

Service Bulletin

Subject: Releasing New McDonald's Next Generation Electric Grills
To: Authorized Service Agencies, International
Product: ME-1P, ME-2P, ME-3PX Electric Models
Date: June 12, 2017

Garland is launching the new, next generation 1, 2 & 3 platens electric grills for McDonald's. The next generation grills are designed with a new common Clamshell Platform. To support the up-coming product launch, we are inviting our Authorized Service partners to participate in the service roll-out program for the new grills.

1. Parts Support

- 1A. Please find on p.3, a list of critical and recommended parts that agencies must stock in order to provide fast and quality service support.
- 1B. Ensure parts availability, and carry the Go Box parts in the service truck on service calls.
- 1C. Some of the parts may already be in your inventory. Review the stock parts list for more details.

2. Manual downloads

(From Garland McDonald's Portal)



- 2A. Installation operation manual, [click here](#)

McDonald's next Generation ME and MG Grill Installation Operation Manual

- (English) Installation/Operation Manual
- (French) Installation/Operation Manual
- (German) Installation/Operation Manual
- (Japanese) Installation/Operation Manual
- (Polish) Installation/Operation Manual
- (Russian) Installation/Operation Manual

- Other language options pending

- 2B. Part list, [click here](#)

McDonald's next Generation ME and MG Grill Part List Manual

- [GAR_P_4602410.pdf](#)

- 2C. Service manual, [click here](#)

3. QR Code

- 3A. Manuals can also be viewed/downloaded on your mobile device by scanning the QR Code that is affixed onto grill's front panel, lower right.



4. New Grill Start-Up

- 4A. Current dispatch process applies.
- 4B. Must complete Start-Up Form for all newly installed grills.
- 4C. Current grill start-up fees and program are applicable.
- 4D. Every new grill will have a start-up form included.
- 4E. Attach the completed Start-Up Form to warranty claim on ServiceBench Warranty System.

5. Training

- 5A. New grill training is incorporated into current in-class grill trainings. However, every FAS and Branch location is required to have at least one trained technician before the roll-out. ASAP, please use the on-line training module.
- 5B. The on-line training is available to Garland FAS Technicians, and current In-house technicians who have a password and log-in for Garland McDonald's Portal.
- 5C. To access on-line training via Garland McDonald's Portal:

- For Garland FAS tech, obtain password and log in from your regional Welbilt / Garland Field Service Manager.

- On the Garland McDonald's Portal ([click here](#)), log in via



- Select at top, [Literature & Documentation](#)

- Scroll down to the on-line training link:

McDonald's next Generation ME and MG Grill Training.

- [ME and MG Grill on-line training](#)

- Click on the on-line training link and then follow instructions on screen to complete an on-line form. Please ensure you fill out all fields correctly to get credit for the training. A confirmation email will be sent to you with additional information for accessing the on-line training.

- When the on-line course is completed, must email your result page to robert.gray@welbilt.com for an acknowledgment of completion. (Use Copy/Paste or Print Screen option on your device and paste in an email.)

- 5D. Contact your Welbilt / Garland Field Service Manager for more information.

6. Service Support

6A. All service call requests for McDonald's Garland Next Generation Grills must be reported to our Welbilt/ Garland Field Service Managers. Have the grill's model and serial number ready before you call.

7. Warranty

- 7A. Standard two years parts and labor warranty applies to units.
- 7B. Standard 90 Days Replacement Parts warranty policy is applicable.

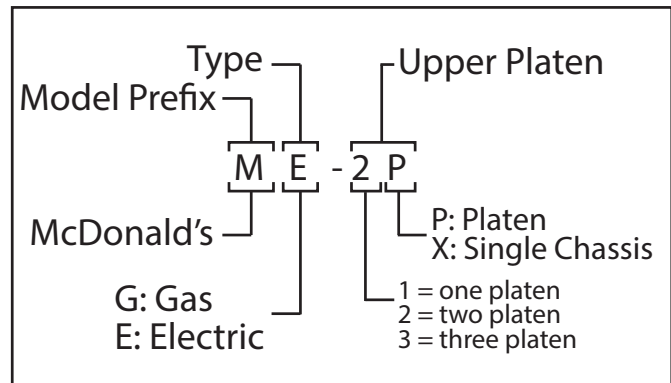
Model Numbers

Note: Only electric (E) models are released at this point.

M(E/G)1P : 1 platen grill.

M(E/G)2P : 2 platen grill.

M(E/G)3PX : 2 + 1 platen, single chassis grill.



M(E/G)-1P



M(E/G)-2P



M(E/G)-3PX

McDonald's Electric Grill Critical GoBox and Recommended Stock Parts List

	A	B	C	D	E	F	G	H	I	J
	Part Number	Description	Critical GoBox	Recommended Agency Stock	Service Agency Stock 1-5 Grills	Service Agency Stock Over 6 Grills	New Part #	Existing Part #	Common Parts for New Clamshell Platform	MCDS Electric (ME)
1										
2	1859605	PUSH BUTTON GREEN	X		1	2		X	X	
3	1859606	CONTACT BLOCK	X		1	2		X	X	
4	1859607	MOUNTING LATCH	X		1	2		X	X	
5	4523482	SPEAKER	X		1	1		X	X	
6	4531930	MICROSWITCH OVERTRAVEL	X		2	3		X	X	
7	4531977	THERMOSTAT SPST	X		2	3		X	X	
8	4532394	SHAFT SEAL	X		2	3	X		X	
9	4600100	PLATEN THERMOCOUPLE	X		2	3	X		X	
10	4600101	GRILL PLATE THERMOCOUPLE ELECTRIC	X		1	2	X		X	
11	4600128	MOTOR - 24VDC LEVELLING	X		1	2	X			X
12	4600170	ACTUATOR ASSY	X		1	3	X		X	
13	4600481	SEAL, PLATEN ARM TO COVER	X		1	2	X		X	
14	4600605	O RING	X		2	3	X		X	
15	4600614	MAIN POWER SWITCH	X		2	4	X		X	
16	4600616	LIMIT SWITCH	X		2	3	X		X	
17	4600637	FUSE 6.3A CE ONLY	X		2	2	X		X	
18	4600638	FUSE 10A UL ONLY	X		2	4	X		X	
19	4531775-9	SSRB HEATSINK ASSY.	X		1	2	X		X	
20	CK4601735	HRCB+ USER INTERFACE ASSEMBLY	X		1	2	X			X
21	CK4601832	SIB & MOUNT PLATE ASSEMBLY	X		1	2	X		X	
22	4600613	26 PIN RIBBON CABLE	X		1	1	X		X	
23	4600722	TEFLON REAR LOOP HANGER	X		2	4	X		X	
24	1637001	CONTACTOR 120V		X	1	1		X	X	
25	1637002	CONTACTOR 240V		X	1	1		X	X	
26	2213012	WASHER #8 SS		X	6	6		X	X	
27	4527294	TEFLON SHEET CLIP		X	4	6		X	X	
28	4531933	DIODE 15A		X	1	1		X	X	
29	4532040	USB PANEL MOUNT ASSY WITH LOCK NUT		X	1	1		X	X	
30	4532382	CIRCUIT BREAKER 60A 3 PLATEN		X	1	1	X		X	
31	4532393	SEAL CAP		X	1	1		X	X	
32	4532675	FRONT CASTER		X	1	1	X		X	
33	4532676	REAR CASTER		X	1	1	X		X	
34	4532744	COWL GASKET		X	1	1	X		X	
35	4532752	FLANGE BEARING		X	4	4	X		X	
36	4600124	CIRCUIT BREAKER 32A 2 PLATEN		X	1	1	X		X	
37	4600125	CIRCUIT BREAKER 25A 1 PLATEN		X	1	1	X		X	
38	4600127	Sensor - Inductive Proximity PWM		X	2	2	X			X
39	4600290	TEFLON SHEET - McDonald's		X	2	4	X			X
40	4600630	CIRCUIT BREAKER 40A		X	1	1	X		X	
41	4600646	SENSOR TARGET		X	1	2	X			X
42	4600725	PLATEN CONDUIT C/W WIRE HARNESS		X	1	1	X			X
43	4600838	POWER SUPPLY 24V		X	1	2	X		X	
44	4601675	EMC FILTER 3 PHASE (CE models)		X	1	2	X		X	
45	4601719	POWER INLET LINE FILTER (CE models)		X	1	2	X		X	
46	4532043-GAR	USB CAP		X	1	1		X	X	
47	CK4600396	PLATEN - COWL ASSEMBLY WG c/w conduit		X	1	1	X			X
48	CK4600590	U-BAR REAR HOLDER ASSEMBLY		X	2	2	X		X	
49	CK4600591	U-BAR FRONT HOLDER ASSEMBLY		X	2	2	X		X	
50	F801	SCREW-#8-32X3/4L 18-8 TRIM HX HD M/S		X	6	6		X	X	

Note:
 Critical GoBox Parts: Columns C and E/ F
 Comparing New and Existing Part Numbers: Columns G, H.