ALTO-SHAAM

Operator's Manual

Cook & Hold Ovens
Smoker Ovens
Deluxe Control

300-TH	750-SK
500-TH	1000-SK
750-TH	1200-SK
1000-TH	1750-SK
1200-TH	
1750-TH	

MN-46708-EN

REV.08
06/26

EN

For the most current manual, visit alto-shaam.com
Die neueste Fassung des Handbuchs finden Sie auf alto-shaam.com
Pour la dernière version du manuel, visiter alto-shaam.com
Para obtener el manual más actual, visite alto-shaam.com
Ga voor de meest recente handleiding naar alto-shaam.com

Manufacturer’s Information

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Manufacturer

Alto-Shaam, Inc.

P.O. Box 450

W164 N9221 Water Street

Menomonee Falls, WI 53052

Original instructions

The content in this manual is written in American English.

Software and manual updates

The information in this manual was current at the time of production. See www.alto-shaam.com for the latest software and manual.

Enjoy your Alto-Shaam® Cook & Hold Oven!

Halo Heat® Technology

Cook & Hold Oven

Precise, low-temperature cooking with Halo Heat technology perfected prime rib for decades. Free up time with overnight cooking for corned beef, confit, and even yogurt. Cook your food to perfection and hold for hours without compromising food quality. No fans. No hood needed. Only big flavor and savings.

Smoker Oven

The Alto-Shaam smoker oven can make a big impact on your operation. Use hot or cold smoke to prepare anything from brisket to cheese. Cook your food to perfection, and/or smoke it to perfection, then hold it for hours without compromising food quality.

Extend Your Manufacturer's Warranty

Register

Register your Alto-Shaam appliance online. Registering your appliance ensures prompt service in the event of a warranty claim.

Your personal information will not be shared with any other company.

alto-shaam.com/warranty

Alto-Shaam 24/7 Emergency Repair Service

Call

Call 800-558-8744 to reach our 24-hour emergency service call center for immediate access to local authorized service agencies outside standard business hours. The emergency service access is provided exclusively for Alto-Shaam equipment and is available throughout the United States through Alto-Shaam's toll free number.

Availability

Emergency service access is available seven days a week, including holidays.

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The Meaning of Signal Words

This manual contains signal words where needed. These signal words must be obeyed to reduce the risk of death, personal injury, or equipment damage. The meaning of these signal words is explained below.

DANGER

Danger indicates a hazardous situation which, if not avoided, will result in serious injury or death.

WARNING

Warning indicates a hazardous situation which, if not avoided, could result in serious injury or death.

CAUTION

Caution indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

NOTICE Notice indicates a situation which, if not avoided, could result in property damage.

NOTE: Note indicates additional information that is important to a concept or procedure.

Appliance Description and Intended Use

Halo Heat Technology®

Alto-Shaam cook and hold ovens and smoker ovens use Halo Heat technology to cook and keep foods hot. This gentle, radiant heat evenly surrounds food without the use of extremely hot elements, added humidity or fans.

Intended use

Cook and hold/smoker ovens are intended to cook or keep hot food hot only. Any other use is prohibited. The appliance is intended for use in commercial establishments where all operators are familiar with the purpose, limitations, and associated hazards of this appliance. This appliance is intended to be used for commercial applications, for example in kitchens of restaurants, canteens, hospitals and in commercial enterprises such as bakeries, butcheries, etc., but not for continuous mass production of food.

Residual risks

This oven is manufactured using ISO-certified processes. The oven is designed with maximum safety in mind; however, there are residual risks to operators of this oven. Residual risks include exposure to heat and exposure to hot food products.

Possible misuse

Misuse of this oven includes loading the oven with anything other than a food product. Misuse also includes heating or cooking any food product that contains alcohol or other flammable substance.

Safety Precautions

Before you begin

Read and understand all instructions in this manual.

Electrical precautions

Obey these electrical precautions when using the appliance:

- Connect the appliance to a properly grounded outlet. Do not use the appliance if it is not properly grounded. Consult an electrician if there is any doubt that the outlet used is properly grounded.
- Keep the cord away from hot surfaces.
- Do not attempt to service the appliance or its cord and plug.
- Do not operate the appliance if it has a damaged cord or plug.
- Do not immerse the cord or plug in water.
- Do not let the cord hang over the edge of a table or counter.
- Do not use an extension cord.

Usage precautions

Obey these usage precautions when using the appliance:

- Only use this appliance for its intended use of heating or cooking.
- Always keep liquids, or foods that can become liquid when heated, level and at or below eye level where they can be seen.
- Always open the appliance door very slowly. Escaping hot vapors or steam can cause serious injury.
- Use utensils and protective clothing such as dry oven mitts when loading and unloading the appliance.
- Use caution when using the appliance. Floors adjacent to the appliance may become slippery.
- Do not cover or block any of the openings of this appliance.
- Do not cover shelves or any other part of this appliance with metal foil.
- Do not use this appliance near water such as a sink, in a wet location, near a swimming pool, or similar locations.

Maintenance precautions

Obey these maintenance precautions when maintaining the appliance:

- Obey precautions in the manual, on tags, and on labels attached to or shipped with the appliance.
- Only clean the appliance when the oven is disconnected from the power source.
- Do not store the appliance outdoors.
- Do not clean the appliance with metal scouring pads.
- Do not use corrosive chemicals when cleaning the appliance.
- Do not use a hose or water jet to clean the appliance.
- Do not use the appliance cavity for storage.
- Do not leave flammable materials, cooking utensils, or food inside the appliance when it is not in use.

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Operator training

All personnel using the appliance must have proper operator training. Before using the appliance:

- Read and understand the operating instructions contained in all the documentation delivered with the appliance.
- Know the location and proper use of all controls.
- Keep this manual and all supplied instructions, diagrams, schematics, parts lists, notices, and labels with the appliance if the appliance is sold or moved to another location.
- Contact Alto-Shaam for additional training if needed.

Operator qualifications

Only trained personnel with the following operator qualifications are permitted to use the appliance:

- Have received proper instruction on how to use the appliance.
- Have demonstrated their ability with commercial kitchens and commercial appliances.

The appliance must not be used by:

- Persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision concerning use of the appliance by person responsible for their safety.
- People impaired by drugs or alcohol.

- Children should be supervised to ensure that they do not play with the appliance.
- Children shall neither clean nor maintain the appliance.

Condition of appliance

Only use the appliance when:

- All controls operate correctly.
- The appliance is installed correctly.
- The appliance is clean.
- The appliance labels are legible.

Servicing the appliance

- Only trained personnel are permitted to service or repair the appliance. Repairs that are not performed by an authorized service partner or trained technician will void the warranty and relieve Alto-Shaam of all liability.
- To prevent serious injury, death or property damage, have the appliance inspected and serviced at least every twelve (12) months by an authorized service partner or trained technician.
- Contact Alto-Shaam for the authorized service partner in your area.

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Environmental operating conditions

- Before use, allow the appliance to acclimate to room temperature. A minimum of 24 hours is recommended.
- Ambient temperature range of 60°F to 110°F (16°C to 43°C).
- Relative humidity of less than 95% non-condensation.
- Atmospheric pressure range of 17.7” to 31.3 of mercury (50kPa to 106kPa).

Stationary appliances with casters

For appliances equipped with casters or rollers, or that must be moved for cleaning:

- Use flexible connections for equipotential bonding and for connections to services such as electricity, water, gas, and steam.
- Make sure the connections allow movement for cleaning. The movement distance must be at least the appliance size in the direction of movement plus 20" (500mm).
- Do not allow the connections to become tight or strained.

Personal Protective Equipment (PPE)

Wear the following Personal Protective Equipment (PPE) while cleaning the appliance:

- Protective gloves
- Protective clothing
- Eye protection
- Face protection

Use of restraining devices

A restraining device (tether) must be installed to any appliance that is hard-wired and mounted on casters. The tether must:

- Be secured to the building’s structure.
- Limit the movement of the appliance so that no stress is transmitted to the electrical conduit.

A connection point for the tether is located on the back of the appliance.

A tether is not supplied by nor available from the manufacturer.

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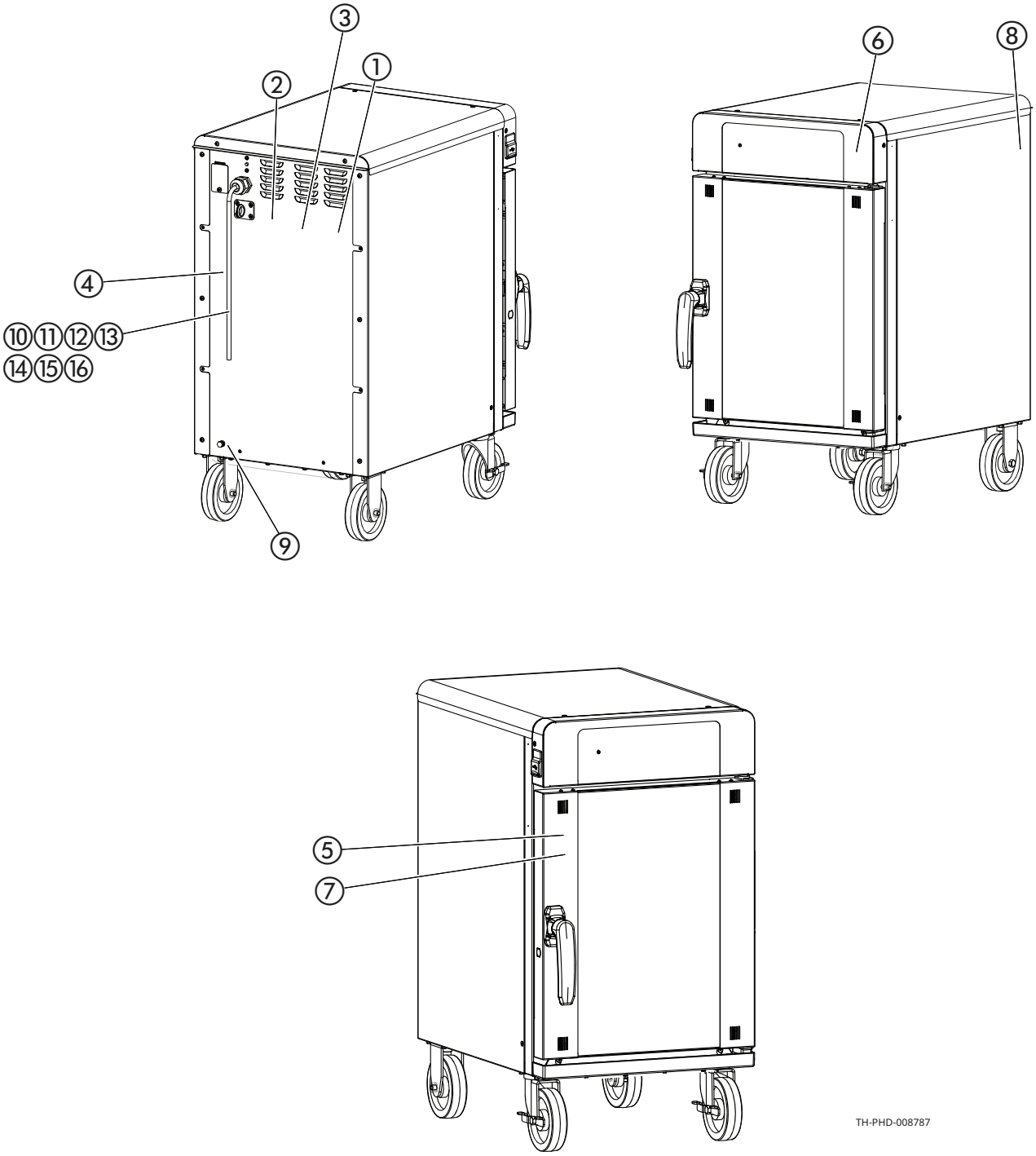
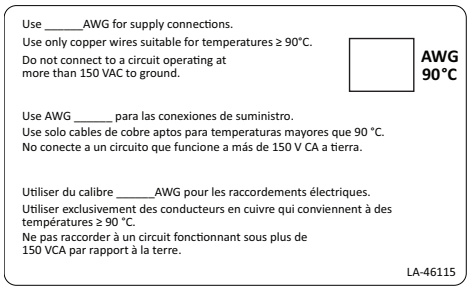
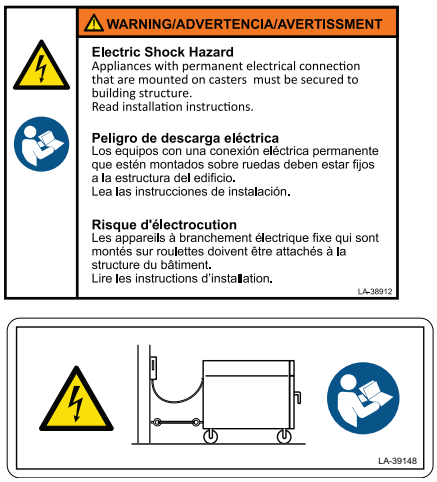
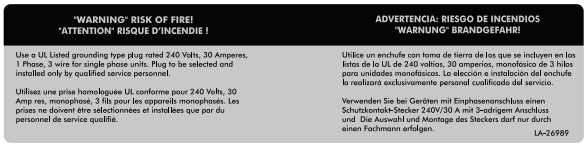
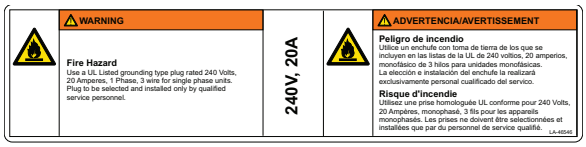
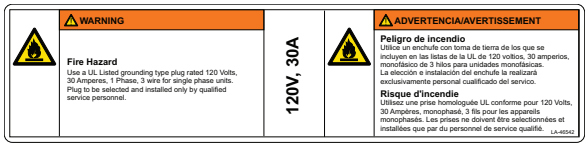
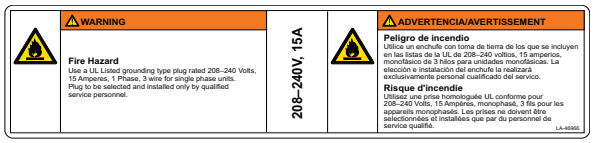
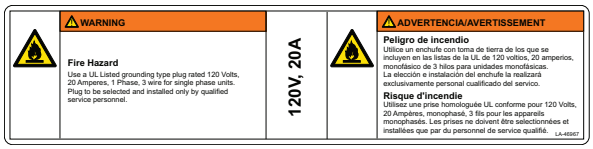
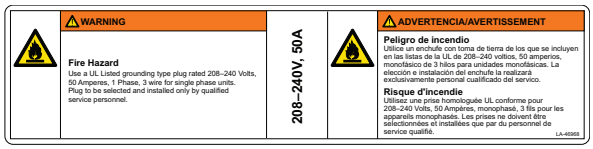
Label Locations



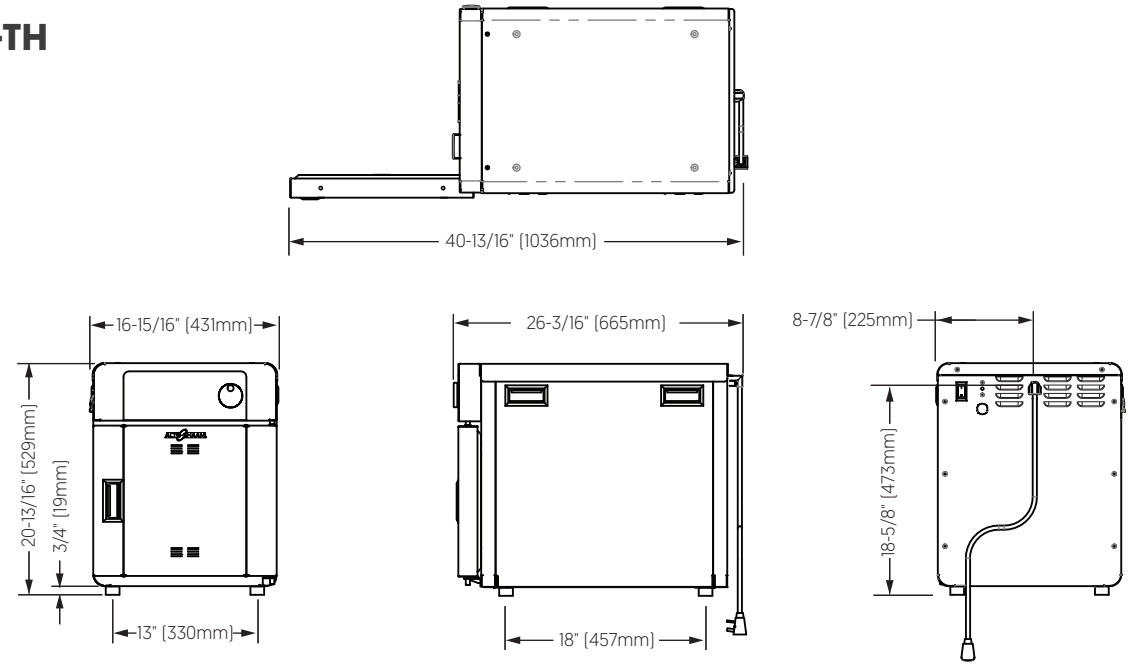
1	 	WARNING Electric shock hazard To reduce the risk of electric shock, do not remove or open the cover. No user-serviceable parts inside. Refer servicing to qualified personnel. Qualified personnel: Disconnect power before servicing.
2		**Note:** *This label is only used on UL-certified appliances that have 120V to ground wiring.* Use _____ AWG for supply connections. Use only copper wires suitable for temperature less than or equal to 90°C. Do not connect to a circuit operating at more than 150 VAC to ground. For use on individual branch circuits only.
3		WARNING Electric shock hazard Appliances with permanent electrical connection that are mounted on casters must be secured to building structure. Read installation instructions.
4		Every Alto-Shaam product is precision calibrated prior to release from the factory to ensure accurate temperature control.

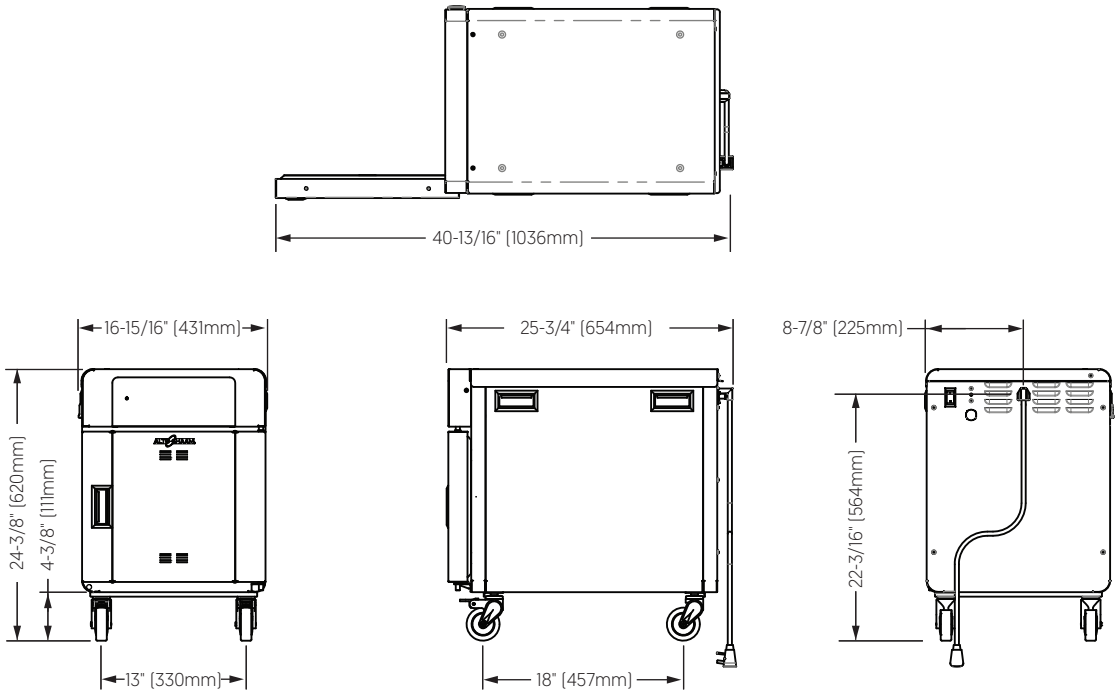
5		WARNING Hot surface
6		Made in U.S.A.
7		WARNING Burn hazard Always load liquids, or foods that can become liquid when heated, at an eye level where they can be seen.
8		Security seal
9		Equipotential bonding
10		For use on individual branch circuit only.
11		WARNING Fire hazard Use a UL Listed grounding type plug rated 240 Volts, 30 Amperes, 1 Phase, 3 wire for single phase units. Plug to be selected and installed only by qualified service personnel.

12		WARNING Fire hazard Use a UL Listed grounding type plug rated 240 Volts, 20 Amperes, 1 Phase, 3 wire for single phase units. Plug to be selected and installed only by qualified service personnel.
13		WARNING Fire hazard Use a UL Listed grounding type plug rated 120 Volts, 30 Amperes, 1 Phase, 3 wire for single phase units. Plug to be selected and installed only by qualified service personnel.
14		WARNING Fire hazard Use a UL Listed grounding type plug rated 208–240 Volts, 15 Amperes, 1 Phase, 3 wire for single phase units. Plug to be selected and installed only by qualified service personnel.
15		WARNING Fire hazard Use a UL Listed grounding type plug rated 120 Volts, 20 Amperes, 1 Phase, 3 wire for single phase units. Plug to be selected and installed only by qualified service personnel.
16		WARNING Fire hazard Use a UL Listed grounding type plug rated 208–240 Volts, 50 Amperes, 1 Phase, 3 wire for single phase units. Plug to be selected and installed only by qualified service personnel.

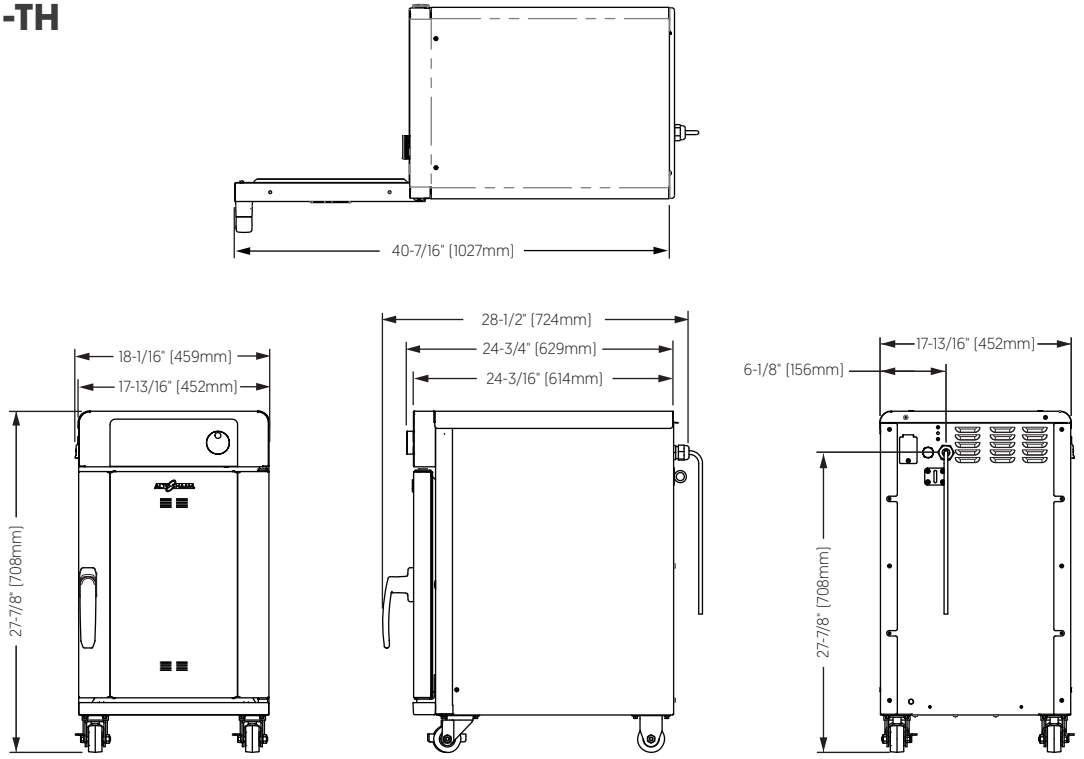
Dimension Drawings

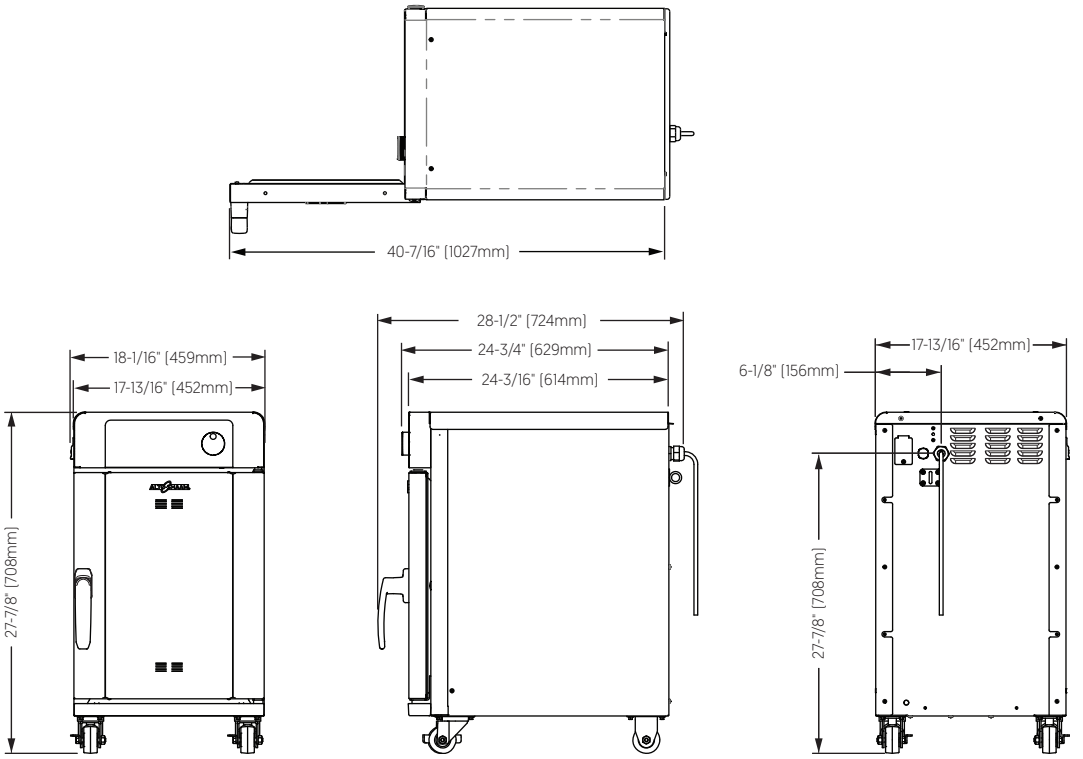
300-TH



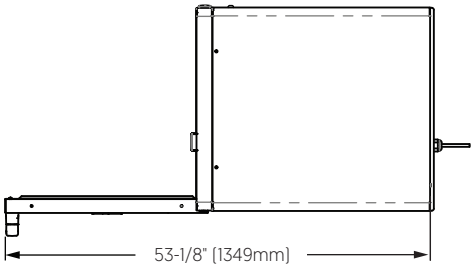


500-TH


40-7/16" [1027mm]
28-1/2" [724mm]
24-3/4" [629mm]
24-3/16" [614mm]
18-1/16" [459mm]
17-13/16" [452mm]
27-7/8" [708mm]
17-13/16" [452mm]
6-1/8" [156mm]
27-7/8" [708mm]


40-7/16" [1027mm]
28-1/2" [724mm]
24-3/4" [629mm]
24-3/16" [614mm]
18-1/16" [459mm]
17-13/16" [452mm]
27-7/8" [708mm]
17-13/16" [452mm]
6-1/8" [156mm]
27-7/8" [708mm]

750-TH
750-SK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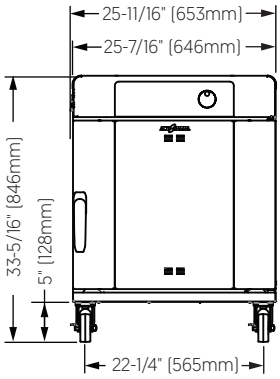
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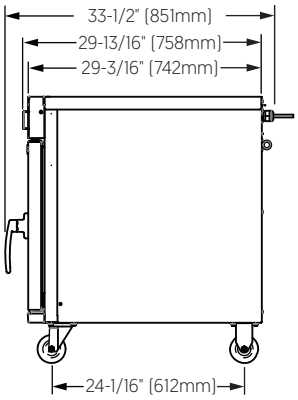
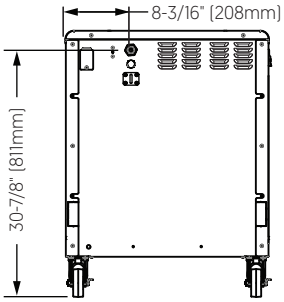
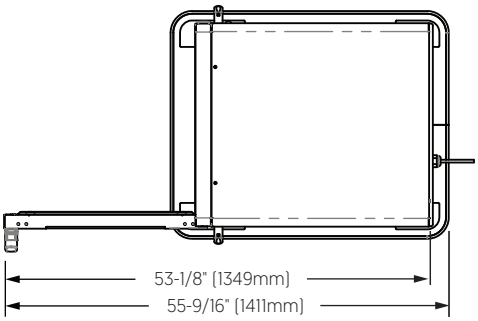
25-7/16" (646mm)
33-5/16" (846mm)
5" (128mm)
22-1/4" (565mm)


33-1/2" (851mm)
29-13/16" (758mm)
29-3/16" (742mm)
24-1/16" (612mm)


8-3/16" (208mm)
30-7/8" (811mm)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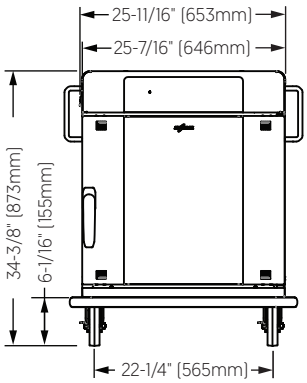
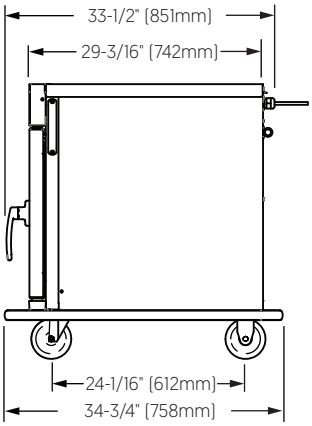
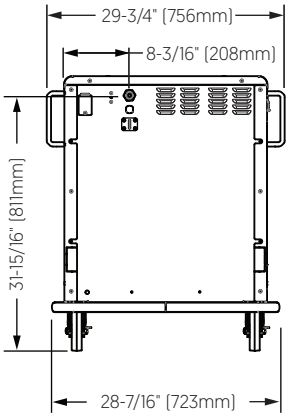
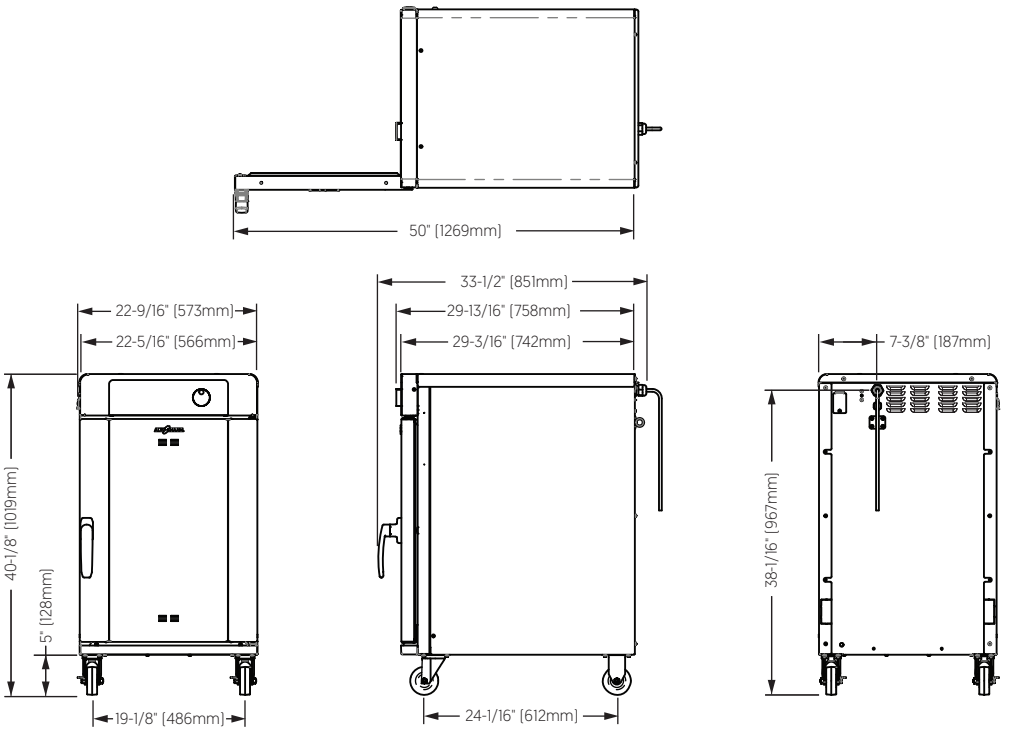
55-9/16" (1411mm)

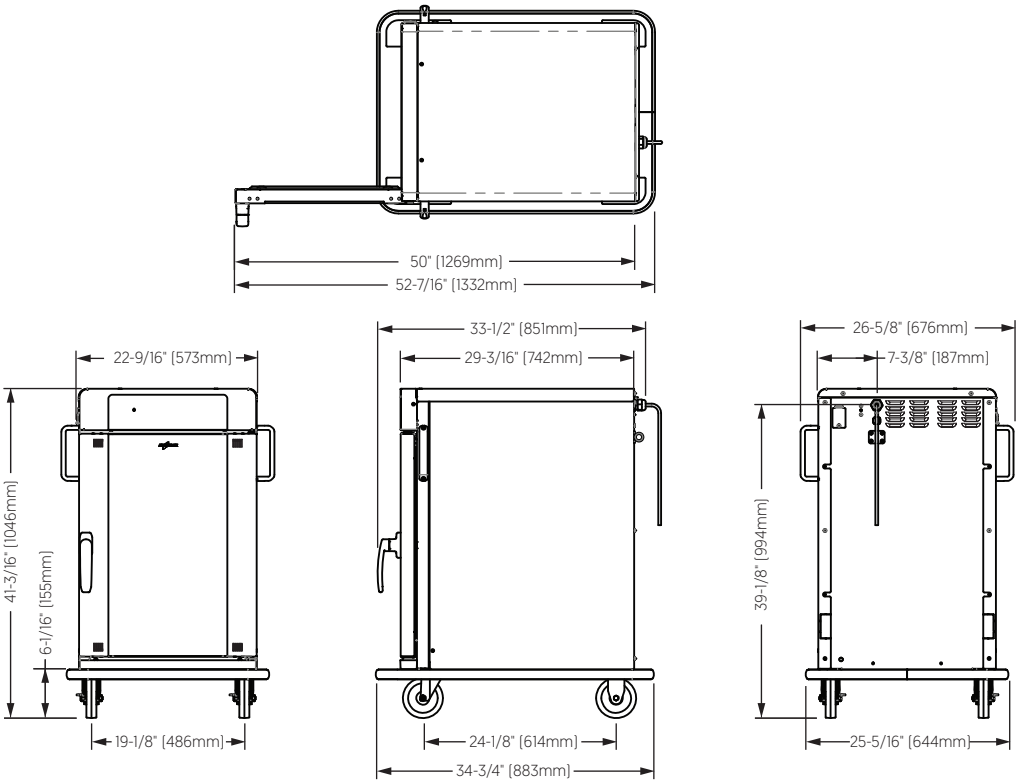

25-11/16" (653mm)
25-7/16" (646mm)
34-3/8" (873mm)
6-1/16" (155mm)
22-1/4" (565mm)


33-1/2" (851mm)
29-3/16" (742mm)
24-1/16" (612mm)
34-3/4" (758mm)

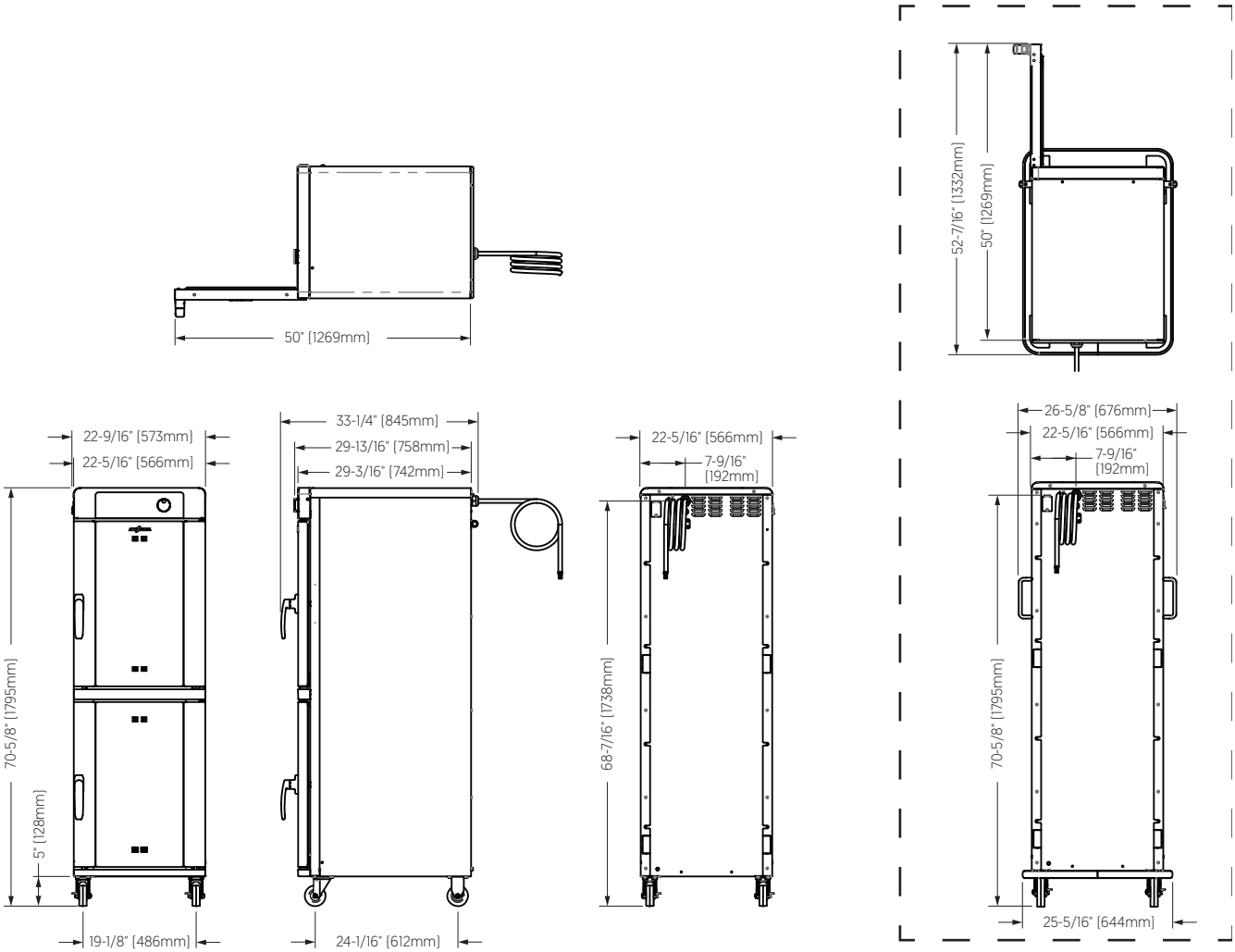

29-3/4" (756mm)
8-3/16" (208mm)
31-15/16" (811mm)
28-7/16" (723mm)

1000-TH
1000-SK

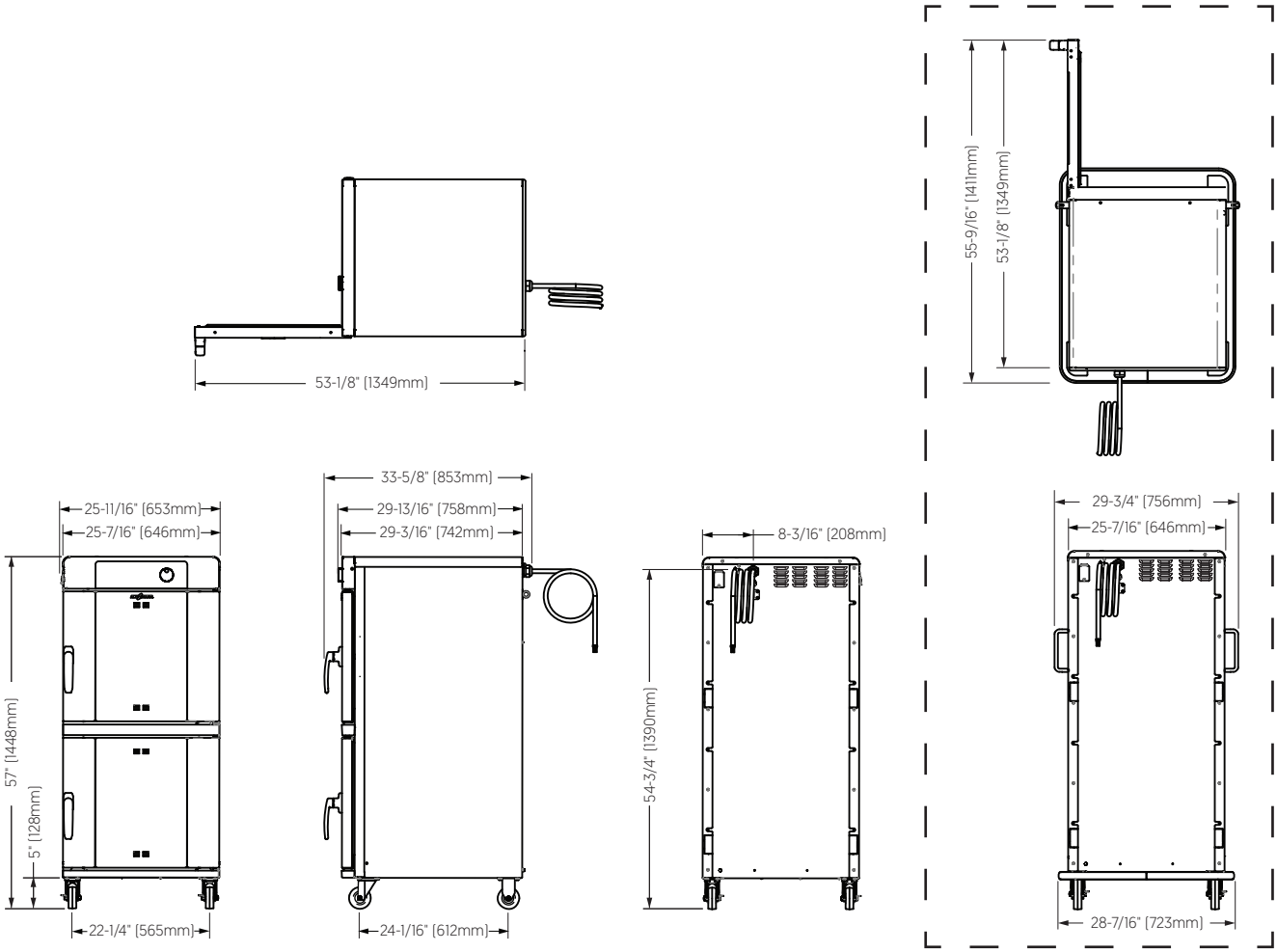




1200-TH
1200-SK



1750-TH
1750-SK



How to Unpack the Oven

Before you begin

Make sure you have:

- An appropriate lifting device and enough personnel to safely move and position the weight of the oven.
  - 300-TH/SK: 100 lbs (45 kg)
  - 500-TH/SK: 185 lbs (84 kg)
  - 750-TH/SK: 225 lbs (102 kg)
  - 1000-TH/SK: 250 lbs (113 kg)
  - 1200-TH/SK: 450 lbs (204 kg)
  - 1750-TH/SK: 440 lbs (200 kg)
- Cutting tools to remove the packaging.

Unpack the oven

To unpack the oven, do the following.

Step	Action
1.	**Remove** the box. **Save** all packing materials for inspection by the carrier.
	NOTE: Examine the appliance for damage. If the appliance has been damaged, do not use the appliance until it has been inspected by an authorized service provider. Contact your carrier or Alto-Shaam® customer service.
2.	**Remove** the shrink wrap.
3.	**Cut** the restraining straps.
4.	**Remove** the oven from the pallet.
5.	**Remove** the protective paper from the outside of the oven.

Result

The oven is now unpacked.

Pre-Installation Checklist

Installation of the oven is to be completed only by an authorized Alto-Shaam service partner.

Place this form with the oven's records.

WARNING: Electric shock and arc flash hazard.
Use caution when measuring line voltage and line current.
Wear Personal Protective Equipment (PPE).

Location Information

Installation date:	Start up date:
Location name:	Location address:
Contact name:	
Contact phone number:	Number of ovens to be installed:
Contact email:	Oven model number(s):
IT Administrator name: (if applicable)	Oven serial number(s):
Phone number:	Oven rated voltage:

Pre-Installation Company Information

Company name:	Mailing address:
Technician name:	
Technician phone number:	Technician email:
Date of Site Survey:	

Clearance	Record	Pass	Fail
Measure door/entry way clearance (smallest dimension)			
Measure path clearance (smallest dimension)			
Elevator opening, if applicable (smallest dimension)			
Elevator interior dimensions, if applicable (HxWxD)			
Oven Clearance Right side:			
Rear:			
Left side:			
Top:			
Based on the oven's designated spot in the kitchen, is the oven accessible for service?	Yes / No		
If NO, comment on the issue:			
Other comments:			

Continued on next page

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Electrical

Alto-Shaam oven ratings	Breaker:	Voltage:	Phase:	
	Cord:	Plug:		
Is the oven going to be hard wired?	Yes		No	
The following fields must be completed by the service technician on site.				
What is the measured voltage at the site?	L1-N:	L2-N:	L3-N:	L1-L2:
	L2-3:	L1-L3:	Pass	Fail
What is the on-site breaker size supplying power to the oven(s)?	Size:		Pass	Fail
Is there a disconnect or junction box within 3' (914mm) of where the oven(s) will be installed?	Pass	Fail		
Comments:				

WiFi equipped ovens (Deluxe control only)

Is the WiFi system that will be used secure, WiFi Protected Access 2 (WPA2)? The WiFi system to be used cannot be Point of Sales WiFi.	Yes	No
Have you been provided the Service Set Identifier (SSID) for the system to be used?	Yes	No
Have you been provided the pass phrase for the WiFi system to be used?	Yes	No
At the final location that the oven will be installed, can you connect to the WiFi system with your phone?	Yes	No
At the final location that the oven will be installed, can you connect to Alto-Shaam.com with your phone using the WiFi system?	Yes	No
Is site action required?	Yes	No
Action required:		

Other site information

Smoker ovens only - Is there a proper ventilation hood installed above where the oven(s) will be installed?	Pass	Fail
Does the designated location for the oven have a level surface, i.e., no more than 1.5" (38mm) change in elevation from its highest to lowest surface point?	Pass	Fail
Is the site 100% ready for oven(s) installation?	Pass	Fail
Is the ambient air temperature between 60°F (16°C) and 105°F (41°C)?	Pass	Fail
Is site action required?	Pass	Fail
Action required:		

Continued on next page

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Please provide a copy of this document to an on-site manager.

Service company name:
Service company number:
Model of oven(s) to be installed:

The site is ready for installation of the oven(s); planned install location passes inspection. Once the oven(s) arrive at the site (or the delivery date is certain), please contact the service company listed above to schedule the installation.	

The site is NOT ready for installation of the oven(s); planned install location needs the following changes made before installation can proceed:	
On-site manager should make the necessary contacts to move forward with these changes as soon as possible. If there are any questions, please contact Alto-Shaam Technical Service Department at 800-558-8744 ext. 6702. Or, review documentation regarding the equipment www.alto-shaam.com/en/resource-library.	

Once the necessary site changes have been made and the oven(s) have arrived (or the delivery date is certain), please contact the service company listed above to schedule the installation.	

Technician name and signature:
On-site manager name and signature:

Installation Checklist

Installation of the oven is to be completed only by an authorized Alto-Shaam service partner.

Place this form with the oven's records.

WARNING: Electric shock and arc flash hazard.
Use caution when measuring line voltage and line current.
Wear Personal Protective Equipment (PPE).

Installation date:	Start up date:
Location name:	Location address:
Contact name:	
Contact phone number:	Oven model number:
Contact email:	Oven serial number:
IT Administrator name: (if applicable)	Oven rated voltage:
Phone number:	

Oven physical condition	**Damaged**		**Record any damage with details before or after uncrating, location of damage, etc. Take pictures.**
	Yes	**No**	
Front of oven			
Left side			
Back of oven			
Right side			
Top and bottom/legs			

Oven visual inspection (outside)	**Yes**	**No**
Is all packing material removed from the outside of the oven?		
Is all packing material removed from the inside of the oven?		

Oven visual inspection (internal)	**Loose/Damaged**	
	Yes	**No**
Check all electrical connections at each terminal block.		
Check all circuit board connections.		
Check all components for loose connections and hardware.		
Check the overall system for any damage from shipping or installation.		

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Electrical:	**Record**		
Measure the voltage at the wall outlet.	L1 to L2:	L1 to L3:	L2 to L3:
Measure the voltage at the oven's main disconnect switch.	L1 to L2:	L1 to L3:	L2 to L3:
Measure the voltage at the oven's main terminal block.	L1 to L2:	L1 to L3:	L2 to L3:
Measure the AC voltage to the 12 VDC power supply.			
Measure the DC output from the power supply.			

Wifi equipped ovens:

Navigate to the settings screen; touch the network icon.

On the Your network status screen: What is the connection type?	Wireless	Ethernet
What color is the network icon?	Red Yellow Green	
What is the Internet status?		
What is the Cloud status?		
What is the SSID?		
What is the IP Address?		

How to Install the Oven

Before you begin

Make sure you have an appropriate lifting device, and enough personnel, to safely move and position the weight of the oven.

Requirements

- The oven must be installed on a level surface.
- The oven must not be installed in any area where it may be affected by steam, grease, dripping water, high temperature, or any other severely adverse conditions.

Voltages

	V	Ph	Hz	AWG	A	Breaker*	kW	Plug***
300-TH								
120V	120	1	60	14	6.7	15	0.8	NEMA 5-15P 15A-125V
230V	230	1	50/60	14	3.2	16	0.7	CEE 7/7, BS-1363, CH2-16P
500-TH								
120V	120	1	60	10	16	20	1.9	NEMA 5-20P 20A-125V
208-240V**	208	1	60	10	11	15 UL | 20 CSA	2.3	No cord, no plug
	240	1	60	10	13	15 UL | 20 CSA	3.0	
230V	230	1	50/60	10	12	16	2.8	CEE 7/7, BS-1363, CH-16P
750-TH								
120V	120	1	60	10	14	20	1.7	NEMA 5-20P 20A-125V
208-240V**	208	1	60	10	15	20 UL | 30 CSA	3.1	No cord, no plug
	240	1	60	10	17	20 UL | 30 CSA	4.2	No cord, no plug
230V	230	1	50/60	10	17	32	3.8	CEE 7/7, BS-1363, CH-16P, CH2-16P
	230	1	50/60	10		16	2.6^	
750-SK								
120V**	120	1	60	10	17	20	2.0	No cord, no plug
208-240V**	208	1	60	10	17	20 UL | 30 CSA	3.5	No cord, no plug
	240	1	60	10	19	20 UL | 30 CSA	4.5	No cord, no plug
230V	230	1	50/60	10	18	32	4.2	No cord, no plug
	230	1	50/60	10		16	2.9^	CEE 7/7, BS-1363, CH-16P, CH2-16P,

*Electrical connections must meet all applicable federal, state, and local codes.
**Dedicated circuit required.
***Additional cord and plug configurations available from factory.
^ Reduced wattage configuration.

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	V	Ph	Hz	IEC	AWG	A	Breaker	kW	Plug
1000-TH									
120V	120	1	60	—	10	16	20 UL | 30 CSA	1.9	
208-240V**	208	1	60	—	10	15	20 UL | 30 CSA	3.1	***
	240	1	60	—	10	17	20 UL | 30 CSA	4.1	
230V	230	1	50/60	—	10	16	32	3.8	
	230	1	50/60	—	10		16	2.9^	
1000-SK									
120V	120	1	60	—	10	18	20 UL | 30 CSA	2.2	
208-240V**	208	1	60	—	10	17	20 UL | 30 CSA	3.4	***
	240	1	60	—	10	19	20 UL | 30 CSA	4.5	
230V	230	1	50/60	—	10	18	32	4.1	
	230	1	50/60	—	10	16	16	2.9^	
1200-TH									
208-240V**	208	1	60	—	8	29	30 UL | 50 CSA	6.2	
	240	1	60	—	8	34	50	8.2	***
230V	230	1	50/60	—	8	33	63	7.5	
	230	1	50/60	—	8	22	32	5.0^	
380-415V	380	3	50/60	2.5	10	18	32	6.9	
	415	3	50/60	2.5	10	20	32	8.2	
1200-SK									
208-240V**	208	1	60	—	8	33	50	6.9	
	240	1	60	—	8	37	50	8.9	***
230V	230	1	50/60	—	8	36	50	8.3	
	230	1	50/60	—	8	25	32	5.7^	
380-415V	380	3	50/60	2.5	10	20	25	7.7	
	415	3	50/60	2.5	10	22	32	8.9	
1750-TH									
208-240V**	208	1	60	—	8	29	30 UL | 50 CSA	6.3	
	240	1	60	—	8	35	50	8.3	***
230V	230	1	50/60	—	8	33	63	7.6	
	230	1	50/60	—	8	22	32	5.1^	
380-415V	380	3	50/60	2.5	10	18	32	7.0	
	415	3	50/60	2.5	10	20	32	8.2	
1750-SK									
208-240V**	208	1	60	—	8	33	50	7.0	
	240	1	60	—	8	38	50	9.0	***
230V	230	1	50/60	—	8	36	63	8.3	
	230	1	50/60	—	8	25	32	5.8^	
380-415V	380	3	50/60	2.5	10	20	32	7.6	
	415	3	50/60	2.5	10	22	32	8.9	

*Electrical connections must meet all applicable federal, state, and local codes.
**Dedicated circuit required.
***No cord or plug. Additional cord and plug configurations available from factory.
^ Reduced wattage configuration.

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Electrical connection

WARNING: Appliances without a cord provided by the factory must be equipped with a cord of sufficient length to permit the appliance to be moved for cleaning.

Always use the correct AWG wire size based on the electrical requirements for the appliance.

WARNING: To prevent serious injury, death, or property damage:

All electrical connections must be made by a qualified and trained service technician in accordance with applicable electrical codes.

This appliance must be adequately grounded in accordance with local electrical codes or, in the absence of local codes, with the current edition of the National Electrical Code ANSI/NFPA No 70. In Canada, all electrical connections are to be made in accordance with CSA C22 1, Canadian Electrical Code Part 1 or local codes.

CE-approved appliances include an equipotential-bonding terminal marked with the equipotential symbol. Provisions for earthing are to be made in accordance with IEC:2010 60335-1 section 27 or local codes.

CAUTION: Electrical shock hazard.

Power source must match voltage identified on appliance rating tag. The rating tag provides essential technical information required for any appliance installation, maintenance or repairs Do not remove, damage or modify the rating tag.

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Regarding international standard ovens:

If the unit is not equipped with flexible cord and plug, an all-pole country approved disconnection device which has a contact separation of at least 3mm in all poles must be incorporated in the fixed wiring for disconnection. When using a cord without a plug, the green/yellow conductor shall be connected to the terminal which is marked with the ground symbol. If a plug is used, the socket outlet must be easily accessible. If the power cord needs replacement, use a similar one obtained from the distributor.

Hard-wired models:

Hard-wired models must be equipped with a country-certified, external, all-pole disconnection switch with sufficient contact separation. Hard-wired models that are mounted on casters must have a strain relief device (tether) to prevent strain on the power supply cord. If a power cord is used for the connection of the product, an oil resistant cord like H05RN or H07RN or equivalent must be used.

NOTICE Where local codes and CE regulatory requirements apply, appliances must be connected to an electrical circuit that is protected by an external GFCI outlet.

Restraint Requirements

WARNING: Electrical shock hazard

Appliance must be secured to building structure. Failure to observe this precaution may result in severe personal injury and damage to the equipment.

Requirements for restraint:

- Maximum height of casters is 6" (152mm).
- Two of the casters must be of the locking type.
- Strain relief devices (tethers) must be secured to the building structure.

A mounting connector for a restraining device (tether) is located on the back of the appliance. The restraining device (tether) is not supplied by nor is it available from the factory.

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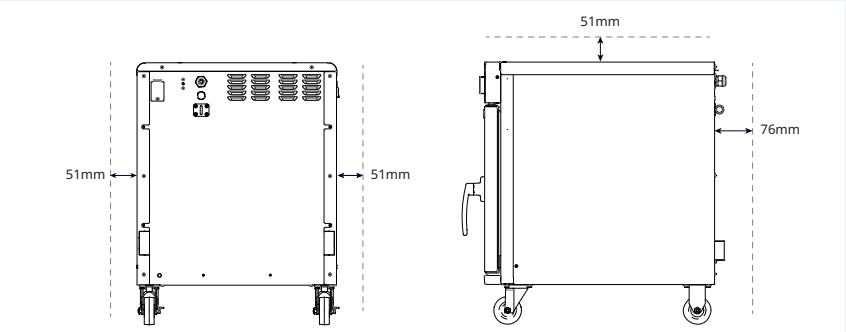
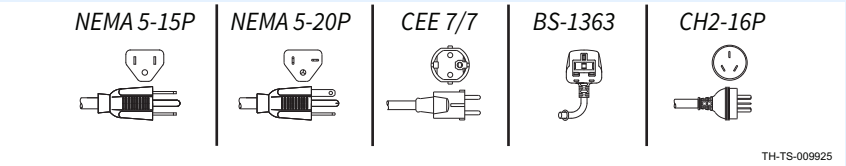
Position the oven

To position the oven, do the following.

Step	Action
1.	**Make sure** that: ▪ The location where the oven is being installed is rated to support the weight of the oven; ▪ The oven is within five feet (1.5 m) of the appropriate electrical outlet; ▪ You follow the oven clearance guidelines. 
2.	**Move** the oven to the installation location and onto the final resting surface. **Apply** the brakes of the front casters.
3.	**See topic** *How to Clean the Oven,* and thoroughly clean the oven before continuing.

Connecting power

4.	For ovens without plugs and cords, do the following (**See topic** *How to Connect the Electrical Wiring*). 1. **Remove** the top panel. 2. **Remove** the cord grip that came with the oven from the restraint connector and insert it into the power connection hole. 3. **Connect** the power wires to the terminal block and circuit breakers. **Secure** the cord with the cord grip. **Tighten** the cord grip nut. 4. **Re-install** the top panel.
	For ovens with plugs and cords, do the following. **Plug** the oven into a properly grounded receptacle. 

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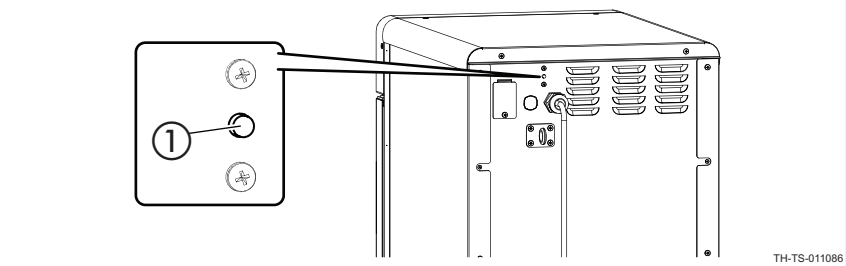
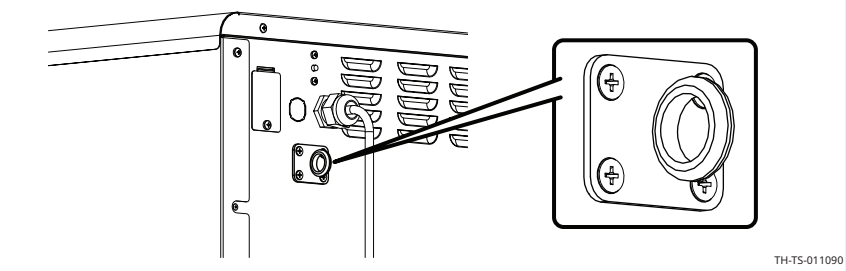
High limit reset

5. **Press and release** the high-limit temperature reset button ①.



Install the tether (if required)

6. For hard-wired ovens with casters, **install** the tether to the wall so that no stress is transmitted to the electrical cord when the oven moves.



Result

The oven is now installed.

How to Connect the Electrical Wiring

Before you begin

Make sure the power is off or disconnected at the supply.

Warnings

WARNING: Appliances without a cord provided by the factory must be equipped with a cord of sufficient length to permit the appliance to be moved for cleaning.

Always use the correct AWG wire size based on the electrical requirements for the appliance.

WARNING: To prevent serious injury, death, or property damage:

All electrical connections must be made by a qualified and trained service technician in accordance with applicable electrical codes.

This appliance must be adequately grounded in accordance with local electrical codes or, in the absence of local codes, with the current edition of the National Electrical Code ANSI/NFPA No 70. In Canada, all electrical connections are to be made in accordance with CSA C22 1, Canadian Electrical Code Part 1 or local codes.

CE-approved appliances include an equipotential-bonding terminal marked with the equipotential symbol. Provisions for earthing are to be made in accordance with IEC:2010 60335-1 section 27 or local codes.

CAUTION: Electrical shock hazard.

Power source must match voltage identified on appliance rating tag. The rating tag provides essential technical information required for any appliance installation, maintenance or repairs Do not remove, damage or modify the rating tag.

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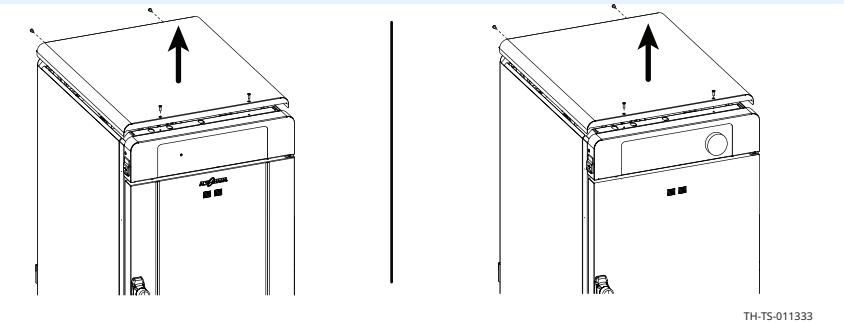
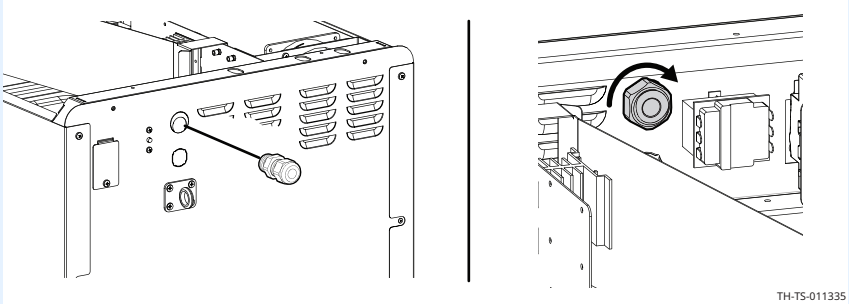
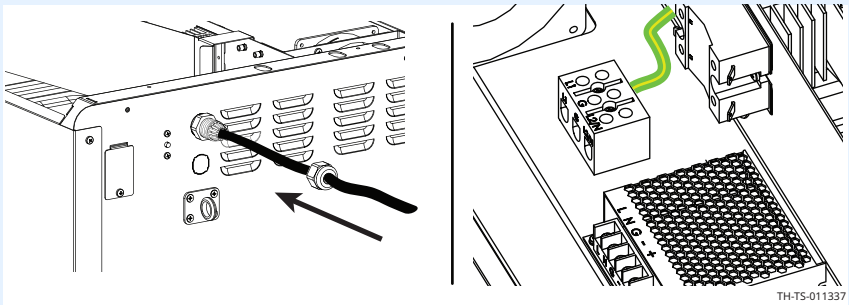
Procedure

To connect the electric power, do the following.

Step	Action
1.	**Remove** the top panel. 
2.	**Install** the cord grip into the back panel of the oven. **Install** the cord grip nut. 
3.	**Install** the cord through the cord grip. **Route** the ground wire to the terminal block. 

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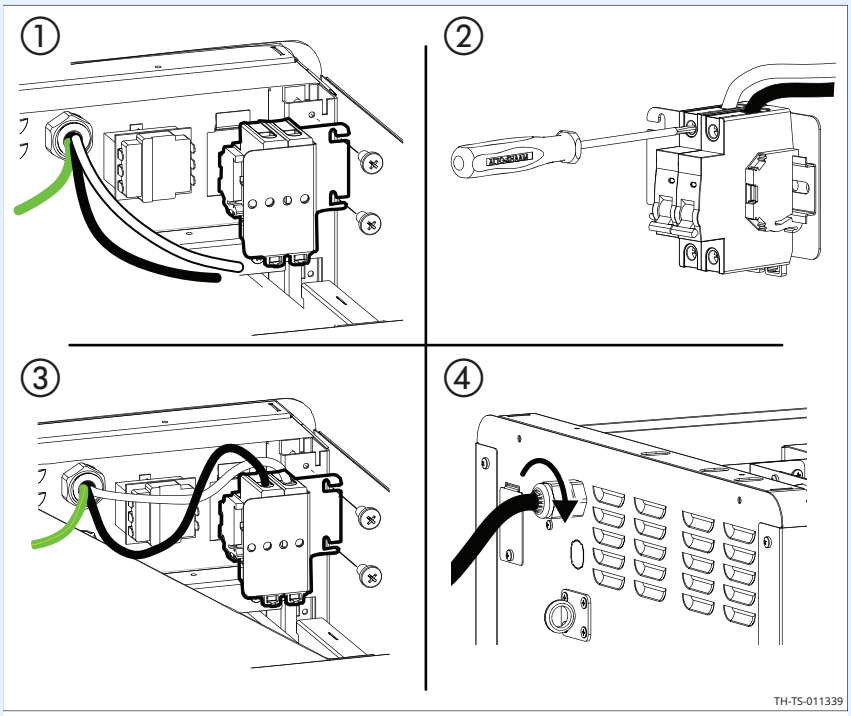
4. **Remove** the screws retaining the circuit breakers ①. **Connect** the wires to the circuit breakers ②.



Re-install the circuit breakers with the screws ③.

Adjust the length of the cord. **Install** and tighten the cord grip nut ④.

5. **Re-install** the top panel.

Result

The electrical wiring is now connected.

How to Install the Drip Tray

Before you begin

Remove the drip tray from the oven cavity and remove any packaging.

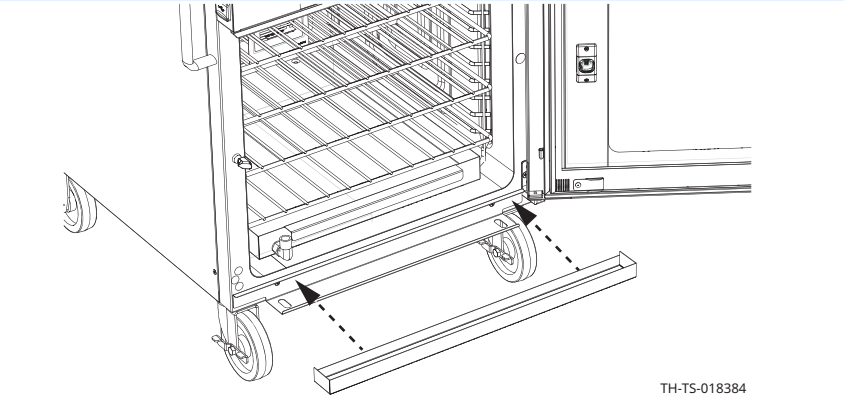
WARNING: Slip Hazard

Failure to install the drip tray may result in moisture dripping on the floor. Be sure the drip tray is installed before using.

NOTICE Failure to install the drip tray could result in equipment damage.

Procedure

To install the drip tray, do the following.

Step	Action
1.	**Install** the drip tray on the oven bracket. 

Result

The drip tray is installed.

How to Stack Two Ovens

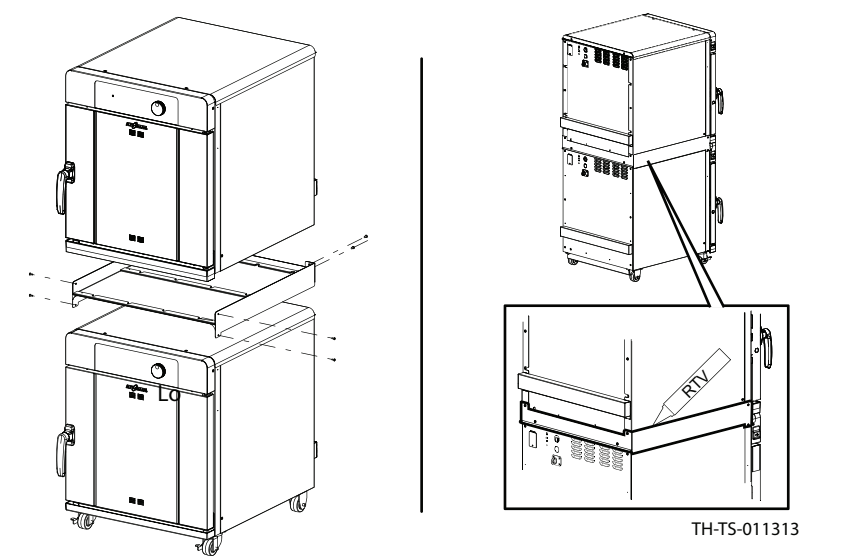
Before you begin

Make sure you have:

- Industrial-grade silicone RTV
- An appropriate lifting device, and enough personnel, to safely move and position the weight of the oven.
  - 500-TH/SK: 185 lb (84 kg)
  - 750-TH/SK: 225 lb (102 kg)
  - 1000-TH/SK: 250 lb (113 kg)

Procedure

To stack the ovens, do the following.

Step	Action
1.	**Remove** all packing material from each oven.
2.	**Install** the stacking kit to the bottom oven using the screws from the kit. 
3.	**Remove** the casters from the upper oven if required.
4.	Using an appropriate lifting device, **lift** the upper oven and set it on the bottom oven. **Secure** the upper oven to the bottom oven using the screws from the kit. **Apply** a bead of silicone RTV on the three upper edges of the stacking kit panel.

Result

The ovens are now stacked.

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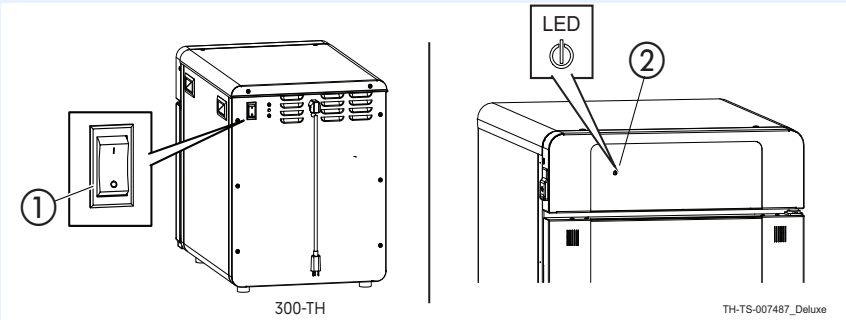
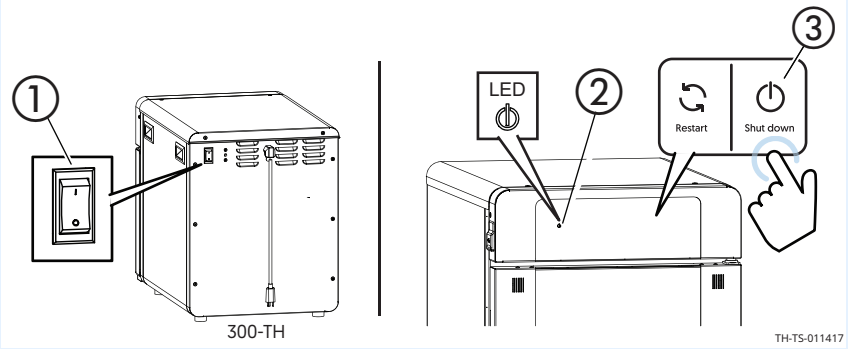
How to Turn On and Turn Off the Oven

Before you begin

The oven must be connected to electric power.

Turning on the oven

To turn on the oven, do the following.

Step	Action
1.	**Set** the power switch ① to the ON position (300-TH only). **Touch** the ON/OFF button ②.  The oven is now on.
2.	To turn off the oven, do the following.
3.	**Touch** and hold the ON/OFF button ② until the “Shut Down Options” screen displays. **Touch** ”Shut down” ③. On 300-TH ovens, **set** the power switch ① to the OFF position. 

Turning off the oven

Result

The oven is now off.

How to Prepare the Oven for First Use

Background

Use this procedure for initial use or before using the oven after taking it out of storage.

Procedure

To prepare the oven for first use, do the following.

Step	Action
1.	**Remove** all packing material from the oven.
2.	**Remove** and wash detachable items such as wire racks, side racks, and drip pans. Wash these items with hot soapy water. Dry them with a clean, lint-free cloth.
3.	**Remove** visible grease or oil from the oven.
4.	**Clean** the interior and exterior of the oven with a mild soap and water solution. Dry with a clean, lint-free cloth.
5.	**Clean** the glass, if applicable, with glass cleaner or distilled vinegar.
6.	**Re-install** the wire racks, side racks, and drip pan.
7.	**Turn on** the oven and operate it without food for two hours at a temperature of 300°F (149°C) to remove surface oils and any accompanying odor.

Result

The oven is now ready for operation.

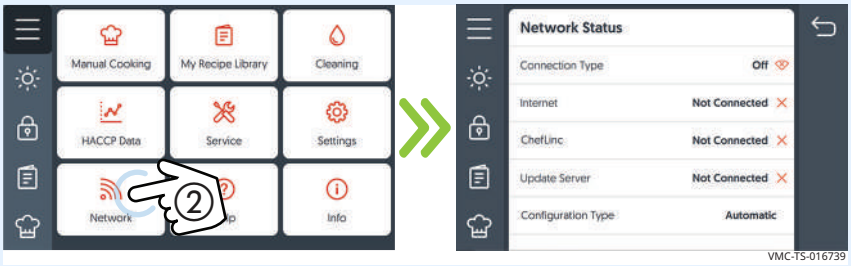
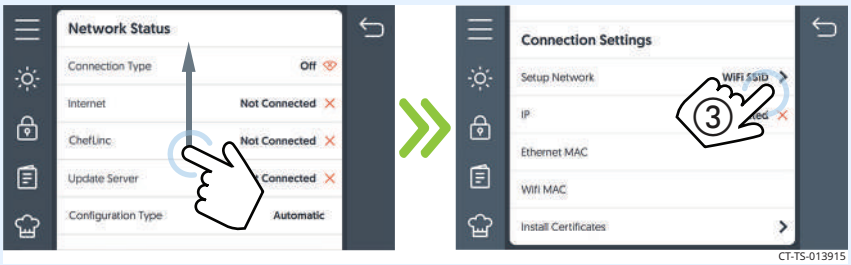
How to View and Set up WiFi Connection

Before you begin

- The facility must have WiFi.
- Do not connect to a guest network.

Procedure

To set up WiFi, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays.
2.	**Touch** the “Network” icon ②. The “Network Status” screen displays. 
3.	**Scroll** to “Connection Settings”. **Touch** the “Setup Network” setting ③. 

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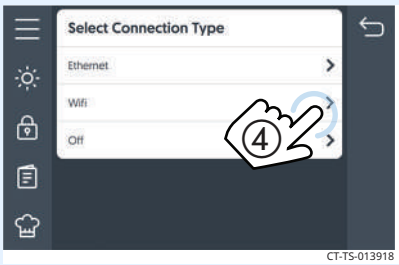
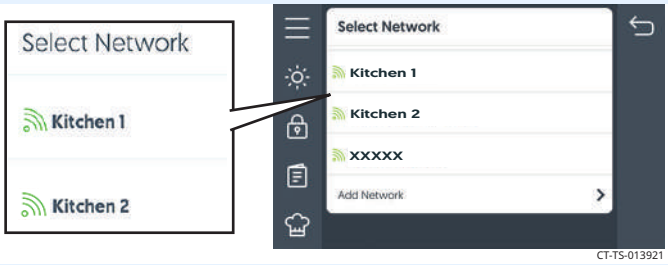
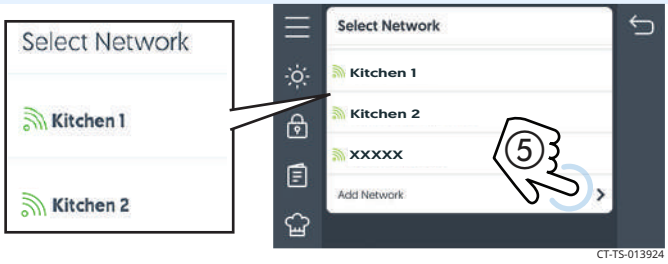
4. **Touch** the "WiFi" icon ④.



The available networks will show on the screen. The color of the network icon indicates the strength of the signal for each network.
Green = strong
Yellow = medium
Red = weak



5. If the network is not displayed, **touch** the "Add Network" setting ⑤.



Enter the SSID using the keypad. Then, **touch** the check mark.

Select the security type.

Enter the password using the keypad. Then, **touch** the check mark.

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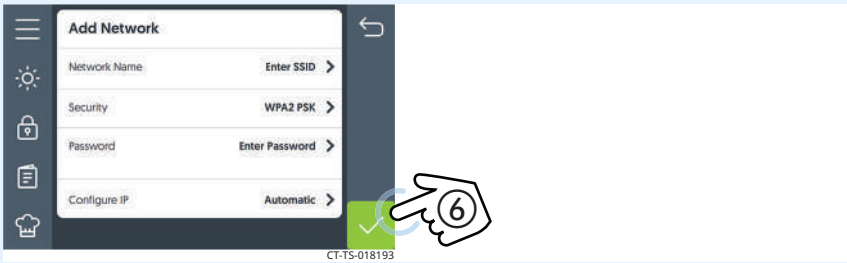
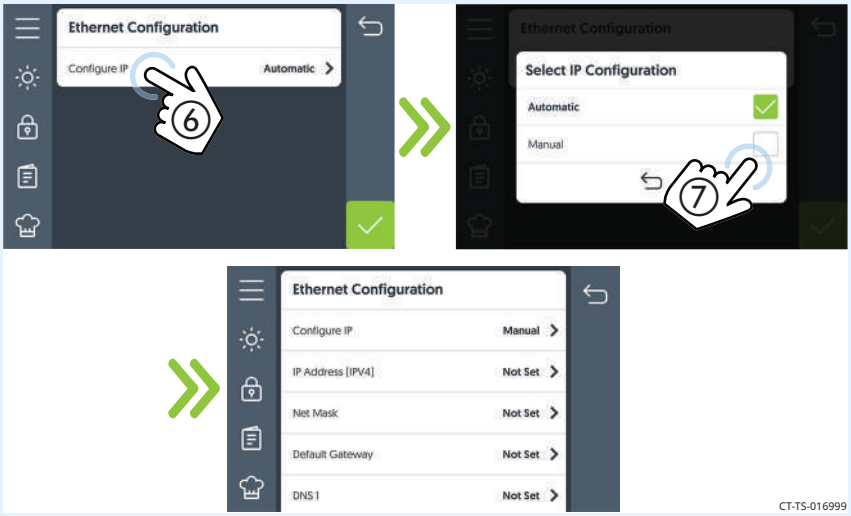
Automatic IP configuration

6. For automatic IP configuration, **touch** the check mark ⑥.



Manual IP configuration

7. For manual IP configuration, **touch** the "Configure IP" setting ⑦. **Touch** "Manual" ⑧ and follow the prompts.



8. **Touch** the check mark when finished.

> **NOTE:** If there are connection problems, touch the "ChefLinc" setting to address ChefLinc connectivity. For server connection issues, touch the "Update Server" setting.

Result

The procedure is now complete.

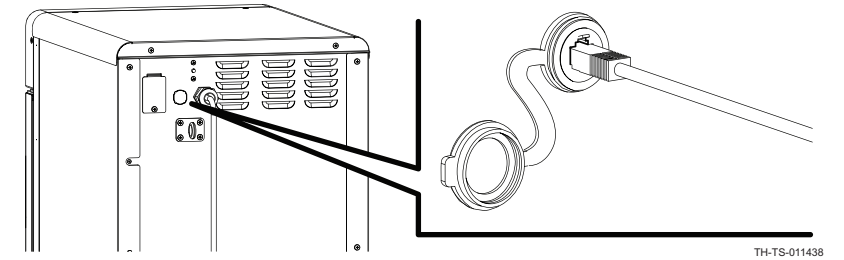
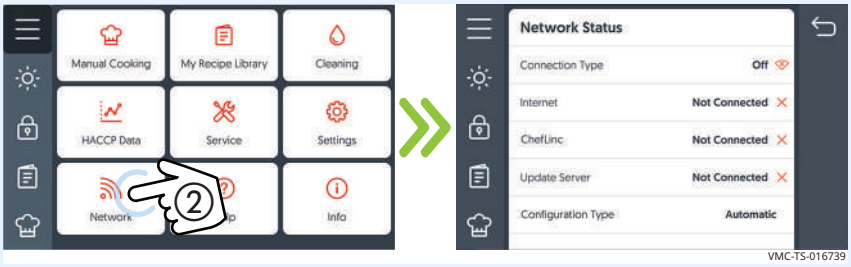
How to Set up an Ethernet Connection

Before you begin

- The facility must have an Ethernet port.
- You will need an Ethernet cable.

Procedure

To set up an Ethernet connection, do the following.

Step	Action
1.	**Plug** the Ethernet cord into the Ethernet port on the oven and the wall outlet. 
2.	**Touch** the menu icon ①. The menu screen displays.
3.	**Touch** the "Network" icon ②. The "Network Status" screen displays. 

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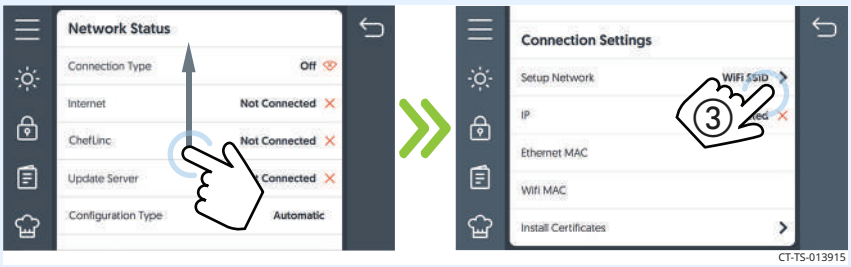
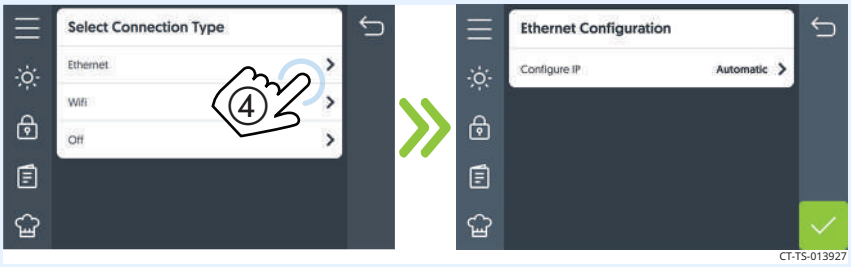
4. **Scroll** to “Connection Settings”. **Touch** the “Setup Network” setting ③.



5. **Touch** the “Ethernet” setting ④. The “Ethernet Configuration” screen displays.



Automatic IP configuration

6. For automatic IP configuration, **touch** the check mark ⑤.

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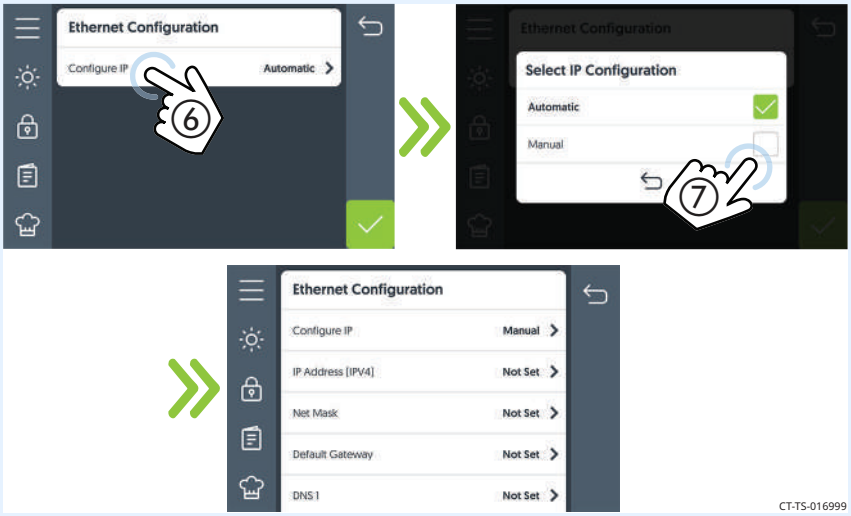
Manual IP configuration

7. For manual IP configuration, **touch** the “Configure IP” setting ⑥. **Touch** “Manual” ⑦ and follow the prompts.



8. **Touch** the check mark when finished.

> **NOTE:** If there are connection problems, touch the “ChefLinc” setting to address ChefLinc connectivity. For server connection issues, touch the “Update Server” setting.

Result

The Ethernet connection is now set up.

How to Use the Door Vents

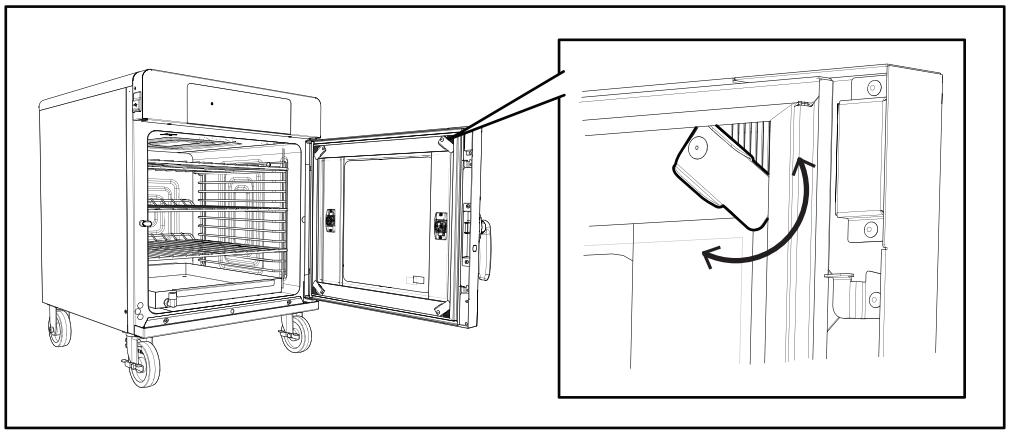
Before you begin

The door vents provide ventilation for the oven cavities. The door vents can be adjusted to give you the best results for the food you are cooking.

Settings

To set the vents, use the following suggestions.

Cooking type	Vent position
General cooking	All half open
Smoking	All closed
To maintain moisture	All closed
To remove excess moisture	All open
To balance moisture	Lower closed, upper half open



TH-TSK-011432

How to Preheat the Oven

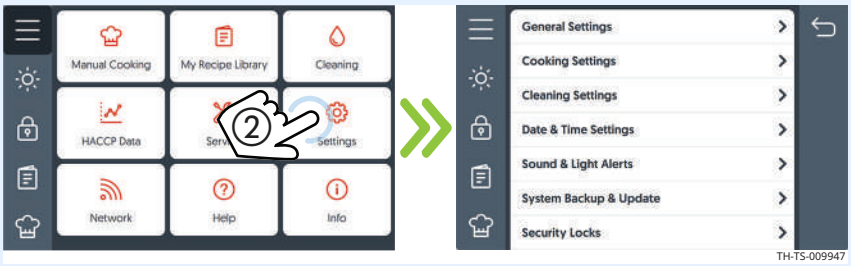
Before you begin

Make sure:

- The oven is turned on.
- The oven door is closed.

Procedure

To preheat the oven, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays.
2.	**Touch** the "Settings" icon ②. The settings screen displays. 

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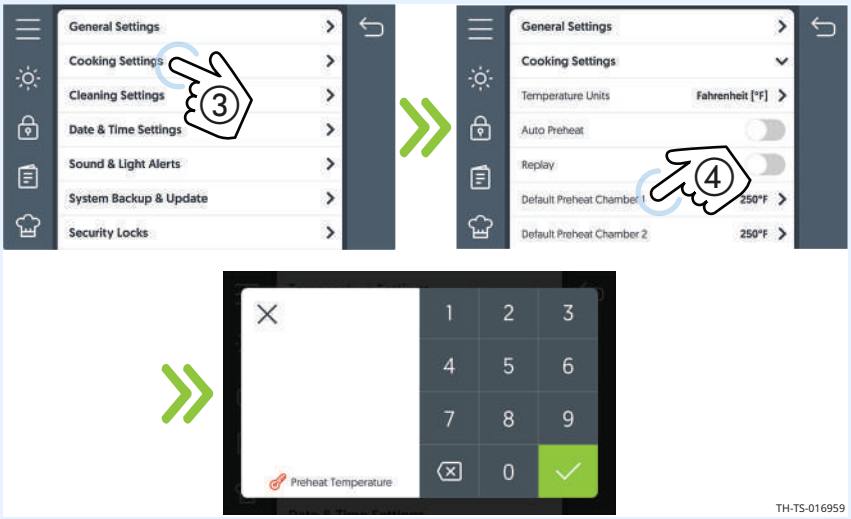
3. **Touch** "Cooking Settings" ③.

   Touch the preheat chamber setting for the chamber to be used ④. **Enter** the preheat temperature using the number pad. **Touch** the check mark.

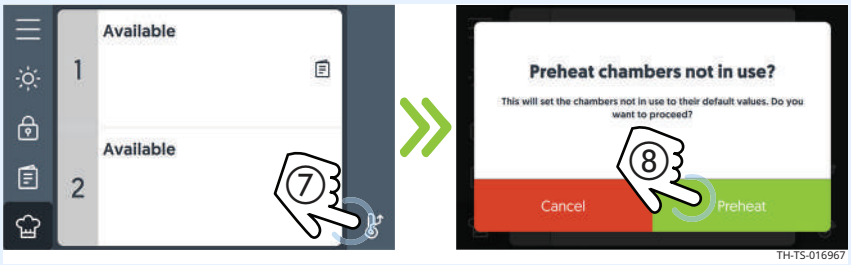


4. **Touch** the check mark ⑤.

   Touch the manual cook icon ⑥ to return to the manual cook screen.

5. **Touch** the preheat icon ⑦. The preheat confirmation screen displays.

   Touch "Preheat" ⑧. All chambers start to preheat to their preset temperatures.



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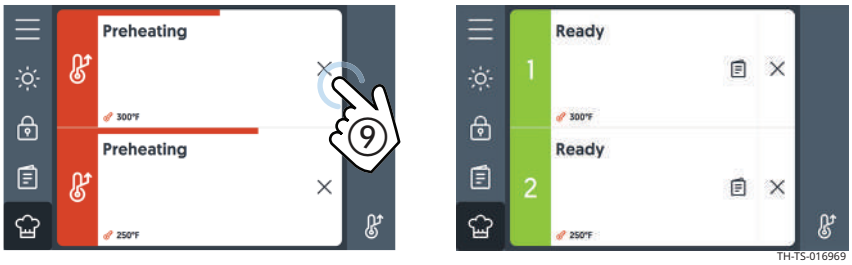
Screen loading bars

Loading bars indicate each chamber's progress towards reaching its set temperature.

If necessary, touch the cancel icon ⑨ to cancel the preheating process before the individual chamber reaches its preset preheat temperature. Each chamber must be canceled individually.



Result

The oven is preheating. When the preheat process is complete, the screen displays "Ready" for each chamber.

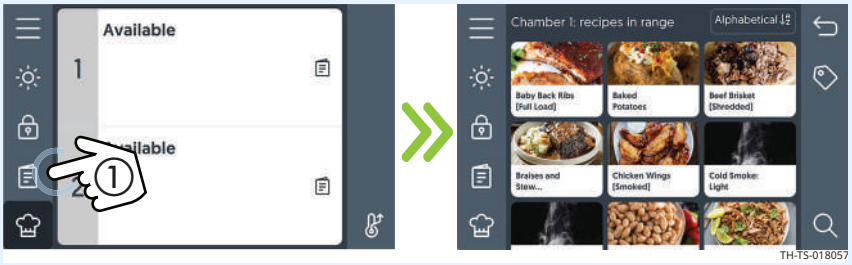
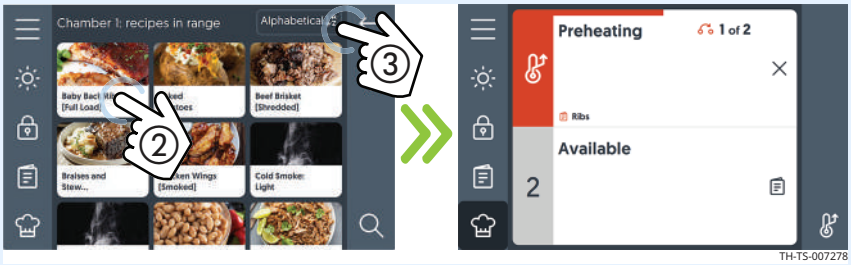
How to Cook with Programmed Recipes

Before you begin

Be sure your food is prepared and ready to cook.

Procedure

To cook using a programmed recipe, do the following.

Step	Action
1.	**Touch** the recipe book icon ① for the desired chamber to cook in. The "Chamber 1: recipes in range" screen displays. 
2.	**Navigate** to the recipe. **Touch** the recipe ②. The programmed recipe will start the preheat stage. **NOTE:** Touch the recipe sort icon ③ to organize recipes by name, most used, or most recently used. 

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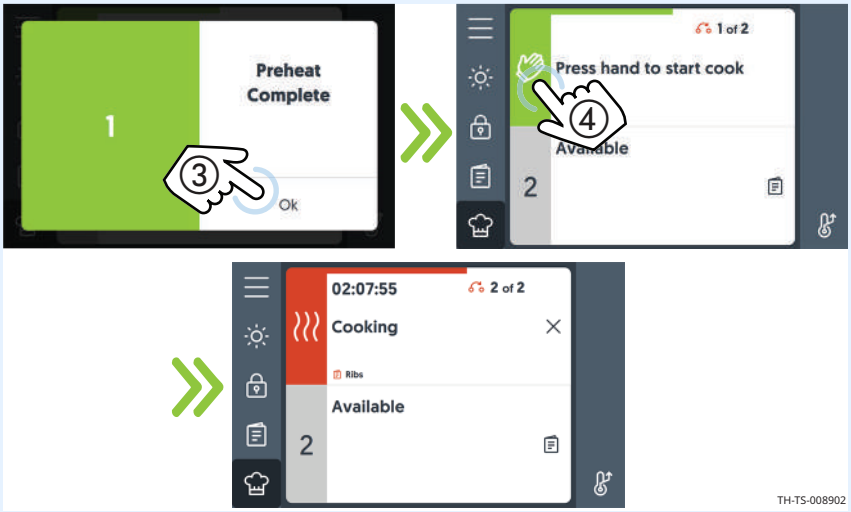
Load the food

3. At the end of the preheat stage, the oven sounds an alert and displays the "Preheat Complete" screen. **Touch** "Ok" ③.

   Load the food into the oven.

   Touch the action hand ④. The cooking process starts.



   At the end of the cooking stage, the oven sounds an alert, and automatically switches to the holding stage if this stage was programmed into the recipe.

Result

The food is now cooked and is holding.

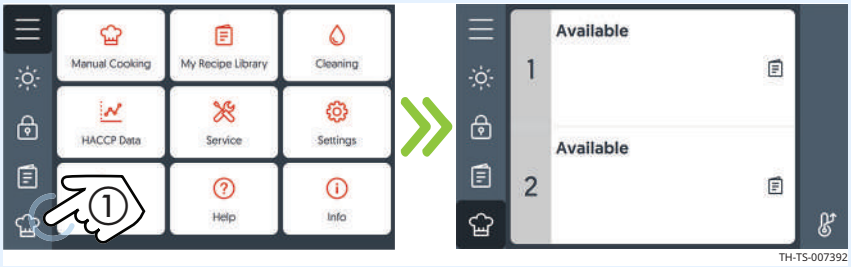
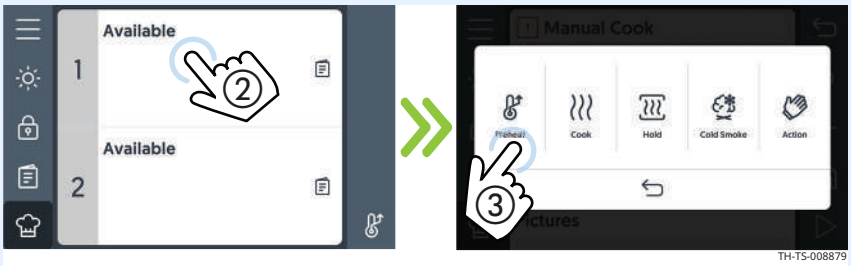
How to Cook and Hold by Time in Manual Mode

Before you begin

- Be sure your food is prepared and ready to cook.
- Be sure your oven is turned on.

Procedure

To cook and hold in manual mode, do the following.

Step	Action
1.	**Touch** the manual cook icon ①. The manual cook screen displays. 
2.	**Set the preheat** **Touch** any available chamber ②. **Touch** "Preheat" ③. 
3.	**Touch** the preheat temperature ④. **Enter** a preheat temperature using the number pad. **Touch** the check mark. **Touch** the plus (+) icon ⑤ to add the cooking stage.

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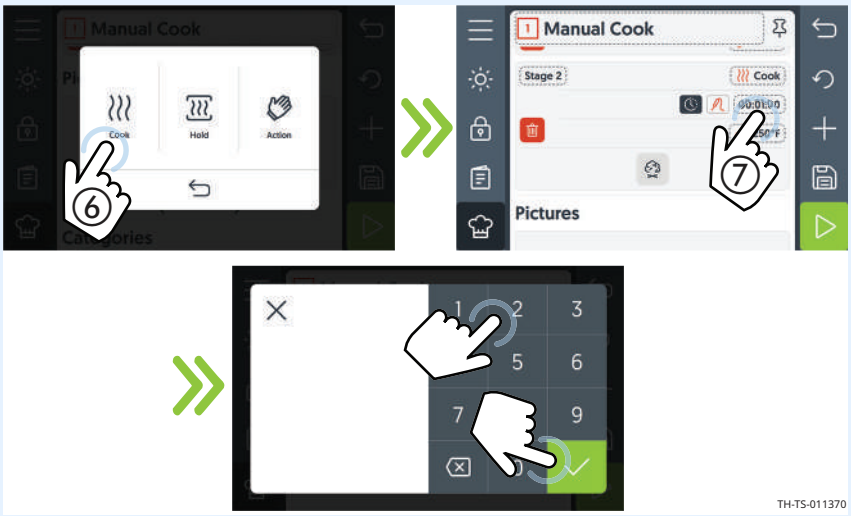
Set the cook

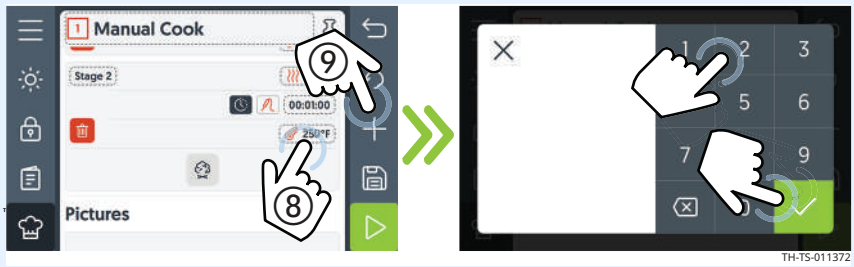
4. **Touch** "Cook" ⑥.

   Touch the cooking time ⑦. **Enter** the cooking time using the number pad. **Touch** the check mark.



5. **Touch** the cooking temperature ⑧. **Enter** the cooking temperature using the number pad. **Touch** the check mark.

   Touch the plus (+) icon ⑨ to add the holding stage.



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Set the hold

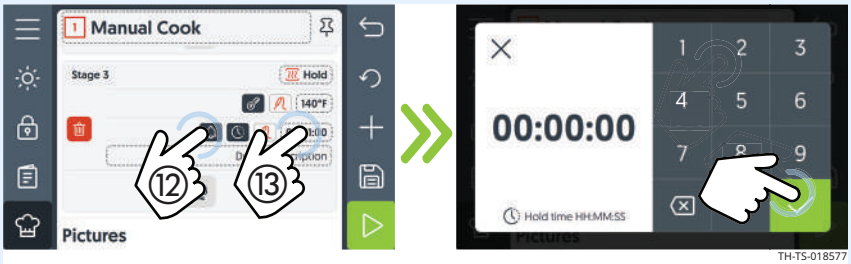
6. **Touch** "Hold" ⑩.

   Touch the holding temperature ⑪. **Enter** a holding temperature using the number pad. **Touch** the check mark.

Set hold reminder

7. **Touch** the bell icon ⑫ to set the hold time.

   Touch the hold time icon ⑬. **Enter** a hold time using the number pad. **Touch** the check mark.



8. **Touch** "Default description" ⑭. Using the keypad, **enter** the hold reminder description. **Touch** the check mark.

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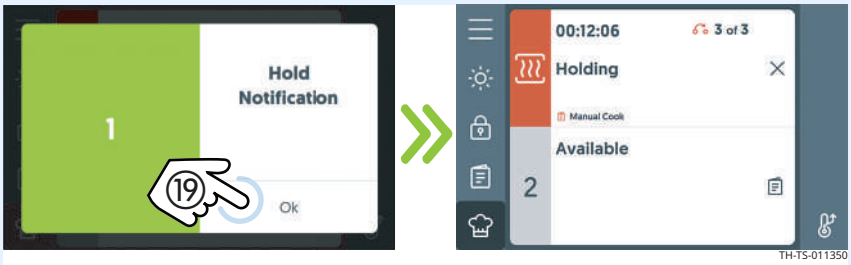
9. **Touch** the start icon ⑮. The preheat stage starts.

Load the oven

10. At the end of the preheat stage, the oven sounds an alert, and the control will display “Preheat Complete”. **Touch** “Ok” ⑯.

    Load the food into the oven. **Touch** the action hand ⑰. The cooking process starts. **Touch** the “X” icon ⑱ to cancel the cook if necessary.

11. At the end of the cooking stage, the oven sounds an alert, and automatically switch to the holding stage. After the hold time expires, the control will display “Hold Notification”. **Touch** “Ok” ⑲. The oven will continue to hold until canceled.



Result

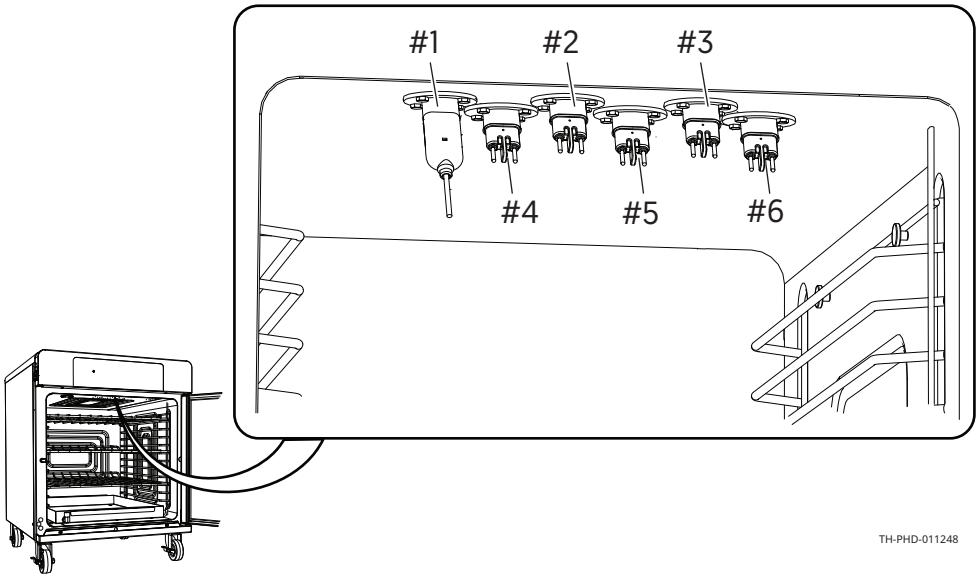
The food is now cooked and is holding.

Understanding the Probes

Background

Alto-Shaam Cook & Hold Ovens are capable of accommodating up to six (6) separate probes depending on the model.

The probe in the #1 position is the probe that is used when cooking and holding by probe. The probes in the other positions are used for gathering HACCP data.



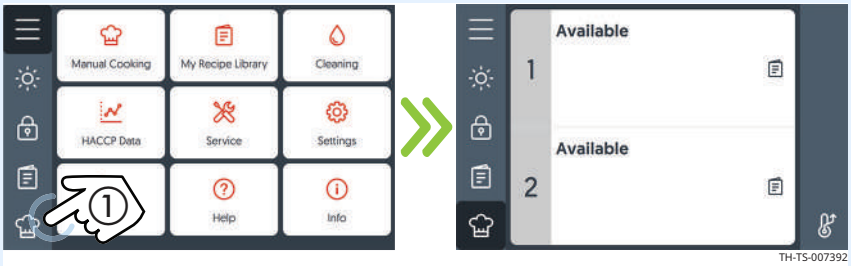
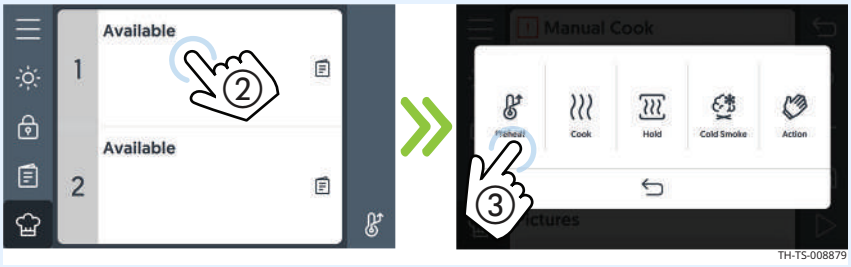
How to Cook by Probe in Manual Mode

Before you begin

- Be sure your food is prepared and ready to cook.
- Be sure your oven is turned on.

Procedure

To cook by probe, do the following.

Step	Action
1.	**Touch** the manual cook icon ①. The manual cook screen displays. 
2.	**Touch** any available chamber ②. **Touch** "Preheat" ③. 
3.	**Touch** the preheat temperature ④. **Enter** a preheat temperature using the number pad. **Touch** the check mark. **Touch** the plus (+) icon ⑤ to add the cooking stage.

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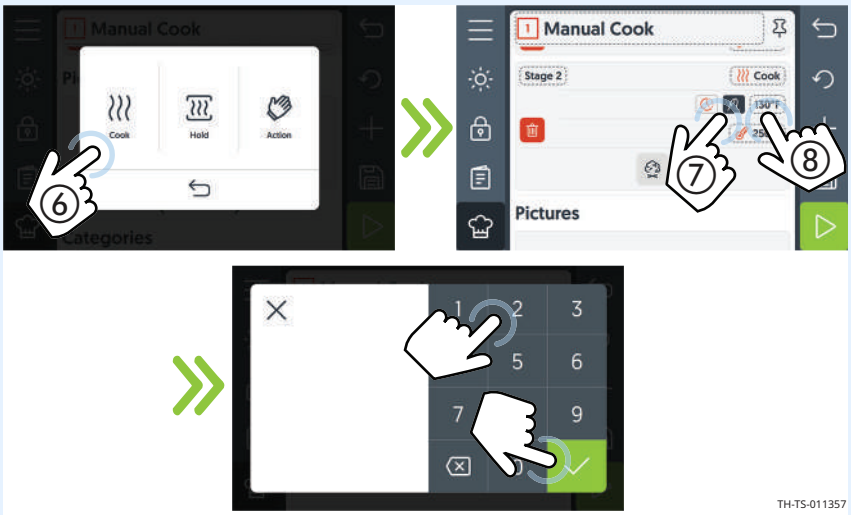
Set the cook

4. **Touch** "Cook" ⑥.

   Touch the probe icon ⑦.

   Set the desired temperature the food should cook to. To do so, **touch** the probe set temperature ⑧. **Enter** a probe set temperature using the number pad. **Touch** the check mark.



5. **Set** the desired temperature of the cavity. To do so, **touch** the cook temperature ⑨. **Enter** a cook temperature using the number pad. **Touch** the check mark.

   Touch the plus (+) icon ⑩ to add the holding stage.

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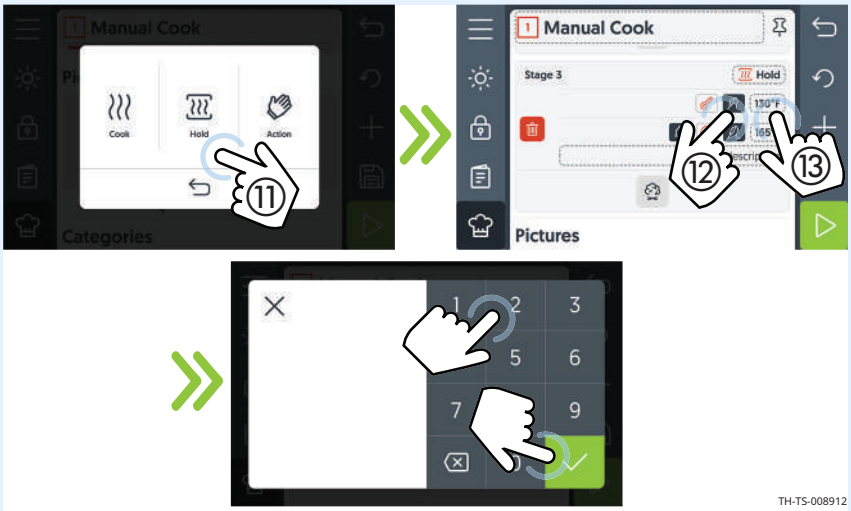
Set the hold

6. **Touch** "Hold" ⑪.

   Touch the probe icon ⑫.

   Enter the temperature you want the food to hold at. To do so, **touch** the holding temperature ⑬. **Enter** a holding temperature using the number pad. **Touch** the check mark.



Set hold reminder

7. **Touch** the bell icon ⑭ to set the probe temperature notification.

   Touch the probe temperature notification icon ⑮. **Enter** a probe temp using the number pad. **Touch** the check mark.

8. **Touch** "Default description" ⑯. Using the keypad, **enter** the hold reminder description. **Touch** the check mark.

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9. **Touch** the start icon ⑰. The preheat stage starts.

Load the food

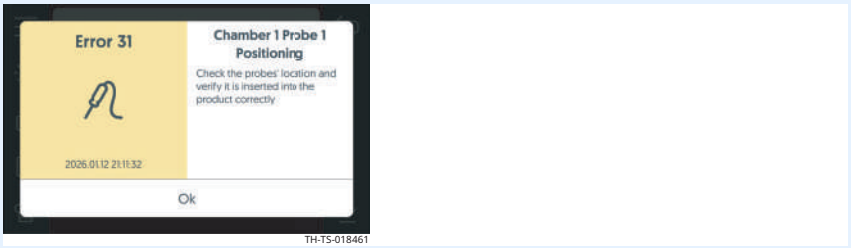
10. At the end of the preheat stage, the oven sounds an alert, and the control will display “Preheat Complete”. **Touch** “Ok” ⑱.

Load the food into the oven and **insert** the probe. **Touch** the action hand ⑲. The cooking process starts.

Touch the “X” icon ⑳ to cancel the cooking process if needed.

Error 31 code

11. If an Error 31 code displays, the product probe can not touch any metal when in use. **Remove** and reposition probe into the center of the product and touch “Ok” to continue cook.



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12. At the end of the cooking stage, the oven sounds an alert, and automatically switches to the holding stage.

    After the probe temperature reaches the probe notification setting, the control will display “Hold Notification”. **Touch** “Ok”. The oven will continue to hold until canceled.

Result

The food is now cooked and is holding.

How to Hold by Probe

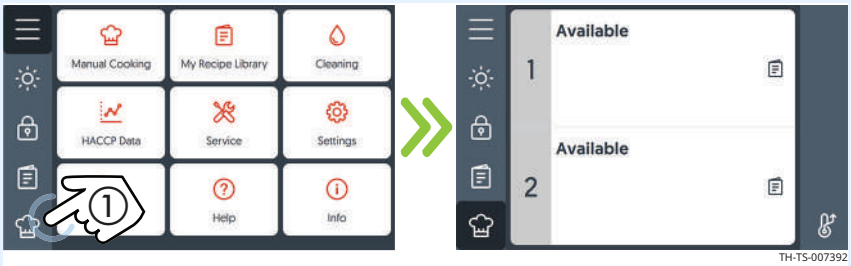
Before you begin

Make sure:

- The oven is preheated.
- Your food is fully cooked and hot.
- Fully cooked food is loaded into the oven.
- Probe is inserted into the food.

Procedure

To hold by probe, do the following.

Step	Action
1.	**Touch** the manual cook icon ①. The manual cook screen displays. 
2.	**Touch** any available chamber ②. **Touch** "Hold" ③.

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3. **Touch** the probe icon ④.

   Touch the hold temperature ⑤. **Enter** the holding temperature using the number pad. **Touch** the check mark.

4. **Touch** the start icon ⑥. Holding begins.

Result

The oven is holding by probe.

How to Prepare the Smoker Box for Smoking

Before you begin

- Use only wood chips supplied by Alto-Shaam.
- Clean the smoker box of used wood chips. Dispose of the burnt wood chips as directed by local codes.

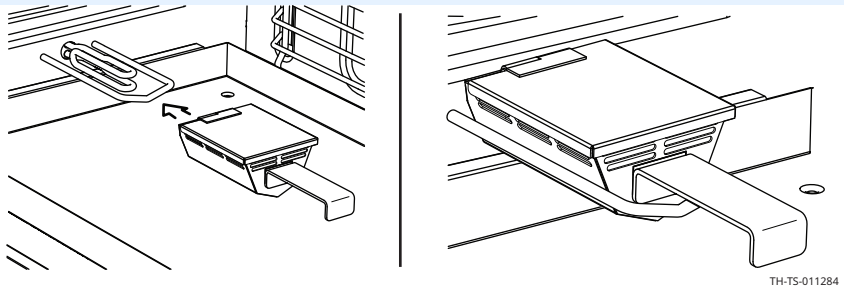
Procedure

To prepare the smoker box for smoking, do the following.

WARNING: Fire hazard.

The use of improper materials for the smoke function can result in a fire which may lead to personal injury or property damage.

Only use wood chips supplied by Alto-Shaam.

Step	Action
1.	**Soak** the wood chips in the clean water as instructed by National Fire Protection Agency Standard NFPA-96 or local codes. As of 2021, the NFPA-96 standard calls for a soaking period of 24 hours. **WARNING:** Fire hazard. Soaking the wood chips in anything besides clean water may lead to personal injury or property damage. Only soak the wood chips in clean water.
2.	**Shake off** excess water and place the moistened chips in the smoker box. **Close** the smoker box lid.
3.	**Slide** the smoker box over the smoker element so that it rests in the cradle. 

Result

The smoker box is now prepared for smoking.

How to Hot Smoke in Manual Mode

Background

When hot smoking, the smoking function is designed to be enabled (turned ON) at the start of the first cooking stage. The smoking function default time is 90 minutes. This means that the smoking process can run over into the holding stage if the cooking stage is shorter than 90 minutes and smoking is turned on during the holding stage.

Before you begin

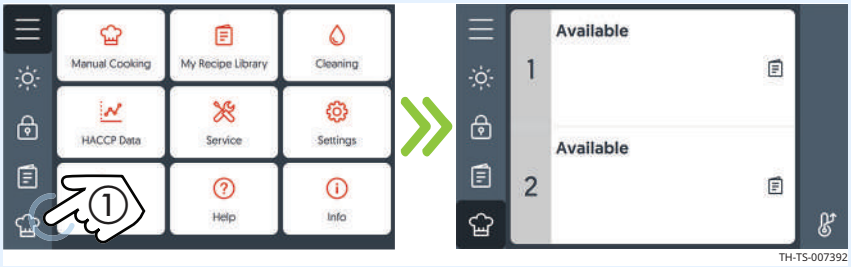
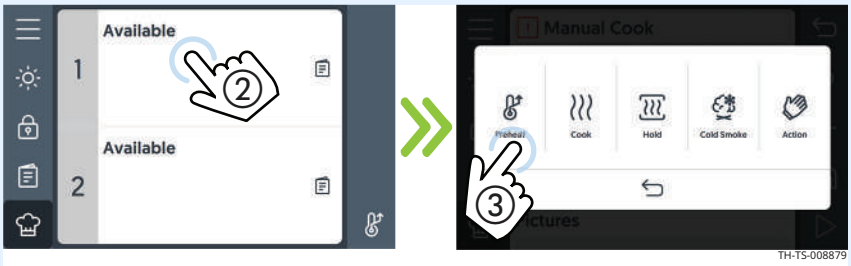
Make sure:

- Your food is prepared and ready to smoke.
- The wood chips have been soaked and the smoker box has been prepared for smoking. See topic *How to Prepare the Smoker Box for Smoking*.

> **WARNING:** Fire hazard.
> The use of improper materials for the smoke function can result in a fire which may lead to personal injury or property damage.
>
> Only use wood chips supplied by Alto-Shaam.

Procedure

To hot smoke in manual mode, do the following.

Step	Action
1.	**Touch** the manual cook icon ①. The manual cook screen displays. 
2.	**Touch** any available chamber ②. **Touch** "Preheat" ③. 

Set the preheat

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3. **Touch** the preheat temperature ④. **Enter** a preheat temperature using the number pad. **Touch** the check mark.

   Touch the plus (+) icon ⑤ to add the cooking stage.

Set the cook

4. **Touch** "Cook" ⑥.

   Touch the smoke icon ⑦. This enables the smoking function. It will start when the cooking stage starts and remain on for 90 minutes. If a shorter smoke time is desired, set this cooking stage to the time you want to smoke, then add a second cooking stage to continue the cooking process.

   Touch the cooking time ⑧. **Enter** the cooking time using the number pad. **Touch** the check mark.

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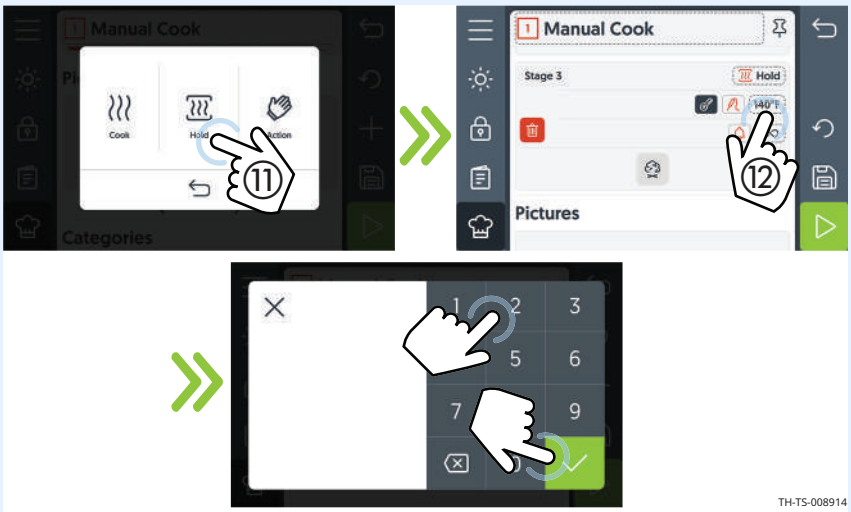
5. **Touch** the cooking temperature ⑨. **Enter** the cooking temperature using the number pad. **Touch** the check mark.

   Touch the plus (+) icon ⑩ to add the holding stage.

Set the hold

6. **Touch** "Hold" ⑪.

   Touch the holding temperature ⑫. **Enter** a holding temperature using the number pad. **Touch** the check mark.



7. **Touch** the start icon ⑬. The preheat stage starts.

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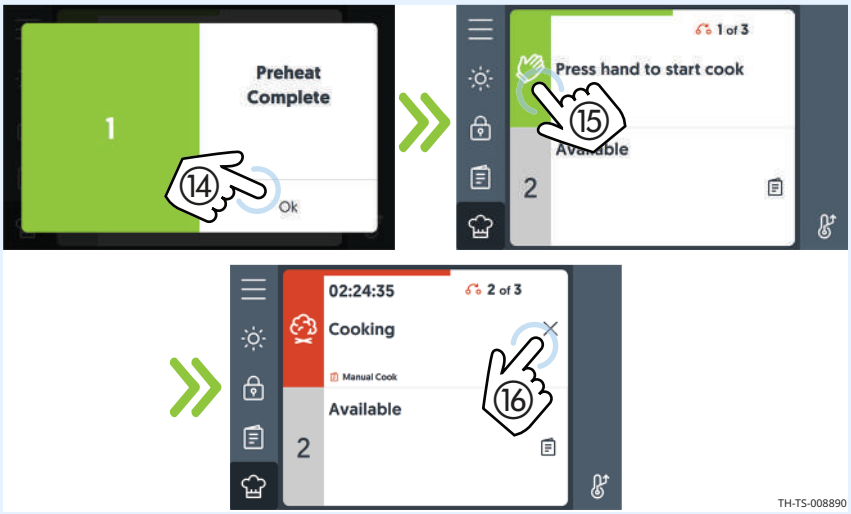
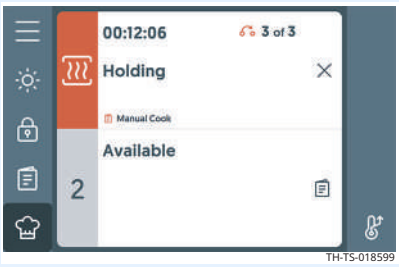
Load the food

8. At the end of the preheat stage, the oven sounds an alert, and the control will display “Preheat Complete”. **Touch** “Ok” ⑭.

   Load the food into the oven. **Touch** the action hand ⑮. The cooking process starts. **Touch** the “X” icon ⑯ to cancel the cook if necessary.



9. At the end of the cooking stage, the oven sounds an alert, and automatically switches to the holding stage.



Result

The food is now cooked and smoked.

How to Cold Smoke

Before you begin

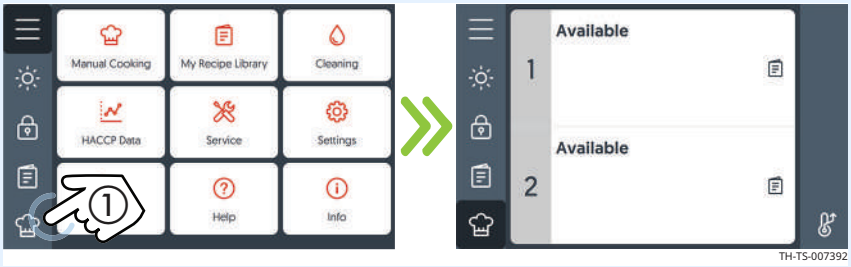
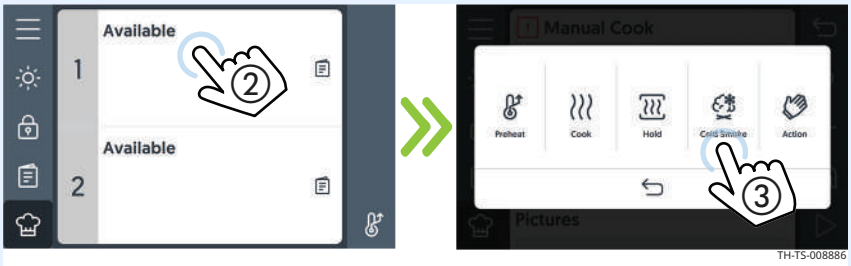
Make sure:

- Your food is prepared and ready to smoke.
- The wood chips have been soaked and the smoker box has been prepared for smoking. See topic *How to Prepare the Smoker Box for Smoking*.

> **WARNING:** Fire hazard.
> The use of improper materials for the smoke function can result in a fire which may lead to personal injury or property damage.
>
> Only use wood chips supplied by Alto-Shaam.

Procedure

To cold smoke, do the following.

Step	Action
1.	**Touch** the manual cook icon ①. The manual cook screen displays. 
2.	**Touch** any available chamber ②. **Touch** "Cold Smoke" ③. 

Set the smoke

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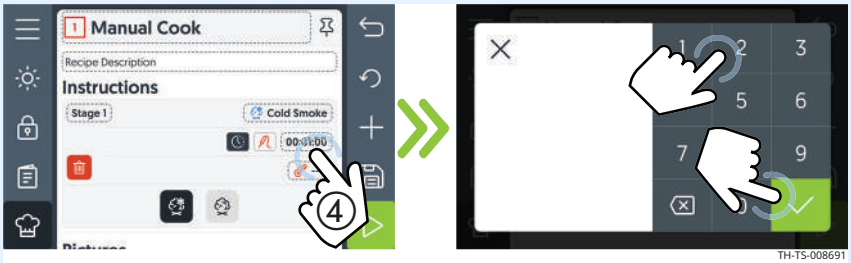
3. **Touch** the cold smoke time ④.

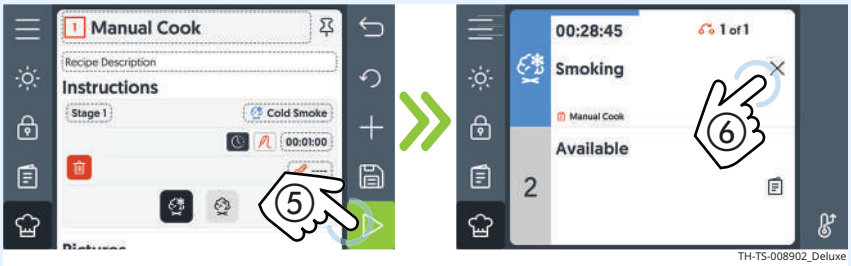
   Enter a cold smoke time on the using number pad — 10 to 90 minutes.
   Touch the check mark.



Load the food

4. **Load** food into the oven and close the oven door. Keep the oven door closed throughout the smoking process.

   Touch the start icon ⑤ to start the cold smoking process.



   If needed, **touch** the "X" icon ⑥ to cancel the smoking process.

   The screen indicates the time remaining in the smoke cycle.

Result

The oven is cold smoking.

How to Create a Recipe

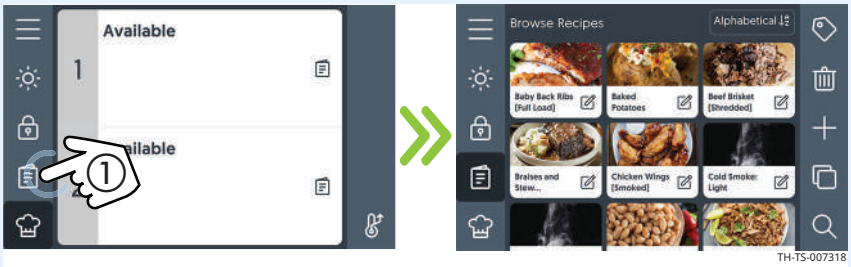
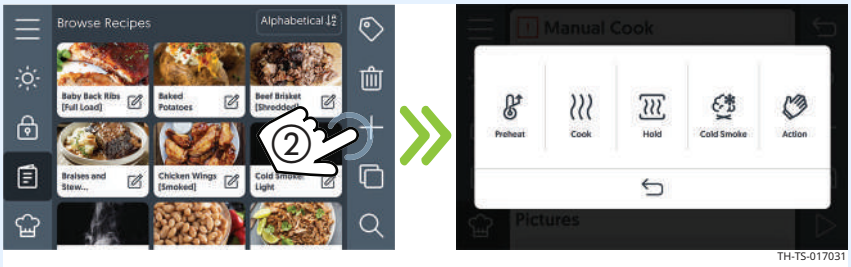
Background

Creating a recipe consists of:

- Setting the cooking stage(s) parameters (cooking time and temperature, holding temperature, probe temperature, Smoking ON or OFF);
- naming the recipe;
- adding a description to the recipe;
- adding a photo to the recipe;
- and adding the recipe to a category.

Procedure

To create a recipe, do the following.

Step	Action
1.	**Touch** the recipe book icon ①. The “Browse Recipes” screen displays. 
2.	**Touch** the plus icon ②. The step type screen displays. 

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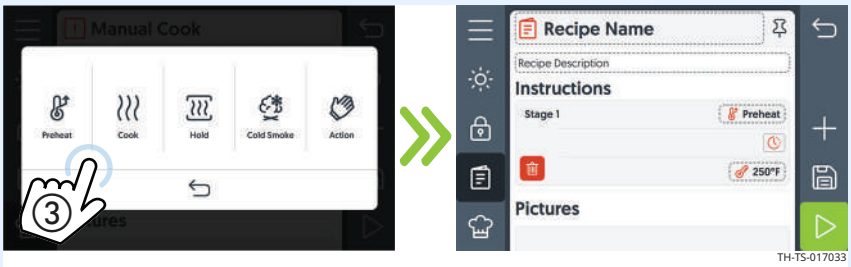
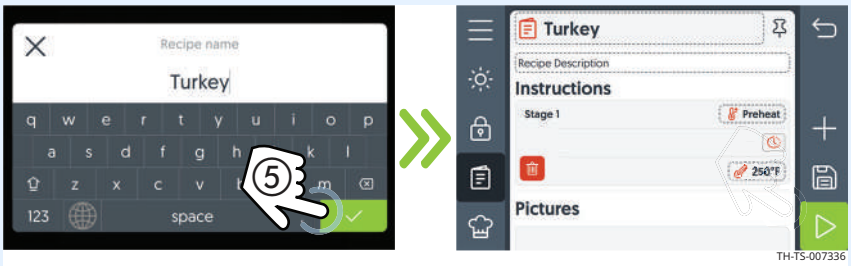
3. **Touch** a cooking mode ③ to choose the step type.



4. **Touch** "Recipe Name" ④. The "Recipe name" screen displays.

5. **Enter** the recipe name. **Touch** the check mark ⑤ to return to the create recipe screen.



6. **Touch** "Recipe Description" ⑥. The recipe description screen displays.

   Enter the recipe description. **Touch** the check mark to return to the create recipe screen.

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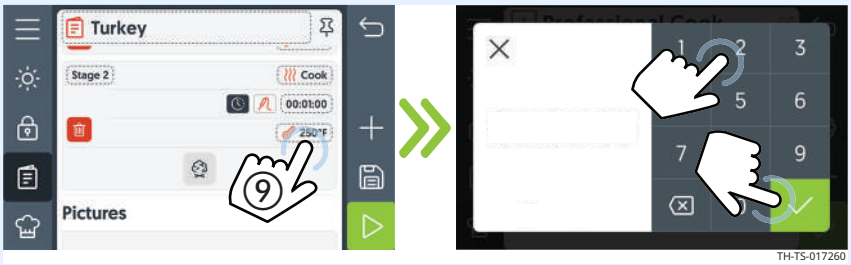
7. **Touch** the cook by time icon or cook by probe icon ⑦.

   Touch the cooking time or probe set-point temperature ⑧. **Enter** the cooking time or probe temperature using the key pad. **Touch** the check mark.

8. **Touch** the chamber temperature set-point icon ⑨. **Enter** the chamber temperature set-point using the key pad. **Touch** the check mark.



9. **Touch** the plus icon ⑩ to add an additional stage or action.

   Touch the delete icon ⑪ to delete a stage or action.

10. **Scroll** to “Pictures” to add a photo to the recipe.

11. **Scroll** to “Categories” to add the recipe to a category.

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12. **Touch** the save icon ⑫ when finished to save the recipe.

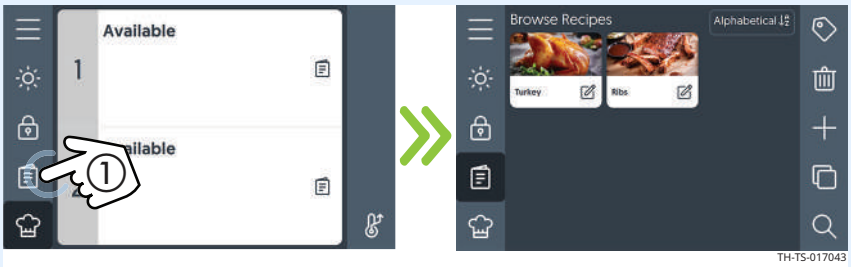
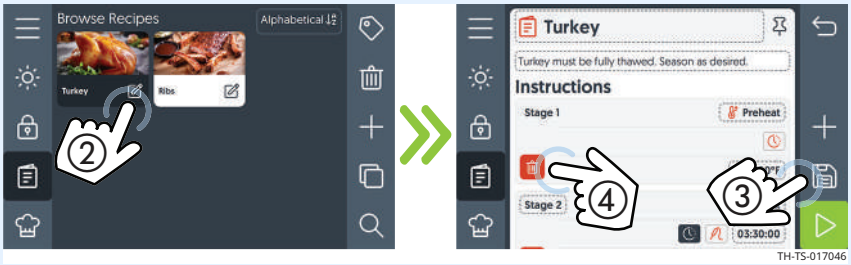
Result

A recipe has been created.

How to Modify, Duplicate, or Delete a Recipe

Procedure

To modify, duplicate, or delete a recipe, do the following.

Step	Action
1.	**Touch** the recipe book icon ①. The "Browse Recipes" screen displays. 
2.	To modify a recipe, **touch** the recipe edit icon ② of the desired recipe.  The first stage of the recipe displays. There will be a screen for each stage. Scroll to the stage you want to modify. ▪ **Touch** the cook by time or cook by probe icon then modify the value using the key pad. ▪ **Touch** the chamber set-point icon to modify the chamber temperature. **Touch** the save icon ③ when finished. **Touch** the trash icon ④ to delete the stage, if desired.

Modifying

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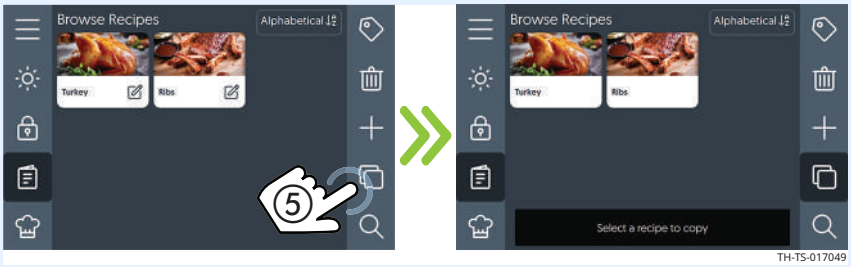
Duplicating

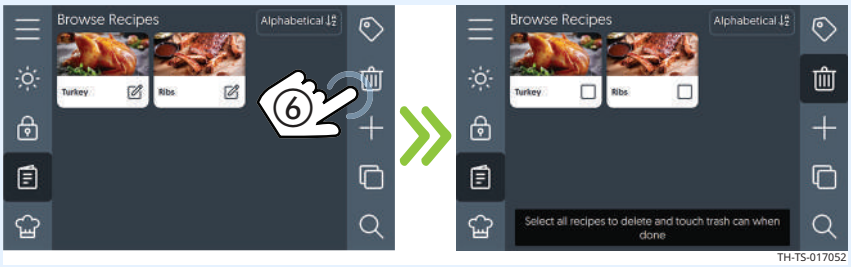
3. To duplicate a recipe, **touch** the duplicate recipe icon ⑤ of the desired recipe.

   Touch the recipe to copy it. The recipe copy will display next to the recipe. Edit the copied recipe as desired.



Deleting

4. To delete a recipe, **touch** the delete icon ⑥.



   Select the recipe(s) that you want to delete. **Touch** the delete icon ⑥ again.

   Touch "Continue" ⑦ to confirm that you want to delete the recipe(s).

Result

The procedure is now complete.

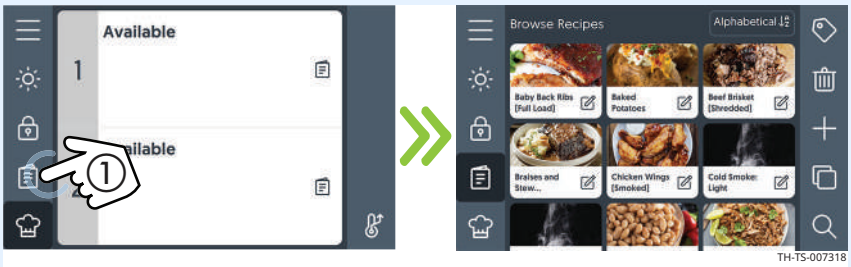
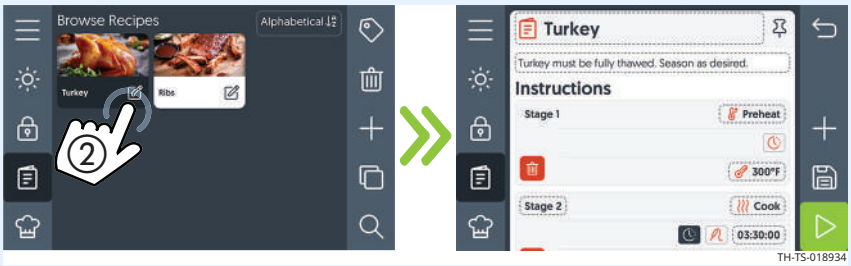
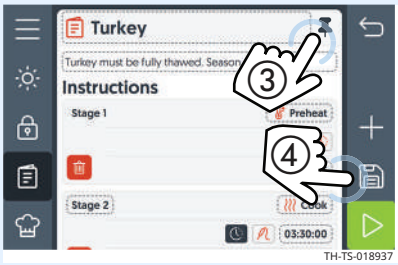
How to Pin Recipes

Background

Pinned recipes are recipes that the user selects for quick access. The oven displays pinned recipes at the top of the recipe library.

Procedure

To pin a recipe in the recipe library, do the following.

Step	Action
1.	**Touch** the recipe book icon ①. The "Browse Recipes" screen displays. 
2.	**Touch** the recipe edit icon ② of the desired recipe. 
3.	**Touch** the pin icon ③ next to the recipe name. **Touch** the save icon ④. 

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4. **Touch** the back arrow ⑤ to return to the recipe library. The pinned recipe displays at the top of the recipe library.

5. **Repeat** this process to pin additional recipes as desired.

Result

The recipe is now pinned in the recipe library.

How to Create a Category

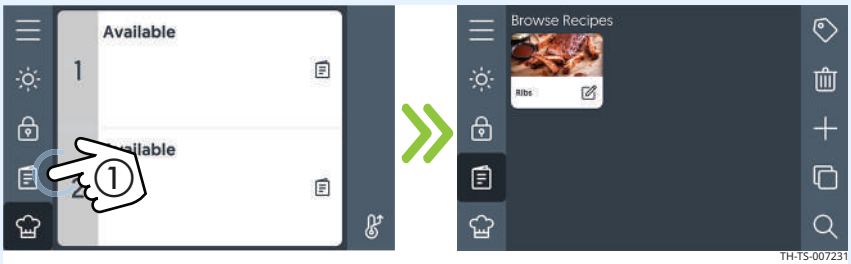
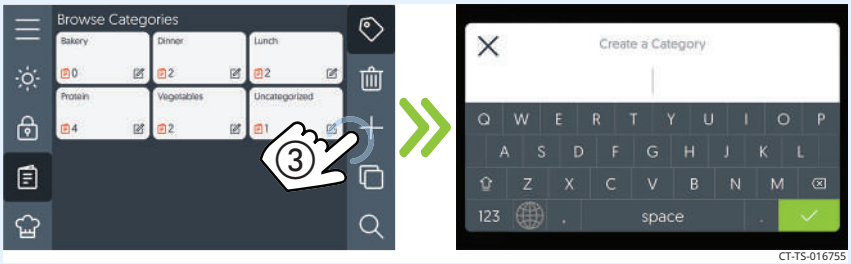
Background

A category allows the user to label and group recipes together. When viewing a recipe, the user can add a recipe to a category by touching the check mark next to the desired category. The categories can be viewed at the bottom of an existing recipe screen.

A recipe can be assigned to multiple categories.

Procedure

To create a category, do the following.

Step	Action
1.	**Touch** the recipe book icon ①. The “Browse Recipes” screen displays. 
2.	**Touch** the categories icon ②. The “Browse Categories” screen displays.
3.	**Touch** the plus icon ③ to add a category. The “Create a Category” screen displays. 

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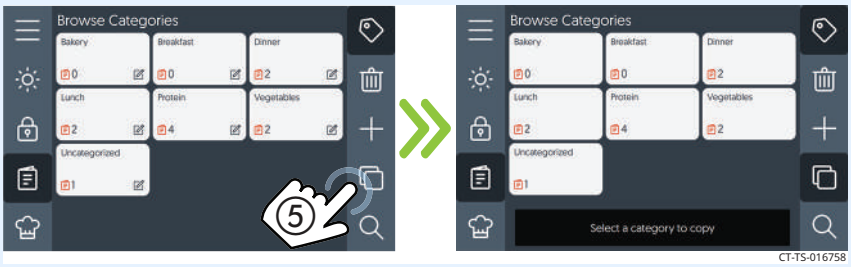
4. **Enter** the category name. **Touch** the check mark ④. The category has been created.

Duplicating

5. To duplicate a category, **touch** the duplicate category icon ⑤ of the desired category.

   Touch the category to copy it. The category copy will display next to the category.



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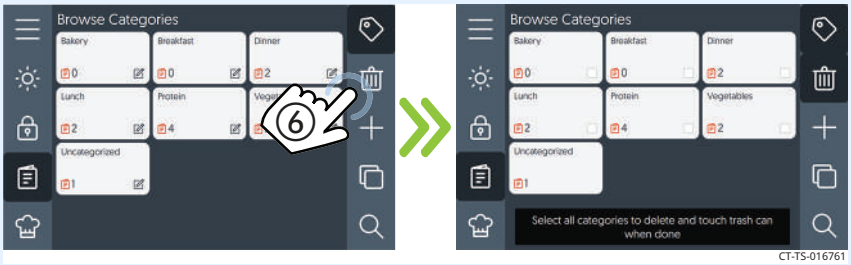
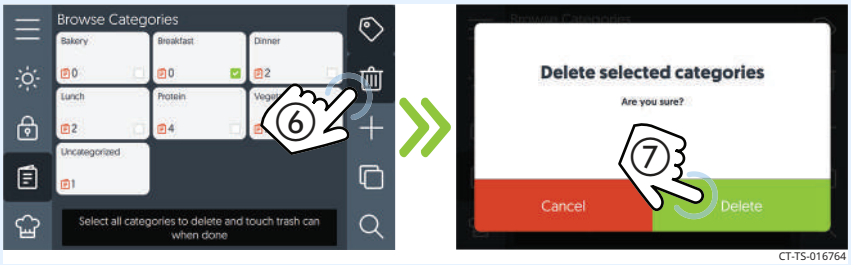
Deleting

6. To delete a category, **touch** the delete icon ⑥.



Select the category that you want to delete. **Touch** the delete icon ⑥ again.

Touch "Delete" ⑦ to confirm that you want to delete the category.



Result

The procedure is now complete.

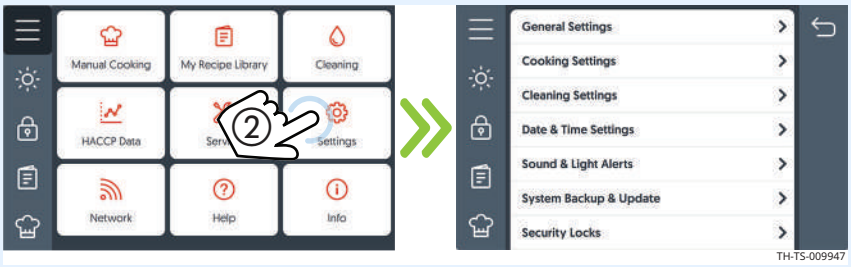
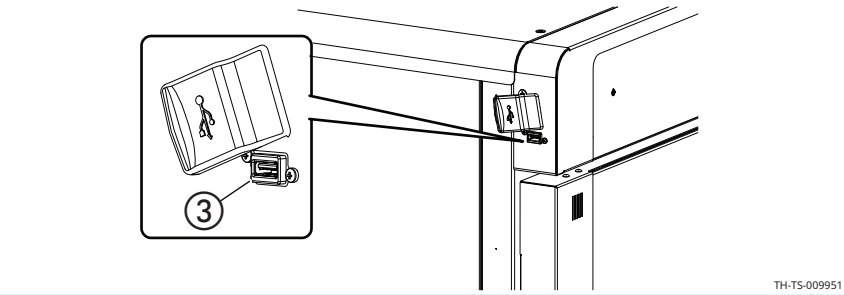
How to Backup or Restore Settings with a USB Drive

Before you begin

You will need a USB drive.

Procedure

To backup or restore settings with a USB drive, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays.
2.	**Touch** the "Settings" icon ②. The settings screen displays. 
3.	**Plug** the USB drive ③ into the port. 

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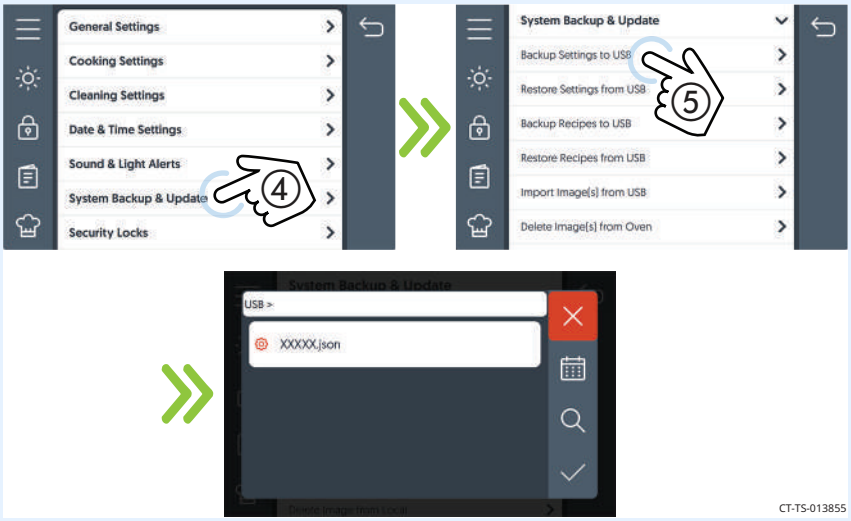
4. **Touch** "System Backup & Update" ④.

   Touch "Backup Settings to USB" or "Restore Settings from USB" ⑤. The USB screen displays.



5. **Select** the settings file ⑥.

   Touch the check mark ⑦.

> **NOTE:** Subfolders can be set up on the USB drive from your computer. To import settings from a subfolder, touch a subfolder, select the settings file, then touch the check mark.

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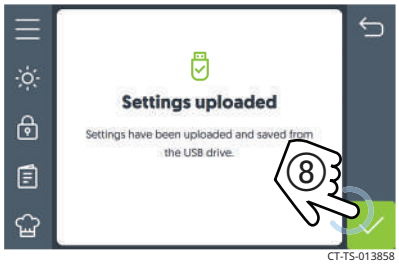
Loading the recipes

The oven downloads or restores the settings. When the process is complete, **touch** the check mark ⑧ to return to the general settings screen. **Remove** the USB drive.



Result

The settings have now been saved to the USB drive or restored from the USB drive.

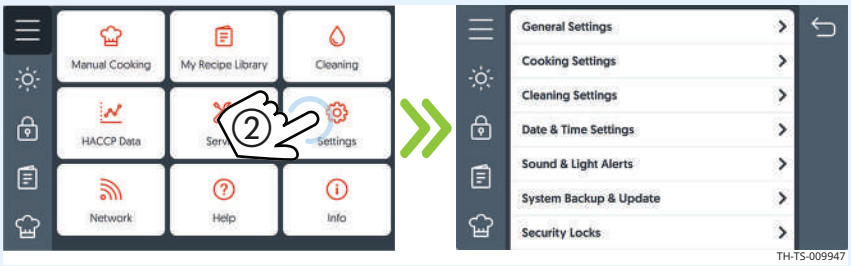
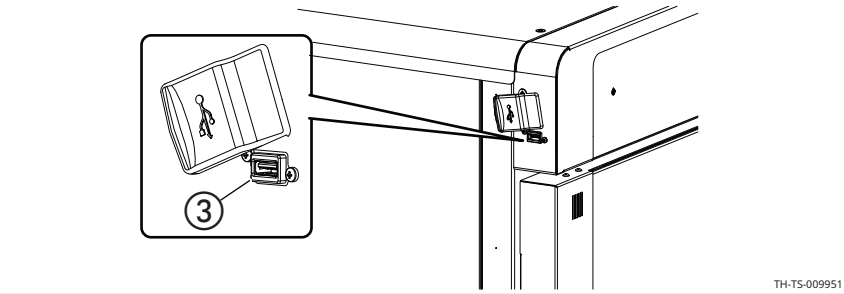
How to Backup Recipes to a USB Drive

Before you begin

You will need a USB drive.

Procedure

To backup recipes from the oven to a USB drive, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays.
2.	**Touch** the "Settings" icon ②. The settings screen displays. 
3.	**Plug** the USB drive into the port ③. 

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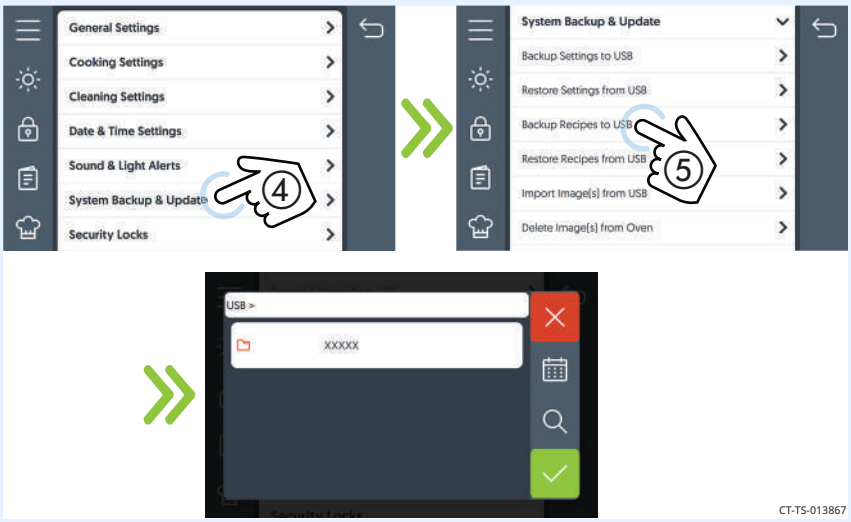
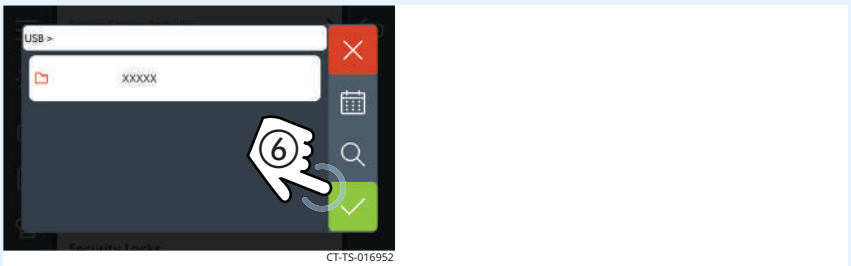
4. **Touch** "System Backup & Update" ④.

   Touch the "Backup Recipes to USB" ⑤ setting. The USB screen displays.



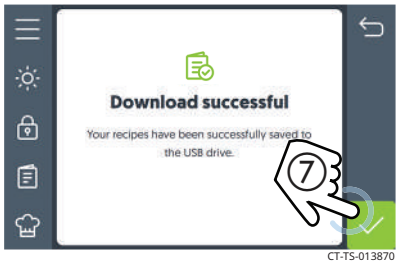
5. **Touch** the check mark ⑥ to save the recipes to the top level of the USB drive.

   NOTE: Subfolders can be set up on the USB drive from your computer. To save a file to a subfolder, touch a subfolder then touch the check mark.



Loading the recipes

The oven downloads the recipes onto the USB drive. When the process is complete, the "Download successful" screen displays. **Touch** the check mark ⑦ to return to the general settings screen. **Remove** the USB drive.



Result

The recipes are now saved to the USB drive.

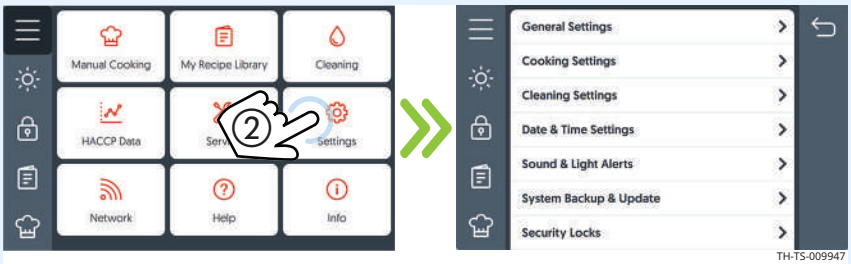
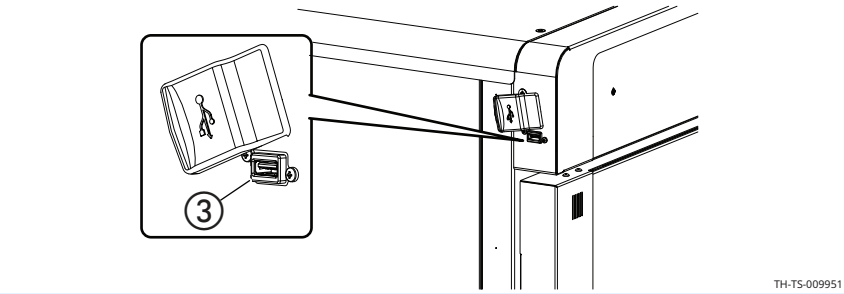
How to Restore Recipes from a USB Drive

Before you begin

You will need a USB drive loaded with recipes.

Procedure

To restore recipes from the USB drive to the oven, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays.
2.	**Touch** the "Settings" icon ②. The settings screen displays. 
3.	**Plug** the USB drive ③ into the port. 

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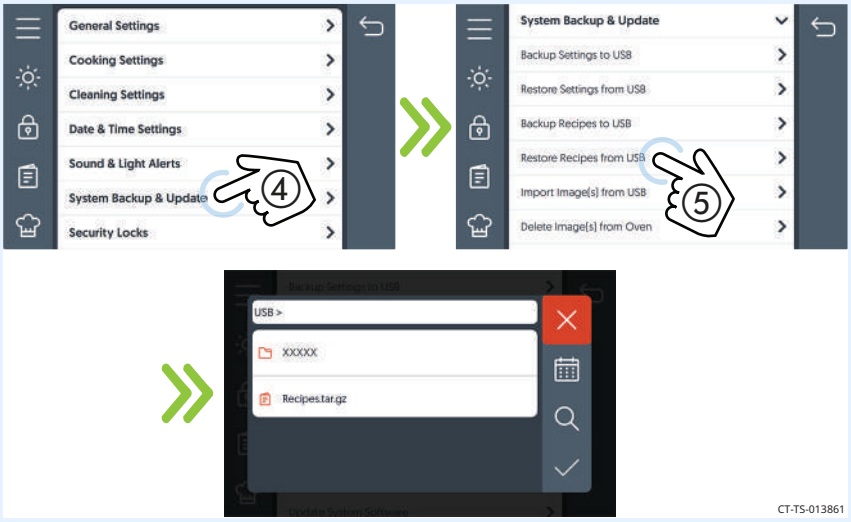
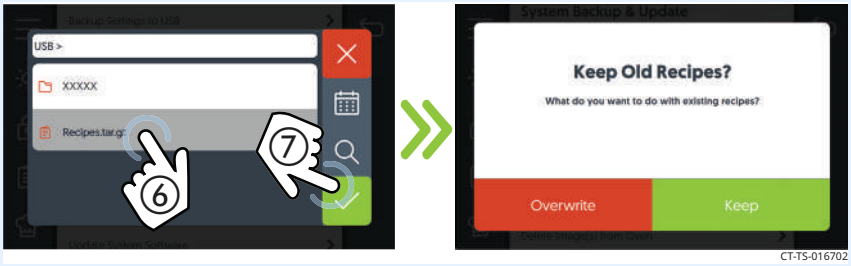
4. **Touch** "System Backup & Update" ④.

   Touch the "Restore Recipes from USB" ⑤ setting. The USB screen displays.



5. **Select** the recipe file ⑥. **Touch** the check mark ⑦ to load the recipes to the oven. **Select** "Overwrite" to overwrite existing recipe file or select "Keep" to keep existing recipes with the new recipe file.

> **NOTE:** Subfolders can be set up on the USB drive from your computer. To load a file from a subfolder, touch a subfolder then touch the check mark.



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Loading the recipes

The oven loads the recipe file. When the process is complete, the “Recipes uploaded” screen displays. **Touch** the check mark ⑧ to return to the general settings screen. **Remove** the USB drive.

Result

The recipes are now loaded.

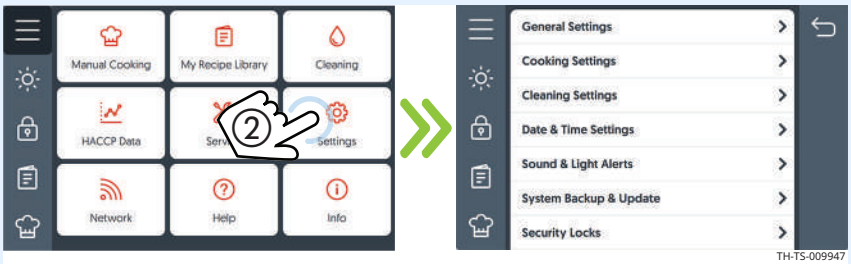
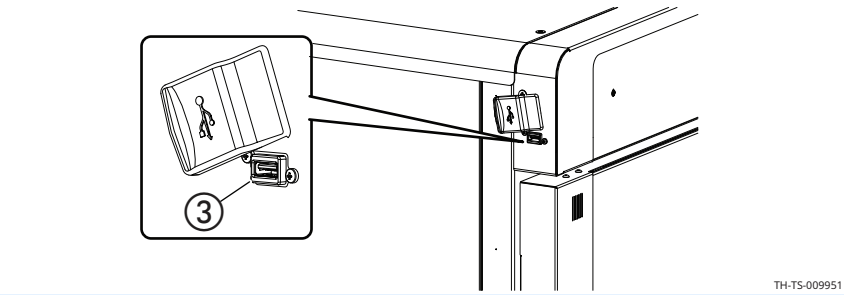
How to Import Images from a USB Drive

Before you begin

You will need a USB drive loaded with the images.

Procedure

To import images from the USB drive to the oven, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays.
2.	**Touch** the "Settings" icon ②. The settings screen displays. 
3.	**Plug** the USB drive ③ into the port. 

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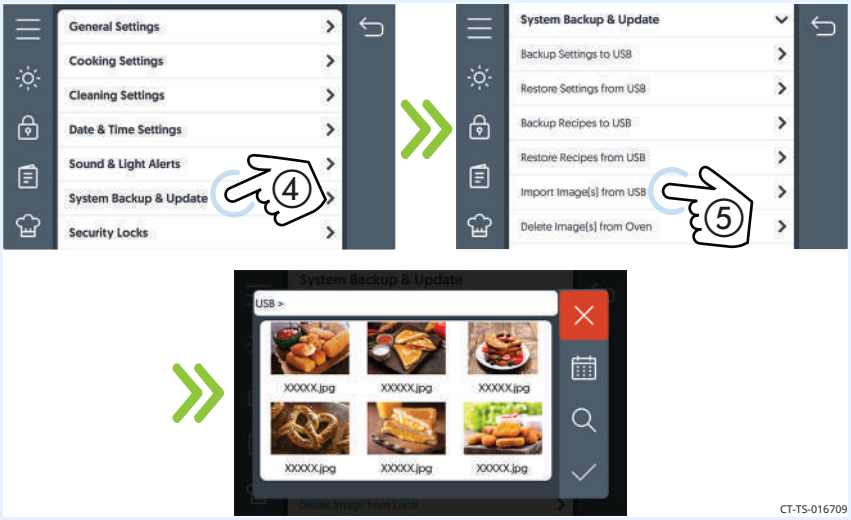
4. **Touch** "System Backup & Update" ④.

   Touch the "Import Image(s) from USB" ⑤ setting. The USB screen displays.



5. **Select** the images ⑥.

   Touch the check mark ⑦.

> **NOTE:** Subfolders can be set up on the USB drive from your computer. To import images from a subfolder, touch a subfolder, select the images, then touch the check mark.

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Loading the images

The oven loads the selected images. When the process is complete, the “Images uploaded” screen displays. **Touch** the check mark ⑧ to return to the general settings screen. **Remove** the USB drive.

Result

The images are now imported.

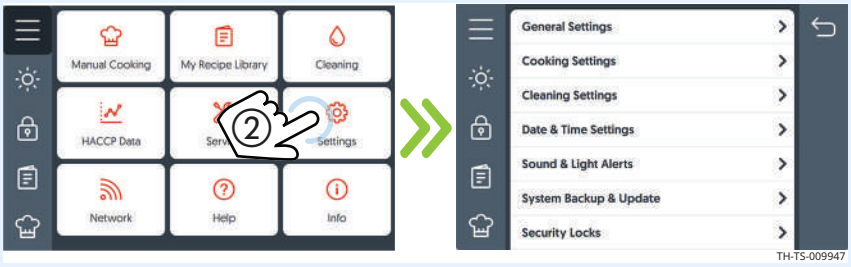
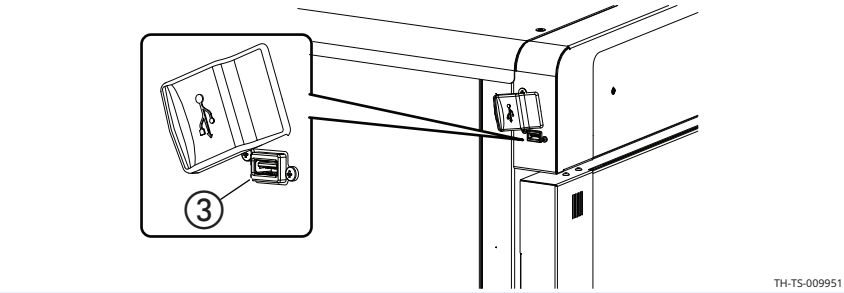
How to Update Software with a USB Drive

Before you begin

- You will need a USB drive with the updated software. To download the most up to date oven software and register for email notifications when new software versions are released, please visit https://www.alto-shaam.com/en/customer-support/software-downloads.
- Do not remove the USB drive during the update process.

Procedure

To update the software, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays.
2.	**Touch** the "Settings" icon ②. The settings screen displays. 
3.	**Plug** the USB drive into the port ③. 

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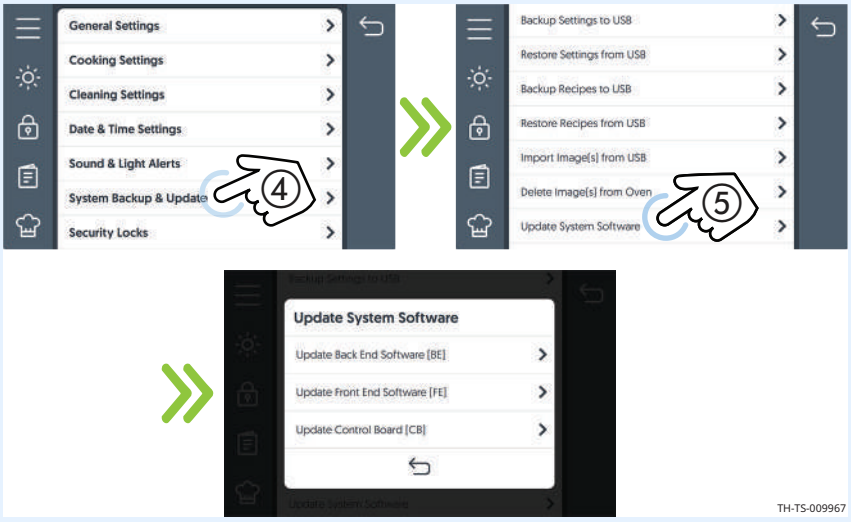
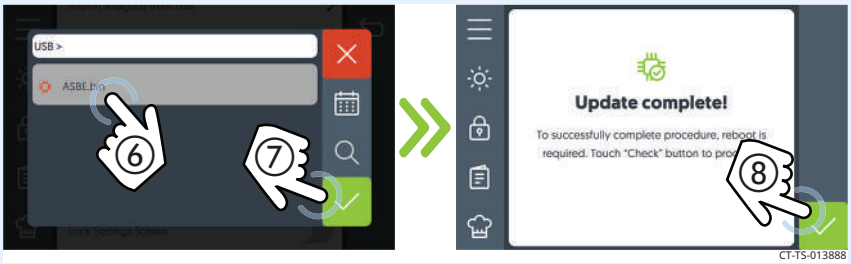
4. **Touch** "System Backup & Update" ④.

   Touch the "Update System Software" ⑤ setting.



NOTICE Do not remove the USB drive during the update process.

5. **Touch "**Update Back End Software (BE)" to update the supporting software between the control board (CB) and interface board (IB). **Select** the ASBE.bin file ⑥. **Touch** the check mark ⑦. The oven loads the selected software. **Touch** the check mark ⑧ when the update is complete to restart the oven.



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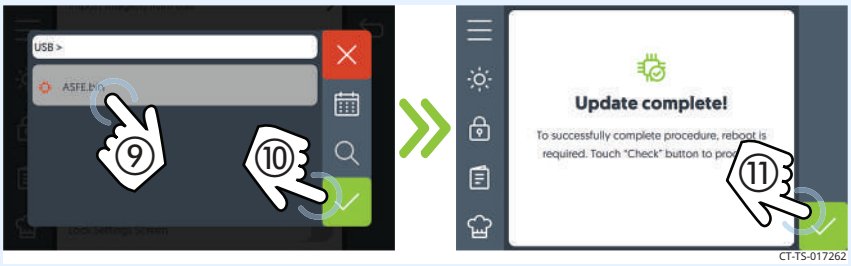
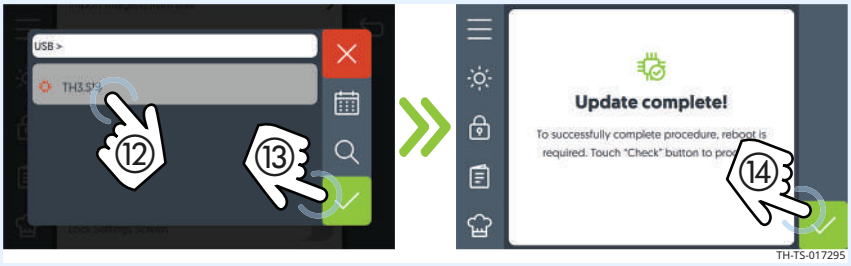
6. **Repeat** steps 1 through 4.

   Touch "Update Front End Software (FE)" to update the user interface software. **Select** the ASFE.bin file ⑨. **Touch** the check mark ⑩. The oven loads the selected software. **Touch** the check mark ⑪ when the update is complete to restart the oven.



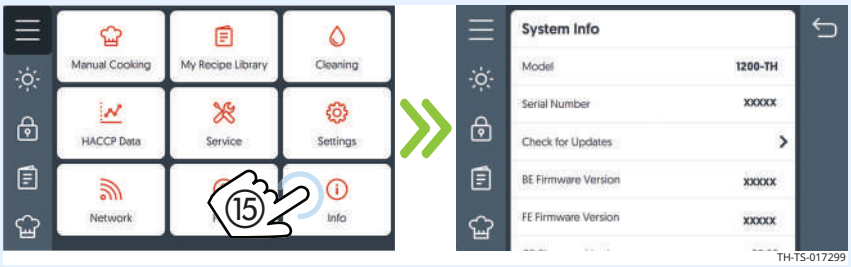
7. **Repeat** steps 1 through 4.

   Touch "Update Control Board (CB)" to update the control board. **Select** the file ⑫. **Touch** the check mark ⑬. The oven loads the selected software. The oven verifies the file and then updates the CB. **Touch** the check mark ⑭ when the update is complete to restart the oven.



8. **Remove** the USB drive.

9. **Touch** the "Info" icon ⑮ to validate the software versions.



Result

The software has now been updated.

How to Check for and Download Available Software Updates

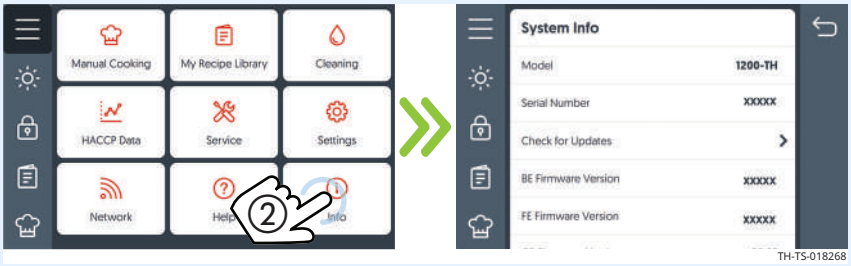
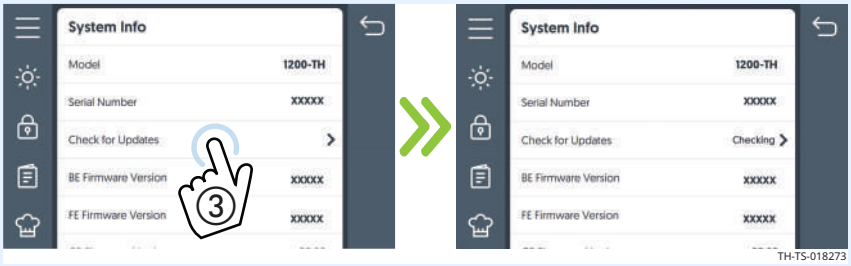
Background

- This procedure is to be done through the touchscreen on the Deluxe control, not through the ChefLinc™ oven management system.

  The Check for Updates icon shows if there are waiting system software updates from ChefLinc™ or Alto-Shaam Technical Support. To download the most up to date oven software and register for email notifications when new software versions are released, visit https://www.alto-shaam.com/en/customer-support/software-downloads.

Procedure

To check for updates, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays.
2.	**Touch** the "Info" icon ②. The "System Info" screen displays. 
3.	**Touch** the "Check for Updates" icon ③. The display shows "Checking" and the oven downloads the latest software. 

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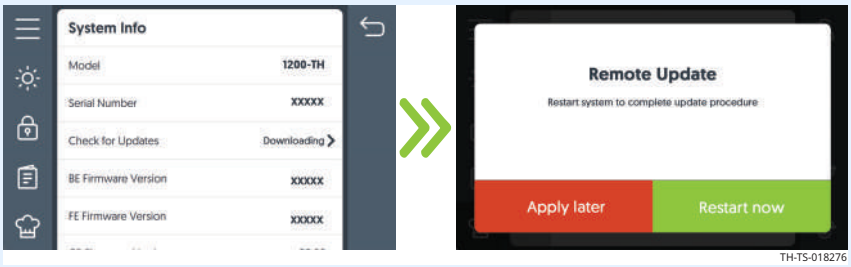
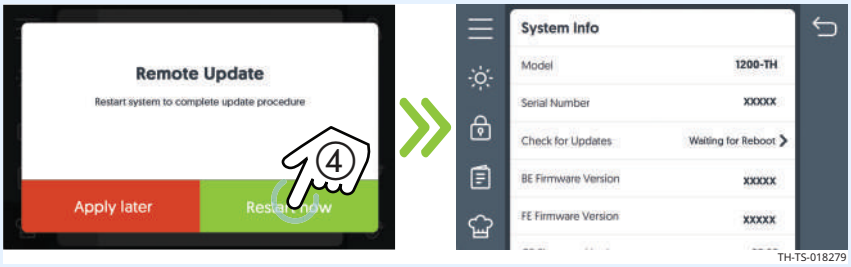
4. Once the oven is done downloading the system software, it will show “Remote Update” screen. You can choose to update later or restart now.



5. **Touch** the “Restart Now” icon ④. The display shows “Waiting for Reboot” until the oven restarts.



Result

The oven’s software is updated.

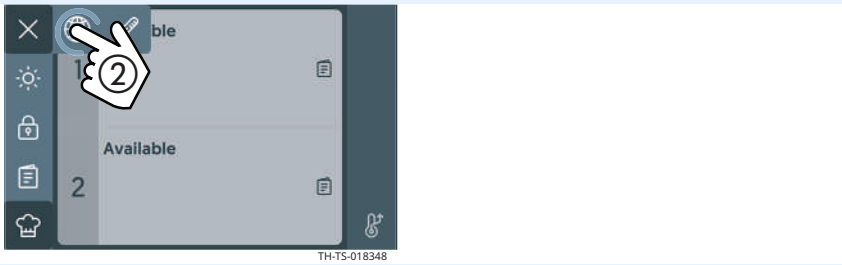
How to Temporarily Change Languages

Background

This procedure is to allow a quick change from one language to another on the oven display screen. The language will revert back to the original language when oven power is cycled.

Procedure

To change language, do the following.

Step	Action
1.	**Touch and hold** the menu icon ①. The language select icon displays.
2.	**Touch** the language select icon ②. The “Select a Language” screen displays. **Touch** the language you wish to use. It will translate the oven operating functions into that language. Recipes language will not change. 

Result

The oven’s language has been changed.

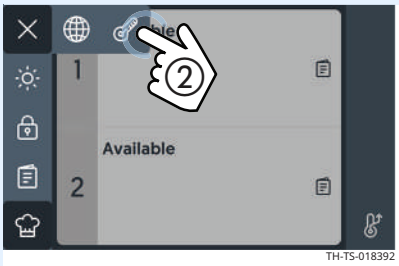
How to Temporarily Change Temperature Units

Background

This procedure is to allow a quick change between temperature units on the oven's display screen. The temperature unit will revert back to the original temperature units when oven power is cycled.

Procedure

To temporarily change the temperature units, do the following.

Step	Action
1.	**Touch and hold** the menu icon ①. The temperature unit icon displays.
2.	**Touch** the temperature unit icon ②. **Repeat** the procedure to toggle between temperature units. 

Result

The oven's temperature units have now been changed.

How to Quick View Cooking Information

Background

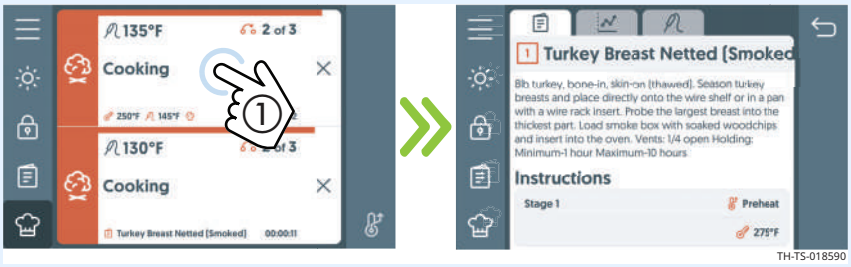
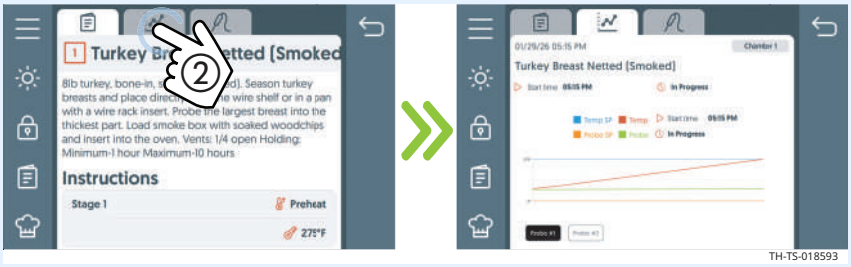
This procedure is to allow a quick view of the cooking information during the cook process. This will show you the recipe information, live HACCP date, and probe data.

Before you begin

Oven should be in progress of a cooking a recipe.

Procedure

To quick view cooking information, do the following.

Step	Action
1.	**Touch** the cooking chamber ①. The recipe infomation is displayed.  TH-TS-018590
2.	**Touch** the HACCP data tab ②. The HACCP data screen displays.  TH-TS-018593
3.	**Touch** the probe data tab ③. The probe data screen displays. TH-TS-018596

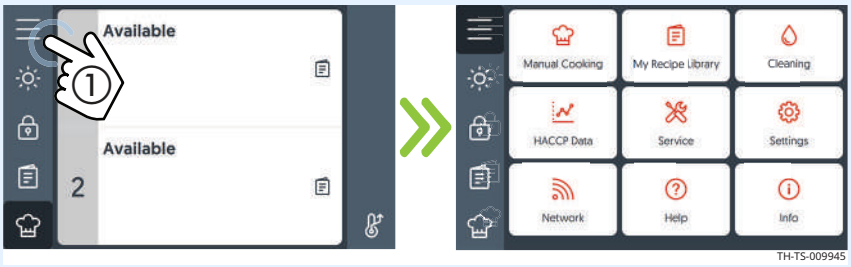
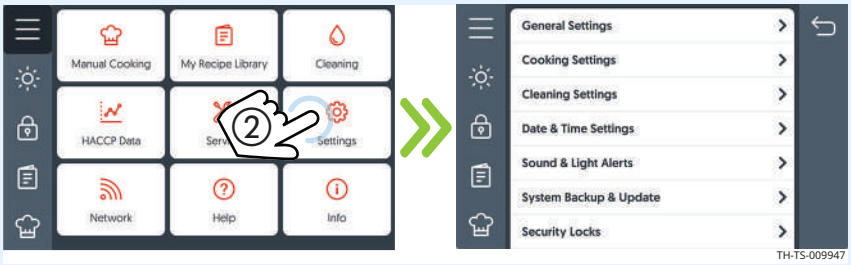
Result

The oven's cooking information has been viewed.

How to Change Settings

Procedure

To change settings, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays. 
2.	**Touch** the "Settings" icon ②. The "General Settings" screen displays. 

Settings

Here you can change the following settings:

Category	Settings
General Settings	Home Screen defaults
	Language
Temperature Settings	Temperature Units
	Auto Preheat
	Replay
	Default preheat temperatures
	Advance Recipe with Door
	Hold to Cancel Cooks
Cleaning Settings	Next Cleaning
	Last Cleaning
	Set Cleaning Frequency
Date and Time Settings	Timezone
	Network Time

Category	Settings
	Date
	Time
Sound & Light Alerts	Volume
	Done Sound
	Light brightness
	Screen brightness
System Backup & Update	Backup settings to USB
	Restore settings from USB
	Backup recipes to USB
	Restore recipes from USB
	Import image(s) from USB
	Delete image(s) from Oven
	Update system software
Security Locks	Lock recipe editing
	Lock manual cooking
	Lock settings screen
	Auto screen lock
System Resets	Clear Logs
	Clear All

Result The settings have been changed.

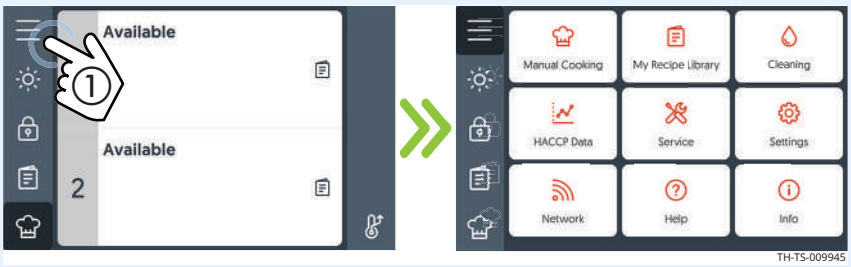
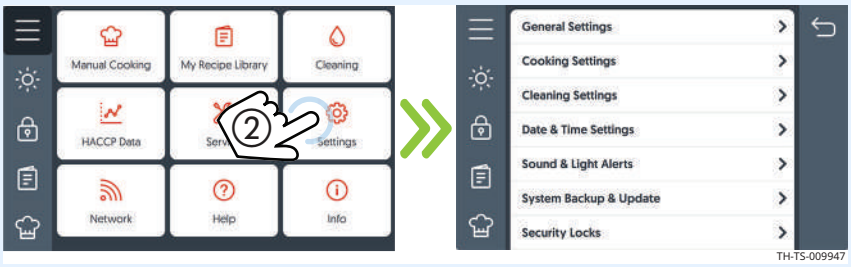
How to Enable/Disable Automatic Preheat

Background

Enabling the automatic preheat function preheats the oven upon start up to the set preheat temperature. Make sure to set your preheat temperatures. See topic *How to Preheat the Oven*.

Procedure

To enable/disable automatic preheat, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays. 
2.	**Touch** the "Settings" icon ②. The settings screen displays. 

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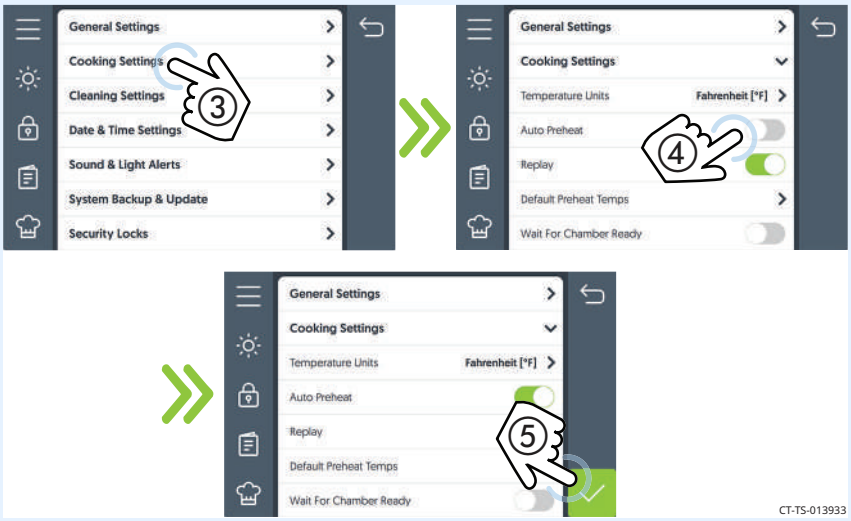
3. **Touch** “Cooking Settings” ③.

   Touch the “Auto Preheat” button ④. **Touch** the check mark ⑤. The automatic preheat function is now enabled.

   Repeat the process to disable the automatic preheat function.



Result

The automatic preheat function is now enabled/disabled.

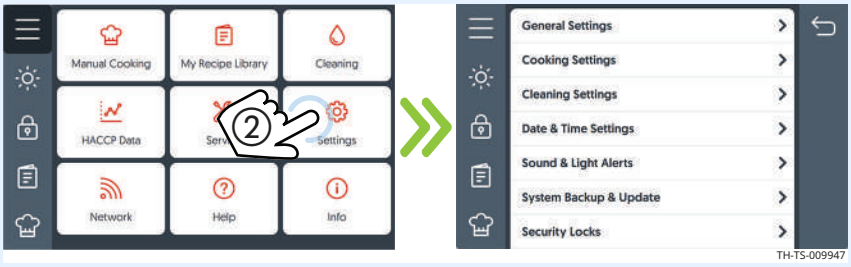
How to Enable/Disable “Press and Hold” Cook Cancel Function

Background

When the Press and Hold Cook Cancel function is enabled, users must press and hold the “X” on the cooking screen to cancel a cook. This is to prevent any accidental touches from canceling a cook.

Procedure

To enable/disable Press and Hold Cook Cancel function, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays.
2.	**Touch** the “Settings” icon ②. The settings screen displays. 

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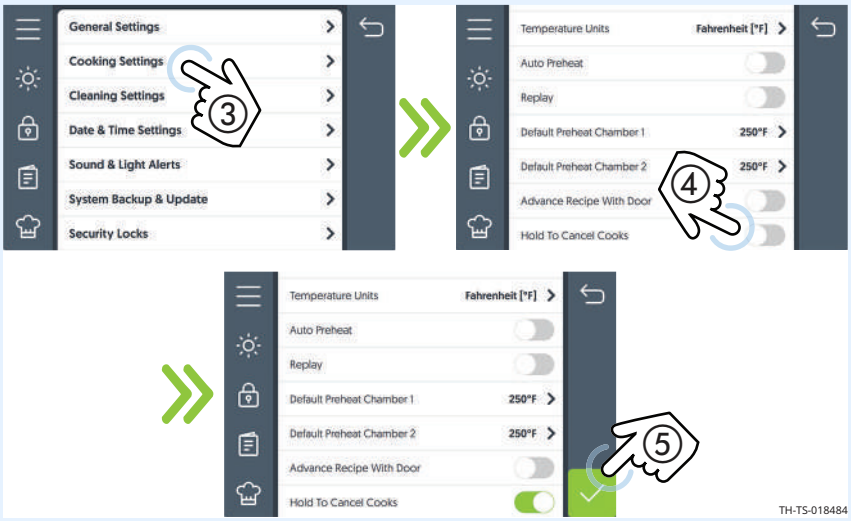
3. **Touch** "Cooking Settings" ③.

   Touch the "Hold to Cancel Cooks" button ④. **Touch** the check mark ⑤. The Press and Hold Cook Cancel function is now enabled.

   Repeat the process to disable the Press and Hold Cook Cancel function.



Result

The Press and Hold Cook Function is now enabled/disabled.

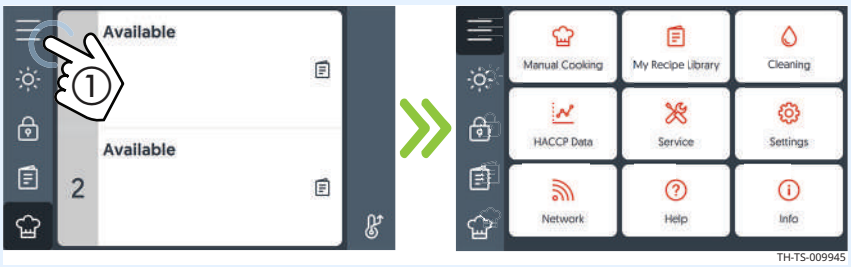
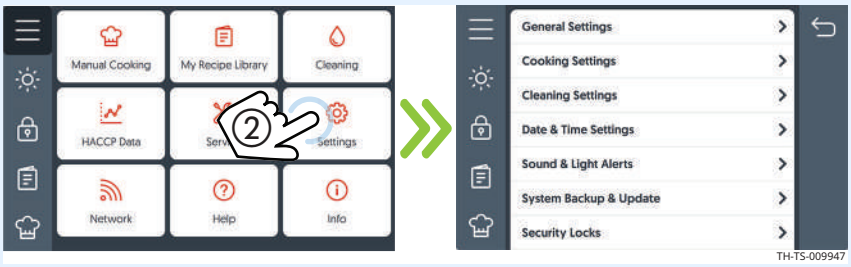
How to Enable and Use the Replay Function

Background

When a cooking process is complete, the replay function repeats the same cooking process when you touch the replay icon. The replay function can be used for a programmed recipe or manual cook.

Procedure

To enable the replay function, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays. 
2.	**Touch** the "Settings" icon ②. The settings screen displays. 

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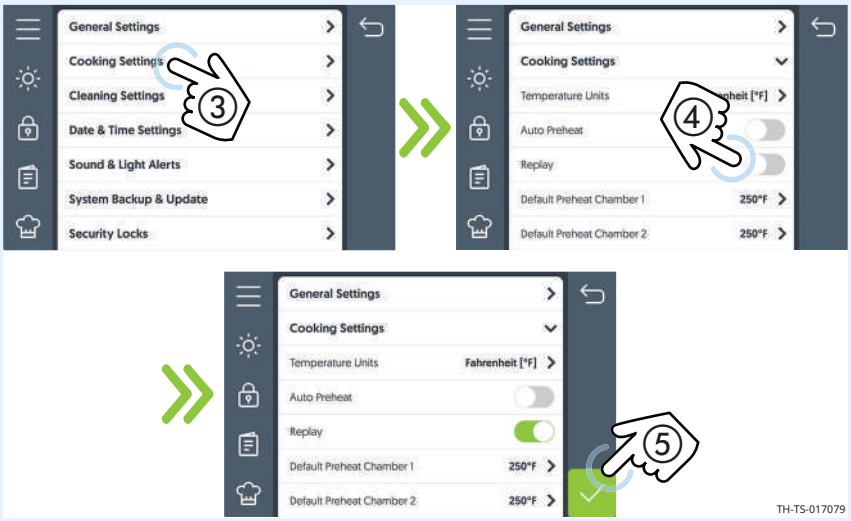
3. **Touch** “Cooking Settings” ③.

   Touch the Replay button ④. **Touch** the check mark ⑤. The replay function is now enabled.

   Repeat the process to disable the replay function.



Using the replay function (if enabled)

4. If the replay function is enabled, when the cooking process is complete, **touch** the replay icon ⑥ to repeat the previous cooking process.

Result

The procedure is now complete.

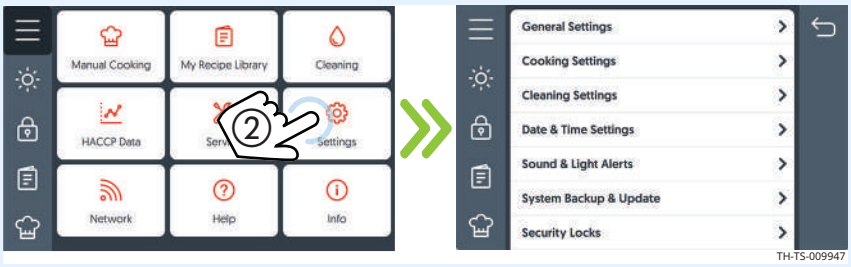
How to Change the Cooking Complete Notification Sound

Background

When a cooking process is complete, the oven sounds an alert. This alert sound can be changed using the settings menu.

Procedure

To change the cooking complete notification sound, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays.
2.	**Touch** the "Settings" icon ②. The settings screen displays. 

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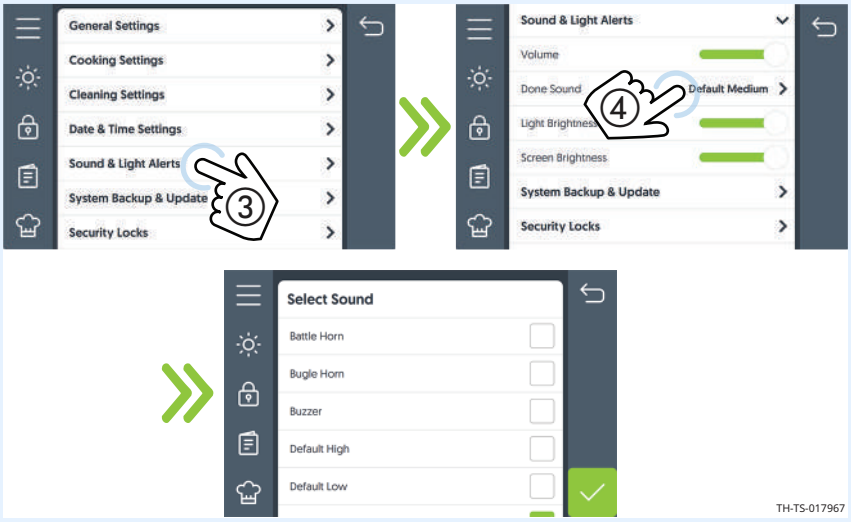
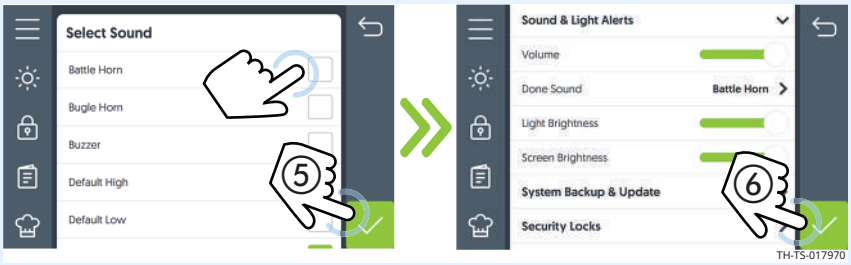
3. **Touch** "Sound & Light Alerts" ③.

   Touch the "Done Sound" ④ setting. The "Select Sound" screen displays.



4. **Select** your desired notification sound from the list. **Touch** the check mark ⑤.

   NOTE: Touching a different sound option will play a sample sound.



5. **Touch** the check mark ⑥ to save the setting.

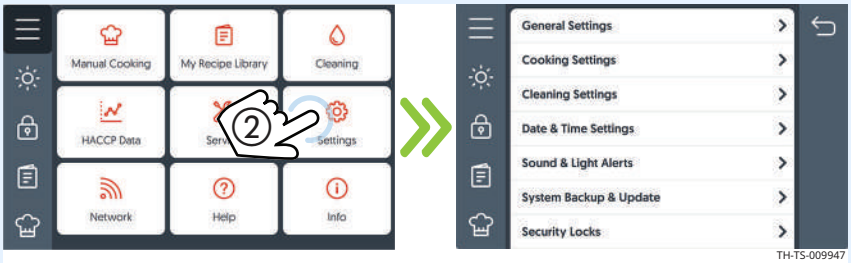
Result

The cooking complete notification sound has now been changed.

How to Lock Recipe Editing, Manual Cooking, or the Settings Screen

Procedure

To lock recipe editing, manual cooking, or the settings screen, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays.
2.	**Touch** the "Settings" icon ②. The settings screen displays. 

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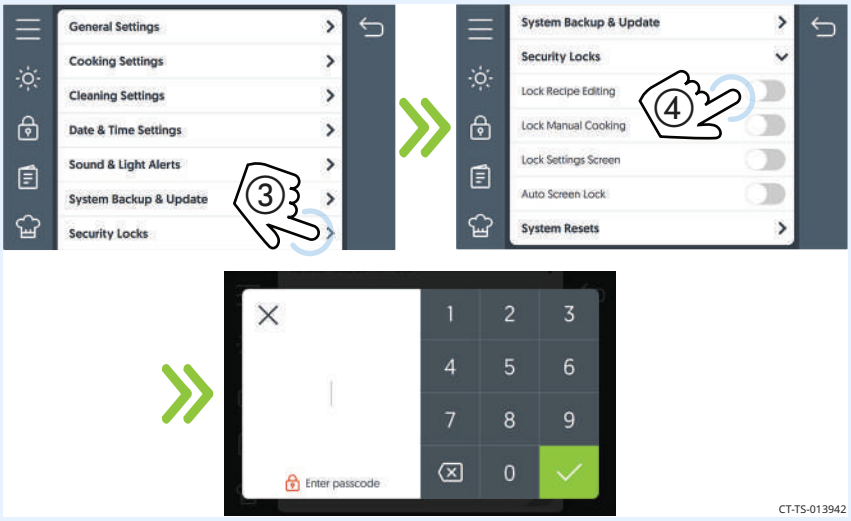
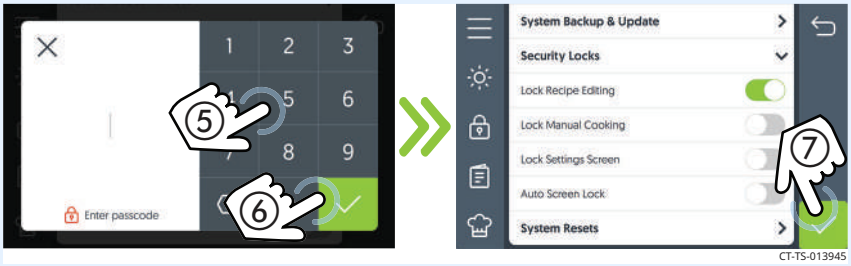
3. **Touch** “Security Locks” ③.

   Touch the Lock Recipe Editing button ④. The “Enter passcode” screen displays.



4. **Create** a passcode ⑤ using the keypad. **Touch** the check mark ⑥.

   Touch the check mark ⑦ to lock recipe editing.



5. **Repeat** the process to lock manual cooking or lock the settings screen.

Result

The lock recipe editing, manual cooking, or the settings screen are now locked.

How to View Oven Information

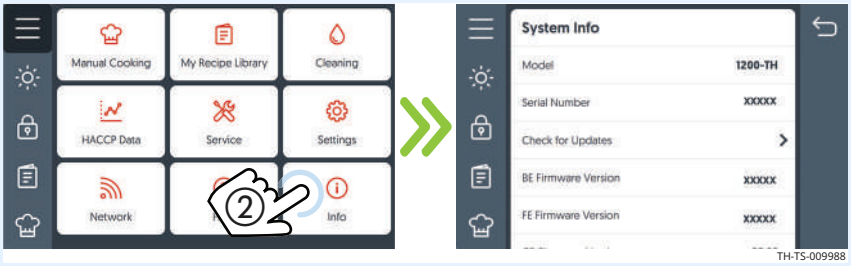
Background

This procedure is to be done through the touchscreen on the Deluxe control, not through the ChefLinc™ oven management system.

The oven information screen shows the oven model, serial number, and system software.

Procedure

To view oven information, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays.
2.	**Touch** the "Info" page icon ②. The "System Info" screen displays. **Scroll** to view the oven model, serial number, and system software. 

Result

The oven's information has been viewed.

How to Download HACCP Data

Before you begin

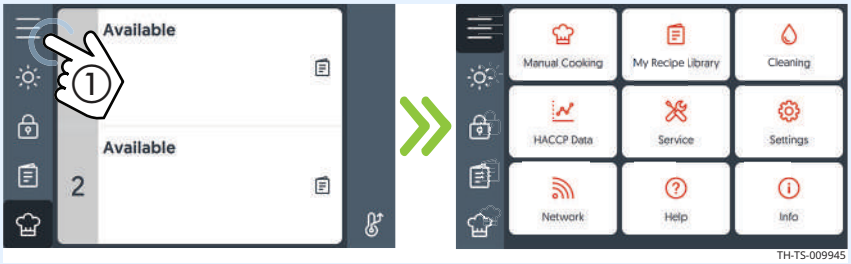
You will need a USB drive.

Background

HACCP data provides automated record keeping, set-point validation, recipes used, dates and times. The data is stored until the information is downloaded. Once downloaded, the information is removed from the oven's memory. Best practice would be to download the information every 30 days to a USB drive. The file format is plain text file (.csv). The file can be viewed in Microsoft® Excel.

Procedure

To download HACCP data, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays. 
2.	**Touch** the "HACCP Data" icon ②. The "HACCP Data" screen displays.

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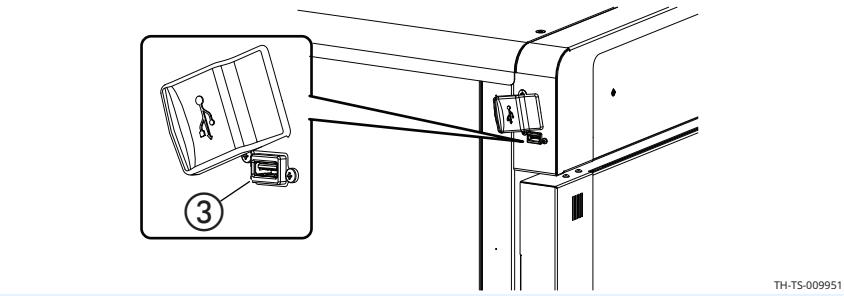
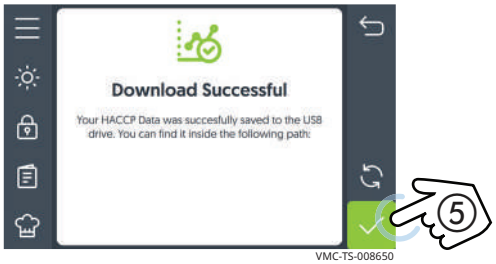
3. **Plug** the USB drive into the port ③.



4. **Touch** the download icon ④.

Loading the data

The oven downloads the data onto the USB drive. When the process is complete, the download successful screen displays. **Touch** the check mark ⑤ to return to the menu screen. **Remove** the USB drive.



Result

The HACCP data has now been downloaded.

How to Calibrate the Temperature Probe

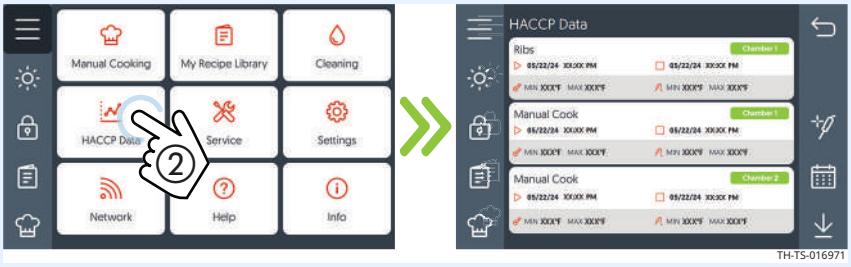
Before you begin

Make sure:

- The oven is on, but not in cooking or holding mode.
- You have a thermometer.
- You have a container filled with ice and water.

Procedure

To calibrate the probe, do the following.

Step	Action
1.	**Insert** the probe and the thermometer in a container of ice water and allow the temperature to settle to 32°F (0°C).
2.	**Touch** the menu icon ①. The menu screen displays.
3.	**Touch** the “HACCP Data” icon ②. The “HACCP Data” screen displays. 

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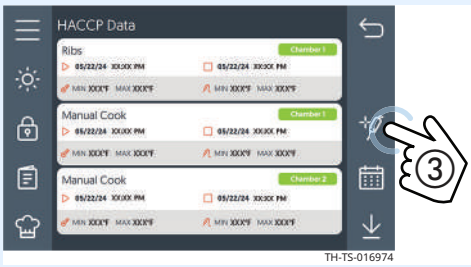
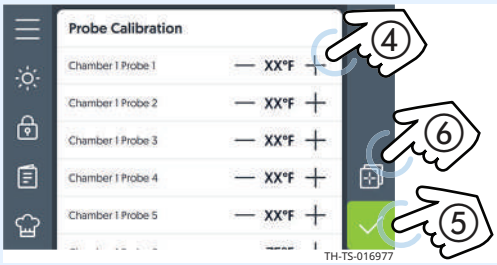
4. **Touch** the calibrate probes icon ③.



5. **Compare** the probe temperature reading against 32°F (0°C).

   Touch the "+" or "–" symbols ④ until the temperature displayed is 32°F (0°C).

   Touch the check mark ⑤.



> **NOTE:** Touch the probe calibration data icon ⑥ to view the probe calibration history.

6. **Remove** the probe from the ice water.

7. If the oven has multiple probes, repeat this procedure until all probes are calibrated.

Result

The probe is now calibrated.

Maintenance Schedule

Requirements

- See topic *How to Clean the Oven*.
- Make sure the oven is cooled down and off—inside of chamber 140°F (60°C) or less.

Daily

For daily maintenance, do the following.

- See topic *How to Clean the Oven*, and follow the Daily Cleaning procedure.
- **Check** the screen for cracking or peeling. Contact Technical Service if needed.

Weekly

For weekly maintenance, do the following.

- See topic *How to Clean the Oven*, and follow the Weekly Cleaning procedure.
- **Check** the oven for any damage or loose parts.

Monthly

For monthly maintenance, do the following.

- **Inspect** door gasket.
- **Inspect** door window gasket for proper seal.
- **Inspect** cavity door vent slides for proper operation.
- **Inspect** side racks, shelves, and shelf supports for damage.
- **Calibrate** the removable product probe (if applicable)
- **Clean** the cooling fan intake area and exhaust vents.
- **Inspect** door handle screws and tighten if necessary.
- **Inspect** the smoke element (if applicable). If any deformation, cracks or breaks are seen, remove the oven from service and contact a factory authorized service technician.

Yearly

For yearly maintenance, do the following.

> **NOTE:** Must be performed by a qualified professional.

- **Check and tighten** all wire connections.
- **Inspect** the smoke element and smoke element wiring.
- **Measure** the current draw of each cavity. Operate with smoker on if applicable.
- **Test** the heating elements for electrical short to ground.
- **Inspect** the condition of the cord and plug.

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- **Check and tighten** the cord connection inside of the appliance control area.
- **Inspect** the control cooling fans (if applicable).
- **Measure** the site voltage.
- **Inspect and adjust** voltage monitor board if needed.
- **Inspect** and test the product probe and product probe receptacle.
- **Inspect** and test the control and control functions.

- **Inspect** the cavity for structural integrity.
- **Inspect** the door gaskets for correct shape and seal. Replace/repair as needed.
- **Inspect** the door handle and hinges. Replace/repair as needed.
- **Inspect** the full perimeter bumper.
- **Inspect** the casters.
- **Do** a cavity temperature calibration procedure per manufacturer's recommendations.

How to Clean the Oven

Before you begin

WARNING: Electric shock hazard.

Set the power switch to the OFF position and unplug the oven before cleaning it.

CAUTION: Burn hazard.

Allow the oven, drip pans, and racks to cool before cleaning.

CAUTION: Corrosive materials hazard.

Wear eye protection and hand protection when cleaning.

NOTICE Using improper cleaning procedures will damage the oven and void the warranty.

Only use spray cleaner when the electric power is completely removed from the oven.

Do not use steel pads, wire brushes, or scrapers when cleaning.

Daily cleaning procedure

To clean the oven daily, do the following.

Step	Action
1.	**Make sure** the oven is turned off and cool—cavity is less than 140°F (60°C).
2.	**Remove** all detachable items such as wire shelves, side racks, drip pan, and drip tray and clean these items separately.
3.	**Remove** any spills with disposable paper wipes or a damp cloth.
4.	**Wipe** the outside of the oven and the drip tray holder with a damp cloth.
5.	**Wipe** the control panel, door vents, door handles and door gaskets with a non-abrasive nylon scrub pad.
6.	If oven has an optional glass door, **clean** each side of the window pane with an all-purpose glass cleaner.
7.	**Wipe** probe, cable assembly, and probe prongs with a non-abrasive nylon scrub pad. Wipe probes with disposable alcohol pad or sanitizing solution recommended for food contact surfaces.
8.	**Wipe** the outside of the oven with a stainless steel cleaner.

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Weekly cleaning procedure

To clean the oven weekly, do the following.

Step	Action
1.	**Set** the power switch to the OFF position and unplug the appliance.
2.	**Wipe** the exterior areas of the oven with a non-abrasive nylon scrub pad.
3.	**Spray** the exterior areas of the oven with stainless steel polish. **NOTICE** Use only non-caustic cleaners. Do not spray directly into the fan openings on the back of the oven. Do not use cleaners that contain sodium hydroxide (lye) or phosphorus.
4.	**Spray** the interior areas of the oven with oven cleaner. Let the cleaner work for 3–5 minutes.
5.	**Wipe** the interior of the oven with a non-abrasive nylon scrub pad.
6.	**Clean** the door gasket with a warm water and detergent solution.
7.	If oven has an optional glass door, **clean** each side of the window pane with an all-purpose glass cleaner.
8.	**Plug** the appliance in and set the power switch to the ON position when complete.

Result

The oven is now clean.

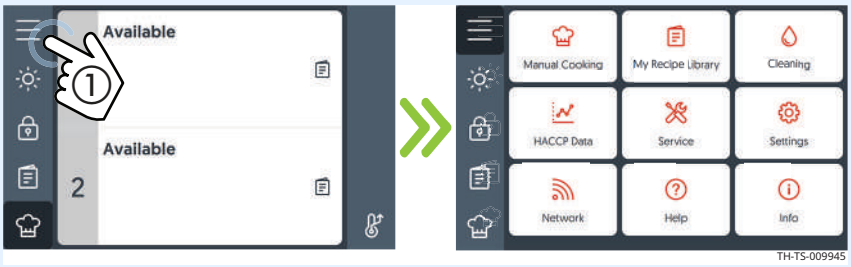
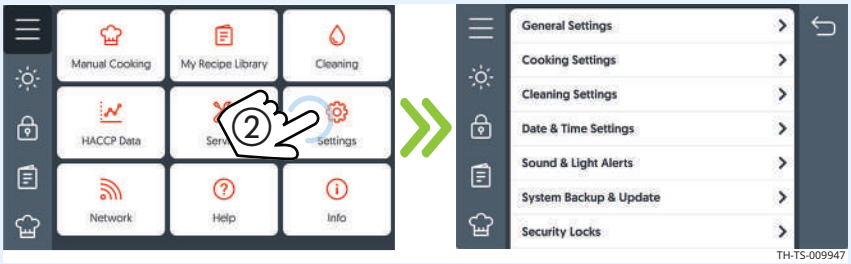
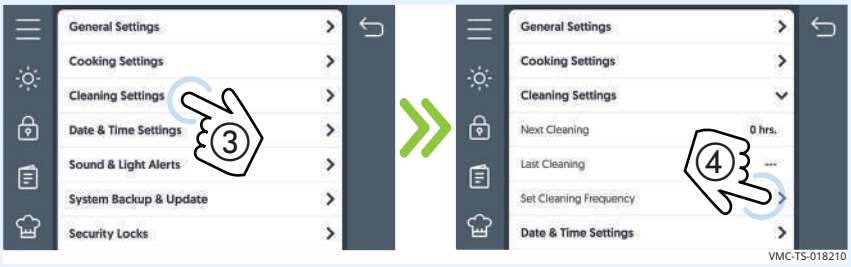
How to Set the Cleaning Frequency

Background

The user can set a cleaning frequency to schedule when the unit will go through a cleaning cycle. The cleaning frequency can be set by hours or day and time.

Procedure

To set the cleaning frequency, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays. 
2.	**Touch** the "Settings" icon ②. The settings screen displays. 
3.	**Touch** "Cleaning Settings" ③. **Touch** the "Set Cleaning Frequency" ④ setting. 

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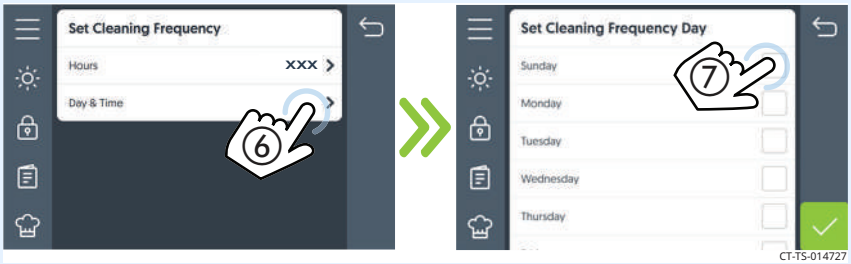
Setting the cleaning frequency hours

4. **Touch** the "Hours" setting ⑤ to set the cleaning frequency hours. **Enter** the desired hours using the key pad. **Touch** the check mark.

Setting the cleaning frequency day and time

5. **Touch** the "Date & Time" setting ⑥ to set the day and time for cleaning. **Touch** the check box ⑦ next to a day to set it. **Touch** the check mark.

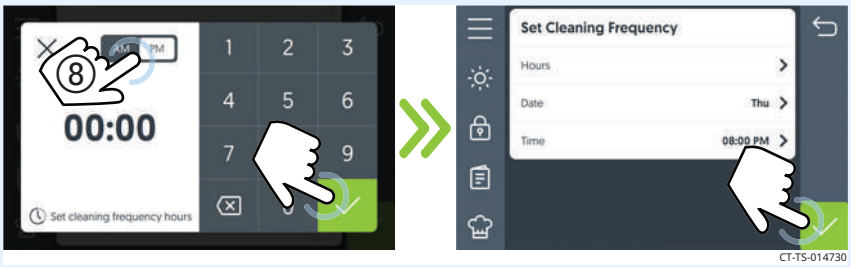


6. The "Set cleaning frequency time" screen will display.

   Touch the "AM"/"PM" button ⑧ to choose whether the cleaning time is set for AM or PM.

   Enter the time of day for the cleaning. **Touch** the check mark.

   Touch the check mark on the "Set Cleaning Frequency" setting screen.



Result

The cleaning frequency has been set.

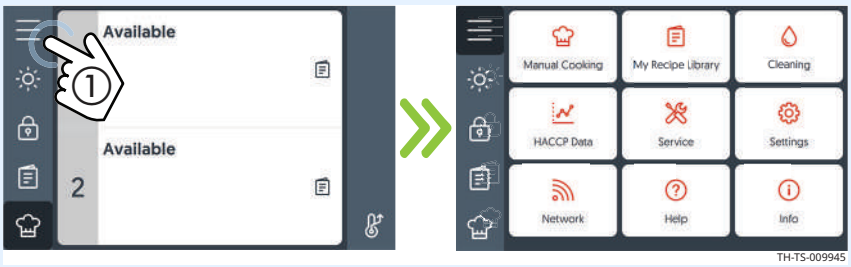
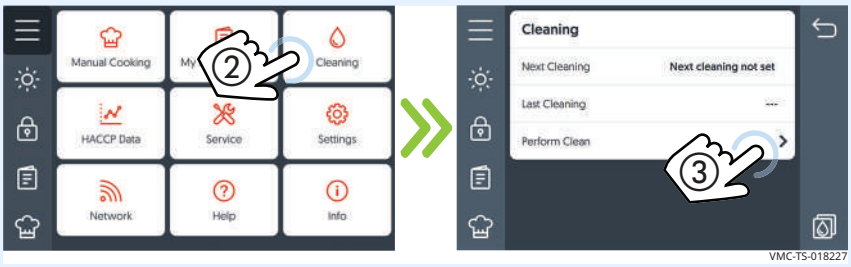
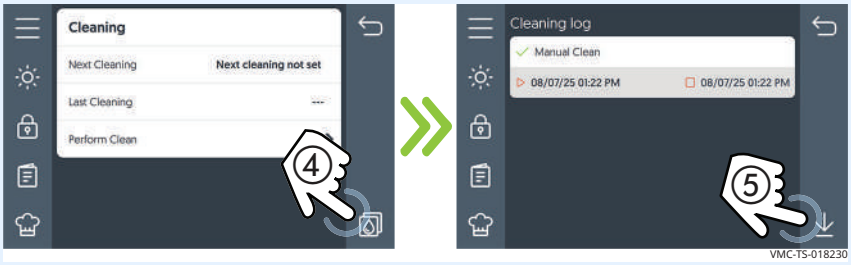
How to View the Cleaning Log

Background

The cleaning log allows the user to view details about the previously completed cleanings on the unit.

Procedure

To view the cleaning log, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays. 
2.	**Touch** the “Cleaning” icon ②. The “Cleaning” screen displays. **NOTE:** After cleaning the oven, touch the “Perform Clean” ③ setting to record a cleaning log. 
3.	**Touch** the cleaning log icon ④. The “Cleaning log” screen displays.  **NOTE:** Touch the download icon ⑤ to download the cleaning logs to a USB drive.

Result

The cleaning log has been viewed.

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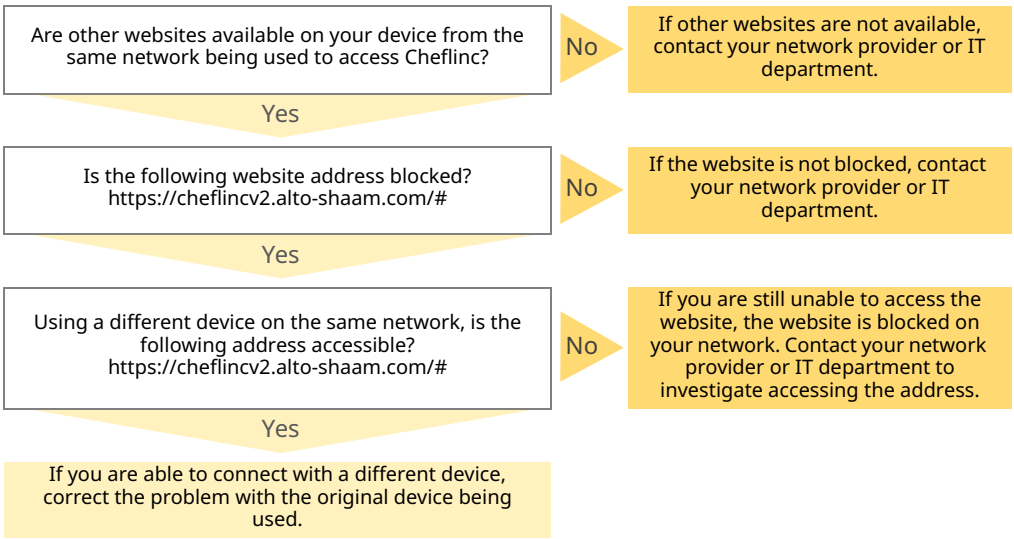
Error Codes

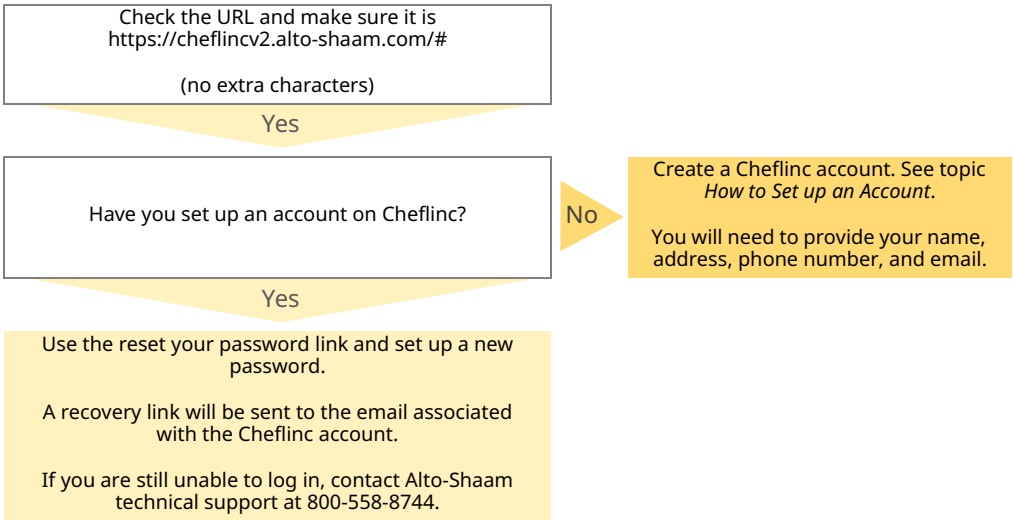
DELUXE CONTROL			
Code	**Description**	**Cause**	**Remedy**
E-10	Temperature sensor shorted	Chamber temperature sensor shorted.	1. Power down control using on/off icon 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on 3. Resume use of oven. If error reappears, contact a service provider
E-10	Food probe shorted	Probe in chamber is shorted or damaged.	1. Investigate food probe for damage. Replace if damaged 2. Power down control using on/off icon 3. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on
E11	Temperature sensor open	Chamber temperature sensor open.	1. Power down control using on/off icon 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on 3. Resume use of oven. If error reappears, contact a service provider
E-30	Chamber under temperature	Chamber heating too slowly.	1. Was the oven preheated before loading with product? 2. Was the oven loaded with frozen product? 3. Press high limit reset 4. Power down control using on/off icon. Turn back on and run book program
E-31	Electronics over temperature	Control board or interface board too warm.	1. Ensure cooling fan(s) are operating 2. Ensure exhaust vents are clean and free of debris 3. Ensure oven clearances are met 4. Ambient temperature greater than 105F
E-31	Chamber over temperature	Chamber temperature sensor too hot.	1. Power down control using on/off icon 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on 3. Resume use of oven. If error reappears, contact a service provider
E-78	Under voltage	Incoming line voltage is too low or voltage monitor output is shorted.	1. Check to ensure unit plug is fully seated in electrical outlet 2. Reset main circuit breaker for the oven. If error reappears, contact service provider
E-79	Over voltage	Incoming line voltage is too high or voltage monitor output is open.	1. Check to ensure unit plug is fully seated in electrical outlet 2. Reset main circuit breaker for the oven. If error reappears, contact service provider

DELUXE CONTROL			
Code	**Description**	**Cause**	**Remedy**
E80	Control board checksum error	EEPROM not responding or bad/reset data.	1. Power down control using on/off icon 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on 3. Resume use of oven. If error reappears, contact a service provider
E93	Chamber state error	State synchronization error between the front end and control board.	1. Check to ensure unit plug is fully seated in electrical outlet 2. Reset main circuit breaker for the oven. If error reappears, contact service provider
E93	Control board state error	State synchronization error between the interface board and control board.	1. Check to ensure unit plug is fully seated in electrical outlet 2. Reset main circuit breaker for the oven. If error reappears, contact service provider
E-94	Communication	Communication error between control board and interface board.	1. Check to ensure unit plug is fully seated in electrical outlet 2. Reset main circuit breaker for the oven. If error reappears, contact service provider 3. Resume use of oven. If error reappears, contact a service provider
E-108	Cooling fan over temperature	Chassis-bi-metal temp sensor over temperature.	1. Ensure cooling fan(s) are operating 2. Ensure exhaust vents are clean and free of debris 3. Ensure oven clearances are met 4. Ambient temperature greater than 105F
E-109	High limit	Chamber high limit switch input to control board is open.	1. If the oven has experienced an over temperature condition, allow oven to cool down for a minimum of 30 minutes 2. Press the high limit reset button Resume cooking operation. If error reappears, contact service provider
E-888	Power interrupt	Power loss while cook active in chamber.	Check time elapsed during power loss to determine if food is OK

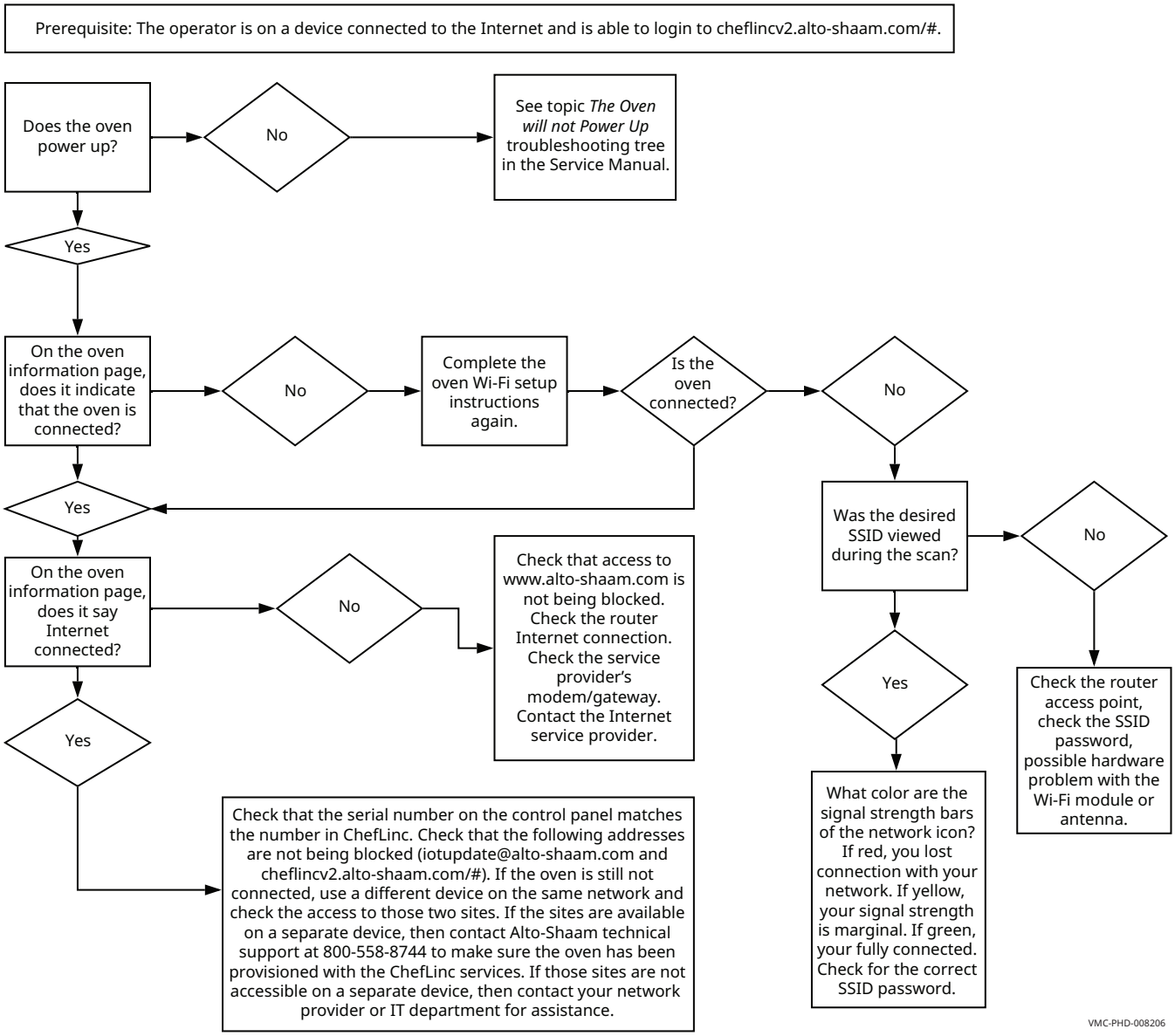
Cheflincv2.alto-shaam.com/# is Not Available on Your Device



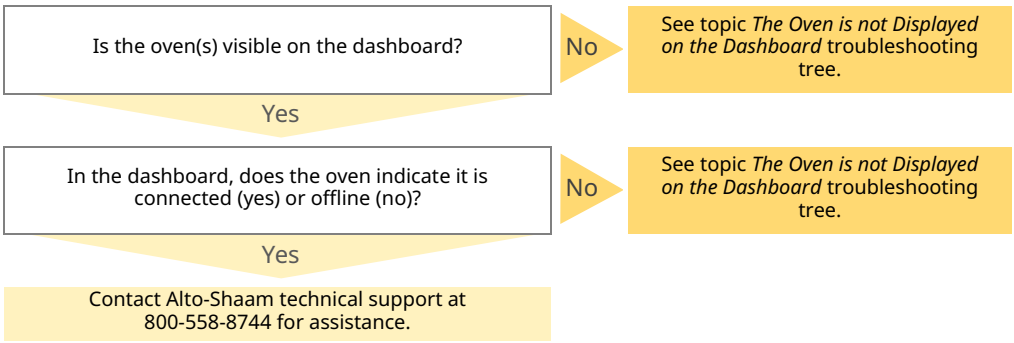
Cannot Connect to cheflincv2.alto-shaam.com/#



The Oven is not Displayed on the Dashboard



Unable to Assign Recipes from the Dashboard to Ovens in the Field



Warranty

Introduction

Alto-Shaam, Inc. warrants to the original purchaser only, that any original part found to be defective in material or workmanship will be replaced with a new or rebuilt part at Alto-Shaam's option, subject to provisions hereinafter stated.

Warranty Period

The original parts warranty period is as follows:

- For all other original parts, one (1) year from the date of installation of appliance or fifteen (15) months from the shipping date, whichever occurs first.
- The labor warranty period is one (1) year from the date of installation or fifteen (15) months from the shipping date, whichever occurs first.
- Alto-Shaam will bear normal labor charges performed during standard business hours, excluding overtime, holiday rates or any additional fees.
- For the refrigeration compressor, if installed, the warranty period is five (5) years from the date of original installation of the appliance.
- For heating elements on Halo Heat® Cook and Hold ovens, the warranty period is for as long as the original owner owns the oven. This warranty period applies to units sold after 2/1/2009 and excludes holding-only ovens.
- To be valid, a warranty claim must be asserted during the applicable warranty period. This warranty is not transferable.

Exclusions

This warranty does not apply to:

- Calibration.
- Replacement of light bulbs, rubber gaskets, grease filters, air filters, racks, jet plates, and/or the replacement of glass due to damage of any kind.
- Equipment damage caused by accident, shipping, improper installation or alteration.
- Equipment used under conditions of abuse, misuse, carelessness or abnormal conditions, including but not limited to, equipment subjected to harsh or inappropriate chemicals, including but not limited to, compounds containing chloride or quaternary salts, poor water quality, or equipment with missing or altered serial numbers.
- Equipment damage caused by use of any cleaning agents other than those recommended by Alto-Shaam, including but not limited to damage due to chlorine or other harmful chemicals.
- Any losses or damage resulting from malfunction, including loss of food product, revenue, or consequential or incidental damages of any kind.
- Equipment modified in any manner from original model, substitution of parts other than factory authorized parts, unauthorized removal of any parts including legs, or unauthorized addition of any parts.

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- Equipment damage incurred as a direct result of poor water quality*, inadequate maintenance of steam generators and/or surfaces affected by water. Water quality and required maintenance of steam generating equipment is the responsibility of the owner/operator.
- Equipment damage incurred as a result of not following the required maintenance schedule published in the manuals for the equipment.

Conclusion

This warranty is exclusive and is in lieu of all other warranties, express or implied, including the implied warranties of merchantability and fitness for a particular purpose. No person except an officer of Alto-Shaam, Inc. is authorized to modify this warranty or to incur on behalf of Alto-Shaam any other obligation or liability in connection with Alto-Shaam equipment.

**Refer to the product spec sheet for water quality standards.*

DECLARATION OF CONFORMITY

Manufacturer:
Alto-Shaam, Inc.
W164 N9221 Water Street
Menomonee Falls, WI 53202-0450

ALTO-SHAAM.

EQUIPMENT TYPE:	Household and Similar Electric Appliances
EQUIPMENT DESCRIPTION:	Commercial Cooking, Holding and Smoking Ovens
MODEL NUMBER:	300, 500, 750, 1000, 1200, 1750, with suffix TH or SK
APPLIED DIRECTIVES:	Low Voltage Directive 2014/35/EC EMC – 2014/30/EC RoHS – 2011/65/EU WEEE – 2012/19/EU
APPLIED STANDARDS:	EN 60335-1:2014 EN 60335-2-42:2003 + A1:2008 + A11:2012 EN 55014-1: CISPR 14, EN 55014-2: CISPR 14

CE

We the undersigned, hereby declare that the equipment specified above conforms to the above Directives and Standards

Manufacturer Name:
ALTO-SHAAM INC.
NAME: Christa Pieper
TITLE: Certification Manager

SIGNATURE: Christa Pieper
DATE: **October 9th 2020**

ALTO-SHAAM

Menomonee Falls, WI U.S.A.

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