

## Service Bulletin

### REQUIRED PART RETURN

**Subject:** Ewellix Actuator Update P/N CK4603129

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

**Market:** All

**Product/Models:** Garland Clamshell Grills

**Date:** December 12, 2024

### ATTENTION: Service Partners

#### Immediate Action Required: Quarantine and Return of Uncertified Actuator Motors (Part #CK4603129)

Garland has identified a critical issue with the internal components of the actuator motor (Part #CK4603129). Technicians have already encountered instances where the motor fails to operate when installed in the grill. As a result, we are requesting the immediate removal of all actuators with part #CK4603129 from inventory.

Please follow these instructions:

1. **Quarantine:** All actuators with part #CK4603129 must be quarantined immediately. These are considered uncertified and should not be used in the field.
2. **Return:** These uncertified actuators must be returned to the parts distributor or place of purchase for a full refund, with no restocking fee.

To identify certified actuators, please note the following:

- **Certification Mark:** Certified actuators will have a **green-painted dot** on both the packaging box and the actuator body.
- **Manufacturer's Serial Number:** All certified actuators will have a manufacturer's serial number from Ewellix that is **larger than A00552694.**

Please refer to the photos on page 3 of this document for further clarification.

Master Distributors have certified inventory ready and can accept replacement orders. Please **ensure that all quarantined actuators are not used in the field.**

A separate campaign will be announced soon to address the replacement of affected actuators in the field, and service bulletins will follow.

See page 2 of this Bulletin for Instructions for replacing and returning inventory.

## Instructions for Replacing and Returning Your Inventory:

As a precaution, we are asking all FAS partners to follow these steps:

### Step 1: Order Replacement Stock

- **Order replacement actuators ASAP** through your usual supply channel (Parts Distributors or Factory).
- **Certified Stock** includes all **CK4603129 actuators with a green paint dot** and a serial number **greater than A00552694**. (refer to page 3 for photos)

### Step 2: Hold and Quarantine Current Inventory

- **Place your current inventory on hold and do not use.** Arrange to have affected actuators returned to the place of purchase (Parts Distributors or Factory).

### Step 3: Return Uncertified Inventory

- **Return uncertified actuators** to either the factory or Master Distributors, as outlined below in the Returns Process.

## Returns Process:

### 1. Initiate Return:

- If you purchased directly from the factory, **send a return request** to [GLparts@Garland-Group.com](mailto:GLparts@Garland-Group.com).
- If purchased from a Master Distributor, please follow their return process.

### 2. Receive RGA:

- A **Return Goods Authorization (RGA)** number and return instructions will be provided to you.
- The RGA number **must be clearly marked** on the outside of each return package.

### 3. Return Address:

- Return uncertified actuators to the address provided in the RGA.

### 4. Refund Process:

- Once the returned parts are received, Garland will process a **refund with no stocking fee**.

**Important Note:** Do not include any other parts in the return shipment.

## Instructions To Identify Certified Inventory:



Green Painted Dot on Actuator Body



Green Painted Dot on Packaging Box



Location of Serial Number on Actuator Body

Thank you for your continued support. We are committed to resolving this matter promptly and maintaining the standards you expect from us.

**Garland Commercial Ranges Ltd.**