Subject: IMPORTANT Checklist for Cooking Grilled Chicken on McDonald’s Garland Grills

Product: Clamshell Grills
models: 9501, MWE, MWG

Date: June 13, 2017

Garland’s Authorized Service Partners in Canada for McDonald’s Restaurants

MOTOR OVERCURRENT ERROR

Garland’s MWE / MWG / 9501 Grills for McDonald’s might raise a MOTOR OVER CURRENT message on the NCC controller if the grill gap for the new chicken product is not exactly 0.625 mils.

DIAGNOSTIC CHECKLIST

The checklist below will help technicians to quickly and correctly adjusting gapping to the required specification.

Checklist for grilled chicken:

- Check gap calibration and it should not be in the minus. If so, change to zero and re-level the platen.
- Make sure no carbon build-up on the platen.
- Make sure limit switches are clean.
- Raise lower limit switch 32nd of an inch and re-level the platen.

THANK YOU FOR YOUR SUPPORT