

# Service Bulletin

**Subject:** Garland McDonald's Clamshell Grill improvements.  
**To:** International Factory Authorized Service Agencies.  
**Product:** Garland McDonald's Clamshell Grill - ME Series.  
**Date:** June 27, 2018

Garland has implemented some continuous improvement features on ME series clamshell grills. These improvements are to enhance the operation and serviceability of the grill. The key areas of these improvements are to the Software and some mechanical aspects. The updates were implemented on all production units beginning April 22/2018, serial # 1804100101000 and above .

## 1. Software Change Overview:

- Software version will be 4.0.X
- Cleaning Guide available in Clean mode.
- TIME & GAP ADJUSTMENTS (in SETTINGS), the Upper and Lower Limit Gap values have been defaulted to zero so that the end user cannot make any gap changes to the recipes being run through the Recipe Selection '+' button. (Time adjustments are still allowed).
- Default soak time for the grill has been universally set to 15 minutes.
- Front lower heat zone is now individually controllable.
- Power calibration allows for specific voltages to be set to ensure the most efficient power management.
- Gap and leveling procedures now include the option to set the heater temps to ensure stable temperatures during these procedures.
- New buttons with functions in gap calibration and the removal of the auto level settings menu.

## 2. Part's / Hardware:

- Revised Lower limit switch bracket (improves gap repeatability).
- New Shim Available, improved Serviceability.
- Additional Adjustment 3rd Platen adjustment point.

## 3. Update Training:

- Your local Welbilt / Garland Service manager / trainer will contact you to provide an on-line training update.
- Regional FSM will hold a Skype training session to explain the details of the changes for markets that have already received grills with the old software.

## 4. Documentation Update:

- Updated Installation and Operation manual (IOM) will be available on the Garland Clamshell portal and via the QR code.

**THANK YOU FOR YOUR SUPPORT**