



BULLETIN # B-68-2007-S

From: Parts and Service Division
To: All Authorized Service Agencies

Date: July 24, 2007

Product: Garland H-Series Ranges
Subject: Pilot Outage Response

Over the past several months, Garland has experienced sporadic issues with oven pilots on H280. Our data suggests that this is only in a low percentage of installations, but problematic nonetheless for the customers involved. While some of this may be attributed to site issues, poor maintenance and application, we have researched the issue and identified and implemented manufacturing changes that make our oven pilot system more robust to help offset some of these issues.

Incident rate on these manufactured units with changes have significantly been reduced

Production has recently upgraded our H-Series Restaurant Range models with a new flex type pilot tubing, implemented Jan 15, Serial # 070110160199 and moved the pilot bracket directly on to the oven burner assembly to enhance oven pilot stability as of Jan 29/ 2007, Serial # 0701100161076

There are four kits available to field technicians to convert models built prior to these dates that are consistently experiencing oven pilot failure. 2 kits are for standard ovens, 2 are for convection type ranges.

For H-Series models built between April 17 2005 and Jan17 2007, Part numbers 4522132 (Natural Gas) and 4522133 (Propane) are available to convert the pilot tubing and oven burners to current production standards on our standard ovens. For H-Series Convection models, Part numbers 4522335 (Natural Gas) and 4522336 (Propane) will apply.

If you have a location experiencing pilot outage due to environment or installation issues, please review the Garland oven pilot outage checklist for some tips.

If problem persists you may want to update unit to current production specifications allowing for a more robust pilot system.

If problem is still existing call the Garland Technical Service Dept.

Please note this would not be a warranty call.

Please contact the Garland Technical Support team with any questions

Garland Oven Pilot Outage Checklist for Ranges

1: Is the unit level?

Tip: Take reading from oven hearth, below oven bottom.

2: Check actual manifold operating pressures.

Tip: 4.5 WC for Natural Gas, 10"WC for Propane

3: Are there brown discolorations on the oven doors and kick panels?

Tip: This could indicate a front venting issue.

4: Is there a High Shelf or Back-guard on this unit?

Tip: Visually inspect for signs of blockage.

5: Is the draft hood on continuously while the unit is operational?

Tip: Check air draw using paper towel, smoke candle, etc to ensure Good flue draw

6: Are there any windows or doors that could be causing a negative air Balance in the room.

7: Is there a make up air unit? Is it operational?

8: Is the current thermocouple the correct size?

Tip: Should be 16-18" long.

If you find any of the above conditions are not to Garland specification, or local codes these kits may not correct or prevent the pilot outage issue.

Kit # 4522133 Standard Oven (LP)			Kit # 4522132 Standard Oven (Nat)		
Part #	Description	Qty	Part #	Description	Qty
4522201	OVEN BURNER WITH WELDED BRACKET	1	4522201	OVEN BURNER WITH WELDED BRACKET	1
F32	#10-24 X 1/2 PAN HD TYPE F SCREW	1	F32	#10-24 X 1/2 PAN HD TYPE F SCREW	1
4522115	TEMPERATURE INDICATOR STICKER	2	4522115	TEMPERATURE INDICATOR STICKER	2
G0635-2	2 C-2 PILOT NATURAL GAS	1	G0635-1	2 C-2 PILOT NATURAL GAS	1
M125	1/4 COMP. NUT	1	M125	1/4 COMP. NUT	1
4522194	INSTALLATION INSTRUCTIONS LP GAS	1	4522193	INSTALLATION INSTRUCTIONS NAT GAS	1
4521446	PILOT FLEX TUBE	1	4521446	PILOT FLEX TUBE	1
1415000	ROBERTSHAW THERMOCOUPLE	1	1415000	ROBERTSHAW THERMOCOUPLE	1
G62R-43	1/4cc X 3/16cc COMP. UNION	1	G62R-43	1/4cc X 3/16cc COMP. UNION	1
M123	7/16 COMP. NUT	1	M123	7/16 COMP. NUT	1
M122	7/16 TUBING FERRULE	1	M122	7/16 TUBING FERRULE	1
F312	#10-24 LOCKNUT	1	F312	#10-24 LOCKNUT	1
F16	#10*24 X 2.5" RD HD MACHINE SCREW	1	F16	#10*24 X 2.5" RD HD MACHINE SCREW	1
F60	#10A X 5/8 SHEET METAL SCREW	1	F60	#10A X 5/8 SHEET METAL SCREW	1
M124	1/4" TUBING FERRULE	2	M124	1/4" TUBING FERRULE	2
M126	3/16" TUBING FERRULE	1	M126	3/16" TUBING FERRULE	1
1391500	SAFETY VALVE BRACKET	1	1391500	SAFETY VALVE BRACKET	1
4518715	7/16 X 2.125 TUBING	1	4518715	7/16 X 2.125 TUBING	1
1095499	7/16cc X 3/8 NPT STRAIGHT CONNECTOR	2	1095499	7/16cc X 3/8 NPT STRAIGHT CONNECTOR	2
4518716	3/16 TUBING COMP. UNION	1	4518716	3/16 TUBING COMP. UNION	1
4518708	7/16 PREBENT TUBING	1	4518708	7/16 PREBENT TUBING	1
076050-89	3/16cc X 3/16cc COMP. UNION	1	076050-89	3/16cc X 3/16cc COMP. UNION	1
1313800	7/16cc X 7/16cc 90 DEG. ELBOW	1	1313800	7/16cc X 7/16cc 90 DEG. ELBOW	1
M231	3/16" TUBE COMP. NUT	1	M231	3/16" TUBE COMP. NUT	1
M225	1/4 TUBE COMP. NUT	1	M225	1/4 TUBE COMP. NUT	1
1415703	BASO OVEN SAFETY VALVE	1	1415703	BASO OVEN SAFETY VALVE	1

Kit # 4522336 RC Oven (Pro)			Kit # 4522335 RC Oven (Nat)		
Part #	Description	Qty	Part #	Description	Qty
4522201	OVEN BURNER WITH WELDED BRACKET	1	4522201	OVEN BURNER WITH WELDED BRACKET	1
F32	#10-24 X 1/2 PAN HD TYPE F SCREW	1	F32	#10-24 X 1/2 PAN HD TYPE F SCREW	1
4522115	TEMPERATURE INDICATOR STICKER	2	4522115	TEMPERATURE INDICATOR STICKER	2
070239-10	RC PILOT NATURAL GAS	1	070239-10	RC PILOT NATURAL GAS	1
M125	1/4 COMP. NUT	1	M125	1/4 COMP. NUT	1
4522338	INSTALLATION INSTRUCTIONS RC LP GAS	1	4522338	INSTALLATION INSTRUCTIONS RC NAT GAS	1
4521446	PILOT FLEX TUBE	1	4521446	PILOT FLEX TUBE	1
1415000	ROBERTSHAW THERMOCOUPLE	1	1415000	ROBERTSHAW THERMOCOUPLE	1
G62R-43	1/4cc X 3/16cc COMP. UNION	1	G62R-43	1/4cc X 3/16cc COMP. UNION	1
M123	7/16 COMP. NUT	1	M123	7/16 COMP. NUT	1
M122	7/16 TUBING FERRULE	1	M122	7/16 TUBING FERRULE	1
F312	#10-24 LOCKNUT	1	F312	#10-24 LOCKNUT	1
F16	#10*24 X 2.5" RD HD MACHINE SCREW	1	F16	#10*24 X 2.5" RD HD MACHINE SCREW	1
F60	#10A X 5/8 SHEET METAL SCREW	1	F60	#10A X 5/8 SHEET METAL SCREW	1
M124	1/4" TUBING FERRULE	2	M124	1/4" TUBING FERRULE	2
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4518716	3/16 TUBING COMP. UNION	1	4518716	3/16 TUBING COMP. UNION	1
4518708	7/16 PREBENT TUBING	1	4518708	7/16 PREBENT TUBING	1
076050-89	3/16cc X 3/16cc COMP. UNION	1	076050-89	3/16cc X 3/16cc COMP. UNION	1
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1415703	BASO OVEN SAFETY VALVE	1	1415703	BASO OVEN SAFETY VALVE	1