



Owner's Manual

FOR THE TURBOCHEF ENCORE™ & ENCORE 2™ RAPID COOK OVENS



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 cooking 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.

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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 5-7 in this manual for proper cleaning procedures.
- x **DO NOT** use this product without the bottom jetplate installed. The oven will not cook properly and damage to the oven may occur.
- 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 in doubt 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

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

- (a) 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.
- (b) Do not place any object between the oven front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.
- (c) 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.
- (d) The oven should not be adjusted or repaired by anyone except properly qualified service personnel.

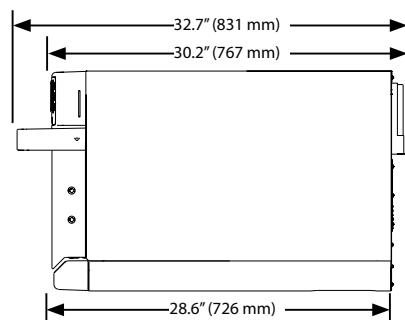
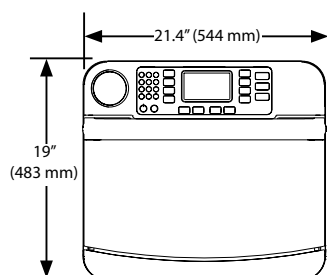
RF INTERFERENCE CONSIDERATIONS

This 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.

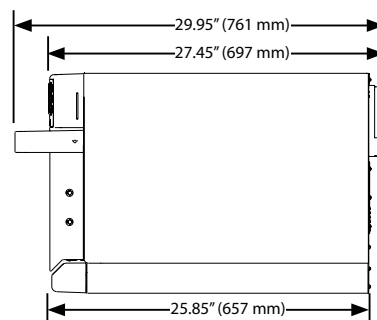
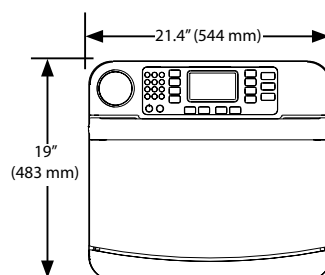
If your equipment experiences interference:

- ✓ 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.

SAVE THESE INSTRUCTIONS



Encore Oven Dimensions



Encore 2 Oven Dimensions

Theory of Operation

The TurboChef Encore/Encore 2 oven uses radiant heat in combination with high-speed air impingement and side-launched microwave to cook food rapidly without compromising quality. Performance and menu versatility are maximized due to flexible top and bottom temperature settings and the ability to set the amount of microwave and air in different phases of each recipe.

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

Dimensions

Oven Dimensions

Height - Single Oven

with legs: 23" (584 mm)

without legs: 19" (483 mm)

Height - Stacked Ovens

lower oven with legs: 42" (1067 mm)

lower oven without legs: 38" (965 mm)

Width: 21.4" (544 mm)

Depth (Encore)

footprint: 28.6" (726 mm)

door closed: 32.7" (831 mm)

door open: 39.4" (1000 mm)

Depth (Encore 2)

footprint: 25.85" (657 mm)

door closed: 29.95" (761 mm)

door open: 36.31" (922 mm)

Weight: 185 lb. (84 kg)

Cook Cavity Dimensions

Height: 6.0" (152 mm)

Width: 15.5" (394 mm)

Depth: 14.5" (368 mm)

Volume: 0.78 ft³ (22.1 liters)

Clearances

Top: 5" (127 mm)

Sides: 2" (51 mm)

Certifications

cULus, UL EPH, TÜV, CE, FDA



Oven Construction

Exterior

- Powder coated, corrosion-resistant stainless steel outer wrap.
- Stainless steel front panels and door
- Cool-to-touch exterior; all surfaces below 122°F (50°C)
- Ergonomic door handle

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, 30 A
 Brazil (BK): 220 VAC, 60 Hz, 30 A
 Latin America (LA): 220 VAC, 60 Hz, 30 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, 30 A
 Japan Delta (JD): 200 VAC, 50 or 60 Hz, 30 A
 Korea/Middle East Wye (KW): 400 VAC, 60 Hz, 16 A
 Korea/Middle East Delta (SD): 230 VAC, 60 Hz, 30 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 throwing the packaging away, check it thoroughly for accessories and literature.


NOTE: Keeping the packaging is recommended in case the oven may be shipped to another location.


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


Installation Warnings - Read Before Lifting Oven


 **WARNING:** The oven weighs approximately 185 lb. (84 kg). Never lift with fewer than two people.

 **WARNING:** Never lift the oven by the door handle. Doing so will cause the door to mis-align, 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.

 **WARNING:** Never stack ovens more than two high.

Installing the Oven

1. Prepare a surface capable of supporting 190 lb. (86 kg) or 380 lb. (172 kg) if stacking. The surface must be this deep:
 - Encore: 30.2" (767 mm)
 - Encore 2: 27.45" (697 mm)
2. If installing onto an oven cart:
 - a. Ensure the oven cart casters are locked.
 - b. Ensure the oven legs are removed.
 - c. Drilling additional holes in the counter surface/cart for stability is required if the existing holes in the cart/surface do not align with the leg holes of the oven. For details, contact customer support at 800-90TURBO or +1 214-379-6000.
3. Position one or more persons at the front and back of the oven.
4. Place hands under the oven and lift.
5. Place the oven on the prepared surface, ensuring no edges are hanging off the sides.
6. If stacking two ovens:
 - a. See page 1 for dimensions.
 - b. Install the stacking bracket (part number ENC-3001) to the lower oven.
 - c. Place the upper oven on top of the lower oven.
 - d. Secure the bracket to the top oven.

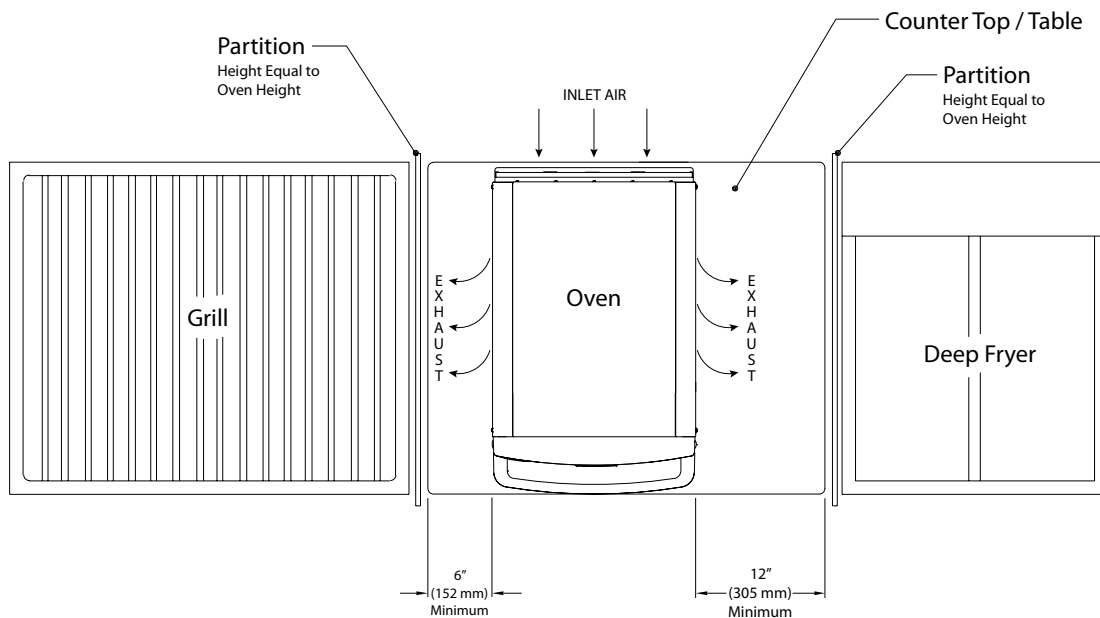
7. Ensure the oven rack is properly installed to each oven (attached to the bottom jetplate).
8. Plug in the oven.

NOTE: The oven is primarily serviced through its sides and top. Shelving installed directly over the unit may delay servicing. The owner will be responsible for paying service costs for additional time spent accessing the oven.

Installation Near Open Heat Source

When placing a TurboChef oven near an open heat source (see illustration below), 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 (see page 1).
- Verify the oven location has a minimum 5" (127 mm) clearance on top and a minimum 2" (51 mm) clearance on each side.



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® lets you easily create menu settings on a computer and upload them to an oven via smart card or USB. 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-upload only” version of ChefComm Pro that helps ensure menu settings are easy to distribute, while preventing them from being changed at the store level.

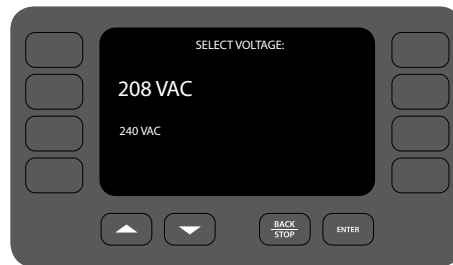
Oven Connect

Oven Connect™ allows you to update menu settings for multiple ovens at once, from one central location. Oven Connect can also download oven diagnostics and counters. For more information on how to network ovens, see page 11. For information on Oven Connect, contact TurboChef Customer Support at 800.90TURBO or +1 214.379.6000.

Voltage Selection

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

If incoming voltage for the store is different than the factory-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 below).



Ventilation

The TurboChef Encore oven has been approved by Underwriter’s Laboratory 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.

Daily Maintenance

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



Step 1



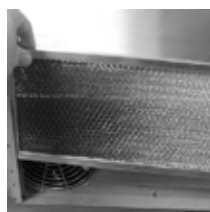
Step 2



Step 3



Step 4



Step 5

Supplies and Equipment

TurboChef® Oven Cleaner (Product Number: 103180), TurboChef® Oven Guard (Product Number: 103181), Kay ClickSan® sanitizer, nylon scrub pad, clean damp and dry towels, disposable gloves, protective eyewear, dust mask (optional)

Step 1: Cool 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 proceed to Step 2 until the oven displays “ready to clean.”

Step 2: Clean the Wire Rack

- The wire rack is held in place by tabs that are positioned underneath either side of the jetplate.
- Lift the rear of the wire rack.
- Pull the wire rack forward until the tabs are free.
- Wash, rinse, sanitize, and dry the wire rack.

Step 3: Clean the Jetplate

- Lift the front of the jetplate.
- Pull the jetplate forward and remove it from the oven.

⚠ CAUTION: Handle the jetplate with care to avoid chipping the porcelain coating.

- Wash, rinse, sanitize, and dry the jetplate.

⊘ DO NOT clean the jetplate with a wire brush.

Step 4: Clean the Cavity Filter (if present)

The filter must remain in place during oven operation, and it must be cleaned regularly or replaced if damaged.

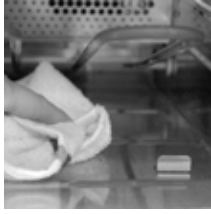
- Remove the cavity filter from the back cavity wall by lifting the tab and pulling the filter towards you.
- Rinse the filter with hot water.
- Allow the filter to dry completely.

⊘ DO NOT scrub or pull apart the mesh in the filter frame.

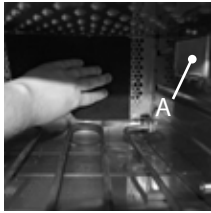
Step 5: Clean the Air Filter

The filter must remain in place during oven operation, and it must be cleaned regularly or replaced if damaged.

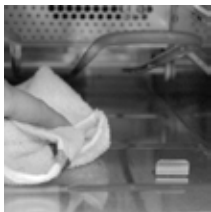
- Remove the air filter from the back of the oven.
- Rinse the air filter with hot water.
- Allow the air filter to dry completely.



Step 6



Step 7



Step 8



Step 9



Step 10



Step 11



Step 12

Step 6: Remove Large Food Particles

- The heating element can be lifted for cleaning underneath.
- ⊘ DO NOT attempt to clean the heating element.
- Use a food vacuum or damp towel to remove large particles from the oven cavity.

Step 7: Clean the Oven Cavity

- ⊘ DO NOT spray TurboChef® Oven Cleaner into the holes in the oven cavity.
- Apply Oven Cleaner to a towel or nylon scrub pad and clean the top, sides, and bottom of the cavity.
- ⊘ DO NOT apply excessive pressure to the waveguide covers (A), located on each side of the cavity.
- For stubborn stains, sparingly spray Oven Cleaner on the stain.
- Allow the Oven Cleaner to penetrate the stain for five minutes, then wipe clean.
- ⊘ DO NOT use a hose or water jet for cleaning.

Step 8: Wipe Down the Oven Cavity

- Wipe down the oven cavity with a damp towel.
- Dry the oven cavity with a dry towel.

Step 9: 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.
- Dry the oven door with a dry towel.

Step 10: Apply TurboChef® Oven Guard

- Spray TurboChef® Oven Guard onto a dry towel.
- Wipe the cavity walls and the inside of the oven door.
- ⊘ DO NOT spray Oven Guard into the oven or apply to the heating element.

Step 11: Reinstall Components

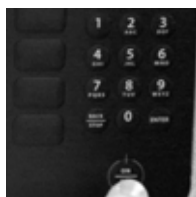
- Reinstall the cavity filter (if present). Be sure to align the top-left post on the back of the filter with the top-left hole on the back cavity wall. This will ensure the other posts on the back of the filter fit into the wall.
- Reinstall the jetplate and the wire rack.
- ⊘ DO NOT operate the oven without the bottom jetplate installed. Doing so may damage the oven.
- 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 12: Clean the Oven Exterior

- Wipe the oven exterior with a damp towel.
- Remove the panel beneath the door, remove any large food particles from the panel, and wipe it with a damp towel.
- Reinstall the panel beneath the door.
- ⊘ DO NOT spray chemicals into any openings, such as the louvers on the side panels or the rear vent catalyst housing.
- The oven is ready to turn on.

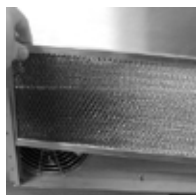
Quarterly Maintenance

To ensure optimal oven performance, complete the following cleaning steps once per quarter or more frequently as required.



1. Complete the daily cleaning instructions (pages 5-6).

⚠ CAUTION: Make sure the oven is off before proceeding.



2. Remove the air filter.



3. Clean the cooling fans and finger guards.

NOTE: A bristle or paint brush and vacuum are recommended for collecting the debris.



4. Clean the louvers on both side panels.

NOTE: A bristle or paint brush and vacuum are recommended for collecting the debris.



5. Using a Phillips screwdriver, remove the screws from the rear vent catalyst housing. Support the cover with your hand.

Supplies and Equipment

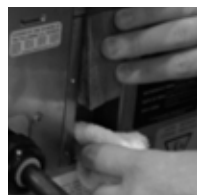
Required: Phillips screwdriver, clean towels, rubber gloves for handling catalytic converter.

Recommended: dust mask, vacuum, bristle or paint brush



6. The catalytic converter is accordion style and will pop out when the cover is removed. Remove the cover slowly to keep the catalytic converter in place.

⚠ CAUTION: DO NOT attempt to clean the catalytic converter or spray chemicals in this area.



7. Clean the housing:
 - Hold the catalytic converter in place with one hand.
 - Using a clean towel, wipe out any debris that has accumulated beneath the catalytic converter.
 - Clean the outer cover and make sure the vent holes are not blocked.

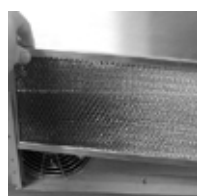


8. Reattach the outer cover, making sure the vent holes are at the bottom.

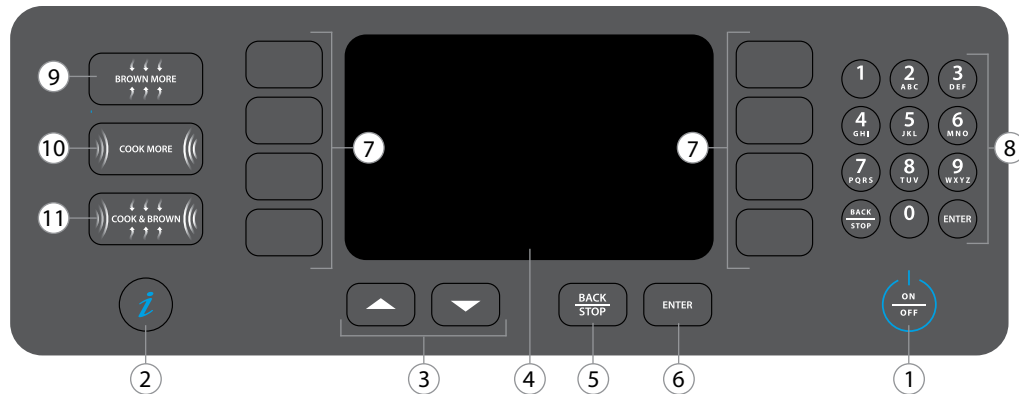
⚠ CAUTION: Installing the outer cover upside down could result in excessive grease buildup and/or hot steam present when the oven door is opened.



9. Wipe down the back panel with a clean, damp towel.



10. Reinstall the air filter. The oven is ready to turn on.



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. "i" 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 switch between screens 1 and 2.

When editing a food item, press to move the cursor between editable fields (page 16).

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 (page 16), 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.

8. Numeric Keypad

Use the numeric keypad to enter access passwords or modify cook settings (page 16). The numeric keypad also contains a Back/Stop key and an Enter key, which are functionally identical to Items 5 and 6.

9. Brown More Key

Press "Brown More" if the outside of the food item requires browning or crisping. See page 10, step 8 for details.

10. Cook More Key

Press "Cook More" if the inside of the food item requires cooking. See page 10, step 8 for details.

11. Cook & Brown Key

Press "Cook & Brown" if both the inside and outside of the food item require cooking. See page 10, step 8 for details.

Cooking

The oven is preprogrammed with recipe settings at the time of manufacture and is ready to operate out of the box. New menu settings can be loaded via USB or smart card (page 13) or programmed manually (pages 15-16). **The oven will not cook unless settings are present.**

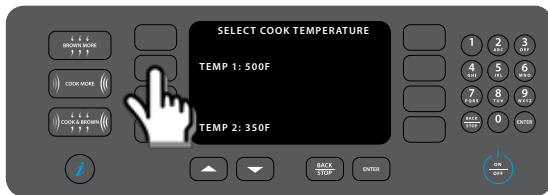
This oven uses impingement and microwave to cook food faster than traditional cooking methods. Air enters the cavity from the top and bottom using a single fan. Because of this design and to ensure uniformity of cooking, the oven must be operated only while the bottom jetplate is in place. While the bottom jetplate is removable for cleaning, it is not removable for cooking. Without the bottom jetplate in place, the oven will not deliver the proper cooking performance to either the top or bottom of the food item. Additionally, oven damage may result.

The sequence of the steps below may vary, and some may not apply.

Step 1: Turn the Oven On



Step 2: Select Cook Temperature



NOTE: The top temperature will allow you to cook items found in groups 1-8. The bottom temperature will allow you to cook items found in groups 9-16. If the temperatures are the same, this screen will be bypassed and access to all food items will be allowed.

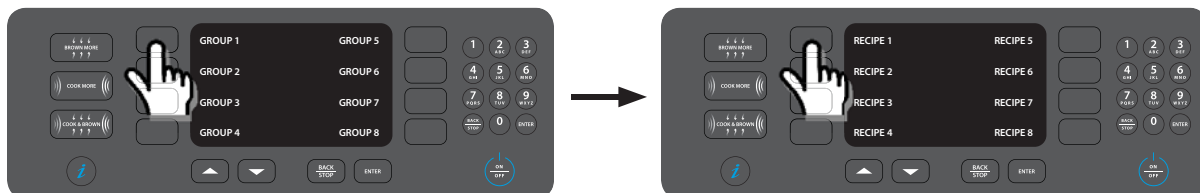
Step 3: Warming Up



NOTE: When the oven is done warming up, it will "soak" for an additional eight minutes. "Soaking" ensures the cavity surfaces absorb enough heat so that cooking will not be affected. While the oven is soaking, the menu can be seen, but cooking will not be allowed until the timer reaches 0:00.

Step 4: Place Food in the Oven

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

Step 5: Cook the Item

NOTE: Press Up or Down to view more groups (only available if all items have the same set temperature) or food items.

Step 6: 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 7: Check/Remove Food from Oven

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

Step 8: Brown More / Cook More / Cook & Brown

To cook an item longer than its original cook time, use one of the three keys on the left side of the keypad:

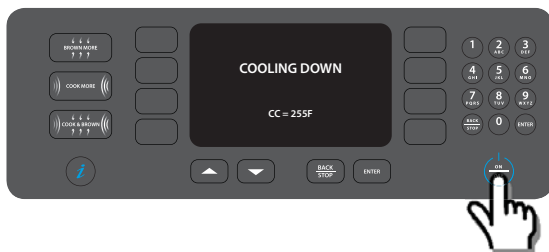
- Press “Brown More” if the outside of the food item requires browning or crisping.
- Press “Cook More” if the inside of the food item requires cooking.
- Press “Cook & Brown” if both the inside and outside of the food item require cooking.

Pressing one of these keys will cook the item for 20% of the last cook time selected. The minimum cook time is the less of 15 seconds or the entire original cook cycle. The maximum is one minute. The oven will cook at the settings listed below:

- Brown More: 100% air, 0% microwave
- Cook More: 10% air, 100% microwave
- Cook & Brown: 100% air, 100% microwave

Each additional key press while the oven is cooking adds 15 seconds of cook time to the “brown more,” “cook more,” or “cook & brown more” cycle, up to a maximum of five minutes.

NOTE: If a cook more option is selected, the oven will beep when the timer reaches zero, but no message will be displayed.

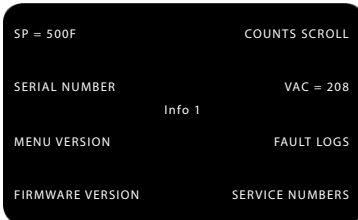
Step 9: Cooling Down

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

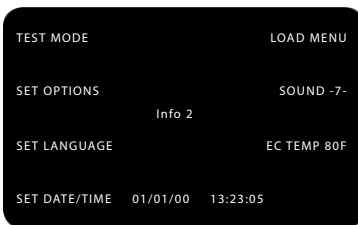
Info Mode

To access the Info Mode, press the “i” key when the oven is off or cooling down. There are two Info Mode screens – press the Up or Down key to switch between them.

Info 1 screen:



Info 2 screen:



Last Temperature Selected

From the Info 1 screen, the last temperature set point selected to cook is displayed in the top-left corner of the screen (SP=).

Serial Number

The oven serial number is shown on the Info 1 screen.

Menu Version

The oven menu version is shown on the Info 1 screen.

Firmware Version

The oven firmware version is shown on the Info 1 screen.

Cook Counter/Time Logs

From the Info 1 screen, press the key adjacent to “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.

Voltage - View Incoming

Incoming voltage is shown on the Info 1 screen.

Fault Log

From the Info 1 screen, select “Fault Log.” To view time stamps of each fault occurrence, press the soft key adjacent to the fault code.

Service Numbers

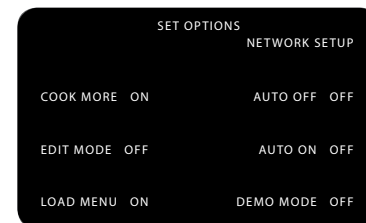
From the Info 1 screen, select “Service Numbers” to view TurboChef contact information.

Test Mode

From the Info 2 screen, select “Test Mode” to test oven components. This mode should only be used by qualified service technicians, unless otherwise instructed by TurboChef.

Set Options

From the Info 2 screen, select “Set Options” to access the Options screen. When prompted, enter the password 9 4 2 8 and press the Enter key.



Light Ring ON/OFF:

The light ring provides visual cues in regards to oven operation and how much cook time is remaining.

Cook More ON/OFF:

The Cook More option controls whether or not the three “cook more” keys function. This option must be enabled in order to cook an item beyond its original cook time (see page 10 for details).

Edit Mode ON/OFF:

The Edit Mode allows the operator to change cook settings for each item, including item and group names. See pages 15-16 for more details. Turning “Edit Mode” off will prevent the operator from changing menu settings.

Load Menu ON/OFF:

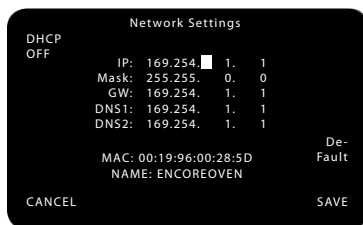
The Load Menu screen allows the operator to upload and/or download new menu settings from a USB drive or smart card. Turning “Load Menu” off will prevent access to the Load Menu screen when the operator is viewing the Info 2 screen. See page 13 for more details.

Network Setup:

Using Oven Connect (page 4) requires each oven to be networked. For help determining the correct network setup information, contact your network administrator.

From the network setup screen, the following information may be entered to configure the oven for networking:

- IP Address
- Mask
- Gateway (GW)
- Domain Name Server (DNS 1)
- Alternate Domain Name Server (DNS 2)



Each number set can be edited in three-digit strings:

1. To edit the first string, press the Down key and then type in the first three digits.
2. Press the Down key again and enter the next three digits.
3. Repeat until all digits have been entered for each field.
4. Press “Save.”

If DHCP is turned on (top-left corner of screen), the oven will automatically be assigned an IP address when connected to a local area network (if an IP address is available). In most cases, TurboChef recommends leaving DHCP off to ensure the IP address on the oven does not change.

Auto Off - ON/OFF:

“Auto Off” is a feature that turns the oven off automatically at a specific time of day. To set the “Auto Off” time, see below and page 13.

Auto On - ON/OFF:

“Auto On” is a feature that turns the oven on automatically at a specific time of day. To set the “Auto On” time, see below and page 13.

Demo Mode ON/OFF:

Demo Mode is a feature used to demonstrate the cooking features of the oven without turning on the heaters or microwave system. Demo Mode must remain off during regular operation.

Set Date/Time

From screen 2 of the Info Mode, select “Set Date/Time” to set:

- Date and time of day
- Auto-on time
- Auto-off time

An accurate date and time of day are critical for using “auto-on” and “auto-off” (see above for details). They also help ensure the accuracy of diagnostics and fault condition reporting.

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 left unplugged for two or more weeks.



To set the date and time of day (see illustration above),

1. Use the keys to the left and right of the “date/time of day” field to move the cursor 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.

Continued on next page...

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

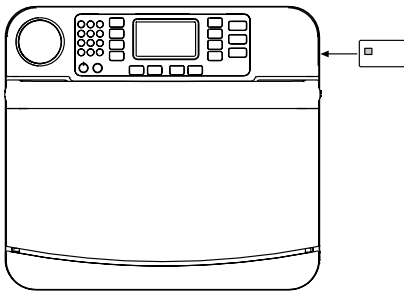
1. Ensure the time of day is accurate (above).
2. Press the top-right soft key to toggle between temperatures 1 and 2. If two different temperatures are used for cooking, they must be set to different auto-on and auto-off times.
3. Use the keys to the left and right of the “auto on time” field or “auto off time” field to move the cursor between digits.
4. Use the number keys to enter the 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.

Load Menu from USB or Smart Card

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

To load a menu to the oven,

1. From the Info 2 screen (page 11), select “Load Menu.”
2. Insert the USB device or smart card (see below).



3. Load the menu (see below):
 - a. For USB, select “Load from USB.”
 - b. For smart card, select “Load from Card.”
4. Verify the oven beeps and reads FINISHED.



Save Menu to USB or Smart Card

NOTE: To save a copy of the oven menu to a smart card, you may need to verify that access to the Load Menu screen is turned on. See page 12 for details.

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

1. From the Info 2 screen (page 11), select “Load Menu.”
2. Insert the USB device or smart card (see above).
3. Save the menu (see below):
 - a. For USB, select “Save to USB.”
 - b. For smart card, select “Save to Card.”
4. Verify the oven beeps and reads FINISHED.



Sound Volume

From the Info 2 screen (page 11), select “Sound” to increase or decrease the oven sound volume.

Electrical Temperature

From the Info 2 screen (page 11), view the current temperature of the electrical compartment.

Reset the Oven

Resetting the oven is one way to clear an error message, should one occur. To reset the oven:

1. Return the oven to the cooling down or off screen.
2. Hold the “i” key for 5 seconds.

Firmware Update

TurboChef may at some point recommend a firmware update. The update will make sure your oven is operating at its maximum efficiency, but will not affect cooking performance or menu settings.

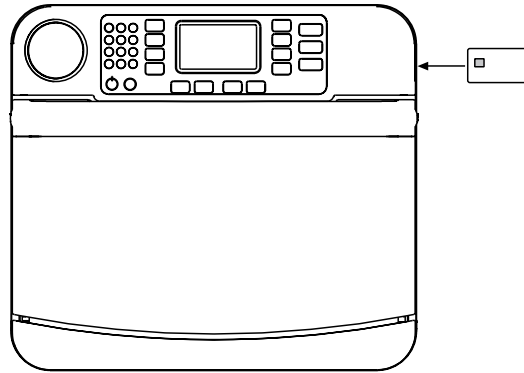
⚠ CAUTION: The oven will not turn on if the firmware update is unsuccessful!

From the Oven Off screen,

1. Insert the smart card “1 of 3” (see adjacent).
2. When the oven is cooling down or off, press and hold the “i” 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.

If the update fails:

1. The display will remain off and the oven will beep one long, low tone. Unplug the oven and insert the first smart card.
2. Plug the oven back in.
3. Repeat steps 3-6 (adjacent).
4. If unsuccessful, contact TurboChef.



Edit Mode

From the Edit Mode, the operator can change menu settings and rename food groups and items.

To access the Edit Mode,

1. Enable it from the Options screen (page 11).
2. Press the On/Off key to return to the “Cooling Down” or “Off” screen.
3. Press the On/Off key again to enter Edit Mode.

The Edit Mode consists of two screens. The first is explained on this page. It allows:

- Editing the set temperatures
- Selecting baking stone use
- Setting the offset temperatures
- Selecting whether to edit temperature 1 food groups or temperature 2 food groups

The second screen is explained on page 16, and allows editing group and item names, as well as specific item settings.

Set Temperature Edit

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 above).
2. Change the temperature:
 - a. Select “TEMP 1” to change the temperature for groups 1-8
 - b. Select “TEMP 2” to change the temperature for groups 9-16
 - c. Using the number keys, enter the new set temperature.
 - d. The temperature range is 300–540°F (149–282°C)
3. Press the Enter key to confirm the change, or the Back/Stop key to cancel.

Baking Stone Use YES/NO:

The “Stone” option on the Set Temperature screen should be set to:

- “Yes” if a baking stone is being used
- “No” if only a wire rack is being used

“Yes” increases the temperature of the bottom half of the oven for optimal cooking results when a stone is being used.

Bottom Temperature Offset

There are two Bottom Temperature Offset keys: one for each temperature. The bottom temperature offset keys allow the bottom IR element to provide additional heat for increased browning.

To change a temperature offset,

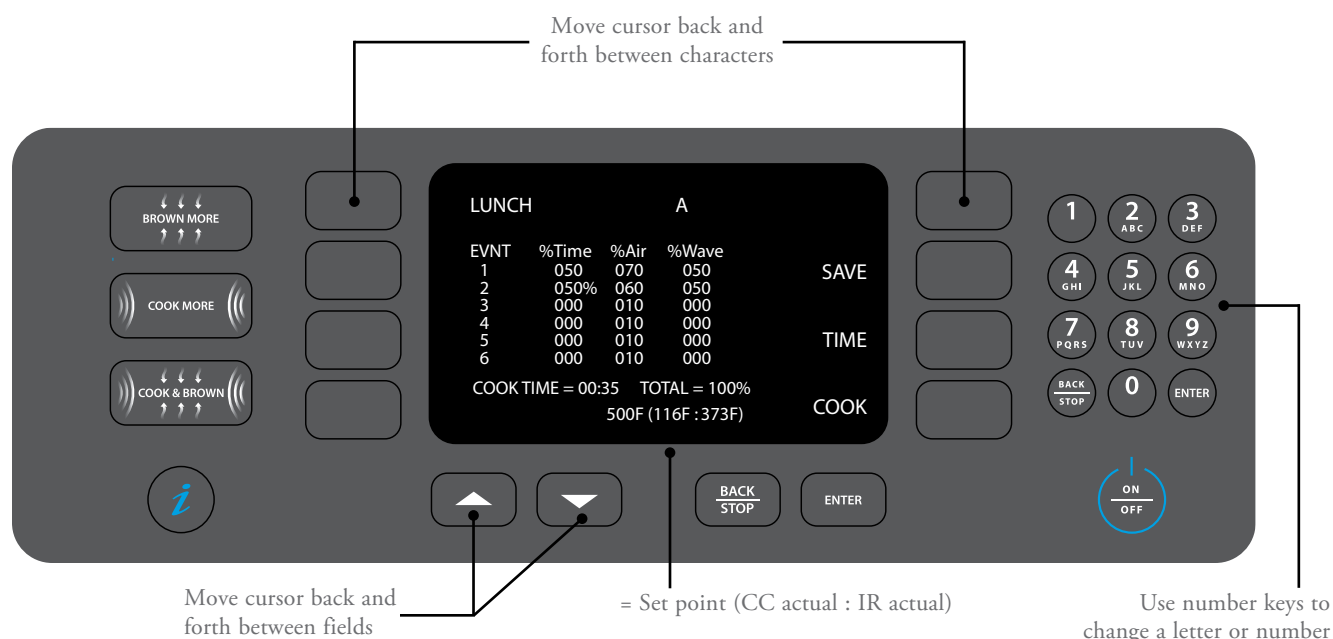
1. Place the oven in Edit Mode (see adjacent).
2. Change the temperature offset:
 - a. Select “Bottom temp 1 Offset” to change the temperature offset for groups 1-8
 - b. Select “Bottom temp 2 Offset” to change the temperature offset for groups 9-16
 - c. Using the number keys, enter the new temperature offset.
 - d. The temperature range is 0-75°F (0-24°C)
3. Press the Enter key to confirm the change, or the Back/Stop key to cancel.

Select Groups and Items to Edit

Select “Edit temp 1 Groups” to edit recipe settings and/or group and item names for groups 1-8. Or, select “Edit temp 2 Groups” to edit recipe settings and/or group and item names for groups 9-16. See page 16 for more information.



Menu Edit



Go to the “Recipe Edit” screen (above) to change the food group name, food item name, and cook settings.

- Place the oven in Edit Mode (see page 15).
- Select “EDIT temp 1 GROUPS” or “EDIT temp 2 GROUPS.”
- Select the group that contains the item you want to edit.
- Select the food item you want to edit.
- Change the food group or food item name.
 - See the above illustration for instructions.
- Change the cook settings:
 - See the above illustration for instructions.
 - % Time** can be set from 0-100% for each event. The sum of all events must be 100.
 - % Air** determines the amount of airflow. The more air, the more the product will brown or crisp. % Air can be set from 10-100% in 10% increments.
 - % Wave** determines the amount of microwave, and can be set from 0-100% in 10% increments. For example, 50% means the microwave system will remain on for five continuous seconds for every ten seconds during the cook cycle.
- Set the cook time. The maximum allowable cook time is 10:00.
- If desired, select “Cook” to perform a test cook.


NOTE: The oven may require additional warm-up time before a test cook can be performed.
- Select “Save” to save changes.
- When all editing is complete, return to the Options screen and turn off the Edit Mode (see page 11). This will allow access to the regular cook mode.

Troubleshooting

The following is a list of fault codes and error messages, along with the possible problem(s) that the oven may experience. 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 the oven in. - Verify the wall circuit breaker is on. Reset the breaker, then power the 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 on the oven rear wall (near the power cord) 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 the door and remove the 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. - Ensure the correct food group and/or item was selected. - Ensure the product was in the correct state before being placed in the oven. - Ensure the product is exactly the same weight/size as the typical product.

Issue	Possible Cause(s)	Resolution
Steam or smoke is present.	<ul style="list-style-type: none"> - Oven is not clean. (Large deposits of grease, carbon, or food debris dilute the microwave.) - Rear vent is clogged. 	<ul style="list-style-type: none"> - Clean the oven following the cleaning instructions on pages 5-6. - Perform the quarterly cleaning procedure (page 7).
F1: Blower Running Status Bad	<ul style="list-style-type: none"> - Oven power interrupted. 	<ul style="list-style-type: none"> - Verify the wall circuit breaker is on. Reset the 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 the wall circuit breaker is on. Reset the breaker and then power the oven on. - During daily cleaning, make sure to unclog the air nozzles on the top/bottom of the cook cavity. - Open and close the door several times and verify the door is closed. - Reset the high-limit thermostat located on the oven rear wall near the power cord. - Call Customer Support. - Repeat warmup and allow the 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 into the side/rear oven panels. - Make sure the rear 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 into the side/rear oven panels. - Make sure the rear fans are free of debris.

North America Limited Warranty

TurboChef Encore/Encore 2 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.

Lower Jetplate and Porcelain-coated Oven Components: Minor chipping in the porcelain is to be expected as a result of regular usage. Replacement or repair for cosmetic defects and/or damage to porcelain-coated oven components, including but not limited to the lower jetplate, is excluded from this warranty.

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 Encore/Encore 2 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.
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.

Lower Jetplate and Porcelain-coated Oven Components: Minor chipping in the porcelain is to be expected as a result of regular usage. Replacement or repair for cosmetic defects and/or damage to porcelain-coated oven components, including but not limited to the lower jetplate, is excluded from this warranty.

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: ENC-1142 / Revision F / January 2014
Country Code: NA/EU

Global Operations

2801 Trade Center Drive
Carrollton, Texas 75007 USA
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