

Service Bulletin

Subject: Start Up ME MG Grill Update
To: All Factory Authorized Service (FAS) Agents
Market: EMEA
Date: NOV 2023

Due to the recent changes within Welbilt/ Garland we would like to share this reminder to all on what the current agreed start-up rates are for the Garland ME/ MG grills

Garland allow as follow:

ME1 \$175
ME2 \$250
ME3 \$300

Store responsibility:

- Contact the FAS to initiate the Start Up
- Ensure that all food products, cleaning and operational tools, accessories not sold with the grill and staff members are available for training
- Participate the Start Up training to learn how to use and maintain the grill
- Train additional restaurant staff

What is covered by the startup fee:

- Check if the electrical and gas connection match with the plate on the RH cover
- Check if all gas connections are safe and gas pressure is correct
- Check the electrical safety
- Check all grill functions with grill on set temperature
- Perform a thermocouple calibration
- Check the upper platen moving system
- Check the signal if cooking is finished
- Perform GAP calibration and setup upper position of the platen
- Program the UI with the McDonald's recommendations
- Perform a beef integrity test PLEASE NOTE: this needs to be done with the restaurant manager
- Train restaurant manager in all grill functions
- Fill the Garland startup form

What is NOT covered by the startup fee

- Travel times
- Remove and transport an old grill out of the station
- Changes with the electrical or gas installation
- Unpack the new grill
- Transport grill in the station
- Level the grill in the station
- Necessary changes on the hood system (e.g. Ansul system)
- Install the 7 or 5 + 3 pin connection plate
- Any electrical installation
- Disposal of packaging and old grill

All the items listed as not covered should be charged to the store.

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