

Service Bulletin

Subject: McDonald's New Preheat Gap Setting
To: Factory Authorized Service Agencies US & Canada
Product: Garland Clamshell Models ME & MG
Date: April 05, 2018

There have been reports of the upper platen coming down for preheating from AM to PM with the utensils (egg ring set) on the grill causing damage to the platen arm. In order to prevent this from happening the preheating gap between the grill plate and the platen will be increased.

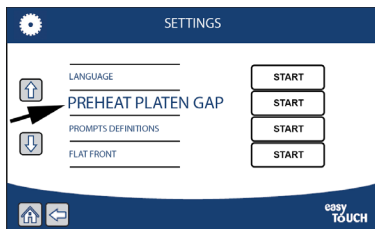
GARLAND is working on implementing this change in production. In the interim please make a note of the following changes to all Garland grill models as detailed below with the new setting of 700 MILS.



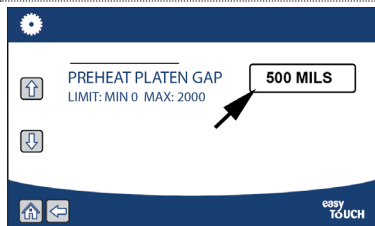
1. Select SETTINGS.



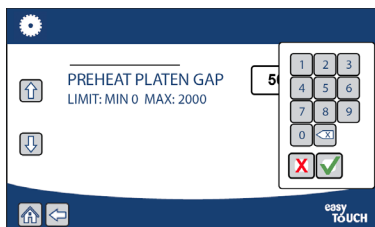
2. Enter Service Password then press Return.



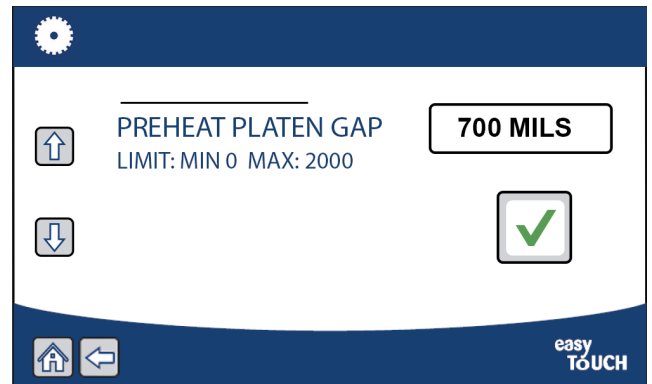
3. Use arrows on left to scroll through settings and find the PREHEAT PLATEN GAP, select START.



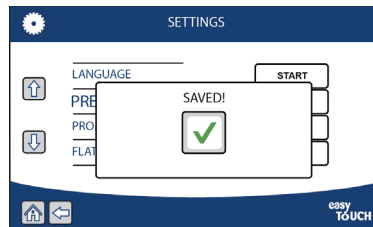
4. Press the side button (numeric key pad will appear).



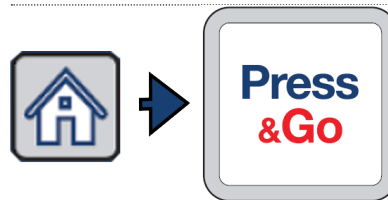
5. Key in the new gap dimension of 700 MILS then press "✓" checkmark to enter or X to cancel.



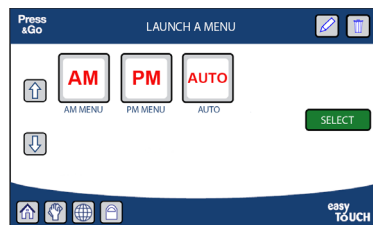
6. Ensure the number changed to 700 MILS. Press the checkmark to continue.



7. Press the checkmark, do not make any change.



8. Select Home icon then press &GO.



9. Select the PM or AM menu.

10. Press SELECT and heat the grill.

11. Ensure the grill is preheating properly. Preheat gap completed.

Note: If factory default option is selected, the preheat gap setting will go back to the previous values. As a result, the new preheat gap needs to be re-entered as listed above.