



## BULLETIN # B-19-2001

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

**Date: February 15, 2001**

**SUBJECT: 410, 450, 455 CONTROLLERS**  
(USED ON GARLAND AND U.S. RANGE CONVECTION OVENS)

CUSTOMER COMPLAINT: Timer will not count down.

We have had a number of calls on this and a lot of controllers have been replaced thinking that there is a problem with the controller. In most cases, there is nothing wrong with the controller.

They are programmable with a cooking time of up to 99 hours and 59 minutes which means the timer will count down by minutes when programmed for more than 1 hour.

The timer will count down by seconds if a cooking time of less than 1 hour has been programmed.

A common operator error is to set a time of 5 hours and 30 minutes (for example) when what they intended to program was a time of 5 minutes and 30 seconds. In this example, the timer will then count down in minutes instead of seconds and the complaint will be that the timer will not count down or it counts down too slowly.

If the operator has programmed a time of more than 1 hour, the colon between the numbers will flash constantly until it drops below 1 hour, after that the colon will remain solid.

COLON FLASHING – Hours/Minutes  
COLON SOLID – Minutes/Seconds

To switch from Hours/Minutes to Minutes/Seconds the encoder knob is turned counter-clockwise until passing the 1 hour mark.

To switch from Minutes/Seconds to Hours/Minutes, the encoder is turned clockwise until passing the 1 hour mark.

Contact a Technical Service Representative for additional information or instructions.