

Operator's Manual



СМС-Н2Н СМС-Н3Н



Structured Air Technology[™]

MN-47238-EN

REV.04 04/24

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ΕN

Manufacturer's Information

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	This manual or any portion thereof may not be reproduced or used in any manner whatsoever without the express written permission of Alto-Shaam, Inc.				
Trademarks	All trademarks referenced in this documentation are the property of their respective owners.				
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.				



Enjoy your Alto-Shaam Converge Oven!

Structured Air Technology™ The Alto-Shaam Converge Oven features Structured Air Technology, giving you two or three ovens in one. It combines the flexibility of a multi-cook oven and the versatility of combi cooking in each oven chamber. Two or three independent ovens in one give you the freedom to steam, air fry, bake, grill, and more at the same time without flavor transfer—all in a ventless, self-cleaning design. It provides the ability to control temperature, fan speed, humidity level, and cook time in each individual oven chamber.

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.



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



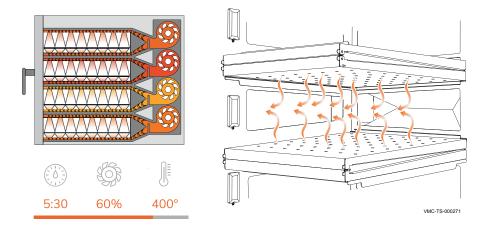
NOTE: Note indicates additional information that is important to a concept or procedure.



Appliance Description and Intended Use

Structured Air Technology[®]

Alto-Shaam Structured Air Technology system allows for multiple, unique cooking chambers within the same oven. Air is delivered by a blower located in the rear of each cooking chamber. Air travels vertically through the jet plates into each chamber. The food product is blown with hot air from above and below. Structured Air plates at the top and bottom of the oven complete the upper and lower cooking chambers. Each cooking chamber is independent from the other and includes its own blower and heat source. The operator can select the optimal cooking temperature, air velocity, humidity level, and cook time for each chamber either manually or through programmed recipes.



Nomenclature	CMC-H2H means Combi Multi-Cook, half-size, two-chamber, and hotel pans. CMC-H3H means Combi Multi-Cook, half-size, three-chamber, and hotel pans.
Configurations	Converge is available in two configurations: two- and three-chamber.
Intended use	Converge ovens are intended to cook and steam food only. Any other use is prohibited. 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. 						
	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 racks or any other part of this appliance with metal foil.						
	Do not keep anything underneath the oven. Cooling air circulates through the bottom for the electronics.						
	Do not use this appliance near water such as a sink, in a wet location, near a swimming pool, or similar locations.						
	Do not unplug or disconnect the appliance immediately after cooking. The cooling fans must stay on to protect electrical components.						
Maintenance	Obey these maintenance precautions when maintaining the appliance:						
precautions	Obey precautions in the manual, on tags, and on labels attached to or shipped with the appliance.						
	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, water jet, or steam cleaner to clean the exterior of 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.						
	Do not remove the top cover or side panels. There are no user-serviceable components inside.						



SAFETY

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	Only use the appliance when:					
appliance	 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. Original manufacturer's replacement parts may be substituted; however, these parts must be of equal quality and specifications as those provided by Alto-Shaam.					
	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.					
Sound power	The A-weighted sound pressure level is below 70 dB(A).					



Personal Protective Equipment (PPE)

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

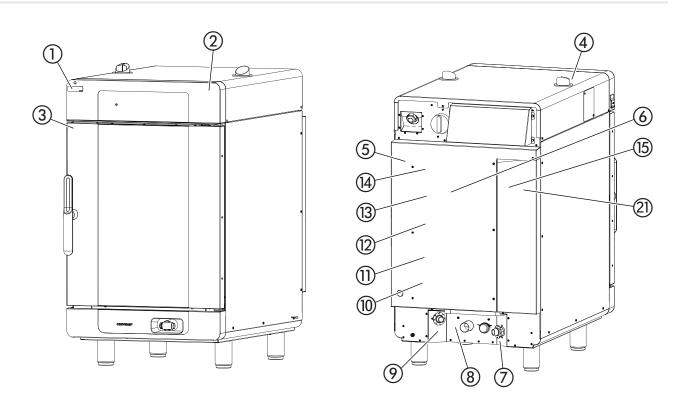
- Protective gloves
- Protective clothing
- Eye protection
- Face protection

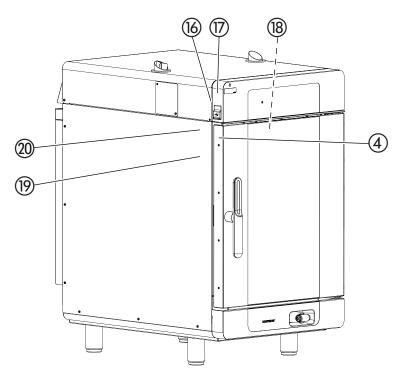


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Label Locations



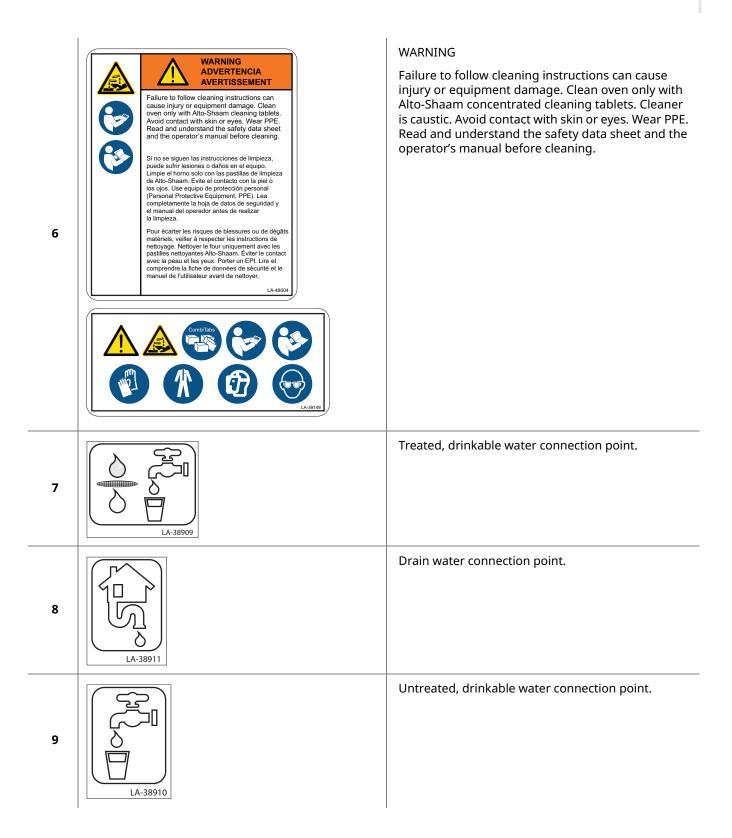


CT-PHD-013963

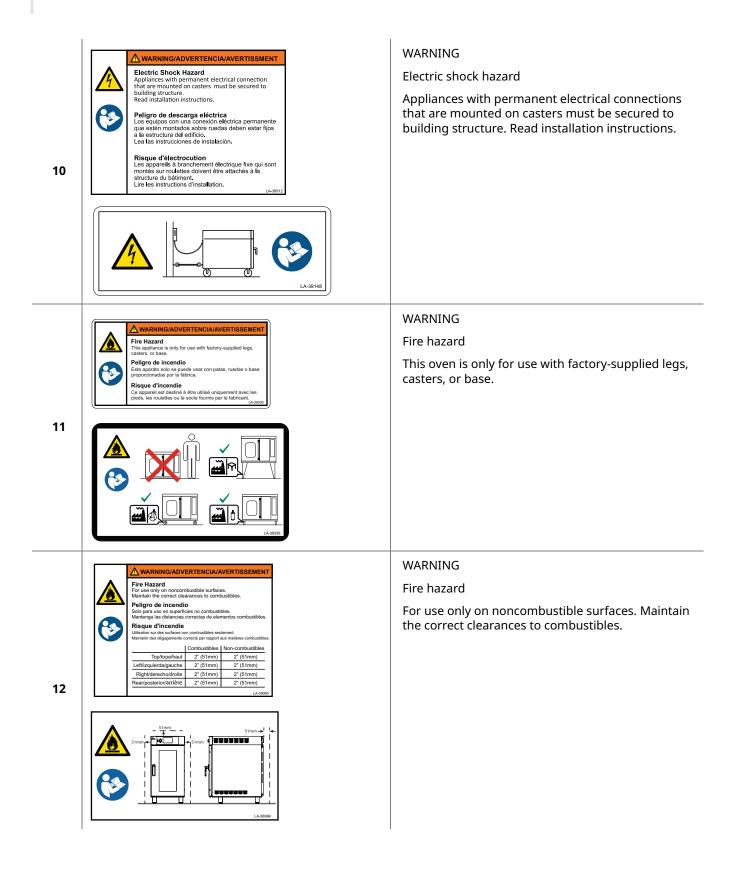


1	Check fans Compruebe los ventiladores Vérifiez les ventilateurs LA-39033	Check fans
2	MADE IN U.S.A.	Made in U.S.A.
3		WARNING Steam. Open door carefully.
4	<u>SSSS</u>	WARNING Hot surface
5	Every Alto-Shaam product is precision calibrated prior to release from the factory to ensure accurate temperature control. CALIBRATION TECHNICIAN	Every Alto-Shaam product is precision calibrated prior to release from the factory to ensure accurate temperature control.





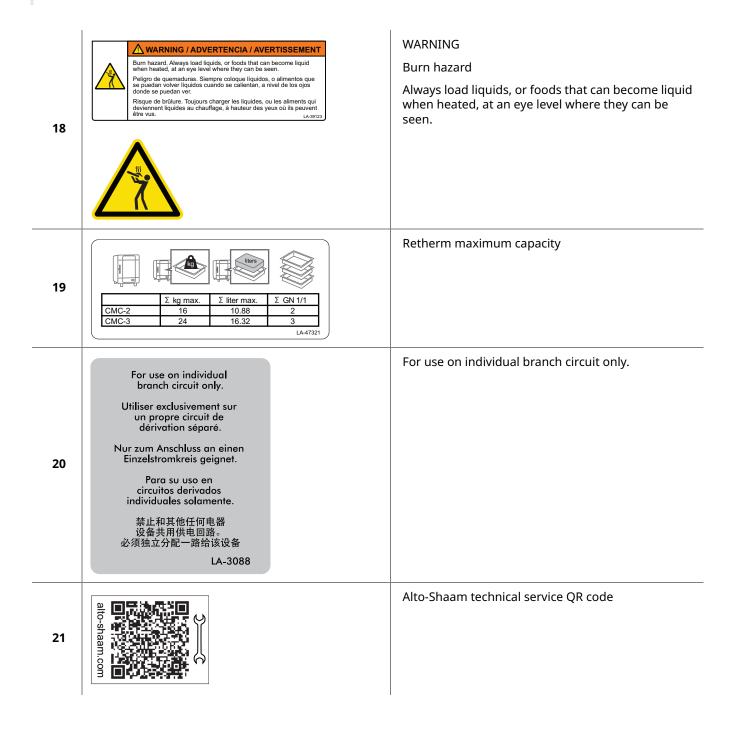




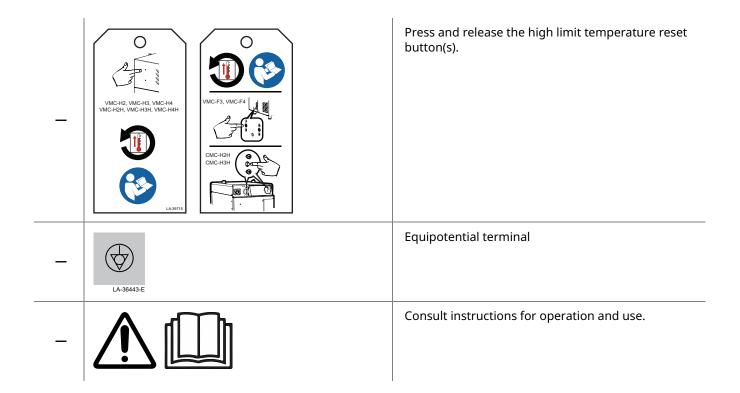


		WARNING
13	Marking/ADVERTENCIA/AVERTISSEMENT Electric Shock Hazard To reduce the risk of electric shock, do not remove or open acwer. No user-serviceable parts inside. Registrome on the reserviceable parts inside. Constituent on the reservice of the electric servicing. Parts reduct or length of descarge electrica, no retire n i abra ta cubierta. No hay piezza en el interior a la que se les puede realizar martenimiento. Derive el mantenimiento a personal calificado. Personal calificado. Personal calificado. Banger de decharge électrique realizar martenimiento. Danger de decharge électrique Pouvrir ni retirer le capot. Ne comient pas de pièces réparables par l'utilisateur. Confire les réparations à du personnel qualifié. Sectionnez l'alimentation avant	Electric shock hazard To reduce the risk of electric shock, do not remove or open cover. No user-serviceable parts inside. Refer servicing to qualified personnel. Qualified personnel: Disconnect power before servicing.
	toute intervention. LA-38850	
14	UseAWG for supply connections. Use only copper wires suitable for temperatures 2 90°C. Do not connect to a circuit operating at more than 150 VAC to ground. For use on individual Parach Circuits only. Use AWG para has conexioned de suministro. Use solo cables de cobre aptos para temperaturas mayores que 90 °C. We connecte a un circuit o que functione a más de 150 VC Aa terra. Para su uso en circuitos derivados individuales solamente. Utiliser du calibreAWG pour les raccordements électriques. Utiliser du calibreAWG pour les raccordements électriques. Utiliser accutaivement des conducteurs en cuivre qui conviennent à des temperatures 2 90 °C. Ne pas raccorder à un circuit fonctionnant sous plus de 150 VCA par rapport à la terre. Utiliser exclusivement sur des circuits de dérivation propres. LA-38852	 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.
15	VECTOR® Multi-Cook Oven patents U.S. 10,890,336 U.S. 10,337,745 U.S. 10,088,172 U.S. 10,088,173 U.S. 9,879,865 Additional Patents Pending Weitere Patente angemeldet Brevets supplémentaires en instance Patentes adicionales pendientes 其他专利正在申请中	Vector Multi-Cook Oven Patents
16	COA #5879	Certificate of Approval number, Fire Department - City of New York.
17	GOUTH CONTRACT COUTH COUTH COUTH COUTH COUTH COUTH COUTH COUTH	Security seal





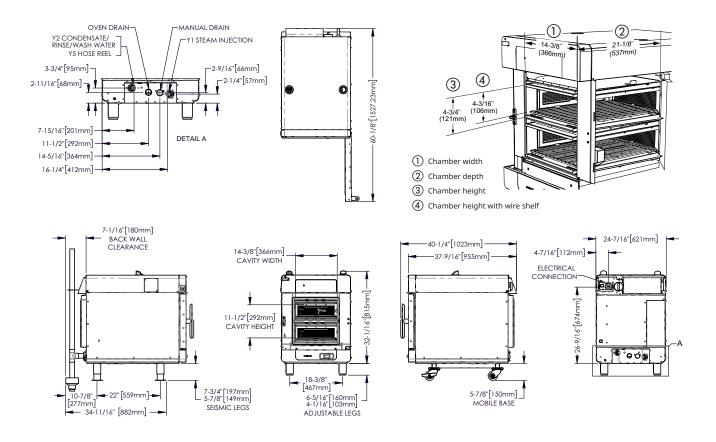
ALTO-SHAAM



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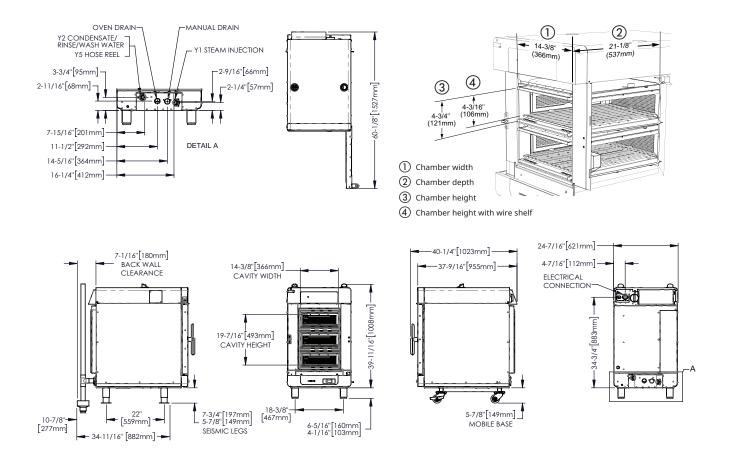


Dimension Drawings





INSTALLATION



How to Unpack the Oven

Before you begin	Make sure you have:						
	the	appropriate lifting device and enough personnel to safely move and position weight of the oven. CMC-H2H: 304 lb (138 kg)					
	□ (CMC-H3H: 394 lb (179 kg)					
	Cut	ting tools to remove the packaging.					
Unpack the oven	ack 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 probe from the foam block.					
	5.	Remove the foam from each chamber.					
	6.	Remove the oven from the pallet.					
	7. Remove the protective paper from the outside of the oven.						
Posult	The ove	an is now unnacked					

Result

The oven is now unpacked.



How to Install the Water Supply and Drain

Before you begin

NOTE: Refer to the detailed instructions that come with the installation kit.

NOTICE Significant damage to the appliance cavity, elements, or heat exchanger could result from improper water quality. Failure to meet the water quality requirements will void the warranty.

NOTICEDo not install a stacked set of ovens or a floor standing oven
directly over a drain. Steam rising from the drain may
adversely affect operation and damage electrical components.Exception:
An oven on a stand that includes a solid bottom or solid shelf
may be installed directly over a drain because the shelf or solid

bottom will prevent steam from entering the oven.

Make sure:

- The supply lines are flexible to allow the oven to be moved when service or cleaning is needed.
- For units under IEC/EN jurisdiction: This appliance is intended to be permanently connected to the water mains. Comply with local codes when installing this appliance.
- The incoming water supply is shut off when the oven is not being used.

Requirements

Water requirements:

- Two (2) water inlets, drinking quality.
- One treated water inlet: 3/4" NPT male connection. Line pressure 30 psi (200 kPa) minimum dynamic and 145 psi (1000 kPa) maximum static at a minimum flow rate of 0.16 gpm (0.6 L/min).
- One untreated water inlet: 3/4" NPT male connection. Line pressure 30 psi (200 kPa) minimum dynamic and 145 psi (1000 kPa) maximum static at a minimum flow rate of 4.0 gpm (15 L/min).
- Water temperature range: 50°–140°F (10°–60°C)
- One (1) 3/4" ID water supply shut-off valve and back-flow preventer per oven where required by local code.
- Water drain: 1-1/2" No HUB connection with air gap at floor. Materials must withstand temperatures up to 200°F (93°C).
- Drain may not be directly below oven.



It is the responsibility of the operator to make sure the incoming water supply is tested and meets the compliance requirements with the published water quality standards listed below. Non-compliance could damage the oven and void the warranty. Alto-Shaam recommends using OptiPure products to treat the water.

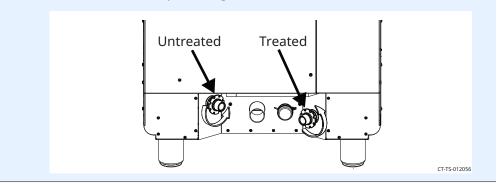
Contaminant	Treated Water	Untreated Water		
Free Chlorine	less than 0.1 ppm (mg/L)	less than 0.1 ppm (mg/L)		
Hardness	30–70 ppm	30–70 ppm		
Chloride	less than 30 ppm (mg/L)	less than 30 ppm (mg/L)		
рН	7.0-8.5	7.0-8.5		
Silica	less than 12 ppm (mg/L)	less than 12 ppm (mg/L)		
Total Dissolved Solids (TDS)	50–125 ppm	50–360 ppm		

Installing the water supply

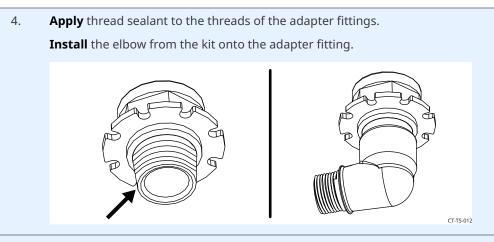
To install the water supply, do the following.

Step Action

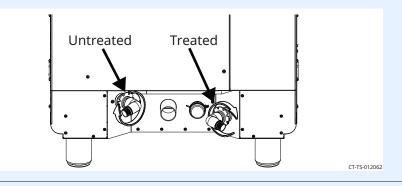
- 1. **Flush** the water line at the installation site.
- 2. **Install** adequate backflow protection to comply with applicable federal, state, and local codes.
- 3. **Remove** the two adapter fittings on the water inlets.



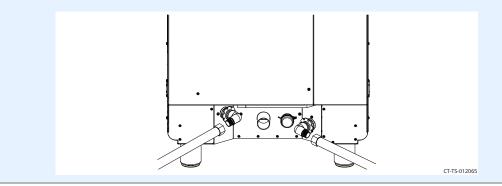




5. **Install** the adapter fittings and elbows onto the water inlets with slip joint pliers. **Tighten** the fittings until the elbows have a slight downward angle.

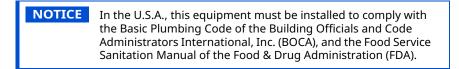


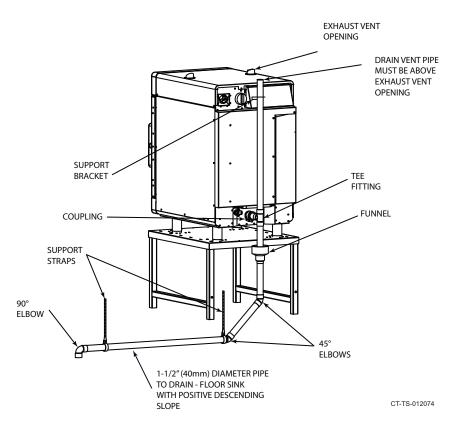
6. **Install** the water hoses onto the elbows.



Installing the water drain

Install a 1-1/2" (40mm) diameter connection, drain line and clamp into place. The drain line must always slope downward away from the oven. An end-of-drain air gap may be required by local code. Vertical air vent required.







To install the water drain, do the following.

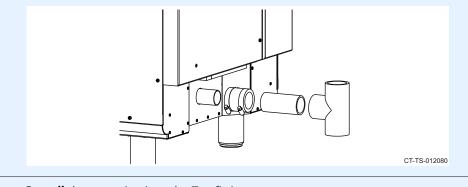
- 7. Drill a hole for the mounting bracket using the dimensions in the image. Install a screw into the drilled hole. Drill a hole for the second mounting screw. Install the screw.

 Image: Comparison of the second mounting screw in the image.

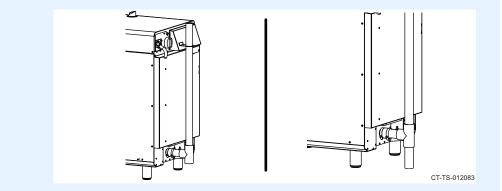
 Image: Comparison of the second mounting screw.

 Image: Compar
- 8. **Install** the no hub coupling onto the over drain.

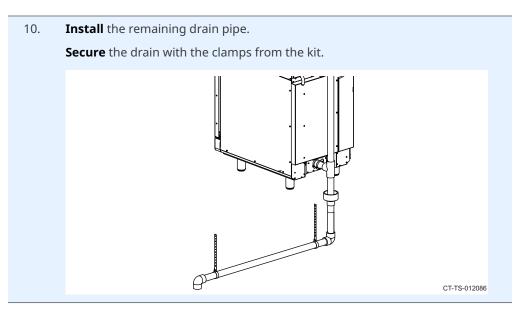
Cut a short piece of drain pipe. **Install** the pipe into the Tee fitting from the kit. **Install** the pipe and Tee fitting into the no hub coupling.



9. **Install** the vent pipe into the Tee fitting.







Result

The water supply and drain are now installed.



How to Install the Oven (60 Hz Cord and Plug Models)

Before you begin

Make sure you have:

- An appropriate lifting device, and enough personnel, to safely move and position the weight of the oven.
 - □ CMC-H2H: 304 lb (138 kg)
 - CMC-H3H: 394 lb (179 kg)

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.
- The oven is not intended for built-in installation.

Voltages

	v	Ph	Hz	A	Breaker*	kW	Plug Configuration**
CMC-H2H	208	1	60	32	50	6.7	NEMA 6-50P
	240	1	60	37	50	8.9	NEMA 6-50P
	208	3	60	19	30	6.7	NEMA 15-30
	240	3	60	22	30	8.9	NEMA 15-30
СМС-НЗН	208 240	3 3	60 60	28 32	50 50	10.1 13.4	

*Electrical connections must meet all applicable federal, state, and local codes.

**For use on individual circuit branch only.



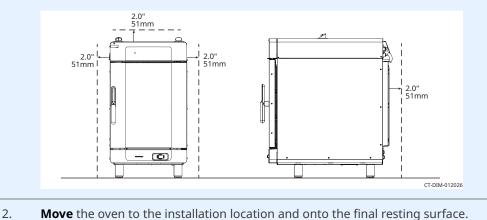
Position the oven

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 (1.5m) of the appropriate electrical outlet;
- You follow the oven clearance guidelines.



The oven is now correctly positioned.

Level the oven

To level the oven, do the following.

3. Check the level of the oven using a spirit (bubble) level. Check front to back and side to side.

 Image: Check the level of the oven using a spirit (bubble) level. Check front to back and side to side.

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The oven is now correctly positioned.



INSTALLATION

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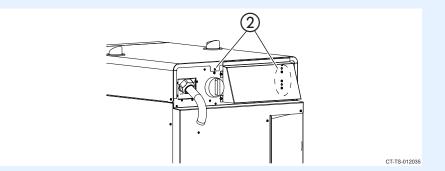
Connect power

To connect electric power to the oven, do the following.

Set the main disconnect switch ① to the OFF position.
 Image: CTTS-01202
 Connect the plug to the electrical outlet.

Press reset button(s)

6. **Press and release** the high limit temperature reset button(s) (2).



Result

The oven is now installed and ready to be used.



How to Install the Oven (50 Hz Models Without Cord or Plug)

CMC-H3H

Before you begin	Make sure you have:						
	An appropriate lifting device, and enough personnel, to safely move and position the weight of the oven.						
	□ CMC-H2H: 304 lb (138 kg)						
	□ CMC-H3H:	394 lb (17	9 kg)				
Requirements	The oven mus	t be instal	led on a le	vel surfac	e.		
	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.						
	The oven is no	ot intendeo	d for built-	in installa	tion.		
	For 3-phase applications, an RCD Type B protection device must be installed. The device must accommodate a leakage current that may exceed 10 mA.						
	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.						
Voltages							
		v	Ph	Hz	Α	Breaker*	kW
	CMC-H2H 380 3 50 11 30 7.5 415 3 50 12 30 8.9						

380

415

*Electrical connections must meet all applicable federal, state, and local codes.

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17

19

3

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Continued on next page

11.3

13.4

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INSTALLATION

Continued from previous page

Wire sizes

60335-1 IEC:2010

Rated current of appliance A	Nominal cross-sectional area mm ²
>0.2 - ≤3	0.5
>3 – ≤0	0.75
>6 – ≤10	1.0
>10 – ≤16	1.5
>16 - ≤25	2.5
>25 - ≤32	4
>32 – ≤40	6
>40 - ≤63	10

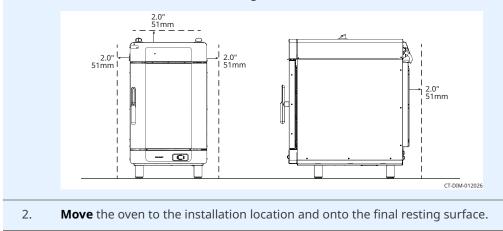
Position the oven

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 (1.5m) of the appropriate electrical outlet;
- You follow the oven clearance guidelines.

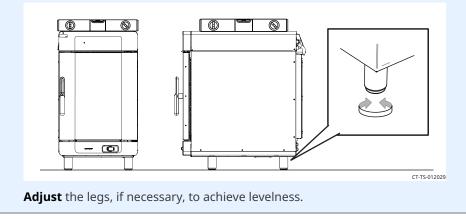


The oven is now correctly positioned.



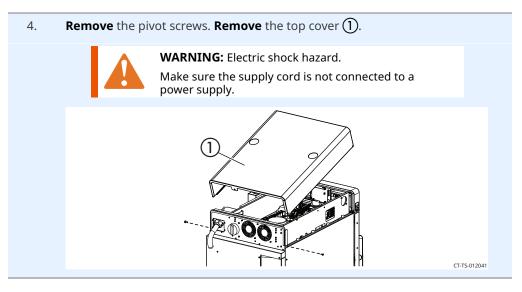
Level the oven To level the oven, do the following.

3. **Check** the level of the oven using a spirit (bubble) level. Check front to back and side to side.



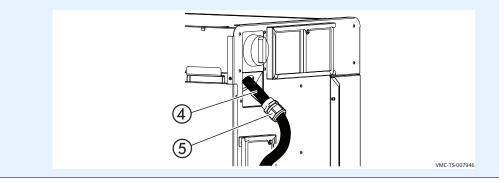
The oven is now correctly positioned.

Connect the wiring To connect the wiring, do the following.





- 5. Remove the bottom 3 screws ② from the mounting bracket. Remove the main disconnect switch ③ from the mounting bracket.
- Install the cord ④ through the cord grip ⑤ and install in the oven.
 Install the lock nut onto the cord grip.

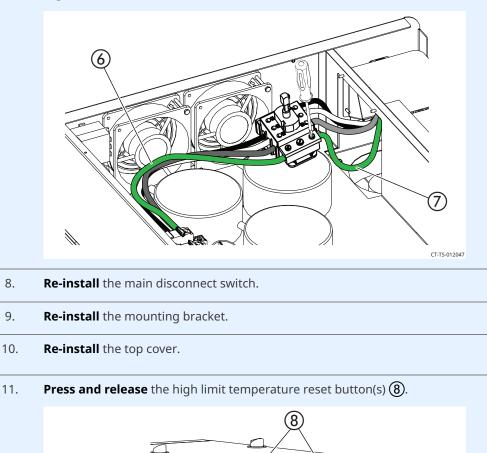




7. **Connect** the supply cord to the appropriate terminals (L1, L2, L3, etc.) in accordance with local codes and regulations.

Install the ground wire **(6)**.

Leave an extra loop ⑦ so that current-carrying conductors become taut before the ground wire if the cord is accidentally pulled. Follow applicable regulations.



.



Result

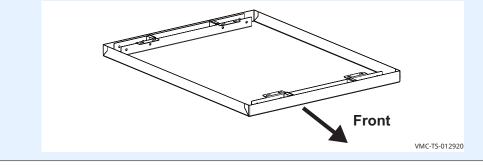
The oven is now installed and ready to be used.

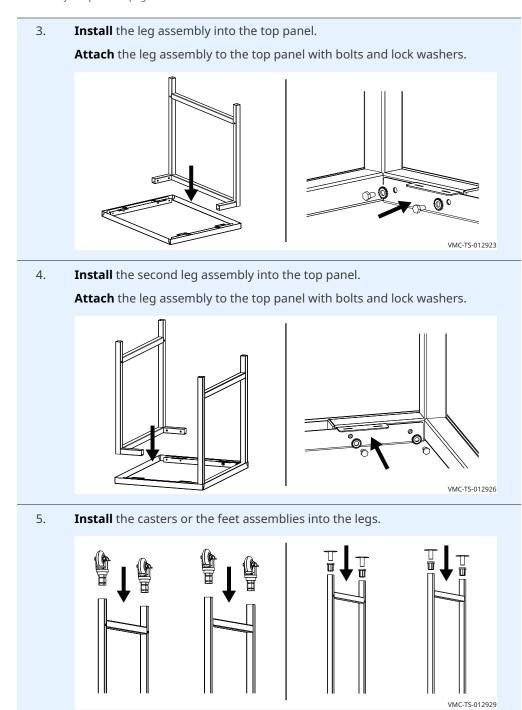


CT-TS-012050

How to Install the Oven on a Stand

Before you begin	Make sure you have:
	 The appropriate stand for your oven Regulation UL 197, 91.8 A pop rivet gun and rivets An appropriate lifting device, and enough personnel, to safely move and position the weight of the oven. CMC-H2H: 304 lb (138 kg) CMC-H3H: 394 lb (179 kg)
Procedure	To install the ovens on a stand, do the following. Step Action 1. Locate the front of the top panel. $\int \int $
	2. Put the top upside down on a flat surface.



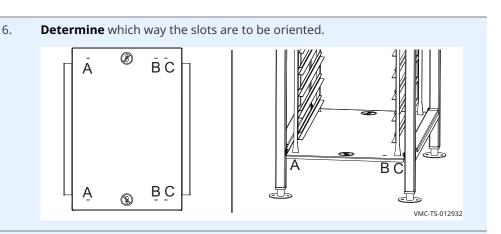




INSTALLATION

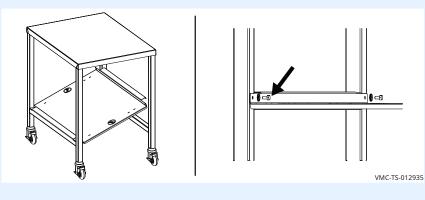
Continued from previous page

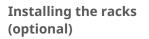
Installing the shelf (optional)



7. **Install** the shelf onto the leg assemblies.

Attach the shelf to the leg assemblies with bolts and lock washers.

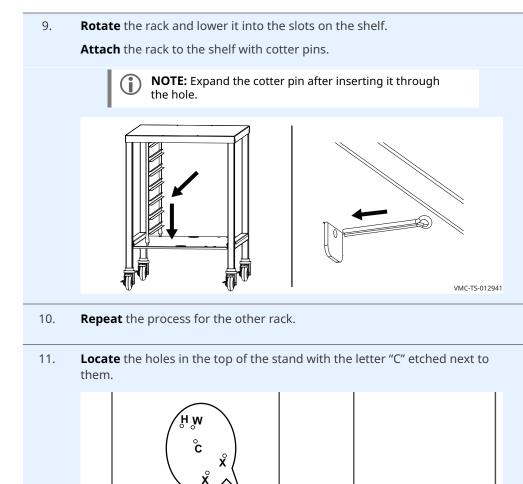




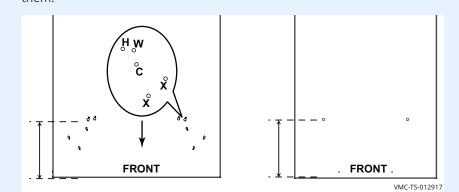
8. **Install** the rack into the slots on the underside of the top.

VMC-T5-012938



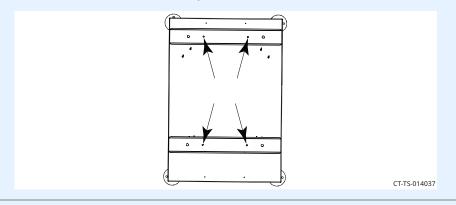


Installing the support channels

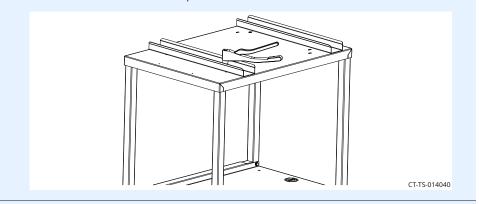




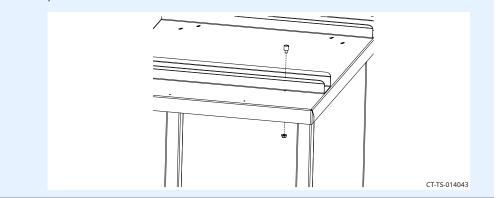
12. **Place** the support channels onto the top of the stand. Line up the holes in the channels with the holes in the top of the stand.



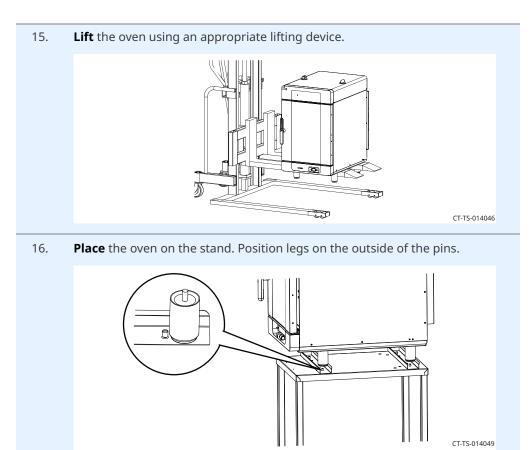
13. **Rivet** the channels to the top of the stand.



14. **Install** the pins through the channels and the top of the stand. **Secure** the pins with nuts.



Installing the oven on a stand



Result

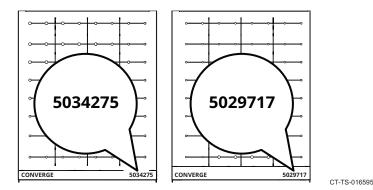
The oven is now installed to the stand.



How to Install the Jet Plates

Background

Each jet plate assembly consists of one inner panel and one outer panel. There are two unique jet plate assemblies used on the Converge oven. The difference is in the outer panel used. One type (5034275) is used on the lower section of each chamber. The other type (5029717) is used on the upper section of each chamber. The inner panels used are the same for both types of assemblies.

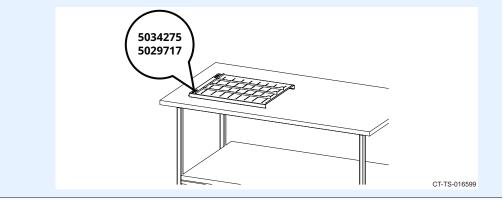


Procedure

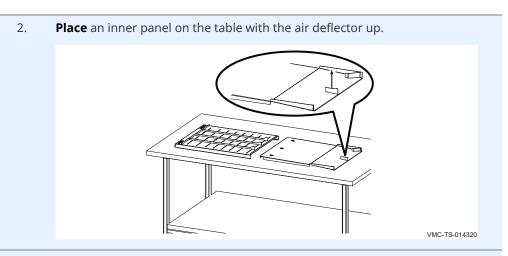
To install the jet plates, do the following.

Step Action

1. Each outer panel has the part number etched into the right corner. **Locate** the part number on all outer panels. **Place** an outer panel on a table with the part number facing up.

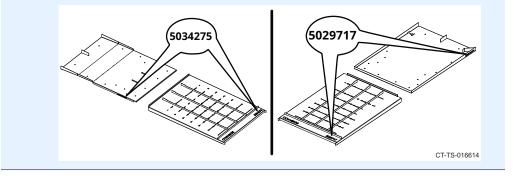






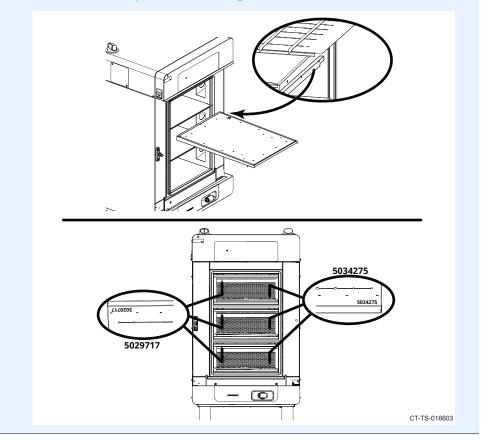
3. **Insert** the inner panel into the outer panel. **Push** the inner panel into the outer panel until it is fully inserted.

Assemble all jet plates in a similar fashion.





4. **Install** jet plates 5034275 in the lower section of each chamber with the part number facing up. **Install** jet plates 5029717 in the upper section of each chamber with the part number facing down.

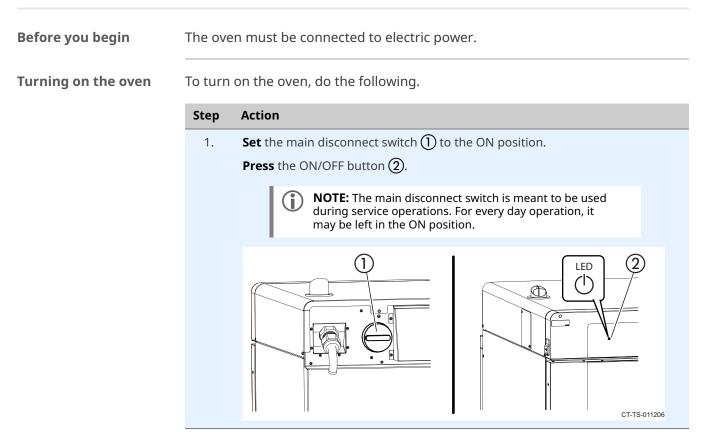


Result

The jet plates are now installed.



How to Turn On and Turn Off the Oven

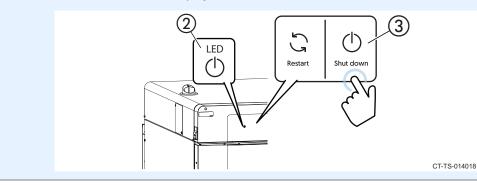


The oven is now on.

Turning off the oven

To turn off the oven, do the following.

2. **Press and hold** the ON/OFF button (2) until the "Shut Down Options" screen displays. **Touch** "Shut Down" (3). The oven activates the blowers for the cooldown process. The cool-down process is complete when the oven deactivates the blowers and the display screen turns off.



The oven is now off.



How to Preheat the Oven

Step

Before you begin

Make sure:

The oven is turned on.

Action

The oven door is closed.

Procedure

To preheat the oven, do the following.

1. **Touch** the menu icon (1). The menu screen displays.



2. **Touch** the "Settings" icon (2). The "General Settings" screen displays.

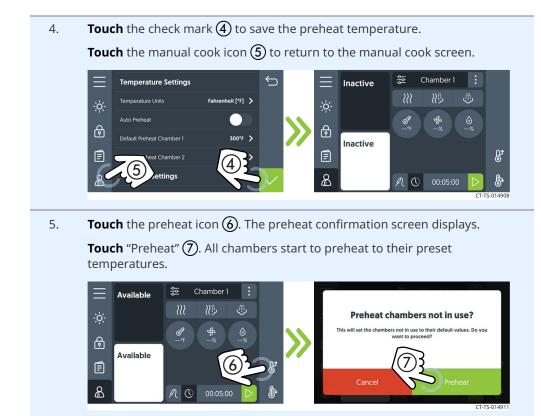


3. Scroll to the "Temperature Settings."

Touch the preheat chamber settings for the chambers to be used ③. **Enter** the preheat temperature using the number pad. **Touch** the check mark.







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

Touch the cool down icon (8) to cancel the preheating process before the chambers reach their preset preheat temperature.



Result

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



Before you begin

How to Cook with Programmed Recipes

Make sure:

The oven is preheated. Your food is prepared and ready to cook. **Procedure** To cook using a programmed recipe, do the following. Step Action **Touch** the recipes icon (1). The browse recipes screen displays. 1. 쒏 Chamber 1 : Biscuits Ready Cookies ۵% ď 2009 ि ि ß Ē & R C 00:05:00 ß 2. **Navigate** to the recipe. **Touch** the recipe **(2)**. **Select** the available chamber(s) (3). Ready! 逾 ि ₽ Ready! Ē ٦ ഹ്മ 8 Q 3. **Open** the door and load the food into the chamber. **Close** the door. **Touch** the start icon (4). \leftarrow Ready! 健 Ready! ٢

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During the cooking process

The cooking status screen displays the details on the current cook setting.

ŝ Chamber 1 00:15:54 E Biscuits Biscuits ि Ready Step 1 {}} Convection ß () 00:16:00 8 Þ a 275°F ⊗ 0% ♂ 300°F ∳ 100%

During the cooking process:

Action	Result
Touch the chamber	to show the recipe details.
Touch "X"…	to cancel the cooking process.

Result

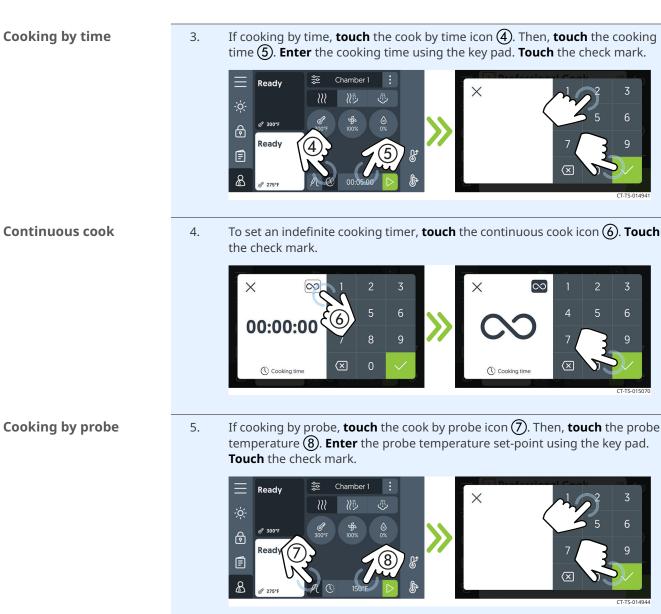
At the end of the cooking process, the oven sounds an alert and the chamber light flashes. Remove the cooked food.



How to Cook in Professional Mode

Before you begin	Make sure:		
	The oven is preheated.		
	Your food is prepared and ready to cook.		
Background	This procedure consists of:		
	setting the food loading action;		
	and setting the cooking stage parameters (temperature, time, and fan speed).		
Procedure	To cook in professional mode, do the following.		
	Step Action		
	1. Touch the professional cook icon ①. The available chambers are displayed.		
	Image: Section of the state of the sta		
	2. Touch any available chamber 2 .		
	Touch a cooking mode ③.		
	Ready		







6. **Touch** the cooking temperature **(9)**. **Enter** the cooking temperature using the key pad.

Touch the humidity percentage (1). **Enter** the humidity percentage using the key pad.

Touch the fan speed (1). **Enter** the fan speed using the key pad.



- 7. **Load** the food into the appropriate chamber.
- 8. **Touch** the start icon (2). The cooking stage timer starts to count down.



During the cooking process

Action	Result
Touch the chamber	to show the recipe details.
Touch "X"…	to cancel the cooking process.
9. At the end of the cooking process, the oven sounds an alert and the chamber light flashes.	

10. **Open** the door and remove the hot food.

NOTE: Be sure to remove the cooked food after the cooking process is complete. The oven will revert back to the preheat temperature. If left inside the oven, the food will continue to cook.

Result

The food is now cooked.



How to Use the Dual Timers

Before you begin	Make sure:
	The oven is preheated.Your food is prepared and ready to cook.
Background	There may be times when you will want to use the same chamber to cook two pans of food at the same time, but at different intervals. The dual timer function allows you to do so.
Procedure	To cook using the dual timers, do the following.
	Step Action
	 Touch the professional cook icon ①. The available chambers are displayed. Image: A and a state of the professional cook icon ①. The available chambers are displayed. Image: A and a state of the professional cook icon ①. The available chambers are displayed. Image: A and A
	3. Touch the chamber options icon ④. Then, touch the chamber multiple shelf icon ⑤. Ready The chamber options icon ④. Then, touch the chamber multiple shelf icon ⑤. Ready The chamber options icon ④. Then, touch the chamber multiple shelf icon ⑤.



4. **Touch** the cooking time **(6)**. **Enter** the cooking time using the key pad. **Touch** the check mark.



5. **Enter** the cooking time ⑦ for the second pan of food.



6. **Touch** the cooking temperature **(8)**. **Enter** the cooking temperature using the key pad.

Touch the humidity percentage **(9)**. **Enter** the humidity percentage using the key pad.

Touch the fan speed **(1)**. **Enter** the fan speed using the key pad.



Continued on next page



7. **Load** pan 1 into the appropriate chamber.

Touch the start icon (1).

The cooking stage timer starts to count down for pan 1.



8. **Load** pan 2 into the appropriate chamber.

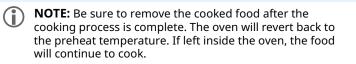
Touch the start icon (12).

The cooking stage timer starts to count down for pan 2.



At the end of the cooking process, the oven sounds an alert and the chamber light flashes.

9. **Open** the door and remove the hot food.



Result

The food is now cooked.



How to Lock and Unlock the Screen

Before you begin	The oven is turned on.			
Background	The screen can be locked to prevent changes being made during the cooking process.			
Procedure	To lock and unlock the screen, do the following.			
	Step	Action		
	1.	Touch the lock icon ①. The screen is now locked.		
		Ready Sopre		
	2.	To unlock the screen, touch and hold the lock icon and drag it to the top or bottom of the screen.		
		Ready Schember Image: Schember Image: Schember Image:		

Result

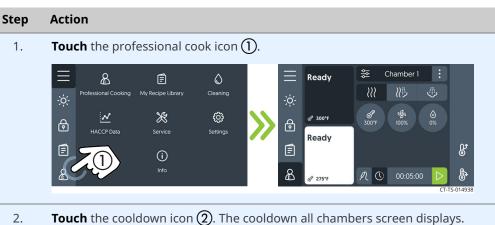
The screen is now locked or unlocked.



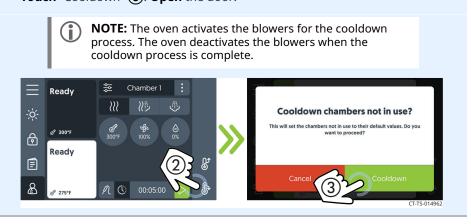
How to Cool Down the Oven

Procedure

To cool down the oven, do the following.



Touch the cooldown icon (2). The cooldown all chambers screen displa
 Touch "Cooldown" (3). Open the door.



Cooling down progress bars

Above each chamber on the screen, blue progress bars indicate each chamber's progress towards reaching its cool down temperature.



Result

The oven is now cooled down.



How to Create a Recipe

Background

Creating a recipe consists of:

- Setting the cooking stage(s) parameters (temperature, time, humidity percentage, and fan speed);
- setting an action step if desired such as adding an ingredient;
- 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.

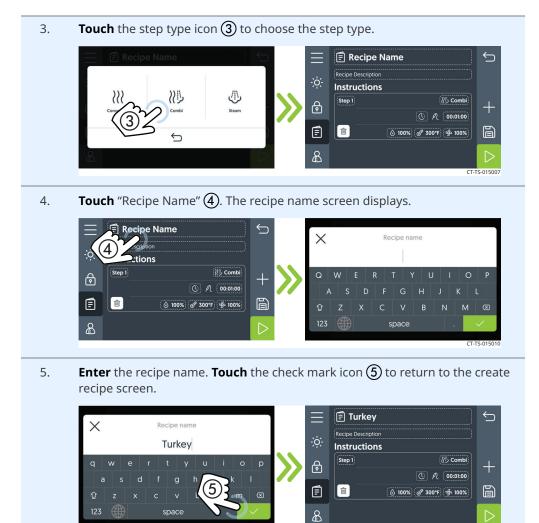
Step Action



2. **Touch** the plus icon **(2)**. The step type screen displays.







Continued on next page

CT-TS-015013



Touch "Recipe Description" (6). The "Recipe Description" screen displays.
 Enter the recipe description. Touch the check mark icon to return to the

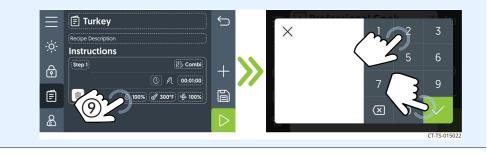


7. **Touch** the cook by time icon or cook by probe icon (7).

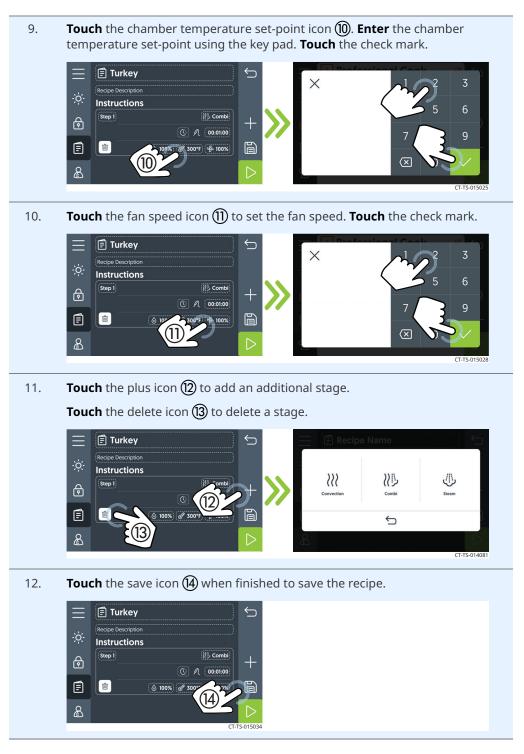
Touch the cooking time or probe set-point temperature **(8)**. **Enter** the cooking time or probe temperature using the key pad. **Touch** the check mark.



8. **Touch** the humidity icon **(9)**. **Enter** the humidity percentage using the key pad. **Touch** the check mark.







Result

A new recipe has been created.



How to Modify or Delete a Recipe

Procedure

To modify or delete a recipe, do the following.

Step Action **Touch** the recipes icon (1). The browse recipes screen displays. 1. Chamber 1 ᅇ Biscuits : Ready **}**} Cookies 逾 ۵% ð Ś ि ि 3 **E** ß 8 Q N 🕚 00:05:00

Modifying

2. To modify a recipe, **touch** the recipe edit icon 2 of the desired recipe.



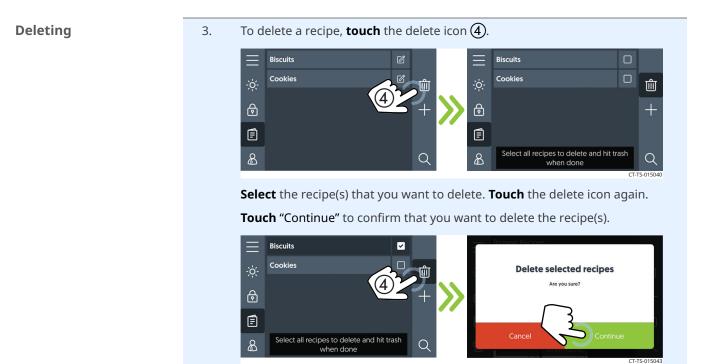
The first stage of the recipe displays. There will be a screen for each stage. Scroll to the stage you want to modify.

- **Touch** the cook by time or cook by probe icon then modify the value using the key pad.
- **Touch** the humidity icon to modify the humidity percentage.
- **Touch** the chamber set-point icon to modify the chamber temperature.
- **Touch** the fan speed icon to modify the fan speed.

Touch the save icon ③ when finished.

Touch the trash icon to delete the stage, if desired.





Result

The procedure is now complete.



Before you begin

How to Backup or Restore Settings with a USB Drive

The oven is on, but not in a cooking mode.

Make sure:

		will need a USB drive.
Procedure	To back	up or restore settings with a USB drive, do the following.
	Step	Action
	1.	Touch the menu icon (1). The menu screen displays.
		Image: Second conduction Image: Second
	2.	Touch the "Settings" icon ②. The "General Settings" screen displays.
		Image: Service Science of Cooking My Recipe Library Cleaning Image: Service of Cooking My Recipe Library Image: Service My Recipe Library Image: Service of Cooking My Recipe Library Image: Service My Recipe Library Image: Service My Recipe Library Image: Service of Cooking My Recipe Library Image: Service My Recipe Library Image: Service My Recipe Library Image: Service My Recipe Library Image: Service of Cooking My Recipe Library Image: Service My Recipe Library Image: Service My Recipe Library Image: Service My Recipe Library Image: Service My Recipe Library Image: Service My Recipe Library Image: Service My Recipe Library Image: Service My Recipe Library Image: Service My Recipe Library Image: Service My Recipe Library Image: Service My Recipe Library Image: Service My Recipe Librar
	3.	Plug the USB drive ③ into the port.
		WCTS-007852





Loading the recipes

The oven downloads or restores the settings. When the process is complete, **touch** the check mark to return to the 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 Load Recipes from a USB Drive

Before you begin

Make sure:

- The oven is on, but not in a cooking mode.
- You will need a USB drive loaded with recipes.

Procedure

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

Step Action **Touch** the menu icon (1). The menu screen displays. 1. Chamber 1 : 8 Ē ٥ Ì ~ * £ ⋳ ि Available Ē ß Ē ? (i) Help 8 8 A C 00:05:00 ß CT-TS-014846 **Touch** the "Settings" icon (2). The "General Settings" screen displays. 2. General Settings ∽ 8 Ē ٥ Home Screer Cookina 🕻 English > ⋳ ⋳ Temperature Settings Ē E Fahrenheit [°F] 🗲 Temperature Units ? (i) Help Info Auto Preheat 8 8 **Plug** the USB drive ③ into the port. 3. 0 (3)

Continued on next page

VMC-TS-007852





Loading the recipes The oven loads the recipe file. When the process is complete, the "Recipes

uploaded" screen displays. **Touch** the 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

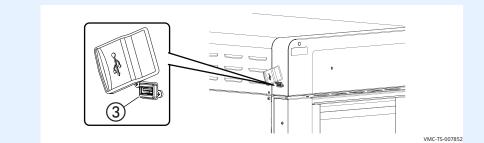
Make sure:

- The oven is on, but not in a cooking mode.
- You will need a USB drive.

Procedure

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

Step Action **Touch** the menu icon (1). The menu screen displays. 1. Chamber 1 : 8 Ē ٥ Ì ~ * £ ⋳ ि Available Ē ß Ē ? (j) Help 8 8 A C 00:05:00 ß CT-TS-014846 **Touch** the "Settings" icon (2). The "General Settings" screen displays. 2. General Settings ∽ 8 Ē ٥ Home Screer Cookina 🕻 English > ⋳ ⋳ Temperature Settings Ē E Fahrenheit [°F] 🗲 Temperature Units ? (i) Help Info Auto Preheat 8 8 **Plug** the USB drive ③ into the port. 3.







Loading the recipes

The oven downloads the recipes onto the USB drive. When the process is complete, the "Downloaded successful" screen displays. **Touch** the 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

Make sure:

- The oven is on, but not in a cooking mode.
- 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 <u>https://www.alto-shaam.com/en/customersupport/software-downloads.</u>
- Do not remove the USB drive during the update process.

Procedure

To update the software, do the following.

Step Action 1. **Touch** the

- 1. **Touch** the menu icon ①. The menu screen displays.
 - Chamber 1 ÷ 8 Ē ۵ Cleaning onal Cooking My Recipe Libra ٨ ~ * ැ ि ⋳ Available Ē ß Ē Help 8 8 A C 00:05:00 CT-TS-0148
- 2. **Touch** the "Settings" icon (2). The "General Settings" screen displays.



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





4.	Scroll to "System Backup & Update."			
	Touch the "Update System Software" (4) setting: System Backup & Update Backup Settings to USB Restore Settings from USB Update Control Board [CB] Update Control Board [CB] Update Each End Software [BE] Update Front End Software [FE] Security Lock			
	NOTICE Do not remove the USB drive during the update process.			
	Touch " Update Back End Software (BE)" to update the supporting software between the control board (CB) and interface board (IB). The oven loads the selected software.			
	Touch " Update Front End Software (FE)" to update the user interface software. The oven loads the selected software.			
	Touch " Update Control Board (CB)" to update the control board. The oven loads the selected software. The oven verifies the file and then updates the CB.			
5.	Touch the check mark when the update is complete to restart the oven.			
	Update complete			
6.	Remove the USB drive.			

Result

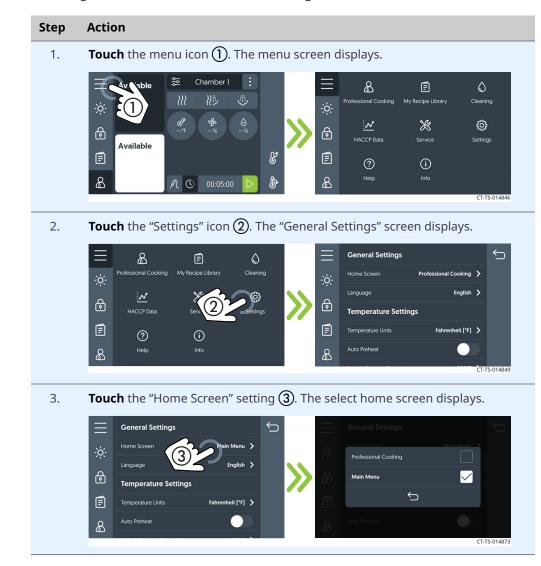
The software has now been updated.

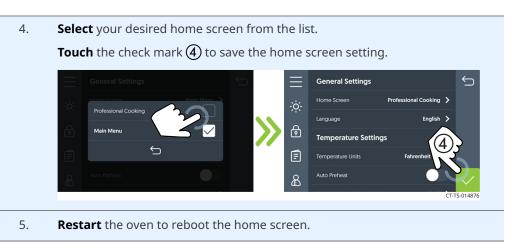


How to Change the Home Screen

Procedure

To change the home screen, do the following.





Result

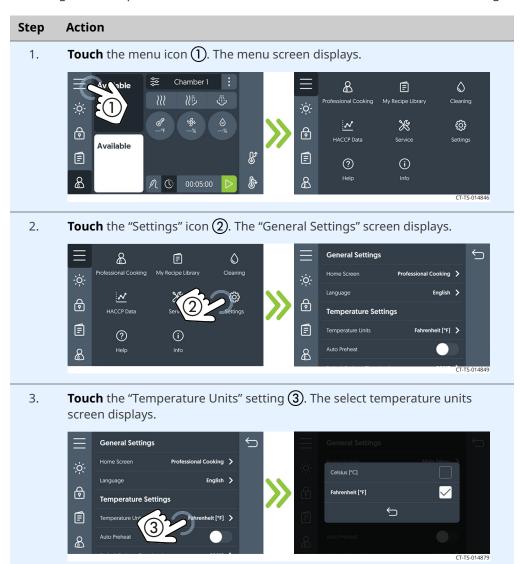
The home screen has now been changed.



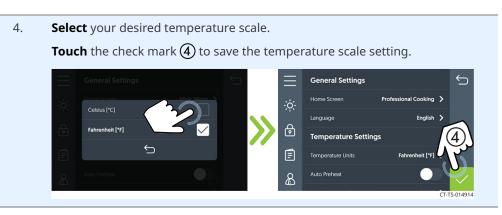
How to Change the Temperature Scale

Procedure

To change the temperature scale from °F to °C and vice versa, do the following.



Continued on next page



Result

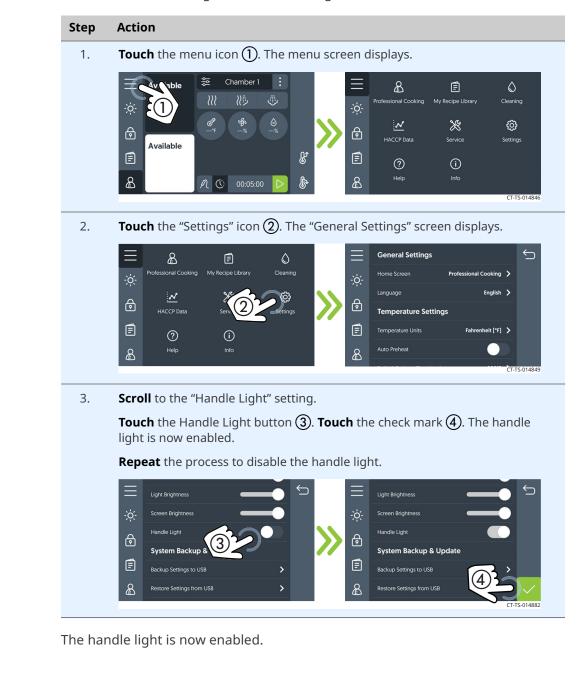
The temperature scale has now been changed.



How to Enable the Handle Light

Procedure

To enable the handle light, do the following.



Result

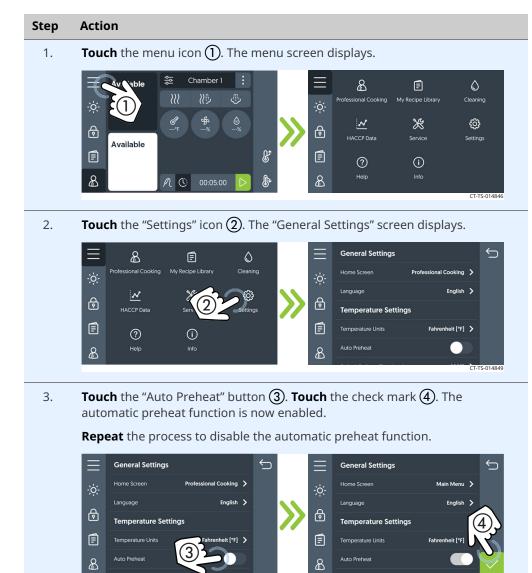
How to Enable/Disable Automatic Preheat

Background

Enabling the automatic preheat function preheats the oven upon start up to the 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.



Result

The automatic preheat function is now enabled/disabled.

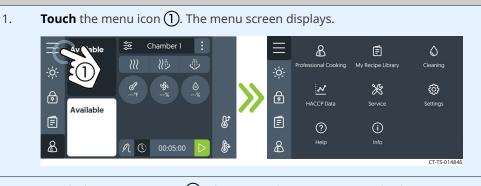


How to Lock Recipe Editing or the Settings Screen

Procedure

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

Step Action



2. **Touch** the "Settings" icon (2). The "General Settings" screen displays.

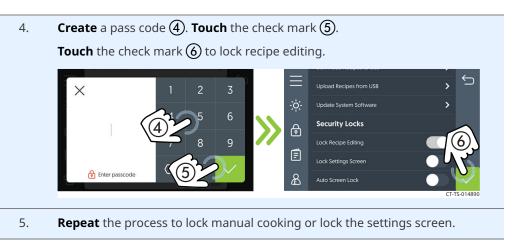


3. Scroll to the "Security Locks."

Touch the "Lock Recipe Editing button" ③. The enter pass code screen displays.







Result

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



OPERATION

How to View Oven Information

Background

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

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, system software, network status, and cleaning timer.



Result

The oven's information has been viewed.



How to Download HACCP Data

Before you begin	Make sure:	
	The oven is on, but not in a cooking mode.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 (). The menu screen displays. Image: Step Step Step Step Step Step Step Step	



3.	Plug the USB drive ③ into the port.
	WC-T5-007852
4.	Touch the download icon ④.
	HACCP Data Sources
	PLOFESSION → Demonstrate AM OMINEZE 0756 FM
	Professional Camber 2 ▷ αν.πα/22 10:28 AM □ αν.πα/22 0756 FM
	A kin 4 m kin 24
	8 et //022 tib28 w/w et //022 tib28 w/w et //022 tib28 w/w et //022 tib28 w/w et //022 tib28 w/w et //022 tib28 w/w et //022 tib28 w/w et //022 tib28 w/w et //02 et

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 mode.
- You have a thermometer.
- You have a container filled with ice and water.

Procedure To calibrate the probe, do the following.

Step Action

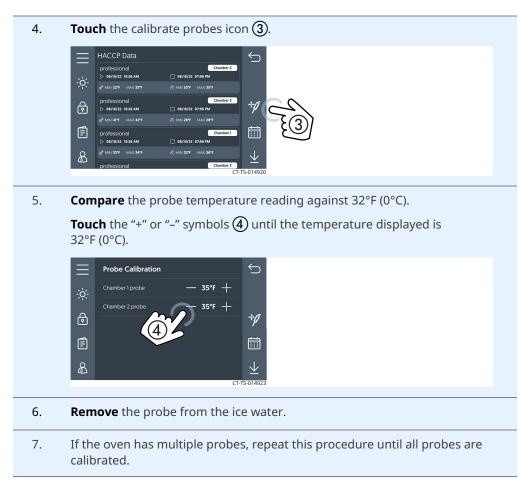
- 1. **Insert** the probe and the thermometer in a container of ice water and allow the temperature to settle to 32°F (0°C).
- 2. **Touch** the menu icon (1). The menu screen displays.



3. **Touch** the "HACCP Data" icon (2). The "HACCP Data" screen displays.







Result

The probe is now calibrated.



Maintenance Schedule

•	 See topic <i>How to Clean the Oven</i>. 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.	
	Remove any spills with disposable paper wipes or a damp cloth.	
	Wipe the outside of the oven with a damp cloth.	
	Wipe the oven gaskets with soap and water.	
	Inspect the oven gaskets for damage.	
	Wipe the front door glass.	
	Check the screen for cracking or peeling. Contact Technical Service if needed.	
Weekly For	weekly maintenance, do the following.	
	Clean the entire oven. Make sure to use a non-abrasive nylon scrub pad.	
	Do not spray the cleaner directly into the fan openings located in the rear of the oven.	
Monthly For	monthly maintenance, do the following.	
	Inspect and clean the air filters.	
	Clean out the drip tray line.	
	Check the supplied water filtration and change as needed.	
	Check for software updates.	
-	Check lighting.	1.0
	De-scale as needed.	
Yearly For	yearly maintenance, do the following.	J,
	NOTE: Must be performed by a qualified professional.	ł
	Inspect and test the humidity control.	
	Inspect and test the catalytic converter element.	
	Inspect the catalytic converter.	
	Inspect the air intake. Check the length of the tubing for debris clean out or replace as needed.	
	Continued on next page	



MAINTENANCE

Continued from previous page

- **Inspect** all drain hoses and clamps.
- **Inspect** all steam water injection lines and clamps for leaks or potential issues.
- Inspect wiring to heating elements. Re-tighten or secure as needed. Record the amp draw.
- Inspect wiring to the steam element. Re-tighten or secure as needed. Record the amp draw.
- **Inspect** the cleaning system pump and hoses for leaks and proper operation.
- For ovens shipped to New Zealand or Australia, inspect the back flow preventer check valve per AS/NZ3500.1 and AS/NZ3500.2
- **Check** operation of all electrical cooling fans.
- Check all electrical connections are properly connected and secure to the boards.
- **Check** door hinges and handles. Tighten, secure, or adjust as needed.
- Check door gaskets for damage and seal.
- **Test** steam injection solenoid.
- **Test** condensate solenoid.
- **Run** each chamber in convection mode and test operation.
- **Run** each chamber in steam mode and test operation.



How to Clean the Oven

Precautions



WARNING: Burn hazard.

Wear protective gloves, protective clothing, eye protection, and face protection when handling oven cleaner. Do not open the oven door during the cleaning cycle.

NOTICE Using improper cleaning procedures will damage the catalyst and void the warranty. Use only Alto-Shaam cleaner CE-48578 and oven decarbonizer + degreaser spray CE-48623 when running a cleaning cycle identified with a blue icon. The use of any other cleaning chemical may damage the catalyst and void the warranty. Do not use steel pads, wire brushes, or scrapers when cleaning.

Background

The oven has six different cleaning modes — five for cleaning the oven, identified with blue icons, and one for cleaning the catalyst, identified with the green icon.

- The rinse cycle is a mid-day rinse to reduce the grease and requires no packets.
- The spray clean cycle is for daily use when cooking heavy proteins and requires no packets.
- The light clean cycle is for light debris and requires one packet.



- The medium clean is for heavy debris (10 full loads of chicken) in one chamber and requires three packets.
- The heavy clean is for heavy debris (10 full loads of chicken) in all chambers and requires six packets.
- The descale catalyst cleaning keeps the oven properly maintained. A reminder screen displays after 18 hours of cumulative cleaning (example: after four heavy cleaning cycles). See topic: "How to Descale the Catalyst" to descale the catalyst.



MAINTENANCE

Continued from previous page

To clean the oven, do the following.

Cleaning the oven

Step Action 1. **Touch** the menu icon (1). The menu screen displays. * Chamber 1 vNable 8 Ē ۵ ional Cooking * ු ~ ⋳ 健 HACCP Data Setting Available Ē ß Ē ? (i) 8 8 A C 00:05:00 CT-TS-014846 **Touch** the "Cleaning" icon (2). The "Cleaning" screen displays. 2. Cleaning \hookrightarrow 8 ٥ ጛ
 Rinse
 Spray Clean

 ① 00:17:30
 ☐ 0
 ① 00:45:00
 ☐ 0
 Light Clean ු ~ * ⋳ ු ₽ [⊜]75+⊘ HACCP Dat Service Settings
 Medium Clean
 Heavy Clean
 Descale (Catalyst)

 ① 04:00:00
 □ 3
 ③ 04:30:00
 □ 6
 ③ 03:40:00
 □ 3
 Ē Ē ? **(i)** Help 8 8 \square **Select** either "Spray Clean" or "Heavy Clean" (3). 3.

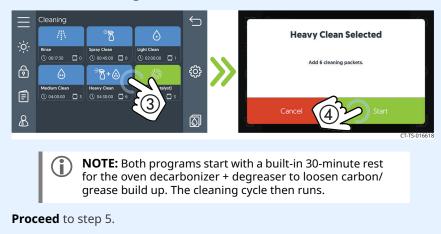
Spray cleaning

For "Rinse", "Light Clean" or "Medium Clean" go to step 4.

Shake the oven decarbonizer + degreaser bottle gently four times before using. **Apply** 10-12 pumps per chamber, then touch "Continue".

Distribute the contents of the packets onto the jet plates equally between the chambers.

Touch the start icon (4).





Non-spray cleaning

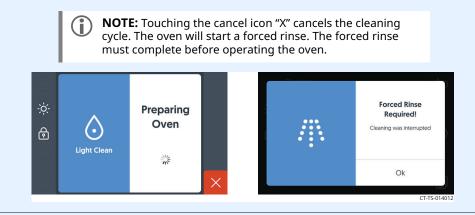


Distribute the contents of the packets onto the jet plates equally between the chambers.

Touch the start icon **(6)**.

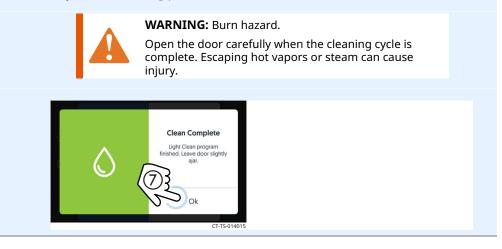


The oven heats to the required temperature for the cleaning cycle, then the cleaning cycle starts.

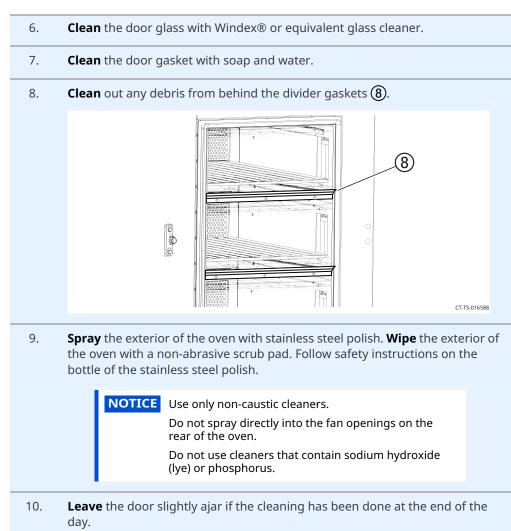


5. **Touch** "Ok" ⑦ when the cleaning cycle is complete.

Repeat the cleaning process as needed.







Result

The oven is now clean.



How to Descale the Catalyst

Precautions	WARNING: Burn hazard. Wear protective gloves, protective clothing, eye protection, and face protection when handling oven cleaner. Do not open the oven door during the cleaning cycle.
	NOTICE Using improper cleaning procedures will damage the catalyst and void the warranty.
	For a descale catalyst cleaning cycle, use only catalyst descaler CE-47859. The use of any other cleaning chemical may damage the catalyst and void the warranty.
	Do not use steel pads, wire brushes, or scrapers when cleaning.
Background	 The descale catalyst cleaning keeps the oven properly maintained. The descale catalyst cleaning cycle is identified with a green icon. The descale catalyst cleaning cycle requires three descaler packets. The descale catalyst cleaning does not need to be run after an oven cleaning mode. A descale catalyst cleaning reminder screen displays after 18 hours of cumulative cleaning (example: after four heavy cleaning cycles).
Descale the catalyst	Step Action 1. Touch the menu icon ①. The menu screen displays.
	Image: Section of the sec

Continued on next page

CT-TS-014846





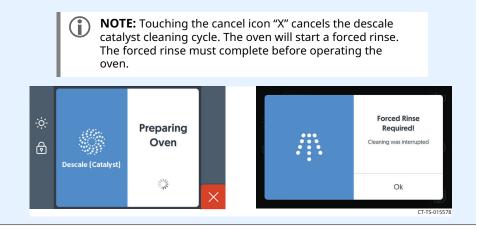
3. **Touch** the "Descale (Catalyst)" icon ③.

Distribute the contents of the descaler packets onto the jet plates equally between the chambers.

Touch "Start" (4) to start the descale catalyst cleaning cycle.



The oven heats to the required temperature for the descale catalyst cleaning cycle, then the cycle starts.









The catalyst has now been descaled.



How to View the Cleaning Log

Background

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

Procedure

To view the cleaning log, do the following.



Result

The cleaning log has been viewed.



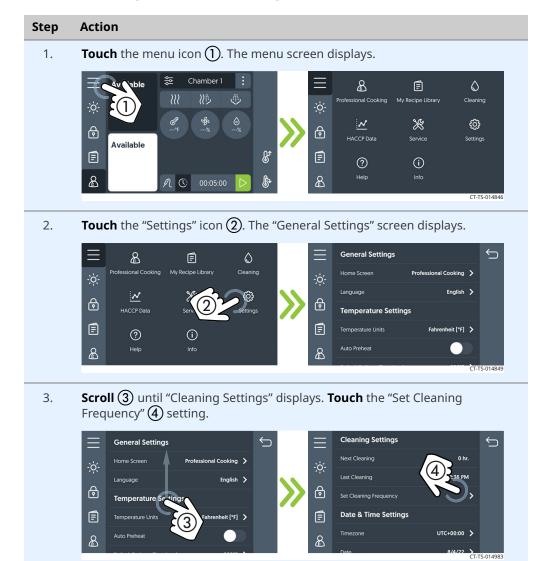
How to Set the Cleaning Time

Background

The user can set a cleaning frequency to schedule when the unit will go through a cleaning cycle.

Procedure

To set the cleaning time, do the following.





4. **Touch** the "Hours" setting (5) to set the hours. **Enter** the desired time using the key pad. **Touch** the check mark.



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

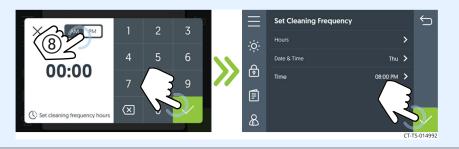


6. The "Set cleaning frequency hours" screen will display.

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.



Error Codes

Code	Description	Parameters that trigger the error	Possible Cause(s)
E-3	Motor error	No chamber motor rotation detected for greater than 30 seconds.	 Power down the control using the ON/OFF button. Cycle power to the oven either by unplugging the oven or setting the main disconnect switch OFF and ON. Continue operation of the oven. If the error reoccurs, contact Technical Service.
E-10	Sensor short	Control board detects that the chamber sensor is shorted.	 Power down the control using the ON/OFF button. Cycle power to the oven either by unplugging the oven or setting the main disconnect switch OFF and ON. Continue operation of the oven. If the error reoccurs, contact Technical Service.
E-10	Sensor short	Control board detects that the probe in the chamber is shorted.	 Investigate the food probe for damage. Replace if damaged. Power down the control using the ON/OFF button. Cycle power to the oven either by unplugging the oven or setting the main disconnect switch OFF and ON. Continue operation of the oven. If the error reoccurs, contact Technical Service.
E-11	Sensor open	Cavity air sensor reading > 650°F (343°C).	 Power down the control using the ON/OFF button. Cycle power to the oven either by unplugging the oven or setting the main disconnect switch OFF and ON. Continue operation of the oven. If the error reoccurs, contact Technical Service.
E-30	Unit under temperature	Cavity temperature remains 25°F (14°C) below target for more than 90 minutes.	 Was the oven preheated before loading the food? Was the oven loaded with frozen food? Press the high limit reset buttons. Power down the control using the ON/OFF button. Turn the oven back ON and start a cook.
E-31	Electronics over temperature	Control board temperature exceeds 158°F (70°C).	 Make sure the cooling fan(s) are operating. Make sure the exhaust vents are clean and free of debris. Make sure the oven clearances are met. Ambient temperature greater than 105°F (41°C). Check the door gasket for damage and proper seal.



Code	Description	Parameters that trigger the error	Possible Cause(s)
E-31	Electronics over temperature	Interface board temperature exceeds 184°F (84°C).	 Power down the control using the ON/OFF button. Cycle power to the oven either by unplugging the oven or setting the main disconnect switch OFF and ON. Continue operation of the oven. If the error reoccurs, contact Technical Service.
E-31	Electronics over temperature	Chamber temperature sensor > 600°F (316°C) for Combi or Convection or chamber temperature sensor > 395°F (202°C) for Steam or Cleaning.	 If the oven has experienced an over temperature condition, allow the oven to cool down for a minimum of 30 minutes. Press the high limit reset buttons. Continue operation of the oven. If the error reoccurs, contact Technical Service.
E-31	Electronics over temperature	B3 sensor is higher than 212°F (100°C) for more than 180 seconds.	 Make sure the water supply line(s) is connected to the oven and that the shut off valve for the water connections is in the open position. If connected to water filter(s), make sure the filters are not in need of replacement. Power down the control using the ON/OFF button. Cycle power to the oven either by unplugging the oven or setting the main disconnect switch OFF and ON. Continue operation of the oven. If the error reoccurs, contact Technical Service.
E-50	Control board temperature error	Temperature measurement failure on the control board.	 Make sure the cooling fan(s) are operating. Make sure the exhaust vents are clean and free of debris. Make sure the oven clearances are met. Ambient temperature greater than 105°F (41°C). Check the door gasket for damage and proper seal.
E-55	Vent not open	60 seconds after the chamber venting motor is activated, the chamber vent valve did not open.	 Power down the control using the ON/OFF button. Cycle power to the oven either by unplugging the oven or setting the main disconnect switch OFF and ON. Continue operation of the oven. If the error reoccurs, contact Technical Service.
E-78	Voltage monitor output is too low	Incoming line voltage is too low (<190V) or voltage monitor output is shorted.	 Make sure the oven plug is fully seated in electrical outlet. Reset the main circuit breaker for the oven. If error reoccurs, contact Technical Service.
E-79	Over voltage	Incoming line voltage is too high (>250V) or voltage monitor output is open.	 Make sure the oven plug is fully seated in electrical outlet. Reset the main circuit breaker for the oven. If error reoccurs, contact Technical Service.

Code	Description	Parameters that trigger the error	Possible Cause(s)
E-94	Interface Board - Control Board communication error	No signal transfer for more than 5 seconds between the interface board and the control board.	 Make sure the oven plug is fully seated in electrical outlet. Reset the main circuit breaker for the oven. If error reoccurs, contact Technical Service.
E-108	Cooling fan over temperature	Chassis bi-metal temperature sensor over temperature 130°F (54°C).	 Make sure the cooling fan(s) are operating. Make sure the exhaust vents are clean and free of debris. Make sure the oven clearances are met. Ambient temperature greater than 105°F (41°C). Check the door gasket for damage and proper seal.
E-109	High limit error Note: Contact an authorized Alto-Shaam service partner.	Open circuit detected across high limit switch.	 If the oven has experienced an over temperature condition, allow the oven to cool down for a minimum of 30 minutes. Press the high limit reset buttons. Continue operation of the oven. If the error reoccurs, contact Technical Service.
E-606	Oven cleaning system failure	Convection fan error, high limit error, cavity temperature sensor open or short, or communication for at least 15 seconds during cleaning.	 Contact Technical Service. Manually clean the oven. Manually rinse the oven. Make sure to remove cleaners before operating the oven.



What to do if the Fan Indicator Light Illuminates

 Step
 Action

 1.
 Turn off the oven and allow it to cool.

 Image: Image:

If the fan indicator light ① illuminates, do the following.

Result

Procedure

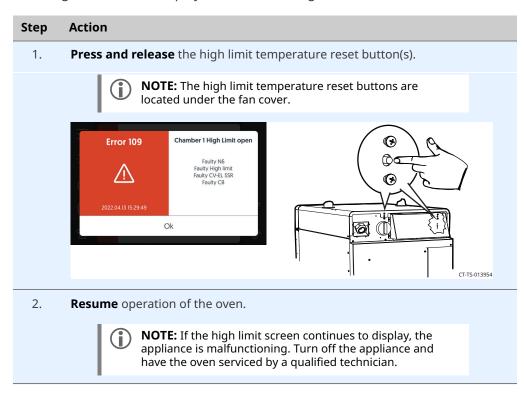
The procedure is now complete.

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What to do if the High Limit Screen Displays

Procedure

If the high limit screen displays, do the following.



Result

The procedure is now complete.



TROUBLESHOOTING

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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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ALTO-SHAAM.

- 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 U.S.A.

EQUIPMENT DESCRIPTION:

EQUIPMENT TYPE:

MODEL NUMBER:

APPLIED DIRECTIVES:

APPLIED STANDARDS:

C F



Household and Similar Electric Appliances

Commercial Electric Convection Ovens

VMC-H2, VMC-H3, VMC-H4, VMC-H2H, VMC-H2HW VMC-H3H, VMC-H3HW, VMC-H4H, VMC-F3E, VMC-F4E with or without a V after the dash. CMC-H2H, CMC-H3H with or without option VH

Low Voltage Directive 2014/35/EU MD (Machinery Directive) 2006/42/EC EMC – 2014/30/EC RED – 2014/53/EU

EN 60335-1:2012+AC:2014 + A11:2014 EN 60335-2-42:2003 + A1:2008 + A11:2012 AS/NZS 60335.1:2011 + A1:2012 + A2:2014 + A3:2015. AS/NZS 60335.1:2020 EN 55014-1: CISPR 14, EN 55014-2: CISPR 14 EN 62479, EN 300 328, EN 301 489, EN 300 893

We me 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: March 4th 2022





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 Convection Ovens	
MODEL NUMBER:	VMC-H2, VMC-H2H, VMC-H2HW, VMC-H3, VMC-H3H, VMC-H3HW, VMC-H4, VMC-H4H, VMC-F3E, VMC-F4E CMC-H2H, CMC-H3H with or without option VH	
APPLIED UK REGULATIONS:	 Supply of Machinery (Safety) Regulations 2008 Electromagnetic Compatibility Regulations 2016 The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012 Radio Equipment Regulations 2017 	
APPLIED STANDARDS:	EN 60335-1:2012+AC:2014 + A11:2014 EN 60335-2-42:2003 + A1:2008 + A11:2012 EN 55014-1:2018, EN 55014-2:2016	
We the undersigned, hereby declare that th Directives and Standards	e equipment specified above conforms to the above	
Manufacturer Name: ALTO-SHAAM INC. NAME: Christa Pieper TITLE: Certification Manager SIGNATURE: March 4 th 2022	PLIO-SHAAM CORPORATE SEAL	







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