



# ERROR MESSAGES:

*Click on Error for further detail*



[MOTOR OVERCURRENT:THE PLATEN HAS BEEN MECHANICALLY RESISTED.](#)

[MOTOR ERROR: NO ENCODER MESSAGE TO THE MOTOR SPEED CONTROL](#)

[IGNITION ERROR: after the 4<sup>th</sup> failed attempt to ignite.](#)

[MOTOR ERROR2:](#)

[LOWER SWITCH ERROR:](#)

[UPPER SWITCH ERROR:](#)

[LED Guide](#)

[PROBE ERROR: PROBE IS OPEN OR NOT CONNECTED.](#)

[PLATEN DOWN ERROR: IF PLATEN DOES NOT REACH THE PROPER POSITION IN 40 SECONDS.](#)

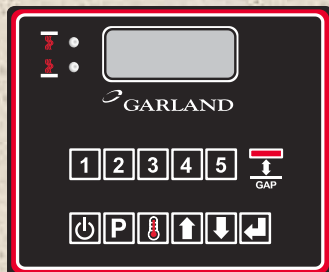
[PLATEN UP ERROR: PLATEN IS BELOW THE LOWER LIMIT SWITCH AND DOES NOT MOVE FOR 40 SECONDS.](#)

[HEATER ERROR: CONTROLLER IS NOT DETECTING A PROPER TEMPERATURE RESPONSE OVER A SIX MINUTE PERIOD.](#)

[COMM ERROR: NO COMMUNICATION BETWEEN THE CONTROL BOARD AND THE MOTOR SPEED CONTROL.](#)

# COMM ERROR:

NO COMMUNICATION BETWEEN THE CONTROL BOARD AND THE MOTOR SPEED CONTROL.



OR



The comm error occurs when there is no communication between the controller board and the motor board.

There is an audio alarm with the error message.

The display should show “COMM ERROR” message in the first line.

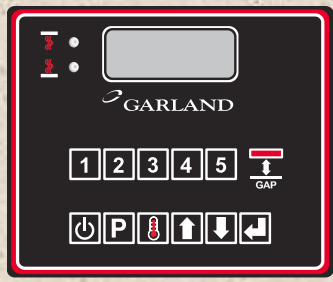
This error is not self healing error.

To reset the error message and silence the beep, press the ON/OFF key.



# COMM ERROR:

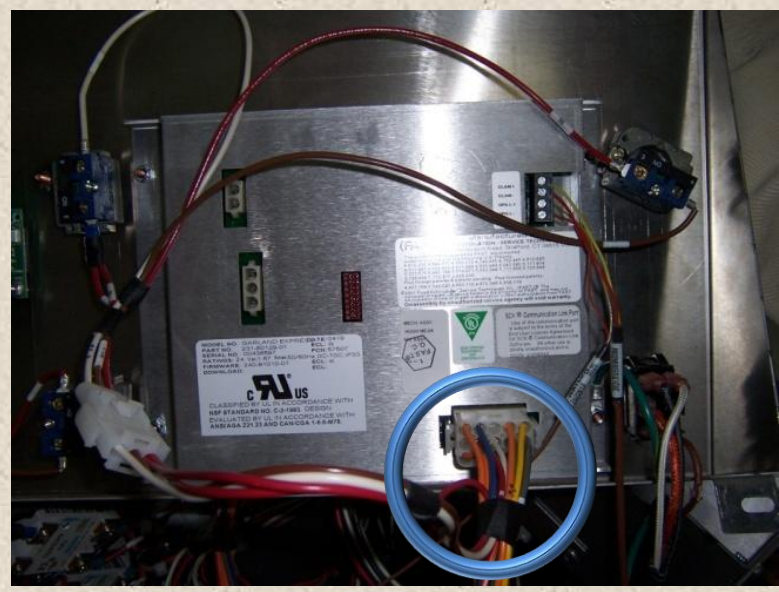
**NO COMMUNICATION BETWEEN THE CONTROL BOARD AND THE MOTOR SPEED CONTROL.**



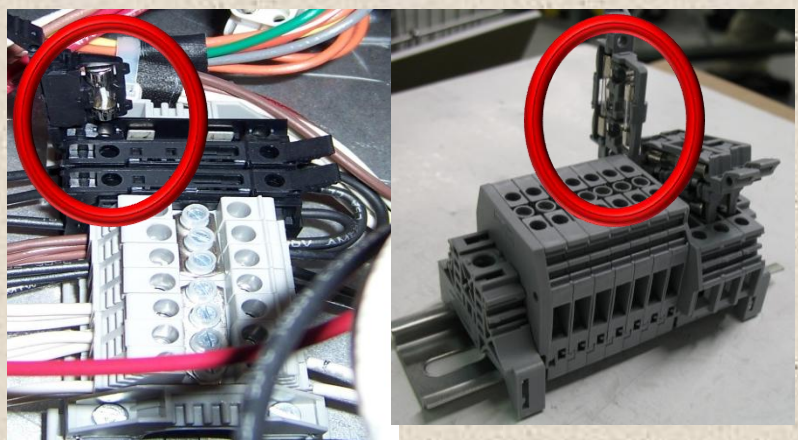
**OR**



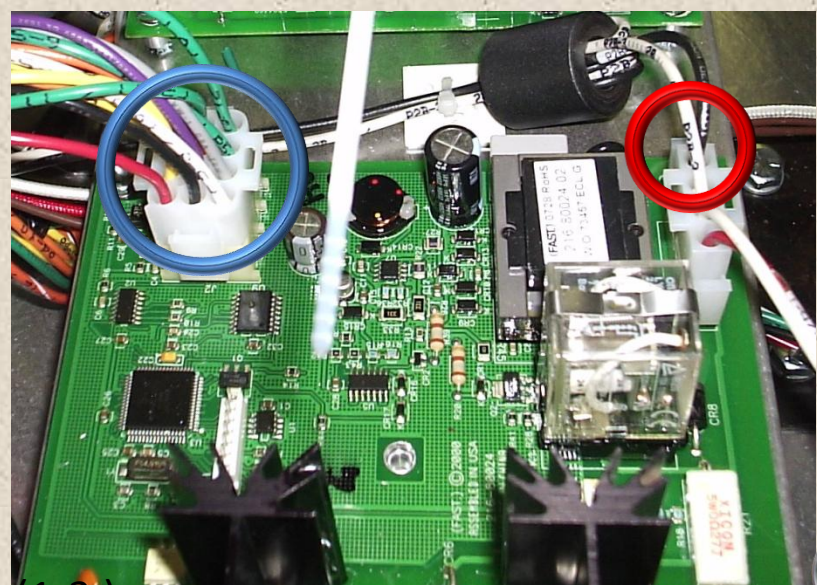
- 1) Check the 5amp fuse (Fig 1 – 2). If the fuse is blown, you we need to replace. If the fuse is ok proceed to the next step.
- 2) Check for incoming power to the Motor board (Fig 1 – 3) Depending on what zone you are checking The wire Numbers are 1A, 1B, or 1C and 2A, 2B, or 2C. We should have 120 Volts AC. If ok proceed to the next step.
- 3) Check the 12 pin wire connections between (Fig 1 – 1 and Fig 1–3) The controls communicate through digital inputs and outputs, make sure all connections are secured. Replace / repair Harness as needed.



(1-1)



(1-2)



(1-3)



# IGNITION ERROR:

after the 4<sup>th</sup> failed attempt to ignite.



OR



The gas ignition error occurs if the ignition feedback signal does not give the proper signal after 4 tries (default 30 seconds on time and 7 seconds off time).

The display should show “IGNITION ERROR” message in the first line.

There is an audio alarm with the error message.

This error is not self healing error.

To cancel the error message, press the ON/OFF key.



# MOTOR ERROR2:



OR



The motor error 2 is seen when the grill platen hasn't reached its expected position in 30 seconds. 30 seconds corresponds to 150 good packets received from the motor control board (1 packet every 200 msec).

The error message will flash and there will be an audio alarm.

To cancel the error message the power switch must be recycled.

The display will show "MOTOR" message in the first line and the "ERROR2" message in the second line.



# UPPER SWITCH ERROR:



OR



This error appears in code but is never set.

The error message will flash and there will be an audio alarm.

To cancel the error message the power switch must be recycled.

The display will show “UPPER SWITCH” message in the first line and the “ERROR” message in the second line.



# LOWER SWITCH ERROR:



OR



This error is seen when the platen is going down and doesn't reach the lower limit switch within 200 plus calibrated steps. Note: calibration steps default 1300.

The error message will flash and there will be an audio alarm.

To cancel the error message the power switch must be recycled.

The display will show “LOWER SWITCH” message in the first line and the “ERROR” message in the second line.



## PLATEN DOWN ERROR:

IF PLATEN DOES NOT REACH THE PROPER POSITION IN 40 SECONDS.



OR



The platen down error occurs if the platen does not reach the proper position in 40 seconds or fails to move during this time.

There is an audio alarm with the error message.

The display should show “PLATEN DOWN” message in the first line and “ERROR” message in second line.

This error is not self healing error.

To cancel the error message, press the ON/OFF key.





## PLATEN UP ERROR:

PLATEN IS BELOW THE LOWER LIMIT SWITCH AND DOES NOT MOVE FOR 40 SECONDS.



OR



The platen up error occurs if the platen is below the limit and does not move for 40 seconds.

There is an audio alarm with the error message.

The display should show “PLATEN UP ERROR” message in the first line.

This error is not self healing error.

To cancel the error message, press the ON/OFF key.



# MOTOR ERROR:

## NO ENCODER MESSAGE TO THE MOTOR SPEED CONTROL



OR



The motor error occurs when the platen is going up or down and does not get 5 encoder counts in 1 second when the platen is below the lower limit moving down or above the lower limit going up.

The error message will flash and there will be an audio alarm.

To cancel the error message the power switch must be recycled.

The display will show “MOTOR” message in the first line and the “ERROR” message in the second line.



# MOTOR OVERCURRENT:

THE PLATEN HAS BEEN MECHANICALLY RESISTED.



OR



The motor over current error is displayed when the platen has been mechanically resisted.

The motor over current error occurs when the circuit detects a fault when a current to the motor is greater than 4.8 AMPS, the current could be as high as 13 AMPS.

The motor current is 0.7 AMPS to start and 0.5 AMPS running on the test fixture in normal condition.

The platen will stop and move to the lower limit switch.

The display should show “MOTOR” message in the first line and the “OVERCURRENT” message in the second line.

This error is not self healing error.

Press RAISE button to eliminate this display.

Mount to Cross Member

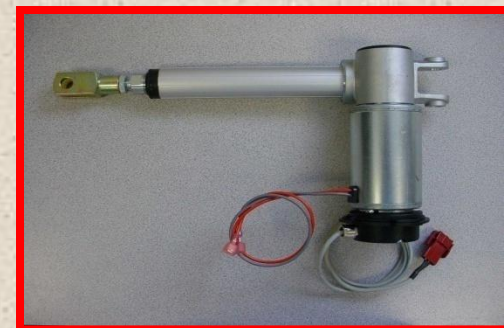
Manually spinning actuator shaft may free gears if binded

Input leads  
75 VDC - 140 VDC

Gears

Encoder

Mount for actuator base



# HEATING ERROR:

CONTROLLER IS NOT DETECTING A PROPER TEMPERATURE RESPONSE OVER A SIX MINUTE PERIOD.



OR



The heating error occurs when the controller does not detect a proper temperature response over a six minutes period.

The corresponding tri-color LED will turn red indicating which element is in error.

The display should show “HEATER ERROR” message in the first line if it is the grill heater error and the grill heater (bottom) LED will turn and flash red. There is an audio alarm with the error message

The display should show “HEATER ERROR” message in the second line if it is the platen heater error and the platen heater (top) LED will turn red. There is no an audio alarm with the error message.

The display should show “HEATER ERROR” message in the first line if it is the grill and platen heater errors and both LEDs will turn and flash red. There is an audio alarm with the error message

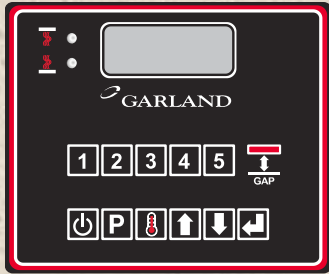
This error is not self healing error.

To cancel the error message, press the ON/OFF key.



# HEATING ERROR:

CONTROLLER IS NOT DETECTING A PROPER TEMPERATURE RESPONSE OVER A SIX MINUTE PERIOD.



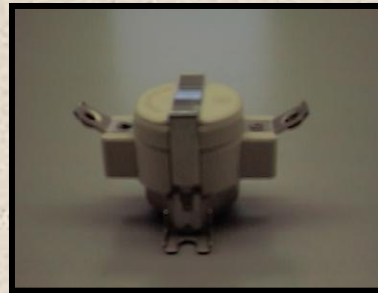
OR



(Fig 2 - 1)



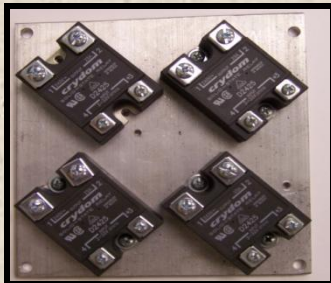
( Fig 2 - 2)



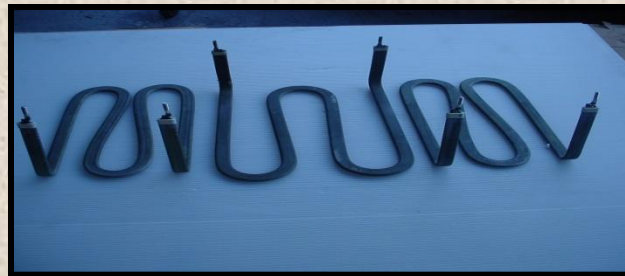
(Fig 2 - 3)



(Fig 2 - 5 -A)



(Fig 2 - 4)



(Fig 2 - 5 -B1)



(Fig 2 - 5 -B2)



# HEATING ERROR:

CONTROLLER IS NOT DETECTING A PROPER TEMPERATURE RESPONSE OVER A SIX MINUTE PERIOD.



OR



Note: If your griddle uses gas for its energy, you will most likely get an ignition error first. If you do not get the Ignition Error first (*either a component has failed or a miss wiring has occurred*) – Go to the information page and check Wiring Diagram and /or check Ignition Error Page.

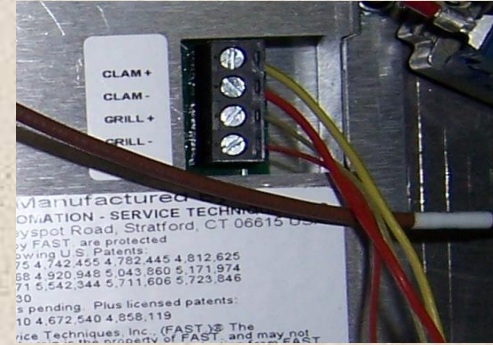
- 1) Determine which heating surface is causing Error, By viewing the LED Light and finding the corresponding Red light. Now proceed to the next step.
- 2) Confirm the breakers are on (Fig 2-1) This would bring power to the contactor. Proceed to the next step
- 3) Using caution check for power to The contactor (Fig 2 – 2), Check for power out of contactor. No power out, check for voltage on the coil, if power is present replace contactor. If power is not present check the Hi Limit in the platen (Fig 2 – 3). Replace as needed or continue to the next step.
- 4) We have power out of the contactor, now check the Solid State Relay's out put to the elements, no power out confirm that the control has sent the dc voltage to terminals 3 & 4, if the SSR has a led light it should be illuminated during a call for heat ( Fig 2 – 4) Replace as needed or continue to the next step.
- 5) Have power out of Solid State Relay check the elements. ( Fig 2 – 5 - A Platen, 2 - 5 – B1 and 2 – 5 – B2 grill) Replace as needed.



# PROBE ERROR: PROBE IS OPEN OR NOT CONNECTED.



OR



The probe error occurs when the probe is open or not connected. The controller will turn the heat off.

If the fault is in the platen probe the grill can still be used if product recipes are flat recipes.

If the grill probe is opened the grill will not operate.

The corresponding tri-color LED will turn red indicating which element is in error.

The display should show “PROBE ERROR” message in the first line if it is the grill probe error and the grill heater (bottom) LED will turn and flash red. There is an audio alarm with the error message.

The display should show “PROBE ERROR” message in the second line if it is the platen probe error and the platen heater (top) LED will turn red. There is no an audio alarm with the error message.

The display should show “PROBE ERROR” message in the first line if it is the platen and grill probe errors and both LEDs will turn and flash red. There is an audio alarm with the error message.

This error is not self healing error.

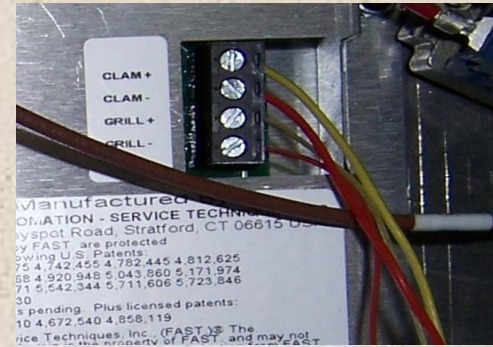
To cancel the error message, press the ON/OFF key.



# PROBE ERROR: PROBE IS OPEN OR NOT CONNECTED.



OR



(1 – 1)

...occurs When the probe is open or not connected or if we push the temperature button and we see zero degrees (0 F ) this would indicate that the zone has heated over 500F degrees.

- 1) Observe the LED Lights & determine which one is red. The red LED light will indicate which heating surface is causing the Probe Error
- 2) Remove unit from power.
- 3) Remove front bottom panel
- 4) Remove the screws that hold the control panel and lower forward resting on the tether wires.
- 5) See fig 1 – 1 , Notice that there is + positive and – Negative, for each Clam and Grill
- 6) Be sure they are not loose and in the correct locations.
- 7) Take a Milli-volt reading on the thermocouple, if we are getting Milli-volts compare chart (next page) If unable to read a milli-volt replace thermocouple.





# Millivolt Conversion Chart

Temperature Degrees F°	Temperature Degrees C°	Millivolt Reading
100	38	0.6
125	52	1.1-1.2
150	65	1.7
175	79	2.3-2.4
200	94	2.9
225	107	3.4-3.5
250	121	4.0-4.1
275	135	4.6
300	149	5.1
325	163	5.7
350	177	6.3
375	191	6.6-6.7
400	204	7.2
415	213	7.6
425	218	8

Millivolt Readings are ESTIMATED and have a + /  
- .5 Millivolt differential.

Millivolt Readings are also dependent on component  
temperature.

Thermocouples are type "K"



# Control's LED Indicators



OR



For either control, the LEDs are the same

There are two LEDs, the top LED is for the Platen and the Bottom LED is for the Grill.

Red – 79F degrees above set Temp

Green – At set Temperature

Amber or Orange – Heating circuit is activated

NOTE:

Flashing indicates which zone for the Error.

Flashing through the all the colors = reversed Thermocouple leads.

