

# Service Bulletin

**Subject: Garland McDonald's Clamshell Grill Improvements.**

**To: All Factory Authorized Service (FAS) Agents.**

**Product: Garland Pearl Clamshell Grill Platform.**

**Date: May 3, 2019.**

## Clamshell Troubleshooting support

In order to support the technicians with diagnostics of the clamshell grill product line we have produced a working document containing error code details as well as how to troubleshoot components or issues.

The list of documents are available in the link below in the Garland Clamshell Portal.

<https://clamshell.garland-group.com/default.asp>

### McDonald's Next Generation Troubleshooting Hints

- [Error codes Tech.pdf](#)
- [Error codes.pdf](#)
- [Grill Troubleshooting Guide 4604223.pdf](#)

- **Error Codes Tech**
  - This is a list of the error codes where we have changed the wording to make the explanations more relevant to the tech.
- **Error Codes**
  - This is the original Garland engineering codes and descriptions. It gives more details, but in most cases, it does not relate to how a tech would operate or fault diagnose.
- **Grill Troubleshooting Guide 4604223**
  - This is a guide that works through a step by step process on how to confirm and identify a failed component.

Using the error codes in conjunctions with the troubleshoot guide we aim to help techs apply industry best practice efforts to complete work correctly and more efficiently.

Our intention is to continue developing and updating these documents as we improve our understanding of these systems. We welcome any feedback on alternative diagnostic methods as many techs have a number of different solutions to achieve the same results. Our goal is to ensure we have the most reliable and efficient methods to support techs in the field.

If you have any Diagnostics or error feedback it can be sent to [Brendan.Daly@welbilt.com](mailto:Brendan.Daly@welbilt.com)