

# Service Bulletin

**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