

# Service Bulletin

**Subject: Revised Grill Startup Process**

**To: All Factory Authorized Service (FAS) Agents**

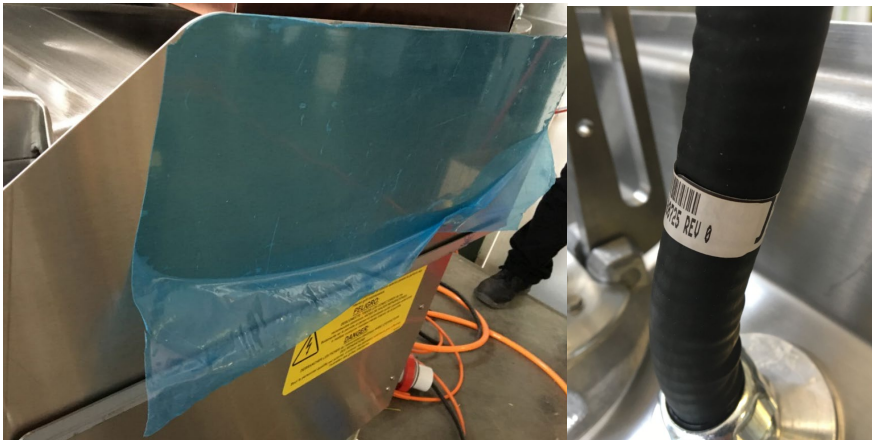
**Market: ACI**

**Date: Sept 20, 2020**

## Grill Commissioning Procedure

### Section 1. Unpacking

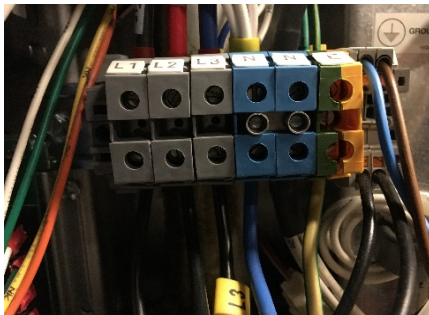
1. Check that the grill has been received in a satisfactory condition. Any damage should be reported to the courier immediately.
2. Remove the grill from the pallet as instructed in the operations manual under section 2.
3. Check data plate and site services are completable
  - a. Electric
  - b. Gas
    - i. Incoming pressure
    - ii. Gas type
4. Remove all cable ties, packing and shipping packs from the grill.



5. Level Grill to match the existing grill:
  - a. If in a new restaurant raise grill to between 31"-33" from the cook base. Otherwise set to match existing grills.

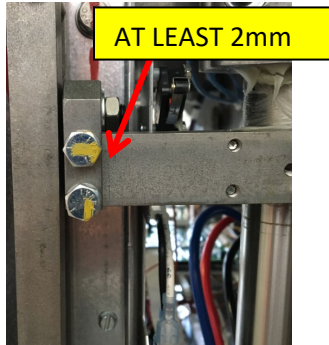
## Section 2. Mechanical check

1. Check platen carriage block is tight and not moving independently from the shaft
  - a. Check this by moving the platen arm left to right gently. There will be a small amount of movement, but the shaft and carriage block should not move independently of each other
  
2. Remove the panels from the grill
  - a. Remove the certification, warranty sticker from the front drawing pouch
  - b. Visually check all the connections are secure
    - i. If in doubt give them a push to confirm they are seated correctly.
  - c. Physically check that the main 3 phase power terminals are tight and cables secure
    - i. Contactors
    - ii. Terminal Blocks
    - iii. Terminal block links
    - iv. Lower element terminals
    - v. Circuit Breaker



3. Install power connections and gas if applicable.
  - a. Ensure all connection are tight and in line with the country specific layout.

4. Ensure that the gap on the anti-rotate and guide bar is at least 2 mm. the L shape gap tool should be able to fit in the gap
  - a. If it's not possible loosen all the bolts for the anti-rotate and guide bar and adjust, then tighten then all up

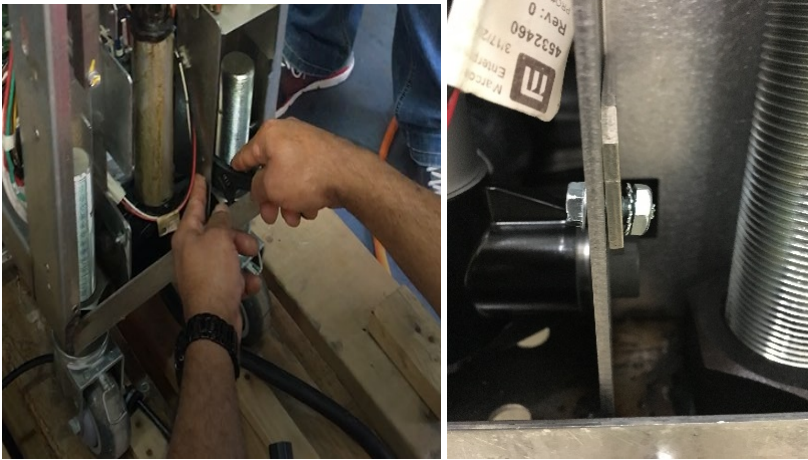


5. Ensure the grease is present on the lift shaft all the way around the shaft and not just the rear. If it's on the rear only then the shaft should be removed, and the grease worked around the shaft to avoid bouncing or excessive motor stress (report back to your Welbilt support team if grease is found applied incorrectly)
6. Remove the desi packs from shipping that are secured in and around the actuator.



i.

7. Ensure actuator Wedges are pushed down and secured in position.



- a. If they are loose use a small amount of force to push them down (recommend a screw driver and the palm of your hand to push it down) then tighten the securing nut and bolt.

8. Refit all Panels and connect the unit to the utilities

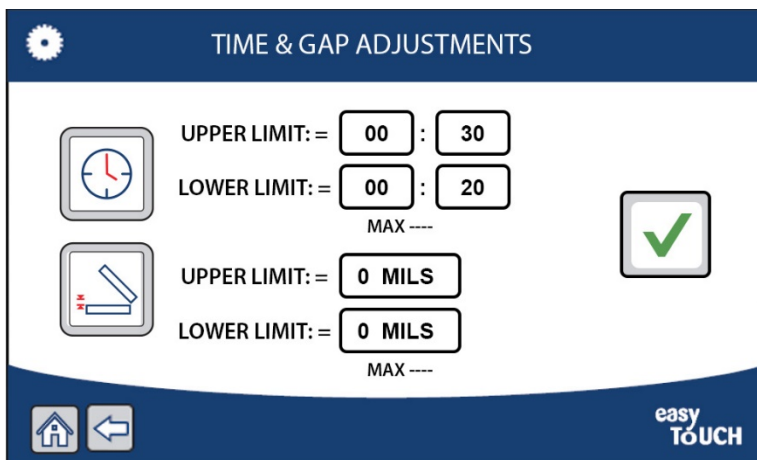
### Section 3. Controller Setup

- a. Go to settings and start the setup procedure.
  - b. Tech password is default: servgcr
  - c. Manager password default: 1177
2. Go to Power calibration
  - a. Set voltage to suit the voltage in your market
  - b. If your voltage is 208V then that is what you select and save
3. If the touch screen is not responding to an accurate press, then you can try to recalibrate the touchscreen.
  - a. **Note.** The UI does not like to respond if you are pushing outside of the box you are trying to press so ensure you are accurate when using the UI. Smaller fingers are better.
  - b. You will need to press 5 x marks on the screen. One in each corner then the center one. It will automatically save once the center X is pushed.
    - i. If you miss a spot or make an error during the process and before you press the center X cycle the power to the grill and it will discard the changes

4. In “settings”, select **Password**
  - a. Select Manager’s Password.
  - b. If the market is using a different format to the default change it to this.
5. Set time
  - a. Use the 24hr format
6. Set date
  - a. Ensure this is the correct day, year and month
7. Factory settings
  - a. Check serial number is correct to the plate
    - i. If its incorrect change it to be the same as the data plate
  - b. Enter the store number
- c. Installation date



8. time/gap adjustments
  - a. Set the following values
    - i. Time Upper = 40
    - ii. Time lower = 20 (certain markets will dictate other values. UK = 0)
    - iii. Gap Upper = 0
    - iv. Gap Lower = 0



9. Check clean settings that the temp of top/bottom platen correct to the local cleaning recommendations

- a. Eco Lab Chemicals 163C, 325F
- b. Diversy Chemicals 110C, 230F

10. System Units

- a. Change the system units between Celsius or Fahrenheit

11. Recipe setup

- a. The grill is shipped with the USA menus and recipes as the default option
  - i. This means lower grill plate temperatures of 365F or 185C
- b. Check the core product recipes to see if they match your market
- c. If they do not match your market recipes, then you must delete all the menus and recipes and install the local regions Menus and Recipes as below.



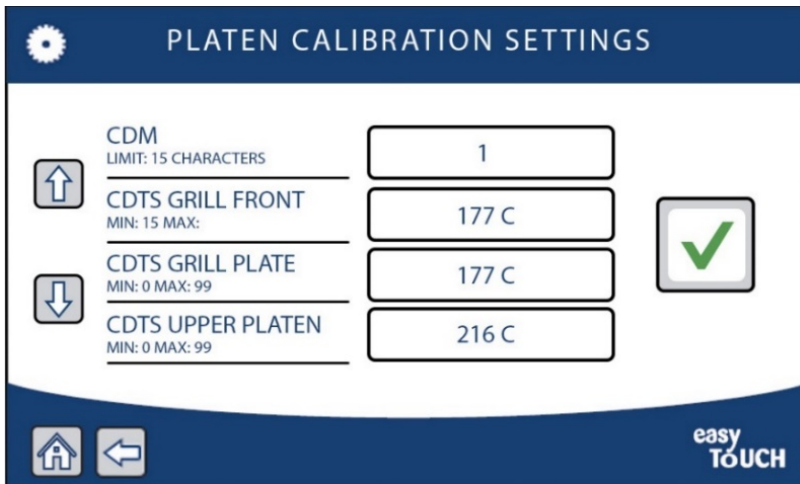
d.

12. Import the new recipes (choose "IMPORT RECEPIES" with USB stick inserted).

- a. **IMPORTANT: If you are installing a grill with the new v4.0.5 you must either install the latest recipe file with the Too Cool/Too Hot already set in the recipes/menus or change every recipe to include the Too Cool/Too limits**
- b. Too Cool = 39F / 22C
- c. Too Hot = 79F / 44C

### 13. Platen calibration settings

- a. Change the CDTS Grill front, CDTS Grill Plate to the same as your main menu settings
  - i. USA 365F
  - ii. Other markets 350F / 177C
- b. Change the CDTS Upper platen
  - i. USA and Other markets 425F/ 218C



### 14. Shipping moisture build up precaution (Element Drying)

- a. Remove the 3 hatch screws as shown in image 1 below.
- b. Loosen the 4<sup>th</sup> hatch as shown in image 2 and rotate the hatch cover as shown and retighten the fixing screw. This will hold the hatch cover in place.

Image 1

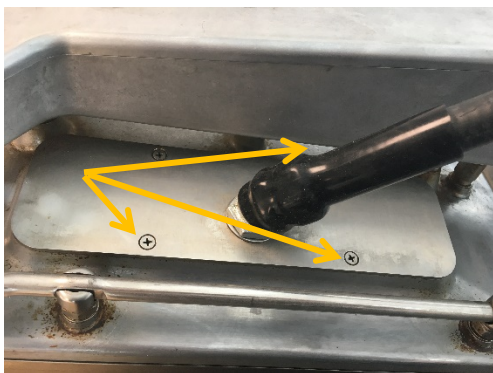
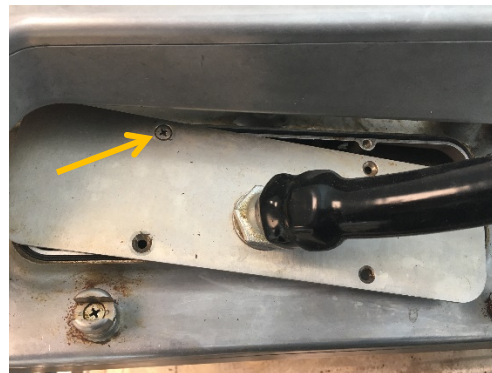


Image 2



15. Select **Press and Go**:

- a. Select PM Menu (platen will lower and heat up) will take about 30mins.
- b. Once ready and displaying the menus items press the Home key.

16. Refit the platen hatch cover at this point

- a. Loosen the screw holding hatch cover open
- b. Move hatch cover into position, replace the 3 securing screws and proceed to tighten all 4 screws, ensuring that the hatch seal has not been dislodged.

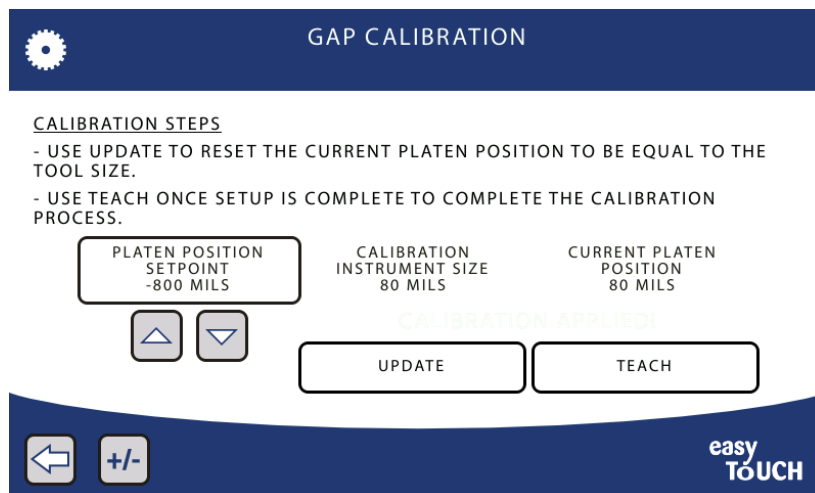
17. Enter **settings-Gap Calibration** (gap instrument size = 80/400 mils)

- a. keep the auto gap button so it displays **"DISABLED"**.
- b. check gaps and ensure all point are levelled.
  - i. Using the Gap verification tool you will check 3 points for level
  - ii. Using the Garland gap tool you would check 4 points for level
- c. once level
  - i. Press the UPDATE button to store the actuator position
  - ii. Press TEACH to set the recognition and sensor limits

18. Return to the **Settings Mode** and select **Thermocouple Calibration**:

- a. This will now force you to heat the grill back up before you can proceed.... Using the external probe make sure all 5 heat zones are calibrated.
- b. Press Save.

19. Set the hood height to allow all platens to open equally: Optimum/maximum setting is 4500mils (see photo). If all 3 platens are not level move highest platens down to lowest one.





20. Install the release/Teflon sheets and perform cook tests to ensure food safety.

- a. Sign off with the customer

21. Complete staff training:

- a. Thermocouple calibration (using the manager password)
- b. Selecting a menu/ recipe.
- c. Show how to change cook time.
- d. How to select clean mode. Show the new cleaning guides by pressing? (question mark will appear when at cleaning temperature)
- e. How to put in standby/ Sleep.
- f. Show all in Diagnostics
- g. How to fit the release/Teflon sheets

22. Complete start up form and fix certification and warranty stickers to the grills.

23. Leave the operational manual with site.

24. Leave the wiring diagram in the grill.

**All settings:**

<b>Password</b>	Technician	servgcr
	Manager	1177 (to set to store number UK)
	Permanent	servgcr
<b>Thermocouple</b>	Upper Front	These are dynamic
	Upper Rear	These are dynamic
	Lower Rear	These are dynamic
	Low Middle	These are dynamic
	Lower Front	These are dynamic
<b>Time &amp; Gap Adjustments</b>	Upper Limit Time	00:40 (from 30)
	Lower Limit Time	00:20 (UK 00:00)
	Upper Limit Gap	0
	Lower Limit Gap	0
<b>Clean</b>	Clean Grill SP	163 (EcoLab) 110 (Diversey)
	Clean Platen SP	163 (EcoLab) 110 (Diversey)
	Clean Frequency	0
	Clean Min Time	0
	Clean Grace Period	0
	Clean Prompt Freq	10
	Clean SP Tolerance	20
	Clean Ready Alarm	Off
<b>Heat Errors &amp; Limits</b>	Too Cool Limit	22c
	Too Hot Limit	44c
	Heat Error Time	425
	Heat Error Temp	3
	Heat Soak Time	15
	Temp to Start Cook	200
<b>Preheat Platen Gap</b>	Preheat Platen Gap	700
<b>Sleep Configuration</b>	Auto Sleep?	No
	Auto Sleep Delay	300
<b>Volume</b>	Volume	High
	Alarm Sound	Strobe
	Key Chirp	On

## Platen Settings

<b>Platen Calibration</b>	Platen Settings (All are new parameters available due to revised platen setup logic. Key points have been highlighted)	AALA	3
		APLA	3
		BCT	10
		CDM	1
		CTDS Grill Front	177
		CTDS Grill Plate	177
		CTDS Upper Platen	218
		CHF	Off
		CHMV	Capture Data
		DCT	10
		Enable Level	Disable
		IHF	On
		IHMV	Capture Data
		LVS	2500
		PLCK	Off
		PLDD	50
		PLDU	70
		PLEXPD	35
		PLLRD	125
		PLURD	125
		PRBC	5
		PRFC	20
		PRMM	1
		PRZO	PR Only
		TV	0 Mil
	ZOV	-5	
Gap Calibration	Instrument Size (Tool dependent)	80 / 400	
	Auto Gap	Disabled	