

Grill Troubleshooting

The center heat zones and the heat zones on one side will not heat. The control displays “PROBE FAILURE”, “Faulty Element”, or “Shorted Probe.”

Cause: One power connection is not connected.

Remedy: Check the power connection.

Cause: The restaurant circuit breaker has tripped.

Remedy: Reset the restaurant circuit breaker.

If the above solutions do not fix the issue please call a qualified service technician.

The center heat zones and the heat zones on one side will not heat. The control displays “PROBE OPEN.”

Cause: The thermocouple is faulty.

Remedy: Call a service technician.

Cause: The motor control board is faulty.

Remedy: Call a service technician.

One heat zone will not heat. The control displays “TOO COOL.” (Note: Affects only one specific heat zone)

Cause: Temperature is insufficient to satisfy the indicator LED's.

Remedy: Wait until the indicator LED's turn green.

Cause: Possibly incorrect temperature setting for menu item.

Remedy: Adjust the processor control to the proper setting.

If the above solutions do not fix the issue please call a qualified service technician.

One of the heat zones is overheating. The control display reads “TOO HOT.”

Cause: The interface board is faulty.

Remedy: Call a service technician.

Cause: The solid state relay is faulty.

Remedy: Call a service technician.

The exhaust hood and grill will not turn on when the fan interlock switch is placed in the ON position.

Cause: The restaurant circuit breaker has been tripped.

Remedy: Reset the circuit breaker.

Cause: The fan disconnect switch on the roof is in the OFF position.

Remedy: Place the switch in the ON position.

Cause: The fan interlock cord is not connected properly.

Remedy: Reconnect the cord.

If the above solutions do not fix the issue please call a qualified service technician.

The exhaust hood alone does not turn on when the fan interlock switch is in the ON position.

Cause: The fan interlock switch is faulty.

Remedy: Call a service technician.

Cause: Loose or broken wires.

Remedy: Call a service technician.

The grill alone will not turn on when the fan interlock switch is in the ON position.

Cause: The fan interlock cord is not connected properly.

Remedy: Reconnect the cord.

Cause: The ansul reset tripped.

Remedy: Press the ansul reset button.

If the above solutions do not fix the issue please call a qualified service technician.

The upper platen will not stay in the COOK or STANDBY position.

Cause: Temperature is insufficient to satisfy the indicator LED's.

Remedy: Wait until the indicator LED's turn green.

If the above solutions do not fix the issue please call a qualified service technician.

The upper platen will not stay in the COOK position, but will stay in the STANDBY mode.

Cause: The processor control is not set properly.

Remedy: Call a service technician.

The upper platen will not stay in the STANDBY mode, but will stay in the COOK position.

Cause: Incorrect use of the STANDBY button.

Remedy: Press the STANDBY button within five seconds of lowering the platen into the COOK position.

If the above solutions do not fix the issue please call a qualified service technician.

The upper platen opens too rapidly.

Cause: The orifice/check valve is incorrect or missing.

Remedy: Call a service technician.

The product is not cooking evenly.

Cause: The upper platen or lower grill surface is not clean and/or has carbon build-up.

Remedy: Closing procedures must be followed to properly clean the upper platen and the lower grill surface and to remove carbon build-up.

Cause: Release material sheet is worn.

Remedy: Replace release material sheet.

Cause: The platen is not level.

Remedy: Properly clean and re-level the platen.

If the above solutions do not fix the issue please call a qualified service technician.

The product is under-cooked or overcooked.

Cause: The release material sheet is worn.

Remedy: Replace the release material sheet.

Cause: The upper platen or lower grill surface is not clean and/or has carbon build-up.

Remedy: Closing procedures must be followed to properly clean the upper platen and the lower grill surface and to remove carbon build-up.

Cause: Incorrect cooking time.

Remedy: Reset the processor control for the correct time.

Cause: Incorrect temperature.

Remedy: Adjust the processor control to the proper setting.

If the above solutions do not fix the issue please call a qualified service technician.

The product is not recognized.

Cause: The grill is not set in the Auto Product Recognition mode.

Remedy: Correct the product menu settings.

Cause: The product is out of specification (examples: freezer burned, warped, too thick, or too thin).

Remedy: Use good product that is within specification.

The platen will not auto-level.

Cause: Defective motors and/or cables.

Remedy: Call a service technician.

Cause: Defective motor interface board.

Remedy: Call a service technician.

The display reads "UPPER PLATEN STUCK".

Cause: The arm bearings are dirty.

Remedy: Call a service technician.

Cause: The air cylinder is faulty.

Remedy: Call a service technician.