

# Service Bulletin

**Subject:** McDonald's Enhancement Program  
**To:** Factory Authorized Service Agencies US Only  
**Product:** Garland Clamshell Models ME Series  
**Date:** May 2, 2018

Garland is providing a Grill enhancement program to the field.

This enhancement program is designed as a continuous improvement to the operation and serviceability of the grill. The key areas of the field program are to update the leveling motor bushing and install updated software.

## Action Required:

### 1. Program Overview.

- This will be a proactive program for units installed in the field at McDonald's USA Locations.
- All functions will be administered by the Welbilt Rise team.
- It is the assigned FAS responsibility to contact the McDonald's location to confirm date and time of the service being done.
- Check all items required are present to enable the update to proceed.
- Prior to any work being completed please check the grills functionality and condition and record anything if found.
- Complete level motor bushing kit upgrade.
- Completed Limit Switch bracket upgrade.
- Updated with software V. 4.0.1
- Ensure power calibration is set at correct voltage.
- Check and modify temp calibration if required.
- Check gap and reset if required.
- Complete Beef integrity with manager to ensure all products are cooking to the required standard.

### 2. Parts.

- Kit part # is 4603403, will be ordered by RISE to KitchenCare parts distribution, once the dispatched location(s) have been issued to each FAS. The PO reference will be the dispatch reference # generated by RISE. There is no need to order parts by the FAS.
- Critical parts / Go box is required to be on the service vehicle at the time of the kit installation .
- One kit (4603403) per lane.

### 3. Labour.

- Expected time on site to complete the upgrade is 3 to 3.5 hours maximum.

### 4. Technical Support.

- Copy of the Installation instructions as well as video of the field procedures can be found on the Clamshell portal.
- <https://clamshell.garland-group.com>
- Technical assistance can be obtained through the dedicated **Garland McDonald's hotline, 1-800-446-8367.**

### 5. Warranty Payment.

- Submit a Warranty claim for each individual Clamshell Grill.
- Must select "retrofit" for the Warranty type and write "ME grill update" for the customer request box.
- Use the R.I.S.E. dispatch # as the authorization # for the Warranty claim.
- Copy of completed check list must be attached to the warranty claim as well as copy sent to [rise.callcenter@welbilt.com](mailto:rise.callcenter@welbilt.com)
- If other warranty work is required while on site, a separate claim must be submitted through normal service bench process less travel.