

### **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.02 1/21

**EN** 





### **Manufacturer's Information**

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**Original instructions** The content in this manual is written in American English.



## FOREWORD

### Enjoy your Alto-Shaam® Cook & Hold Oven!

### Halo Heat<sup>®</sup> 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 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.



### FOREWORD

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## SAFETY

### 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.

### **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.



### **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.





### 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.

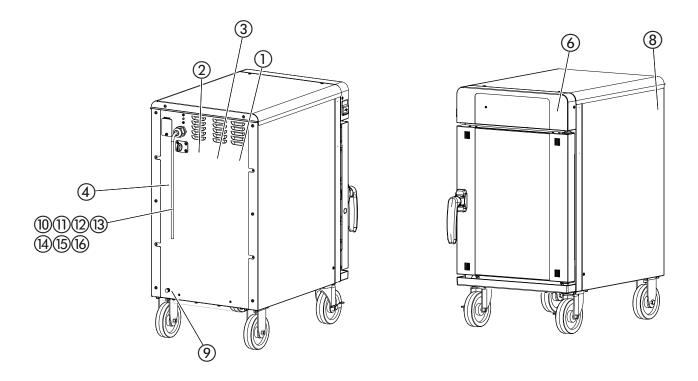
A connection point for the tether is located on the back of the appliance.

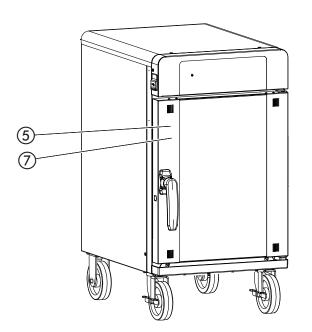
A tether is not supplied by nor available from the manufacturer.



### LABELS

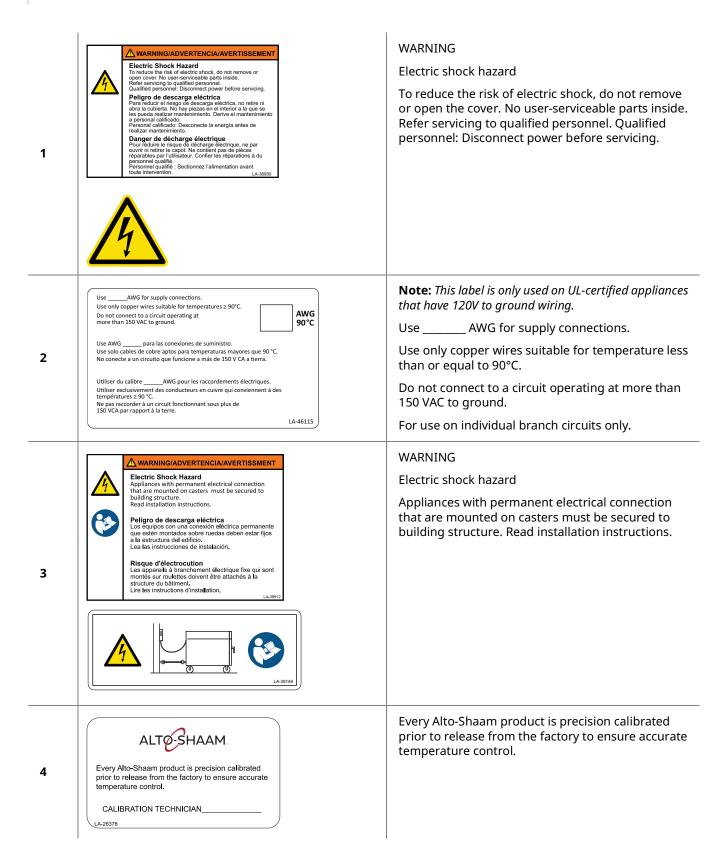
### **Label Locations**





TH-PHD-008787







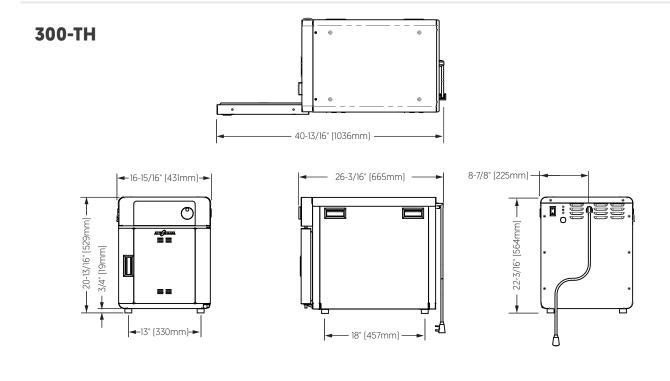
5		WARNING Hot surface
6	MADE IN U.S.A.	Made in U.S.A.
7		WARNING Burn hazard Always load liquids, or foods that can become liquid when heated, at an eye level where they can be seen.
8	GEFLING GERT GERT GERT GERT GERT GERT GERT GER	Security seal
9	LA-36443-E	Equipotential bonding
10	For use on individual branch circuit only.  Utiliser exclusivement sur un propre circuit de dérivation séparé.  Nur zum Anschluss an einen Einzelstromkreis geignet.  Para su uso en circuitos derivados individuales solamente.  禁止和其他任何电器 设备共用性电回路。 必须独立分配一路给该设备  LA-3088	For use on individual branch circuit only.
11	**WARNING* RISK OF FREE  "ATENTION* RISQUE D'INCENDIE !  Use a U. Lined grounding type pluy med 240 Vals, 10 Amperes, 1 Prises, 5 writes freigh person with. Tigo to be selected and intentiol and by equified service processed.  Uillieur une prise hemologies let, forforme pour 240 Vals, 30 personnel de service quelifie.  Uillieur une prise hemologies let, forforme pour 240 Vals, 30 personnel de service quelifie.  Verseuder 5 se le Ceptione milippersonnechiese service  Schutzbionick-Stecker 240/730 A mil 3-adrigem Auschluss  und De Aurendu and Kontago des Steckers der In- zürcht versonnel ver	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.

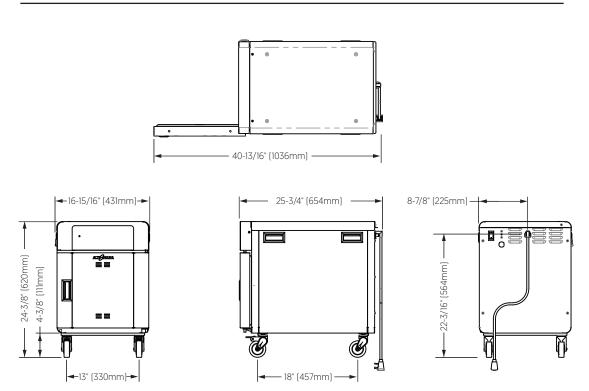


WARNING 240V, 20A Fire hazard 12 Use a UL Listed grounding type plug rated 240 Volts, 20 Amperes, 1 Phase, 3 wire for single phase units. Plug to be selected and installed only by qualified service personnel. WARNING 120V, 30A Fire hazard 13 Use a UL Listed grounding type plug rated 120 Volts, 30 Amperes, 1 Phase, 3 wire for single phase units. Plug to be selected and installed only by qualified service personnel. WARNING Fire hazard 208-240V, 15A 14 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. WARNING Fire hazard 20A 15 Use a UL Listed grounding type plug rated 120 200 Volts, 20 Amperes, 1 Phase, 3 wire for single phase units. Plug to be selected and installed only by qualified service personnel. WARNING Fire hazard 208-240V, 50A 16 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.

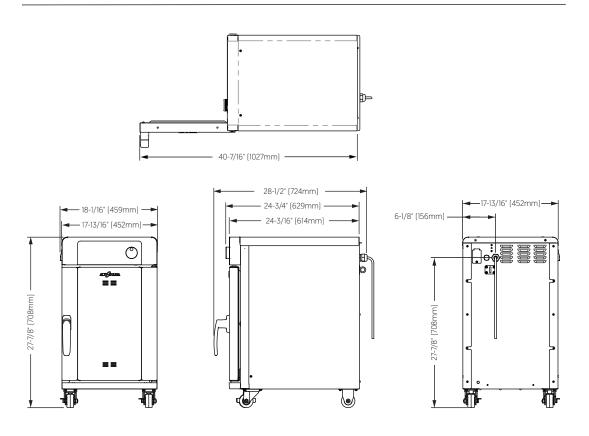
# INSTALLATION

### **Dimension Drawings**

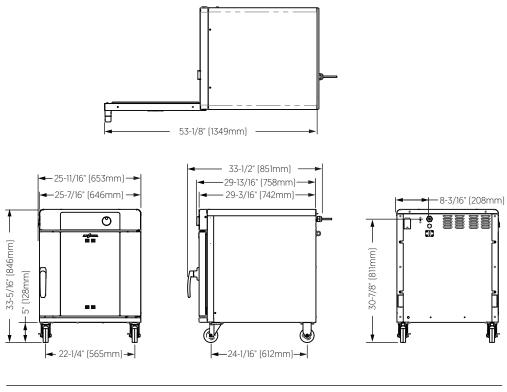


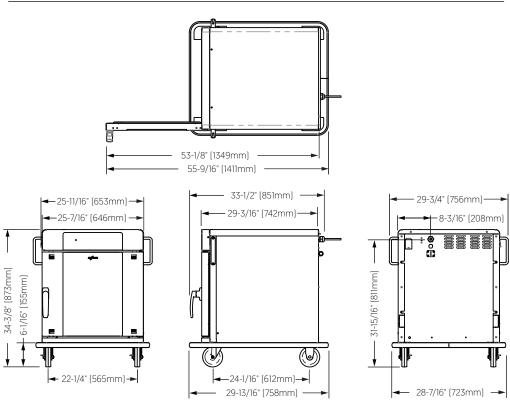




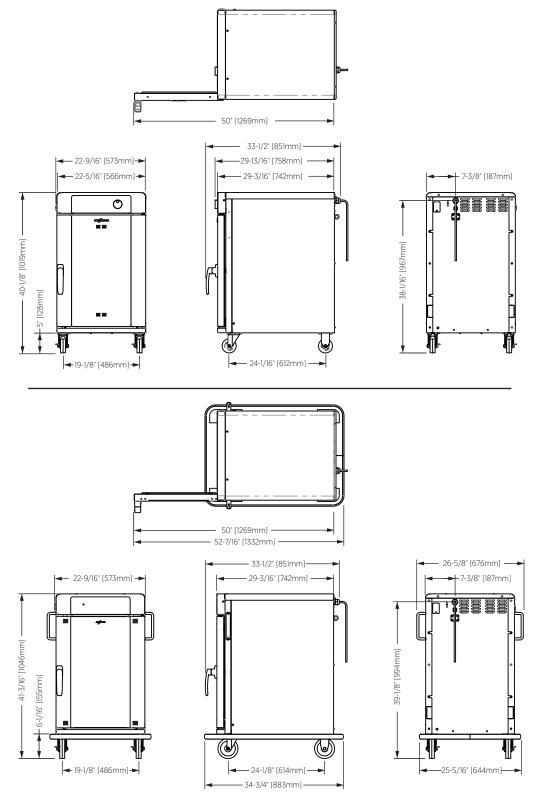


750-TH 750-SK

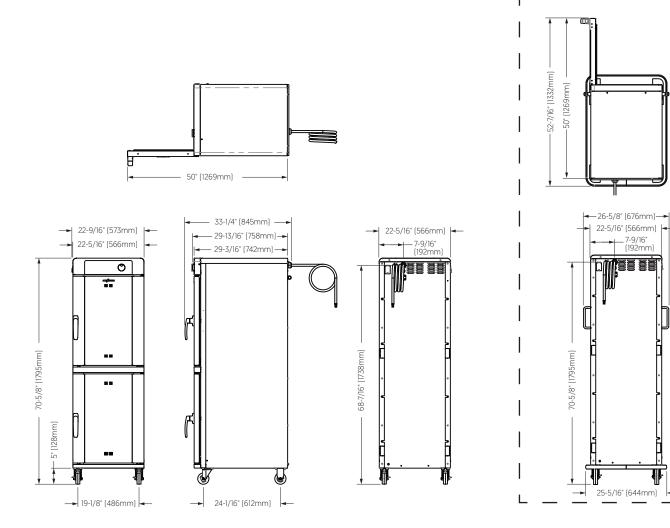




### 1000-TH 1000-SK

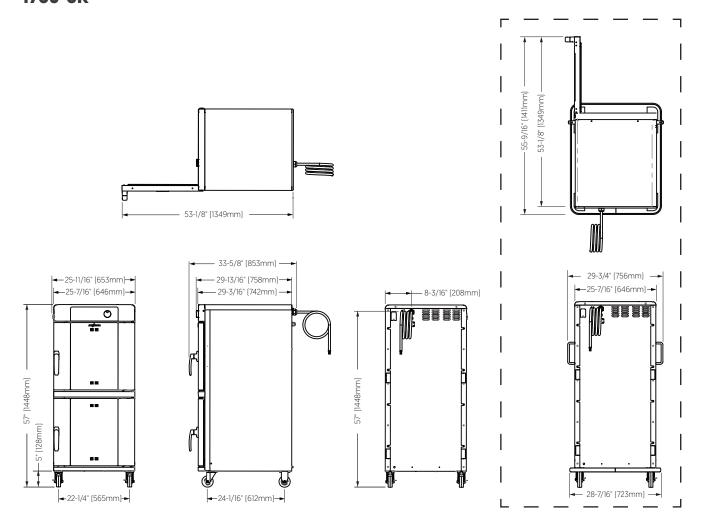


### 1200-TH 1200-SK





### 1750-TH 1750-SK



### **How to Receive the Appliance**

### **Responsible parties**

When an Alto-Shaam<sup>®</sup> preferred carrier is used, shipping damage is a matter between Alto-Shaam and the carrier. In such cases, contact Alto-Shaam customer service.

When an Alto-Shaam non-preferred carrier is used, shipping damage is a matter between the carrier and the consignee. In such cases, the carrier is assumed to be responsible for the safe delivery of the merchandise, unless negligence can be established on part of the shipper.

### Receive the appliance

When receiving the appliance, do the following.

Step	Action
1.	<b>Inspect</b> the equipment while it is still in the truck or immediately after it is moved to the receiving area. Do not wait until after the equipment is moved to a storage area.
2.	<b>Inspect and count</b> all merchandise received. Do not sign a delivery receipt or a freight bill until you have done so.
3.	<b>Note</b> all damage to packaging and to the equipment on the carrier's receipt.
4.	<b>Request</b> the driver sign the delivery receipt. If the driver refuses to sign, make a note of this refusal on the delivery receipt.
5.	<b>Write</b> the following on the delivery receipt if the driver refuses to allow an inspection: Driver refuses to allow inspection of containers for visible damage.
6.	<b>Contact</b> the carrier immediately upon finding damage, and request an inspection. <b>Follow</b> the carrier's policies and procedures.

### **Alto-Shaam policy**

It is the policy of Alto-Shaam to assist customers in collecting claims that have been properly filed and actively pursued. Alto-Shaam cannot, however, file damage claims, assume the responsibilities for damage claims, or accept deductions in payment for damage claims.



### 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.

### **Action** Step

- 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.

- Remove the shrink wrap. 2.
- 3. **Cut** the restraining straps.
- 4. **Remove** the oven from the pallet.

### 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:			
Тор:			
Based on the oven's designated spot in the kitchen, is			
the oven accessible for service?	Y	es / No	
If NO, comment on the issue:			
Other comments:			





### **Electrical**

Alto-Shaam oven ratings	Breaker:	Voltage:	Phase:		
	Cord:	Plug:			
Is the oven going to be hard wired?	Yes		1	No	
The following fields must be co	mpleted by the s	ervice 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:



### 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:	Oven rated voltage:
(if applicable)	
Phone number:	

Oven physical condition	Damaged		Record any damage with details before or after				
	Yes	No	uncrating, location of damage, etc. Take pictures.				
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		
Oven visual hispection (internal)	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			



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.

-11
0111

On the Your network status screen:	Wireless	Ethernet		
What is the connection type? What color is the network icon?	Red Yello	ow Green		
What is the Internet status?		<u> </u>		
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	Α	Breaker*	kW	Plug***
<b>300-TH</b> 230V	120 230	1	60 50/60	14 14	6.7 3.2	15 16	0.8 0.7	NEMA 5-15P 15A-125V CEE 7/7,
<b>500-TH</b> 120V	120	1	60	10	16	20	1.9	NEMA 5-20P 20A-125V
208-240V**	208 240	1 1	60 60	10 10	11 13	15 UL   20 CSA 15 UL   20 CSA	2.3 3.0	No cord, no plug
230V	230	1	50/60	10	12	16	2.8	CEE 7/7, BS-1363, CH-16P
<b>750-TH</b> 120V	120	1	60	10	14	20	1.7	NEMA 5-20P 20A-125V
208-240V**	208 240	1 1	60 60	10 10	15 17	20 UL   30 CSA 20 UL   30 CSA	3.1 4.2	No cord, no plug No cord, no plug
230V	230 230	1	50/60 50/60	10 10	17	32 16	3.8 2.6^	CEE 7/7, BS-1363, CH-16P, CH2-16P
<b>750-SK</b> 120V**	120	1	60	10	17	20	2.0	No cord, no plug
208-240V**	208 240	1 1	60 60	10 10	17 19	20 UL   30 CSA 20 UL   30 CSA	3.5 4.5	No cord, no plug 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,

<sup>\*</sup>Electrical connections must meet all applicable federal, state, and local codes.



<sup>\*\*</sup>Dedicated circuit required.

<sup>\*\*\*</sup>Additional cord and plug configurations available from factory.

<sup>^</sup> Reduced wattage configuration.

	V	Ph	Hz	IEC	AWG	Α	Breaker	kW	Plug
1000-TH	120	1	60		10	1.0	20111   20.554	1.0	
120V	120	1	60	_	10	16	20 UL   30 CSA	1.9	
208-240V**	208 240	1 1	60 60	_	10 10	15 17	20 UL   30 CSA 20 UL   30 CSA	3.1 4.1	***
230V	230	1	50/60	_	10	16	32	3.8	
	230	1	50/60	_	10		16	2.9^	
1000-SK	120	1	60		10	10	20111   20.554	2.2	
120V	120	1	60	_	10	18	20 UL   30 CSA	2.2	
208-240V**	208 240	1 1	60 60	_	10 10	17 19	20 UL   30 CSA 20 UL   30 CSA	3.4 4.5	***
230V	230	1	50/60	_	10	18	32	4.1	
	230	1	50/60	_	10	16	16	2.9^	
1200-TH	200		60			20	20111   50.664	6.2	
208-240V**	208 240	1 1	60 60	_	8 8	29 34	30 UL   50 CSA 50	6.2 8.2	
230V	230	1	50/60	_	8	33	63	7.5	***
	230	1	50/60	_	8	22	32	5.0^	
380-415V	380 415	3	50/60 50/60	2.5 2.5	10 10	18 20	32 32	6.9 8.2	
1200-SK					_				
208-240V**	208 240	1 1	60 60	_	8 8	33 37	50 50	6.9 8.9	
230V	230	1	50/60	_	8	36	50	8.3	***
	230	1	50/60	_	8	25	32	5.7^	
380-415V	380 415	3	50/60 50/60	2.5 2.5	10 10	20 22	25 32	7.7 8.9	
1750-TH									
208-240V**	208 240	1 1	60 60	_	8	29 35	30 UL   50 CSA 50	6.3 8.3	
230V	230	1	50/60	_	8	33	63	7.6	***
	230	1	50/60	_	8	22	32	5.1^	
380-415V	380 415	3	50/60 50/60	2.5 2.5	10 10	18 20	32 32	7.0 8.2	
1750-SK	713		30/00	2.3	10	20	32	0.2	
208-240V**	208	1	60	_	8	33	50	7.0	
2201/	240	1	60	_	8	38	50	9.0	***
230V	230 230	1 1	50/60 50/60	_	8 8	36 25	63 32	8.3 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	

<sup>\*</sup>Electrical connections must meet all applicable federal, state, and local codes.



<sup>\*\*</sup>Dedicated circuit required.

<sup>\*\*\*</sup>No cord or plug. Additional cord and plug configurations available from factory.

<sup>^</sup> Reduced wattage configuration.

### **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.



### 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.



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.

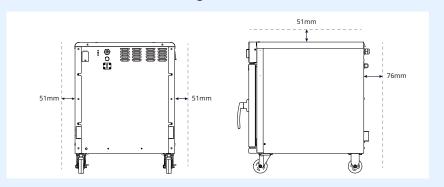


### Position the oven

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.



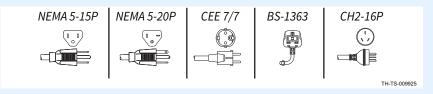
- 2. **Move** the oven to the installation location and onto the final resting surface. **Apply** the brakes of the front casters.
- 3. **See topic** *How to Clean the Oven,* and thoroughly clean the oven before continuing.

### **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.

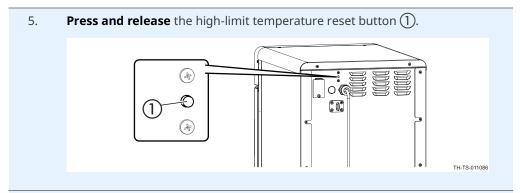
For ovens with plugs and cords, do the following.

**Plug** the oven into a properly grounded receptacle.



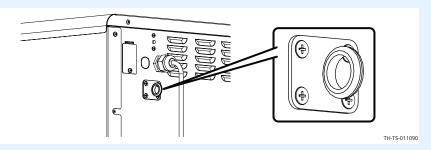


### **High limit reset**



### 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.

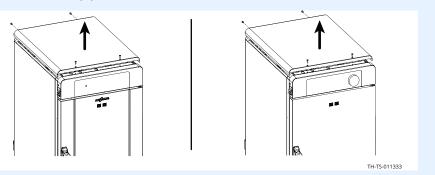


### **Procedure**

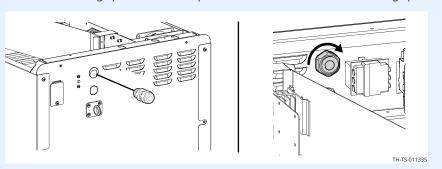
To connect the electric power, do the following.

### Step Action

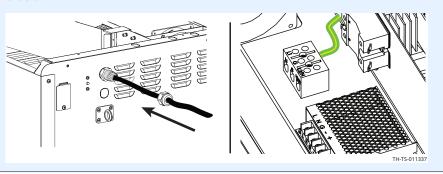
1. **Remove** the top panel.



2. **Install** the cord grip into the back panel of the oven. **Install** the cord grip nut.

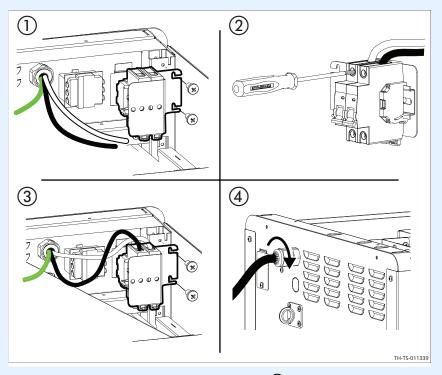


3. **Install** the cord through the cord grip. **Route** the ground wire to the terminal block.





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



 $\textbf{Re-install} \text{ the circuit breakers with the screws } \ensuremath{\mathfrak{3}}.$ 

**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.

### Align the holes in the drip tray with the two studs located on the front of the oven. Hang the drip tray on the studs and press downward to lock it into place.

TH-TS-0009933

@ [

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.

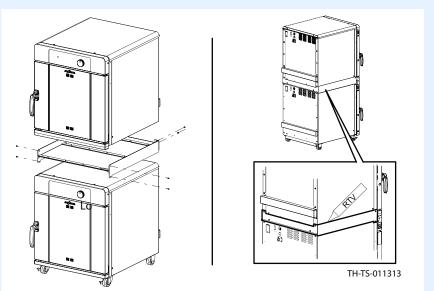
500-TH/SK: 185 lb (84 kg)
750-TH/SK: 225 lb (102 kg)
1000-TH/SK: 250 lb (113 kg)

### **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.



# OPERATION

### 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.

## 1. Set the power switch ① to the ON position (300-TH only). Touch and hold the ON/OFF button ② for two (2) seconds. LED Only The oven is now on.

Turning off the oven

2. To turn off the oven, do the following.

**Touch** and hold the ON/OFF button for 5 seconds. The Shut Down Options screen displays.



TH-TS-011417

3. **Choose** the desired shut-down option. On 300-TH ovens, **set** the power switch to the OFF position.

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.	<b>Remove</b> all packing material from the oven.
2.	<b>Remove</b> 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.	<b>Remove</b> visible grease or oil from the oven.
4.	<b>Clean</b> the interior and exterior of the oven with a mild soap and water solution. Dry with a clean, lint-free cloth.
5.	<b>Clean</b> the glass, if applicable, with glass cleaner or distilled vinegar.
6.	<b>Re-install</b> the wire racks, side racks, and drip pan.
7.	<b>Turn on</b> 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.



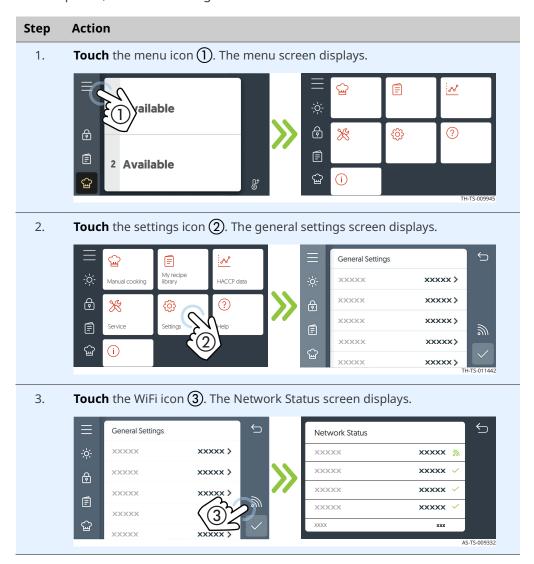
### How to View and Set up WiFi Connection

### Before you begin

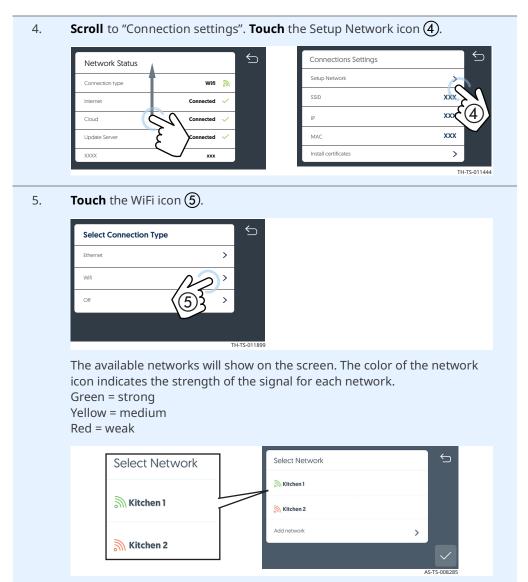
- The facility must have WiFi.
- Do not connect to a guest network.

### **Procedure**

To set up WiFi, do the following.







6. If the network is not displayed, **touch** the "Add network" icon **(6)**.

Select Network

Kitchen 1

Kitchen 2

Kitchen 2

Add network

Enter the SSID using the keypad. Then, **touch** the arrow key.

Enter the security type. Then, **touch** the check mark.

Enter the password using the keypad. Then, **touch** the arrow key.

Touch the check mark when finished.

Result

The procedure is now complete.



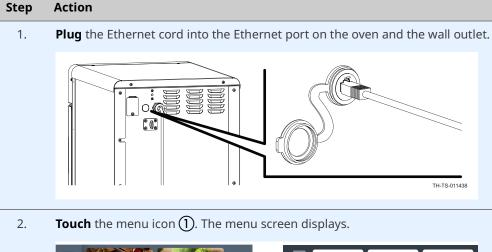
### How to Set up an Ethernet Connection

### Before you begin

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

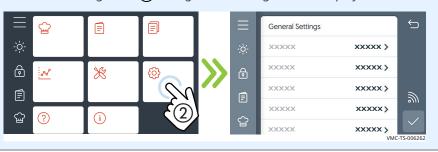
### **Procedure**

To set up an Ethernet connection, do the following.

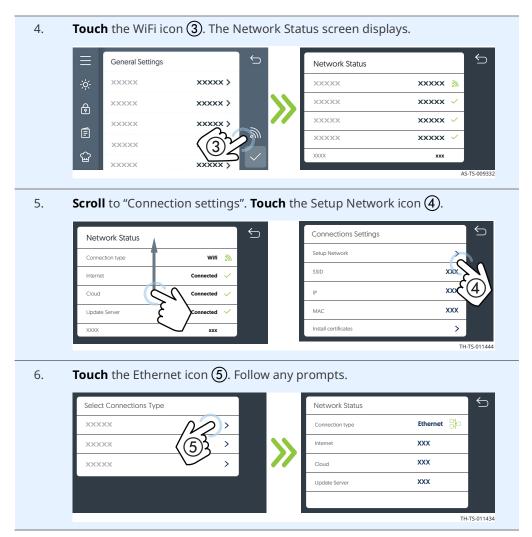




3. **Touch** the settings icon ②. The general settings screen displays.







Result

The Ethernet connection is now set up.

### **How to Use the Door Vents**

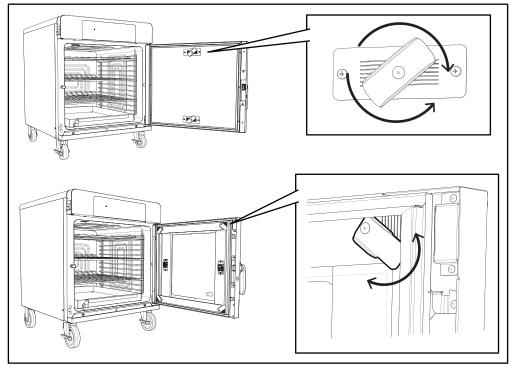
Before you begin

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

- Turn on the oven.
- **Close** the oven door.

### **Procedure**

To preheat the oven, do the following.

### Step Action

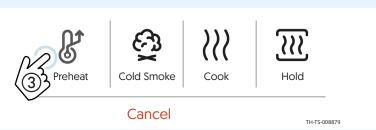
1. **Touch** the professional cook icon ① if necessary to get to the manual cook screen.**Touch** the desired cavity ②.

If a preheat temperature has been previously set, touch the preheat-all icon (8). The oven will preheat to the default temperature. If not, continue.



Set the preheat

2. **Touch** the Preheat icon **3**.



3. **Touch** the preheat temperature **4**). **Enter** a preheat temperature using the number pad **5**). **Touch** the check mark **6**).

**Touch** the green arrow (7). The preheat stage starts.



Result

The oven is preheating.



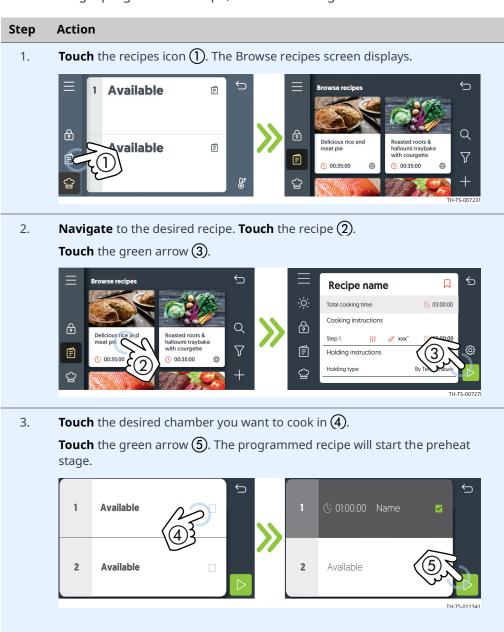
### **How to Cook with Programmed Recipes**

Before you begin

Be sure your food is prepared and ready to cook.

**Procedure** 

To cook using a programmed recipe, do the following.



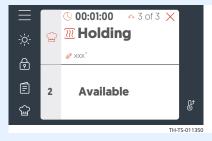


### Load the food

4. At the end of the preheat stage, the oven sounds an alert and displays the "Ready" screen. **Load** the food into the oven. **Touch** the action hand **(6)**. 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.

### 1. Touch the professional cook icon ① if necessary to get to the manual cook screen. Touch the desired cavity ②. Roasted roots & Roasted roots & halloumi traybake with courgette with course with course with course with course with courgette with course with c

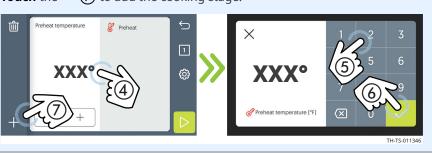
### Set the preheat

2. **Touch** the Preheat icon **3**.



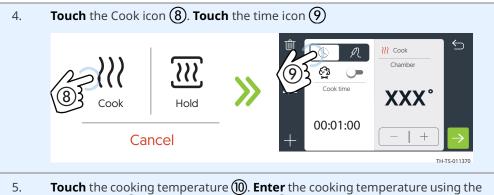
3. **Touch** the preheat temperature **4**). **Enter** a preheat temperature using the number pad **5**). **Touch** the check mark **6**).

**Touch** the "+" (7) to add the cooking stage.





### Set the cook



number pad (5). **Touch** the check mark (6).



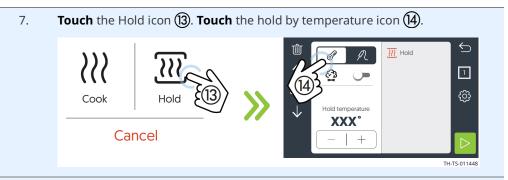
**Touch** the cooking time (1). **Enter** the cooking time using the number 6. pad (5). **Touch** the check mark. (6)

**Touch** the plus (+) icon (12) to add the holding stage.





Set the hold



8. **Touch** the holding temperature (5). **Enter** a holding temperature using the number pad (5). **Touch** the check mark (6).

**Touch** the green arrow (16). The preheat stage starts.

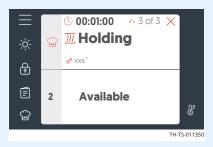


Load the oven

9. At the end of the preheat stage, the oven sounds an alert, and the control will display "Ready". **Load** the food into the oven. **Touch** the action hand (7). The cooking process starts. **Touch** the "X" to cancel the cook if necessary.



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 is holding.

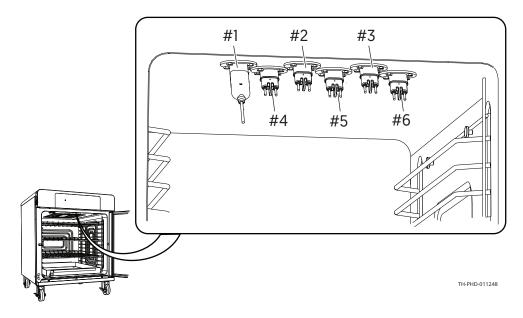


### **Understanding the Probes**

### **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.

### 1. Touch the professional cook icon ① if necessary to get to the manual cook screen. Touch the desired cavity ②. | Comparison | Cook | Cook

### Set the preheat

2. **Touch** Preheat **3**.



3. **Touch** the preheat temperature **4**). **Enter** a preheat temperature using the number pad **5**). **Touch** the check mark **6**).

**Touch** the "+" (7) icon to add the cooking stage.





### Set the cook

4. Touch the Cook icon (a). Touch the probe icon (b).

| Cook | Hold | Cook | C

5. **Set** the desired temperature the food should cook to. To do so, **Touch** the probe set temperature (10). **Enter** a probe set temperature using the number pad (5). **Touch** the check mark (6).



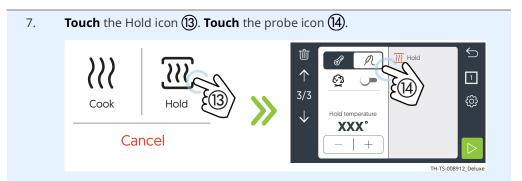
6. **Set** the desired temperature of the cavity. To do so, **touch** the cook temperature (1). **Enter** a cook temperature using the number pad (5). **Touch** the check mark (6).

**Touch** the plus (+) icon (12) to add the holding stage.





### Set the hold



8. **Enter** the temperature you want the food to hold at. To do so, **Touch** the holding temperature (5). **Enter** a holding temperature using the number pad (5). **Touch** the check mark (6).



**Touch** the green arrow (16). The oven will begin to preheat.

Load the food

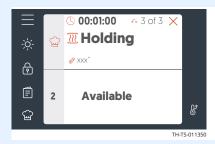
9. At the end of the preheat stage, the oven sounds an alert, and the control will display "Ready". **Load** the food into the oven and **insert** the probe. **Touch** the action hand (17). The cooking process starts.

**Touch** the "X" icon (18) to cancel the cooking process if needed.





10. 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 is holding.



### **How to Hold by Probe**

### Before you begin

### Make sure:

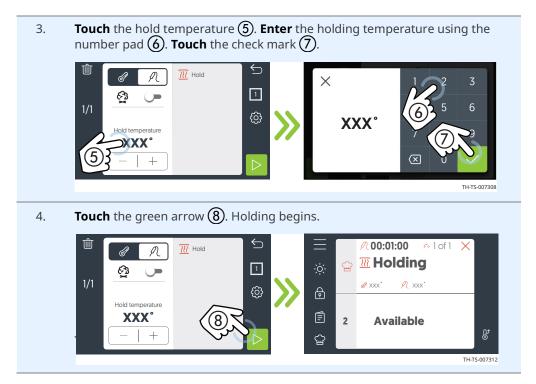
- The oven is preheated.
- Your food is fully cooked and hot.
- Fully cooked food is loaded into the oven.
- Probe is inserted into the food.

### **Procedure**

To hold by probe, do the following.







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.

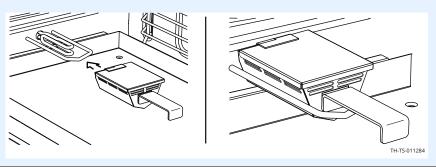


### WARNING: Fire hazard.

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 Touch** the professional cook icon (1) if necessary to get to the manual cook 1. screen. **Touch** the desired cavity (2). Available Delicious rice and meat pie $\bigcirc$ 雨 00:35:00 00:35:00 vailable TH-TS-007392 2.

### Set the preheat





3. **Touch** the preheat temperature **4**). **Enter** a preheat temperature using the number pad **5**). **Touch** the check mark **6**).

**Touch** the "+" (7) to add the cooking stage.



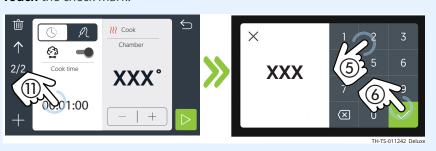
Set the cook

4. **Touch** the Cook icon **(8)**. **Slide** the smoke button **(9)** to the ON position. 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 time icon (10).

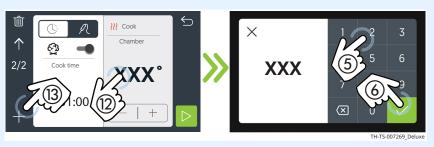


5. **Touch** the cooking time ①. **Enter** the cooking time using the number pad. **Touch** the check mark.



6. **Touch** the cooking temperature ②. **Enter** the cooking temperature using the number pad ⑤. **Touch** the check mark ⑥.

**Touch** the "+" (13) to add the holding stage.



Set the hold

7. **Touch** the Hold icon (14).



8. **Touch** the holding temperature **7**. **Enter** a holding temperature using the number pad. **Touch** the check mark.



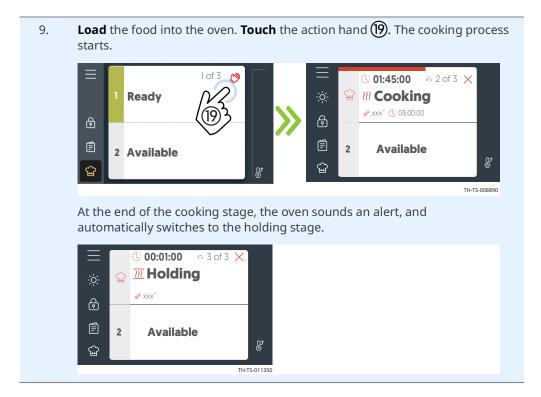
Start the preheat

**Touch** the green arrow **(8)**. The oven begins to preheat.

At the end of the preheat stage, the oven sounds an alert, and the control displays "Ready".



### Load the food



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.

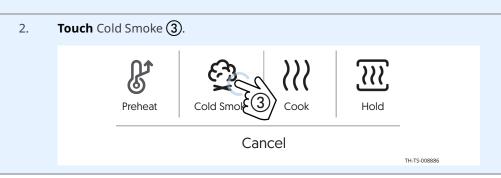
Only use wood chips supplied by Alto-Shaam.

### **Procedure**

To cold smoke, do the following.

### 1. Touch the professional cook icon (1) if necessary to get to the manual cook screen. Touch the desired cavity (2). | Policious rice and meat pie with courgette with course with cours

### Set the smoke

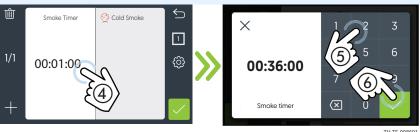




**Touch** the cold smoke time (4). 3.

**Enter** a cold smoke time on the using number pad — 10 to 90 minutes (5).

**Touch** the green arrow **6**.



### Load the food

The "Ready" screen is displayed. **Load** food into the oven and close the oven 4. door. Keep the oven door closed throughout the smoking process.

**Touch** the action hand icon to start the cold smoking process **7**.



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

The screen indicates the time remaining in the smoke cycle.

Result

The oven is cold smoking.

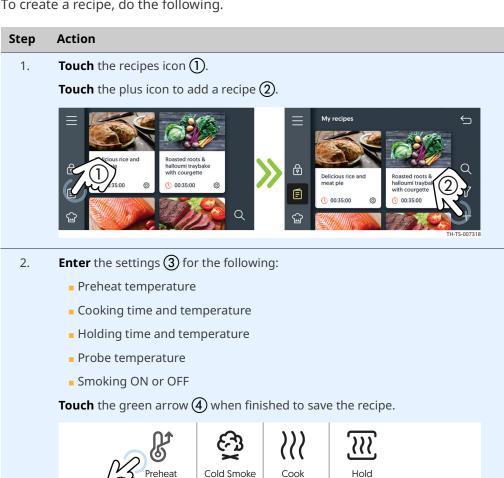
### **How to Create a Recipe**

### Before you begin

- If smoking, **see** topic *Preparing the Smoker Box for Smoking*.
- Make sure you are familiar with the oven operation and have read the topic *How* to Cook and Hold in Manual Mode.

### **Procedure**

To create a recipe, do the following.



Cancel

85°F

Rreheat

**(**j)

Continued on next page

TH-TS-008910



3. **Enter** the recipe name using the key pad **(5)** if desired.

**Touch** the green arrow **(6)** to save the name.



4. **Enter** the recipe description using the key pad (7) if desired.

**Touch** the green arrow **(8)** to save the recipe description.



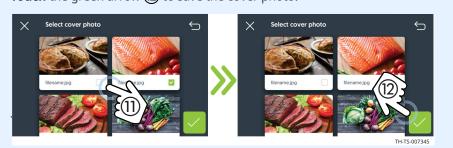
5. **Touch** the check box **9** to assign the recipe to a category or categories if desired.

**Touch** the green arrow **10** to save the recipe to a category.



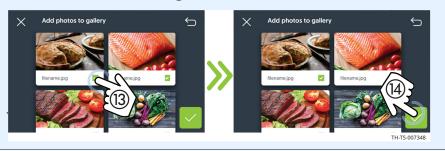


6. **Touch** the check box ① to select a cover photo if desired. **Touch** the green arrow ② to save the cover photo.



7. **Touch** the check box (3) to add photo to the gallery if desired.

**Touch** the green check mark (4) to add the photo to the gallery.



Result

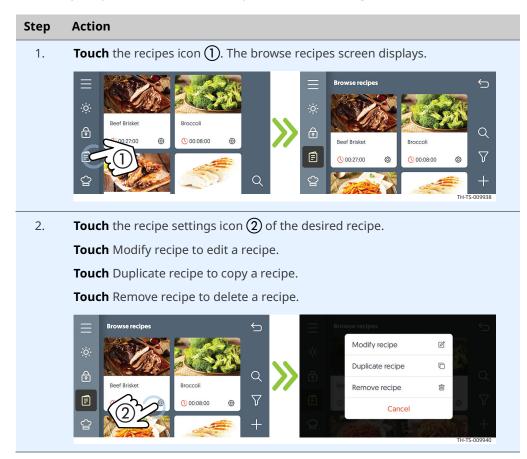
A recipe has been created.



### How to Modify, Duplicate, or Delete a Recipe

### **Procedure**

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



Result

The procedure is now complete.

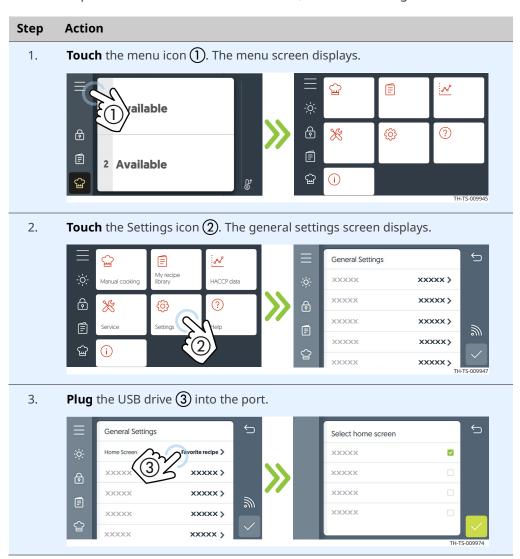
### How to Load Recipes from a USB Drive

Before you begin

You will need a USB drive loaded with recipes.

**Procedure** 

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





4. Scroll to System Backup & Update.

Touch the Upload recipes from USB 4 setting.

System Backup & Update

System Backup & Update

XXXXX

XXXXX

Upload recipes from USB

TH-TS-009993

### **Loading the recipes**

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



Result

The recipes are now loaded.

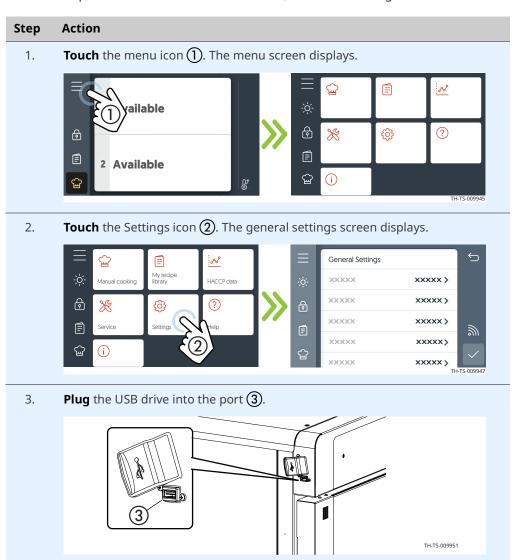
# **How to Save Recipes to a USB Drive**

Before you begin

You will need a USB drive.

**Procedure** 

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





4. Scroll to System Backup & Update.

Touch the Download recipes to USB 4 setting.

System-Backup & -Aktualisierung

XXXXX

Rezepte zu USB herure

XXXXX

TH-TS-009960

#### **Loading the recipes**

The oven downloads the recipes onto the USB drive. When the process is complete, the Recipes downloaded screen displays. **Touch** the green check mark to return to the settings screen. **Remove** the USB drive.



Result

The recipes are now saved to the USB drive.

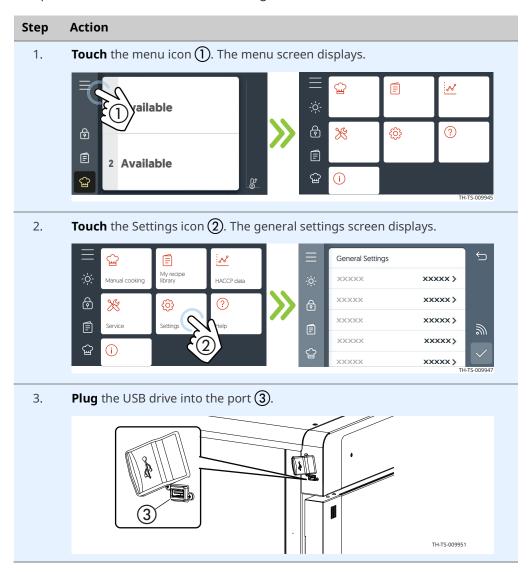
# How to Update Software with a USB Drive

#### 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 <a href="https://www.alto-shaam.com/en/customer-support/software-downloads.">https://www.alto-shaam.com/en/customer-support/software-downloads.</a>
- Do not remove the USB drive during the update process.

#### **Procedure**

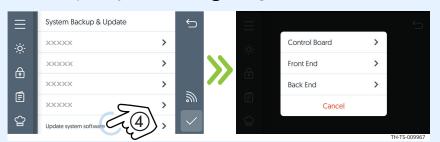
To update the software, do the following.





4. **Scroll** to System Backup & Update.

**Touch** the Update system software (4) setting.



**Touch** Control Board (CB) to update the control board. The oven loads the selected software. The oven verifies the file and then updates the CB.

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

**Touch** Front End to update the user interface software. The oven loads the selected software.

**Touch** Back End to update the supporting software between the control board (CB) and interface board (IB). The oven loads the selected software.

5. **Touch** the green check mark when the update is complete to restart the oven.



6. **Remove** the USB drive.

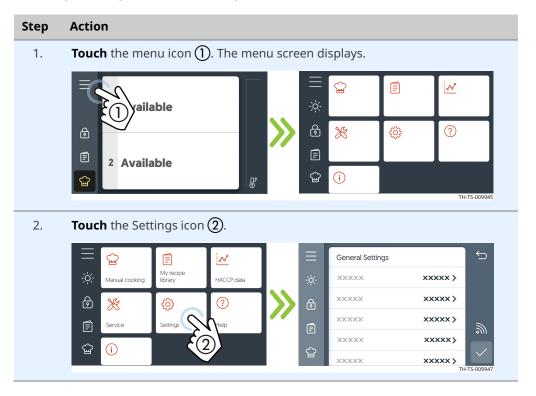
Result

The software has now been updated.

# **How to Change Settings**

#### **Procedure**

To change settings, do the following.



#### Settings

Here you can change the following settings:

Category	Settings
General Settings	Home Screen defaults
	Language
Date and Time Settings	Timezone
	Network Time
Sound & Light Alerts	Alarm Volume
	Light brightness
	Alarm Volume
Temperature Settings	Temperature Units
	Default preheat temperatures
Probes Offset	Chamber 1 and 2 probes
System Backup & Update	Backup system to USB
	Restore system from USB
	Download recipes to USB



#### **OPERATION**

Category	Settings
	Upload recipes from USB
	Upload system software
Security Locks	Lock recipe editing
	Lock manual cooking
	Lock settings screen
Connections Settings	SSID
	IP
	MAC
	Install certificates
Network Status	Connection type
	Internet
	Cloud
	Update Server

Result

The settings have been changed.

# **How to View Oven Information**

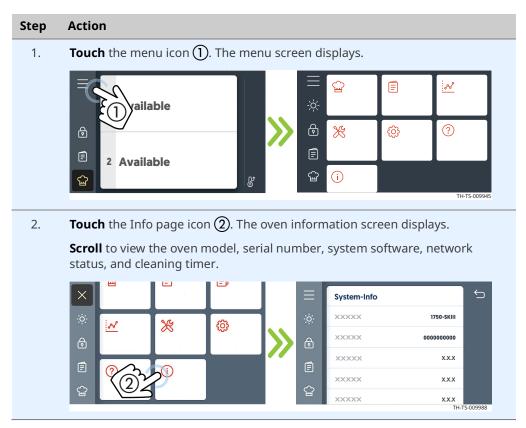
#### **Background**

Oven information is viewable only through the touchscreen on the Deluxe control, not through the ChefLinc™ oven management system.

The oven information screen shows the system information, serial number, network status, connection settings, and cleaning timer.

#### **Procedure**

To view oven information, do the following.



Result

The oven's information has been viewed.



# **How to Download HACCP Data**

#### Before you begin

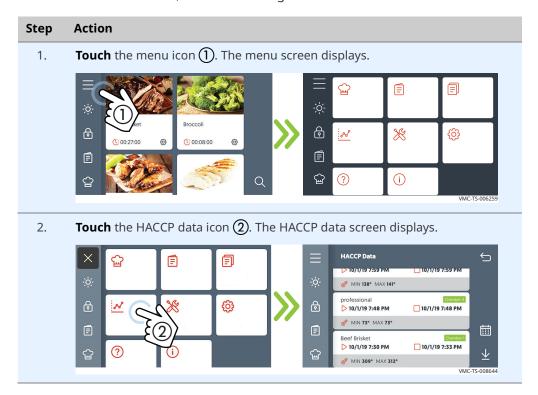
You will need a USB drive.

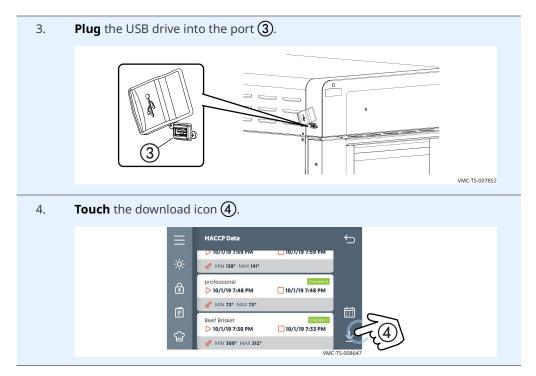
#### **Background**

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.





#### 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 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. Place the probe and the thermometer in a container of ice water and allow the temperature to settle to 32°F (0°C). **Touch** the menu icon (1). The control displays the menu screen. 2. ailable P ? ₽ \* (3) $\blacksquare$ Ē 2 Available (i) **Touch** the Settings icon ②. The control displays the General Settings screen. 3. General Settings Ē xxxxx > Manual cooking HACCP data xxxxx> P \* ද්වූ (?) XXXXX xxxxx> Service

Continued on next page

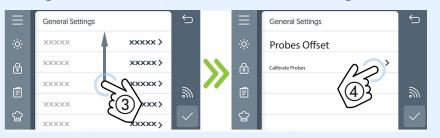
xxxxx>

xxxxx >



XXXXX

4. **Scroll** ③ until "Probes Offsets" displays. **Touch** the ">" icon ④.



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

**Touch** the "+" or "-" symbols until the temperature displayed is  $32^{\circ}F(0^{\circ}C)$  (5).

**Touch** the green check mark **6**.



- 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.

#### **OPERATION**

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# MAINTENANCE

## **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.



#### **MAINTENANCE**

#### Continued from previous page

- **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.	<b>Make sure</b> the oven is turned off and cool—cavity is less than 140°F (60°C).
2.	<b>Remove</b> any all detachable items such as wire shelves, side racks, drip pan, and drip tray and clean these items separately.
3.	<b>Remove</b> any spills with disposable paper wipes or a damp cloth.
4.	<b>Wipe</b> the outside of the oven and the drip tray holder with a damp cloth.
5.	<b>Wipe</b> 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, <b>clean</b> each side of the window pane with an all-purpose glass cleaner.
7.	<b>Wipe</b> 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.



# Weekly cleaning procedure

To clean the oven weekly, do the following.

Step	Action		
1.	<b>Set</b> the power switch to the OFF position and unplug the appliance.		
2.	<b>Wipe</b> the exterior areas of the oven with a non-abrasive nylon scrub pad.		
3.	<b>Spray</b> 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.	<b>Spray</b> the interior areas of the oven with oven cleaner. Let the cleaner work for 3–5 minutes.		
5.	<b>Wipe</b> 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, <b>clean</b> each side of the window pane with an all-purpose glass cleaner.		
8.	<b>Plug</b> the appliance in and set the power switch to the ON position when complete.		

Result

The oven is now clean.

# **Error Codes**

DELUXE CONTROL				
Code	Description	Cause	1. Sensor connection 2. Sensor 3. Control Board	
E-10	Cavity probe shorted	Short circuit detected on sensor wires.		
E-30	Unit under temperature	Cavity temperature remains 25°F (14°C) below target for more than 90 minutes.	Troubleshoot heating element	
E-31	Unit over temperature	Cavity temperature is 50°F (28°C) above max allowable cook temperature of 325°F (163°C).	Cooling fan not operating     Installation clearance     requirements not met	
E-78	Under voltage	Supply voltage falls below 200V (error doesn't show on screen).	Correct the supply voltage	
E-79	Over voltage	Supply voltage exceeds 250V (error doesn't show on screen).	Correct the supply voltage	
E-94	Communication	No signal transfer for more than 5 seconds between the Interface Board and the Control Board.	1. Connection of Modbus Cable 2. Modbus Cable 3. Control Board 4. Interface Board	
E-108	Check fans	Insufficient internal cooling airflow.	Cooling fan filters dirty     Cooling fans not operating     Installation clearance     requirements not met	
E-109	High Limit NOTE: Any oven experiencing this error should be investigated by an authorized Alto-Shaam service provider.	Open circuit detected across High Limit Switch	1.Heat Relay(s) stuck closed 2.Connection between High Limit Switch and Control Board 3.High Limit Switch	



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

Are other websites available on your device from the same network being used to access Cheflinc?

No

If other websites are not available, contact your network provider or IT department.

Yes

Is the following website address blocked? https://cheflinc.alto-shaam.com No

If the website is blocked, contact your network provider or IT department.

Yes

Using a different device on the same network, is the following address accessible? https://cheflinc.alto-shaam.com



If you are still unable to access the website, the website is blocked on your network. Contact your network provider or IT department to investigate accessing the address.

Yes

If you are able to connect with a different device, correct the problem with the original device being used.



# Cannot Connect to cheflinc.alto-shaam.com

Check the URL and make sure it is https://cheflinc.alto-shaam.com

(no extra characters)

Yes

Have you set up an account on Cheflinc?

No

Create a Cheflinc account.

You will need to provide your name, address, phone number, and email.

Yes

Use the reset your password link and set up a new password.

A recovery link will be sent to the email associated with the Cheflinc account.

If you are still unable to log in, contact Alto-Shaam technical support.



# The Oven is not Displayed on the Dashboard

Prerequisite: The operator is on a device connected to the Internet and is able to login to cheflinc.alto-shaam.com. See topic The Oven will not Power Up Does the oven No troubleshooting tree power up? in the Service Manual. Yes On the oven Complete the Is the nformation page oven WiFi setup oven does it indicate No No instructions connected? that the oven is again. connected? Yes Was the desired SSID viewed No during the scan? Check that access to On the oven www.alto-shaam.com is information page not being blocked. No does it say Check the router Internet Internet connection. connected? Check the service provider's Yes Check the router modem/gateway. access point, Contact the Internet check the SSID service provider. Yes password, possible hardware problem with the What color are the WIFI module or Check that the following addresses are not being blocked signal strength bars antenna. (iotupdate@alto-shaam.com and cheflinc.alto-shaam.com). of the network icon? If the oven is still not connected, use a different device on If red, you need to the same network and check the access to those two sites. improve the signal If the sites are available on a separate device, then contact strength. Alto-Shaam technical support to make sure the oven has If yellow or green, been provisioned with the Cheflinc services. If those sites check for the correct are not accessible on a separate device, then contact SSID password. your network provider or IT department for assistance. VMC-PHD-008206



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

Is the oven(s) visible on the dashboard?

No

See topic The Oven is not Displayed on the Dashboard troubleshooting tree.

Yes

In the dashboard, does the oven indicate it is connected (yes) or offline (no)?

Yes

Contact Alto-Shaam technical support for assistance.

# TROUBLESHOOTING

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# WARRANTY

# 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.





- 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



**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



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: DATE: October 9th 2020





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