GARLAND®

Service Bulletin

Subject: Garland McDonald's Clamshell Grill Improvements.

To: All Factory Authorized Service (FAS) Agents.

Product: Garland McDonald's Clamshell Grill - ME Series.

Date: Aug 20, 2018.

- **Software 4.0.X upgrade to 4.0.3**

Garland has implemented some recent new software 4.0.2. We have subsequently found some of the units with this version installed have frozen during operation. To rectify this, we have now resolved the software bug and released a new version of software that supersedes the trouble revision. If you have a grill that has revision 4.0.2 software you should upgrade this to the latest revision which is 4.0.3.

Revision 4.0.3 should not require any of the settings to be modified and as such you are able just to follow the software update procedure although we do recommend completing a cook test prior and after the update as a safety measure to ensure no changes have taken place.

To complete this upgrade, we allow 30 minutes labor and the standard travel allowance.

If you have a grill with revision 4.0.2 that you are starting-up/ Commissioning we advise proactively completing the software update before starting the commissioning procedure. This will avoid potential issues for the customer in the future. If the work is completed on commissioning/ start-up then you can charge the 30 minutes but not a travel event.

- **Software part number for 4.0.3:**

4603879 : McD SERVICE KIT SOFTWARE v4.0.3 UPGRADE - INCLUDE:	
DESCRIPTION	QTY
SOFTWARE UPDATE INSTRUCTION v4.0.3	1
USB KEY WITH v4.0.3 SW	1

- **Documentation Update:**

Updated Installation will be available on the Garland Clamshell portal.

Document part# : GAR_IS_4603877.pdf (instructions attached).

WELBILT®

Instruction Sheet

Subject: Instructions, Software Update to 4.0.3

Product: Garland Grill M(E/G) All Models

> ### ⚠ Warning
> Disconnect electrical supplies at the main power supply before opening panels for servicing.
>
> Shutoff and disconnect gas supplies at the main supply before opening panels for servicing the grill.

> ### ⚠ Warning
> Risk of burns from high temperatures. Use extreme caution to avoid coming in contact with hot surfaces. Wear personal protective equipment.

> ### ⚠ Warning
> Pinch Hazard. Keep hands and tools clear from the area between the grills while they are in motion to make the engagement.
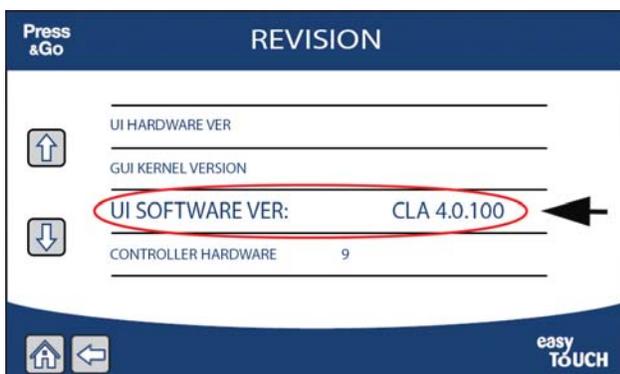
> ### ⚠ Caution
> Installation, maintenance and servicing work must be done by authorized service personnel.

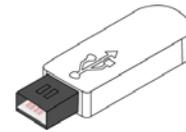1. **Part one - Confirm software version 4.0.1 or 4.0.2 is currently on grill.**

Important note: If the grill has software 3.0.50 you need to go through the instructions to upgrade to 4.0.1 first, and then upgrade to 4.0.3.

To find the current software version on the grill:

1-1. Navigate from HOME screen.

1-2. Select Diagnostics

1-3. Select Revision

2. **Part two -** Installing new software version 4.0.3 into a grill with software version 4.0.1 or 4.0.2 already loaded:

2-1. Navigate from Home screen, Select "Settings".

2-2. Type PASSWORD press RETURN.

2-3. Scroll down and select "SOFTWARE UPDATE" press START.

2-4. Select "START UPDATE"

2-5. The upgrade may take up to 10 minutes. Be patient and DO NOT remove the Flash-drive.

The screen will turn black with white text. The text will change as the files are copied from the Flash-drive. The screen may appear frozen as the first couple of files take a few minutes. Soon, the screen will advance as more files are loaded. After the last file is processed, the screen will say 'rebooting' and automatically proceed to turn off and restart. It may reboot twice as the software may need to update of the SIB (Smart Interface Board) as well. This is normal.

During the restart, check that the software version is the expected revision. If you were unable to verify that the firmware was updated during the reboot, please look under diagnostics to confirm that the control is now at 4.0.3

2-6. Only remove the Flash-drive when the Home screen comes up. This is your indication that the software update is complete.

![WELBILT®]

GARLAND CLAMSHELL GRILL CHECK LIST FORM
Software update Version 4.0.X to Software Version 4.03

McDonald's Store# _____ Certification ID# _____ Model # _____

Manufacturing Date: _____ Install Date: _____

Date of Upgrade: _____ (mm/dd/yyyy)   Serial #_____

Address: _____ City:_____ State/Province:_____

Zip Code: _____   ☐ United States   ☐ Canada   ☐ International (List Country) _____

CHECK LIST

Prior to any work being completed:

What condition is the grill? (cleanliness)   ☐ OK   ☐ FAIR   ☐ NEEDS ATTENTION

Check grill's functionality and condition record anything if found. _____

_____

_____

_____

Manager signature stating grill is working. _____ Date: _____

1. Confirm software version 4.0.1 or 4.0.2 is currently on grill.   ☐ 4.0.1 / ☐ 4.0.2

2. Completed software installation version 4.0.3.   ☐ Completed

3. Diagnostic to confirm that the control is now 4.0.3.   ☐ Completed

Additional Notes: _____

_____

_____

Submitted by:	Accepted by:
Name: _____	Name: _____
Service Agency: _____	Verify the unit is cooking properly ☐ YES / ☐ NO
Sub Agency: _____	Have you been adequately informed of the operation of the grill, its uses and its general operation?
Date Completed: _____	☐ YES | ☐ NO – Indicate comments

Visit our https://clamshell.garland-group.com for Literature & Documentation