

Service Bulletin

Subject: Clamshell Conduit Field Repair (Cold Shrink)

To: All Factory Authorized Service (FAS) Agents

Market: Global - ACI

Date: November 8, 2019

Conduit field repair kit CK4604306

Garland has found that the conduit outer sleeve is deteriorating. Until now, the only possible repair has been to replace the entire conduit which is an unnecessary, time consuming and costly repair. To overcome this, we have developed a field repair that can be easily fitted to resolve the issue of the outer sleeve splitting and thus avoid the need to replace the full conduit assembly. Moving forward this should be the repair used in the field.

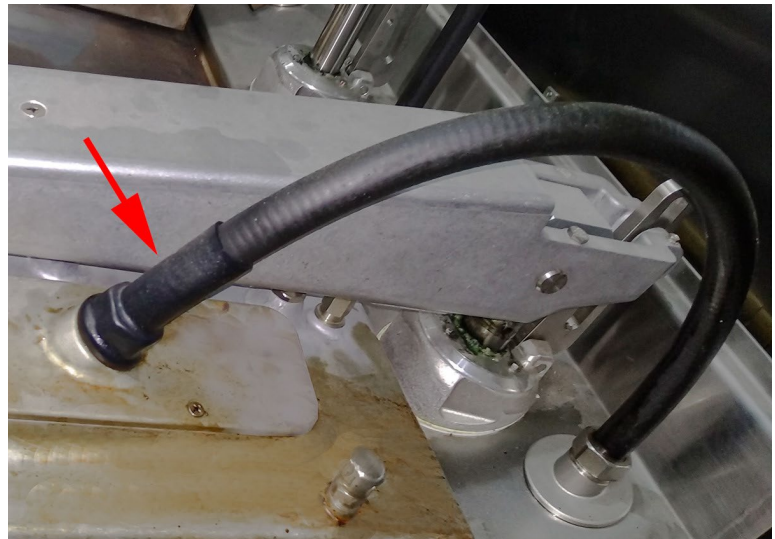
The sleeve can be installed on the conduit when the outer sleeve is damaged. It is not designed to repair the conduit when the inner steel tube has been damaged. If the inner steel of the conduit has been damaged or has snapped, then the complete conduit assembly must be replaced.

This is the scenario when the kit should be used and what it has been designed to repair (pictured below).

However, to be clear, even if there is no visible damage to the existing conduit outer sleeve, we are still recommending that this field repair kit be incorporated over the fitting and sleeve on the platen arm side. This will add another layer of protection for the unit and will help improve the service life of this part.



Damaged Conduit



Repaired conduit

When installing the sleeve on to the conduit, we recommend sleeving the conduit on both ends if the platen cowl connection is at 45 degrees. If the platen cowl connection is at a 20 degree angle then the other end of the conduit does NOT have to be sleeved, so only the connection on the arm side of the conduit requires a sleeve.

45-degree cowl connection (2 Cold Shrinks)

Fitting on arm – sleeve (fitting shown below)
Fitting on grill base – sleeve (not shown)



20-degree connection (1 cold shrink)

Fitting on arm – sleeve (fitting shown below)
Fitting on grill base – do not sleeve (not shown)



The sleeve should take about 10 minutes to fit once you have the panels removed from the grill. A video of this procedure is available on our web portal.

<https://clamshell.garland-group.com/default.asp>

For the next 12 months we will be including the Cold Shrink kits as part of the Annual certification kits (you will not need to order it separately and a further Bulletin will be released to explain the changes to our Annual Certification kit.

We would encourage that this repair be done during that process, but if that is not possible due to the time frame or severity of damage then we recommend this kit is fitted rather than waiting for the certification.

Warranty Processing

Whilst the grill is under its 2-year warranty you will be able to claim back for the sleeve repair at the following time allowance.

Model	ME1	ME2	ME3-PX
Time Allowance (Minutes)	30	40	50

Kit Part number

The Conduit sleeving kit is available to order from Kitchen care PN: CK4604306. All new conduits sold will have the cold shrink fitted so you do not need to order this in addition if replacing the conduit.

CK4604306 Includes:

Description	Qty
Installation Instructions	1
Cold Shrink Tube	2