



# C3 Owner's Manual

FOR THE TURBOCHEF C3 SPEED COOK OVEN



*Accelerating the World of Cooking™*

800.90TURBO / +1 214-379-6000  
Part Number: TC3-0209 / Revision F / May 2013



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MODEL

---

SERIAL NUMBER

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INSTALLED BY

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INSTALLATION CHECKED BY

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SERVICE CENTER NAME / NUMBER


*For service or information call:*  
Customer Service *at* 800.90TURBO or +1 214-379-6000  
Sales and Marketing *at* 866.90TURBO



*Accelerating the World of Cooking™*

### IMPORTANT SAFETY INFORMATION

The information contained in this manual is important for the proper installation, use and maintenance of this oven. Adherence to these procedures and instructions is important for satisfactory baking results and long-term trouble-free service. Please read this manual carefully and retain it for future reference. Errors - descriptive, typographic or pictorial - are subject to correction. Specifications are subject to change without notice.

 **WARNING:** Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read all the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

☒ DO NOT store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.



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# Introduction

## TO THE TURBOCHEF C3 OVEN

### IMPORTANT SAFETY INSTRUCTIONS

When using electrical appliances, the following basic safety precautions should be strictly adhered to so as to reduce the risk of burns, electric shock, fire, injury, or exposure to excessive microwave energy:

- Read all instructions before using the appliance.
- Read and follow the specific PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY found on page 3.
- This appliance must be grounded. Connect only to properly grounded outlet. See grounding instructions found on page 3.
- Installation and location of appliance should comply with the provided installation instructions.
- Some products such as whole eggs and sealed containers - for example: closed glass jars - may explode and SHOULD NOT be heated in this oven.
- Use this appliance only for its intended use as described in the manual.
- This appliance should be serviced only by qualified service personnel. Contact the nearest authorized service facility for examination, repair, or adjustment.
- Keep cord away from heated surfaces.
- ☒ DO NOT allow children to use this appliance.
- ☒ DO NOT use corrosive chemicals or vapors in this appliance. This type of oven is specifically designed to heat, cook, or dry food. It is not designed for industrial or laboratory use.
- ☒ 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 supply cord replacement found on page 3.
- ☒ DO NOT cover or block any openings on the appliance.
- ☒ DO NOT store this appliance outdoors.
- ☒ DO NOT use this product near water - for example: near a kitchen sink, in a wet basement, or near a swimming pool.
- ☒ DO NOT immerse cord or plug in water.
- ☒ DO NOT let cord hang over edge of table or counter.
- ☒ DO NOT use a water jet for cleaning. See the Maintenance section (page 17) of this manual for proper cleaning procedures.

To reduce the risk of fire in the oven cavity:

- Remove wire twist-ties from paper or plastic bag in oven.
- If materials inside the oven should ignite, keep oven door closed, turn 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 appliance and keep the door closed in order to stifle any flames.
- ☒ DO NOT use the cavity for storage purposes.
- ☒ DO NOT overcook food. Carefully attend appliance if paper, plastic or other combustible materials are placed inside the oven to facilitate cooking.
- ☒ DO NOT leave paper products, cooking utensils, or food in the cavity when not in use.

**SAVE THESE INSTRUCTIONS**

## PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY

To reduce the risk of 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 the 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 door (bent), hinges and latches (broken or loosened), and door seals and sealing surfaces.
- ❑ DO NOT have the oven adjusted or repaired by anyone except a factory authorized service technician.

## 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 appliance is equipped with a cord that has a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded. Consult a qualified electrician or serviceman if uncertain about the ability to follow grounding instructions or if doubt exists as to whether the appliance is properly grounded.

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

### Power Supply Cord Replacement

If the power supply cord is damaged, it **MUST BE** replaced by the manufacturer, its service agent, or a similarly qualified person in order to avoid a hazard.



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

## RF INTERFERENCE CONSIDERATIONS

The C3 oven generates radio frequency signals. This device has been tested and 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, insure that the batteries are fully charged.
- ❑ Keep sensitive equipment on separate electrical circuits if possible.
- ❑ DO NOT route intercom wires, microphone wires, or speaker cables near oven.

**SAVE THESE INSTRUCTIONS**

### OVEN DESCRIPTION AND SPECIFICATIONS

The C3 roasts, browns, and broils a wide variety of foods up to 10X faster and at a quality that meets or exceeds traditional cooking methods. Intense microwave energy combines with rapidly-recirculating hot air to cook food faster than conventional ovens without sacrificing product quality. The closed-loop airpath contains a catalytic converter that eliminates flavor transfer between foods and reduces airborne grease in the oven. Rapid-response heaters provide fast heating to control product temperatures and moisture.

The C3 oven is reliable, easy to operate, and energy efficient by reducing energy consumption and emitting minimal heat load to the environment.

#### Specifications

DIMENSIONS:	Height (single)	25.5" (648 mm)
	Height (stacked)	43" (1092 mm) stacked
	Width	29" (737 mm)
	Depth	29.5" (749 mm)
	Depth (w/ handle)	32.25" (819 mm)
	Weight (single)	255 lbs. (116 kg)
MAXIMUM INPUT:	7.4 kW	
POWER SUPPLY:	US (1 Phase) All Models	<ul style="list-style-type: none"> <li>• 208 VAC, 60Hz, 1 phase, 35 amp, 3 wire including ground</li> <li>• 240 VAC, 60Hz, 1 phase, 30 amp, 3 wire including ground</li> <li>• 208 VAC, 50Hz, 1 phase, 35 amp, 3 wire including ground</li> <li>• 240 VAC, 50Hz, 1 phase, 30 amp, 3 wire including ground</li> </ul>
	Europe (1 Phase) All Models	<ul style="list-style-type: none"> <li>• 230-240 VAC, 50Hz, 1 phase, 30 amp, 3 wire including ground</li> <li>• 230-240 VAC, 60Hz, 1 phase, 30 amp, 3 wire including ground</li> </ul>
	Europe (3 Phase) C3/C Multi & C3 Multi	<ul style="list-style-type: none"> <li>• 380-415 VAC, 50Hz, 3 phase, WYE, 12 amp, 5 wire including ground</li> <li>• 380-415 VAC, 60Hz, 3 phase, WYE, 12 amp, 5 wire including ground</li> <li>• 230-240 VAC, 50Hz, 3 phase, Delta, 30 amp, 4 wire including ground</li> <li>• 230-240 VAC, 60Hz, 3 phase, Delta, 30 amp, 4 wire including ground</li> </ul>
WALL CLEARANCE:	Top	4" (102 mm)
	Sides	2" (51 mm)
MICROWAVE FREQUENCY:	2.45 GHZ	
CONNECTIONS INCLUDING GROUND:	The outlet box, receptacle, and wall plate are to be furnished by the installing contractor. The unit is supplied with a 6' power cord that includes:	
	US (1 Phase):	NEMA 6-50P
	Europe (1 Phase):	32A IEC 60309 plug
	Europe (3 Phase):	32A IEC 5 Pin plug
MAXIMUM POWER USAGE:	Convection Heaters	5.4 kW
	Microwave System	2.0 kW



# Installation


## OF THE TURBOCHEF C3 OVEN

**Please follow the detailed instructions** provided in this section regarding the assembly and installation of your C3 oven for enhanced safety and optimal oven functionality.

### INSTALLATION

The TurboChef C3 Oven is manufactured to comply with applicable CE, NSF, UL, cUL, FDA and FCC requirements. All equipment is designed and certified for safe operation when installed in accordance with local and/or national codes. Many local codes exist, and it is the responsibility of the owner and installer to comply with these codes.

Install this oven according to the policies and procedures outlined below and throughout this manual.

 **WARNING:** Death, injury, and equipment damage can result from improper installation of the oven or installation of a unit damaged during shipment or storage.

☒ DO NOT install an oven suspected of damage.

**NOTE:** Improper installation or the installation of a unit damaged during shipment or storage may result in the voiding of the equipment warranty.

### VENTILATION REQUIREMENTS

The TurboChef C3 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 ham-burger 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.

### DELIVERY AND LOCATION

#### Delivery - Initial Inspection

All TurboChef C3 ovens are shipped so as to prevent damage. Upon delivery of your new oven:

- ☐ Inspect the shipping container for external damage. Any evidence of damage should be noted on the delivery receipt which must be signed by the driver.
- ☐ Uncrate the oven and check for internal damage. Carriers will accept claims for concealed damage if notified within fifteen days of delivery and if the shipping container is retained for inspection.

TurboChef Technologies Inc. does not assume responsibility for loss or damage suffered in transit. The carrier assumes full responsibility for delivery in good order when the shipment is accepted. TurboChef Technologies Inc. can assist in filing a claim when necessary.

#### Oven Location

The well-planned and proper placement of your oven will enhance long-term operator convenience and satisfactory performance. Be sure to place oven in an area accessible for proper operation and servicing.

The countertop or work surface must be able to support the weight of 255 pounds (116 kg) and be at least 30" deep. For stacked installations, the countertop or work surface must be able to support the weight of 510 pounds (231 kg).

The manufacturer shall not assume liability for damage or injury resulting from improper installation of equipment including temporary or unstable work stations or countertops.

There must be 4" (102 mm) between the top of the unit and any shelf or other surface.

The oven must be installed level front to back and side to side. The oven legs may be bolted to the counter top if desired.



**⚠ WARNING:** Death, injury and equipment damage may result from improper positioning. It is the operator's responsibility to ensure the oven is properly positioned on countertop daily. TurboChef will not warrant any damage or injury to ovens that fall off countertops due to improper placement.

### C3 OVEN ASSEMBLY

#### Double Stacking Ovens

Figure 1

1. Ensure the surface that will hold the stacked ovens can support the total weight (510 lbs. (231 kg)).
2. Allow each oven adequate time to cool and then unplug them.

**NOTE:** If you are stacking the ovens on a TurboChef oven cart, make sure that the bottom oven is bolted to the cart and the wheels are locked.

3. Attach the Stacking Bracket (TC3-0323) to the back of the bottom oven:
  - a. Remove the screws marked with gray arrows in Figure 1.
  - b. Align the holes on the Stacking Bracket with the holes on the oven and reinstall the screws.
  - c. Be sure to orient the bracket as shown in Figure 1.
4. Remove the legs of the oven that will be placed on top. This requires two or more persons—at least one person to lift and one person to unscrew the legs.
5. Remove the screws from the oven that will be placed on top, as marked with black arrows in Figure 1.
6. Place the oven on top of the oven with the stacking bracket attached.

**⚠ WARNING:** Do not attempt to lift the oven with fewer than 2 people.

**⚠ WARNING:** When lifting the oven, position at least one person on each side. Do not lift the oven from the front and back. Do not use the handle to lift the oven.

8. Align the holes on the Stacking Bracket with the holes on the top oven and reinstall the screws.

**⚠ WARNING:** Do not stack ovens over two-high.

#### Oven Assembly and Ceramic Platter Installation

Figure 3

1. Carefully remove the packing material from the ceramic cooking platter and Wave Guide Cap.
2. Open the oven door and place the Wave Guide Cap on top of the wave guide (center of cavity floor).
3. Slide the cooking platter along the side rails in the cook cavity (See Front & Back label on platter).

**⚠ CAUTION:** Equipment damage may occur from improper installation of the ceramic platter. Install the ceramic platter with the rounded corners to rear of oven (the lip of the platter should face forward).

If door does not close with the platter installed, **DO NOT force the door closed.** Call TurboChef for assistance at 800.90TURBO or +1 214-379-6000.

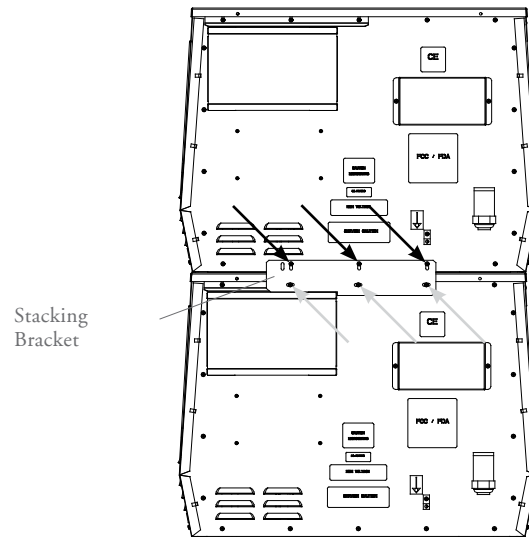


FIGURE 1: Double Stacking Ovens

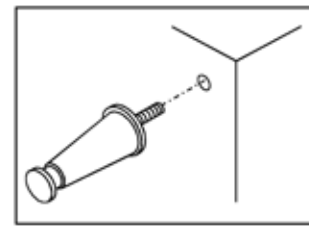


FIGURE 2: Oven Leg Removal

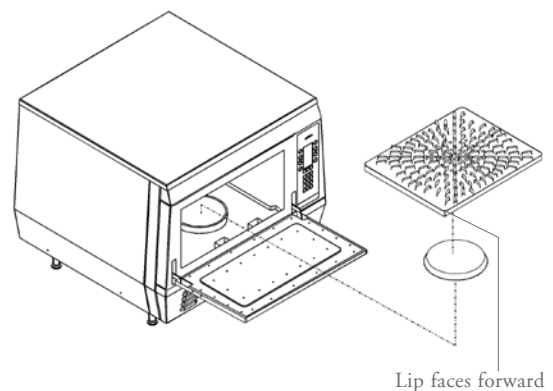


FIGURE 3: Oven Assembly and Ceramic Platter Installation

**Built-In Installation**

Figure 4.

TurboChef ovens are designed to be installed on a countertop or table. They are not intended for built-in or enclosed installation.

“Built-in or enclosed installation” is defined as installing an oven in any structure that surrounds the oven by five sides (i.e., top/rear/side panels and base).

If installation must be “built in,” the operator must ensure the following:

- Minimum of 300 cfm (8.5 cmm) of supplement flow within the cabinet.
- Minimum clearances of 2” (51 mm) to every side and 4” (102 mm) for the back.

In addition, the operator will be responsible for compensating any extra time required to service the product due to removing the product for serviceability.

**Installation Near Open Heat Source**

Figure 5, page 8.

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

- Verify oven location has a minimum 6” (152 mm) clearance on top and minimum 2” (51 mm) of clearance on each side.
- If the oven is being placed near a grill or stove, there must be a divider 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, there must be a divider 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 (23”/584 mm).

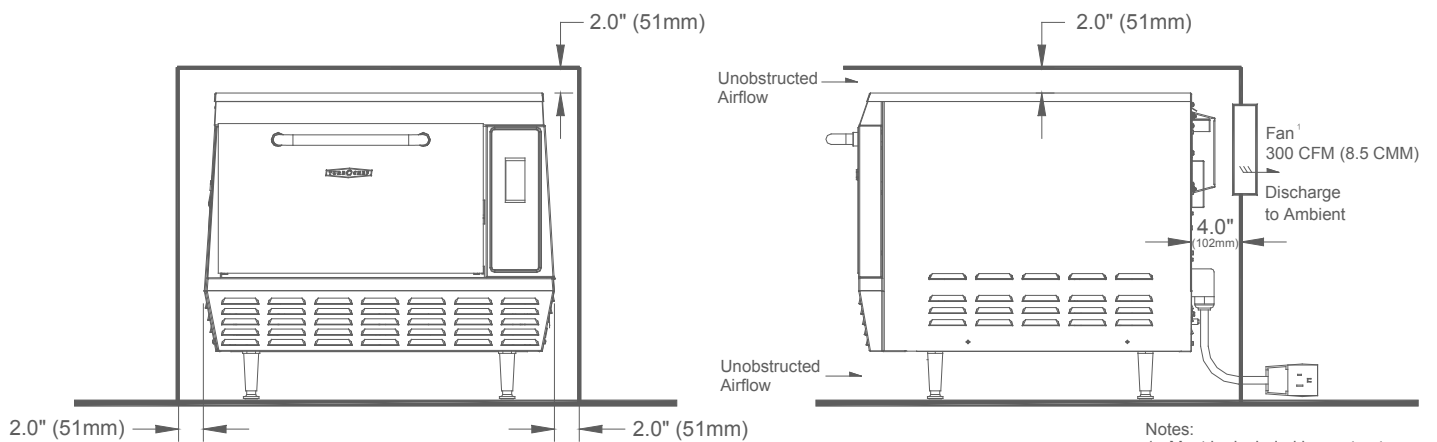


FIGURE 4: Built-in Installation

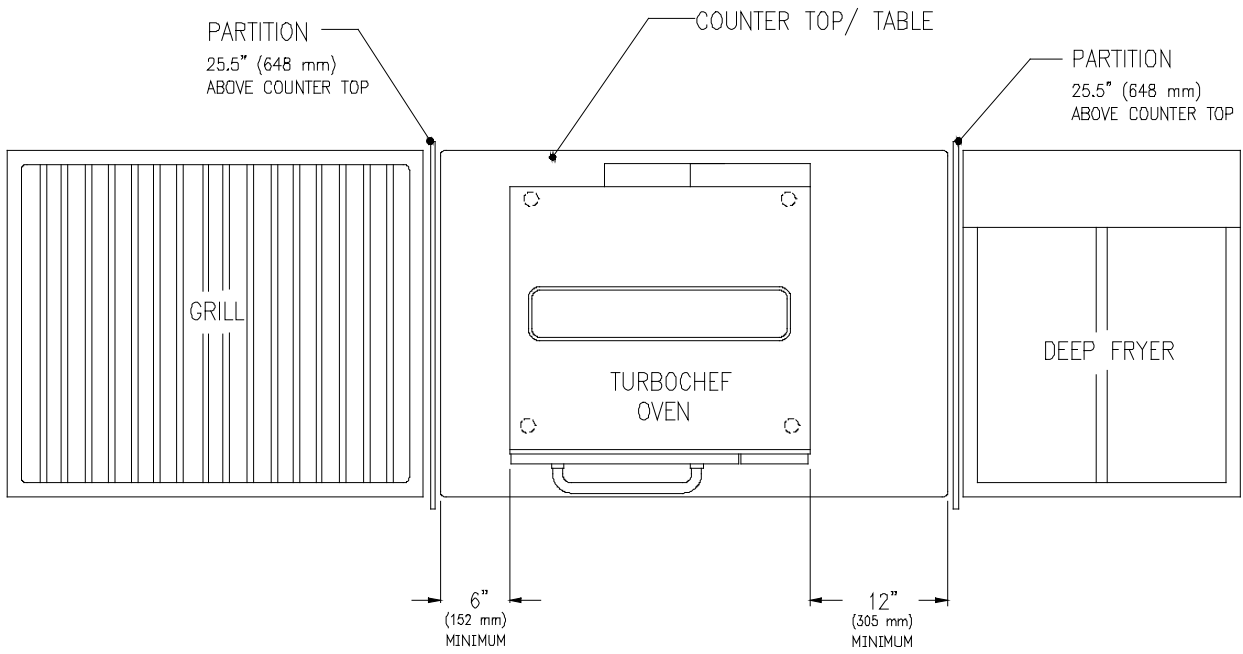


FIGURE 5: Installation Near Open Heat Source

# Operation

## USING THE C3 AND ALL OF ITS FEATURES

This section contains detailed information on how to power up your C3 oven, cooking and programming instructions, and operation tips. Read this information thoroughly and refer back to it as necessary.

### GLOSSARY OF TERMS

#### Oven Operating Components

DISPLAY	The primary interface to relay messages to the operator.
KEYPAD	The primary interface for the operator to use the oven.
COOK CAVITY	Cavity in which food products are cooked.

#### Product Recipes

RECIPE	A “recipe” is a food program that consists of total cooking time, event time, percentage of hot airflow (AIR) required, and microwave (MW) level required.
COOK CYCLE	The operation of a recipe.
COOK EVENT	Segment of a recipe. Up to 6 events can be programmed for each recipe.
EVENT TIME	Time of a single cook event, as a percent of the total cook time.
AIR	Percent of convection motor speed during a cook event (10-100%). The higher the motor speed, the more intense the hot airflow.
WAV	Percent of time that microwave is used (0-100%). For example, a setting of 50% means that microwave is present for 5 out of every 10 seconds within a given cook event.
COOK TEMPERATURE SET POINT	Temperature at which all recipes cook and at which the oven idles between cook cycles.

#### Modes

MODE	A mode is a software environment that allows certain operations to occur. C3 oven main modes consist of the following: Off, Warming Up, Cooking, Cooling Down, Edit, and Test.
OFF MODE	When in OFF mode, there is no power to the oven’s main components except the oven control.
WARMING UP MODE	Mode during which the actual oven temperature is brought up to the set point in preparation for cooking.
COOKING MODE	Mode during which the oven cooks a food product.
COOLING DOWN MODE	Same as the OFF mode, except the convection motor blows cool air into the cook cavity.
EDIT MODE	Mode during which recipe settings can be edited and tested.
TEST MODE	Mode during which various diagnostic tests can be run.

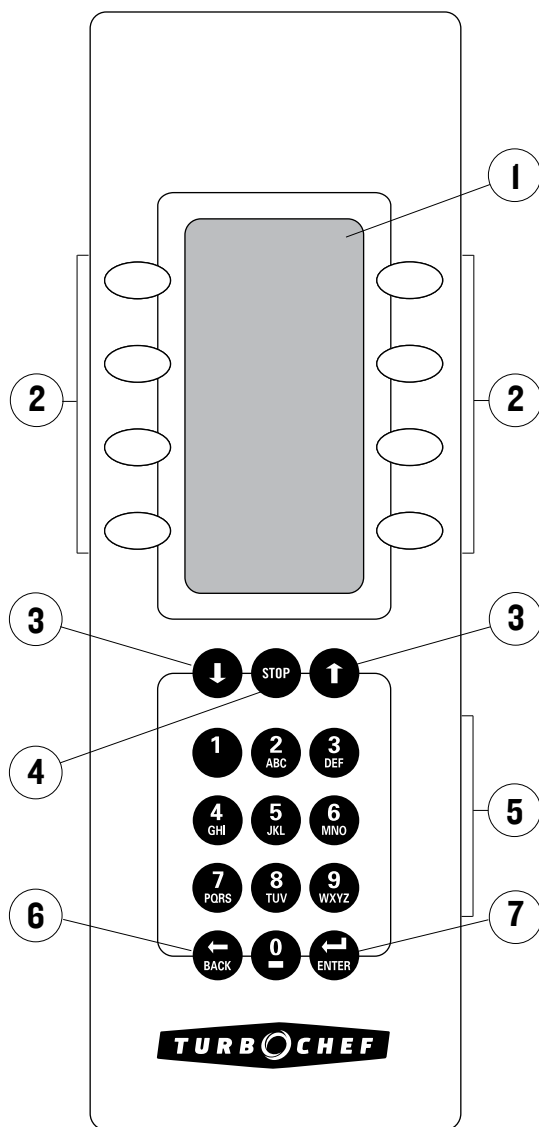


FIGURE 6: The Control Pad

## THE CONTROL PAD

Figure 6.

### 1. Display Window

Displays operation and programming information.

### 2. Soft Keys

Eight keys used to select options that are displayed adjacently on the screen.

### 3. Arrow Keys

Use independently to navigate between and within screens. Simultaneously press to access EDIT mode (see page 13 for more information).

### 4. Stop Key

Press to stop cook cycles.

### 5. Keypad

Used to enter data in the programming mode and manually input cooking times.

### 6. Back Key

Press to return to a previous screen. When the oven is idling between cook cycles, press to turn the oven off.

### 7. Enter Key

Press to save modified information.

## POWER-UP

### The Initial Power On

When power is initially applied, the oven START UP screen will display the firmware version and the oven's serial number for 5 seconds (Figure 7). The OFF screen will then display "Oven Off" in large text (Figure 8).

If the oven cavity temperature is in excess of 150°F (65°C), the screen will also display "Cool Down" and the blower motor will begin circulating cool air. An OVEN ON soft key is displayed on the lower right corner of the screen.

NOTE: After one hour in the OFF mode, the display goes to minimum intensity to prevent burn-in.

### To Power Up The Oven

1. If the display is dim, press any key to re-illuminate the display. The OFF screen will be displayed (Figure 8).
2. Press the OVEN ON soft key to turn the oven on and begin warm up.
3. The WARM UP screen will display "Warming Up" (or in some cases "Cooling Down"), the cook cavity temperature (CC) and heater temperature (HX) (Figure 9).

4. When the oven cooking temperature is within 7°F (4.8°C) of the cook cavity set point temperature, the oven will display "Ready to Cook" and an audible alarm will sound. After approximately 1 second, the MENU GROUP SELECT screen will appear.

## COOKING INSTRUCTIONS

NOTE: To enable/disable the START or DONE screens, see page 14.

NOTE: Press the BACK key at any time to return to the previous screen.



**WARNING:** The oven cavity and inside of door are HOT! Insert and remove food with caution.

1. Place the food product into the oven cavity.

The MENU GROUP SELECT screen (Figure 10) displays eight menu groups - each associated with the eight soft keys. Press the soft key corresponding to the desired menu group to advance to the MENU ITEM SELECT Screen (Figure 11).

NOTE: To assign new names to the menu groups and items, see "Editing a Food Item" (page 13).

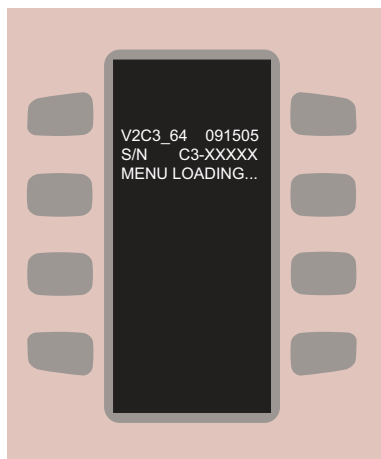


FIGURE 7: Start Up Screen

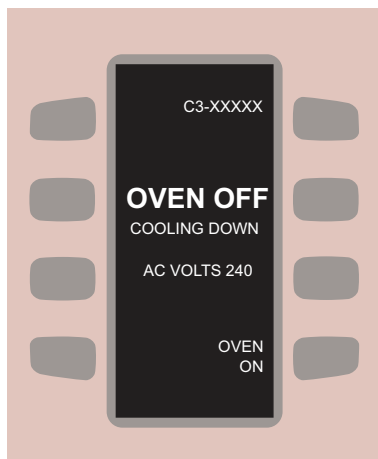


FIGURE 8: Off Screen



FIGURE 9: Warming Up Screen

2. The MENU ITEM SELECT screen is displayed with eight menu items, each associated with the eight soft keys. Press the soft key corresponding to the desired menu item (Figure 11).
3. From the MENU ITEM SELECT screen, press the soft key corresponding to the desired item to initiate a cook cycle.

NOTE: If the START screen is enabled, the oven will display the cook time previously saved (Figure 12). If required, use the numeric keypad to enter a new cook time and press the ‘Start’ soft key to initiate the cook cycle.

4. The oven will begin cooking. The COOKING screen displays the Group and Item name of the product being cooked, along with the remaining cook time.

NOTE: To immediately terminate a cook cycle, press the STOP key.

NOTE: If a cook setting has not been stored for the selected menu group and item, the oven will momentarily display “No Cook Setting” and return to the MENU GROUP SELECT screen.

5. When the cook cycle completes, the oven will beep and display “Please Remove Food From Oven.” Open the oven door to check the status of the food product.

6. If the DONE function is enabled, the display will provide two additional options (Figure 13):
  - a. Save Time: Press this soft key to save an adjusted cook time. This option will appear only if the START screen is also enabled (page 14).
  - b. Cook More: Press this soft key for additional cooking options (Figure 14):
    - Select “Cook More” if the inside of the food product is not done.
    - Select “Brown More” to darken the outside of the food product.
    - Select “Cook + Brown” to combine the above two actions.
7. When the food product has reached the desired result, **carefully** remove it from the cook cavity.

#### TURNING THE OVEN OFF

Press the BACK key repeatedly until the OVEN OFF screen is displayed.

If the oven cavity temperature is in excess of 150°F (65°C), the oven will go to into COOL DOWN mode. When the oven cools to below 150°F (65°C), the main convection motor will shut off.

NOTE: If the oven sits idle in any mode for more than an hour, the display will dim to its minimum intensity. Pressing any key will return the display screen to the normal intensity.

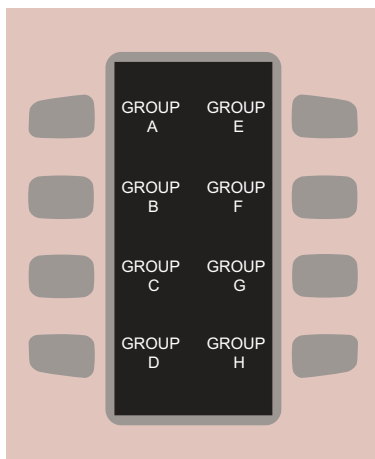


FIGURE 10: Menu Group Select Screen

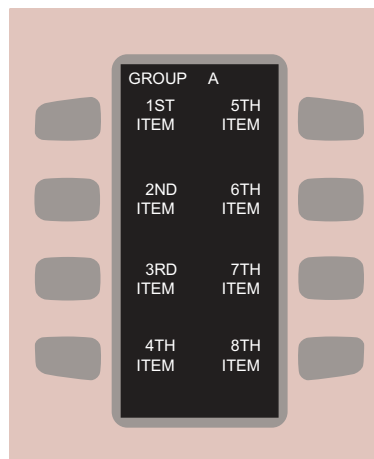


FIGURE 11: Menu Item Select Screen

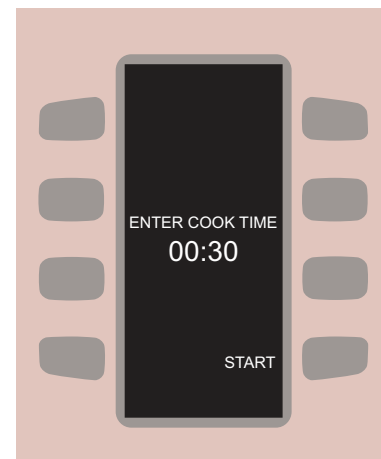


FIGURE 12: ‘Start’ Screen



## EDITING A FOOD ITEM

1. From the COOLING DOWN or OFF mode, simultaneously press the UP and DOWN keys.
2. Enter the code “9” and press ENTER.
 

NOTE: For instructions on changing the EDIT PIN number, contact Customer Service at 800.90TURBO or +1 214-379-6000.
3. Using the UP and DOWN arrow keys, change the cook cavity set temperature (if necessary). This is the temperature at which all items will cook.
4. Press ENTER.
5. Select the group that contains the food item you wish to edit by pressing the adjacent soft key.
6. Select the food item you wish to edit by pressing the adjacent soft key.
7. Adjust the following components of a food item (see Figure 15 - to navigate from field to field, press the UP or DOWN key):
  - a. Group Name - Press the top-left or top-right soft key to move from one character to another in the group name field.

To change a character, use the numeric keypad to enter a letter or number. Press “1” for punctuation marks. Press “0” once for a space or twice for a “0.”

- b. Item Name - Same as “Group Name,” above.
- c. Cook Time - Enter the cook time using the numeric keypad.
- d. Events 1 through 6 - Edit using the numeric keypad:
  - % Time - Each event is a percentage (0-100%) of the total cook time. The sum of all event percentages must equal 100%.
  - % Air - Percent of convection motor speed during a cook event (10-100%). The higher the motor speed, the more intense the hot airflow.
  - % Microwave (WAV) - Percent of time that microwave is used (0-100%). For example, a setting of 50% means that microwave is present for 5 out of every 10 seconds within a given cook event.
8. If testing the new settings is required:
  - a. Wait until the “Warming Up” message disappears from the bottom of the screen.

**⚠ WARNING: Inside of oven is HOT! Insert food with caution.**

- b. Insert food item into cook cavity.
- c. Close the oven door and press the “Test” soft key to test the new settings.
- d. Follow steps 4-7 in “Cooking Instructions” (page 12).

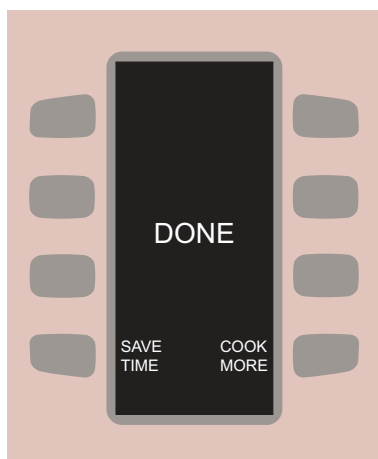


FIGURE 13: “Done” Screen 1

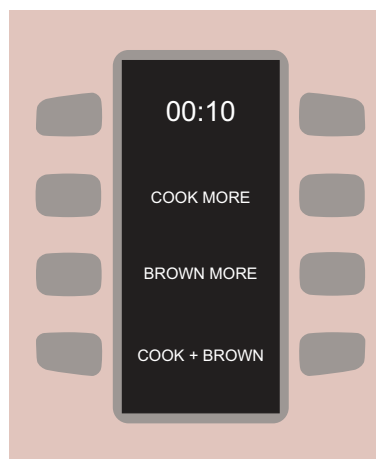


FIGURE 14: “Done” Screen 2

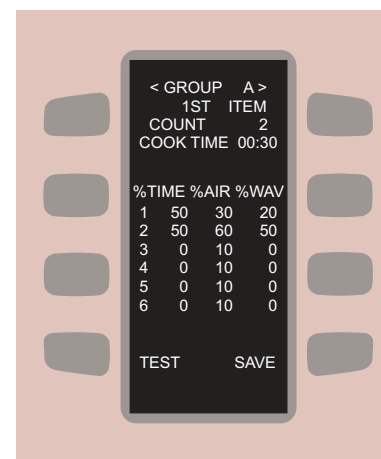


FIGURE 15: Edit Recipe Settings Screen

- Press the “Save” soft key to save the new settings.  
Doing so will permanently replace old item settings.
- When done editing recipes, press the BACK key until returned to the COOLING DOWN or OVEN OFF screen.

### ENABLING/DISABLING THE EDIT MODE

The EDIT mode can be disabled to prevent unauthorized editing of food items/cook cavity set temperature.

To enable/disable the EDIT mode:

- From the COOLING DOWN or OFF mode, simultaneously press the UP and DOWN keys.
- Enter the code 8-4-3-3 (T-I-D-E) and press ENTER (Figure 16).
- When prompted, press “9” to enable EDIT mode. Press any other numeric key to disable EDIT mode.

### COOKING OPTIONS - START AND DONE SCREENS

#### The “Start” Screen

For more information about the START screen, see page 12. To enable/disable the START screen (Figure 17):

- From the COOLING DOWN or OFF mode, simultaneously press the BACK and ENTER keys.
- Enter the code 8-4-6-3 (T-I-M-E) and press ENTER.

- When prompted, press “9” to enable the START screen. Press any other numeric key to disable the START screen.

#### The “Done” Screen

For more information about the DONE screen, see page 12. To enable/disable the DONE screen (Figure 18):

- From the COOLING DOWN or OFF mode, simultaneously press the BACK and ENTER keys.
- Enter the code 3-6-6-3 (D-O-N-E) and press ENTER.
- When prompted, press “9” to enable the DONE screen. Press any other numeric key to disable the DONE screen.

### MENU CARD COMPATIBILITY

Some C3 oven models contain a menu card reader inside the oven. For these ovens, follow the steps on page 15 for reading from/writing to a menu card.

If your oven does not contain a menu card reader and you wish to load settings from a menu card, contact TurboChef at 800.90TURBO or +1 214-379-6000 to order special equipment and instructions.

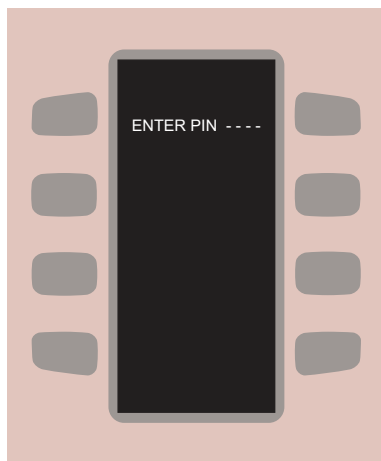


FIGURE 16: Enter PIN Screen

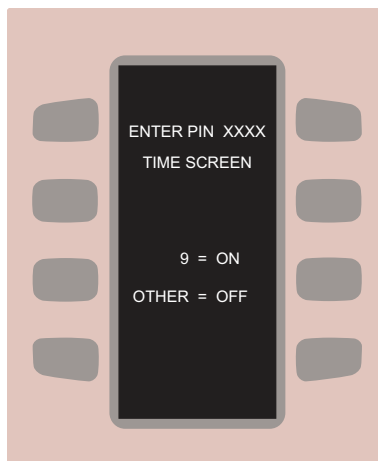


FIGURE 17: Enable/Disable “Start” Screen

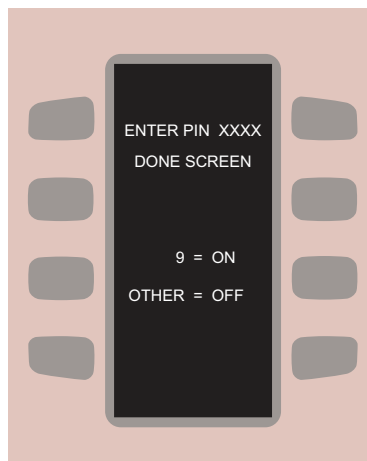


FIGURE 18: Enable/Disable “Done” Screen

### Loading a Menu from a Smart Card

Please note that once the procedure below is completed, the old menu settings will be permanently lost.

1. Ensure the oven is in the OVEN OFF/COOLING DOWN mode (page 12).
  2. Enable the LOAD MENU function:
    - a. Simultaneously press the UP and DOWN keys.
    - b. Enter the code 6-3-6-8 (M-E-N-U) and press ENTER.
    - c. Press 9 to enable LOAD MENU.
  3. Remove the lower access panel (Figure 19).
  4. Insert smart card into oven (Figure 19).
  5. Press the bottom-left soft key.
  6. Select LOAD MENU FROM CARD. The menu on the smart card will load to the oven.
  7. When this process completes, the oven will beep. Remove the smart card and reattach the lower access panel.
2. Enable the SAVE MENU function:
    - a. Simultaneously press the UP and DOWN keys.
    - b. Enter the code 6-3-6-8 (M-E-N-U) and press ENTER.
    - c. Press 9 to enable LOAD MENU. The oven will return to OVEN OFF/COOLING DOWN.
    - d. Simultaneously press the UP and DOWN keys.
    - e. Enter the code 7-2-8-3 (S-A-V-E) and press ENTER. The oven will return to the OVEN OFF/COOLING DOWN screen.
  3. Remove the lower access panel (Figure 19).
  4. Insert smart card into oven (Figure 19).
  5. Press the bottom-left soft key.
  6. Select SAVE MENU TO CARD. The menu on the oven will load to the smart card.
  7. When this process completes, the oven will beep. Remove the smart card and reattach the lower access panel.

### Saving a Menu to a Smart Card

At some point you may be required to save your existing menu settings to a smart card (for example, if the control board needs to be replaced). Please note that once the procedure below is completed, any existing menu settings on the smart card will be permanently lost.

1. Ensure the oven is in the OVEN OFF/COOLING DOWN mode (page 12).

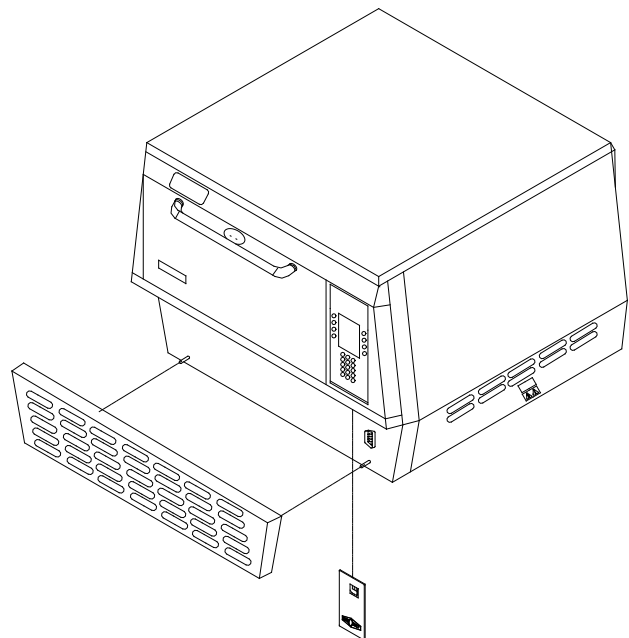


FIGURE 19: Insert Smart Card

**OPERATING TIPS****How to Develop Cook Settings**

TurboChef ovens use both hot air and microwave energy to cook food. If you have experience with either a convection oven or microwave oven, you will see similarities and significant differences. The key to creating good cook settings for your food is to understand the following concepts:

- TurboChef ovens use a moving shroud of hot air to surround the food. This locks in moisture.
- The hot air provides most of the heating and browning of foods. The higher the air velocity, the faster heat energy is transferred to the food.
- The microwave provides heat to the center of the food. DO NOT try to do all the cooking with microwave.
- The weight of food determines the total time required to cook. The more weight, the longer the time required. (Most medium thick-crust pizzas will cook in about 100 seconds.)
- Thick and dense foods may need to be flipped half way through the cooking cycle.
- Microwave seems to work best in the early stages of cooking, followed by hot air to finish the cooking.
- Color seems to develop primarily at the end of the cooking cycle. Higher velocity air in the later stages of cooking will strongly control the food's color.

Don't be afraid to experiment! Write down your current cook settings and then start testing. You can always go back to the old cook settings in a few seconds. Enjoy the power and flexibility of your TurboChef Oven.

**HANDLING TIPS****Do:**

- Ensure the oven is cleaned daily.
- Use only microwave-safe, specified C3 oven utensils (contact 800.90TURBO or +1 214-379-6000 to obtain a price sheet of C3 oven accessories).
- Ensure products to be cooked from a chilled state are thoroughly defrosted.
- Ensure products to be cooked from a frozen state are cooked straight from the freezer.
- Ensure all products cooked match their cooking profile.
- Use care when handling beverages heated with microwaves, as eruptive boiling can occur.
- Remove items from oven as soon as they are cooked.

**Do Not:**


- ☒ Lift oven by handle.
- ☒ Slam or mishandle the oven door.
- ☒ Cook greasy items directly on platter
- ☒ Place foil or metal objects of any kind in the oven.
- ☒ Operate the oven without food in the cook chamber.
- ☒ Frequently open and close the door to check the product.
- ☒ Cook items wrapped in plastic or any type of cling film.
- ☒ Put products in the oven until ready to cook.
- ☒ Keep products at an ambient temperature prior to cooking, unless specified.
- ☒ Cook items with a fine crumb coating.
- ☒ Place bottles and jars in the oven.

# Maintenance

To help your oven remain clean and in good condition, follow the daily and monthly cleaning instructions provided in this section. Any unexpected issues you may encounter when using the C3 oven can often be resolved by referring to the troubleshooting information in this section prior to contacting your service representative.

## CLEANING

Carbon and grease buildup will adversely affect the cooking performance and life expectancy of certain components of the oven. It is the operator's responsibility to properly maintain this unit. Failure to maintain this unit in a clean condition will void the warranty. For cleaning supplies, please call Customer Service at 800.90TURBO or +1 214.379.6000.

 **WARNING:** Use only TurboChef® Oven Cleaner and TurboChef® Oven Guard. The use of any other cleaning products can damage critical parts and will void your warranty.

### Supplies and Equipment

#### SUPPLIES:

- TurboChef® Oven Cleaner - United States (103180)
- TurboChef® Oven Cleaner - International (103380)
- TurboChef® Oven Guard - United States (103181)
- TurboChef® Oven Guard - International (103381)

#### EQUIPMENT:

- Nylon 3x5" green scrub pads
- Dry, clean towels
- Firm bristle brush: 6-8" handle with 2x2x1 bristles
- DO NOT** use a nylon bristle brush. Nylon is subject to melting.
- Protective rubber gloves (optional)

### Preparing the Oven for Cleaning

1. Place the oven in the OFF mode by pressing the BACK key repeatedly until the OVEN OFF/COOLING DOWN screen is displayed.
2. Open the oven door to expedite cooling


**DO NOT** clean the oven while blower is operating.

### Daily Cleaning

#### Step 1: Prepare Oven


When oven is off and has cooled, remove ceramic cooking platter (Figure 20).

- DO NOT** remove the circular ceramic waveguide cap during cleaning. It should remain in place throughout the entire cleaning process.

 **CAUTION:** Wait until oven is cool. Ceramics are breakable, so handle with care.

#### Step 2: Clean Internal Oven Surfaces

- a. Remove cook chamber filter located on the rear-left bottom corner inside of cook chamber and clean.
- b. Spray TurboChef® Oven Cleaner on internal surfaces and inner door of oven. Allow it to sit five minutes before wiping with a damp cloth.
- c. Remove stubborn stains with a non-metallic scrub brush or pad.
- d. Rinse surfaces with clean warm water and cloth until cleaner is removed.
- e. Wipe dry. Make sure to empty and clean grease tray found behind vent in front of oven (Figure 20).

 **CAUTION:** Do not leave standing water in the bottom of chamber as recirculating water may block the air passage.


#### Step 3: Clean Ceramic Cooking Platter

- a. In a well ventilated area, spray ceramic cooking platter with TurboChef® Oven Cleaner.
  - b. Rinse with warm water and dry.
- DO NOT** soak the platter in water or place in dishwashing machine.

#### Step 4: Apply Oven Guard

- a. Spray a thin layer of TurboChef® Oven Guard on all interior surfaces, including the ceramic wave guide cap.
- b. Install the clean ceramic cooking platter into the oven - raised edge to the front of the chamber.
- c. Turn the oven on and allow it to heat up to temperature.

**DO NOT** spray Oven Guard on cooking platter.

 **CAUTION:** Do not leave standing water in the bottom of chamber as recirculating water may block the air passage.

### Monthly Cleaning - Exhaust Cover

(Figure 20)

On a monthly basis, apply the following steps:

1. Remove the exhaust cover from the back of the oven.
2. Clean the fan guard.
3. Reinstall the exhaust cover.

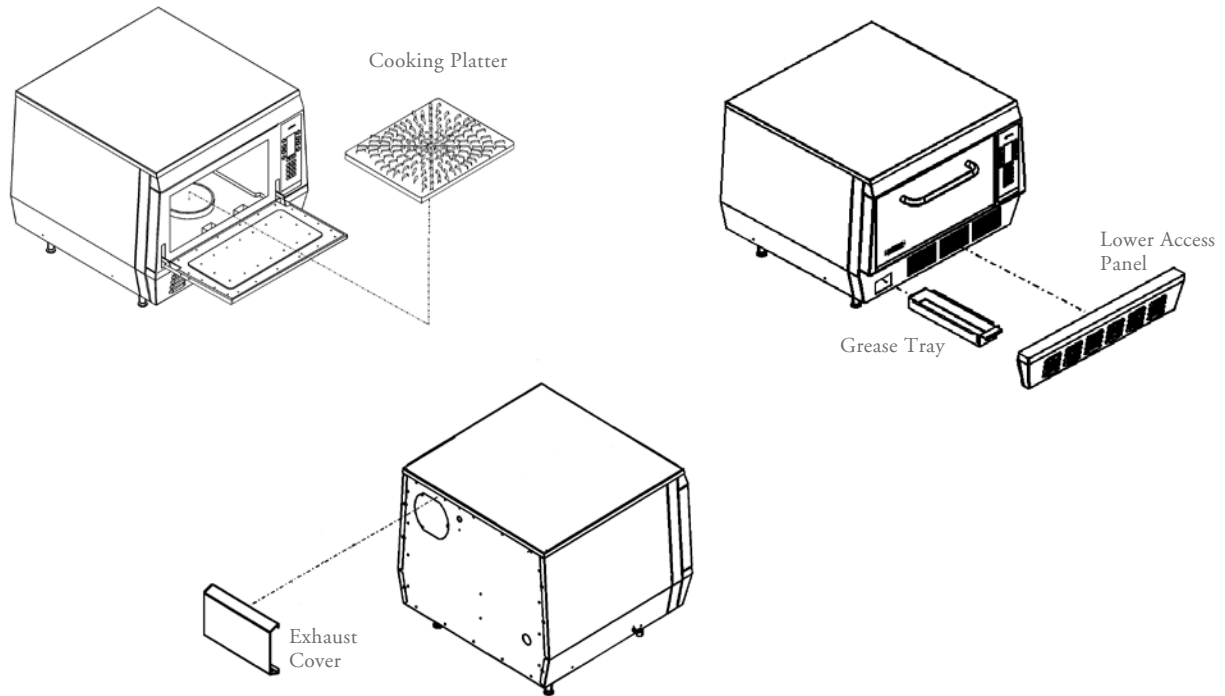


FIGURE 20: Removing Components for Cleaning.

## TROUBLESHOOTING

To help save time and money, please perform the following steps before calling for warranty service. Reference Table 1.

1. Press the **BACK** key on the keypad until the oven screen reads "Oven Off."
2. Press the "4" and "6" keys simultaneously and record serial number. Also, record the number of times each fault (F1 through F6) occurred.
3. Press the "Enter" key to initiate an oven self test. During the self test, please follow the instruction on the screen.
4. Once all subsystems are tested, record only the ones with a "Fail" message.
5. Press the **BACK** key until the oven screen reads "Oven Off." Then press the **ON** soft key to allow oven to warm up to temperature.

Upon completing the above steps, please have the recorded information ready when calling TurboChef Customer Service at 800.90TURBO or +1 214.379.6000.

The following is a list of all error fault/codes and possible problems that the oven may experience. Please attempt the recommended action before calling for service.

TABLE 1: Error Codes/Faults, Possible Causes and Suggested Remedies

PROBLEM AREA OR FAULT CODE	POSSIBLE CAUSE(S)	SUGGESTED REMEDY
No power to oven	<ul style="list-style-type: none"> <li><input type="checkbox"/> Oven not plugged in.</li> <li><input type="checkbox"/> Main circuit breaker tripped.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Plug oven in.</li> <li><input type="checkbox"/> Verify wall circuit breaker is on. Reset breaker and then Power oven back on.</li> </ul>
Oven does not warm up	<ul style="list-style-type: none"> <li><input type="checkbox"/> Oven is in off mode.</li> <li><input type="checkbox"/> Door is not closed.</li> <li><input type="checkbox"/> Oven has been switched off at the main circuit breaker.</li>   <li><input type="checkbox"/> Cooking platter is not in the oven correctly.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Press the “Oven On” Key.</li> <li><input type="checkbox"/> Close the cook chamber door.</li> <li><input type="checkbox"/> Turn the oven to OFF mode, leave for 2 minutes. Unplug the oven, leave for 2 minutes, re-plug, switch on isolator/Main Supply &amp; then switch on oven.</li> <li><input type="checkbox"/> Place cooking platter in oven correctly.</li> </ul>
Display Reads “Oven Door Open” and Alarm sounds.	<ul style="list-style-type: none"> <li><input type="checkbox"/> Cook chamber door open.</li> <li><input type="checkbox"/> Cooking platter not in oven correctly.</li> <li><input type="checkbox"/> Platter is in oven correctly, but oven reads “Oven Door Open.”</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Open and close door several times.</li> <li><input type="checkbox"/> Place cooking platter in oven correctly.</li> <li><input type="checkbox"/> Check for food particles where platter sits and around door.</li> </ul>
Oven Does Not Cook Properly	<ul style="list-style-type: none"> <li><input type="checkbox"/> Oven is not clean. Large deposits of grease, carbon or food debris will dilute the microwave.</li> <li><input type="checkbox"/> Incorrect Group and Item name selected for the product or Incorrect Cook Time selected for the product.</li> <li><input type="checkbox"/> Product was not cooked at correct programming temperature. For example: frozen or chilled.</li> <li><input type="checkbox"/> Wave Guide Cap or cooking platter soaked or badly chipped. Absorbed moisture or grease, apart from cooking will seriously affect the durability of the platter or block the holes in the platter.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Clean the oven.</li> <li><input type="checkbox"/> Check with the cook time sheet.</li> <li><input type="checkbox"/> Ensure that the product was in the correct state before being placed in the oven</li> <li><input type="checkbox"/> Change the Wave Guide Cap and cooking platter.</li> <li><input type="checkbox"/> Change Cook Chamber Filter.</li> </ul>
F1 Blower	<ul style="list-style-type: none"> <li><input type="checkbox"/> Oven power interrupted</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Verify wall circuit breaker is On. Reset breaker and then Power oven back on. Place the oven into “Oven Off” for 2 minutes, disconnect the plug for minimum of 2 minutes, re-plug and press “Oven On” key.</li> </ul>

PROBLEM AREA OR FAULT CODE	POSSIBLE CAUSE(S)	SUGGESTED REMEDY
<b>F2 Low Temp</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Oven power interrupted.</li> <li><input type="checkbox"/> Cooking platter restricting air flow.</li> <li><input type="checkbox"/> Air nozzles on top of cooking chamber are clogged.</li> <li><input type="checkbox"/> Catalytic converter is clogged and restricting proper air flow circulation in the oven.</li> <li><input type="checkbox"/> Circuit breaker tripped.</li> <li><input type="checkbox"/> Blower motor not running.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Verify wall circuit breaker is on. Reset breaker and then power oven back on.</li> <li><input type="checkbox"/> Remove cooking platter and verify that holes are not clogged with debris.</li> <li><input type="checkbox"/> Remove cooking platter and filter (left rear section of oven cavity) and clean.</li> <li><input type="checkbox"/> Verify food items are not directly cooked on the cooking platter, as excess grease particles may accumulate on the catalytic converter. Reference “Catalytic Converter” (page 21).</li> <li><input type="checkbox"/> Refer to Troubleshooting steps (page 18) prior to calling for service.</li> <li><input type="checkbox"/> Refer to Troubleshooting steps (page 18) prior to calling for service.</li> </ul>
<b>F3 Mag Curr</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Circuit breaker tripped.</li> <li><input type="checkbox"/> Microwave circuit defective.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Place the oven into “Oven Off” mode for 2 minutes, disconnect the plug for minimum of 2 minutes, re-plug and then press “Oven On” key.</li> <li><input type="checkbox"/> Refer to Troubleshooting steps (page 18) prior to calling for service.</li> </ul>
<b>F4 Monitor</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Oven cook door was opened while oven was cooking.</li> <li><input type="checkbox"/> Oven cook door switches are out of order.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Refer to Troubleshooting steps (page 18) prior to calling for service.</li> <li><input type="checkbox"/> Refer to Troubleshooting steps (page 18) prior to calling for service.</li> </ul>
<b>F5 Mag Temp</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Blockage of cool air into the oven.</li> <li><input type="checkbox"/> Rear cooling fan exhaust guard is clogged.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Check for paper towels or anything that may be obstructing cool air into the oven.</li> <li><input type="checkbox"/> Check rear fan to see if it is free of debris. Clean as required.</li> <li><input type="checkbox"/> Refer to Troubleshooting steps (page 18) prior to calling for service.</li> </ul>
<b>F6 EC Temp</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Blockage of cool air into the oven.</li> <li><input type="checkbox"/> Rear cooling fan exhaust guard is clogged.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Check for paper towels or anything that may be obstructing cool air into the oven.</li> <li><input type="checkbox"/> Check rear fan to see if it is free of debris. Clean as required.</li> <li><input type="checkbox"/> Refer to Troubleshooting steps (page 18) prior to calling for service.</li> </ul>

Note: All Fault Codes listed in **bold** will terminate a Cook Cycle upon discovery.

Note: Any fault occurrence during Cook mode will be logged in the Fault Counter.

Note: F6 fault code will not terminate a cook cycle, however it will alert the user of a possible air circulation problem.



## CATALYTIC CONVERTER

The catalytic converter is installed in the return air duct behind heater assembly, and should only be removed or serviced by a qualified technician.

NOTE: The catalytic converter can be cleaned with TurboChef® Oven Cleaner and thoroughly rinsed with distilled water. Let the catalytic converter air dry before reinstalling. If TurboChef® Oven Cleaner is not available, **do not substitute - use distilled water only.**

Due to the nature of most foods and the physics governing the operation of the oven, grease buildup downstream of the cook cavity is inevitable. A strict cleaning regiment can solve a majority of the problems; however, recirculation of undiluted grease-saturated air is the main cause of downstream grease accumulation and associated residual flavors.

The airborne grease tends to collect and bake onto the oven surface downstream of the cook cavity. This grease, due to the high operating temperatures of the oven, will start to rapidly decompose into derivative organic compounds.

These decompositional derivatives generally have positive and negative effects on cooking; the shorter chain

derivatives add favorable flavor characteristics to the food, while the higher-order carbon chains lend unpleasant flavor characteristics, such as bitter, tarry tastes.

The catalytic converter greatly affects the grease handling and any residual flavors which might build up over time. A properly-operating catalytic converter causes the conversion of airborne grease into water, carbon dioxide, and small amounts of nitrogen and oxygen.

The catalytic converter acts as a combustion chamber for airborne grease. The catalysts present on the filter lowers the ignition temperature of the airborne grease from approximately 700°F (371°C) to 450–550°F (232–288°C), allowing combustion to occur. The operating temperature of the oven directly determines the percentage of airborne grease conversion. A single pass of the air stream yields a 20–30% improvement in air quality.

A problem with the catalytic converter is indicated by a decrease in the effectiveness of browning (caused by a reduction in airflow) or by flavor transfer from one food group to another.

If you experience a problem with your catalytic converter, contact a TurboChef-approved qualified service agency.

# Limited Warranty

## TURBOCHEF “C” SERIES - NORTH AMERICA

**The TurboChef C3 Limited Warranty** outlined below is activated upon the receipt of the Warranty Activation Card included in the C3 Starter Kit. The Activation Card must be completed and returned to TurboChef at the time of installation. Should you require additional assistance after reviewing the warranty outlined below or for the name of a qualified technician in your area, please call TurboChef Customer Service at 800-90-turbo.

### LIMITED WARRANTY

TurboChef warrants to you, the purchaser (“You”) that under normal use, the TurboChef “C” Series oven (the “Equipment”) will be free from defects in material and workmanship for twelve (12) months from the date of purchase (the “Warranty Period”), subject to the terms and conditions set forth herein. This limited warranty is conditioned upon You promptly notifying TurboChef of any claims, as provided in paragraph 5, 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 who signs the warranty activation card; it is not assignable to subsequent purchasers.

### 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 “Owner’s Manual” (the “Manual”) provided with the Equipment (and as updated by TurboChef), is excluded from this limited warranty. This limited warranty does not apply to damage or failure which results from, in TurboChef’s or its service agent’s sole opinion, 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, 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 this limited warranty. Repair of the Equipment by anyone other than TurboChef or its authorized service agents will void this limited warranty.

**Accessories:** Accessories and parts (collectively “Accessories”) that are consumed in the normal course of Equipment operation are excluded from this limited 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 limited warranty. Accessories include, but are not limited to, ceramic cooking platters, ceramic Wave Guide Caps, paddles, and approved cleaning chemicals, devices or processes.

**Outstanding Invoices:** Warranty coverage will not be provided for Equipment purchased and invoiced, where payment has been outstanding for more than forty-five (45) days from the invoice date. Upon payment in full, including any accrued interest or other charges, 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 component and/or Equipment is defective. Defective components covered by this limited warranty will be repaired or replaced at TurboChef's option without charge to You and such repaired or replacement components will be warranted 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 limited warranty with new, recovered or rebuilt Equipment of equal or greater capability, and such Equipment will be warranted 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 LIMITED 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 limited warranty must be reported to TurboChef during our normal working hours at the following number: 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.

**Charges for Non-Warranty Service:** In the event that repairs, replacement or service are provided by TurboChef's service agents for work not covered by this limited warranty, prior to commencing such work or service the service agent will obtain Your permission to proceed and will invoice You directly for such work or service. You will pay the service agent directly according to the service agent's normal scale of charges and business terms.

**Disclaimer of Damages:** TurboChef disclaims all incidental, special, 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 limited 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 limited warranty is valid in the United States of America, Canada and Puerto Rico.

**Governing Law, Entire Warranty:** The limited warranty shall be governed and construed in accordance with the laws of the State of Georgia, USA (except with respect to its provisions regarding conflicts of laws). This Limited Warranty and the warranty activation card is the complete and only Limited Warranty for Equipment and supersedes all prior oral or written agreements and understandings between us relating to Equipment warranties. This Warranty may not be altered, amended or modified by the service agents and any alteration, amendment, modification from TurboChef must be in a signed writing from TurboChef.

# Limited Warranty

## TURBOCHEF “C” SERIES - INTERNATIONAL

**This limited warranty shall apply to the sales of all TurboChef “C” Series ovens** (the “Equipment”) manufactured by TurboChef International, Inc. (“TurboChef”), a subsidiary of TurboChef Technologies, Inc., and sold to purchasers outside of the United States, Canada, Puerto Rico, Central and South America by an authorized distributor of TurboChef (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 express 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. Parts used with the Equipment include, but are not limited to, ceramic cooking platters, ceramic wave guide caps and oven paddles.

**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 Distributor's 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:*  
Customer Service *at* 800.90TURBO or  
Sales & Marketing *at* 866.90TURBO



*Accelerating the World of Cooking™*

Part Number: TC3-0209/Revision F/May 2013  
Country Code: NA

*Global Operations*

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Carrollton, Texas 75007 USA  
+1 214.379.6000 PHONE  
+1 214.379.6073 FAX

*Customer Service:* 800.90TURBO

[www.turbochef.com](http://www.turbochef.com)