



# Owner's Manual

FOR THE TURBOCHEF FIRE OVEN

CAUTION: Read the instructions before using the machine.

©2014-2015 TurboChef Technologies, Inc.





For further information, call

800.90TURBO

or

+1 214.379.6000

## Original Instructions

The information contained in this manual is important for the proper installation, use, maintenance, and repair of this oven. Follow these procedures and instructions to help ensure satisfactory baking results and years of trouble-free service.

Errors – descriptive, typographic, or pictorial – are subject to correction. Specifications are subject to change without notice.

Please carefully read this manual and retain it for future reference.

# Table of Contents

## Important Safety Instructions

General Safety Information	i
Reducing Fire Risk	ii
Grounding Instructions	ii
Power Cord Replacement or Removal	ii
Protective Earth (Ground) Symbol	ii
Equipotential Bonding Symbol	ii

## Specifications and Installation

Performance	1
Dimensions	1
Certifications	2
Oven Construction	2
Electrical Specifications	2
Installation	2
Unpacking Instructions	2
Installation Warnings - Read Before Lifting Oven	2
Lifting and Placing the Oven	2
Installation Near Open Heat Source	3
Voltage Selection	3
Ventilation	3
Installing the Oven Handle	4

## Daily Maintenance

5

## Oven Controls

6

## Oven Operation

Cooking	7
Setting the Temperatures	7
Setting the Timers	7
Setting the Parameters	8

## Troubleshooting

10

## North America Limited Warranty

11

## International Limited Warranty

13

This page intentionally blank.

## IMPORTANT SAFETY INSTRUCTIONS



**WARNING:** When operating this oven, strictly adhere to the following safety precautions to reduce the risk of burns, electric shock, fire, injury, or damage to oven or property near oven.



**WARNING:** This appliance has hot surfaces! During use, the accessible parts of the oven can get very hot. When opening the oven door, during, or after cooking, pay careful attention to the flow of hot air and any steam that may be released from the cooking chamber. Move to the side or step back.

### General Safety Information

- ✓ To ensure proper use of the appliance, read all parts of this manual carefully and store safely. Before using the appliance, clean all surfaces that will be coming into contact with food.
- ✓ Read all instructions before using this appliance.
- ✓ This appliance must be grounded. Connect only to a properly grounded outlet. See "Grounding Instructions" on page ii.
- ✓ Install or locate this appliance only in accordance with the provided installation instructions.
- ✓ This appliance should be serviced by qualified service personnel only. Contact the nearest authorized service facility for examination, repair, or adjustment.
- ✓ Keep the cord away from heated surfaces.
- ✓ Use this appliance only for its intended uses as described in this manual.
- ✓ This appliance is designed for professional use. Only allow qualified or duly instructed personnel to use. Always monitor the appliance during operation.
- ✓ In the event of a failure, breakage or irregular function, switch the appliance off and disconnect the oven from the power supply.
- ✓ Always ensure the oven is disconnected from the power supply before servicing, repairing, or adjusting any components or parts.
- x DO NOT use corrosive chemicals or vapors in this appliance; it is not designed for industrial/laboratory use.
- x **WARNING:** DO NOT heat liquids or other foods in sealed containers (e.g., jars, whole eggs, etc.) since they are liable to explode.
- x DO NOT allow children to use this appliance.
- x DO NOT operate this appliance if it has a damaged cord or plug, is not working properly, has been damaged or dropped. See "Power Cord Replacement or Removal" found on page ii.
- x DO NOT cover or block any openings on this appliance.
- x DO NOT store this appliance outdoors.
- x DO NOT use this appliance near water (e.g., near a kitchen sink, in a wet basement, near a swimming pool).
- x DO NOT immerse the cord or plug in water.
- x DO NOT let the cord hang over the edge of a table or counter.
- x DO NOT place the cord near heated surfaces.
- x DO NOT store or use flammable vapors or liquids (e.g., gasoline) in the vicinity of this appliance.
- x DO NOT use a water jet for cleaning. See page 5 in this manual for proper cleaning procedures.
- x This appliance is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
- x **WARNING:** Due to the nature of the appliance, the floors around it may be slippery.

## Reducing Fire Risk

- ✓ If materials inside the oven ignite, keep the oven door closed, turn the oven off, and disconnect the power cord or shut off power at the fuse or circuit breaker panel.
- ✓ If smoke is observed, switch off or unplug the oven. Keep the door closed to stifle any flames.
- x DO NOT put plastic or paper bags in the oven.
- x DO NOT use the cook cavity for storage purposes.
- x DO NOT overcook food. Carefully attend the oven if paper, plastic, or other combustible materials are placed inside to facilitate cooking.
- x DO NOT leave paper products, cooking utensils, or food in the cavity when the oven is not in use.

## Grounding Instructions

This appliance must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current. This oven is equipped with a cord that has a grounding wire with a grounding plug, which must be plugged into an outlet that is properly installed and grounded. Consult a qualified electrician or serviceman if uncertain about the ability to follow grounding instructions or if doubt exists as to whether the appliance is properly grounded.

- x DO NOT use an extension cord. If the power cord is too short, have a qualified electrician or serviceman install an outlet near the appliance.

 **WARNING:** Improper grounding can result in risk of electric shock.

## Power Cord Replacement or Removal

If the power cord is damaged, it must be replaced by the manufacturer, its service agent, or a similarly qualified person.

 **WARNING:** If the oven is unplugged during service or maintenance, the user must be able to access and see the plug at all times to ensure that the oven remains unplugged. The plug must remain near the oven and cannot be placed behind another appliance or in another room.

## Protective Earth (Ground) Symbol



This symbol identifies the terminal which is intended for connecting an external conductor for protection against electric shock in case of a fault, or the terminal of a protective earth (ground) electrode.

## Equipotential Bonding Symbol



This symbol identifies the terminals which, when connected together, bring the various parts of an equipment or of a system to the same potential, not necessarily being the earth (ground) potential, e.g. for local bonding.

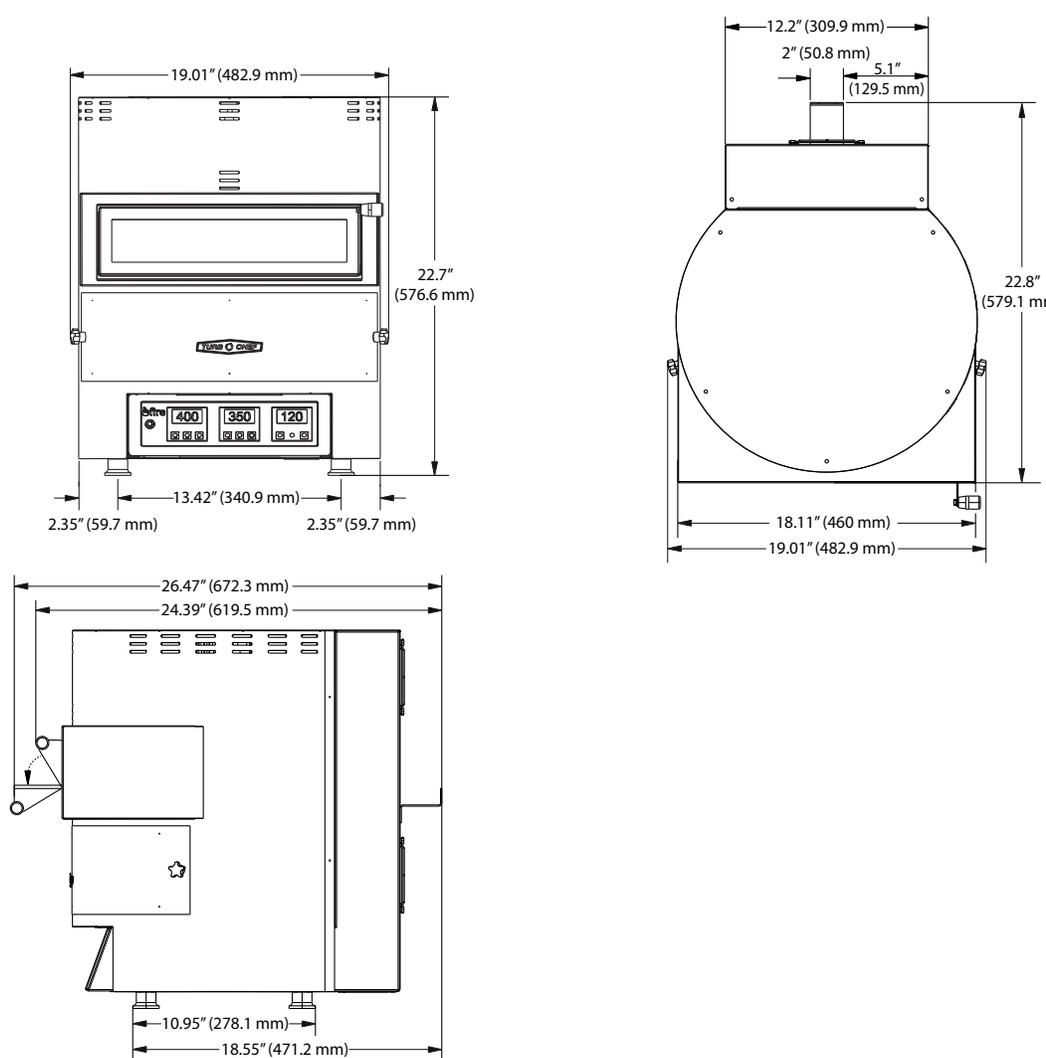


Figure 1: Fire Oven Dimensions

## Performance

The TurboChef Fire provides the artisan hearth-style pizza experience anywhere. Cooking at 842°F/450°C, the Fire can cook 14-inch fresh dough pizzas in as little as 90 seconds. The oven is small and ventless, so it can be placed virtually anywhere without type I or type II ventilation.

This manual includes instructions for installing, cleaning, and operating the Fire oven. If you have questions that are not addressed in this manual, contact Customer Support at 800.90TURBO (+1 214.379.6000) or your Authorized Distributor.

## Dimensions

### Oven Dimensions

Height: 22.7" (576.6 mm)  
 Width: 19.01" (482.9 mm)  
 Depth (footprint): 18.55" (471.2 mm)  
 Depth (door closed): 24.39" (619.5 mm)  
 Depth (door open): 26.47" (672.3 mm)  
 Weight: 75 lb. (34 kg)

### Cook Cavity Dimensions

Width: 14.75" (374.7 mm)  
 Depth: 14.75" (374.7 mm)

### Clearances

Top: 2" (51 mm)  
 Sides: 2" (51 mm)

## Certifications

cULus, UL EPH, TÜV, CE



## Oven Construction

### Exterior

- Powder coated, corrosion-resistant steel outer wrap and door
- 430 stainless steel construction

### Interior

- 430 stainless steel interior
- Double wall insulated cooling keeps external temperatures cool

## Electrical Specifications

TurboChef recommends a Type D circuit breaker for all installations outside the United States.

### Single Phase

North America: 208/240 VAC, 50/60 Hz, 3700/4800 W, 18/20 A, 30 A Plug

Europe/Asia/South America: 230 VAC, 50/60 Hz, 4500 W, 19.6 A, 32 A Plug

Europe/Australia: 380-415 VAC, 50/60 Hz, 4500 W, 11.5/1.4/9.2 A, 20 A Plug

## Installation

Install or locate this appliance only in accordance with the instructions below.

### Unpacking Instructions

1. Remove the oven from its packaging.
2. Before discarding, check the packaging thoroughly for accessories and literature.

NOTE: Packaging may also be retained in case the oven may at some point be shipped somewhere else or returned to the manufacturer.

3. Check the cook cavity thoroughly for accessories and literature.
4. Discard any packaging in the cook cavity.

### Installation Warnings - Read Before Lifting Oven

 **WARNING:** The Fire oven weighs approximately 75 lb. (34 kg). Never lift with fewer than two people.

 **WARNING:** The oven must be properly placed on a food station at all times. TurboChef will not recognize a fallen oven as a warrantable claim and is not liable for any injuries that may result.

 **WARNING:** This oven is not intended for built-in installation (i.e., installing the oven in any structure that surrounds the oven by five or more sides). Be sure to provide a minimum of 2" (51 mm) clearance for all sides and 2" (51 mm) clearance for the top.

 **WARNING:** This oven is not intended to be stacked.

### Lifting and Placing the Oven

1. Prepare a surface at least 18.55" (471.2 mm) deep and capable of supporting 80 lb (36.3 kg).

NOTE: Do not remove the oven legs.

2. Position one or more persons at the left and right sides of the oven.
3. Place hands under the oven and lift.
4. Place the oven on the prepared surface, ensuring no edges are hanging off the sides.
5. Ensure the lower access panel is properly installed (thumbscrews are tight), refer to Figure 6, Page 5 for illustration.
6. Plug in the oven.

## Installation Near Open Heat Source

When placing a TurboChef oven near an open heat source (Figure 2), strictly adhere to the following:

- If the oven is being placed near a grill or stove, a divider must exist between the oven and the open heat source, with a minimum of 6" (152 mm) between the oven and the divider.
- If the oven is being placed near a fryer, a divider must exist between the oven and fryer, with a minimum of 12" (305 mm) between the oven and the divider.
- The height of the divider must be greater than or equal to the height of the oven (22.7" or 576.6 mm).
- Verify the oven location has a minimum 2" (51 mm) clearance on top and a minimum 2" (51 mm) clearance on each side.

## Voltage Selection

For North America oven models, the oven will detect 208 or 240 incoming voltage.

## Ventilation

The TurboChef Fire oven has been approved by Underwriter's Laboratory LLC for ventless operation (UL® KNLZ listing) for all food items except for foods classified as "fatty raw proteins." Such foods include bone-in, skin-on chicken, raw hamburger meat, raw bacon, raw sausage, steaks, etc. If cooking these types of foods, consult local HVAC codes and authorities to ensure compliance with ventilation requirements.

To ensure continued compliance with all health, building, and fire codes, you are required to maintain clean and sanitary conditions around your oven at all times.

NOTE: In no event shall the manufacturer assume any liability for damages or injuries resulting from installations which are not in compliance with the instructions and codes previously listed. Failure to comply with these instructions could result in the issuance of a temporary cease and desist order from the local health department until the environment concerns are addressed.

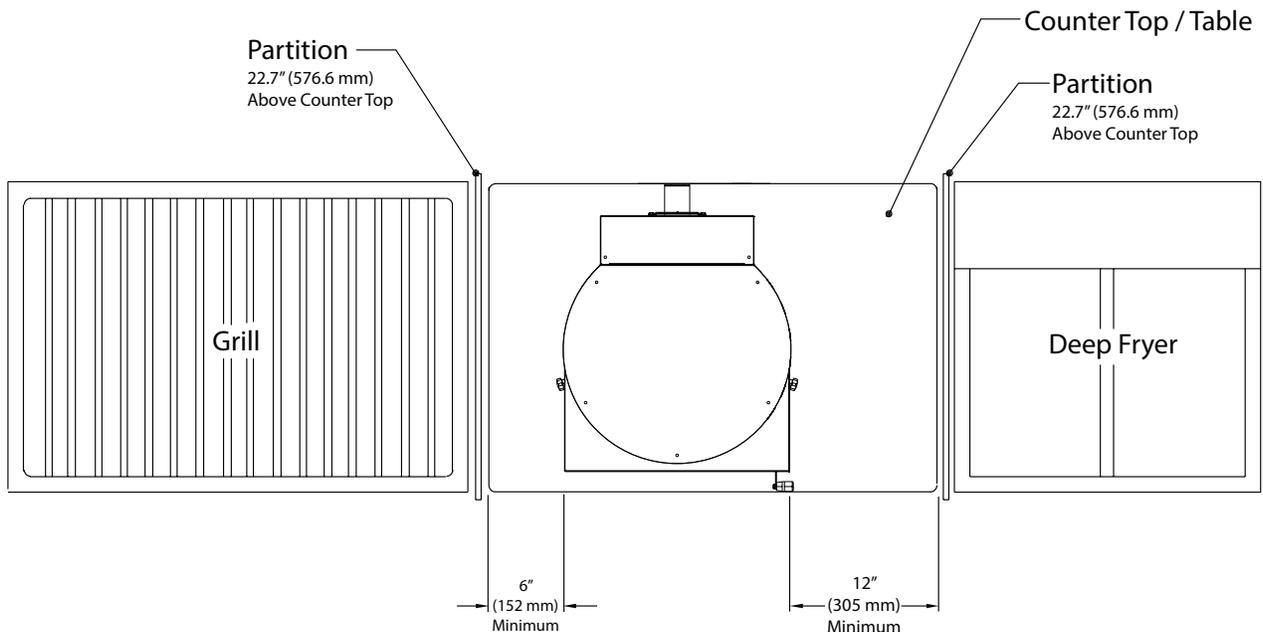


Figure 2: Installation Near Open Heat Source

### Installing the Oven Handle

1. While the oven is off and cool, open the oven door (Figure 3).
2. Using a flat-head screwdriver, remove the two screws on the right side of the oven door (Figure 3).
3. Install the handle bracket as shown in Figure 4, using the screws removed in step 2.
4. Close the oven door.
5. Attach the handle to the bracket using the provided screw and washer (Figure 5).

 **CAUTION: DO NOT** over-tighten the handle. The handle may break if over-tightened.

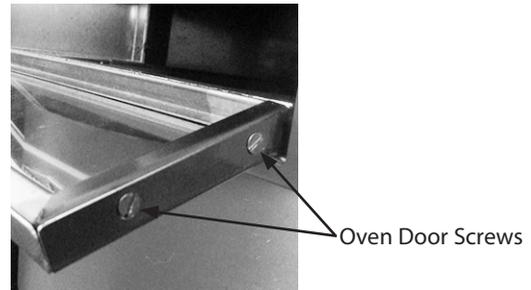


Figure 3: Oven Door Screw Location

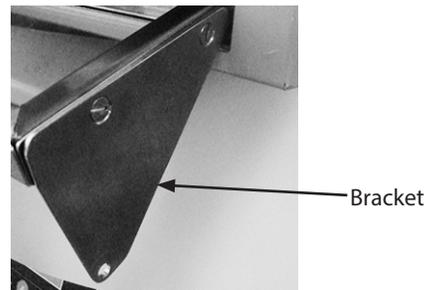


Figure 4: Bracket Installed to Oven Door

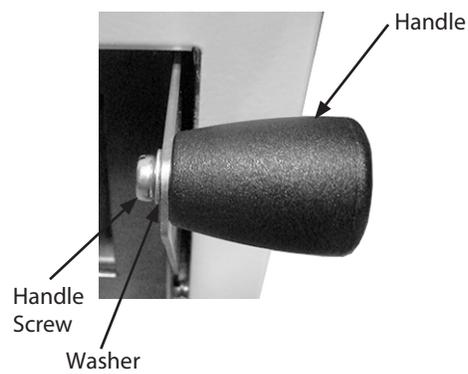


Figure 5: Handle Installed

## Daily Maintenance

Follow the steps below when cleaning your Fire oven. Use only TurboChef®-approved cleaning chemicals. The use of any other cleaning products may damage critical oven components, resulting in a non-warranty service call.

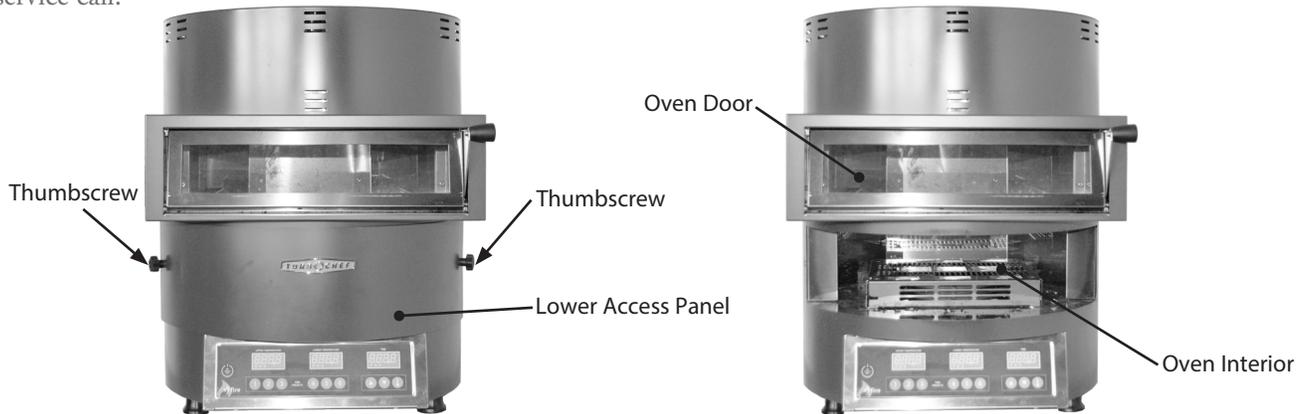


Figure 6: Maintenance

### Step 1: Prepare the Oven

**⚠ CAUTION:** The oven operates at 842°F (450°C) and may cause injury if not allowed to cool properly.

- Turn off the oven by pressing the On/Off key.
- Cooling takes approximately two hours (or longer). DO NOT clean the oven until the oven is cool.

### Step 2: Wipe the Oven Interior

- Remove the lower access panel by removing the two thumbscrews (see Figure 6, above).
- Use a food vacuum or damp towel to remove large particles from the oven interior.

### Step 3: Clean the Oven Interior

- Spray TurboChef® Oven Cleaner onto a clean towel or nylon scrub pad and scrub the interior of the oven and the inside portion of the lower access panel.

**⚠ CAUTION:** DO NOT spray Oven Cleaner into any holes or openings in the oven interior. Doing so can damage critical oven components, resulting in a non-warranty service call.

- Open the oven door and gently wipe down the inside of the Door.
- If necessary, spray a small amount of Oven Cleaner on stains and allow to penetrate for five minutes, then clean with a nylon scrub pad.

### Step 4: Rinse or Wipe the Oven Interior

**⚠ CAUTION:** DO NOT use a hose or water jet for cleaning. Doing so can damage critical oven components, resulting in a non-warranty service call.

- Wipe down the oven interior with a clean damp towel.
- Dry the oven interior with a clean towel.

### Step 5: Clean the Oven Exterior

- Reinstall the lower access panel and secure it with the two thumbscrews.
- Wipe the oven exterior with a clean, damp towel.

**⚠ CAUTION:** DO NOT spray chemicals into any openings, such as the vents on the side and front or the perforation on the back. Doing so can damage critical oven components, resulting in a non-warranty service call.

- The oven is ready to turn on.

## Supplies and Equipment

TurboChef® Oven Cleaner (Product Number: 103180), nylon scrub pad, cleaning towel, disposable gloves, protective eyewear, dust mask (optional)

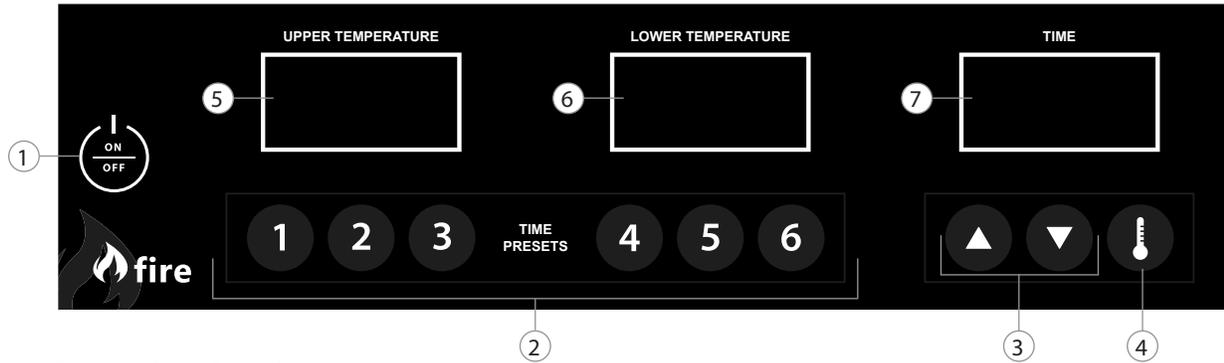


Figure 7: Oven Controls

## Oven Controls

### 1. On/Off Key

Press to turn the oven on or off.

### 2. Time Preset Keys

Press presets 1 through 6 to activate a timer.

### 3. Up and Down Keys

Press the Up and Down keys to change the oven temperature (page 8), the time presets (page 7), or the parameters (pages 8-9).

### 4. Temperature Key

Press the Temperature Key to toggle between setting the upper and lower temperatures (page 7).

### 5. Upper Temperature Display

Displays the current Upper Temperature. A green light in the lower-left corner of this display will blink during warmup and turn solid once it has reached the set temperature.

### 6. Lower Temperature Display

Displays the current Lower Temperature. A green light in the lower-left corner of this display will blink during warmup and turn solid once it has reached the set temperature.

### 7. Time Display

Shows the amount of time left for the selected preset. The time is displayed in seconds, up to 1,999 (33 minutes and 19 seconds).

## Cooking

1. Press the On/Off key to turn the oven on.
2. Allow the oven to warm up. The green light in the bottom-left corner of the Upper Temperature Display and the Lower Temperature Display will blink during warmup. Once the oven has finished warming up, the lights will stop blinking and stay solid.
3. Open the oven door and using the provided paddle and cooking screen, slide the product into the oven and close the oven door.
4. Press the desired timer (1 through 6).

NOTE: Once the timer reaches 0, the oven will begin beeping. To stop the beeping, press any of the Time Preset keys.

5. Open the oven door and remove the product from the oven and close the oven door.

 CAUTION: Dish and inside of oven/oven door are hot!

6. When finished cooking for the day, press the On/Off key to turn the oven off and begin cooling down.

## Setting the Temperatures

Two different temperatures can be set: one for the upper heating zone and one for the lower heating zone. These temperatures range from off to 842°F (450°C).

NOTE: When a temperature is set to off, the display will read 32°F (0°C).

To set the temperature:

1. While the oven is on, press the Temperature key to access the upper temperature (the upper temperature will begin flashing).
2. Use the Up and Down keys to set the upper temperature.
3. Press the Temperature key again to save the upper temperature and to access the lower temperature.
4. Use the Up and Down keys to set the lower temperature.
5. Press the Temperature key again to save the lower temperature.

NOTE: If changing only one temperature, simply press the Temperature key to bypass the upper or lower temperature without changing it.

## Setting the Timers

Six different timers can be set to accommodate different items.

To set a timer:

1. Make sure no timers are running.
2. While the oven is on, press and hold the desired timer button (1 through 6) for two seconds. The value indicated on the Time display will begin flashing.
3. Use the Up and Down keys to set the time.
4. Press and hold the same timer button for two seconds to save the time.

NOTE: If you wait five seconds without pressing any buttons, the timer will save automatically.

To pause a timer:

- Press any of the Time Preset keys. The time on the Time Display will flash to indicate the timer is paused.
- To resume the timer, press any of the Time Preset keys again.
- To reset the timer to 0, press and hold any of the Time Preset keys for two seconds. The oven will begin beeping to indicate the timer has reached zero. To stop the beeping, press any of the Time Preset keys.

## Setting the Parameters

Access the parameter settings to change oven options. For a full list of parameters, descriptions, and values, see page 9.

To set the parameters:

1. While the oven is off, simultaneously press and hold the Time Preset 2 and 3 keys for two seconds. The Upper Temperature display will read “PA”.
2. Press the Down key until the Time display reads “-19”.
3. Simultaneously press and hold the Time Preset 2 and 3 keys for two seconds. The Upper Temperature display will now read “P0”.
4. Refer to the table on page 9 and use the Time Preset 2 and 3 keys (increase and decrease parameter numbers) to navigate through the parameters.
5. Use the Up and Down keys to change the values.
6. When finished, press the On/Off key.

Parameter	Description	Unit of Measure	Minimum Value	Maximum Value	Default Value
P0	Temperatures shown in °C or °F (0 = °C, 1 = °F)	n/a	0	1	1
P1	Temperatre Displays (0 = Actual, 1 = Setpoint)	n/a	0	1	0
P2	Hysteresis Setting for Thermostat	°F/°C	36°F/2°C	48°F/9°C	4°F/2°C
P3	Offset of Top RTD	°F/°C	-22°F/-30°C	86°F/30°C	0°F/0°C
P4	Set Point Regulator (Top)	°F/°C	P5	P6	212°F/100°C
P5	Minimum Setting of Heater 1	°F/°C	32°F/0°C	P6	122°F/50°C
P6	Maximum Setting of Heater 1	°F/°C	P5	842°F/450°C	842°F/450°C
P7	Offset of Bottom RTD	°F/°C	-22°F/-30°C	86°F/30°C	0°F/0°C
P8	Set Point Regulator (Bottom)	°F/°C	P9	P10	212°F/100°C
P9	Minimum Setting of Heater 2	°F/°C	32°F/0°C	P10	122°F/50°C
P10	Maximum Setting of Heater 2	°F/°C	P9	842°F/450°C	842°F/450°C
P11	Cooling Fans Off Delay (K5 Relay)	Minutes	0	60	30
P12	Fan 1 and 2 Off Delay (K6 Relay)	Minutes	0	60	30
P13	Keyboard Cooling Fan Off Delay (K7 Relay)	Minutes	0	60	30
P14	Preset Timer 1	Seconds	P20	P21	80
P15	Preset Timer 2	Seconds	P20	P21	90
P16	Preset Timer 3	Seconds	P20	P21	100
P17	Preset Timer 4	Seconds	P20	P21	110
P18	Preset Timer 5	Seconds	P20	P21	120
P19	Preset Timer 6	Seconds	P20	P21	130
P20	Minimum Settable Time	Seconds	0	P21	0
P21	Maximum Settable Time	Seconds	P20	1,999	240
P22	Duration of Buzzer Sound	Seconds	0	60	15
P23	Enable Over Temperature Alarm (0 = Disable, 1 = Enable)	n/a	0	1	0
P24	Over Temperature Alarm Threshold	°F/°C	131°F/55°C	158°F/70°C	140°F/60°C
P25	Heater Modulation (0 = None, 1 = Voltage Module determines)	n/a	0	1	1
P26	Heat Cycle Time	Seconds	1	999	20
P27	Top Heater On Percentage	%	0	100	67
P28	Bottom Heater On Percentage	%	0	100	67
P29	Time between selection and timer start	Seconds	2	20	2

## Troubleshooting

The following is a list of issues, along with the possible cause(s), that the oven may be experiencing. Please attempt the recommended resolution before calling Customer Support (800.90TURBO, +1 214.379.6000) or your Authorized Distributor.

If any issue occurs that is not listed below, contact Customer Support (800.90TURBO, +1 214.379.6000).

 CAUTION: Food, oven door, and oven cavity are hot!

Issue	Possible Cause(s)	Resolution
No power to oven.	<ul style="list-style-type: none"> <li>- Oven is not plugged in.</li> <li>- Main circuit breaker is tripped.</li> </ul>	<ul style="list-style-type: none"> <li>- Plug oven in.</li> <li>- Verify wall circuit breaker is on. Reset breaker and then power oven back on.</li> </ul>
Oven is not warming up properly.	<ul style="list-style-type: none"> <li>- Oven is in the Off state.</li> <li>- Oven has been switched off at the main circuit breaker.</li>   <li>- High-limit thermostat tripped.</li> </ul>	<ul style="list-style-type: none"> <li>- Press the “On/Off” key.</li> <li>- Turn the oven off and unplug the oven – leave for two minutes. Re-plug in the oven, switch on the isolator/main power supply, and press “On/Off” key.</li> <li>- Press the button located in the back-left corner on the base of the oven to reset the high-limit thermostat.</li> </ul>
Oven is not cooking properly.	<ul style="list-style-type: none"> <li>- Oven is not clean.</li> <li>- Incorrect Time Preset was selected for the product.</li> <li>- Temperature is not correct.</li>   <li>- Product was not cooked from correct starting state (for example, chilled or frozen).</li> </ul>	<ul style="list-style-type: none"> <li>- Clean the oven following the instructions on page 5.</li> <li>- Check to make sure correct Time Preset was selected for the product.</li> <li>- Check to make sure Temperature is set correctly.</li> <li>- Ensure product was in the correct state before being placed in the oven.</li> </ul>
Er1, Er2, or Ht Error Codes	<ul style="list-style-type: none"> <li>- Defective component.</li> </ul>	<ul style="list-style-type: none"> <li>- Contact TurboChef for service.</li> </ul>

# North America Limited Warranty

## TurboChef Fire Oven – North America

The TurboChef rapid cook oven Limited Warranty outlined below is activated upon shipment of your oven. Should you require additional assistance after reviewing the warranty outlined below, please call TurboChef Customer Support at 800.90TURBO.

### Limited Warranty

TurboChef Technologies, Inc. (“TurboChef”) warrants to you, the purchaser, that under normal use the TurboChef oven you have purchased (the “Equipment”) will be free from defects in material and workmanship during the Warranty Period, subject to the terms and conditions set forth herein. The “Warranty Period” is twelve (12) months from the date the Equipment is shipped from TurboChef’s U.S. factory or distribution center. This warranty is conditioned upon you promptly notifying TurboChef of any claims, as provided in the paragraph entitled “Warranty Claims” below, and providing TurboChef with all data and information requested by TurboChef or its service agents in connection with such claims as well as all necessary access to your premises and the Equipment. This warranty is made only to the initial purchaser of the Equipment from TurboChef or its authorized dealer; it is not assignable to subsequent purchasers unless TurboChef consents to such assignment in writing.

### Disclaimer of Warranties

Except as provided in the Limited Warranty above, the Equipment is provided “as-is”. TurboChef disclaims all other warranties, express, statutory or implied, including without limitation, the implied warranties of title, non-infringement, merchantability and fitness for a particular purpose. TurboChef does not warrant that the Equipment will meet your specifications or needs. You acknowledge that you are solely responsible for the selection of the Equipment and determining the suitability of the Equipment for your needs.

### Warranty Exclusions

**Improper Installation, Operation or Maintenance:** Equipment that is not installed, operated and maintained in accordance with TurboChef’s rapid cook oven owner’s manual (as may be updated by TurboChef from time to time, the “Manual”), a copy of which is provided to you with the Equipment or otherwise will be furnished to you upon request, is excluded from this warranty. This warranty does not apply to damage or failure which results, in TurboChef’s or its service agent’s sole opinion, from failure to provide a suitable installation and operating environment (including power and HVAC) and facilities as prescribed by the Manual, misuse, abuse, accident, neglect, power failure or power surges (over or under voltage), or to damage or failure from flood, fire, lightning or other natural or man-made disasters, or other Acts of God, or to Equipment that has missing or altered serial numbers.

**Modifications and Repair:** Equipment that has been modified or altered by persons other than TurboChef or its service agents, or Equipment that has had non-approved devices or connection items attached thereto, is excluded from coverage under this warranty. Repair of the Equipment by anyone other than TurboChef or its authorized service agents will void all warranties on the Equipment.

**Accessories:** Accessories and parts (collectively “Accessories”) that are consumed in the normal course of Equipment operation or maintenance are excluded from this warranty. Failure of or damage to Equipment or components from the use of non-approved cleaning chemicals, devices or processes is also excluded from this warranty. Accessories may include, but are not limited to, ceramic cooking platters, paddles and approved cleaning chemicals and devices.

**Outstanding Invoices:** If the full invoiced amount for Equipment purchased has not been paid within forty-five (45) days from the invoice date, then TurboChef will have no obligation to honor this or any other warranty on the Equipment until payment is received in full, including any accrued interest or other charges, has been satisfied, at which time warranty coverage will be reinstated, but the Warranty Period will not be extended.

**Warranty Service, Exclusive Remedy**

TurboChef will be solely responsible for determining whether or not the Equipment or any component thereof is defective. Defective components covered by this warranty will be repaired or replaced at TurboChef's option without charge to you and such repaired or replacement components will be covered by this warranty for the balance of the Warranty Period. Parts used in the repair of defective components and replacement components may be new, recovered or rebuilt. At its sole option, TurboChef may decide to replace defective Equipment covered by this warranty with new, recovered or rebuilt Equipment of equal or greater capability, and such Equipment will be covered by this Limited Warranty for the balance of the Warranty Period. Defective Equipment and components will become the property of TurboChef. This paragraph states TurboChef's sole and exclusive obligation and liability and your sole and exclusive remedy under this warranty. TurboChef shall not be responsible for a failure to provide warranty services due to causes beyond TurboChef's or its service agents' control.

**Warranty Claims**

Claims under this warranty must be reported to TurboChef during our normal working hours at 800.90TURBO, or such other reporting service as TurboChef may designate. Upon receipt of the claim and related information and preliminary verification that the claim is valid, TurboChef will promptly notify an authorized service agent to contact you and arrange for an on-site repair visit during the service agent's normal working hours. Any costs incurred by TurboChef or its service agent associated with a service agent being refused or unable to gain access to the Equipment on your premises, or a claim not covered by this warranty, will be charged to you.

**Disclaimer of Damages**

TurboChef disclaims all incidental, special and consequential damages, including but not limited to loss of use, lost revenue or profits, or substitute use, suffered by you or any third party, whether arising in contract, tort (including negligence), or otherwise, resulting from any breach by TurboChef or its service agents of this warranty, or resulting from the manufacture, use, or defects, of or in the Equipment, even if TurboChef was apprised of the possibility of such damages.

**Customer Indemnity**

You agree to indemnify, defend and hold TurboChef harmless from all third party claims, demands, judgments, fees and costs directly or indirectly arising out of or related to your use of the Equipment. You further agree to indemnify and hold TurboChef harmless from any incidental, consequential or special damages suffered by you, including lost revenue or profits, loss of use, or substitute use, during periods of Equipment failure or loss of use.

**Territory**

This warranty is valid in the United States of America, Canada and Puerto Rico.

**Governing Law, Entire Warranty**

This warranty shall be governed and construed in accordance with the laws of the State of Texas, USA (except with respect to its provisions regarding conflicts of laws). The warranty described herein is the complete and only warranty for Equipment and supersedes all prior oral or written agreements and understandings that may have existed between us relating to Equipment warranties. The terms of this warranty may not be altered, amended or modified except by a signed writing from TurboChef. Any purported alteration, amendment or modification by a service agent or anyone else will not be enforceable against TurboChef.

**Charges for Non-Warranty Service or Rejection of Service Visit**

In the event that repairs, replacement or service are provided by TurboChef's service agents for work not covered by this limited warranty, customer agrees to pay the service agent directly according to the service agent's normal scale of charges. In the event TurboChef is invoiced by the service agent for services not covered under this extended warranty, TurboChef will invoice customer and customer will pay such invoice based on terms of net 10 days. Customer also agrees to pay any cost incurred by TurboChef or its service agent associated with a service agent responding to a call for service, but then being refused or unable to gain access to the Oven on Customer's premises. Failure to submit payment may, at TurboChef's discretion, result in TurboChef voiding the balance of the warranty. In no event will TurboChef authorize service to a store with an outstanding Non-Warranty invoice.

# International Limited Warranty

This Limited Warranty shall apply to the sales of all TurboChef Fire ovens (the “Equipment”) to purchasers outside of the United States, Canada, Puerto Rico, Central and South America by an Authorized Distributor of TurboChef International (the “Authorized Distributor”).

## Limited Warranty

You, the purchaser (“You”) have entered into a sales contract with the Authorized Distributor for the purchase of the Equipment. This Limited Warranty is made to you by the Authorized Distributor from whom you purchased the Equipment with the support of TurboChef Technologies, Inc. (“TurboChef”). Subject to the limitations stated below, the Authorized Distributor warrants to You that the quantity and specification of the Equipment delivered to You shall be as set out in the Authorized Distributor’s acceptance of your order and that the Equipment will be free from any material defects in the product and workmanship for twelve (12) months from the date of installation (the “Warranty Period”), subject to the terms and conditions set forth herein.

## Disclaimer

You acknowledge that You are solely responsible for the selection of the Equipment and determining the suitability of the Equipment for Your needs. All other warranties, conditions or terms relating to fitness for purpose, quality or condition of the Equipment, whether expressed or implied by statute or common law or otherwise are excluded to the fullest extent permitted by law.

## The TurboChef Global Warranty System

This Limited Warranty commences upon delivery of the Equipment to Your premises. The Authorized Distributor will inspect and install the Equipment at Your premises in accordance with TurboChef’s instructions and will record the serial number of the Equipment, Your contact details, the date and location of installation and the results of the Authorized Distributor’s inspection. This information will be entered by the Authorized Distributor into the TurboChef global warranty system and will be used by TurboChef, the Authorized Distributor and its authorized service agents for the provision of the warranty service.

## Warranty Service

During the Warranty Period, any materially defective Equipment will be repaired or replaced free of charge at TurboChef’s option provided that:

1. You notify the Authorized Distributor from whom You purchased the Equipment and/or TurboChef as soon as reasonably possible after discovery of a defect and in accordance with the warranty claims procedure set out below;
2. You provide the Authorized Distributor from whom You purchased the Equipment and/or TurboChef with all data and information reasonably requested by TurboChef, the Authorized Distributor or its authorized service agents in connection with Your warranty claim;
3. You make the Equipment available to TurboChef, the Authorized Distributor or its authorized service agents;
4. The Equipment has been installed by an Authorized Distributor and you have provided all necessary information for the Authorized Distributor to register the Equipment in the TurboChef global warranty system;
5. The Equipment has been operated and maintained by You in accordance with TurboChef’s “Owner’s Manual” provided with the Equipment (and as updated by TurboChef);
6. You have not used any non-approved devices, accessories, consumables or parts in conjunction with the Equipment; and
7. Repairs, modifications or alterations have not been attempted other than by TurboChef, an Authorized Distributor or its authorized service agent.

Neither TurboChef nor the Authorized Distributor assumes any liability for damage caused by Your failure to provide a suitable installation and operating environment (including power and HVAC) or facilities as prescribed by the Manual, misuse or abuse or by accident, neglect, power failure or power surges (over or under voltage) howsoever arising.

At its sole option, TurboChef may replace defective Equipment or components with new, recovered or rebuilt Equipment of equal or greater capability, and such Equipment or components will be warranted by the Authorized Distributor for the balance of the Warranty Period. Replaced defective Equipment or components will become the property of TurboChef.

**Warranty Claims:** Any warranty claim must be made directly in writing either to the Authorized Distributor from whom You purchased the Equipment or to TurboChef at the following address:

TurboChef Technologies, Inc.  
2801 Trade Center Drive  
Carrollton, Texas 75007  
Phone: +1 214.379.6000  
Fax: +1 214.379.6073

The claim must include the serial number of the Equipment and be received by TurboChef on or before the last day of the Warranty Period. Upon receipt of Your claim, TurboChef will promptly notify an Authorized Distributor or an authorized service agent to contact You, to verify Your claim and, if necessary, to arrange for an on-site repair visit during normal working hours.

**Consumables and Parts Used with The Equipment:** Neither TurboChef nor the Authorized Distributor assumes any liability for consumables and parts that are used in the normal course of Equipment operation or for failure of or damage to Equipment or components from the use of non-approved cleaning chemicals, devices or processes.

**Charges for Service Not Covered by Limited Warranty:** In the event that You request and receive repairs, replacement or service not covered by this Limited Warranty, You will be invoiced and must pay the Authorized Distributor or authorized service agent directly according to its normal scale of charges and business terms.

**Product Liability:** Neither TurboChef nor the Authorized Distributor assumes any liability for any incidental, special or consequential damages, including but not limited to loss of use, lost revenue or profits, or substitute use suffered by You or any third party, whether arising in contract, tort (including negligence), or otherwise resulting from any breach by TurboChef or the Authorized Distributor of the Limited Warranty provided herein.

**Exclusive Remedy:** This Limited Warranty states the Authorized Distributors and TurboChef's sole and exclusive obligation and liability and your sole and exclusive remedy under this Limited Warranty.

**Third Party Rights:** The UK Contract (Rights of Third Parties) Act 1999 is excluded from applying to this Limited Warranty and nothing herein confers or purports to confer on any third party any benefit or any right to enforce any term of this Limited Warranty.

**Severability:** If any item or provision contained in this Limited Warranty or any part of them ("an offending provision") is declared to be or becomes unenforceable, invalid or illegal for any reason whatsoever in any jurisdiction, the other terms and provisions of this Limited Warranty shall remain in full force and effect in that jurisdiction as if it had been executed without the offending provision appearing in it and the entire Limited Warranty shall remain in full force and effect in all other jurisdictions.

**Governing Law, Entire, Agreement:** This Limited Warranty shall be governed by and construed according to English law. The application of the United Nations Convention on International Sale of Goods to this Limited Warranty is expressly excluded. This Limited Warranty may not be altered, amended or modified by the Authorized Distributor or its service agent, and no representation, alteration, amendment or modification by TurboChef shall be valid unless in a signed form from TurboChef.



*For service or information:*

WITHIN NORTH AMERICA CALL

Customer Support *at* 800.90TURBO

OUTSIDE NORTH AMERICA CALL

+1 214.379.6000 or Your Authorized Distributor



Part Number: FRE-1001 / Revision H / September 2015  
Country Code: NA/EU

*Global Operations*

2801 Trade Center Drive  
Carrollton, Texas 75007 USA  
+1 214.379.6000 PHONE  
+1 214.379.6073 FAX

*TurboChef International*

Business & Technology  
Centre  
Bessemer Drive  
Stevenage  
Herts SG1 2DX  
United Kingdom  
+44 8456021544 PHONE  
+44 8456021636 FAX

*Customer Support*

800.90TURBO  
+1 214.379.6000  
turbochef.com