

Garland ME/ MG Error codes and support guide






Error Codes and Definitions.

These can be used to help diagnose and rectify the error codes on the grill

To access the videos, activate the camera on your smart phone and hover over the QR code. It should then open a link in your browser. The videos are all available on the **Garland Grills** YouTube channel.



All the codes are standard to the controllers but by taking advantage of the self-help and simple explanations given below the aim is to support you with the correct diagnostics and resolution of faults. In addition to the fault codes we have also included the self-help videos covering many of the common tasks such as Gapping, PM Tasks, Software

Error code	Type of error	Purpose or error	What to do_helpful hints:	component associated	Video QR code support
E1	Motion-position error	to prevent use of grill if position unknown	With grill in home screen press green button to raise and lower platen and ensure actuator stops at LLS and ULS. Verify the switch LED on the SIB operate with the switches Check for loose wires on encoder, SIB encoder connection or Lower limit switch not striking Anti rotate bar.	Actuator, Limit switches, Anti rotate and SIB	
E2	Motion- motor overcurrent	Motor has taken more than the allowed current draw to move	Reference Over current LED on SIB. If activating the motor is pulling too much current to move. First step ensure nothing is obstructing or causing excessive friction on drive assembly. If all ok ensure shaft and Pillow blocks are lubricated. (lubrication needs to be applied inside bearing tube, its not sufficient to just apply at the top and expect it to draw into the assembly) if this does not work try swapping the SIB to a different lane and then the actuator if that does not work.	Dry Platen shaft/ Bearing. Actuator failing. SIB motor driver fault	
E3	Motion-Motor error	to protect actuator, power supply and SRB	Cycle power and check if fault clears, if fault stays -Check Actuator with external power supply to see if its functioning. If its functioning suspect SIB has a driver circuit failure. Test this SIB in an alternative lane.	Actuator, SIB	
E6	Motion, time out error	Actuator has failed to reach its required position within 40 seconds.	Press the green button to move the platen when platen moves watch SIB actuator lights to see power is being given. If movement LED is illuminated check kill switches are not activated preventing movement. if kill switches are activating then reset Gap gap calibration and ensure hood height is below 100 mils from kill switch activation. If kill switches are not activated check voltage is going to actuator (12V-24V DC) if voltage is reaching actuator and it does not move then replace actuator.	Actuator. Gap and Hood height settings or SIB	
E7	Motion, calibration error	calibration lost	perform gap calibration...then hood height calibration.	factory default could cause this.	
E8a	heat error	Ambient heat out of range	Ambient temperature is too cold. Measured at SIB to over come increase ambient temperature around the SIB	SIB	
E8b	heat error	Ambient heat out of range	Ambient temperature is too hot, Measured at the SIB. To over come decrease temperature inside grill electrical compartment.	SIB	
E9	heating error	upper high limits open or well above temp	check the thermocouples are all connected fully, check for loose or cut wires that maybe giving false readings, check high limits for burnt wires check grounding straps and grounding connections in terminal block, wiggle the conduit whilst watching the temp screen to see if one shows open. maybe a faulty high limit	Temperature probe or SIB	
E10	heating error	Thermocouple error (platen)	check the thermocouples are all plugged in correctly and in the correct order (sticker on the inside of the front panel). You will get a F or R (FRONT OR REAR) to indicate which thermocouple it is..check the grounding straps and terminal block. It maybe a faulty thermocouple	Temperature probe or SIB	
E11	heating error	Thermocouple error (grill base)	check the thermocouples are all plugged in correctly and in the correct order (sticker on the inside of the front panel). You will get a F, M and R (FRONT, MIDDLE and REAR) to indicate which thermocouple it is..check the grounding straps and terminal block. it maybe a faulty thermocouple	Temperature probe or SIB	
E12	heating error	upper high limits open or well above temp	check the thermocouples are all connected fully, check for loose or cut wires that maybe giving false readings, check grounding straps and grounding connections in terminal block, wiggle the conduit whilst watching the temp screen to see if one shows open. maybe a faulty high limit. if fault persists try adding additional grounding strap from incoming ground to mounting screw of SIB.	Poor Ground, Damaged probe, SIB	
E13,14,15,16	heating errors	thermocouples out of range too hot or too cold	13= grill base thermocouple, 14= platen, 15= grill base, 16= grill.....do the checks above for the thermocouples	As above	
E17	heating error	no heat	after 425 seconds no heat rise has been detected....check the ribbon cable is fully connected, check thermocouples are all connected fully, check wires have not burnt off the elements.		












Fault codes Page 2

E18	heating error	platen heating	f= Front, R=Rear. This is caused by the temperatre probe not seeing a temperature increase of 3C or 5F degrees in 425 seconds. Check if the grill also shows error 41, if error 41 is present then fault is 3 phase voltage issue which is most likely caused by either a high limit tripping and causing the heat contactor to open or the 3 phase plug not being connected. user the heater state test to prove correct operation of the element and high limits. Check only the element you turn on is operating and raising in temperature. if all operates correctly check thermocouple calibration	Faulty SSRB. Hi Limit opening, master slave jumper wire locking out slave lane (right lane on 2 and 3 lane units)	
E19	heating error	grill base heating	f= Front, M=Middle, R=Rear. This is caused by the temperatre probe not seeing a temperature increase of 3C or 5F degrees in 425 seconds. Check if the grill also shows error 41, if error 41 is present then fault is 3 phase voltage issue which is most likely caused by either a high limit tripping and causing the heat contactor to open or the 3 phase plug not being connected. user the heater state test to prove correct operation of the element and high limits. check only the element you turn on is operating and raising in temperature. if all operates correctly check thermocouple calibration	Faulty SSRB. Hi Limit opening, master slave jumper wire lockign out slave lane (right lane on 2 and 3 lane units)	
E20	heating error	no heat	after 425 seconds no heat rise has been detected....check the ribbon cable is fully connected, check thermocouples are all connected fully, check wires have not burnt off the elements.		
E21	heating error	over heating	Verify thermocouple is accurate using thermocouple calibration. If accurate replace Hi limit and check hi limit circuit is operational and disconnects the 3 phase contactor. If not accurate recalibrate or swap to different position to see if inaccuracy is on the SIB or the probe.		
E22	heating error	over heating	Verify thermocouple is accurate using thermocouple calibration. If accurate replace Hi limit and check hi limit circuit is operational and disconnects the 3 phase contactor. If not accurate recalibrate or swap to different position to see if inaccuracy is on the SIB or the probe.		
E23	heating error	over heating	Verify thermocouple is accurate using thermocouple calibration. If accurate replace Hi limit and check hi limit circuit is operational and disconnects the 3 phase contactor. If not accurate recalibrate or swap to different position to see if inaccuracy is on the SIB or the probe.		
E24	heating error	over heating	Verify thermocouple is accurate using thermocouple calibration. If accurate replace Hi limit and check hi limit circuit is operational and disconnects the 3 phase contactor. If not accurate recalibrate or swap to different position to see if inaccuracy is on the SIB or the probe.		
E25	motion error	switch failure	Check LRS LED activates on the SIB when the platen is raised and lowered. If it fails to switch on/off then check anti-rotate bracket is in place and striking the switch correctly. If all ok check the wiring harness from the SIB to switch.	Limit switch, Wiring harness	
E30	system error	communication error	bad or no communication between UI and SIB board....check ribbon cable between the SIB and SSRB. Also if on multi lane unit swap location wire harness from different lane (green push button harness)	SSRB, Slave/ Master harness, Ribbon cable	
E31	system error	SIB error	Possible SIB failure. Cycle power and check again. If fault persists try the SIB on an alternative lane. If ok check external circuits from the SIB to see if there are any short circuits	SIB, external wiring fault on low voltage circuits	
E33	system error	SIB jumper not recognised	Check the jumper location wire connectors (green push button harnes from SIB) if this has a bad connection it will cause this issue. Swap with another lane if possible. This fault can stop the SSRB from working and heating if its an intermitent	Location Harness wires	
E41 A, B, C	system error	3 phase power fluctuation or missing	check 3 phase power is present at the heater contactor L1, L2 and L3. if high limit opens this will cause error 41 or if 3phase cable is not connected. Restaurnats with fluctuation power or overloaded circuits can also experience this.	check incoming voltage to heat contactor, high limit circuit	
E42	system error	power calibration	Set the power calibration in the settigns menu to match the nearest voltage to the power seen by the grill.	usually seen after factory default or on startup of version 4 software.	
52 R, M	Burner	Uncontrolled ignition	this is caused when the ignition module senses a flame current from the flame rectification probe when the grill is not asking for the burner to be on	Gas leakign through valve, software bug	
53 R, M	Burner	Burner Lockout	Caused when the burner fails to produce a flame current over 1.5Ua. Normal cause, No ignition or incorrect gas/ air ratio. Check Gas line is connected and turned on, Gas pressure, flame sensor wire is connected and HT lead is present. Measure Ua and use fan speed calibration to setup burner	Flame sensor circuit, gas	
54 R, M	Burner	Burner call for heat	Check air presure switch has closed when fan speed is achieved. Check gas valve is receiving power to open when fan heat is called	Air pressure switch, Gas valve	
55 R, M	Burner	Fan failure	Check burner fan starts when burner is called to heat. Check in the fan speed setting.	fan speed too low, failed fan or SIB	

Fault Codes Page 3

E61	motion error	Baumer sensors out of expected level range 160 mils - 340 mils	Check platen level in gap calibration. In +/- level motor setting check baumer sensor reading are between 160mils and 340 mils. (within the white box) if out side level platen if platen is level and adjusters are within the correct tolerance adjust baumer sensor position. to test sensors place a metal object between the sensor and targets, the reading should decrease. also if looking at the red light on top of the sensor it should dim when the gap between the sensor and target is reduced. if sensors are in the correct position complete the update and teach function in the calibration menu.	faulty sensor, bad wiring connection, platen arm level out of specification and requires shim	
E63	motion error	obstruction	check for obstructions, check for objects or carbon in between the Baumer sensors and plate underneath the sensor, check that the target is secure and not loose, check sensor is working in step motor page in gap calibration, perform gap calibration then check for beef integrity.	sensor or target at fault, poor platen arm setup.	
E64	motion error	calibration error	when platen lowers to 2 inch position in gap calibration ensure the first number in platen position reads between 1400 mils and 2300 mils. If outside this range regap and check again. If still outside the range adjust the LRS position to suit. If its not possible check the anti rotate assemble and switch, switch bracket is in good working order.	platen and sensors are operating outside of the limits within the software check setup.	

Garland useful self-help videos and best practices

Topic Category	Main Task	QR Code to Self help video	Topic Category	Main Task	QR Code to Self help video
Gap Calibration			PM Tasks	Lift shaft Lubrication	
Software	Upgrade software			Shaft Seal	
	Reset Software			Cowl Seal	
Tripping issues	GFI/ RCD Tripping			Lid Seal	
	Back Splash Seal installation			Cold Shrink	
		All Self help Videos			

All Self help Videos

