HOTG Optimization

Cover Letter
Calendar (August & September)
At-A-Glance For Manager
Taylor Grill Instructions
Garland Grill Instructions
Grill Recovery Grill Programming Instructions
Grill Recovery Kay Card

July 2019

Contents

Attention General Manager:

Enclosed please find materials so you and your management team can familiarize yourselves with the information that will be covered on the **July 25 NABIT Nation webcast***. Materials in this kit are for:

- **HOTG Optimization**
- **McDelivery Packaging**

Proper restaurant preparation is important to Gold Standard Execution. For the restaurant to be prepared, you and your management team need to get up-to-speed on each new initiative.

To support your preparation and implementation, in this kit you will find the following:

- **HOTG Optimization Manual:** Contains the following:
  - o **Master Deployment Calendar:** One stop shop with all of the initiative dates for August & September 2019
  - o **Manager's AAG:** HOTG Optimization
  - o **Grill Recovery & New Gap Programing Instructions:** Taylor & Garland
- **Also in this training kit:**
  - o **HOTG Acceptability Guide:** Post so managers & crew can see what HOTG finished patties should look like (English & Spanish)
  - o **McDelivery Packaging Guide:** Post so crew are aware of how to use the new packaging
  - o **Dual Lock:** For posting above guides

Please speak with your owner-operator or supervisor about how you will use these tools in your restaurant. Your customers are counting on you to execute all initiatives at a Gold Standard level. Proper use of these tools will have you well on your way to doing just that!

*July 25 NABIT Nation Webcast Information

- Topics:
  - o Optimized HOTG
  - o McDelivery – 3PO & new McDelivery packaging
- There are two webcasts. Choose the one that works best for you and your team:
  - o July 25 **2:30** Central Time
  - o July 25 **4:30** Central Time

Reach out to your owner-operator or McOpCo supervisor for webcast registration information.

Thank you,

The NABIT Team

Deployment Calendar

2019

August

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2 Seed Store Kits – Spicy Event smallwares arrive in restaurants	3
4 Worldwide Favorites Phase Out ends; McCafé Refresh packaging begins to arrive	5	6	7 NABIT NATION Webcast – Spicy Event / McCafé Refresh / Sip & Scan; Change Grills for HOTG Optimization (no later than)	8	9 BOGO $1 Mix & Match POP arrives	10
11	12	13 BOGO $1 Mix & Match Advertising begins	14	15	16	17
18	19 Install Happy Meal Snoopy NASA / Books	20 New 4:1 Beef arrives	21	22	23 All restaurants serving New 4:1	24
25	26 McCafé Refresh Recognize the Good Sweepstakes begins; Sip & Scan Sweepstakes begins	27	28	29	30	31

Deployment Calendar

September 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 **Labor Day**	3 McCafe Refresh Advertising begins	4	5 **NABIT NATION Webcast** – Global McDelivery Day / New GMA training module / CDP Update	6	7
8	9	10	11	12	13	14
15 BOGO $1 Mix & Match Advertising ends	16 Install Happy Meal Barbie & Hot Wheels / Spicy Event Advertising Begins	17	18 — Spicy Event All Stores Selling	19	20	21
22 Sip & Scan Sweepstakes ends	23	24	25	26	27	28
29 McCafe Refresh Recognize the Good Sweepstakes ends	30 New Nutrition Booklets Arrive					

Spicy Event POP / Product / Smallwares / Packaging arrives

Notes

Overview

Hot Off the Grill

McDonald's **current 4:1 patty is being optimized**
and will be cooked with a 3-stage setting instead of 2-stage.

Why is an optimized HOTG patty being introduced?
The new patty is intended to cook faster so if the restaurant is doing everything else right, they have an opportunity to save seconds. In other words, if the grill setting is programmed correctly, grill is free of carbon buildup, the spatula and grill scraper blades are sharp and crew are reacting to the beef grill monitor immediately when the cow bell sounds, this new HOTG patty is an opportunity for restaurants to save seconds on OEPE.

NEW! HOTG patty **+** New grill setting programmed **+** Condition of grill & tools **+** Fast reaction to beef grill monitor **=** **Opportunity to save seconds!**
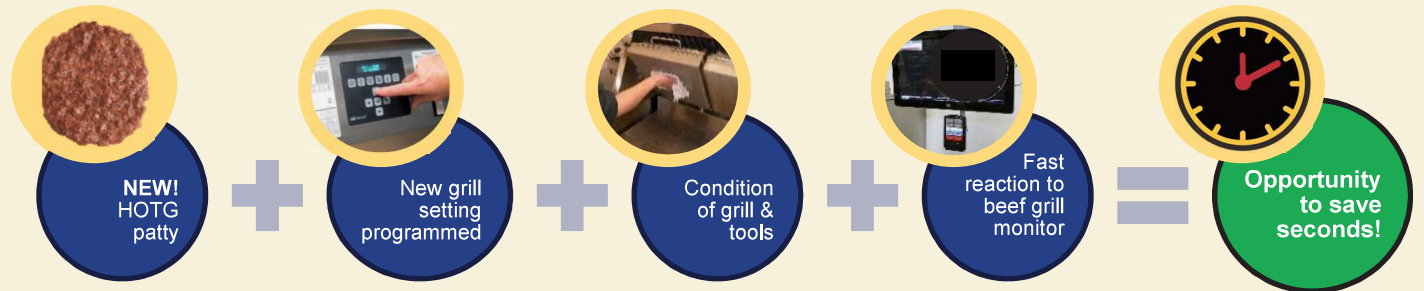
Benefits

This new patty with new grill setting offers the following benefits to restaurants:

- New start cook time is 74 seconds vs. 80 seconds, which can:
    - Save seconds on OEPE times
    - Reduce the number of cars being parked

Product

There will be no noticeable changes to the customer — patty will still look the same and have the same great taste.

Transitioning to the Optimized Patty

Restaurants will be able to use the rest of their existing patties before transitioning to the new ones. During the transition to the optimized HOTG patty, there are several ways restaurants will be able to identify the new patty.

The new packaging will have a **blue liner** on top of the inner sleeve during the initial launch.	The ink on the outside of the box will change to **brown**.	There will be a message on the invoice from the delivery driver to inform restaurants they are receiving 1ST delivery of the new patties.	The patties will have a new WRIN. (The case count will remain the same.)
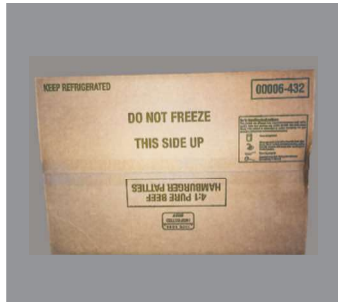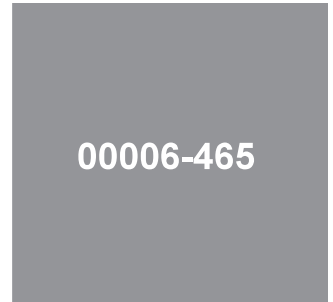
Equipment

The entire system will transition to this optimized HOTG patty at the same time. After the July 25 webcast and before August 9, all restaurants need to change their gap setting and continue to dial in their cook times daily.

Restaurants will receive grill instructions for programming the NEW gap settings in the NABIT Seed Store kit. In addition, you can find those instructions on the NABIT website.

⚠️

NEW! It's critical that restaurants closely follow the instructions for programming their specific grill model because the new patty will require 3-stage cooking instead of 2-stage cooking.

Programming requires 2 people: one person to read the instructions and a second person to program the grill.

BEST BET: To ensure you see the benefits of this new patty, someone in the restaurant should be designated to verify that grills were changed correctly. Please see the *Deployment* section for critical information about verification.

Saving Seconds!

The optimized patties can help save seconds, but ONLY if the other critical elements are in place!

Cowbell	Season and Remove Patty	Grill Recovery
When the cowbell sounds, crew should react **immediately** — have a designated person lay the patty so it starts cooking right away. If needed, someone else should be ready to step in and lay the patties. In testing, this was an opportunity. To further help with this: • Have the right kitchen staffing and positioning. • And have a production leader in place, particularly during peaks. **No food. No service.**	Crew should season and remove patties when they're finished cooking **within 12 seconds**. And immediately send the patty to the prep table for final sandwich assembly.	Ensure the grill is free of carbon buildup, that tools are sharp and being used correctly (spatulas and grill scrapers) and Teflon sheets are in good condition. Dial in beef quality **every** day to get the most accurate cook time for hot and juicy beef. Gold-standard quality patties should be 175° F to 190° F. Use the Go/No Go tool to determine if there is a grill platen gap issue that may require a service tech. **Preform a grill recovery prior to new patties arriving.** RECOVERY 1 • Select **RECOVERY** (285°F) on grill control pad. **NOTE: Make sure the grill is programmed with Recovery Mode.** Refer to the Grill Recovery Instructions in your NABIT seed store kit for detailed information.

Operations Procedures°

Range of Acceptability for HOTG Beef Patties
(Cooked)

Acceptable Cracking/Holes

Unacceptable Cracking/Holes
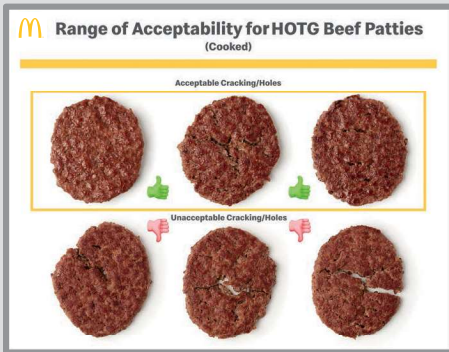
Cracks and Holes

Because flipping the patty on the grill was removed earlier in the year, you may have noticed a few cracks and/or holes because now the seared side faces down. To see what is acceptable and what isn't when it comes to cracks and holes, refer to the *Range of Acceptability* chart (in English and Spanish). *Never serve an unacceptable patty to your guests.

Pinking

For pinking, do NOT increase the cooking time unless this is needed to dial in quality and only AFTER referring to the *Troubleshooting Pink Guide*.

Remember: Internal temprature range for fresh beef is 175°F - 190°F. Above 190°F produce will become dry and over cooked. Dial in your product everyday for best quality.

Timeline

Perform grill recovery (remove carbon buildup, correct tools, etc.)

By 7/19	After 7/25 webcast (before 8/9)	Week of 8/12	By 8/16
Receive training kit, including instructions to change gap settings	Change gap settings and dial in cook times	Receive optimized patty	All Stores Serving new patty with new settings

Change setting following the webcast to take advantage of the new cook time setting.

Recommendation is to change in the morning to dial in.

It is safe to cook both patties with the new gap setting after this point.

Frequently Asked Questions

Question	Answer
Why are we doing this?	The new patty provides an opportunity to improve speed if restaurants are following correct procedures (clean grill, fast reaction time to cowbell, have the right tools ready to use, etc.). It also saves cost.
Will the cook time change?	The new start cook point time is 74 seconds vs 80. As always, continue to dial in cook times daily. The sweet spot is 175° F to 190° F.
Can new gap settings be used on the current patty?	Yes! **Testing showed it is safe to cook both patties if needed using the new gap setting during the transition.**

Service

- Service crew can support these changes in the grill area by continuing to follow correct service procedures.
- Take advantage of this opportunity to reduce OEPE by continuing to be fast when taking orders and at the present window. Be sure the sandwich is delivered to the customer **immediately** after it is placed in the HLZ. In testing, this was an opportunity.
- The number of calories for the new HOTG patty will not change.

Deployment

QR Code & Link for Grill Verification

Restaurants must verify that **all** their grills have been programmed. There are 2 ways they can perform grill verification.

Use this QR code

OR

Use this link   **Crowd.live/GRILL**

For either method, when **all** your grills' gap settings have been changed, follow the instructions to record that your restaurant is compliant. You'll need to provide your national store number along with your name

Training Materials

- At-A-Glance for Managers *(this document)*
- Range of Acceptability chart (for grill)
- Grill Recovery Instructions and Kay Card
- New Grill Gap Programing Instructions

Key Dates

- **By 7/19:** Training kit in restaurant
- **After 7/25 webcast (and before 8/9):** Change gap settings and dial in cook times
- **Week of 8/12:** Product in restaurant
- **By 8/16:** All Stores Serving optimized HOTG patty with new grill setting

NABIT //////
NUTS & BOLTS INTEGRATION TEAM

Key Activities

- Make sure the following tasks are carried out. Also follow typical department routines and responsibilities.

General Manager, People Manager, Kitchen Manager AND Guest Service Manager
- ☐ Make sure the *Range of Acceptability* chart is posted.
- ☐ Regularly reinforce the key points listed in the Remember! section below.

General Manager
- ☐ Confirm that the gap settings have been changed and that the restaurant followed instructions for their grill model.
- ☐ Verify that the restaurant has performed grill recovery procedures before receiving the new HOTG patties.
- ☐ Confirm that the restaurant has completed the grill verification process using the QR code or link in this *At-A-Glance for Managers*.
- ☐ Make sure all training resources are being utilized: *At-A-Glance for Managers* and *Range of Acceptability* chart.

Kitchen Manager
- ☐ Ensure all equipment is working and in place.
- ☐ Perform grill recovery procedures before receiving new patty.
- ☐ After the 7/25 webcast (and before 8/9), change the gap settings following the instructions for your grill model. *(Note: It is recommended this be completed by the General Manager or Kitchen Manager and one additional person. One person to read the instructions and one person to program.)*
- ☐ Train grill crew on the new cook time. Continue to dial in for quality.
- ☐ Reinforce prior training points to reduce seconds at the grill, i.e., promptly responding to cowbell and seasoning and removing patty within 12 seconds.
- ☐ Be sure grill crew are aware of the blue liner on top of the inner sleeve for the new HOTG patties during initial launch.
- ☐ Use the *Range of Acceptability* chart to explain that cracks and holes are to be expected.

Guest Service Manager
- ☐ Ensure service crew can answer any customer questions.

Remember!

- A new optimized HOTG patty is being rolled out across the system for all suppliers and at the same time.
- Restaurants must complete grill verification steps to confirm all their grills have been programmed.
- During the transition to the new patties:
  - The packaging for the new patties will have a blue liner on top of the inner sleeve during the initial launch.
  - The ink color on the outside box will change to brown.
  - The invoice for the first HOTG patties the restaurant receives will have a message stapled to it to identify it's new.
  - There is a new WRIN.
- Use all the current patties before beginning to use the new ones.
- Switch to the new gap settings before beginning to serve the new product.
  - During the transition, restaurants can cook both patties using the new gap setting.
- As always, dial in cook times for quality. The sweet spot is 175° F to 190° F.
- Crew should work as a team to respond immediately when they hear the cowbell to drop a patty and season plus remove the cooked patty promptly.
  - No food. No service.
- Continue using grill recovery techniques:
  - Grill should be free of carbon buildup.
  - Grill spatula and grill scraper are sharp and used correctly.
- Restaurants should continue to follow McDonald's food safety practices.
- As always:
  - Make sure the key activities are carried out. Also follow typical department routines and responsibilities.
  - Use the available resources including the *Grill Recovery Instructions* and *Range of Acceptability* chart.

Notes

What needs changed and why? – *The older Garland Grill Model 9501 software prior to Version 7.xx will not have multi gap functionality for recipes that require it.*

If your controller does not have V.7 & above you will need to either update your controller software or replace the grill.

Quarter patty requires multi stage functionality cooking process to be programmed
Control panel used for Garland 9501 grill has various generations of software. V7 software and above can allow multi stage cooking to be programmed. Software below V7 cannot be programmed for multi stage cooking unless there is a software upgrade preformed.

1. **Update controller**
   The Garland Factory Authorized Service Agent can replace the existing software in the controller with the updated version, it is a microprocessor chip that is installed into the back of each controller. The cost can vary by region, but an average estimate to upgrade two controllers per grill would be:
   Call Out =$300
   Labor =$100
   Parts =$50
   Total cost = $450

2. **Replace grill**

3. **Who and how does the grill get changed?**
   Calling the Garland HelpDesk at 844-724-2273 can always assist with identifying your local Garland FAS.

Notes

Garland Grill Settings

Look for your Model Number and programable front

The Garland MW(E or G)(2 or 3)W models are the Legacy clamshell grills that introduced the Product Recognition feature.

They are identifiable by their model designation [MWE2W (2 platen, electric), MWG2W (2 platen, gas), MWE3W (3 platen, electric) and MWG3W (3 platen, gas)].

Visually, they can be identified by the unique controller overlay with the "hand" for standby button and the single green push button for each cookzone.
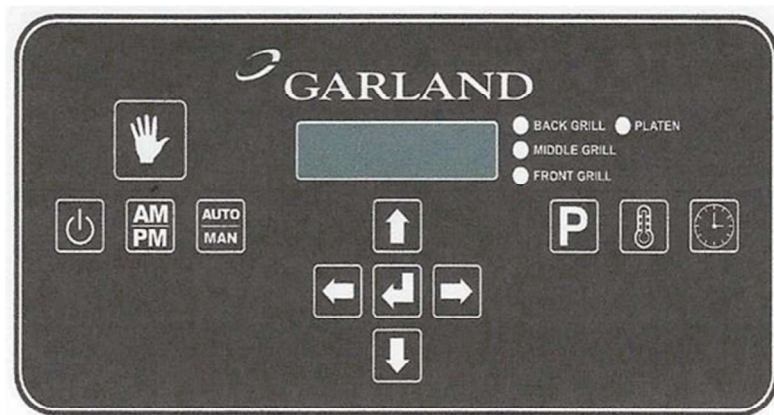
SINGLE GREEN PUSHBUTTON FOR EACH COOK ZONE

HOTG FRESH BEEF PROGRAMMING INSTRUCTIONS
"CHANGING EXISTING RECIPE FOR 4.06 PATTY"

For use with Garland models: MWE3W, MWG3W, MWE3W-1, MWG3W-1, MWE2W, MWG2W, MWE1W, MWG1W, MWE2W-1, MWG2W-1, MWE1W-1, MWG1W-1

The following procedures will be used for all 1, 2 and 3 Platen Garland GAS & ELECTRIC "Product Recognition" Clam Grills. These procedures should be followed in sequence.

Overview

1- **Enter Programming Mode:** Enter McDonald's AM/PM Menu program mode.

2- **Change Settings for Menu Items:** These steps show how to change Grill Set Point / Remove In Time / Gap Setting and Multi Stage Settings.
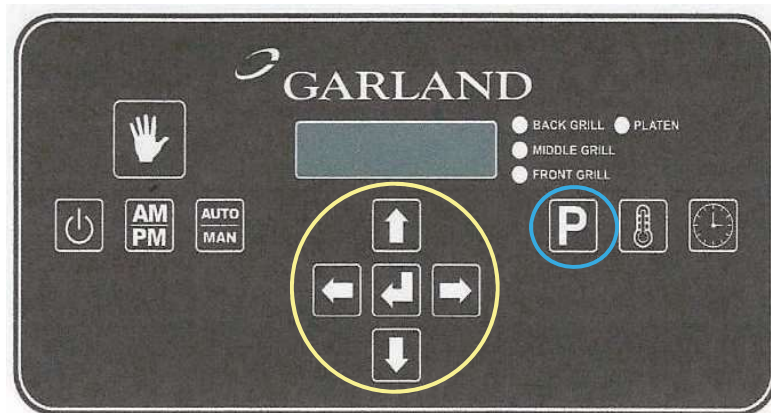
Detail Procedures

1- Enter Programming Mode To Change Existing HOTG Settings

1.1   Keep pressing ⬅ or ➡ button until **"HOTG – CLAM"** is displayed.

1.2   Press and Hold the **P** button for approximately three (3) seconds. Controller will display **"HOTG – CLAM"** and corresponding item number.
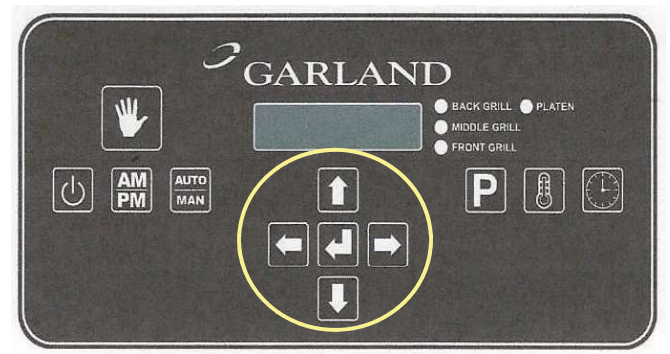
1.3 Press the ⏎ button. Controller will display **"PRODUCT"**.

1.4 Keep pressing ➡ button until **"REMOVE IN TIME"** is displayed.

1.5 Press the ⏎ button. The Current setting will begin to flash.

1.6 Using the ⬆ or ⬇ button, check the current setting is **74 sec**

1.7 Press the ⏎ button to save the new setting.

1.8 Keep pressing the ➡ button until **"MULTI STAGE 1 TIME"** is displayed.

1.9 Press the ⏎ button. The Current setting will begin to flash.

1.10 Using the ⬆ or ⬇ button, change the current setting to **15 sec**.

1.11 Press the ⏎ button to save the new setting.

1.12 Keep pressing the ➡ button until **"MULTI STAGE 2 TIME"** is displayed.

1.13 Press the ⏎ button. The Current setting will begin to flash.

1.14 Using the ⬆ or ⬇ button, change the current setting to **35 sec**.

1.15 Press the ⏎ button to save the new setting.

1.16 Keep pressing the ➡ button until **"MULTI STAGE 3 TIME"** is displayed

1.17 Press the ⏎ button. The Current setting will begin to flash.

1.18 Using the ⬆ or ⬇ button, confirm the current setting is **0 sec**.

1.19 Press the ⏎ button to save and continue.

1.20 Keep pressing the ➡ button until **"GAP SETTING"** is displayed.

1.21 Press the ⏎ button. The current setting will begin to flash.

1.22 Using the ⬆ or ⬇ button change the current setting to **415**.

1.23 Keep pressing the ➡ button until **"GAP MULTI/PR START"** is displayed.

1.24 Press the ⏎ button. The Current setting will begin to flash.

1.25 Using the ⬆ or ⬇ button, change the current setting to **395**.

1.26 Press the ⏎ button to save the new setting.

1.27 Keep pressing the ➡ button until **"GAP MULTI STAGE 1"** is displayed.

1.28 Press the ⏎ button. The Current setting will begin to flash.

1.29 Using the ⬆ or ⬇ button, change the current setting to **425**.

1.30 Press the ⏎ button to save the new setting.

1.31 Keep pressing ➡ button until **"GAP MULTI STAGE 2"** is displayed.

1.32 Press the ⏎ button. The Current setting will begin to flash.

1.33 Using the ⬆ or ⬇ button, change the current setting to **415**.

1.34 Press the ⏎ button to save the new setting.

1.35 Keep pressing the ➡ button multiple times to **"SCROLL"** through all menu settings to verify that all your changes are correct.

1.36 Press the P button **TWICE** to exit and return to the normal operating mode.

THE COOK TIME IS A "START POINT" FOR COOKING. AFTER THE PROGRAMMING CHANGES ARE MADE, COMPLETE A "BEEF INTEGRITY" CHECK TO SET THE CORRECT COOK TIME FOR THE PRODUCT.
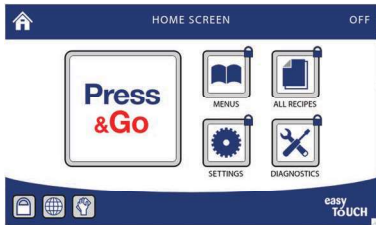
Grill Instructions - Garland

The Garland 9501 and 9801 models are the first generation of the autogapping clamshell grills.

They are identifiable by their model designation [MWE9501 (2 platen, electric), MWG9501 (2 platen, gas)].

Visually, they can be identified by the unique controller overlay and the tubular platen arms that support the upper platen.

TUBULAR PLATEN ARMS

GARLAND

Change Existing HOTG Menu

1. Press and hold the **"PROGRAM"** key **(5 sec) or** until software version 7.XX or higher is displayed.

   STOP
   STOP
   If software displays below V.7, contact Garland service rep. Software needs to be updated. Anything below version V.7 will not be able to be programmed with multi gap settings.

   GC450 V. 7.XX

2. Press the **"PROGRAM"** key Twice until **"SYSTEM SETUP"** appears.

   SYSTEM SETUP
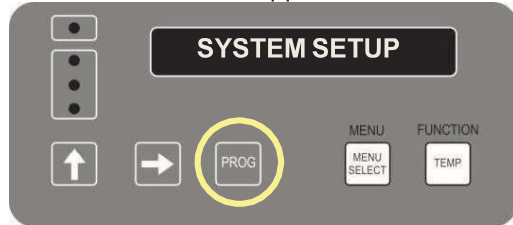
3. Press and hold the **"UP ARROW"** key **(**approximately 8 sec) until Gap Calibration appears. **Do Not** change the gap calibration offset

   GAP CALIBRATION - - -

4. Press the **"PROGRAM"** key **twice** for **"MENU ITEMS"**.

   MENU ITEMS

5. Press the **"MENU SELECT"** key **"HOTG Clam Yes"**.

   HOTG CLAM   YES

NOTE: Press the **"TEMP"** key for each level. Press the **"UP ARROW"** key to change the flashing number and press the **"RIGHT ARROW"** key to move to the next digit.

6. Press the **"Temp"** key: **Remove In: 74 sec**

   REMOVE IN   74

7. Press the **"TEMP"** key until **"Alarm"** is displayed. Press the **"UP ARROW"** key to toggle between Auto or Manual - select **: "AUTO"**

   ALARM: AUTO

8. Press the **"TEMP"** key: **Gap Settings: .415**

   GAP SETTING   .415

9. Press the **"TEMP"** key: **Stage 1 Time: 15 sec.**

   STAGE #1 TIME   015
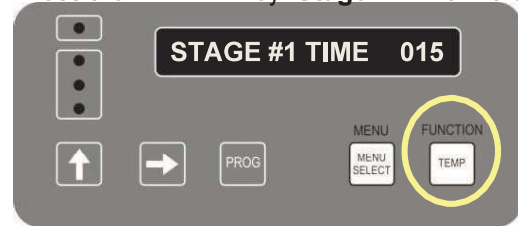
10. Press the **"TEMP"** key: **Stage 1 Gap: .395**

    STAGE #1 GAP   .395

Grill Instructions - Garland

11. Press the **"TEMP"** key: **Stage 2 Time: 50 sec.**

STAGE #2 TIME   050
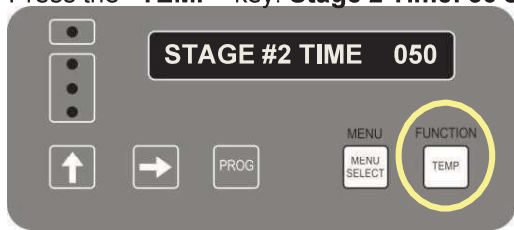
12. Press the **"TEMP"** key: **Stage 2 Gap: .425**

STAGE #2 GAP   .425
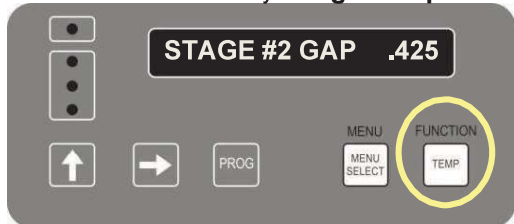
13. Press the **"TEMP"** key: **Stage 3 Time: 000 sec.**

STAGE #3 TIME   000
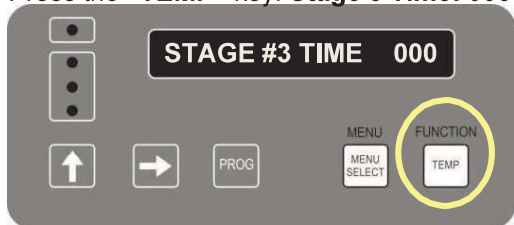
14. Press the **"TEMP"** key: **Stage 3 Gap: 000**

STAGE #3 GAP   .000
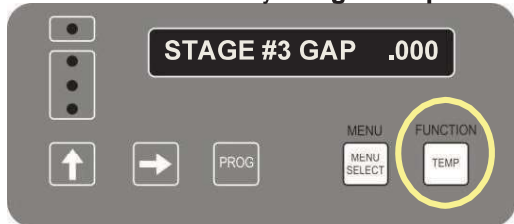
"Note: some versions of software will not have Steps 15 – 17"

15. Press the **"TEMP"** key: **Must Remove in: 000**

MUST REMOVE IN   000

16. Press the **"TEMP"** key: **Toast Buns 000**

TOAST BUNS   000

17. Press the **"TEMP"** key until **"Alarm"** is displayed. Press the **"UP ARROW"** key to toggle between Auto or Manual - select **: "AUTO"**

ALARM: AUTO

18. Press the **"TEMP"** key: **TOP TEMP: 425 F**

TOP TEMP   425F

19. Press the **"TEMP"** key: **BOTTOM TEMP: 365F**

BOTTOM TEMP   365F

20. Press the **"TEMP"** key multiple times to scroll though the menu to verify the changes you made are correct.

**Return To Main Menu**
1. Press the **"PROGRAM"** key once
2. Press the **"RIGHT ARROW"** key once

THE COOK TIME IS A "START POINT" FOR COOKING. AFTER THE PROGRAMMING CHANGES ARE MADE, COMPLETE A "BEEF INTEGRITY" CHECK TO SET THE CORRECT COOK TIME FOR THE PRODUCT.

The Garland M(E or G)(2 or 3)P models are the Next Generation clamshell grills that introduced the touchscreen controller.

They are identifiable by their model designation [ME-2P (2 platen, electric), MG-2P (2 platen, gas), ME-3PX (3 platen, electric) and MG-3PX (3 platen, gas)].

Visually, they can be readily identified by the unique touchscreen controller.

Product Display	Menu	Auto	Grill Surface	#Per Run	Recipe Cooking Methodology	Cooking Temp (F)		Stage 1 Cooking			Stage 2 Cooking			Stage 3 Remove Time			Total Time (sec)
						Upper Platen	Grill Plate	Gap (MILS)	Time (sec)	Prompt	Gap (MILS)	Time (sec)	Prompt	Gap (MILS)	Time (sec)	Prompt	
4:1 Fresh	PM		Iron	3	Standard	425	365	395	15	None	425	35	None	415	24	None	74

Grill Instructions - Garland

1. Select All Recipes.

2. Type **1177** then press Return.

Note: Access available to store manager (1177).
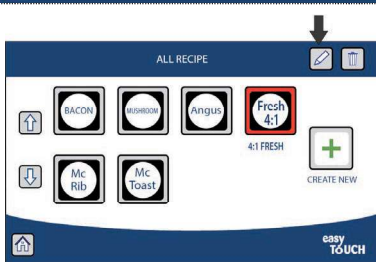
3. Scroll up/down and select **4:1 Fresh** icon.

4. Select the pen (top right corner)

5. Press return (do not make any change).
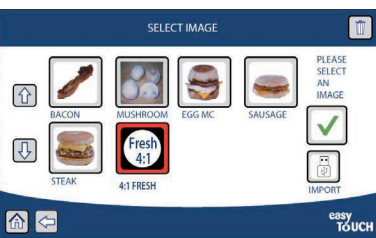
6. Press check (do not make any change). Image selected is red.
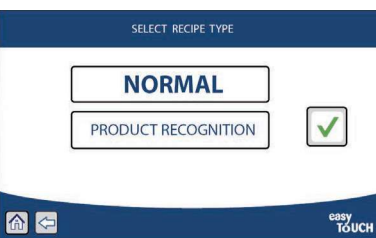
7. Under SELECT RECIPE TYPE, Select **NORMAL** then, press check-mark to continue.

8. Confirm STANDARD GRILLED then, press check-mark to continue.

9. Locate the cook time line, to the right click the (SECS) button. Enter the new cook time (15) using the key pad to the right, when done click the Green ✓.
Next locate gap line, to the right click the (MILS) button Enter the new gap (395) using the key pad to the right when done click the Green ✓.
Stage 1 should look like the chart above.

10. When data entry completed. Press the ➡ right arrow to move to stage 2 Cooking.

4:1 FRESH

COOKING TIME MIN: 0 MAX: 9999	35 SECS
GAP MIN: 0 MAX: 2000	425 MILS
FLAT COOKING	NO
PROMPT SELECTION	NONE
UPPER PLATEN MIN: 149 F MAX: 450 F OFF: 32F	425 F
GRILL PLATEN MIN: 149 F MAX: 400 F OFF: 32F	365 F
GRILL FRONT MIN: 149 F MAX: 400 F OFF: 32F	365 F

4:1 FRESH

COOKING TIME MIN: 0 MAX: 9999	24 SECS
GAP MIN: 0 MAX: 2000	415 MILS
FLAT COOKING	NO
PROMPT SELECTION	NONE
UPPER PLATEN MIN: 149 F MAX: 450 F OFF: 32F	425 F
GRILL PLATEN MIN: 149 F MAX: 400 F OFF: 32F	365 F
GRILL FRONT MIN: 149 F MAX: 400 F OFF: 32F	365 F

11. Locate the cook time line, to the right click the (SECS) button. Enter the new cook time (35) using the key pad to the right, when done click the Green ✅ .
Next locate gap line, to the right click the (MILS) button Enter the new gap (425) using the key pad to the right when done click the Green ✅ .
Stage 2 should look like the chart above.
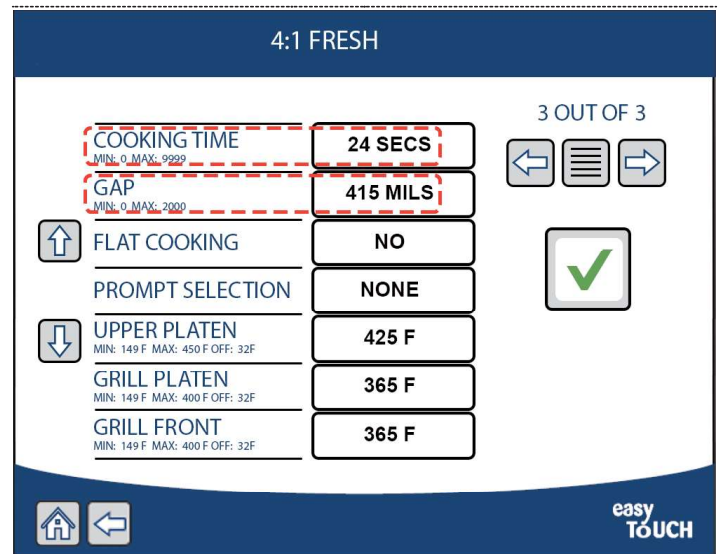
13. Locate the cook time line, to the right click the (SECS) button. Enter the new cook time (24) using the key pad to the right, when done click the Green ✅ .
Next locate gap line, to the right click the (MILS) button Enter the new gap (415) using the key pad to the right when done click the Green ✅ .
Stage 3 should look like the chart above.

12. When data entry completed, press the ➡ right arrow to move to stage 3 Cooking.
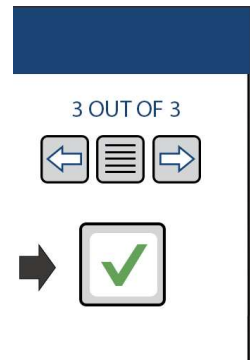
14. Select check mark to save your work.

15. Press 🏠 home icon to return to HOME screen.

16. You will need to follow these instructions and update all 3 platens using the interface below the platen.

17. Once you are done updating all three platens go back through all the instructions to ensure the changes are correct.

18. Before serving fresh beef using the new settings, please do a **food safety check** and dial-in the cook times as necessary"

Grill Instructions - Garland

Notes

Grill Recovery Grill Programming Instructions For Taylor & Garland Grills

Next Gen Grill Recovery is preprogramed so instructions are not needed.

STEPS FOR PROGRAMMING GRILL RECOVERY CLEANING

For use with Garland models: MWE3W, MWE3S, MWG3W, MWE3W-1, MWE3S-1, MWG3W-1, MWE2W, MWG2S, MWG2W, MWE1W, MWE1S, MWG1W, MWE2W-1, MWG2S-1, MWG2W-1, MWE1W-1, MWE1S-1, MWG1W-1

The following procedures will be used for all 1, 2 and 3 Platen Garland "Product Recognition" Clam Grills WITH THE CONTROL PANEL SHOWN BELOW. These procedures should be followed in sequence.

1. PRESS and HOLD the [P] button for 3 seconds. Controller will display previously selected menu item and item number.

2. PRESS the [←] [→] button until "Opt menu #-CLAM" is displayed.

3. PRESS the [↵] button. The controller will display "PRODUCT".

4. PRESS and HOLD the [↵] button. The currently selected menu item name will begin to flash.

5. To spell out the "RECOVERY" menu item:

   a. Use the [↑] or [↓] arrow buttons to change the first displayed character to begin naming this program (e.g. "R").

   b. PRESS the [←] or [→] to scroll to the previous or next character position

   c. PRESS the [↵] button to save this menu name.

6. PRESS the [→] button. "Display active" will be displayed.

7. PRESS the [↵] button. "NO" will begin to flash.

8. PRESS the ⬆ button. "NO" will now change to "YES".

9. PRESS the ↵ button to save the new setting.

10. PRESS the ➡ button. "GRILL SETPT" will be displayed.

11. PRESS the ↵ button. The temperature will begin to flash.

12. Using the ⬆ or ⬇ button, change the temperature set point to **285**.

13. PRESS the ↵ button to save the new temperature setting.

14. PRESS the ➡ button. "PLATSETPT" will be displayed.

15. PRESS the ↵ button. The temperature will begin to flash.

16. Using the ⬆ or ⬇ button, change the temperature set point to **285**.

17. PRESS the ↵ button to save the new temperature setting.

18. PRESS the ➡ button until "REMOVE IN TIME" is displayed.

19. PRESS the ↵ button. The seconds will begin to flash.

20. Using the ⬆ or ⬇ button, change the seconds to **999**.

21. PRESS the ↵ button to save the new time.

22. PRESS the ➡ button until "GAP SETTING" is displayed.

23. PRESS the ↵ button. The display will begin to flash.

24. Using the ⬆ or ⬇ button, change the display to **090**.

25. PRESS the ↵ button to save the new gap.

26. PRESS the P button 2X to exit and return to normal operating mode.

When selecting "RECOVERY" if above 285 degF "TOO HOT" will be displayed. When the temperature is correct "RECOVERY" will remain displayed. You are now ready to follow the RECOVERY PROCEDURE.

STEPS FOR PROGRAMMING GRILL RECOVERY CLEANING

For use with Garland models: MWE9501, MWG9501, MWE9801

The following procedures will be used for all 2 Platen Garland Clam Grills WITH THE CONTROL PANEL SHOWN BELOW. These procedures should be followed in sequence.

1. PRESS and HOLD the [PROG] button for 5 seconds until the software version is displayed and flashing.

2. PRESS the [PROG] button twice (2x) to display "SYSTEM SET UP"

3. PRESS and HOLD the [↑] button for (10) seconds, "GAP CALIBRATION" will be displayed.

4. PRESS the [PROG] button twice (2X) to display "MENU ITEMS".

5. PRESS the [MENU SELECT] button to scroll through menus until "OPTIONAL MENU CLAM" is displayed.

6. PRESS the [↑] button to display Yes/No selection, select "Y" (YES) to display this menu item.

7. PRESS the [TEMP] button to display "REMOVE IN XXX".

8. PRESS the [↑] button to display the number "**9**".

9. PRESS the [→] button to go to the next blinking number and repeat STEPS 8 and 9 until the display reads "**999**".

Grill Recovery
Grill Programming Instructions

10. PRESS the [TEMP] button to display "ALARM". PRESS the [↑] to select "AUTO"

11. PRESS the [TEMP] button to display "GAP SETTING"

12. PRESS the [↑] button to display the number "**0**". Press the [→] to go to the next blinking number and repeat STEPS until the display reads "**090**".

13. Press the [↑] button consecutive times to display the STAGE 1,2 3 Time and STAGE 1,2,3 Gap. All these SETTINGS should be **"000"**

14. PRESS the [TEMP] button to scroll through menus until "TOP TEMP" is displayed.

15. PRESS the [↑] button to display the number "**2**". PRESS the [→] to go to the next blinking number and repeat STEPS until the display reads **"285"**.

16. PRESS the [TEMP] button and "BOTTOM TEMP" is displayed.

17. PRESS the [↑] button to display the number "**2**". PRESS the [→] to go to the next blinking number and repeat STEPS until the display reads **"285"**.

18. PRESS the [TEMP] button and scroll until "OPTIONAL MENU CLAM" is displayed with the first letter flashing.

19. PRESS the [↑] button so that the character flashing is a blank space or the letter "R";

20. PRESS the [→] to go to the next character on the right. Repeat these steps until you have spelled the word "RECOVERY" and erase any unneeded characters.

21. PRESS the [PROG] button and then the [→] button to return to normal operation.

When selecting "RECOVERY" if above 285 degF "TOO HOT" will be displayed. When the temperature is correct "RECOVERY" will remain displayed. You are now ready to follow the RECOVERY PROCEDURE.

DEEP CLEAN GRILL RECOVERY

SUPPLIES:

ECOLAB® Double-Sided Grill Brush

KAY® QSR Heat-Activated Grill & Toaster Cleaner (HAGTC)

Plastic Grill Scraper

KAY® Grill Cleaning Pad Holder and KAY® Grill Cleaning Pads

Heat-Resistant Gloves

Face Shield

Clean, Sanitizer-Soaked Grill Cloths

Apron

1

- Select **RECOVERY** (285°F) on grill control pad
  NOTE: If grill is not programmed with Recovery Mode, instructions are included in the Seed Store Kit and can be found on the HOTG website on @mcd
- Put on heat-resistant gloves, face shield and apron
- Remove and empty grease troughs; rinse and replace; follow proper procedures for grease disposal

2
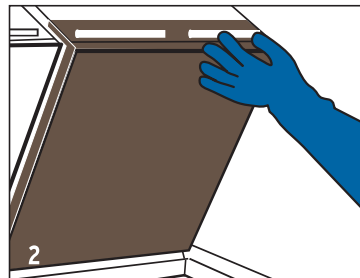
- Remove clips, bars and release sheets
- Refer to Daily Grill Cleaning procedure to clean release sheets
- Wash, rinse and sanitize clips and bars at 3-compartment sink

3
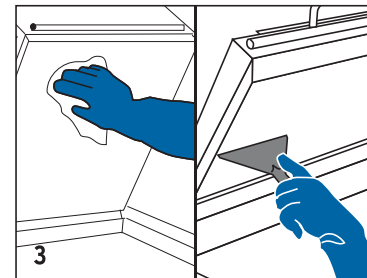
- Wipe upper and lower platens with clean sanitizer-soaked grill cloth; discard grill cloth into soiled towel bucket
- Scrape grill

4
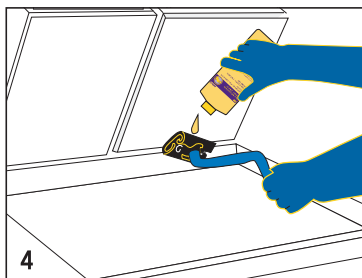
- Open a new bottle of Heat Activated Grill and Toaster Cleaner
- Apply Heat Activated Grill and Toaster Cleaner to grill tool pad or clean grill cloth; coat edges of upper platens with product

5
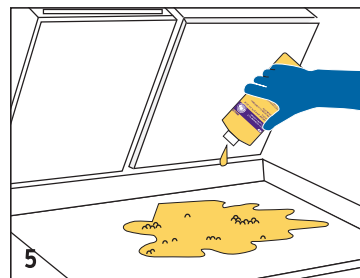
- Pour remainder of open bottle of Heat-Activated Grill & Toaster Cleaner evenly on grill to coat entire grill surface

6

THIS STEP—NEXT GEN GRILL ONLY
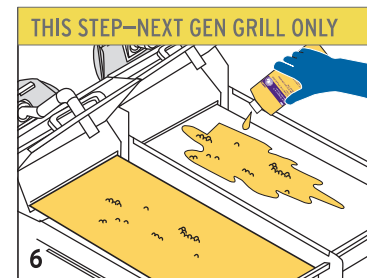
- Pour remainder of open bottle of Heat-Activated Grill & Toaster Cleaner evenly on each lower platen to coat entire grill surface

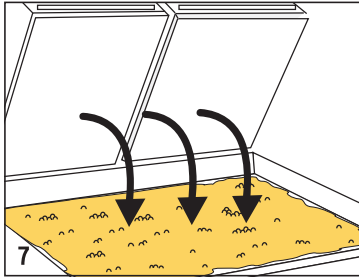CUSTOMER SERVICE 800.529.5458

1

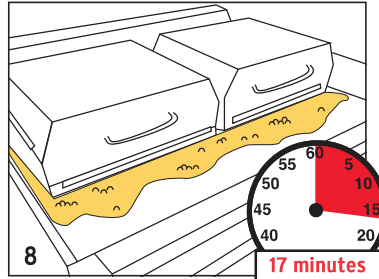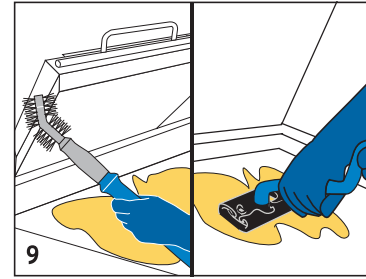# DEEP CLEAN GRILL RECOVERY (CONTINUED)

7
- Lower platens into Grill Cleaner

8
17 minutes
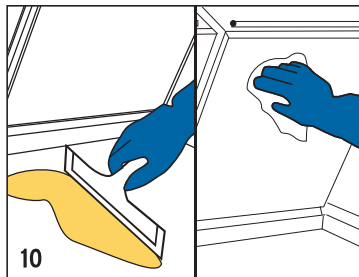- Platens will automatically stay lowered for 17 minutes to soak in Grill Cleaner

9
- Raise platens; scrub with grill tools until soil liquifies

10
- Squeegee Grill Cleaner into troughs
- Rinse with clean sanitizer-soaked grill cloths; discard grill cloths into soiled towel bucket after use
- Wash, rinse and sanitize all utensils, tools, and PPE used to clean grill at 3-compartment sink
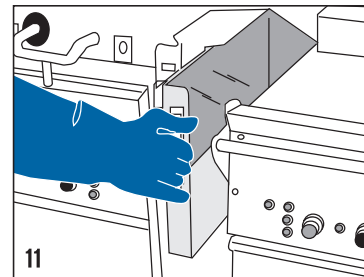
11
- Remove and empty grease troughs; rinse and replace; follow proper procedures for grease disposal
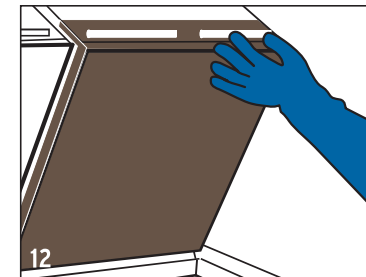
12
- Reinstall clean release sheets, bars and clips

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