

SERVICE BULLETIN

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To: All Canadian Authorized Service Agents

Subject: McDonalds UTX-200

At the moment, there are approximately 600 universal toaster systems installed across Canada. The system consists of a Universal Toaster (UTX-200) & the Big Mac Club Toaster (CTX-200). Recently, AJ Antunes and Co. became aware of a few intermittent issues involving the **UTX-200**. Some of the reported issues is that the digital display would register a **“45 Minute Cleaning Mode”** &/or it will register **“Check Drive System”** or **“Motor Running Slow”**.

In addition, the digital display on some units will all of a sudden remain stuck **(Frozen)** in either **“Lunch Wait/Ready”** or **“Muffin Wait/Ready”** or **“Bagel Wait/Ready”** regardless if the power switch is OFF or ON. Under this condition, pressing the appropriate touch pads buttons on the digital display would continue to mechanically switch the toaster conveyor speeds between breakfast to lunch or muffin to bagel & vice versa even though the changes are not updated and displayed on the digital display.

The primary cause for some **“Check Drive System”** or **“Motor Running Slow”** is a minor fabrication issue associated with the UTX-200 Base Plate. These base plates were installed in approximately 20-30 UTX-200's therefore they account for approximately 20-30 pieces with potential issues. The possible end result is that this particular batch of base plates may possibly warp upwards during normal use & eventually cause the crumb tray to shift upwards thereby bind with the bottom conveyor thus, stalling the motor and register the above faults message(s). This can easily be confirmed by observing some upward bowing at the center of the base plate (It should be flat) once it has preheated for at least 30 minutes. A **“Base Plate Replacement Kit” P/N 7000698 (\$62.40 List US)** was recently

released to resolve this issue. This repair will take a service technician approximately 30-45 minutes to complete.

The primary cause for the **“Freezing”** of the digital display is electronic frequency noise (**Voltage Transients**) within the equipment’s electrical circuitry. Please note that this condition may randomly occur & will **NOT** occur in all of the units. A **“Varistor Kit” (Snubber) P/N 7000700 (\$4.40 List US)** was recently released to resolve this issue. The installation of this new component will take approximately 5-10 minutes as it attaches parallel to the contactor coil. If this condition occurs before the installation of this component, the immediate solution is to turn the toaster **OFF** & unplug its power cord, then plug it in & turn **ON**.

Last but not least, if a UTX-200 intermittently displays **“Upper IR Htr Fault”** &/or **“Upper IR SSR Fail”** &/or **“Lower IR Htr Fault”** &/or **“Lower IR SSR Fail”** then goes into a 45 minute cleaning mode, then this will generally be due to a malfunctioning current sensing board **P/N 4070086 (\$78.80 List US)**, &/or communication cable **P/N 00203-0100 (\$18.20 List US)** &/or the toaster has an older revision display board (**0109B**) (**Should be revision 0109C or higher**) **P/N 7000555 (\$349.10 List US)**.

If you receive a call from a McDonalds experiencing any of the above symptoms, please schedule them for a warranty service call & ensure your technician takes with the required spare parts. Please call AJ Antunes at 1-630-784-1000 for technical assistance.

Please review that attached spare parts list and ensure that you maintain the minimum requirements.

Please ensure that the vertical conveyor belt is being properly cleaned on a daily basis (**See attached**).

This information is strictly confidential & should only be shared with your affiliated branches & satellite/subagents.