Service Bulletin

Subject: McDonald’s Enhancement Program
To: Factory Authorized Service Agencies US Only
Product: Garland Clamshell Models ME Series
Date: May 2, 2018

Garland is providing a Grill enhancement program to the field.

This enhancement program is designed as a continuous improvement to the operation and serviceability of the grill. The key areas of the field program are to update the leveling motor bushing and install updated software.

**Action Required:**

1. **Program Overview.**
   - This will be a proactive program for units installed in the field at McDonald’s USA Locations.
   - All functions will be administered by the Welbilt Rise team.
   - It is the assigned FAS responsibility to contact the McDonald's location to confirm date and time of the service being done.
   - Check all items required are present to enable the update to proceed.
   - Prior to any work being completed please check the grills functionality and condition and record anything if found.
   - Complete level motor bushing kit upgrade.
   - Completed Limit Switch bracket upgrade.
   - Updated with software V. 4.0.1
   - Ensure power calibration is set at correct voltage.
   - Check and modify temp calibration if required.
   - Check gap and reset if required.
   - Complete Beef integrity with manager to ensure all products are cooking to the required standard.

2. **Parts.**
   - Kit part # is 4603403, will be ordered by RISE to KitchenCare parts distribution, once the dispatched locations(s) have been issued to each FAS. The PO reference will be the dispatch reference # generated by RISE. There is no need to order parts by the FAS.
   - Critical parts / Go box is required to be on the service vehicle at the time of the kit installation.
   - One kit (4603403) per lane.

3. **Labour.**
   - Expected time on site to complete the upgrade is 3 to 3.5 hours maximum.

4. **Technical Support.**
   - Copy of the Installation instructions as well as video of the field procedures can be found on the Clamshell portal.
   - [https://clamshell.garland-group.com](https://clamshell.garland-group.com)
   - Technical assistance can be obtained through the dedicated Garland McDonald’s hotline, 1-800-446-8367.

5. **Warranty Payment.**
   - Submit a Warranty claim for each individual Clamshell Grill.
   - Must select “retrofit” for the Warranty type and write “ME grill update” for the customer request box.
   - Use the R.I.S.E. dispatch # as the authorization # for the Warranty claim.
   - Copy of completed check list must be attached to the warranty claim as well as copy sent to rise.callcenter@welbilt.com
   - If other warranty work is required while on site, a separate claim must be submitted through normal service bench process less travel.

THANK YOU FOR YOUR SUPPORT