

Service Bulletin

Subject: McDonald's Go No-Go Tool Update.

To: All Factory Authorized Service (FAS) Agents - U.S. only.

Date: March 2, 2018.

NOTE: This bulletin supersedes MCD-16-12-A, issued on September 14, 2012.

Go/No-Go Gapping Check Tool Update

Welbilt foodservice - Garland has learned that the Go/No-Go Gapping Check Tool is not suitable for the 4:1 CLAM (fresh beef) McD's Garland Grill models with PRC system as we instructed in our previous bulletin. This tool can be used for only two (2) McD's products, *MUSHROOMS CLAM AND ONIONS CLAM* only.

The Go/No-Go Gapping Check Tool provides a quick check as to whether the platen gap is within expected operating limits, or if it needs to be adjusted, or re-leveled. The tool should be used whenever the platen setup is suspected, in regards to a cooking concern. This check should be performed prior to making any platen adjustments. In fact, if the platen passes this Go/No-Go inspection, a platen adjustment should not be necessary.




As the clearance between surfaces may vary along the length of the platen, multiple checks are necessary to determine the condition of the platen.

All technicians who work on McD's grills will be expected to have this tool in their possession so that proper grill setup can be confirmed with the restaurant. Please contact Garland Parts Department to obtain this tool, part number; 4531254.

The new instruction sheet for the Go/No-Go Gapping Check Tool is released, along with this bulletin and is available on the Garland Clamshell portal/website <https://clamshell.garlandgroup.com>

In order to ensure that the platen is level within acceptable limits, **both gauge tools (Platen Leveling Gauge Tool and Go/No-Go Gapping Check Tool) must be used during the process.** As a reminder follow these steps:

1. The Platen Leveling Gauge Tool P/N 1838701 is expected to be used for platen leveling adjustment. The gap gauge should fit snugly under the platen, but stop at the first raised step on the gapping tool (No Go). The No Go portion of the gauge should never fail at any location during platen leveling.



Platen Leveling Gauge Tool
1838701
2. Do not install the grease caps as calibration may be required for the next step.
3. After the platen is leveled place the grill into the mushroom cooking mode. Check that the green side of the Go/No-Go Gapping Check Tool fits snugly under all four corners of the platen. Then flip the Go/No-Go Gapping Check Tool to the red side and repeat the check which should fail at four corners of the platen.
4. Technicians must teach the store manager the procedure on how to use the Go/No-Go Gapping Check Tool.

Important Steps to Remember.

- a. Adjust platen using Platen Leveling Gauge Tool.
- b. Place grill in mushroom cooking mode and ensure Go/No-Go Gapping Check Tool passes on the green side and fails on the red side.
- c. Teach the store manager how to use the Go/No-Go Gapping Check Tool.

Go/No Go Diagnostic tool

- You can purchase through your KES
- Each Service Technician is required to carry this tool on their truck

What is it?

A diagnostic tool that can help indicate if grill gaps are within acceptable ranges

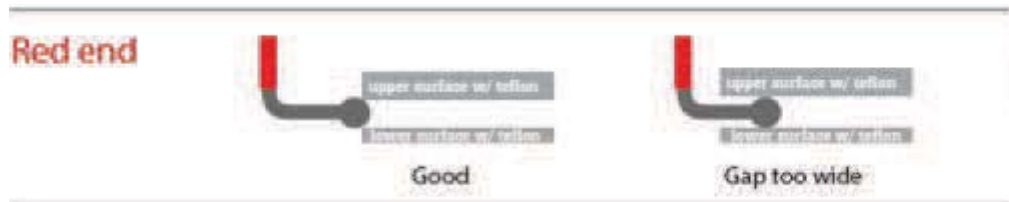
When would the store use the Go/No Go diagnostic tool?

- Once a month as part of regular grill calibration PM
- As a final check after grill service is performed
- When one or more of the following diagnostic indicators are present:
 - Cooking time is +/- 5 seconds from yesterday's food safety check
 - Temperature ranges within a run are more than 10°F during a Beef Integrity check
 - Product appears undercooked
 - Product appears overcooked

Go/No Go procedure:

When verifying gap, **use only on mushroom setting (gap .425)**

1. Let the grill reach operating temperature.
2. Place the grill into the mushroom cooking mode.
3. Attempt to insert the NO-GO end (red band) of the tool into the gap between the left and right sides of the upper platen and the lower grill surface. Check the entire length of the gap on both sides. The NO-GO end (red band) of the tool should not be able to be inserted into the gap. Do not try and force the NO-GO end (red band) into the gap. The No Go (red) end of the tool should not go under the platen. If it does, the gap is too wide.



4. Insert the GO end (green band) of the tool within the gap between the platen and the lower cook surface. Slide the GO end (green band) of the tool over the entire length of the gap on both sides of the platen. The GO end (green band) of the tool should slide easily between the upper platen and the lower cook surface. Make note of any area that does not allow the tool to slide easily between the surfaces. The Go (green) end should go under the platen. If the green end will not pass under the platen, the gap setting is too tight.
5. Caution: Let the Go (green) end cool before touching.

