

Service Bulletin

Subject: Clamshell Grill ATX Conduit and Access Hatch Change

To: All Factory Authorized Service (FAS) Agents

Market: ACI

Brand/Product: Next Gen Grills

Date: 5th June 2020

Replacement ATX Conduit

As part of our commitment to continuously improve and enhance our products we have now developed a new ATX Conduit and Access Lid design.

Due to the very distinct differences described below the conduits are not backwards/ forwards compatible so it is essential the correct conduit is ordered for the age of the unit you are working on.

Old Conduit design (Installed on units up to and including April 2019 Serial 19041001XXXXX)

Use a 45-degree angle fitting to connect to the top of the platen cowl access hatch. This is then secured by a lock nut on the other side of the cowl cover.

New Conduit design (Installed on units from May 2019 Serial 19051001XXXXX)

The new ATX Conduit has a single straight nut. The nut will screw directly to the cowl access hatch. The new cowl access hatch is designed so that it has a 20-degree raised threaded section moulded into the casting for allowing tightening to the conduit nut. This reduces the number of potential entry points of any liquid to the platen cowl and reduces the entry angle of the conduit. It also relieves some stress at the joint. The new conduit should be used on grills built from 19051001XXXXX, it will also be the fitting needed if you are replacing the grill cowl or platen assembly. If you are ordering a platen assembly for a unit Pre 19051001XXXXX, order it with the conduit to avoid any compatibility issues.

When you receive a new design conduit (CK4603291), you will also receive a separate cold shrink sleeve, this will need to be fitted once the conduit has been fitted into the access hatch. The cold shrink sleeve will allow you to tighten the conduit nut to the access the hatch cover. This would not be possible if the cold shrink is pre-fitted.



CK4600726 Up to April 2019



CK4603291 From May 2019

Part Number Details

	Up to Serial # 19041001XXXX	From Serial # 19051001XXXX
ATX Conduit	CK4600725	CK4603291
Access Hatch	4602855	4602712
Screws	F717	4603166


Old Hatch and conduit up to 19041001XXXX

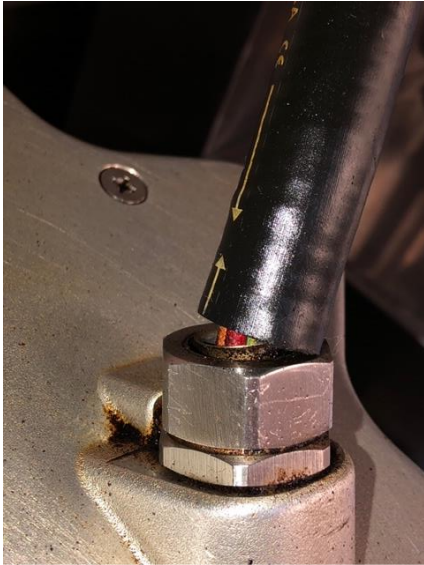
New Hatch and Conduit from 19051001XXXX

Garland will continue to cover damage to the outer covering if repaired with a cold shrink (see bulletin MCD-08-19-ACI 11/19), which should be used if the damaged area is 2" or less (50mm). Failures to the steel inner section as shown in picture will not be covered by warranty as these are caused by excessive strain being placed on the conduit from external forces

Summary to Bulletin MCD-08-19-ACI 11/19**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.

Not Covered by Warranty



Covered by Warranty

**Warranty Claims**

We are asking that any warranty claims that involve the replacement of the conduit **CK4600725** or **CK4603291** a picture of the old conduit is attached to the claim to show the damage and reason for it being replaced.

Please note.

That if the conduit inner steel is damaged the claim will be rejected. Claims that are submitted without a picture showing the damage of the old conduit will also be rejected.

If you have any concerns regarding the information on the bulletin, please contact your local regional Garland representative.

Regards

Brendan Daly
Garland Service Manager