



Owner's Manual

FOR THE TURBOCHEF SÖTA™ (MODEL NGO) RAPID COOK OVEN



For further information, call
800.90TURBO
or
+1 214.379.6000

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	i
Grounding Instructions	ii
Power Cord Replacement	ii
Precautions to Avoid Possible Exposure to Excessive Microwave Energy	ii
RF Interference Considerations	ii

Specifications and Installation

Theory of Operation	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	3
Installation Near Open Heat Source	3
Oven Restraint Kit	4
ChefComm Pro®	4
ChefComm Limited™	4
Voltage Selection	4
Ventilation	4

Daily Maintenance	5
-------------------	---

Oven Controls	7
---------------	---

Cooking	8
---------	---

The Info Mode

Overview of the Info Mode	11
Viewing Cook Counter/Time Logs	11
Viewing the Fault Log	11
Viewing the Service Numbers	11
Setting the Language	11
Resetting the Oven	11
Set Options Screen	12
<i>Adjust Time Screen On/Off</i>	
<i>Cook More Screen On/Off</i>	
<i>Edit Mode On/Off</i>	
<i>Load Menu Screen On/Off</i>	
<i>Network Setup</i>	
<i>Auto On Enabled/Disabled</i>	
<i>Auto Off Enabled/Disabled</i>	
<i>Demo Mode</i>	
Network Setup	12
Auto On and Off: Setting the Time	12
Updating the Oven Menu	13
Making a Copy of the Oven Menu	13
Updating the Oven Firmware	13

The Edit Mode

Overview of the Edit Mode	14
Menu Structure	14
Changing Set Temperatures	14
Editing Recipe Settings	15
Changing Group/Item Name	15
Changing Cook Settings	15

Troubleshooting	16
-----------------	----

North America Limited Warranty	18
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International Limited Warranty	20
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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, damage to oven or property near oven, or possible exposure to excessive microwave energy.

General Safety Information

- ✓ Read all instructions before using this appliance.
- ✓ Read and follow the specific "Precautions to be Observed to Avoid Possible Exposure to Excessive Microwave Energy" found on page ii.
- ✓ 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.
- ✓ Liquids, such as water, coffee, or tea are able to be overheated beyond the boiling point without appearing to be boiling. Visible bubbling or boiling when the container is removed from the microwave oven is not always present. THIS COULD RESULT IN VERY HOT LIQUID SUDDENLY BOILING OVER WHEN THE CONTAINER IS DISTURBED OR A UTENSIL IS INSERTED INTO THE LIQUID.
- ✓ **WARNING:** The contents of feeding bottles and baby food jars must be stirred or shaken and the temperature checked before consumption, in order to avoid burns (IEC 60335-2-90).
- ✓ Use this appliance only for its intended uses as described in this manual.
- ✓ Only use utensils that are suitable for use in microwave ovens (IEC 60335-2-90).
- 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, or has been damaged or dropped. See "Power Cord Replacement" 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 product 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 use a water jet for cleaning. See pages 5-6 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.

Reducing Fire Risk

- ✓ Remove wire twist-ties from paper or plastic bags used to facilitate cooking in the oven.
- ✓ 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 use the cook cavity for storage purposes.
- x DO NOT overcook food. Carefully attend to the oven if paper, plastic, or other combustible materials are placed inside the oven to facilitate cooking.
- x DO NOT leave paper products, cooking utensils, or food in the cavity when the oven is not in use.

SAVE THESE INSTRUCTIONS

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.

- ✕ 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

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

Precautions to Avoid Possible Exposure to Excessive Microwave Energy

- Do not attempt to operate this oven with the door open since open-door operation can result in harmful exposure to microwave energy. It is important not to defeat or tamper with the safety interlocks.
- Do not place any object between the oven front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.
- Do not operate the oven if it is damaged. It is particularly important that the oven door close properly and that there is no damage to the: (1) Door (bent), (2) hinges and latches (broken or loosened), (3) door seals and sealing surfaces.
- The oven should not be adjusted or repaired by anyone except properly qualified service personnel.

RF Interference Considerations

The Söta (model NGO) oven generates radio frequency signals. This device has been tested and was determined to be in compliance with applicable portions of FCC part 18 requirements and to the protection requirements of Council Directive 89/336/EEC on the approximation of the laws of the Member States relating to electromagnetic compatibility at the time of manufacture. However, some equipment with sensitivity to signals below these limits may experience interference.

If your equipment experiences interference:

- ✓ Increase the physical separation between this oven and the sensitive equipment.
- ✓ If the sensitive device can be grounded, do so following accepted grounding practices.
- ✓ If battery-powered microphones are being affected, ensure that the batteries are fully charged.
- ✓ Keep sensitive equipment on separate electrical circuits if possible.
- ✓ Route intercom wires, microphone wires, speaker cables, etc. away from the oven.

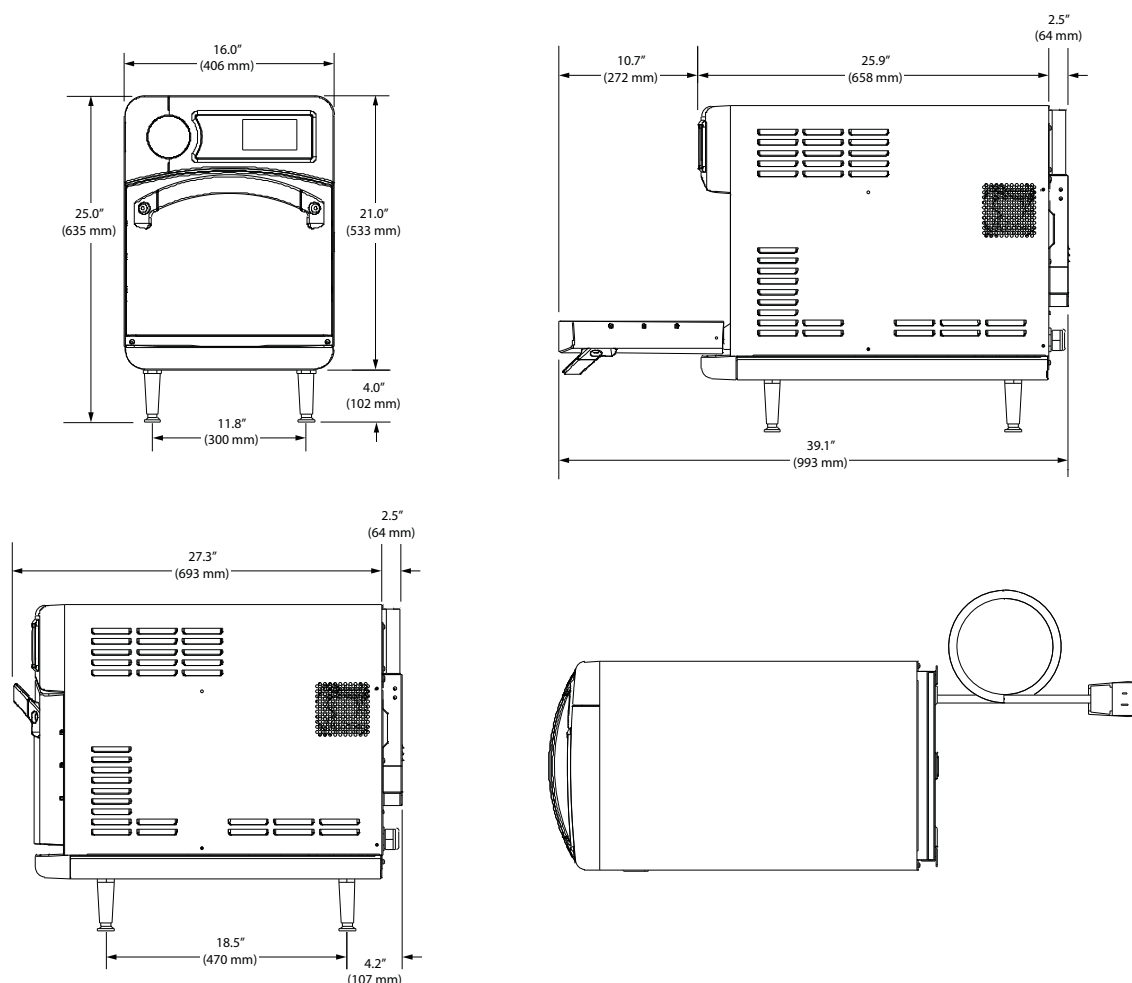


Figure 1: Söta Oven Dimensions

Theory of Operation

Utilizing TurboChef's patented technology to rapidly cook food without compromising quality, the Söta (model NGO) oven provides superior cooking performance while requiring minimal space and energy consumption. The control system precisely coordinates independent top and bottom impinged airflow with top-launched microwave to deliver product-specific results, and integral catalytic converters allow for UL®-certified ventless operation (see page 4 for details).

This manual includes instructions for installing, cleaning, and operating the Söta 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: 25.0" (635 mm)
 Width: 16.0" (406 mm)
 Depth (footprint): 18.5" (470 mm)
 Depth (door closed): 29.8" (757 mm)
 Depth (door open): 39.1" (993 mm)
 Weight: 170 lb. (77 kg)

Cook Cavity Dimensions

Height: 7.2" (183 mm)
 Width: 12.5" (318 mm)
 Depth: 10.5" (267 mm)
 Volume: 0.54 ft³ (15.4 liters)

Clearances

Top: 5" (127 mm)
 Sides: 2" (51 mm)

Certifications

cULus, UL EPH, TÜV, CE, FDA



Oven Construction

Exterior

- Powder coated, corrosion-resistant steel outer wrap and door
- Die-cast aluminum front panels with matte-chrome accents
- Cool-to-touch exterior; all surfaces below 50°C
- Ergonomic matte-chrome door handle
- 4-inch nickel-plated legs

Interior

- 201/304 stainless steel
- Fully welded and insulated cook chamber
- Removable rack and lower jetplate

Electrical Specifications

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

Single Phase (6200 watts)

US/Canada: 208/240 VAC*, 60 Hz, 30 A
Europe/Asia (UK): 230 VAC, 50 Hz, 27 A
Brazil (BK): 220 VAC, 60 Hz, 28 A
Latin America (LA): 220 VAC, 60 Hz, 28 A
Japan (JK): 200 VAC, 50 or 60 Hz, 30 A

Multiphase (6200 watts)

Europe/Asia Wye (EW): 400 VAC, 50 Hz, 16 A
Europe/Asia Delta (ED): 230 VAC, 50 Hz, 20 A
Japan Delta (JD): 200 VAC, 50 or 60 Hz, 20 A
Korea/Middle East Wye (KW): 400 VAC, 60 Hz, 16 A
Korea/Middle East Delta (SD): 230 VAC, 60 Hz, 20 A

* US/Canada models include a voltage sensor that detects 208 or 240 VAC, but does not compensate for lack-of or over-voltage installations.

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 oven weighs approximately 170 lb. (77 kg). Never lift with fewer than two people.

 **WARNING:** Never lift the oven from the front and rear or by the door handle. Doing so will cause the door to misalign, resulting in a non-warranty service call.

 **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 5" (127 mm) clearance for the top.

 **WARNING:** This oven is not intended to be stacked without appropriate hardware. Contact TurboChef for details.

Lifting and Placing the Oven

1. Prepare a surface at least 26" (660 mm) deep and capable of supporting 175 lb. (79 kg).

NOTE: Do not remove the oven legs, as clearance is required for the bottom cooling fan.

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 oven rack is properly installed (attached to the bottom jetplate).
6. Plug in the oven.

NOTE: The oven is primarily serviced through its top. DO NOT install shelving directly over the unit. The operator will be responsible for service charges incurred as a result of added time required to access the top of 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 (25.0" or 635 mm).
- Verify the oven location has a minimum 5" (127 mm) clearance on top and a minimum 2" (51 mm) clearance on each side.

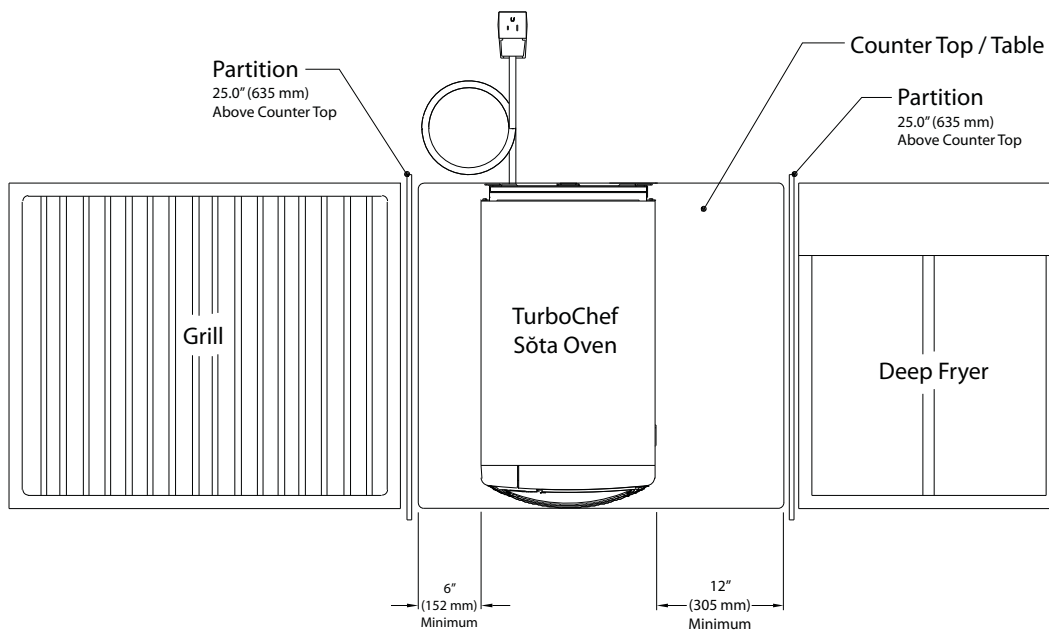


Figure 2: Installation Near Open Heat Source

Oven Restraint Kit

Part Number: TC3-0242



WARNING: The Oven Restraint Kit will not prevent the oven from falling off a countertop if the oven is pulled off or allowed to slide off the edge. Installation instructions are included with the kit.

ChefComm Pro

Part Number: CON-7006

ChefComm Pro® empowers any user of a TurboChef oven to easily create menu settings on a computer and transfer them to an oven via smart card. For more information, call TurboChef Customer Support at 800.90TURBO or +1 214.379.6000.

ChefComm Limited

Part Number: CON-7016

ChefComm Limited™ is a “read-and-transfer only” version of ChefComm Pro that helps ensure carefully-crafted settings are easy to distribute globally, while providing the peace of mind that they will not be altered.

Voltage Selection

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

The initial voltage selection is typically completed before the oven is used by the customer. However, if incoming voltage for the store is different than the preset voltage, the operator will be required to select either 208 or 240 after pressing the On/Off key to turn on the oven. The correct voltage will be enlarged on the screen, identifying which option to select (see Figure 3 below).

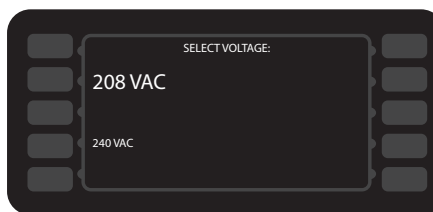


Figure 3: Selecting Voltage

Ventilation

The TurboChef Söta (model NGO) oven has been approved by Underwriter’s Laboratory for ventless operation (UL 710B, 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.

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.

Daily Maintenance

Follow the steps below when cleaning your Söta 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.



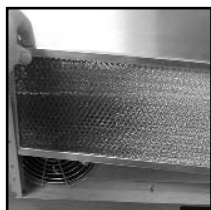
Step 1



Step 2 (Fig A)



Step 2 (Fig B)



Step 4



Step 5



Step 6

Supplies and Equipment

TurboChef® Oven Cleaner (Product Number: 103180), TurboChef® Oven Guard (Product Number: 103181), Kay ClickSan® sanitizer, nylon scrub pad, cleaning towel, disposable gloves, protective eyewear, dust mask (optional)

Step 1: Prepare the Oven

⚠ WARNING: The oven operates at approximately 500°F (260°C) and may cause injury if not allowed to cool properly.

- Turn off the oven by pressing the On/Off key.
- Slightly open the oven door.
- Cooling takes approximately 30 minutes. **DO NOT** clean the oven until the oven displays OVEN OFF: READY TO CLEAN.

Step 2: Remove the Wire Rack and Lower Jetplate

⚠ WARNING: Be sure the oven interior is cool before removing these items.

- The wire rack and lower jetplate are connected and can be removed together.
- Push the wire rack towards the rear cavity wall (Fig A) and then lift up (Fig B).
- Maneuver the bottom jetplate out from under the tabs on the rear cavity wall.

⚠ CAUTION: **DO NOT** remove the top glass jetplate; breakage will result in a non-warranty service call.

Step 3: Clean the Wire Rack and Lower Jetplate

- Detach the wire rack from the jetplate and wash, rinse, sanitize, and dry each part.

Step 4: Clean the Air Filter

⚠ CAUTION: TurboChef does not recognize blocked air vents as a warrantable claim. The filter must be cleaned regularly or replaced if damaged. During oven operation, the filter must remain in place at all times.

- Remove the air filter from the back of the oven.
- Rinse the air filter with hot water.
- Allow the air filter to dry completely.

⚠ CAUTION: **DO NOT** operate the oven without the air filter in place.

Step 5: Wipe the Oven Interior

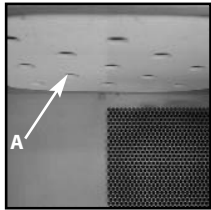
- Use a food vacuum or damp towel to remove large particles from the oven cavity.

Step 6: Clean the Oven Interior

- Spray TurboChef® Oven Cleaner onto the top, bottom, and sides of oven interior.

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

Continued on page 6.



Step 6

Step 6: Clean the Oven Interior, Continued

- Allow Oven Cleaner to penetrate stains for five minutes.
- Clean the oven interior with a nylon scrub pad.

⚠ CAUTION: DO NOT attempt to scrub the upper jetplate (A). If food is stuck to the oven ceiling, gently remove it without applying pressure to the glass plate. Breakage will result in a non-warranty service call.

⚠ CAUTION: DO NOT remove the top glass jetplate (A); breakage will result in a non-warranty service call.



Step 7

Step 7: Clean and Dry the Oven Door

- Clean the oven door with Oven Cleaner and a nylon scrub pad.
- Wipe the oven door with a damp towel, and then a dry towel.



Step 8

Step 8: 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.

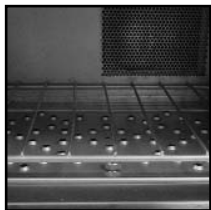


Step 9

Step 9: Apply TurboChef® Oven Guard

- Spray TurboChef® Oven Guard onto a clean towel.
- Wipe the interior walls and the inside of the oven door.

⚠ CAUTION: DO NOT spray Oven Guard into the cavity, especially around the holes on the back oven wall. Doing so can damage critical oven components, resulting in a non-warranty service call.



Step 10

Step 10: Reinstall Components

- Reconnect the wire rack to the lower jetplate, and reinstall both items.
- Close the oven door.
- Reinstall the filter, or replace it with a new one if the mesh is deteriorated, has large openings, or has started to dislodge from the frame.



Step 11

Step 11: Clean the Oven Exterior

- Wipe the oven exterior with a clean, damp towel.
- Remove the lower panel and remove large food particles.
- Wipe the panel with a clean, damp towel.

⚠ CAUTION: DO NOT spray chemicals into any openings, such as the louvers on the side panels or the rear vent catalyst housing. Doing so can damage critical oven components, resulting in a non-warranty service call.

- The oven is ready to turn on.

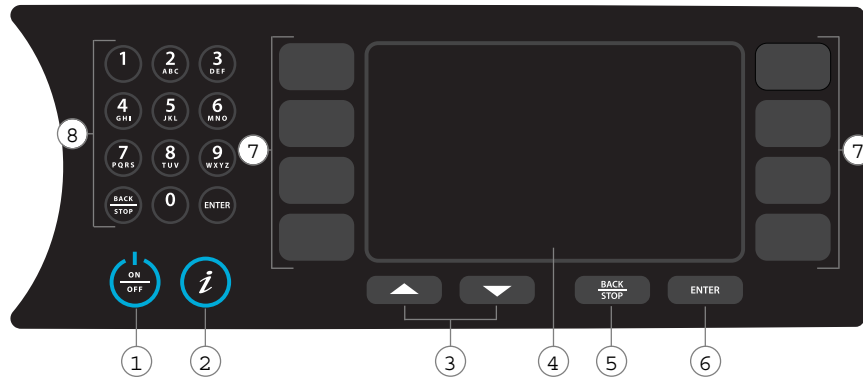


Figure 4: Oven Controls

Oven Controls

1. On/Off Key

Press to turn the oven on (begin warmup) or off (cool down), or to exit Info Mode (page 11).

2. Info Key

When the oven is off or cooling down, press to access the Info Mode (page 11).

3. Up and Down Keys

When the oven is ready to cook (i.e., warmed up and waiting for a cook command), press the Up or Down key to view additional food groups or items.

When the oven is in the Info Mode (page 11), press to navigate between screens 1 and 2.

When editing a food item, press to navigate between editable fields (Figure 19, page 15).

4. Display

The display shows information relevant to the current oven operation and/or user options.

5. Back/Stop Key

When the oven is cooking, press the Back/Stop key to immediately terminate a cook cycle.

When the oven is ready to cook (i.e., warmed up and waiting for a cook command), or in the Info Mode (page 11), press the Back/Stop key to return to the previous screen.

6. Enter Key

Press the Enter key when saving changes to food item settings (Figure 19, page 15), or whenever instructed by the oven screen.

7. Soft Keys

There are eight soft keys - four to the left and right of the display. Press a soft key to select an option adjacent to that key on the display.

NOTE: Soft keys are labeled L1-L4 and R1-R4 in this manual (where applicable) for easier identification and reference.

8. Numeric Keypad

Use the numeric keypad to enter access passwords or modify cook settings (Figure 19, page 15). The numeric keypad also contains a Back/Stop key and an Enter key, which are functionally identical to Items 5 and 6.

Cooking

The oven is preprogrammed with recipe settings at the time of manufacture and is ready to operate out of the box. If these settings are erased, new menu settings must be either loaded via smart card (page 13) or programmed manually (pages 14-15). **The oven will not cook unless settings are present.**

Note that the steps below are not always sequential. Typically, multiple items are cooked before cooling the oven (Step 10).

Step 1: Turn the Oven On



Figure 5: Oven Off

When the oven is off (Figure 5), the oven temperature has receded below 150°F (66°C), but the display and keypad remain on.

Press the On/Off key to turn the oven on.

Step 2: Select Cook Temperature

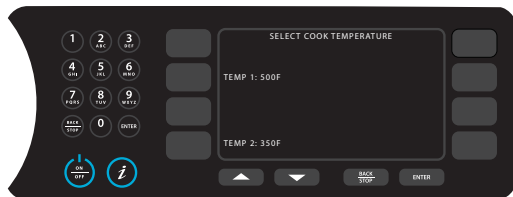


Figure 6: Select Cook Temperature

The oven stores two different cook temperature settings (see page 14 for more information). Only items associated with the selected temperature setting can be cooked without re-specifying the temperature setting.

To select a temperature, press the adjacent soft key.

NOTE: If both temperature settings are the same, this screen will be bypassed and access to all food items will be allowed.

Step 3: Warming Up



Figure 7: Warming Up


During this step, the oven warms to the selected or pre-set temperature.

Step 4: Soaking

Once the oven temperature reaches the set point, the oven will continue to warm for eight minutes to ensure the cook cavity surfaces absorb enough heat so as to not affect cooking results. This process is called “soaking.”

NOTE: While the oven is soaking, the operator will be able to navigate through the menu, but will not be allowed to cook until the timer reaches 0:00.

Step 5: Select an Item to Cook

 **WARNING:** Inside of oven and oven door are hot!

When the oven is done warming up,

1. Place the food into the oven.
2. Select a food group by pressing its adjacent soft key, or press the Up or Down key for additional food groups.
3. Select an item to cook by pressing its adjacent soft key, or press the Up or Down key for additional items.

Step 6: Adjusting the Time

The Adjust Time option is turned off by default. If you want the ability to modify the cook time before each cook cycle, this feature can be turned on from the Set Options screen (see page 12).



Figure 8: Adjust Time

1. If the Adjust Time screen appears, change the cook time (if required) using the number keys.
2. Press the bottom-right soft key to confirm and start cooking.

Step 7: Cooking



Figure 9: Cooking

NOTE: To immediately terminate a cook cycle, press the Back/Stop key.

NOTE: If the oven door is opened during a cook cycle, the cycle will pause until the door is closed and ENTER is pressed to resume.

Step 8: Check/Remove Food from Oven



Figure 10: Cooking Done

⚠ WARNING: Dish and inside of oven/oven door are hot!

Open the oven door and check/remove food.

Step 9: Additional Cooking Options

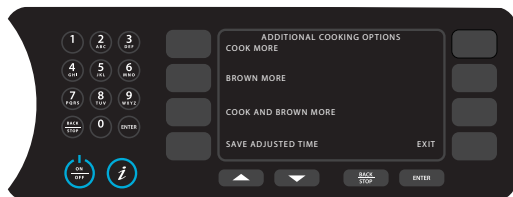


Figure 11: Additional Cooking Options

The Additional Cooking Options screen (Figure 11) is turned off by default. If you want the ability to cook a product beyond the original cook time, you can enable this feature from the Set Options screen (see page 12).

If the Additional Cooking Options screen appears and the food product requires more cooking:

- Select “cook more” if the inside of the food item is undercooked.
- Select “brown more” if the outside of the food item requires more browning or crisping.
- Select “cook and brown more” if both the inside and outside of the food item are not done.
- Select “save adjusted time” to save any change to the cook time made during Step 6. Note that this option is not available if “Adjust Time” is disabled (page 12).
- Select “exit” to return to the food group selection screen.

Step 10: Cooling Down

When finished cooking for the day, press the On/Off key to turn the oven off and begin cooling down. During this step, the oven blows cool air into the cook cavity to return it to approximately 150°F (66°C), at which point the oven is safe to clean.

Overview of the Info Mode

To access the Info Mode, press the Info key when the oven is either off or cooling down. To toggle between screens 1 and 2, press the Up or Down key.

The Info Mode serves four main purposes:

1. To display oven information.
2. To provide access to Test Mode and additional diagnostic tools for service technicians.
3. To turn oven options and features on/off.
4. To update oven settings.

From screen 1 of the Info Mode (Figure 12):

- View the last temperature set point selected to cook (helps in diagnosing potential issues)
- View the oven serial number
- View the menu part number and revision
- View the software version
- Scroll through counters (cook counter, total cook time, magnetron time, and total oven on time)
- View the operating voltage (North America models only)
- Access the fault log
- Access service phone numbers

From screen 2 of the Info Mode (Figure 13):

- Access Test Mode (for service use only)
- Access the Set Options screen (page 12)
- Set the language (not available on all models)
- Set the date/time
- Access the Load Menu screen
- Increase/decrease the tone volume (sound)

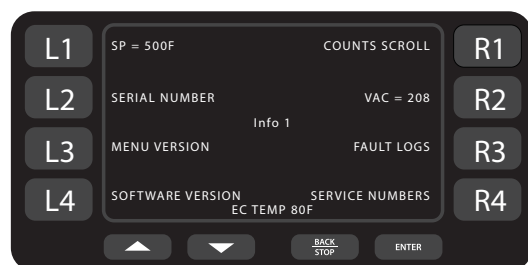


Figure 12: Info Mode Screen 1

Viewing Cook Counter/Time Logs

From Screen 1 of the Info Mode (Figure 12), press the R1 soft key (Counts Scroll):

- Once to display the cook counter.
- Twice to display total cook time.
- Three times to display total magnetron time.
- Four times to display total “oven on” time.

Viewing the Fault Log

From Screen 1 of the Info Mode (Figure 12), press the R3 soft key to view the fault log. To view time stamps of each fault occurrence, press the soft key adjacent to the fault code.

Viewing the Service Numbers

From Screen 1 of the Info Mode (Figure 12), press the R4 soft key to view technical support numbers.

Setting the Language

NOTE: Not available on some oven models.

From screen 2 of the Info Mode (Figure 13), press the L3 soft key to scroll through available languages. Each time L3 is pressed, a different language is selected in the following order: English (default), Spanish, French, German, Portuguese, Italian, Russian, Greek, Polish.

Resetting the Oven

Resetting the oven is one way to clear an error message, should one occur. To reset the oven, hold the Info key for 5 seconds while the oven is cooling down or off.

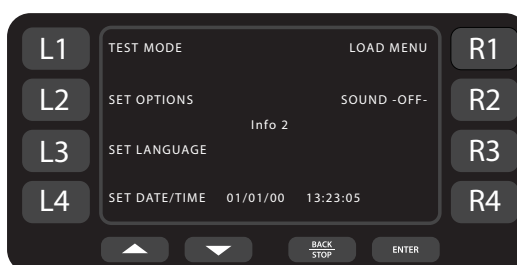


Figure 13: Info Mode Screen 2

Set Options Screen

From screen 2 of the Info Mode (Figure 13, page 11), press the L2 soft key to access the Set Options screen (Figure 14). When prompted, enter the password 9 4 2 8 and press the Enter key.

From the Set Options screen, the following oven options can be turned on or off:

- “Adjust Time” screen (see Step 6, page 9)
- “Cook More” screen (see Step 9, page 10)
- Edit Mode (page 14 for more details)
- “Load Menu” screen (page 13 for more details)
- Network Setup
- Auto On Enabled/Disabled
- Auto Off Enabled/Disabled
- Demo Mode (TurboChef use only)

Network Setup

The Söta oven has the capacity to be programmed remotely. The network setup screen allows DHCP or manual address entry. To utilize this feature, Oven Connect is required for the network administrator. Contact TurboChef for more information.

Auto On and Off: Setting the Time

From screen 2 of the Info Mode (Figure 13, page 11), press the L4 soft key to access the Set Date/Time screen (Figure 15). From this screen, the real time, “auto-on” time, and “auto-off” time can be set.

An accurate real time is critical for using the auto-on and auto-off features. When these features are enabled from the Set Options screen (Figure 14), the oven automatically turns on and/or off at the specified times.

An accurate date and time also helps ensure the accuracy of diagnostics and fault condition reporting. The oven time and date are set at the time of installation; however, the operator or technician may at some point be required to make an adjustment.

NOTE: The clock will not automatically update for Daylight Savings Time.

NOTE: The clock is 24-hour (8:30 p.m. = 20:30).

NOTE: The oven will not retain the date and time if it is left unplugged for two or more weeks.

IMPORTANT: For auto-on and auto-off to be active, they must be enabled from the Set Options screen (Figure 14).

To set the real-time date and time,

1. Use the L2 and R2 soft keys (middle left and middle right) to navigate between digits.
2. Use the number keys to enter the month, day, and year, followed by the hour and minute.
3. Select “Save” to save your changes or press the Back/Stop key to cancel.

To set the auto-on or auto-off time,

1. Ensure the real-time clock is accurate (see above).
2. Press the R1 soft key to toggle between temperatures 1 and 2. If two different temperatures are used for cooking, they must be set to different auto-on and auto-off times.
3. To navigate between digits, use the L3 and R3 soft keys for auto-on time and the L4 and R4 soft keys for auto-off time.
4. Use the number keys to enter the desired hour and minute for the oven to automatically turn on or off.
5. Select “Save” to save your changes or press the Back/Stop key to cancel.

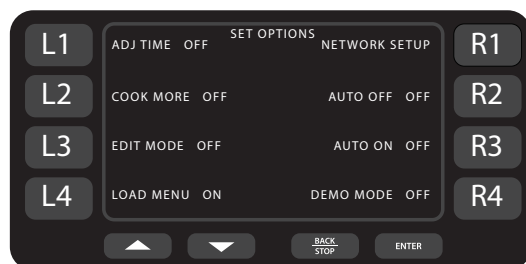


Figure 14: Set Options Screen

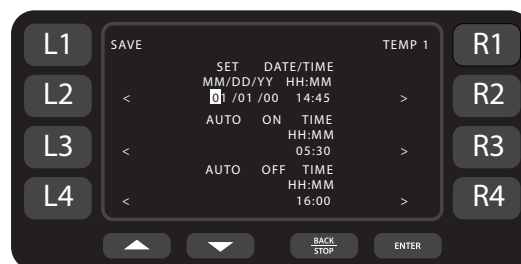


Figure 15: Set Date/Time

Updating the Oven Menu

NOTE: To update a menu, you may need to verify that access to the Load Menu screen is turned on. See the *Set Options Screen* section on page 12 for more details.

To load a menu to the oven,

1. Go to screen 2 of the Info Mode (Figure 13, page 11).
2. Press the R1 soft key to access the Load Menu screen (Figure 16).
3. Insert the smart card (Figure 17).
4. Press the L1 soft key (Figure 16).
5. Verify the oven beeps and reads FINISHED.

Making a Copy of the Oven Menu

NOTE: To make a copy of the oven menu, you may need to verify that access to the Load Menu screen is turned on. See the *Set Options Screen* section on page 12 for more details.

To save a copy of the menu to a smart card,

1. Go to screen 2 of the Info Mode (Figure 13, page 11).
2. Press the R1 soft key to access the Load Menu screen (Figure 16).
3. Insert the smart card (Figure 17).
4. Press the L2 soft key (Figure 16).
5. Verify the oven beeps and reads FINISHED.

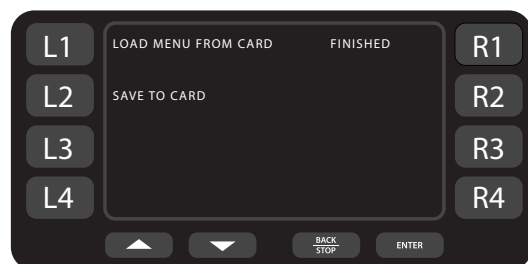


Figure 16: Loading...Finished

Updating the Oven Firmware

CAUTION: The oven will be inoperable if the firmware update is unsuccessful!

From the Oven Off screen,

1. Insert the smart card "1 of 3" (Figure 17).
2. When the oven is cooling down or off, press and hold the Info key until the oven resets (approximately 5 seconds).
3. The oven will produce a series of short beeps. When the oven beeps one long tone, insert card "2 of 3."
4. The oven will again produce a series of short beeps. When the oven beeps one long tone, insert card "3 of 3."
5. The oven will again produce a series of short beeps. When the oven beeps one long tone, remove the smart card.
6. The oven will restart, indicating the update is complete.

NOTE: If the update is unsuccessful, the display will remain off and the oven will beep one long, low tone. If the update fails multiple times, contact TurboChef as a card may be damaged.

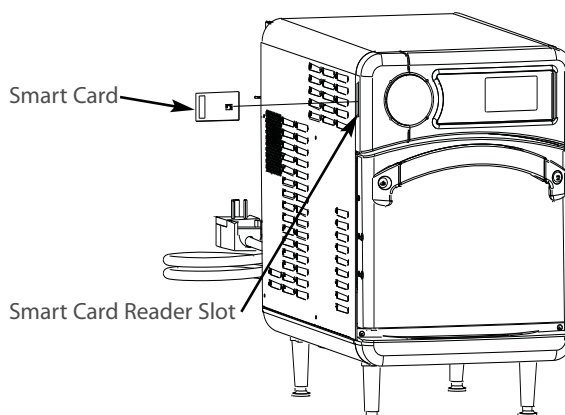


Figure 17: Inserting Smart Card

Overview of the Edit Mode

To access the Edit Mode,

1. Enable it from the Set Options screen (Figure 14, page 12).
2. Press the On/Off key to return the oven to the “Cooling Down” or “Off” screen.
3. Press the On/Off key again to enter Edit Mode.

The Edit Mode serves three main purposes:

1. Edit set temperatures
2. Edit names of food groups and items.
3. Edit cook settings

Menu Structure

The Söta oven allows use of either one or two set temperatures and can store settings for up to 256 items (128 per temperature).

Changing Set Temperatures

If a menu was loaded via smart card (page 13), the temperatures are already set and do not need to be changed.

The set temperature should never be changed to compensate for over-cooking or under-cooking. If recipe settings are not cooking as desired, consult your menu developer, authorized distributor, or TurboChef Customer Support.

To change a set temperature,

1. Place the oven in Edit Mode (see adjacent).
2. Press the L2 soft key to change temperature 1 or L4 soft key to change temperature 2 (Figure 18).
3. Using the number keys, enter the new set temperature.
4. Press the Enter key to confirm the change, or the Back/Stop key to cancel.



Figure 18: Temperature Edit Screen

Editing Recipe Settings

Changing Group/Item Name

To change a food group or item name:

1. Place the oven in Edit Mode (see page 14).
2. Press the R2 soft key to edit temperature 1 groups or the R4 soft key to edit temperature 2 groups (Figure 18, page 14).
3. Select the group that contains the item(s) you want to edit.
4. Select a food item.
5. From the “Recipe Edit” screen (Figure 19), edit the food group name:
 - Use the number keys to change a character.
 - Press the R1 soft key to advance to the next character.
 - Press the L1 soft key to return to the previous character.
 - Press the R2 soft key to save changes.
6. Edit the recipe name:
 - Press the Down key to move to the “Recipe Name” field.
 - Use the instructions provided in step 5 to edit the recipe name.
7. Press the R2 soft key to save changes. For additional editing options, see adjacent.

Changing Cook Settings

To change cook settings,

1. Follow the steps in *Changing Group/Item Name*, adjacent.
2. Use the number keys to adjust event settings:
 - % Time (0-100% in 1% increments). The sum of the percentages across six events must equal 100.
 - % Top Blower (10-100% in 10% incr.)
 - % Bottom Blower (10-100% in 10% incr.)
 - % Microwave (0-100% in 10% incr.)
3. Use the Down key to move the cursor to the “Warm Time” field.

NOTE: For ease of navigation, the R3 “Time” soft key jumps the cursor to the warm time field.

4. Use the number keys to adjust the cook time.
5. Press the R2 soft key to save changes.

NOTE: For the save to take effect, the cursor must be advanced past the field that was last edited.

6. If desired, press the R4 soft key to test-cook the new settings. In doing so, the oven may require additional warmup time.
7. When all editing is complete, return to the Set Options screen and turn off the Edit Mode (see page 12). This will allow access to the regular cook mode.

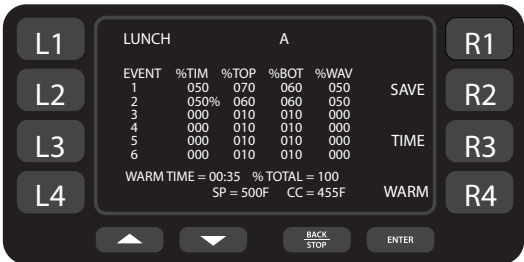



Figure 19: Recipe Edit Screen

Troubleshooting

The following is a list of fault codes and error messages, along with the possible problem(s) that the oven may be experiencing. Please attempt the recommended action before calling Customer Support (800.90TURBO, +1 214.379.6000) or your Authorized Distributor.

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

NOTE: Any fault codes listed in **bold** will terminate a cook cycle upon discovery. F6 will not terminate a cook cycle; however, it will alert the user of a possible air circulation problem.

 **WARNING:** Food, oven door, and oven cavity are hot! Use extreme caution when troubleshooting the issues below.

Issue	Possible Cause(s)	Resolution
No power to oven.	<ul style="list-style-type: none"> - Oven is not plugged in. - Main circuit breaker is tripped. 	<ul style="list-style-type: none"> - Plug oven in. - Verify wall circuit breaker is on. Reset breaker and then power oven back on.
Oven is not warming up properly.	<ul style="list-style-type: none"> - Oven is in the Off state. - Door is not closed. - Oven has been switched off at the main circuit breaker. - High-limit thermostat tripped 	<ul style="list-style-type: none"> - Press the “On/Off” key. - Close the cook cavity door. - Place the oven in the OFF state 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. - Press the button located in the bottom-left corner of the oven rear wall to reset the high-limit thermostat.
Display reads “Oven Door Open” and alarm sounds.	<ul style="list-style-type: none"> - Food obstruction preventing door from closing. - Oven door is open. - Door switches are out of alignment. 	<ul style="list-style-type: none"> - Open door and remove obstruction. - Open and close the door several times. - Call Customer Support.
Oven is not cooking properly.	<ul style="list-style-type: none"> - Oven is not clean. (Large deposits of grease, carbon, or food debris dilute the microwave.) - Incorrect group and/or item name was selected for the product. - Product was not cooked from correct starting state (for example, chilled or frozen). - Product out of specification. 	<ul style="list-style-type: none"> - Clean the oven following the cleaning instructions on pages 5-6. - Check to make sure correct food group and/or item was selected for the product being cooked. - Ensure product was in the correct state before being placed in the oven. - Ensure product is exactly the same weight/size as the typical product.

Issue	Possible Cause(s)	Resolution
F1: Blower Running Status Bad	<ul style="list-style-type: none"> - Oven power interrupted. 	<ul style="list-style-type: none"> - Verify wall circuit breaker is on. Reset breaker and then power the oven on. - Place the oven in the OFF state and unplug the oven – leave for two minutes. Re-plug in the oven, switch on the isolator/main power supply, and press the “On/Off” soft key.
F2: Cook Temperature Low	<ul style="list-style-type: none"> - Oven power interrupted. - Air nozzles on the top/bottom of the cook cavity are clogged. - Oven door is out of alignment. - Defective heater. - Blower motor not running. - Oven not fully warmed up. 	<ul style="list-style-type: none"> - Verify wall circuit breaker is on. Reset breaker and then power oven back on. - During daily cleaning, make sure to unclog the air nozzles on the top/ bottom of the cook cavity. ⚠ CAUTION: Top jetplate is glass; breakage will result in a non-warranty service call. - Open and close the door several times and verify oven door is closed. - Reset high-limit located in the bottom left corner of the oven rear wall. - Call Customer Support. - Repeat warmup and allow oven to idle for five minutes.
F5: Magnetron Over Temperature	<ul style="list-style-type: none"> - Blockage of cool air into the oven. - Rear cooling fan exhaust guard(s) clogged. 	<ul style="list-style-type: none"> - Remove anything that may be obstructing the flow of cool air underneath the oven or into the side/rear oven panels. - Make sure the rear and underneath fans are free of debris.
F6: EC Temp	<ul style="list-style-type: none"> - Blockage of cool air into the oven. - Rear cooling fan exhaust guard(s) clogged. 	<ul style="list-style-type: none"> - Remove anything that may be obstructing the flow of cool air underneath the oven or into the side/rear oven panels. - Make sure the rear and underneath fans are free of debris.

North America Limited Warranty

TurboChef “Sōta” (Model NGO) Rapid Cook 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 rapid cook 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 Georgia, 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 “Söta” (model NGO) Series ovens (the “Equipment”) manufactured by TurboChef Technologies, Inc. (“TurboChef”), and sold 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. 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.
 4240 International Parkway, Suite 105
 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: i1-9223 / Revision A / February 2010
Country Code: NA/EU

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