

Event #	Event Suffix (If Applicable)	Priority	Event Class	Event Group	Event Description	Short Hand Event Description	Purpose	Event Cause	Test Method	Requested Error String Data	Error Response Category	Heater Response	Platen Response	Error Clear Method	Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)	Message Displayed	Requirements
E1	N/A	N/A	Alarm	Motion	Position reference error	POS REF ERROR	To prevent use of the grill if position is unknown	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	<b>To test:</b> unplug j6 from SIB	Position, Motor current, Direction of motion		OFF	Reverse and move to hood height position if possible	Acknowledgement through UI or via the Green Button	Alarm 1 Position reference error 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • 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		FR_03213.021
E2	N/A	Critical	Alarm	Motion	Motor Over-Current	MTR OVER CURR	Protects the actuator motor, power supply, and SIB	<b>HRCB and REV8 SIB</b> Motor has reached maximum allowable current 7 times within a 10 second window.  <b>HRCB2 and REV9 SIB</b> Motor has reached maximum allowable of current within a 5 second window.	<b>To test:</b> 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.	Position, Motor current, Direction of motion		OFF	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	Acknowledgement through UI or via the Green Button	Alarm 2 Motor Over Current 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • 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		FR_03213.001
E3	N/A	Critical	Alarm	Motion	Motor Fault Unrecoverable	MTR FAULT	Stops motion if motor unrecoverable error condition is encountered	<b>HRCB+ and REV9 SIB</b> 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.	<b>To test:</b> Short actuator.	Position, Motor current, Direction of motion		OFF	The platen will stop	Acknowledgement through UI or via the Green Button	Alarm 3 Actuator motor failure 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • 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  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		FR_03213.022
E6	N/A	Critical	Alarm	Motion	Motion Control Time Out	MTR CTRL OUT	Stops motion if unable to reach destination (due to reaching cutout switches, loss of home reference, incorrect calibration, or hunting near the setpoint	The target destination is not reached within 40 sec from the initiation of the movement command	<b>To test:</b> While the platen is moving activate the over travel switch and hold until E6 error displays in about 40 seconds.			OFF	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	Acknowledgement through UI or via the Green Button	Alarm 6 Actuator has not reached setpoint 4 hour Dispatch Required.P3 <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • 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  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		FR_03213.002
E7	N/A	Not Critical	Alarm	Motion	Platen needs recalibration	PLA RECALIB	System error causes the grill to lose its home position reference and the unit needs to be recalibrated	SIB resets and platen needs to be recalibrated	<b>To test:</b> modify cal complete bit and then activate pre-heat.			OFF	Reverse and move to hood height position if possible	Acknowledgement through UI or via the Green Button	Alarm 7 Platen needs to be recalibrated 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Retrieve system log • Perform a new Gap calibration and hood height calibration • Collect log file and send to Welbilt  If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if		FR_03213.023

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E8A	N/A	Not Critical	Alarm	System	Ambient temperature too cold	AMB TEMP COLD	To ensure proper grill operation	Grill controls detect room temperature of 32 F (0 C) or less	<b>To test:</b> Spray chilled air at the rear of thermocouple 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.	Temperature reading, Thermocouple index	A	OFF	The platen will stop and stay where it is.	Self clearing - error clears when condition clears	Alarm 8A Temperature inside the cavity is to cold 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Retrieve system log • Allow cavity temperature to warm to room temperature • Collect log file and send to Welbilt  If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if		FR_03213.003
E8B	N/A	Critical	Alarm	System	Ambient temperature too hot	AMB TEMP HOT	To ensure proper grill operation	Grill controls detect room temperature of 162 F (75 C) or higher	<b>To test:</b> Use a heat gun on the rear of thermocouple 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.	Temperature reading, Thermocouple index	A	OFF	The platen will stop and stay where it is.	Self clearing - error clears when condition clears	Alarm 8B Temperature inside the cavity is to hot. 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Retrieve system log • Check inside cavity for excessive debris • Turn of unit and allow to cool • Collect log file and send to Welbilt  If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if		FR_03213.004
E9	N/A	N/A	Alarm	Temperature	The control detects Upper IR thermocouple as open or well above normal temperature	U-IR HIGH TEMP	To ensure proper temperature control	<b>CFA Gen 1</b> Out of range error caused by damaged or incorrect thermocouple wiring, or temperature in excess of 700 F (371 C)		Temperature reading, Thermocouple index	A	OFF	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	Acknowledgement through UI or via the Green Button	Alarm 9 Error Message, Ungrounded Thermocouple 4 hour dispatch required • Retrieve system log  • Check grounding straps on front of unit have not become come loose or broken. • Check all grounding connections on terminal block located at the back of the unit. • Pull left side panel and verify all thermocouple connections to SIB are clean and snug in place. • Check lower grates and platen are not cracked or separated. • Check all thermocouple ground wires for nicks or cuts. • Wiggle wiring and conduit while watching the temp screen, does one of the temps display open? • Check error log and record last 10 errors. • 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		FR_03213.024
E10	<b>CFA Gen 1</b> R/L  <b>Pearl &amp; CFA Gen 2</b> R/F	Critical	Alarm	Temperature	The control detects a Platen thermocouple as open or well above normal temperature	PLA-THCPL TEMP	To ensure proper temperature control	Out of range error caused by damaged or incorrect thermocouple wiring, or temperature in excess of 800 F (427 C)	<b>To test:</b> Unplug J20 (Blk) thermocouple connector on SIB board until 10F error is displayed. Repeat for J18 (Red) thermocouple until 10R error is displayed.	Temperature reading, Thermocouple index	A	OFF	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	Acknowledgement through UI or via the Green Button	10L/10R Error Message, Ungrounded Thermocouple 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Retrieve system log • Check grounding straps on front of unit have not become come loose or broken. • Check all grounding connections on terminal block located at the back of the unit. • Pull left side panel and verify all thermocouple connections to SIB are clean and snug in place. • Check lower grill plate and platen are not cracked or separated. • Check all thermocouple ground wires for nicks or cuts. • Wiggle wiring and conduit while watching the temp screen, does one of the temps display open? • Collect log file and send to Welbilt  If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact		FR_03213.005

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E11	CFA Gen 1 R/L  Pearl & CFA Gen 2 R/M/F	Critical	Alarm	Temperature	The control detects a Grill thermocouple as open or well above normal temperature	GRL-THCPL TEMP	To ensure proper temperature control	Out of range error caused by damaged or incorrect thermocouple wiring, or temperature in excess of 800 F (427 C)	<b>To test:</b> 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.	Temperature reading, Thermocouple index	A	OFF	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	Acknowledgement through UI or via the Green Button	11L/ 11R Error Message, Ungrounded Thermocouple 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Retrieve system log • Check grounding straps on front of unit have not become come loose or broken. • Check all grounding connections on terminal block located at the back of the unit. • Pull left side panel and verify all thermocouple connections to SIB are clean and snug in place. • Check lower grates and platen are not cracked or separated. • Check all thermocouple ground wires for nicks or cuts. • Wiggle wiring and conduit while watching the temp screen, does one of the temps display open? • Collect log file and send to Welbilt  If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact		FR_03213.006
E12	N/A	N/A	Alarm	Temperature	The control detects Lower IR thermocouple as open or well above normal temperature	L-IR HIGH TEMP	To ensure proper temperature control	CFA Gen 1 Out of range error caused by damaged or incorrect thermocouple wiring, or temperature in excess of 700 F (371 C)		Temperature reading, Thermocouple index	A	OFF	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	Acknowledgement through UI or via the Green Button	Error 12, Lower IR Ungrounded Thermocouple 4 hour dispatch required • Retrieve system log  • 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 IR is not broken or separated from its connection point. • Check all thermocouple ground wires for nicks or cuts. • Wiggle wiring at terminal block and conduit while watching the temp screen, does one of the temps display open? • Check error log and record last 10 errors. • 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		FR_03213.025
E13	N/A	N/A	Alarm	Temperature	The control detects Upper IR thermocouple as ungrounded	U-IR-THCPL UNGRND	To ensure proper temperature control	CFA Gen 1 Variations in temperature readings of over 540 F degrees (300 C degrees) within 100ms window and sustained for 3 seconds.	<b>To Test:</b> using a thermocouple simulator cause a fluctuation of plus or minus 36 F rapidly		A	OFF	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	Acknowledgement through UI or via the Green Button	Alarm 13 Error Message, Ungrounded Thermocouple 4 hour dispatch required • Retrieve system log  • Check grounding straps on front of unit have not become come loose or broken. • Check all grounding connections on terminal block located at the back of the unit. • Pull left side panel and verify all thermocouple connections to SIB are clean and snug in place. • Check lower grates and platen are not cracked or separated. • Check all thermocouple ground wires for nicks or cuts. • Wiggle wiring and conduit while watching the temp screen, does one of the temps display open? • Check error log and record last 10 errors. • 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		FR_03213.026
E14	CFA Gen 1 R/L  Pearl & CFA Gen 2 R/F	Critical	Alarm	Temperature	The control detects a Platen thermocouple as ungrounded	PLA-THCPL UNGRND	To ensure proper temperature control	Variations in temperature readings of over 230 F degrees (110 C degrees) within a 100ms window and sustained for 3 seconds.	<b>To Test:</b> using a thermocouple simulator cause a fluctuation of plus or minus 36 F rapidly		A	OFF	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	Acknowledgement through UI or via the Green Button	14L/14R Error Message, Ungrounded Thermocouple 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Retrieve system log • Check grounding straps on front of unit have not become come loose or broken. • Check all grounding connections on terminal block located at the back of the unit. • Pull left side panel and verify all thermocouple connections to SIB are clean and snug in place. • Check lower grates and platen are not cracked or separated. • Check all thermocouple ground wires for nicks or cuts. • Wiggle wiring and conduit while watching the temp screen, does one of the temps display open? • Collect log file and send to Welbilt  If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact		FR_03213.007

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E15	CFA Gen 1 R/L  Pearl & CFA Gen 2 R/M/F	Critical	Alarm	Temperature	The control detects a Grill thermocouple as ungrounded	GR-THCPL UNGRND	To ensure proper temperature control	Variations in temperature readings of over 230 F degrees (110 C degrees) within a 100ms window and sustained for 3 seconds.	To Test: using a thermocouple simulator cause a fluctuation of plus or minus 36 F rapidly		A	OFF	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	Acknowledgement through UI or via the Green Button	15L /15R Error Message, Ungrounded Thermocouple 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Retrieve system log • Check grounding straps on front of unit have not become come loose or broken. • Check all grounding connections on terminal block located at the back of the unit. • Pull left side panel and verify all thermocouple connections to SIB are clean and snug in place. • Check lower grates and platen are not cracked or separated. • Check all thermocouple ground wires for nicks or cuts. • Wiggle wiring and conduit while watching the temp screen, does one of the temps display open? • Collect log file and send to Welbilt  If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact		FR_03213.008
E16	N/A	N/A	Alarm	Temperature	The control detects Lower IR thermocouple as ungrounded	L-IR THCPL UNGRND	To ensure proper temperature control	CFA Gen 1 Variations in temperature readings of over 540 F degrees (300 C degrees) within a 100ms window and sustained for 3 seconds.			A	OFF	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	Acknowledgement through UI or via the Green Button	Error 16 Message, Lower IR Ungrounded Thermocouple 4 hour dispatch required • Retrieve system log  • 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 IR is not broken or separated from its connection point. • 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? • Check error log and record last 10 errors. • 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		FR_03213.027
E17	N/A	N/A	Alarm	Temperature	Suspected Upper IR heater problem	U-IR HEAT PROB	To prevent grill use with a broken heater or with a suspected thermocouple cold junction	CFA Gen 1 While full power is requested, the temperature reading doesn't increase by 5 F degrees (3 C) within 425 seconds.		Temperature reading, set point, thermocouple identifier	A	OFF	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	Acknowledgement through UI or via the Green Button	Error 17 Message, Upper IR Broken Heater 4 hour dispatch required • Retrieve system log • Verify software version 2.6.3 is installed into the unit • 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 upper IR is not broken or separated from its connection point. • 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? • Check error log and record last 10 errors. • 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		FR_03213.028
E18	CFA Gen 1 R/L  Pearl & CFA Gen 2 R/F	Critical	Alarm	Temperature	Suspected Platen heater problem	PLA HEAT PROB	To prevent grill use with a broken heater or with a suspected thermocouple cold junction	While full power is requested, the temperature reading doesn't increase by 5 F degrees (3 C) within 425 seconds.	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.	Temperature reading, set point, thermocouple identifier	A	OFF	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	Acknowledgement through UI or via the Green Button	18L/18R Error Message, Broken Heater 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Retrieve system log • Verify software version 3.X.X is installed into the unit • Check grounding straps on front of unit have not become come loose or broken. • Check all grounding connections on terminal block located at the back of the unit. • Pull left side panel and verify all thermocouple connections to SIB are clean and snug in place. • Check lower grates and platen are not cracked or separated. • Check all thermocouple ground wires for nicks or cuts. • Wiggle wiring and conduit while watching the temp screen, does one of the temps display open? • Collect log file and send to Welbilt  If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact		FR_03213.009

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E19	CFA Gen 1 R/L  Pearl & CFA Gen 2 R/M/F	Critical	Alarm	Temperature	Suspected Grill heater problem	GRI HEAT PROB	To prevent grill use with a broken heater or with a suspected thermocouple cold junction	While full power is requested, the temperature reading doesn't increase by 5 F degrees (3 C) within 425 seconds.	<b>To test:</b> 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.  <b>Alternate test method:</b> Turn off internal breaker then start preheat.	Temperature reading, set point, thermocouple identifier	A	OFF	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	Acknowledgement through UI or via the Green Button	19L/19R Error Message, Broken Heater 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • 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  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		FR_03213.010
E20	N/A	N/A	Alarm	Temperature	Suspected Lower IR heater problem	L-IR HEAT PROB	To prevent grill use with a broken heater or with a suspected thermocouple cold junction	CFA Gen 1 While full power is requested, the temperature reading doesn't increase by 5 F degrees (3 C) within 425 seconds.		Temperature reading, set point, thermocouple identifier	A	OFF	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	Acknowledgement through UI or via the Green Button	Error 20 Message, Lower IR Broken Heater 4 hour dispatch required • Retrieve system log  • 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 IR is not broken or separated from its connection point. • 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? • Check error log and record last 10 errors. • 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		FR_03213.029
E21	N/A	N/A	Alarm	Temperature	The control detects Upper IR thermocouple above the highest allowed temperature	U-IR THCLP TEMP	To protect the grill in the event of potential thermal runaway	CFA Gen 1 Thermocouple is reporting a temperature > 685 F (363 C)		Temperature reading, set point, thermocouple identifier	D	OFF (affected heater only)	The grill will go to the READY STATE	Self clearing - error clears when platen has cooled	Error 21 Message, Over Heat Issue 4 hour dispatch required • Retrieve system log  • Check all grounding connections on terminal block located at the back of the unit. • Check grates and IR's for cracks and splits or separations. • Check upper IR is 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? • Check error log and record last 10 errors. • 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		FR_03213.030
E22	CFA Gen 1 R/L  Pearl & CFA Gen 2 R/F	Not Critical	Alarm	Temperature	The control detects a Platen thermocouple above the highest allowed temperature	PLA-THCLP TEMP	To protect the grill in the event of potential thermal runaway	Thermocouple is reporting a temperature > 520 F (271 C)	<b>To test:</b> 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.	Temperature reading, set point, thermocouple identifier	D	OFF (affected heater only)	The grill will go to the READY STATE	Self clearing - error clears when platen has cooled and will transition to Home screen	Error 22L or 22R Message, Over Heat Issue 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Retrieve system log • Check all grounding connections on terminal block located at the back of the unit. • Check grates for cracks and splits or separations. • Check grates are not broken or separated from its connection point. • Verify actual temperatures do not over shoot set points during preheat and cooking cycles. • Check all thermocouple ground wires for nicks or cuts. • Wiggle wiring and conduit while watching the temp screen, does one of the temps display open? • Collect log file and send to Welbilt  If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if		FR_03213.011

Event #	Event Suffix (If Applicable)	Priority	Event Class	Event Group	Event Description	Short Hand Event Description	Purpose	Event Cause	Test Method	Requested Error String Data	Error Response Category	Heater Response	Platen Response	Error Clear Method	Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)	Message Displayed	Requirements
E23	CFA Gen 1 R/L  Pearl & CFA Gen 2 R/M/F	Not Critical	Alarm	Temperature	The control detects a Grill thermocouple above the highest allowed temperature	GRL-THCPL TEMP	To protect the grill in the event of potential thermal runaway	Thermocouple is reporting a temperature > 520 F (271 C)	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.	Temperature reading, set point, thermocouple identifier	D	OFF (affected heater only)	The grill will go to the READY STATE	Self clearing - error clears when grill has cooled and will transition to Home screen	Error 23L and 23R Message, Over Heat Issue 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Retrieve system log • Check all grounding connections on terminal block located at the back of the unit. • Check grates for cracks and splits or separations. • Check grates are not broken or separated from its connection point. • Verify actual temperatures do not over shoot set points during preheat and cooking cycles. • Check all thermocouple ground wires for nicks or cuts. • Wiggle wiring and conduit while watching the temp screen, does one of the temps display open? • Collect log file and send to Welbilt  If the unit is down and CANNOT be repaired due to any circumstance please place your loaner unit into the location if available. Please contact tech support to advise the loaner is being put in place at this location or if		FR_03213.012
E24	N/A	N/A	Alarm	Temperature	The control detects Lower IR thermocouple above the highest allowed temperature	L-IR THCPL TEMP	To protect the grill in the event of potential thermal runaway	CFA Gen 1 Thermocouple is reporting a temperature > 685 F (363 C)		Temperature reading, set point, thermocouple identifier	D	OFF (affected heater only)	The grill will go to the READY STATE	Self clearing - error clears when platen has cooled	Error 24 Message, Over Heat Issue 4 hour dispatch required • Retrieve system log  • Check all grounding connections on terminal block located at the back of the unit. • Check grates and IR's for cracks and splits or separations. • Check lower IR is 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? • Check error log and record last 10 errors. • 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		FR_03213.031
E25	N/A	N/A	Alarm	Motion	Lower reference switch failure	SWITCH FAIL	To prevent use of the grill if LRS is not detected during calibration	The LRS is not seen during calibration				OFF	Reverse and move to hood height position if possible	Acknowledgement through UI or via the Green Button	Error 25 Message, lower reference switch failure 4 hour dispatch required • Retrieve system log • Collect log file and send to Welbilt		FR_03213.032
E30	N/A	Critical	Alarm	System	Lane Communication Error between UI and SIB (control board)	SIB COMM ERR	To prevent use of grill without control	Defective circuit on UI or SIB; Broken wire; Electrically noisy environment. CLA pulls SIB 10 times over a 5 second period	To test: Unplug reference pins for SSRB version detection.		B	OFF	The platen will stop and stay where it is.	Acknowledgement through UI or via the Green Button	Error 30 Message, lane communication failure 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify connection from SIB to UI • Collect log file and send to Welbilt		FR_03213.013
E31	N/A	Not Critical	Alarm	System	Hardware problem detected on the SIB	SIB HW ERR	To prevent use of the grill if there is defective SIB hardware	Defective circuit on the SIB	To test: Pressing the SIB reset button			OFF	Reverse and move to hood height position if possible	Acknowledgement through UI or via the Green Button	Error 31 Message, SIB failure 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify connection on SIB • Collect log file and send to Welbilt		FR_03213.033
E32	N/A	Not Critical	Alarm	System	SSRB Revision Unknown or Unsupported	REV UNKNOWN	To prevent use of the grill if incompatible SSRB is detected	Unsupported SSRB version	To test: Unplug reference pins for SSRB version detection.			OFF	N/A	Acknowledgement through UI or via the Green Button	Error 32 Message, SSRB Revision Unknown 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify ribbon cable connection from SIB to SSRB • Collect log file and send to Welbilt		FR_03213.034
E34	N/A	Critical	Logged	System	Loss of Sync between master and slave	SYNC FAIL	To flag potential with synchronization between master and slave lane	Loss of sync between master and slave lanes	Detected loss of sync between master and slave lanes		N/A	N/A	Platen operation will continue normal operation	N/A; recorded in log			FR_03213.036
E41	N/A	Not Critical	Logged	System	Control senses a significant "brown out" event.	BRK OUT	To flag potential power supply issues	Voltage drop across one or more phases	To test: remove three phase power and wait for the alarm to trigger	Voltage on each phase	N/A	N/A	Platen operation will continue normal operation	N/A; recorded in log	Error 41 Message, brownout event. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify phase A, B and C have the correct voltage • Collect log file and send to Welbilt		FR_03213.014

Event #	Event Suffix (If Applicable)	Priority	Event Class	Event Group	Event Description	Short Hand Event Description	Purpose	Event Cause	Test Method	Requested Error String Data	Error Response Category	Heater Response	Platen Response	Error Clear Method	Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)	Message Displayed	Requirements
E42	N/A	Not Critical	Alarm	System	Control indicates that a power calibration has not been performed	NO PWR CALIB	To flag that the power calibration has not been performed	Power Calibration not set	<b>To test:</b> power calibration has not been set. Modify power calibration json file to not be set. <b>Alternate</b> method is to perform "Reset To Factory Defaults" from the Settings menu.		N/A	N/A		Acknowledgement through UI or via the Green Button	Error 42 Message, Power Calibration not set 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify power calibration is set • Collect log file and send to Welbilt		FR_03213.037
E50	M/R	Critical	Alarm	Burner	Burner Unresponsive	BURN FAIL	To indicate failure of burner after ignition speed set	40-60 second timeout occurred when calling for heat after ignition speed	<b>To test:</b> switch gas off after ignition		N/A	OFF		Acknowledgement through UI or via the Green Button	Error 50 Message, Burner Unresponsive 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify connections to ignition module • Collect log file and send to Welbilt		FR_03213.015
E52	M/R	Critical	Alarm	Burner	Burner Flame No Call	BURN FAIL	To protect against flame being present before ignition	Flame detected before ignition	<b>To test:</b> simulate flame detected when not calling for heat			OFF	Reverse and move to hood height position if possible	Acknowledgement through UI or via the Green Button	Error 52 Message, Burner Flame No Call 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify connection to ignition module • Collect log file and send to Welbilt		FR_03213.017
E53	M/R	Critical	Alarm	Burner	Burner Lockout	BURN LOCK	To lockout module if multiple ignitions occurred	Burner did not light after 3 attempts	<b>To test:</b> switch gas off during ignition			OFF	Reverse and move to hood height position if possible	Acknowledgement through UI or via the Green Button	Error 53 Message, Burner Lockout 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify connections to ignition module • Collect log file and send to Welbilt		FR_03213.018
E54	M/R	Critical	Alarm	Burner	Burner call for heat fault	HEAT FAULT	To flag potential issues with the burner ignition when calling for heat	10-15 second timeout occurred when calling for heat after high speed	<b>To test:</b> Switch gas off after high speed is set			OFF	Reverse and move to hood height position if possible	Acknowledgement through UI or via the Green Button	Error 54 Message, Burner Call for Heat Fault 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify connection to ignition module • Collect log file and send to Welbilt		FR_03213.019
E55	M/R	Critical	Alarm	Burner	Burner fan fault	FAN FAULT	To flag potential issues with the burner fan	Incorrect burner fan speed detected	<b>To test:</b> modify fan speed by blocking fan to change speed during the ignition process			OFF	Reverse and move to hood height position if possible	Acknowledgement through UI or via the Green Button	Error 55 Message, Burner Fan Fault 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify connections to ignition module • Collect log file and send to Welbilt		FR_03213.020
E60	N/A	Critical	Alarm	Motion	Platen sensor failure	SENS FAIL	To indicate if the front or rear baumer sensor is not detected	Baumer sensor is mis-wired or has failed	<b>To test:</b> modify wiring of baumer sensor			N/A		Acknowledgement through UI or via the Green Button	Error 60 Message, Platen Sensor Failure 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify baumer sensors are connected and active • Collect log file and send to Welbilt		FR_03213.038
E61	N/A	Critical	Alarm	Motion	Platen not level	PLA NOLVEL	To indicate when platen cannot be adjusted within PLMIN and PLMAX Limits	Platen has shifted outside its mechanical adjustment and auto level is no longer able to adjust within its limits	<b>To test:</b> Force calibration with PLMIN & PLMAX out of range, then save, E61 will be displayed.			N/A	Reverse and move to hood height position if possible	Acknowledgement through UI or via the Green Button	Error 61 Message, Platen Not Level 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify platen is level • Collect log file and send to Welbilt		FR_03213.039
E62	N/A	Critical	Alarm	Motion	Platen Ec limit reached	PLA EC LIMIT	To indicate if encoder limit is reached	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.	<b>To test:</b> 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			N/A		Acknowledgement through UI or via the Green Button	Error 62 Message, Platen Ec Limit Reached 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify distance between baumer sensor and detection plate		FR_03213.040

Event #	Event Suffix (If Applicable)	Priority	Event Class	Event Group	Event Description	Short Hand Event Description	Purpose	Event Cause	Test Method	Requested Error String Data	Error Response Category	Heater Response	Platen Response	Error Clear Method	Test Points and Analysis of the problem (ACTIONS BY SERVICE TECHNICIAN)	Message Displayed	Requirements
E63	N/A	Critical	Alarm	Motion	Platen obstruction	PLA OBST	To indicate if platen movement is detected during platen motion outside the cook zone	There is an obstruction causing the platen to shift during motion	<b>To test:</b> 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.			N/A	Reverse and move to hood height position if possible	Acknowledgement through UI or via the Green Button and return to the current state	Error 63 Message, Platen Obstruction 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Remove obstruction • Verify distance between baumer sensor and detection plate		FR_03213.041
E64	N/A	Critical	Alarm	Motion	Platen Autocal error	PLA AUTOERR	To prevent use of the grill if failure of the auto level subsystem	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	<b>To Test:</b> Move the sensor outside of the sensor range, disconnect the sensor, modify so that platen has no movement.			N/A	Reverse and move to hood height position if possible	Acknowledgement through UI or via the Green Button	Error 64 Message, Platen Autocal error 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify platen is level • Verify motor operation • Verify motor is not jammed • Collect log file and send to Welbilt		FR_03213.042
E65	N/A	N/A	Alarm	Motion	Platen Force Calibration Error	PLA FORCECALERR	To indicate when platen cannot be adjusted within PLMIN and PLMAX Limits	To many attempts have been performed during platen calibration and additional mechanical alignment may need to take place prior to re-calibrating	<b>To Test:</b> cause an out of level condition that will generate multiple attempts			N/A	Reverse and move to hood height position if possible	Acknowledgement through UI or via the Green Button	Error 65 Message, Platen Calibration too many attempts 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify platen is level • Verify motor operation • Verify motor is not jammed • Collect log file and send to Welbilt		
E82	N/A	Not Critical	Alarm	System	UI Off Stuck	UI STUCK	To indicate CLA and UI have lost communication or are out of sync	The UI and CLA are out of sync	<b>To Test:</b> must be tested at the unit level						Error 82 Message, UI off Stuck 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify connection from UI to SIB • log steps to reproduce the issue • Collect log file and send to Welbilt		FR_03213.043
XXX	N/A	Critical	Alarm	System	Internal Programmatic Error	PRGM ERROR	To indicate if SIB and or UI have been corrupted	An incompatible software version, menus, recipes, sounds have been imprinted into the system						Replace UI or SIB	Internal Programmatic Error 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify software installation		
XXX	N/A	Not Critical	Alarm	System	HWCFG INIT FAILURE	HWCFG INIT FAIL	To indicate if the unit hardware configuration jumper is invalid	The hardware configuration jumper was wired incorrectly as an invalid configuration J3 on SIB Rev 9	<b>To Test:</b> install an invalid jumper configuration						HWCFG INIT FAILURE 4 hour Dispatch Required. <b>Prior to going to the store location</b> • Retrieve playback within remote monitoring system (If Available) • Verify software version 3.0.XXX is installed on the unit. • Review alarm history <b>After getting to the store location</b> • Verify hardware configuration is correct		