

Service Bulletin

**Subject: McDonald's Preventative
Maintenance/Certification Checklist**

To: All Factory Authorized Service (FAS) Agents

Market: U.S. Only

Date: December 4th 2019

THIS BULLETIN SUPERCEDES BULLETIN NUMBER MCD-06-18-AC (SENT AUGUST 8, 2018)

Garland is launching an enhanced Preventative Maintenance (PM) kit for the new generation McDonald's gas and electric grills. This will be a 12 month only enhancement. We are limiting this to one special kit per grill serial number.

The Kit will include the recently released Cold Shrink tubes (improves the life of the conduit) Viton Platen Cowl Seal (life and chemical resistances improvements) and the Platen Arm gasket and O-rings (covers the full area of the platen arm, O-rings are only for 4 screw lid configuration)

The goal is to ensure all grills are updated with these parts to provide enhanced reliability to every grill currently being used. These kits will be available at **no cost to the restaurant** and we are **only allowing one no-cost-enhanced kit to be fitted to each grill**. The kit will only be available for 12 months. Following that time, the Cold Shrink and the Viton Cowl Seal components will be removed; however the new Platen Arm Gasket will become a standard item, along with the O-Rings.

Details of the new additional items (Cold Shrink and Platen Arm Gasket) are available in their separate bulletins and can be ordered for individual repairs if required. The Cowl Seal is also available, but has just superseded the old cowl seal.

1. Overview:

- PM certification is a maintenance that is performed on the McDonald's grills every year to lessen the likelihood of grill failure and ensure Gold Standard product is being cooked
- A copy of the checklist part number: 4603181 will be included in each kit ordered.
- Payment for labor should be charged in accordance with the local customer agreement. The addition of the new parts should take about 30 - 40 minutes per lane to complete. **The kit should not be charged to the customer** and this should balance out the additional labor charge required to fit the items
- Check all items required are present to execute the PM certification. All items in the PM kit are **mandatory** replacement items. The Cowl Seal is not mandatory but is advisable to be changed if the old one is in poor condition.
- Only one kit is allowed to be claimed per grill serial number.
- This is a 12-month program after which the maintenance kits will no longer contain the Cold Shrink or the Viton Cowl Seal
- The works undertaken and considered as part of the PM are those mandatory processes highlighted in the certification form. **A Standard PM should take no more than 4 hours for an ME3PX**
- Any additional works to a grill should be invoiced separately to the PM program or be highlight so it is clear in the worksheet/ Invoice.

2. Parts:

- Three (3) different service kits are available for all models, make sure to obtain the correct kit.
- **The kit should not be charged to the restaurant.**

3. Labor:

- The Standard PM certification is 1 to 1.5 hours maximum per lane.
- Additional enhancement items should an additional 30 – 40 minutes per lane
- Additional time for kits should be charged to the customer (**Max additional time 2hrs**)

4. Technical Support:

- Copy of the checklist #4603181 can be found on the Clamshell portal.
- <https://clamshell.garland-group.com>
- Technical assistance Garland McDonald's hot-line, 1-800-446-8367.
- How to Videos of the Cold Shrink installation can also be viewed on the Clamshell portal

5. Reimbursement of the kits

- To claim back the cost of the kit you must place a warranty claim on Service Bench.
 - i. The Claim type should be **Retrofit**
 - ii. Fault code number should be **XXXXX**
 - iii. You can reclaim the cost of the PM kit @ cost price + 10% handling
- Each claim should include a copy of the worksheet and invoice for the Certification
 - i. **Pictures of the grill before PM and after PM should also be attached**

6. In House Tech (IHT) Installed Kits

- FAS should supply these kits to the IHT if the complete their own Certifications.
 - i. IHT must supply the grill serial number for the kit to the FAS
 - ii. FAS can claim cost of kit back through the warranty system as above, but will not be required to attach any documents

Tables:

Parts included in the kit & quantity			
Part Description	4604038	4604039	4604040
	1P	2P	3PX
LABEL CERT. ROW	1	1	1
LABEL, PULL PLUGS	3	3	3
PREVENTIVE MAINTENANCE/CERTIFICATION CHECKLIST	1	1	1
SHAFT SEAL	1	2	3
PIVOT LINK BEARING	2	4	6
FKM O-RING	1	2	3
O-RING, ARM COVER BLACK	4	8	12
70mm Cold Shrink	1	2	3
Viton Cowl-Platen seal	1	2	3
ARM COVER GASKET, GREY	1	2	3



4604306:TUBING SILICONE COLD SHRINK 70 MM

Thank you for your support.



PREVENTIVE MAINTENANCE/CERTIFICATION CHECKLIST



4518261 : LABEL CERT. ROW



4600605 : FKM O-RING,



4532394 : SHAFT SEAL



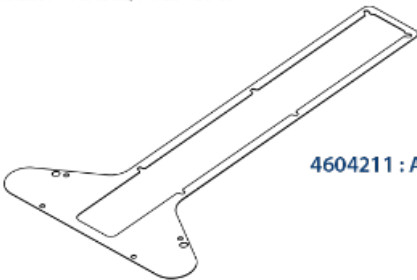
4604231 : O-RING, ARM COVER BLACK
(UNITS BUILT AFTER JULY 2018 ONLY
SN#: 18081001#####)



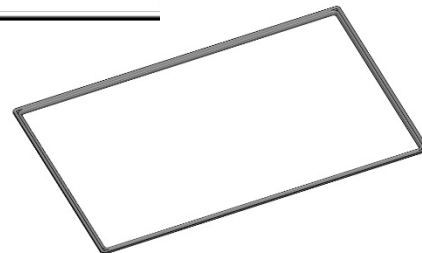
4532733 : PIVOT LINK BEARING
3/8" X 1/4" FL



4522374 : LABEL, PULL PLUGS



4604211 : ARM COVER GASKET, BLACK



Viton Cowl Seal
4604267