

# Service Bulletin

**Subject:** LON Works System Termination  
**Customer:** McDonald's Restaurant  
**Product:** Garland Clamshell Grills  
 Frymaster LOV, Manual LOV Fryers and  
 UHD-HD Cabinets  
 Multiplex Chiller  
**Date:** March 5, 2015

## Important

McDonald's has decided that with the current business conditions and the accumulated knowledge of the LonWorks system as it exists today it is necessary to put the Integrated Restaurant initiative on hold while a new long term strategy is created. This means that effective immediately the current LonWorks board & wiring will no longer be part of the equipment.

### 1. List of Actions for Factory Authorized Service Agencies:

#### 1A. Clamshell Grills - Garland

- Do not remove Lonworks boards and wires. These boards do not affect the functionality of the unit going forward.
- Do not make any changes to the software.
- Return any unused Lonworks boards and related wires form your inventory.

#### 1B. LOV, Manual LOV Fryers and UHC-HD cabinets - Frymaster

- Do not remove Lon Works boards and wires if the equipment is working properly.
- If the unit is not working properly because of the LON Board, remove it according to the instructions on the specified websites below:

- For Fryers:

<http://fm-xweb.frymaster.com/service/udocs/Instruction%20PDFs/819-7211%20JAN%2015.pdf>

- For UHCHD Cabinets:

<http://fm-xweb.frymaster.com/service/udocs/Instruction%20PDFs/819-7212%20JAN%2015.pdf>

- Do not return any Lon Works boards and related wires.

#### 1C. Chiller Model 44 & 50 - Multiplex

- No action is required. Lonworks system was never installed on Multiplex products.

### 2. Claims:

- 2A. Only claims for removal of a failed Lonworks board will be accepted and when under warranty period.

**NOTE:** There are 10 locations that will remain active for a short period. Manitowoc KitchenCare will contact the Factory Authorized Service Agencies that need to support these locations.

### 3. Return Inventory:

- 3A. Ensure parts are in proper packaging to avoid damages during transportation.
- 3B. Request an RMA to return your inventory. You must supply the original Invoice that the part was purchased on (Purchase Order # or Sales Order # can also be used)
- 3C. All RMA requests are to be directed to:  
[kitchencarecsr@manitowoc.com](mailto:kitchencarecsr@manitowoc.com)
- 3D. Return unused Lonworks boards and related harnesses:

Part #	Description
4526940	Modbus link cable
4526942	Modbus to lonworks card cable
4528541	Label, adhesive, smart enabled
4526611	LonWork mounting bracket
4527737	W/H CE LonWorks power cable
4526938	W/H UL Gateway card
4531047	LonWorks 3P UL board
4531048	LonWorks 3P CE board
4531049	LonWork 2 platen UL board
4531050	LonWork 2 platen CE board

For further guidance, you may call KitchenCare at 844-724-2273.