



Owner's Manual

FOR THE TURBOCHEF G5™ 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
Installing the Oven	2
Installation Near Open Heat Source	3
ChefComm Pro®	4
ChefComm Limited™	4
Voltage Selection	4
Ventilation	4

Daily Maintenance	5-6
-------------------	-----

Oven Modes

Manual Cook Mode	7
Menu Cook Mode	8
Menu Edit Mode	10
Edit Menu Name	11
Edit Menu Temperature	11
Edit Category Name	12
Edit Category Icon	13
View Edit Recipe Screen	14-15

Continued on next page...

Edit Recipe Cook Time	16
Edit Fan Reverse Time	16
Edit Recipe Icon	17
Edit Recipe Name	17
Run a Test Cook Cycle	18
Manager Mode	19
Set Calendar and Time	20
Set Fahrenheit/Celsius	21
Set Language to English/French	21
Set Speaker Volume	22
Menu Edit Mode	22
Set Oven Parameters	23
Set Oven Options	24
Manage Menu Data	25
Update UI Firmware	26
Update IO Firmware	26
Cook Compensation	27
Troubleshooting	28
North America Limited Warranty	30
International Limited Warranty	32

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.

- 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

- 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.

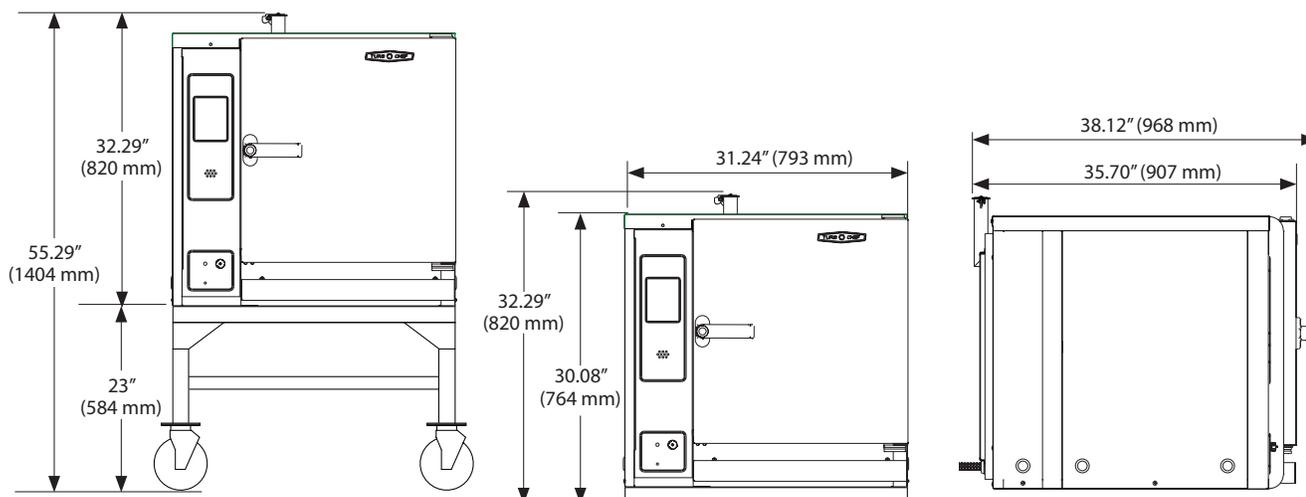
RF INTERFERENCE CONSIDERATIONS

The G5 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



G5 Oven Dimensions

Theory of Operation

The TurboChef G5 oven maximizes throughput by cooking up to five shelves of food without compromising quality. Variable G5 cooking features include temperature selection, high-speed air convection, fan reverse, and microwave assist.

This manual includes instructions for installing, cleaning, and operating the G5 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: 32.29" (820 mm)
 Height with cart: 55.29" (1404 mm)
 Width: 31.24" (793 mm)
 Depth (footprint): 35.70" (907 mm)
 Depth (door closed): 38.12" (968 mm)
 Depth (door open): 57.12" (1451 mm)
 Weight: 475 lb. (215 kg)

Cook Cavity Dimensions - Overall

Height: min: 3.25" (83 mm) per shelf
 max: 18" (457 mm)
 Width: 15" (381 mm)
 Depth: 21" (533 mm)
 Volume: min: 0.59 ft³ (16.7 l) per shelf
 max: 3.28 ft³ (92.88 l)

Cooking Rack

Width: 14.6" (371 mm)
 Depth: 18.1" (460 mm)
 Max food height: 17" (432 mm)

Wall Clearance

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

Certifications

cULus, UL EPH, FDA, TÜV



Oven Construction

Exterior

- 304 stainless steel side panels
- 430 stainless steel door
- Single-stage, locking door handle

Interior

- 316 stainless steel
- Welded and insulated cook chamber
- Removable baffle for easy cleaning

Electrical Specifications

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

United States/Canada

Phase and voltage: 3 Phase, 208/240 VAC
Frequency: 50/60 Hz
Current draw: 42-45 Amp
Cord and plug: 4-Wire, NEMA 15-50P
Fuses: 20 Amp
Aux Breaker: 20 Amp

International

Phase and voltage: 3 Phase, 380-415 VAC
Frequency: 50 Hz
Current draw: 25-28 Amp
Cord and plug: 5-Wire, WYE (32A - 6H)
Fuses: 12 Amp
Aux Breaker: 20 Amp

* US/Canada models include a voltage transformer located on the I/O relay board that detects 208 or 240 VAC. The voltage transformer and K1 voltage selection relay work in conjunction to detect lack-of or over-voltage installations. They do 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 oven literature.

Installing the Oven

1. The TurboChef G5 is mounted to a cart at the factory and shipped secured to the cart. Minimal to no lifting should be required.



WARNING: The oven weighs approximately 475 lb. (215 kg). If lifting is required, to prevent serious injury, at least four people are required for lifting.

2. Ensure the oven racks are properly installed.
3. Plug in the oven.



CAUTION: 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 surfaces.

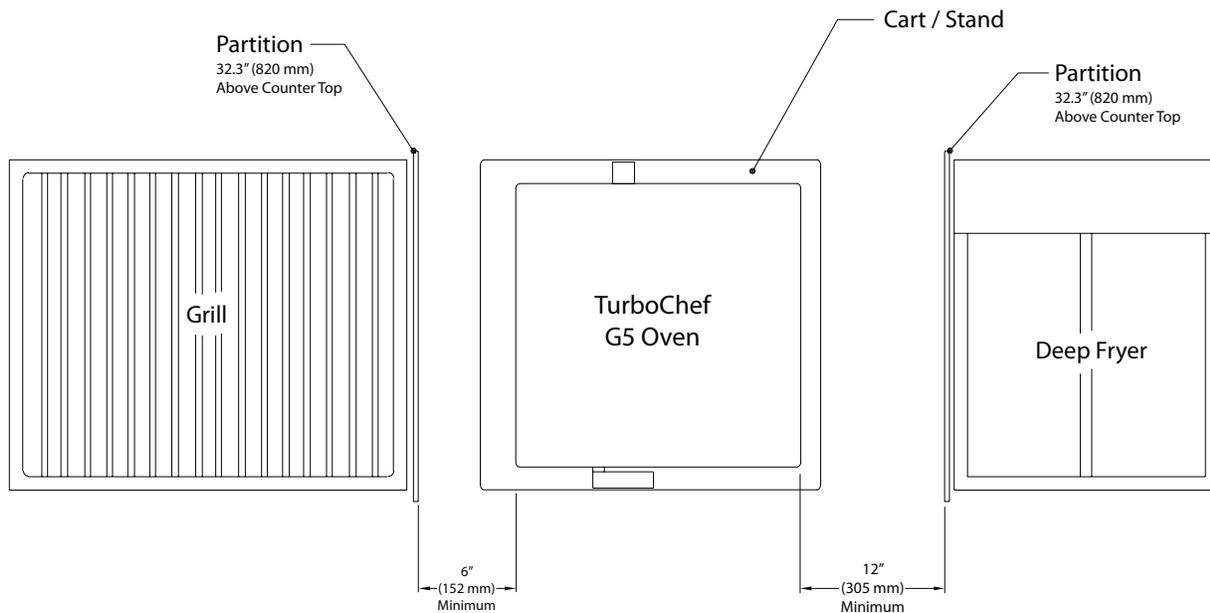


WARNING: Do not attempt to stack this oven without the proper stacking hardware. Contact the factory for more information.

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 (32.3" or 820 mm).
- Verify the oven location has a minimum 2" (51 mm) clearance on the top and each side.



Installation Near Open Heat Source

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. 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 menu settings are easy to distribute, while preventing them from being changed at the store level.

Voltage Selection

For US 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 connecting power to the oven. The correct voltage will be enlarged on the screen, identifying which option to select.

Ventilation

The TurboChef G5 oven must be installed under a ventilation hood, in accordance with local HVAC codes and jurisdictions.

Daily Maintenance

Follow the steps below when cleaning the G5 oven.

Supplies and Equipment

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



Step 1: Cool the Oven

⚠️ WARNING: The oven operates at temperatures up to 550°F (288°C) and may cause injury if not allowed to cool properly.

- Turn off the oven by touching “ESC” until the main power screen returns.
- Slightly open the oven door.
- Cooling takes approximately 40 minutes.

⚠️ DO NOT clean the oven until the display reads “Status Off.”



Step 2: Remove the Wire Racks



Step 3: Remove Large Food Particles

- Use a vacuum hose or damp towel.



Step 4: Spray Stains with Oven Cleaner

- Spray cleaner onto stains/debris build-up and allow it to set for five minutes.

⚠️ DO NOT spray cleaner near the heater elements or convection fan blade.



Step 5: Scrub Stains

- Scrub stains with a nylon scrub pad.

Continued on page 6...



Step 6: Wipe the Oven Cavity

- Wipe the oven cavity and door with a damp towel to collect any remaining cleaner residue.
- Thoroughly dry the cavity and door with a dry towel.



Step 7: Clean the Lower Tray

- Remove the lower tray to remove large particles and clean with a damp towel.



Step 8: Apply TurboChef Oven Guard

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

 **CAUTION: DO NOT** spray Oven Guard directly into the cavity, as it may settle and build up on the heater elements or the convection fan blade, resulting in a non-warranty service call.



Step 9: Reinstall the Oven Racks



Step 10: Clean the Oven Exterior

- Wipe the oven exterior with a clean, damp towel.

 **CAUTION: DO NOT** spray chemicals into any openings, such as the louvers on the back panel or the rear filter. Doing so can damage critical oven components, resulting in a non-warranty service call.



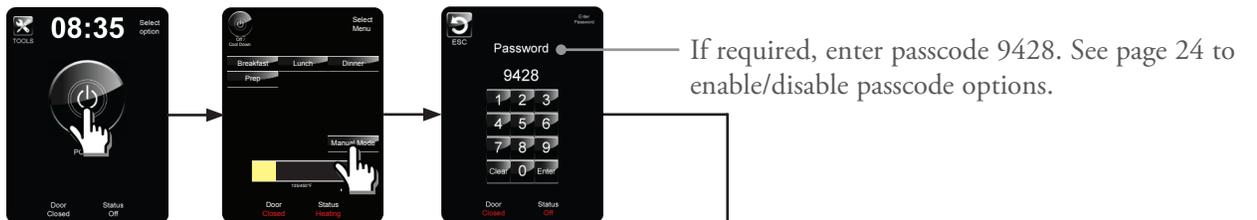
Step 11: Check the Rear Filter

- Remove the filter and rinse it gently in water.
- Reinstall the clean filter.
- If the filter is damaged, replace it using part number i5-9039.
- The oven is ready to turn on.

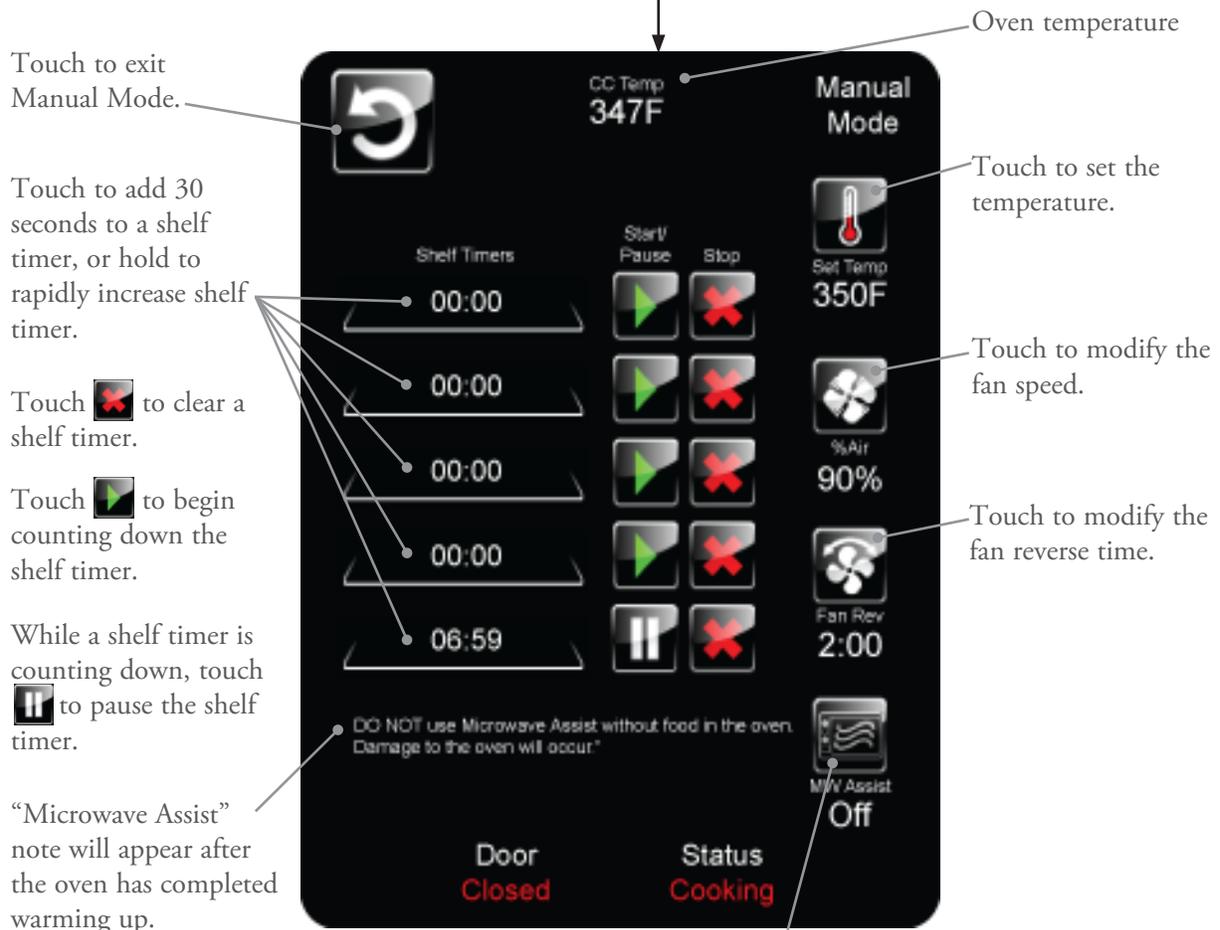
Manual Cook Mode

Manual Cook Mode allows cooking “on the fly,” whereas Menu Cook Mode (page 8) allows cooking from pre-set cook settings.

NOTE: If the Manual Mode icon is not present, see pages 19 and 24 to make it appear.



If required, enter passcode 9428. See page 24 to enable/disable passcode options.



Touch to set Microwave Assist to low, medium, high, or off. Microwave energizes only when the timer is set to greater than zero.

NOTE: Whenever the oven door is opened, the Microwave Assist is set to off and the microwave circuit de-energizes.

NOTE: Cook options are not available while the oven is heating up.

Menu Cook Mode

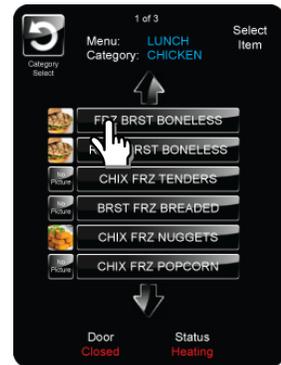
The oven is programmed with recipe settings at the time of manufacture and is ready to operate out of the box. New menu settings can be loaded via USB (page 25) or programmed manually (page 10).

1. Turn the oven on.

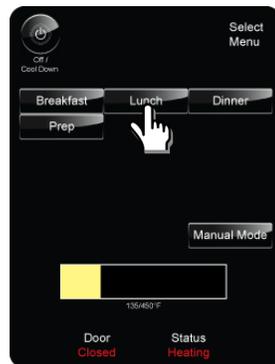


4. Select an item.

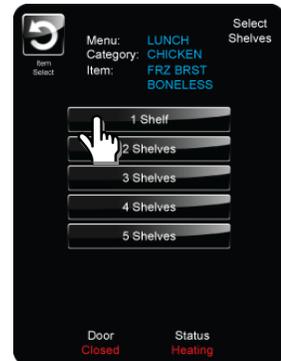
To view more items, touch the arrows at the top and bottom of the item list.



2. Select a menu, or select "Manual Mode" to enter Manual Cook Mode (see page 7 for details).



5. Select how many shelves of product will be cooked.



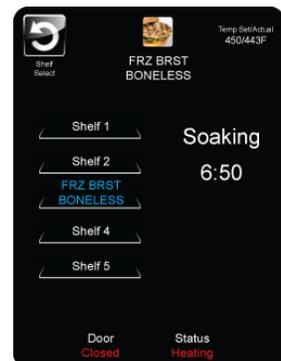
6. The oven may require additional heating time before cooking can begin. Progress is displayed at the bottom of the screen.



3. Select a food group. To view more groups, touch the arrow at the top of the screen.



7. If the oven is heating up for the first time, it may require an additional "soak" time, to ensure the cavity walls retain enough heat so that cooking performance will not be affected.



8. When the oven is done heating, place the food on the shelves as shown on the screen.

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



d. To stop cooking immediately, touch the Stop icon.



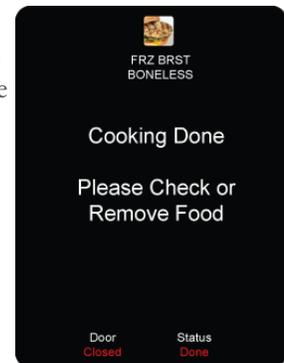
10. Cook the food:

a. Touch "Start Cooking."



e. When cooking is done, check the food or remove it from the oven.

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



b. The timer will begin counting down.



f. Additional options:

- Select "Cook More" if the inside of the food is not done.
- Select "Brown More" if the outside of the food needs more browning.
- Select "Cook + Brown" if both the inside and outside of the food require more cooking.
- To cook another batch of the same product, touch "Cook Another."
- To cook something else, or to select a different number of shelves for cooking the same product, touch "Cook Something Else."



c. To pause cooking, touch the Pause icon.

To resume cooking, touch the Start icon.

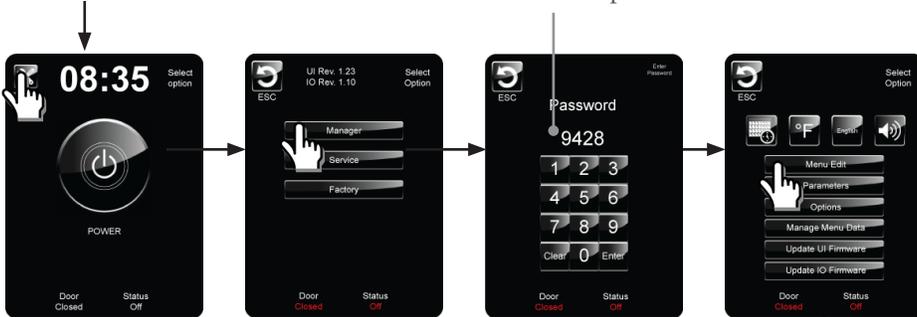


Menu Edit Mode

Follow the steps below to access the “Menu Edit Mode” screen. From this screen, users can:

- Edit setting names
- Set menu temperature
- Edit icons
- Edit cook settings
- Test cook
- Delete menus, categories, and items

Start Here



Enter passcode 9428.



To select a menu, touch the menu name.

NOTE: A G5 menu file consists of 12 menus, each containing 18 categories, each containing 18 items, each containing 5 shelf configurations. There are 19,440 total uniquely-programmable cooking profiles.



⚠ CAUTION: If “Delete” is selected (blue), touching a menu will delete it from the oven. In this illustration, “Edit” is selected (blue).

Edit Menu Name

Edit Menu Name

From the “Menu Edit Mode” screen (page 10), touch the “Edit Menu Name” icon.



Displays the menu selected.

Use keypad to type new name.

Touch to access special characters.

Use arrow keys to move the cursor without deleting existing text.

Touch “Enter” to save changes.

Edit Menu Temperature

Edit Menu Temperature

From the “Menu Edit Mode” screen (page 10), touch the “Edit Menu Temperature” icon.



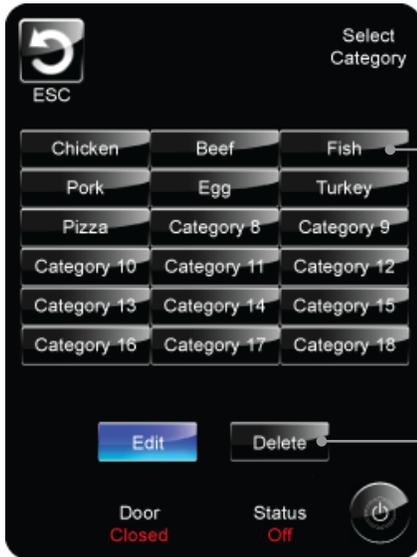
Use numeric keypad to enter new temperature.

Touch “Save & Exit” to save temperature.

Edit Category Name

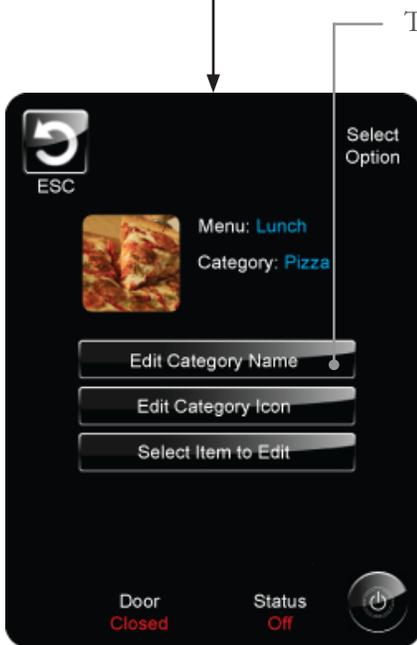


From the “Menu Edit Mode” screen (page 10), touch “Select Category” icon.



Touch a category name to access the screen below.

CAUTION: If “Delete” is selected (blue), touching a menu will delete it from the oven. In the adjacent illustration, “Edit” is selected (blue).



Touch “Edit Category Name”



Touch to save the new name.

Use keypad to type new name.

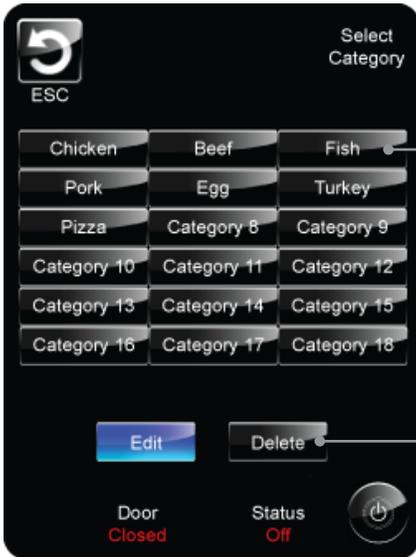
Touch to access special characters.

Use arrow keys to move the cursor without deleting existing text.

Edit Category Icon

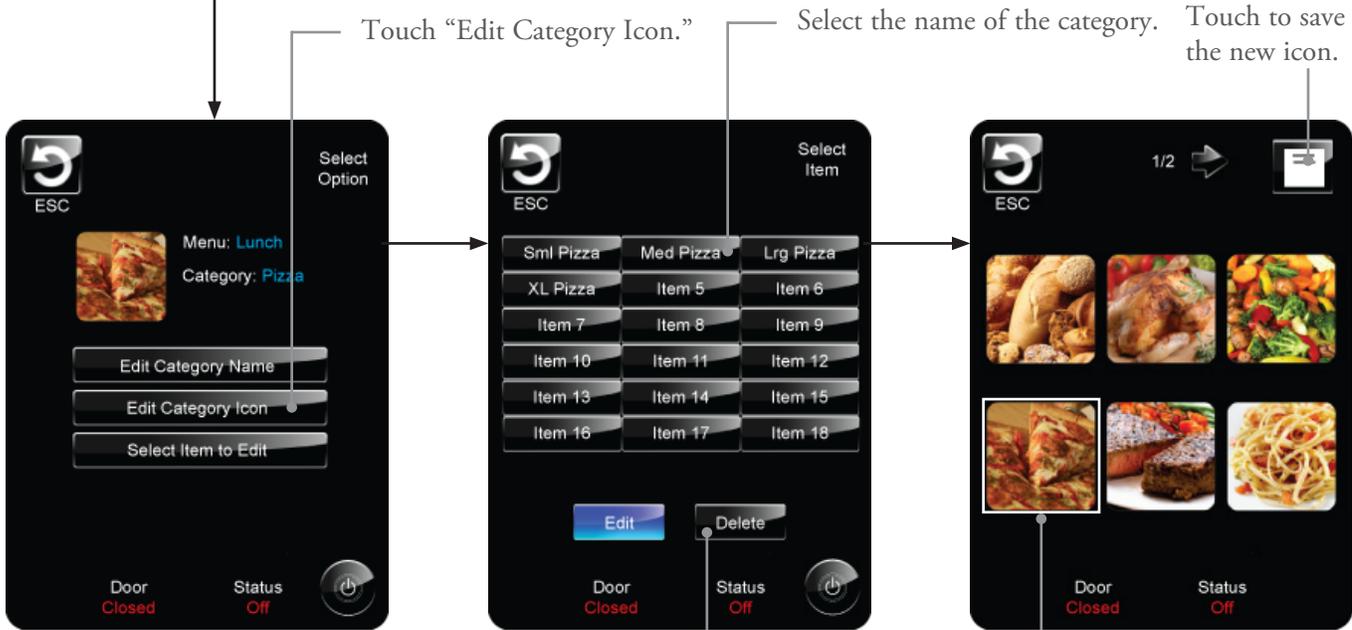


From the “Menu Edit Mode” screen (page 10), touch “Select Category” icon.



Touch a category name to access the screen below.

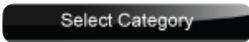
⚠ CAUTION: If “Delete” is selected (blue), touching a menu will delete it from the oven. In the adjacent illustration, “Edit” is selected (blue).



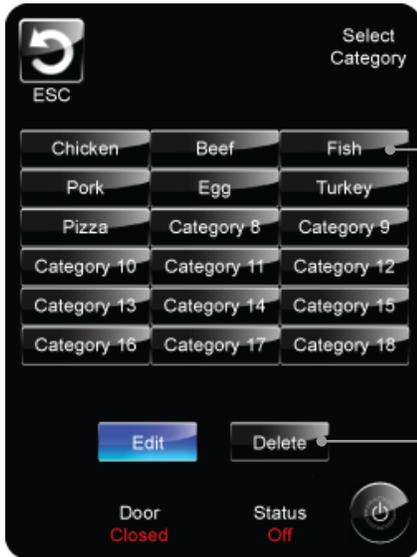
⚠ CAUTION: If “Delete” is selected (blue), touching a menu will delete it from the oven. In the adjacent illustration, “Edit” is selected (blue).

Touch an image to select it as the new category icon.

View Edit Recipe Screen



From the “Menu Edit Mode” screen (page 10), touch “Select Category” icon.



Touch a category name to access the screen below.

⚠ CAUTION: If “Delete” is selected (blue), touching a menu will delete it from the oven. In the adjacent illustration, “Edit” is selected (blue).



Touch “Select Item to Edit”

See adjacent page for a larger view.

⚠ CAUTION: If “Delete” is selected (blue), touching a menu will delete it from the oven. In the adjacent illustration, “Edit” is selected (blue).

Edit Recipe Screen Overview

From the “Edit Recipe Screen” users can:

- Edit recipe cook time
- Edit fan reverse time
- Edit recipe icon
- Edit recipe name
- Run a test cook cycle



Each food item includes up to five shelf configurations. The settings on the adjacent screen are for two shelves of product (i.e., “Shelves 2”).

NOTE: The sum of event time percentages must always equal 100. In this example, there are two events, each set to 50% of the cook time.

Touch “Save” when finished.

Events are phases of a cook cycle. Up to 6 events can be added, each with varying levels of air and microwave. Increase or decrease the amount of time for each event by changing the %Time.

NOTE: Event settings can be stored for up to 5 different shelf configurations (i.e., “shelves in use”) per item.

Edit Recipe Cook Time



From the “Edit Recipe” screen (pages 14-15), touch the cook time icon.



Touch to toggle between minutes and seconds (MM:SS) and hours and minutes (HH:MM).

Use numeric keypad to enter time.

Touch “Enter” to save time.

Edit Fan Reverse Time



From the “Edit Recipe” screen (pages 14-15), touch the fan reverse icon.



Use numeric keypad to input new fan reverse time.

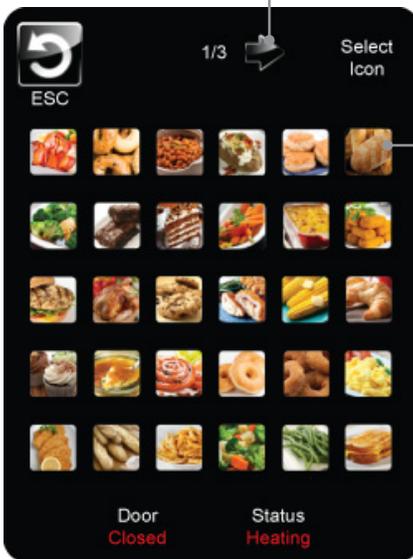
Touch “Enter” to save new time.

Edit Recipe Icon

Edit Icon

From the “Edit Recipe” screen (pages 14-15), touch “Edit Icon” located at the top-center of the screen.

Touch arrow to advance to the next screen.



Touch any icon to select it.

Edit Recipe Name

Edit Name

From the “Edit Recipe” screen (pages 14-15), touch “Edit Name” located at the top-center of the screen.



Use keypad to edit the recipe name.

Touch “Enter” to save new recipe name.

Run a Test Cook Cycle



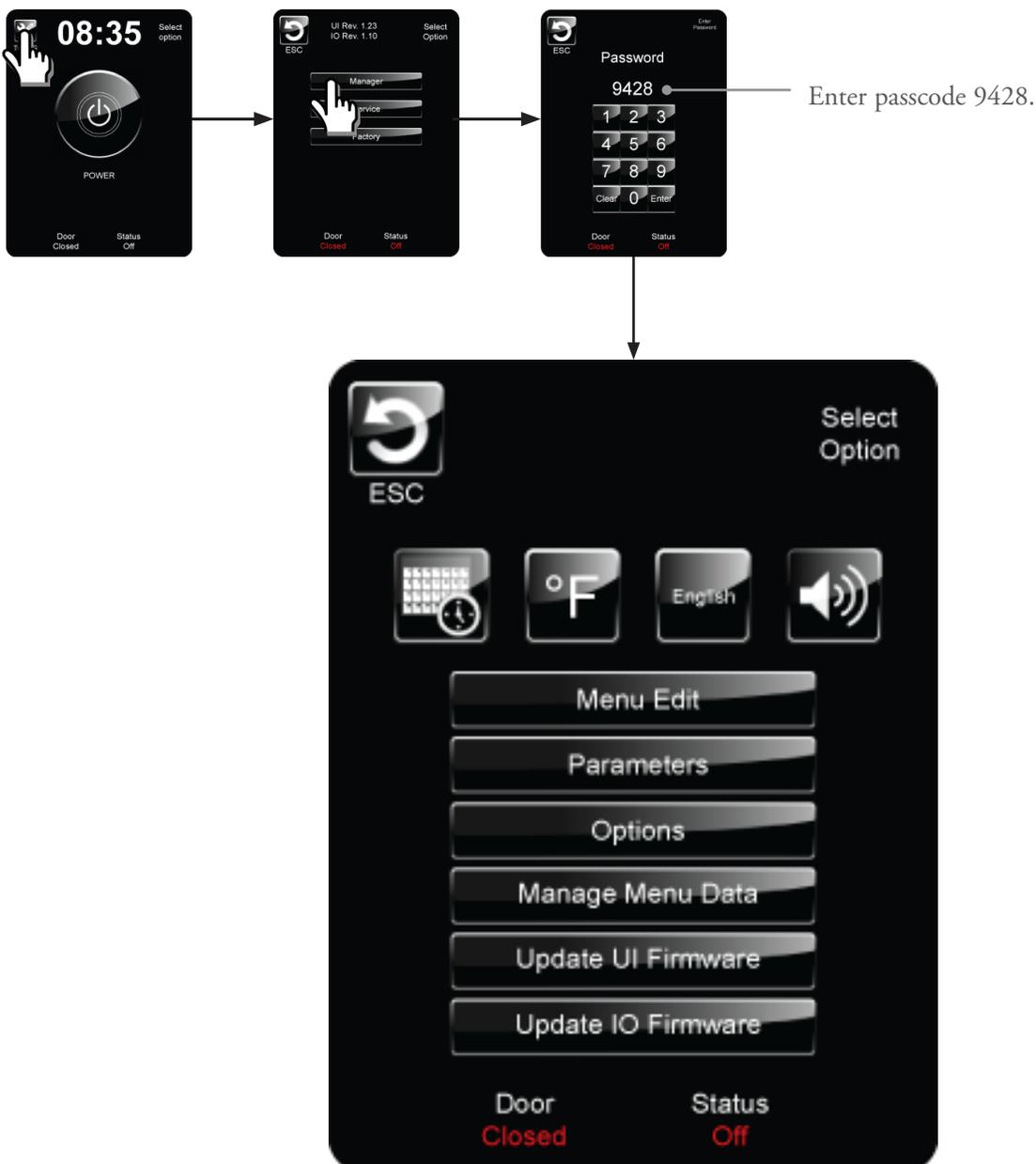
From the “Edit Recipe” screen (pages 14-15), touch the green arrow icon.



Manager Mode

Follow the steps below to access the “Manager Mode” screen. From this screen, users can:

- Set calendar and time
- Set temperature to Fahrenheit/Celsius
- Set language to English/French
- Set speaker volume
- Load/save menu files
- Access “Menu Edit Mode”
- Set oven options
- Update oven firmware
- Set oven parameters



Set Calendar and Time



From the “Manager Mode” screen (page 19), touch the calendar/time icon to edit the time and date.



Touch to edit the time or date screens below.



Touch to toggle between AM and PM.

Use numeric keypad to enter time.

Touch “Enter” to save time.



Use numeric keypad to enter the date (mm/dd/yy).

Touch “Enter” to save date.

Set Fahrenheit/Celsius



The default for the temperature settings is Fahrenheit. From the “Manager Mode” screen (page 19), touch the °F icon.



Touch to save changes.

Touch to toggle between Fahrenheit (°F) and Celsius (°C). Touch the “Save” icon once the changes are made.

Set Language to English/French



From the “Manager Mode” screen (page 19), touch English/French icon.



Touch to save changes.

Touch to toggle between English and French. Touch the “Save” icon once the changes are made.

Set Speaker Volume



From the “Manager Mode” screen (page 19), touch the speaker icon.



Touch to save changes.

Touch up or down arrow keys to increase or decrease the volume.

Menu Edit Mode



From the “Manager Mode” screen (page 19), touch the “Menu Edit” time icon to view the existing menu. See pages 10-18 for details on “Menu Edit Mode.”



NOTE: A G5 menu file consists of 12 menus, each containing 18 categories, each containing 18 items, each containing 5 shelf configurations. There are 19,440 total uniquely-programmable cooking profiles.

Set Oven Parameters

Parameters

From the “Manager Mode” screen (page 19), touch the “Parameters” icon to edit:

Default Temperature

The temperature to which the oven preheats until a menu is selected (Menu Cook Mode, see page 8) or the set temperature is changed in Manual Cook Mode (see page 7).

Default Fan

The fan speed to which the oven is set when the oven is cooling down.

Default Fan Rev Time

The interval of time between fan direction reversals.

Cool Down Temp

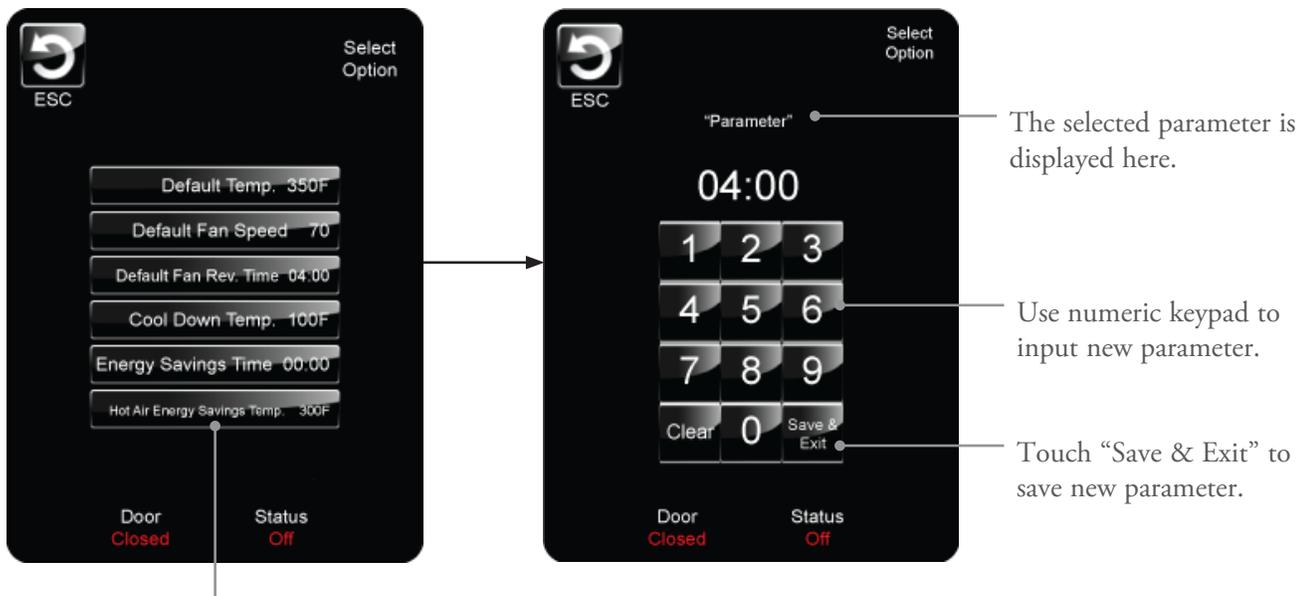
The temperature to which the cavity must cool before the cooling fan turns off.

Energy Savings Time

The oven will go into energy savings mode if idle for the amount of time entered here. A setting of 00:00 turns this feature off.

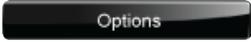
Hot Air Energy Savings Temperature

Temperature at which the oven will hold during “Energy Savings” mode.



Touch one of the icons above to select and edit it.

Set Oven Options

Options

From the “Manager Mode” screen (page 19), touch the “Options” icon to set:

- Manual Mode Passcode
- Ready Beep
- Cook Done
- Bypass Manual/Menu Selection
- Keep Manual Settings While Off



Yes = oven will require a passcode to access Manual Mode (page 7).

Yes = Manual Mode cannot be accessed.
No = Manual Mode can be accessed.

Yes = Last settings used in Manual Mode are saved.

Manage Menu Data



From the “Manager Mode” screen (page 19), touch the “Manage Menu Data” icon.



Touch to add a new menu to the oven.

Touch to download a menu from the oven.



USB Port beneath oven display

Touch
“Get Menu Data
from USB”

Touch
“Store Menu Data
to USB”



Display shows menus loaded to the thumb drive. Touch a menu name to load it to the oven.



Name the menu file to be saved to the thumb drive.

Update UI Firmware

Update UI Firmware

From the “Manager Mode” screen (page 19), touch the “Update UI Firmware” icon. To download the latest G5 firmware, visit www.turbochef.com/firmware. UI firmware updates may include additional graphics, new features, etc.



USB Port beneath oven display

Once the firmware has been downloaded from the TurboChef website and saved to a USB thumb drive, insert the thumb drive and touch the “Update UI Firmware” icon. The oven may take several minutes to complete the update.

NOTE: Some previous versions of the firmware may not have this icon. If the icon does not exist, unplug the oven, insert the thumb drive with the new firmware, and then plug the oven back in. The oven will detect the new firmware and begin loading it.

Update IO Firmware

Update IO Firmware

From the “Manager Mode” screen (page 19), touch the “Update IO Firmware” icon. To download the latest G5 firmware, visit www.turbochef.com/firmware. IO firmware updates may include operational changes such as oven controls, heaters, microwave, etc.



USB Port beneath oven display

Once the firmware has been downloaded from the TurboChef website and saved to a USB thumb drive, insert the thumb drive and touch the “Update IO Firmware” icon. The oven may take several minutes to complete the update.

NOTE: Some previous versions of the firmware may not have this icon. If the icon does not exist, unplug the oven, insert the thumb drive with the new firmware, and then plug the oven back in. The oven will detect the new firmware and begin loading it.

Cook Compensation

The cook cavity temperature can deviate from the set point if there is inconsistency in the amount of product being cooked, or inconsistency with the starting state of the product (e.g., frozen or fresh). Cook compensation can be used to speed up or slow down the increments of time during a cook cycle. This helps to offset the effect temperature variations can have on cooking results.

For each cook compensation increment, the oven speeds up (positive increments) or slows down (negative increments) the cook time by 10 ms.

1. Select “Tools.”



2. Select “Factory.”



3. Enter the passcode 9 4 2 8.



4. Select “Parameters.”



5. Select “Cook Compensation.”



6. Set the cook compensation.



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: The fault codes listed on page 29 will terminate a cook cycle upon discovery.

 **WARNING:** When troubleshooting the issues below, the food, oven, and oven door are hot!

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"> - Touch the “Power” icon. - 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 touch the “Power” icon. - Press the button located beneath the display (near the USB port) 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 item 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
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 touch the “Power” icon.
F5, F11, F12: 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.

North America Limited Warranty

TurboChef G5 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 oven owner’s manual (as may be updated by TurboChef from time to time, the “Manual”), a copy of which is provided to you with the Equipment or otherwise will be furnished to you upon request, is excluded from this warranty. This warranty does not apply to damage or failure which results, in TurboChef’s or its service agent’s sole opinion, from failure to provide a suitable installation and operating environment (including power and HVAC) and facilities as prescribed by the Manual, misuse, abuse, accident, neglect, power failure or power surges (over or under voltage), or to damage or failure from flood, fire, lightning or other natural or man-made disasters, or other Acts of God, or to Equipment that has missing or altered serial numbers.

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

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

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

Warranty Service, Exclusive Remedy

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

Warranty Claims

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

Disclaimer of Damages

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

Customer Indemnity

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

Territory

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

Governing Law, Entire Warranty

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

Charges for Non-Warranty Service or Rejection of Service Visit

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

International Limited Warranty

This Limited Warranty shall apply to the sales of all TurboChef G5 Series ovens (the “Equipment”) manufactured by TurboChef Technologies, Inc. (“TurboChef”), and sold to purchasers outside of the United States, Canada, and Puerto Rico 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.

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.

*This page intentionally
left blank.*

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: G5-9223 / Revision D / January 2014
Country Code: NA/EU

Global Operations

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

Customer Support:

800.90TURBO
+1 214.379.6000
turbochef.com