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Service Bulletin

Subject: Garland McDonald's Clamshell Grill Improvements.

To: All Factory Authorized Service (FAS) Agents (USA Only).

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

Date: May 8, 2019.

THIS BULLETIN SUPERCEDES BULLETIN NUMBER MCD-04-19-A 4/19 (SENT APRIL 25, 2019)

4.0.5 Proactive software update program

- **Software 4.0.X upgrade to 4.0.5**

Garland has recently released some new software 4.0.5.

The new software has several minor changes within the code but also one major change that impacts the tech and restaurant.

This change is to move a "Too Hot" and "Too Cool" feature from a globally set value to a recipe-based setting.

Due to this change now when you update the software you will also have to edit the recipes and populate the Too Coll and Too Hot values. They are defaulted to 0 so should be changed to the following.

Too Cool = 39F

Too Hot = 79F

If this is not done the grill will show too hot or too cool every time the grill changes temperature either above of below the set point. Once you have done this for the recipes of your country then you can download it to a separate USB and then use it for other grills you update.

Note: if installing new recipes you should delete the old recipes first to avoid duplications.

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

Updating from 3.0.5X

If you are updating from version 3.0.5X then the installation process is the same as 4.0.X but you should note all settings will be cleared so you will have to complete.

- o   Probe calibration
- o   Gap calibration
- o   Upload recipes
- o   Update all settings

- **Software part number for 4.0.5:**

4604184 : McD SERVICE KIT SOFTWARE v4.0.5 UPGRADE - INCLUDE:	
DESCRIPTION	**QTY**
SOFTWARE UPDATE INSTRUCTION v4.0.5	1
USB KEY WITH v4.0.5 SW	1

- **Documentation Update:**

Updated Installation will be available on the Garland Clamshell portal.

Document part# : GAR_IS_ 4604137.pdf (instructions attached).

- **Technical Support**

A copy of the instructions is available on the Garland Clamshell portal.

https://clamshell.garland-group.com

Technical assistance can be obtained through the Garland Help Desk.

- **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.

Fault code for service bench claims should be 338

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

If other warranty work is required while on site, a separate claim must be submitted through normal service bench process less travel.

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| **Instruction Sheet** | **Subject: Instructions, Software Update** |
| | **Product: Garland Grill M(E/G) & XP(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.
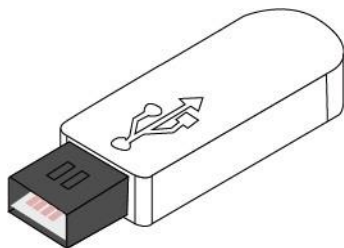
⚠ Warning

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.

Install New software Version On Grill:

1. Insert update USB.

2. Navigate from Home screen, Select "Settings"

3. Enter password & press RETURN

4. Scroll down and select "SOFTWARE UPDATE" press START

5. Select "START UPDATE"

WELBILT

6. 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 the new version.

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

Setup Grill After Software Updated:

Once software has been updated, setup grill for cooking:

- Power calibration
- Hood height
- Serial Number
- Select Model Number
- Temperature calibration
- Gap calibration

GARLAND CLAMSHELL GRILL CHECK LIST FORM
Software update Version 4.0.X to Software Version 4.05

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

Confirm grills functioning correctly (cooking, operations, visual condition) record.

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Manager signature stating grill is working. _____ Date: _____

1. Confirm current software version on grill.   3.0. _____ / 4.0._____

2. Completed software installation version 4.0.5   ☐ Completed

3. Diagnostic to confirm that the control is now 4.0.5.   ☐ Completed

Additional Notes:

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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