test: 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 channel using J18 and look for E22R.</p>
Error Response Category	A	D
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 READY STATE
Error Clear Method	Acknowledgement through UI or via the Green Button	Self clearing - error clears when platen has cooled and will transition to Home screen
Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)	<p>19L/19R Error Message, Broken Heater 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • Retrieve system log • Check grounding straps on front of unit have not become 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 <p>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.</p>	<p>Error 22L or 22R Message, Over Heat Issue 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • 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 <p>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</p>

Event #	E23	E30
Event Group	Temperature	System
Event Description	The control detects a Grill thermocouple above the highest allowed temperature	Lane Communication Error between UI and SIB (control board)
Purpose	To protect the grill in the event of potential thermal runaway	To prevent use of grill without control
Event Cause	Thermocouple is reporting a temperature > 520 F (271 C)	Defective circuit on UI or SIB; Broken wire; Electrically noisy environment. CLA pulls SIB 10 times over a 5 second period
Test Method	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 & J17 and look for E23M and E23R.	To test: Unplug reference pins for SSRB version detection.
Error Response Category	D	B
Platen Response	The grill will go to the READY STATE	The platen will stop and stay where it is.
Error Clear Method	Self clearing - error clears when grill has cooled and will transition to Home screen	Acknowledgement through UI or via the Green Button
Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)	<p>Error 23L and 23R Message, Over Heat Issue 4 hour Dispatch Required.</p> <p><u>Prior to going to the store location</u></p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p><u>After getting to the store location</u></p> <ul style="list-style-type: none"> • 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 <p>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</p>	<p>Error 30 Message, lane communication failure 4 hour Dispatch Required.</p> <p><u>Prior to going to the store location</u></p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p><u>After getting to the store location</u></p> <ul style="list-style-type: none"> • Verify connection from SIB to UI • Collect log file and send to Welbilt

Event #	E31	E32
Event Group	System	System
Event Description	Hardware problem detected on the SIB	SSRB Revision Unknown or Unsupported
Purpose	To prevent use of the grill if there is defective SIB hardware	To prevent use of the grill if incompatible SSRB is detected
Event Cause	Defective circuit on the SIB	Unsupported SSRB version
Test Method	To test: Pressing the SIB reset button	To test: Unplug reference pins for SSRB version detection.
Error Response Category		
Platen Response	Reverse and move to hood height position if possible	N/A
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)	<p>Error 31 Message, SIB failure 4 hour Dispatch Required.</p> <p><u>Prior to going to the store location</u></p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p><u>After getting to the store location</u></p> <ul style="list-style-type: none"> • Verify connection on SIB • Collect log file and send to Welbilt 	<p>Error 32 Message, SSRB Revision Unknown 4 hour Dispatch Required.</p> <p><u>Prior to going to the store location</u></p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p><u>After getting to the store location</u></p> <ul style="list-style-type: none"> • Verify ribbon cable connection from SIB to SSRB • Collect log file and send to Welbilt

Event #	E41	E42
Event Group	System	System
Event Description	Control senses a significant "brown out" event.	Control indicates that a power calibration has not been performed
Purpose	To flag potential power supply issues	To flag that the power calibration has not been performed
Event Cause	Voltage drop across one or more phases	Power Calibration not set
Test Method	To test: remove three phase power and wait for the alarm to trigger	To test: power calibration has not been set. Modify power calibration json file to not be set. Alternate method is to perform "Reset To Factory Defaults" from the Settings menu.
Error Response Category	N/A	N/A
Platen Response	Platen operation will continue normal operation	
Error Clear Method	N/A; recorded in log	Acknowledgement through UI or via the Green Button
Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)	Error 41 Message, brownout event. 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 phase A, B and C have the correct voltage • Collect log file and send to Welbilt	Error 42 Message, Power Calibration not set 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 power calibration is set • Collect log file and send to Welbilt

Event #	E50	E52
Event Group	Burner	Burner
Event Description	Burner Unresponsive	Burner Flame No Call
Purpose	To indicate failure of burner after ignition speed set	To protect against flame being present before ignition
Event Cause	40-60 second timeout occurred when calling for heat after ignition speed	Flame detected before ignition
Test Method	To test: switch gas off after ignition	To test: simulate flame detected when not calling for heat
Error Response Category	N/A	
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 50 Message, Burner Unresponsive 4 hour Dispatch Required. Prior to going to the store location <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • Verify connections to ignition module • Collect log file and send to Welbilt 	Error 52 Message, Burner Flame No Call 4 hour Dispatch Required. Prior to going to the store location <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • Verify connection to ignition module • Collect log file and send to Welbilt

Event #	E53	E54
Event Group	Burner	Burner
Event Description	Burner Lockout	Burner call for heat fault
Purpose	To lockout module if multiple ignitions occurred	To flag potential issues with the burner ignition when calling for heat
Event Cause	Burner did not light after 3 attempts	10-15 second timeout occurred when calling for heat after high speed
Test Method	To test: switch gas off during ignition	To test: Switch gas off after high speed is set
Error Response Category		
Platen Response	Reverse and move to hood height position if possible	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 53 Message, Burner Lockout 4 hour Dispatch Required. Prior to going to the store location <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • Verify connection to ignition module • Collect log file and send to Welbilt

Event #	E55	E60
Event Group	Burner	Motion
Event Description	Burner fan fault	Platen sensor failure
Purpose	To flag potential issues with the burner fan	To indicate if the front or rear baumer sensor is not detected
Event Cause	Incorrect burner fan speed detected	Baumer sensor is mis-wired or has failed
Test Method	To test: modify fan speed by blocking fan to change speed during the ignition process	To test: modify wiring of baumer sensor
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)	<p>Error 55 Message, Burner Fan Fault 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • Verify connections to ignition module • Collect log file and send to Welbilt 	<p>Error 60 Message, Platen Sensor Failure 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • Verify baumer sensors are connected and active • Collect log file and send to Welbilt



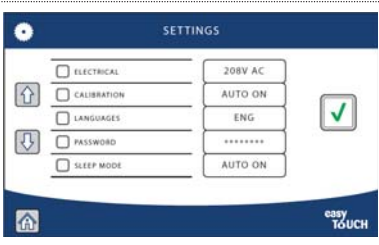
Event #	E61	E62
Event Group	Motion	Motion
Event Description	Platen not level	Platen Ec limit reached
Purpose	To indicate when platen cannot be adjusted within PLMIN and PLMAX Limits	To indicate if encoder limit is reached
Event Cause	Platen has shifted outside its mechanical adjustment and auto level 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 wither 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)	<p>Error 61 Message, Platen Not Level 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • Verify platen is level • Collect log file and send to Welbilt 	<p>Error 62 Message, Platen Ec Limit Reached 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • Verify distance between baumer sensor and detection plate

Event #	E63	E64
Event Group	Motion	Motion
Event Description	Platen obstruction	Platen Autocal error
Purpose	To indicate if platen movement is detected during platen motion outside the cook zone	To prevent use of the grill if failure of the auto level subsystem
Event Cause	There is an obstruction causing the platen to shift during motion	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
Test Method	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.	To Test: Move the sensor outside of the sensor range, disconnect the sensor, modify so that platen has no movement.
Error Response Category		
Platen Response	Reverse and move to hood height position if possible	Reverse and move to hood height position if possible
Error Clear Method	Acknowledgement through UI or via the Green Button and return to the current state	Acknowledgement through UI or via the Green Button
Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)	<p>Error 63 Message, Platen Obstruction 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • Remove obstruction • Verify distance between baumer sensor and detection plate • Clean baumer sensor and detection plate 	<p>Error 64 Message, Platen Autocal error 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • Verify platen is level • Verify motor operation • Verify motor is not jammed • Collect log file and send to Welbilt

Event #	E65	E82
Event Group	Motion	System
Event Description	Platen Force Calibration Error	UI Off Stuck
Purpose	To indicate when platen cannot be adjusted within PLMIN and PLMAX Limits	To indicate CLA and UI have lost communication or are out of sync
Event Cause	Too many attempts have been performed during platen calibration and additional mechanical alignment may need to take place prior to re-calibrating	The UI and CLA are out of sync
Test Method	To Test: cause an out of level condition that will generate multiple attempts	To Test: must be tested at the unit level
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	
Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)	<p>Error 65 Message, Platen Calibration too many attempts 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • Verify platen is level • Verify motor operation • Verify motor is not jammed • Collect log file and send to Welbilt 	<p>Error 82 Message, UI off Stuck 4 hour Dispatch Required.</p> <p>Prior to going to the store location</p> <ul style="list-style-type: none"> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <p>After getting to the store location</p> <ul style="list-style-type: none"> • Verify connection from UI to SIB • log steps to reproduce the issue • Collect log file and send to Welbilt

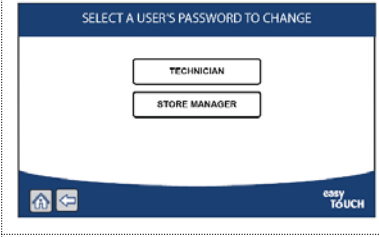

Section 6 Controls

Settings Mode:

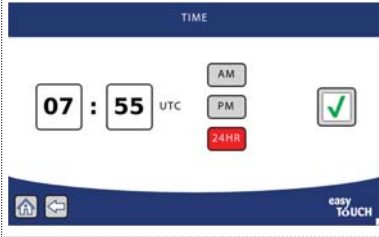
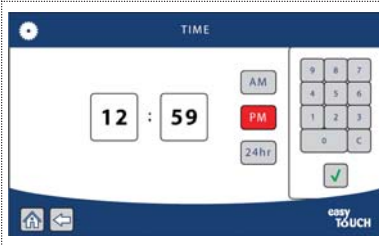

	<p>1. Select "SETTINGS".</p>
	<p>2. Enter password (alphabet).</p>
	<p>3. Display of settings shown.</p>
<p>FACTORY PASSWORD TIME DATE FACTORY SETTINGS RECIPE RESET (FROM USB) RECET TO FACTORY DEFAULTS SOFTWARE UPDATE CALIBRATION GAP CALIBRATION HOOD HEIGHT THERMOCOUPLE CALIBRATION TIME/GAP ADJ. LIMITS TEST COLLECT SYSTEM LOGS HEATERS STATE SETTINGS CLEAN SETTINGS HEAT ERRORS & LIMITS LANGUAGE PROMPTS DEFINITIONS PROTEINS DEFINITIONS SLEEP CONFIGURATION TEMPERATURE UNITS VOLUME</p>	<p>4. Here are all the option available under settings.</p>

Factory Settings Mode:

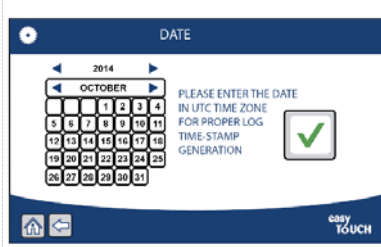
Change Password

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

Change the Time

	<p>8. Type password under Settings. 9. Time option selected (display shown).</p>
	<p>10. Numeric pad will display (shown).</p>
	<p>11. Select check <input checked="" type="checkbox"/> to save the time.</p>

Change the Date

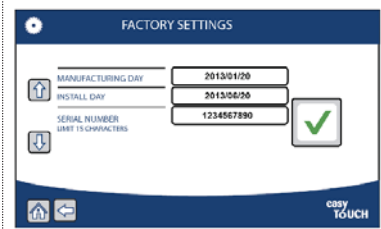


12. Type password under settings.
13. select the appropriate date (display shown).



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).

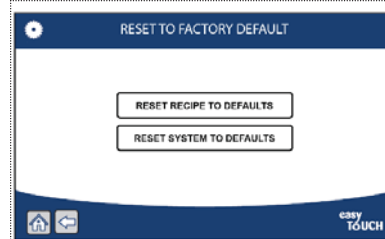


19. This operation can not be cancel, press check to continue or to cancel.

Reset To Factory Defaults



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



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:

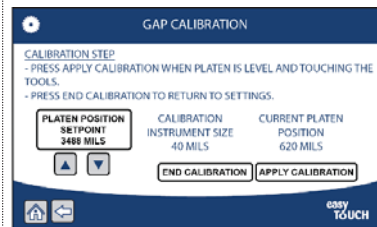
Gap Calibration



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

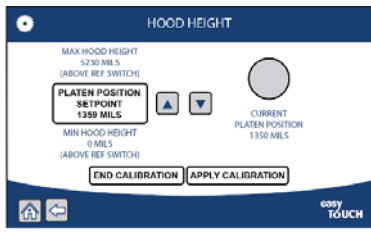


25. Numeric pad will display, type the appropriate number.



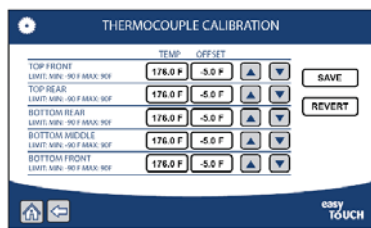
26. Make the appropriate adjustment the END CALIBRATION.
27. For more details go to section #7 service manual.

Hood Height

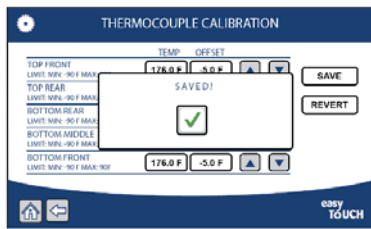


28. Type password under settings then select HOOD HEIGHT.
29. Make the appropriate adjustment then END CALIBRATION.

Thermocouple Calibration



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

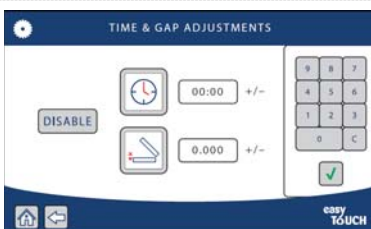


32. Select SAVE to save your data or REVERT to go back without saving.

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

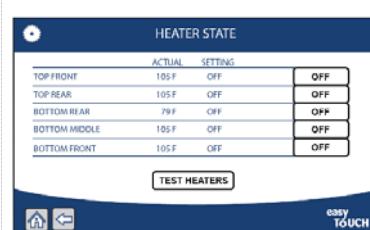


36. Type password under settings then select COLLECT SYSTEM LOG.
37. Insert USB then select COLLECT LOG.

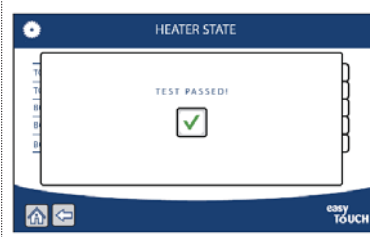


38. This operation can not be cancel, press check to continue or to cancel.

Heater State



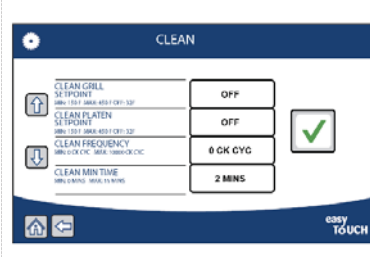
39. Type password under settings then select HEATERS STATE.
40. Select TEST HEATERS, then wait for the computer test.



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

Settings Mode:

Clean Settings



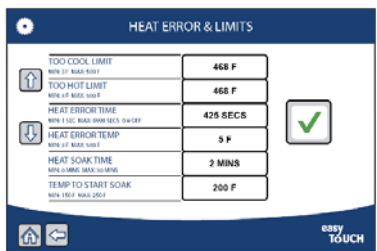
42. Type password under settings then select CLEAN SETTINGS.
43. Select an option, numeric pad will appear, enter new settings

- **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 detects when is time to clean your grill. ex: 10 CK CYC will automacatically 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.

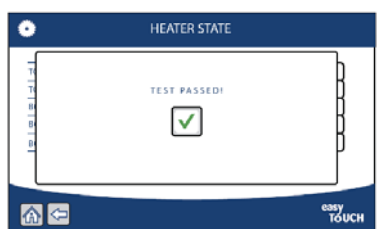


44. This operation can not be cancel, press check to continue or to cancel.

Heat Errors & Limits

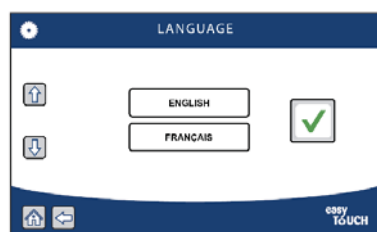


45. Type password under settings then select **HEAT ERRORS & LIMITS**.
46. Select an option, numeric pad will appear, enter new settings.



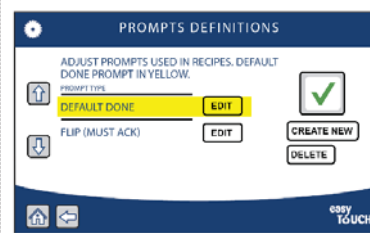
47. Select and press check to continue.

Language



48. Type password under settings then select **LANGUAGE**.
49. Select the language and press check to save.

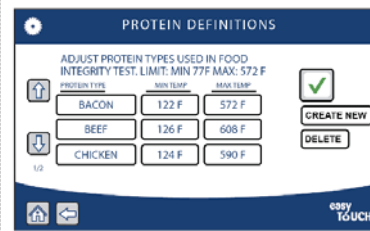
Prompts Definitions



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.

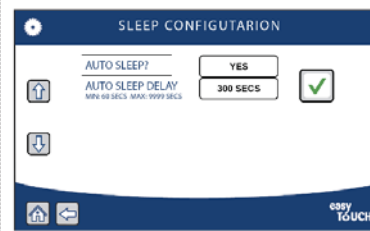
Protein Definitions



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

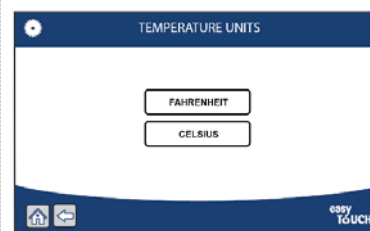


54. Type password under settings then select **SLEEP CONFIGURATION**.
55. Select your options and press check to save.

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.

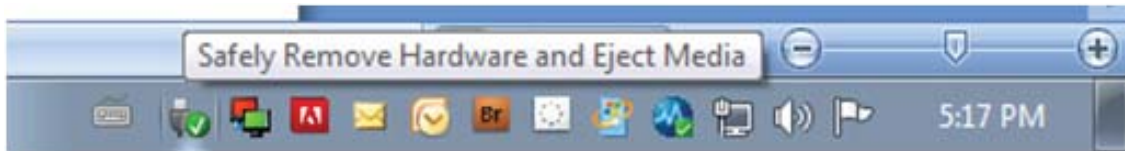
Volume



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:

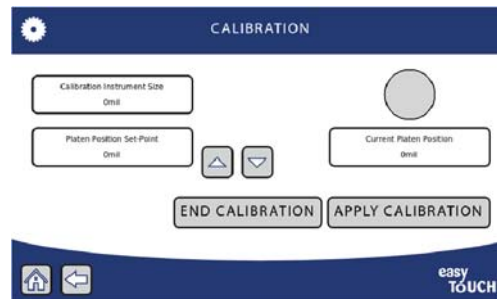
1. Turn ON the broiler and wait until it gets to the Home Screen. (If not at the Home screen or in Settings, press Home icon).





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.



	<p>5. Scroll through Settings to Software Update. Press START UPDATE.</p>		<p>6. Press START UPDATE.</p>
---	---	--	-------------------------------

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.

```
Running /mnt/usbdv/stinger.sib.installer.sh.
status=0
Running /mnt/usbdv/stinger.sdk.installer.sh.
```

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.

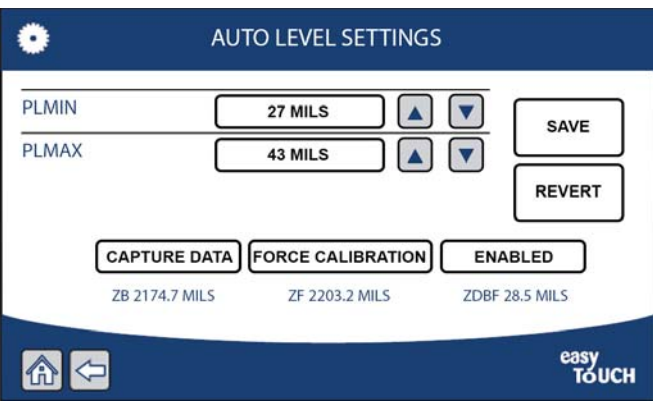
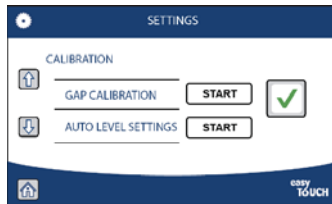
1. Select "SETTINGS" from home screen.



2. Enter "PASSWORD".



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



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

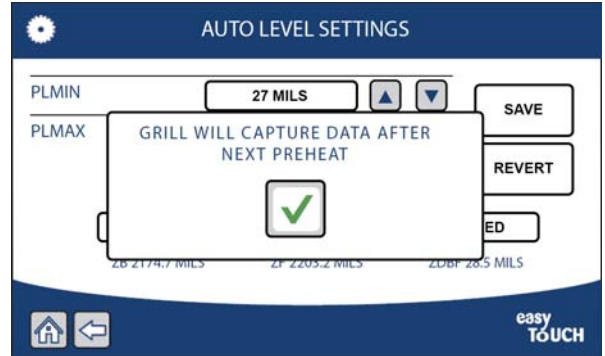
CAPTURE DATA will be performed at the end of the next pre-heat cycle and once complete will update the Zb, Zf and ZDBF values on the auto level settings screen. Sample below.

ZB 2174.7 MILS ZF 2203.2 MILS ZDBF 28.5 MILS

ENABLED

ENABLED will disable the auto motor levelling from adjustments.

4. Select CAPTURE DATA.



5. Select the check mark



6. Select Home icon



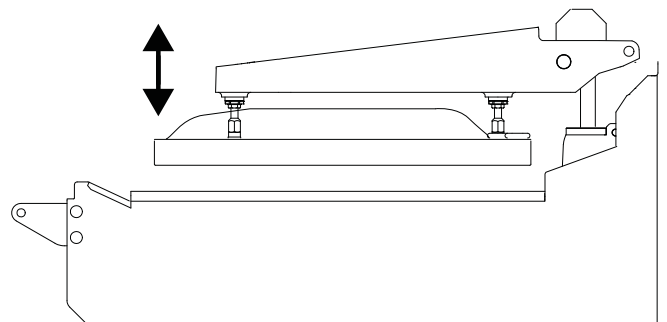
7. Select "Press&Go" from home screen.



8. Select any menu available.



9. Grill automatically will go to PREHEAT.



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.

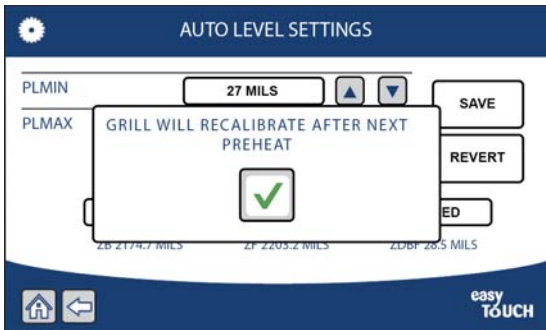
11. Repeat procedure 1, 2 and 3.

12. Select the FORCE CALIBRATION

FORCE CALIBRATION

FORCE CALIBRATION

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



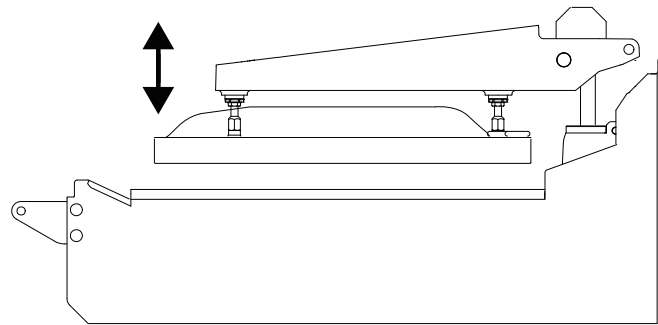
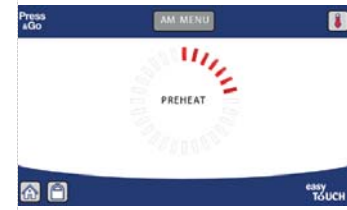
15. Select "Press&Go" from home screen.



16. Select any menu available.



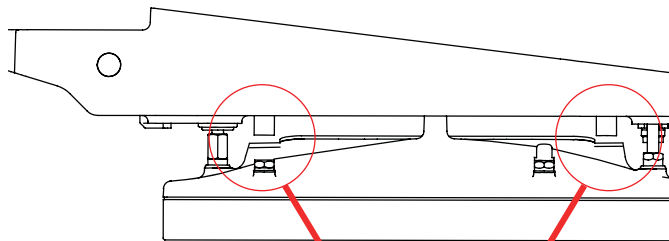
17. Grill automatically will go to PREHEAT.



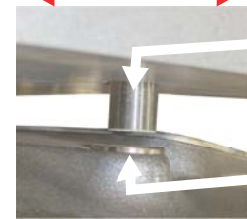
18. At the end of the pre-heat cycle, the platen will raise to the lower reference switch and then lower to the grill plate to detect the platen level state. Cooking ready state will be displayed when the process is completed.

19. Auto level calibration completed.

Important point to remember



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



Proximity sensor
Sensor Target

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

Section 7 Component Check Procedures

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.

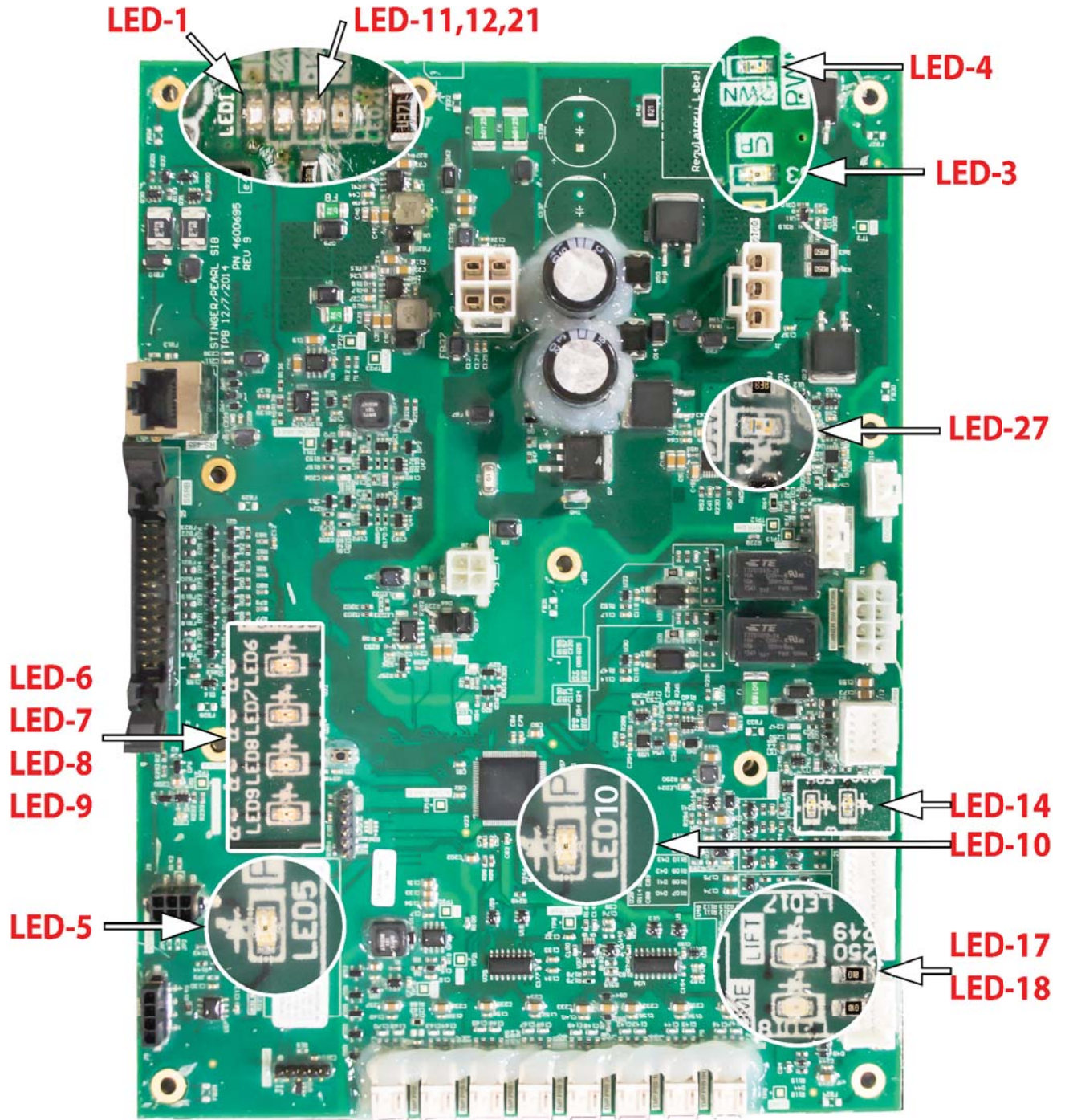


Figure #1

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

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

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)

LED 18 (HOME, AMBER)	LED 17 (UPPER, AMBER)	
ON	OFF	Platen must be up (at or above the upper switch)
OFF	ON	Platen must be down (at or below the home switch)
ON	ON	Platen must be between the home and upper switches
OFF	OFF	Error - at least one LED must be on

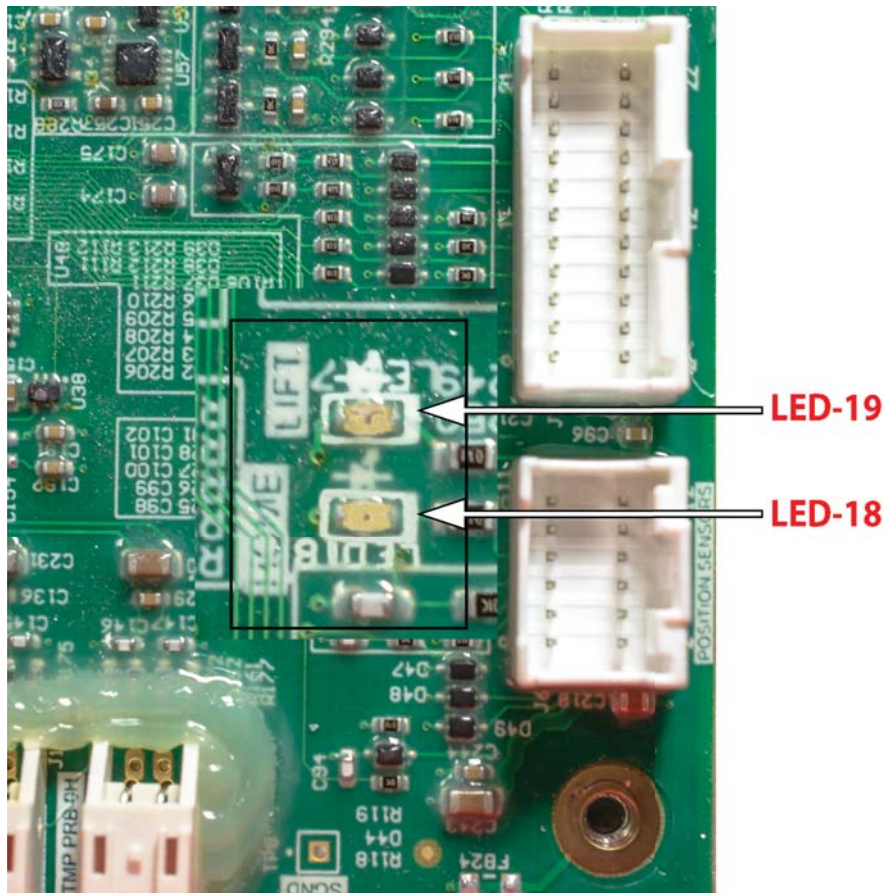


Figure #2

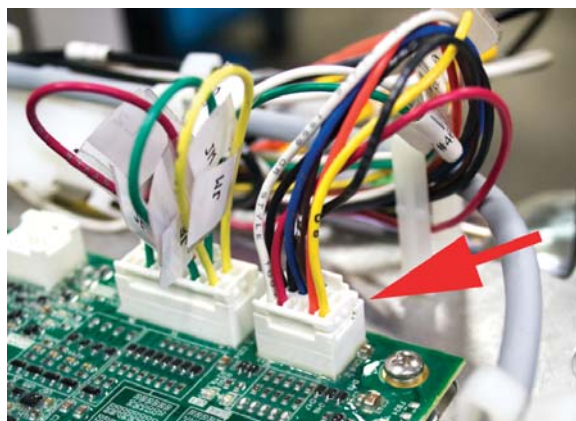


Figure #3

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.

Motor Motion Indicators: LED 3, 4, 27

LED	Color	Name	Meaning
3	Green	Motor Up	Lights while platen motor moving up
4	Blue	Motor Down	Lights while platen motor moving down
27	Orange	Error - Motor is Over Current	Blinks momentarily during boot and if motor goes over current

- 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.

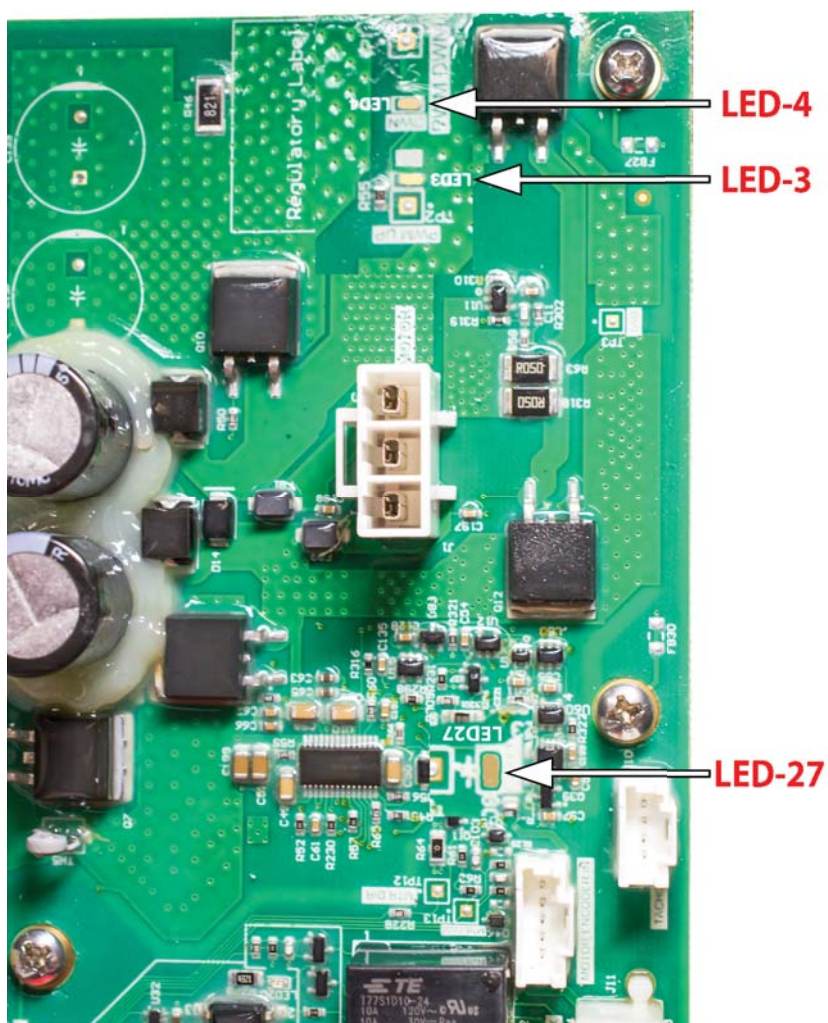


Figure #4

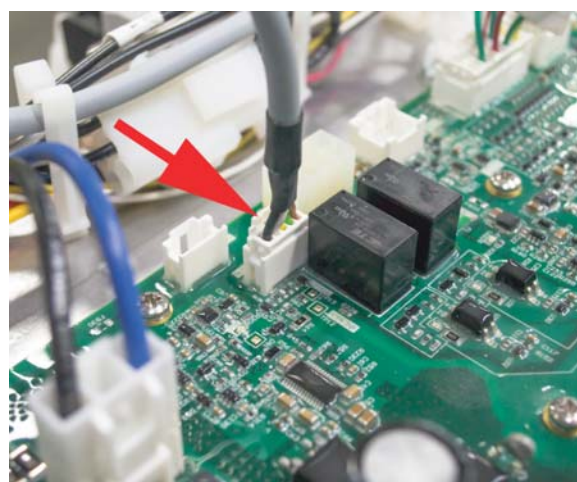


Figure #5

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

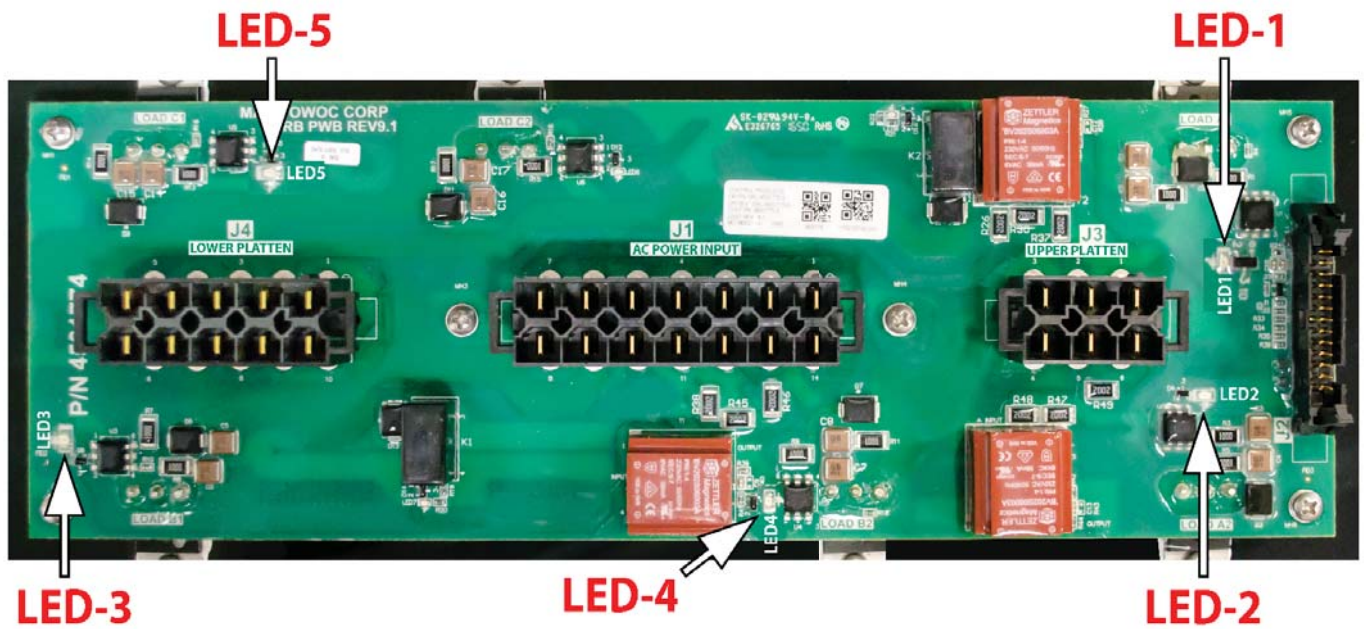


Figure #6

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.

LED#	Color	Heater
1	Green	Bottom Grill Heater Rear
2	Green	Top Platen Heater Rear
3	Green	Bottom Grill Heater Middle
4	Green	Top Platen Heater Front
5	Green	Bottom Grill Heater Front

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.

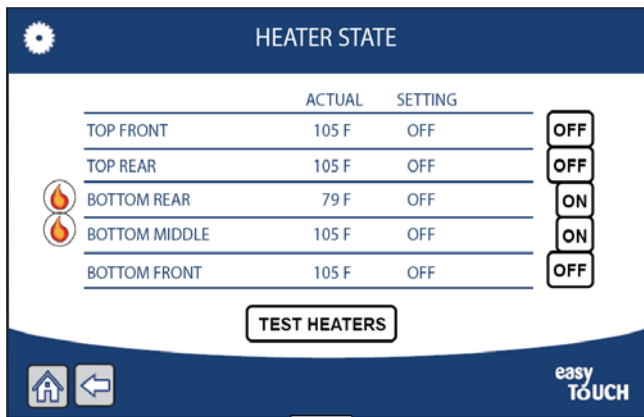
1. Select "Settings" from home screen.



2. Enter "PASSWORD".



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



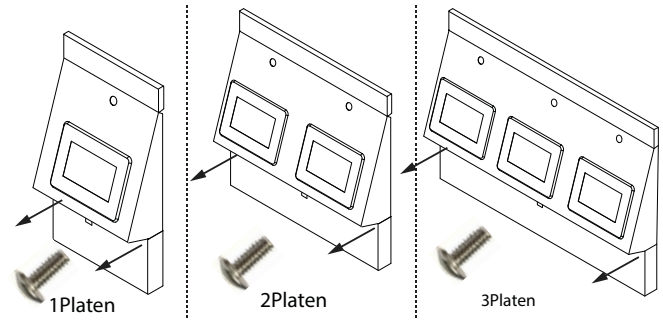
THESE ARE THE OPTIONS FOR GAS BURNERS

BOTTOM REAR	79 F	OFF	ON
BOTTOM MIDDLE	105 F	OFF	ON

THIS ICON MEANS THE BURNER IS "ON"

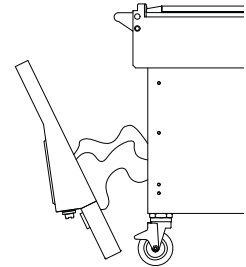
THIS ICON MEANS THE BURNER IS "OFF"

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.

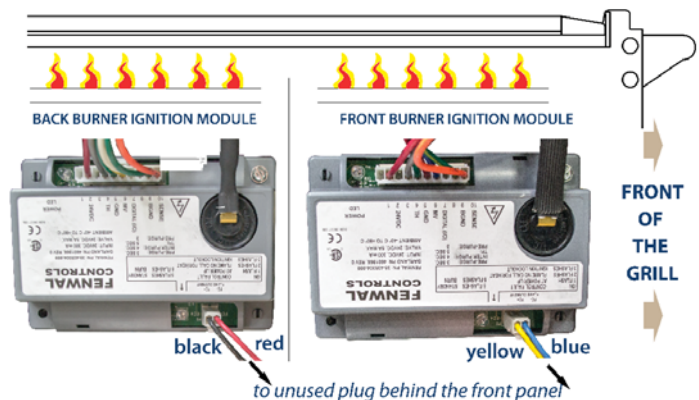


5. Using a Phillip screwdriver, remove the two (2) screws located below the user interface, (refer to picture above). Store all screws in a safe place. Move panel aside.

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

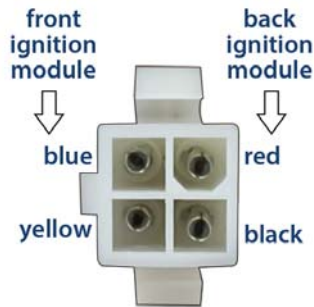


7. Find the unused plug as shown in the picture. Single plug, 4 connector, wire colors blue, red, yellow & black.

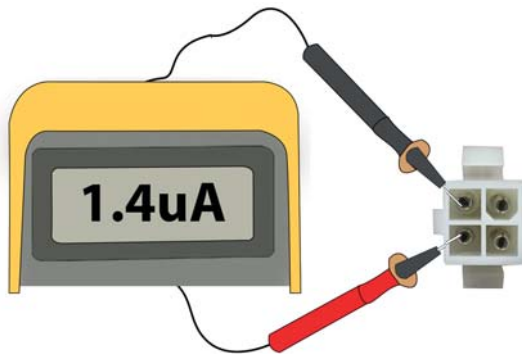


Note: Each lane uses two (2) ignition modules, one ignition module per burner, front and back. The front ignition module has yellow and blue wires and the back ignition module has black and red wires. Those wires are connected into the flame current output terminal option in the ignition module for testing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

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



FRONT IGNITION MODULE	YELLOW (+)	BLUE (-)
BACK IGNITION MODULE	BLACK (+)	RED (-)



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 signal 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.

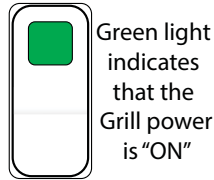
10. Flame sensor test completed.

REPLACEMENT OF SHAFT SEAL & CAP O-RING PROCEDURE

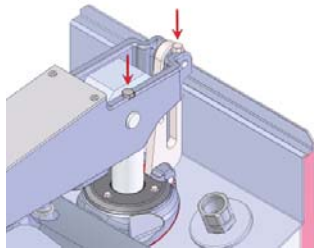
1. Ensure that the platen is in the down position, by pressing green button.



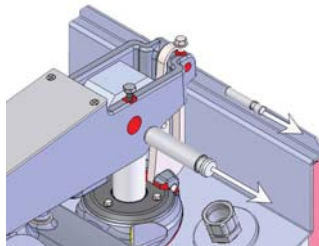
2. Turn power OFF using the main power switch.



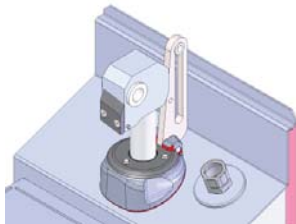
3. Remove the two bolts holding the arm pins in place at the back of the platen. Do not fully remove them from the arm.



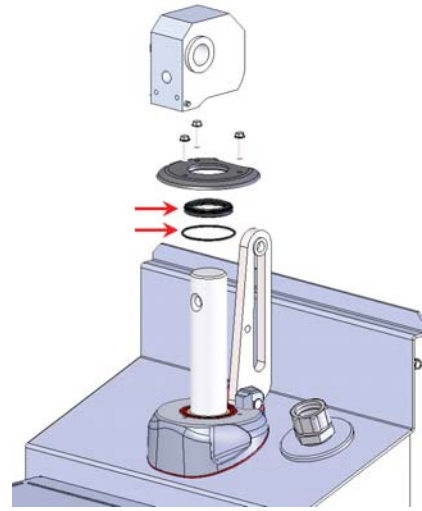
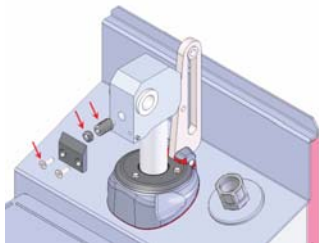
4. Tap the two pins out as shown in the illustration, and store them in a safe place. Store the pin and bushing in a safe place.



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

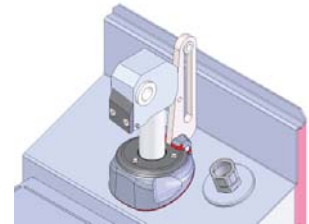


6. Remove the knuckle using an allen key to remove the first set screw from the assembly. then remove the second set of screws before the knuckle can be removed.

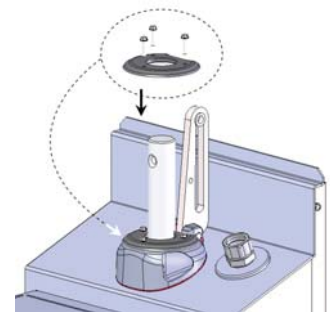


7. Remove the knuckle and store it with the allen screws in a safe place.
8. Remove the three bolts attaching the cap seal to the shaft. Slide the cap seal off the shaft.

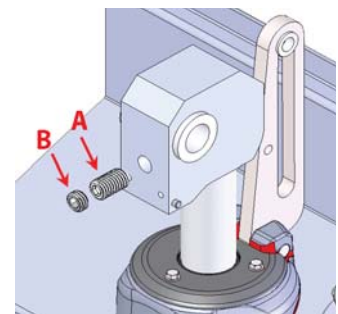
9. Replace the shaft seal and cap o-ring by a new one. Grease the shaft seal and cap o-ring with food grade before sliding back onto the shaft.



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).



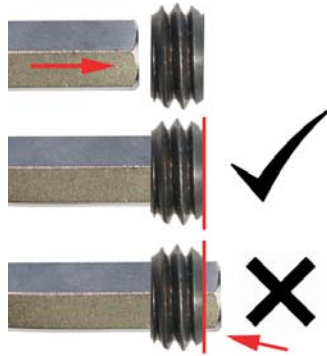
IMPORTANT

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

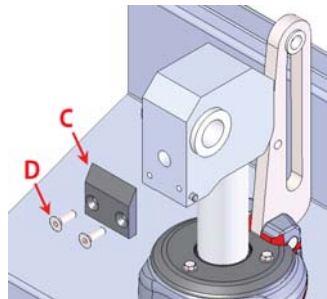


ATTENTION HOLLOW SCREW

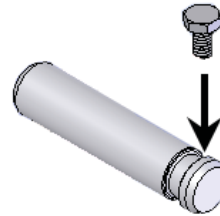
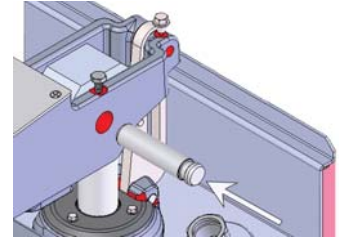
- When tightening fastener F764 apply the Allen Wrench to the hexagonal head and make sure not to go over, otherwise the allen wrench will engage to the F721 screw.



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



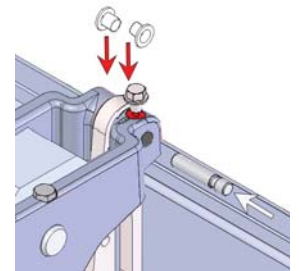
13. Reinstall the arm. Wedging the arm up on an angle may be necessary to align the link pin hole in the arm with the knuckle bushings.



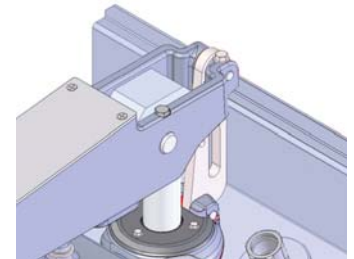
Note:

Ensure that the pin groove is on the same side as the screw before the installation.

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.

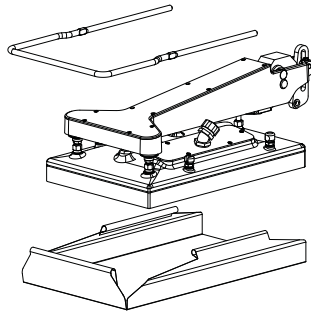


2. Turn power OFF using the main power switch.

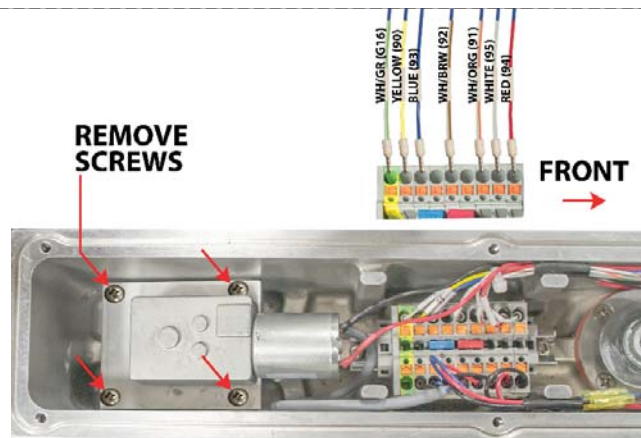
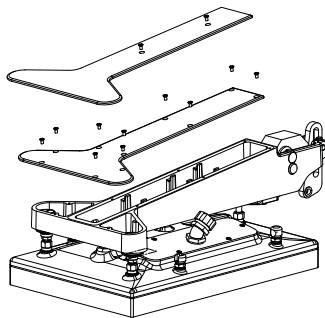


Green light indicates that the Grill power is "ON"

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

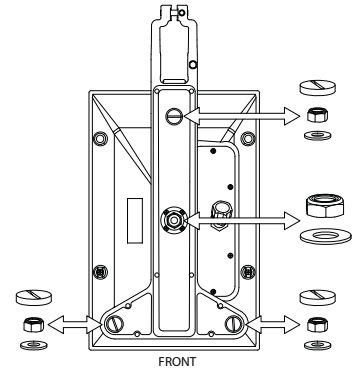


4. Remove the phillips screws from the platen arm cover. Place them in a save area. Inspect gasket, check for damage and/or deterioration - replace as necessary.

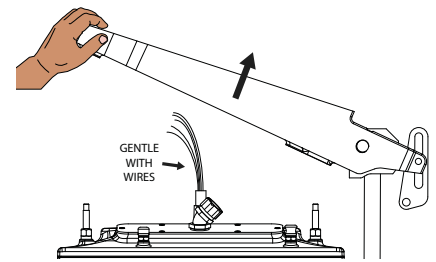


5. Remove the four screws from motor assembly and place motor a side. Isolate all the terminals wires coming from the inside the cowl assembly. Mark the wires for their funtion.

6. Remove the cap and the nuts. Remove the 1 in nut from the center arm. Store caps, nuts & washers in a save 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 is a save area. front bolts are diferent from back bolts. Mark bolts location for later assembly.

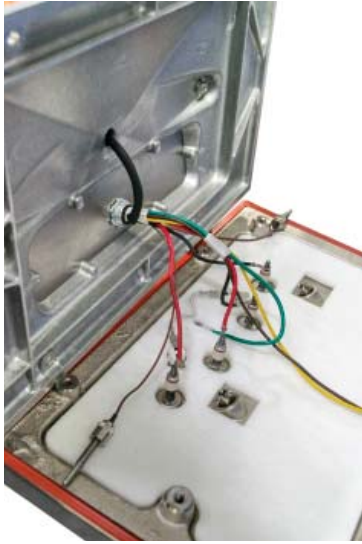


U-BAR FRONT HOLDER ASSEMBLY



U-BAR REAR HOLDER 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.

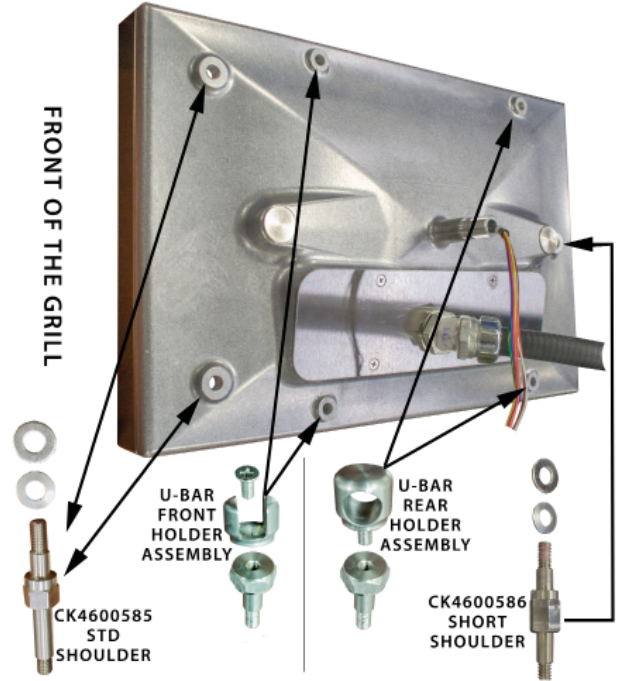


11. Remove all the wires, mark the wires for their function. Place screws in a safe area.
12. Remove old gasket and clean the groove where the gasket sits to install the new one

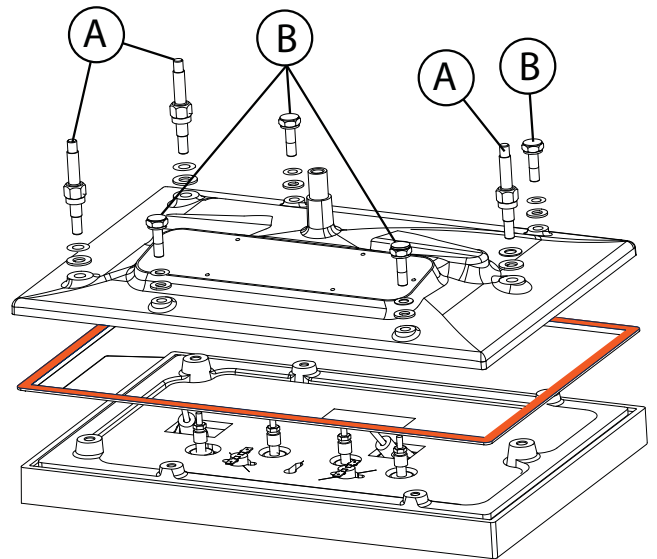
Reassembly Procedure

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 sits 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

ENSURE TO INSTALL THE BOLTS IN THE RIGHT PLACE



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 reattach the platen arm. Make sure all connectors on the switches are still 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.

TOP PLATEN GAP/LEVEL CALIBRATION PROCEDURE.

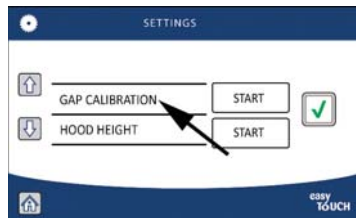
1. Select "SETTINGS".



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.



NOTE:

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

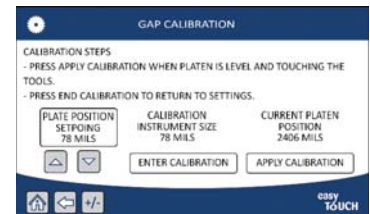


6. Select "Enter Calibration".

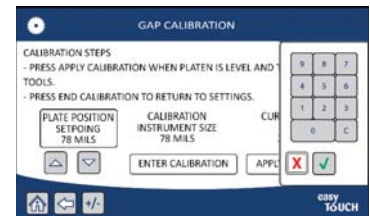


Caution: Platen will come down, clear the area from tools or any other items.

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.



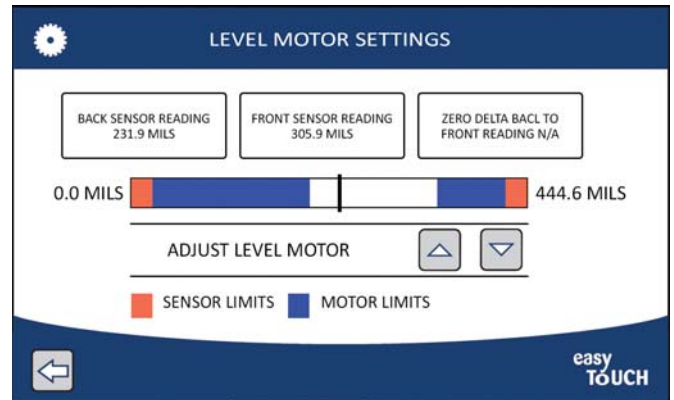
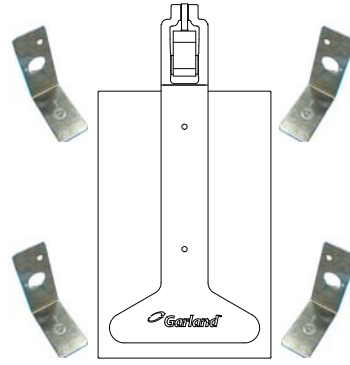
9. Place the levelling gauge tool at the back side of the platen, then use the "PLATEN POSITION SET POINT" up and down buttons or type 80 mils to slowly lower the platen until it is barely touching the levelling gauge tool. Once touching, raise the platen slightly (10 mils) to confirm that the gauge 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.

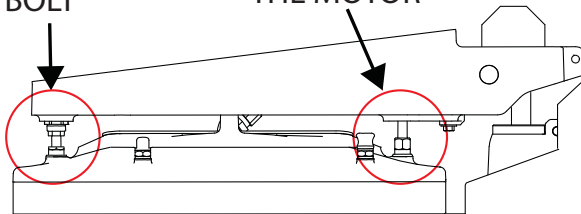


10. Picture shown where to place Levelling Gauge Tool while making the platen position set point adjustment as per bullet 1-8. As soon as the levelling gauge tool fits snugly between the two surfaces then proceed the next step.



ADJUSTABLE
SHOULDER
BOLT

SHOULDER BOLT
CONTROL BY
THE MOTOR



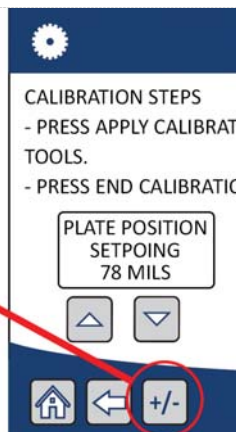
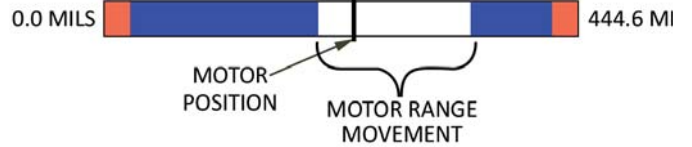
NOTE:

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

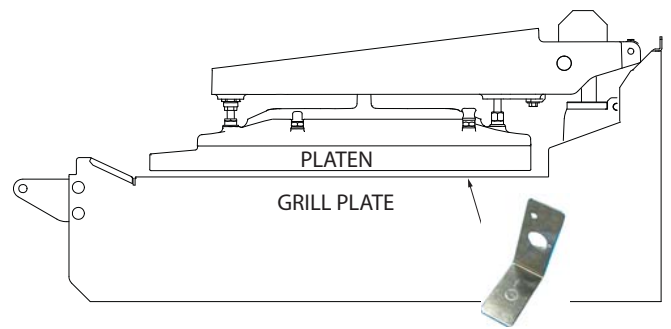
LEVEL MOTOR SETTINGS



Use the up and down arrows to control the motor.



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

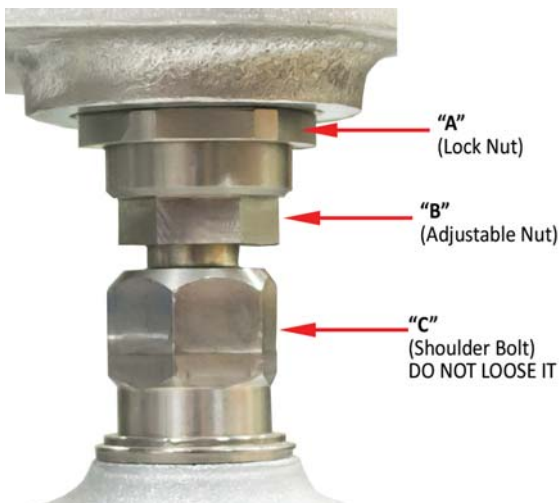


12. confirm that the levelling gauge tool is now establish contact. Make the proper adjust required using the arrows to satisfy gauge movement.
13. Move next to check the front and use the adjustable shoulder at front to match level of the back.



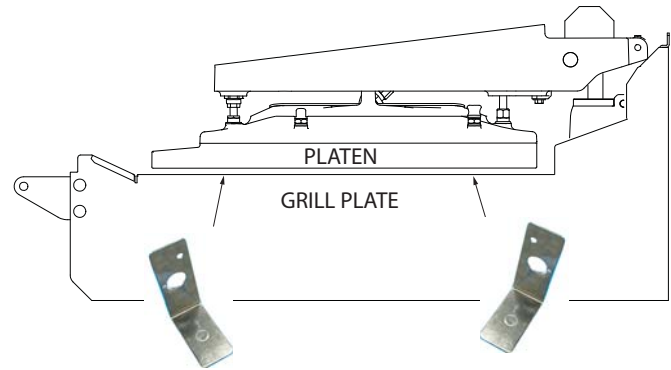
NOTE:

The shoulder bolts "C" are fixed - DO NOT LOOSE THEM.

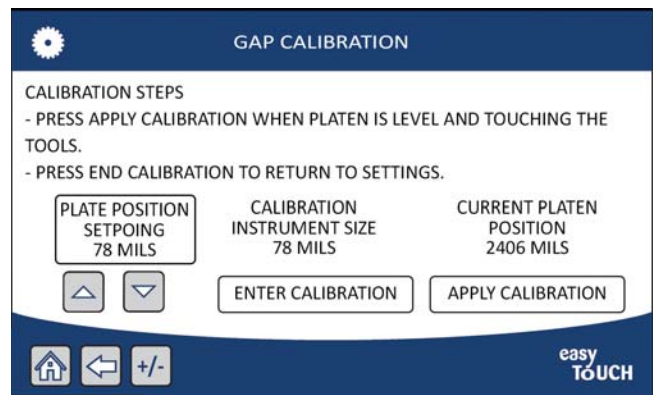


Garland will provide the tool for this adjustment.

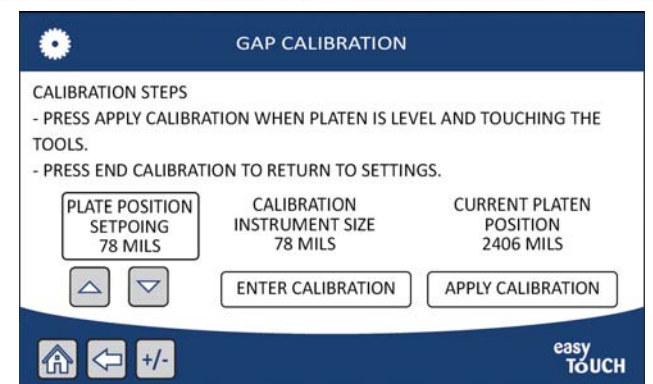
- Using a 7/8" wrench, loose nut "A" then make the necessary adjustment with a 9/16" wrench to the Adjustable nut "B", raise or lower the front of the upper platen until both gauge gaps are equal using the livelling gauge tool.



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



- Select "APPLY CALIBRATION" to lock in calibration setting.



- Select "END CALIBRATION" to exit screen. Calibration completed.

- Select Home icon

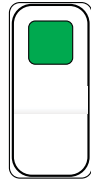


PLATEN SHAFT LUBRICATION PROCEDURE.

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



2. Turn power OFF using the main power switch.



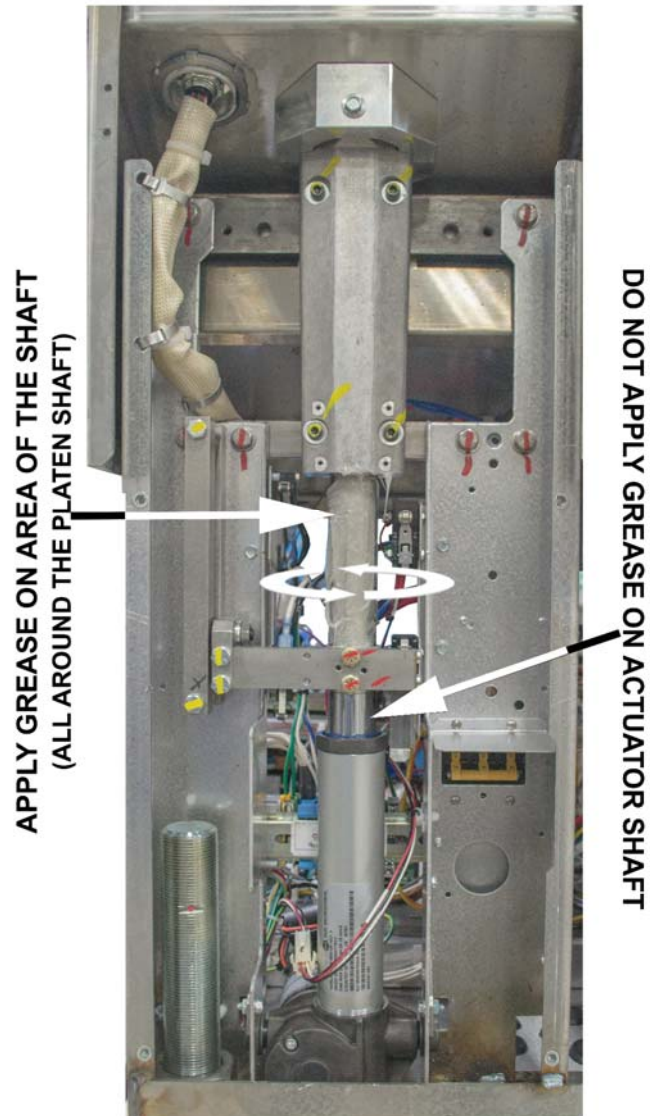
Green light indicates that the Grill power is "ON"

3. Remove the rear upper and lower panels.

Note: The electric model rear panel are different that the photo.



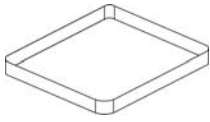
4. Action for technician:
 - With a dry clean cloth wipe most of the area of the shaft that move the platen.
 - Apply lubricant, on the shafts, above each pillow block. Apply a pea sized amount of grease to your finger and gently spread it all around on the shafts.
 - Bring the platen up & down in the 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 Lubrifants)



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



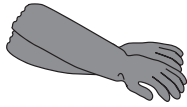
Prep pan, 1/3-size,
6-in deep



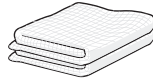
Bucket with McD approved sink
detergent solution



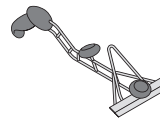
Entree base



Heat-Resistant Gloves



Clean, Sanitizer-Soaked
Grill Cloths



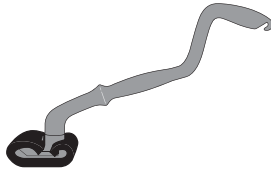
Grill Scraper



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.

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