

Service Bulletin

Subject: Recovery of low resistance platens causing GFI (RCD) trips. ME/MG grills

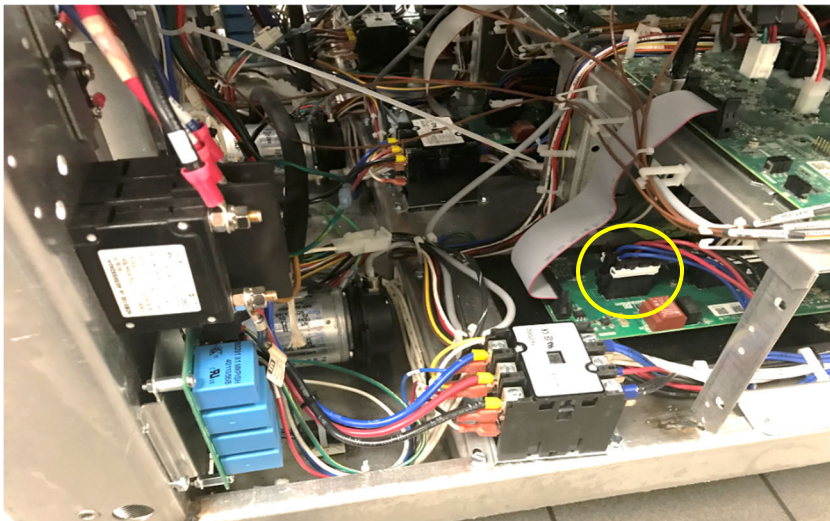
To: All Factory Authorized Service (FAS) Agents

Market: ACI (Global)

Date: February 12, 2020

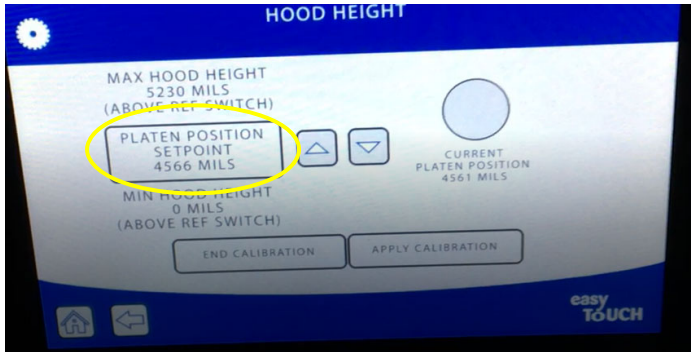
How to recover Excessive moisture built up through transportation

1. With the grill disconnected from the main power.
2. Remove the side panel and gain access to the inside of the grill.
3. Remove the element plug from the SSRB in J3 of the lane causing the earth leakage (the rear plug) if all lanes are the potential issue then do this for all lanes at the same time.
 - a. This will disconnect the upper platen elements but also the rear lower element.



4. Unscrew the 4 or 6 screws that hold the access lid to the cowl
 - a. This will not detach from the grill but once open will allow for any moisture to escape
 - b. **Remember the High limit will have electricity on them when the power is connected so do not put anything inside this hatch when the grill is powered up**
5. Refit the side panel
6. Ensuring that it is safe to do so reconnect the power to the grill
 - a. Remember the access lid is open and there is mains voltage on the High limit

7. Enter the hood height calibration.
 - a. Set the hood height to 0 Mils



- b. Press Apply Calibration followed by End Calibration
8. Enter the Heater state test mode
 - a. Turn on the front lower and Middle lower elements
 - i. This will start the 2 zones heating whilst the platen is in the down position.
 - ii. Provided the hood height is set correctly the platen should be touching the grill service so the heat from the 2 elements that have been turned on will also be raising the temperature in the upper platen.
 - b. This will allow you to heat the lower grill plate but not the upper, so you avoid any E18 or E19 errors during the heat process
9. Once the upper platen has been above 100c/ 212f for 30 minutes you can switch the grill off on the main on/off switch
10. Disconnect the power
11. Refit the upper platen plug on the SSRB J3 and refit the cowl access lid.
 - a. If the seal for the access hatch is damaged, you will need to replace it.
12. With this all refitted you can now turn on the grill via the press and go. The grill should now heat without tripping the earth leakage device. If it does not test the resistance of the element to ground using a low voltage resistance setting on your multi-meter (do not use a continuity tester as they only reach 99ohms) if you achieve a resistance greater than 1.5Mohms the element should be ok. If it is less, then repeat the drying out procedure above again.
13. If the grill is now not tripping the GFI you will need to return to the Hood Height and reset this so the platen is in the open position normally the hood height would be about 4500Mils

If you have an earth leak clamp below are the correct testing procedures for 3 phase circuits to ensure you are checking for the correct leakage path.

Measurement of leakage current to ground

When the load is connected (switched on), the leakage current measured includes leakage in load equipment. If the leakage is acceptably low with the load connected, then circuit wiring leakage is even lower. If circuit wiring leakage alone is required, disconnect (switch off) the load.

Test single-phase circuits by clamping the phase and neutral conductor. The measured value will be any current flowing to ground.

Test three-phase circuits by clamping around all three-phase conductors. If a neutral is present, it should be clamped along with the phase conductors. The measured value will be any current flowing to ground.

Measuring leakage current through the ground conductor

To measure the total leakage flowing to the intended ground connection, place the clamp around the ground conductor.

