

Service Bulletin

Subject: SSRB Not Supported Error Message
To: Factory Authorized Service Agencies
Product: New Generation Garland Grill Series
Date: April 8, 2019

SSRB Not supported / Error 32 Message

Summary

If you see the above-mentioned alarm notification on the following grill models ME, MG, XPE, XPG and CXPB we have a software solution which in many cases will remove the need to replace the SIB. The patch is small and can be sent via email to you for download and installation.

The fault is caused by a software - hardware conflict. With the addition of a new software patch we can now complete a very simple upload that will remove the error code and allow the grill to function normally. This update is only valid for the revision 4 software so if you are working on a grill with revision 3 software you will first need to update the software. Version 4.0.5 will already contain this software patch as of 1st April 2019.

There are 2 versions of software depending if you are working on a CFA broiler (CXPB) or a standard clamshell grill (ME, XPE, XPG)

Below are the update instructions and how to check if you have the patch already installed.

Obtaining the software.

- if you call into our help desk or your regional field service manager, they can email the software. The software can then be installed with the following process.
- To receive this file please contact the Garland technical help desk or email on the below details.

North America.

- Email: GarlandFieldService@Welbilt.com
- Tel: 1-800-446-8367

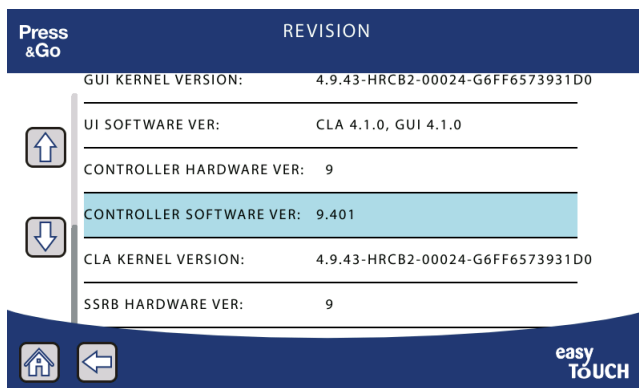
International.

- Please contact your relevant Garland technical service manager.

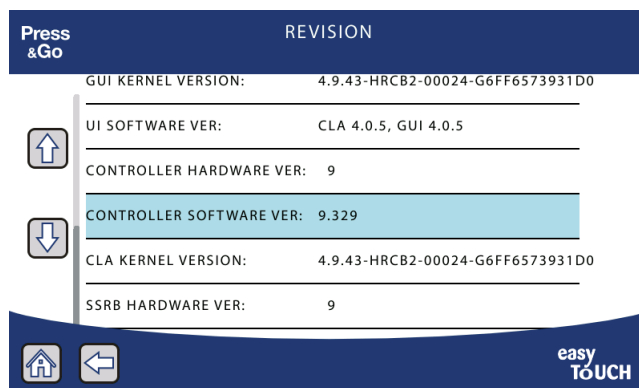
Initial troubleshooting process

SSRB Revision unknown.

1. This error is common with a communication issue.
2. Check the ribbon cable is connected correctly by removing it and reinserting it fully.
 - a. Check both ends SIB and SSRB reboot the grill
3. Remove the jumper harness
 - a. the harness with the green and white wires connected to the green push button.
 - b. Refit it and reboot the lane



New CXPB firmware revision



New ME, XPE, XPG Firmware revision

4. If the fault clears, then this harness had a bad connection.
5. If the fault stays, then swap the SSRB to another lane and see if the fault follows.
 - a. If the fault follows, then the SSRB is faulty.

If the fault persists then swap the SIB to another lane. If the fault moves with the SIB the next step is to install the software patch using the instructions below.

Software Upgrade instructions.

1. Unzip files into root directory of USB.
2. Insert USB into unit.
3. Navigate to settings → software update → Update.
4. When press & go appears reappears, Navigate to diagnostics → Revision.
5. Confirm Controller Software Ver # 9.329 for MCD/GM or 9.401 for CFA.