

**ALTO-SHAAM®**

**Convection Oven**

**Gas**



**PLATINUM SERIES**

**Model:**

**ASC-4G**

**Manual  
Control**

- **INSTALLATION**
- **OPERATION**
- **MAINTENANCE**



W164 N9221 Water Street • P.O. Box 450 • Menomonee Falls, Wisconsin 53052-0450 USA  
PHONE: 262.251.3800 • 800.558.8744 USA / CANADA FAX: 262.251.7067 • 800.329.8744 U.S.A. ONLY  
[www.alto-shaam.com](http://www.alto-shaam.com)



Delivery . . . . . 1  
Unpacking . . . . . 1  
Safety Procedures and Precautions . . . . . 2

**Installation**

Site Installation . . . . . 3  
Clearance Requirements . . . . . 3  
Installation Requirements . . . . . 4  
Leveling . . . . . 4  
Dimension Drawing . . . . . 4  
Gas Specifications . . . . . 5-7  
Electrical Connection . . . . . 8  
Ventilation . . . . . 9  
Stacking Instructions . . . . . 10-11  
Oven Stand Assembly Option . . . . . 12

**Operating Instructions**

User Safety Information . . . . . 13  
Capacity . . . . . 13  
Options & Accessories . . . . . 13  
Start-Up Operation . . . . . 14  
Manual Control Operation . . . . . 15  
Chef Operating Tips . . . . . 16  
Cooking Guidelines . . . . . 16

**Care and Cleaning**

Cleaning and Preventive Maintenance . . . . . 17  
Protecting Stainless Steel Surfaces . . . . . 17  
Cleaning Agents . . . . . 17  
Cleaning Materials . . . . . 17  
Equipment Care . . . . . 18  
Clean Daily . . . . . 18  
Exterior . . . . . 18  
Motor Care . . . . . 18

**Service**

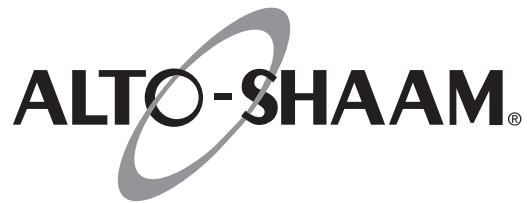
Troubleshooting Guide . . . . . 19  
Full Assembly View . . . . . 20  
Interior Oven Compartment View . . . . . 21  
Leg Assembly . . . . . 22  
Door Package . . . . . 25  
Door Mechanism . . . . . 23  
Door Hardware . . . . . 24  
Service Parts List . . . . . 25

**Wire Diagrams**

Always refer to the wire diagram(s) included with the unit for most current version.

**Warranty**

Transportation Damage and Claims . Back Cover  
Limited Warranty . . . . . Back Cover



## DELIVERY

This Alto-Shaam appliance has been thoroughly tested and inspected to ensure only the highest quality unit is provided. Upon receipt, check for any possible shipping damage and report it at once to the delivering carrier. *See Transportation Damage and Claims section located in this manual.*

This appliance, complete with unattached items and accessories, may have been delivered in one or more packages. Check to ensure that all standard items and options have been received with each model as ordered.

Save all the information and instructions packed with the appliance. Complete and return the warranty card to the factory as soon as possible to ensure prompt service in the event of a warranty parts and labor claim.

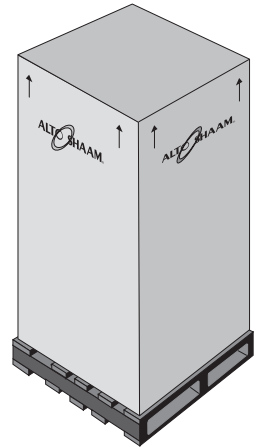
This manual must be read and understood by all people using or installing the equipment model. Contact the Alto-Shaam Tech Team Service Department if you have any questions concerning installation, operation, or maintenance.

**NOTE:** All claims for warranty must include the full model number and serial number of the unit.

## UNPACKING

1. Carefully remove the appliance from the carton or crate.

**NOTE:** Do not discard the carton and other packaging material until you have inspected the unit for hidden damage and tested it for proper operation.



2. Read all instructions in this manual carefully before initiating the installation of this appliance.

**DO NOT DISCARD THIS MANUAL.**

This manual is considered to be part of the appliance and is to be provided to the owner or manager of the business or to the person responsible for training operators. *Additional manuals are available from the Alto-Shaam Tech Team Service Department.*

3. Remove all protective plastic film, packaging materials, and accessories from the appliance before connecting electrical power. Store any accessories in a convenient place for future use.

## SAFETY PROCEDURES AND PRECAUTIONS

Knowledge of proper procedures is essential to the safe operation of electrically and/or gas energized equipment. In accordance with generally accepted product safety labeling guidelines for potential hazards, the following signal words and symbols may be used throughout this manual.

### DANGER



Used to indicate the presence of a hazard that **WILL** cause severe personal injury, death, or substantial property damage if the warning included with this symbol is ignored.

### WARNING



Used to indicate the presence of a hazard that **CAN** cause personal injury, possible death, or major property damage if the warning included with this symbol is ignored.

### CAUTION



Used to indicate the presence of a hazard that can or will cause minor or moderate personal injury or property damage if the warning included with this symbol is ignored.

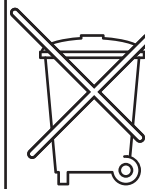
### CAUTION

Used to indicate the presence of a hazard that can or will cause minor personal injury, property damage, or a potential unsafe practice if the warning included with this symbol is ignored.

**NOTE:** Used to notify personnel of installation, operation, or maintenance information that is important but not hazard related.

1. This appliance is intended to cook, hold or process foods for the purpose of human consumption. No other use for this appliance is authorized or recommended.
2. This appliance is intended for use in commercial establishments where all operators are familiar with the purpose, limitations, and associated hazards of this appliance. Operating instructions and warnings must be read and understood by all operators and users.
3. Any troubleshooting guides, component views, and parts lists included in this manual are for general reference only and are intended for use by qualified technical personnel.
4. This manual should be considered a permanent part of this appliance. This manual and all supplied instructions, diagrams, schematics, parts lists, notices, and labels must remain with the appliance if the item is sold or moved to another location.

### NOTE



For equipment delivered for use in any location regulated by the following directive:

**DO NOT DISPOSE OF ELECTRICAL OR ELECTRONIC EQUIPMENT WITH OTHER MUNICIPAL WASTE.**

# INSTALLATION

## DANGER



IMPROPER INSTALLATION, ALTERATION, ADJUSTMENT, SERVICE, OR MAINTENANCE COULD RESULT IN SEVERE INJURY, DEATH, OR CAUSE PROPERTY DAMAGE.

READ THE INSTALLATION, OPERATING AND MAINTENANCE INSTRUCTIONS THOROUGHLY BEFORE INSTALLING OR SERVICING THIS EQUIPMENT.

## CAUTION



**DO NOT LIFT OR MOVE THE OVEN BY USING THE DOORS OR THE DOOR HANDLES.**

## CAUTION



**METAL PARTS OF THIS EQUIPMENT BECOME EXTREMELY HOT WHEN IN OPERATION. TO AVOID BURNS, ALWAYS USE HAND PROTECTION WHEN OPERATING THIS APPLIANCE.**



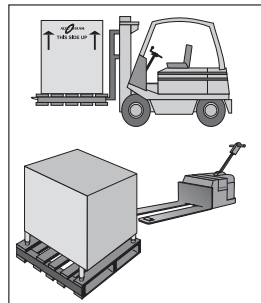
## DANGER



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

## SITE INSTALLATION

The Alto-Shaam convection oven must be installed in a location that will permit the oven to function for its intended purpose and to allow adequate clearance for ventilation, proper cleaning, and maintenance.



1. Hood installation is required. (CHECK LOCAL CODES.)
2. The oven must be installed on a stable and level surface. A non-combustible, heat resistant, and fireproof surface is highly recommended. If the oven is to be installed on a combustible surface, factory supplied legs or oven stand **MUST** be used.
3. **DO NOT** install this oven in any area where it may be affected by any adverse conditions such as steam, grease, dripping water, high temperatures, etc.
4. This appliance must be kept free and clear of any combustible materials.
5. This appliance must be kept free and clear of any obstructions blocking access for maintenance or service.

### WEIGHT

NET	420 lb	(191 kg)
SHIPPING	465 lb	(211 kg)
CRATE DIMENSIONS:	45" L x 53" W x 49" H (1143mm x 1346mm x 1245mm)	
MINIMUM ENTRY CLEARANCE	31-1/2" (800mm) UNCRATED	

### DIMENSIONS H x W x D:

EXTERIOR:	58-1/2" x 38" x 44-1/2" (1486mm x 964mm x 1130mm)	
INTERIOR:	24" x 29-1/8" x 25" (610mm x 740mm x 635mm)	

### MINIMUM CLEARANCE REQUIREMENTS

	COMBUSTIBLE SURFACES	NON-COMBUSTIBLE SURFACES
BACK	0" (0mm)	0" (0mm)
LEFT SIDE	2" (51mm)	0" (0mm)
RIGHT SIDE	2" (51mm)	2" (51mm)
FROM GREASE PRODUCING EQUIPMENT	6" (152mm)	6" (152mm)
<b>ENTRY CLEARANCE!</b>	31-1/2" (800mm) UNCRATED	
<b>RECOMMENDED SERVICE ACCESS!</b>	20" (508mm) RIGHT CONTROL SIDE	

# INSTALLATION

## INSTALLATION REQUIREMENTS

The oven must be mounted on the factory equipped oven legs or on an optional oven stand. Installation on a solid or concrete base that in any way restricts air flow may void the warranty.

All clearances for a proper ventilation air supply must be maintained to minimize fire hazard. Do not locate the oven immediately adjacent to any other heat-generating appliance.

### WARNING



**Inadequate ventilation, or failure to ensure an adequate supply of fresh air will result in a high ambient temperature at the rear of the appliance. An excessive ambient temperature can cause the thermal-overload protection device on the blower motor to trip resulting in severe damage to the blower motor.**

A number of adjustments are associated with initial installation and start-up. Adjustments must be conducted by a qualified service technician. Installation and start-up adjustments are the responsibility of the dealer or user. These adjustments include but are not limited to thermostat calibration, door adjustment, leveling, and gas pressure verification. The Platinum series oven burners are factory-adjusted with fixed air openings and require no field adjustment.

### CAUTION



**TO PREVENT PERSONAL INJURY, USE CAUTION WHEN MOVING OR LEVELING THIS APPLIANCE.**

#### PRODUCT \ PAN CAPACITY

72 lb (33 kg) maximum • 45 qts (43 liters)

Twelve (12): 18" x 26" x 1" full-size sheet pans

6 chrome plated wire shelves with 2 removable side racks and 12 shelf positions spaced at 1-3/4" (43mm)

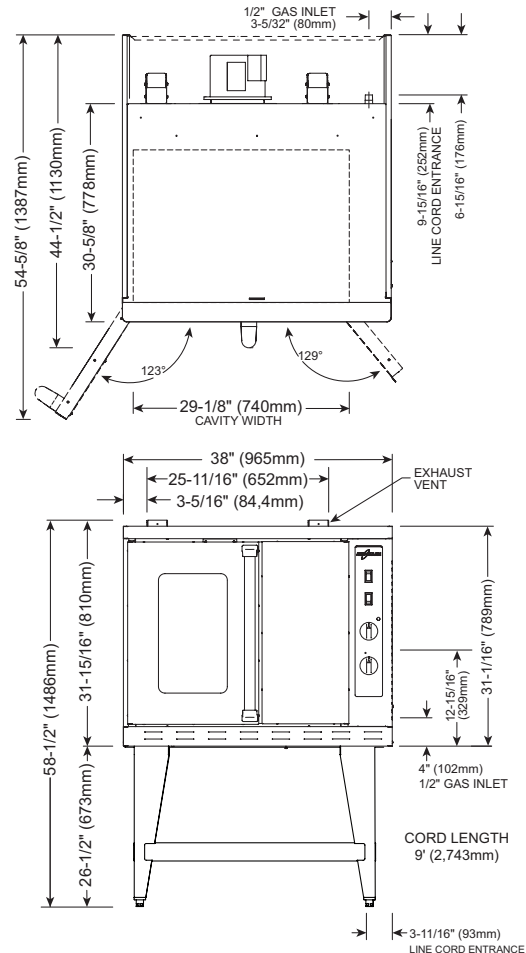
## LEVELING



The oven should be leveled before the gas supply is connected. Level the oven from side-to-side and front-to-back with the use of a spirit level. For ovens installed on a mobile stand, it is important that the floor surface be level due to the probability of frequent oven repositioning.

We recommend checking the level of the oven periodically to make certain the floor has not shifted or the oven moved.

**NOTE:** Failure to properly level this oven can cause improper function as a result of erratic burner combustion and will result in the uneven baking of products consisting of semi-liquid batter.



**MODEL ASC-4G**  
manual control



# GAS SUPPLY & INSTALLATION

## GAS SPECIFICATIONS



## DANGER



**CONNECTING TO THE WRONG GAS SUPPLY COULD RESULT IN FIRE OR AN EXPLOSION CAUSING SEVERE INJURY AND PROPERTY DAMAGE.**

### GAS PRESSURE CHART

The gas valve and burner have been fitted according to the gas type specified on the identification name plate.

#### TECHNICAL SPECIFICATIONS

##### Natural Gas

Min. connected pressure	7.0" W.C.	1.74 kPa
Max. connected pressure	14.0" W.C.	3.48 kPa
Orifice Size	#31	
Manifold pressure	5.0" W.C.	1.25 kPa
Gross thermal output	50,000 Btu/hr	

##### Propane Gas

Min. connected pressure	11.0" W.C.	2.74 kPa
Max. connected pressure	14.0" W.C.	3.48 kPa
Orifice Size	2.5mm	
Manifold pressure	10.0" W.C.	2.49 kPa
Gross thermal output	50,000 Btu/hr	

#### INSTALLATION REQUIREMENTS

GAS CONNECTION: 3/4" NPT

CHECK PLUMBING CODES FOR PROPER SUPPLY LINE SIZING TO ATTAIN BURNER MANIFOLD

**NOTE:** If a flexible gas line is used, it must be AGA approved, commercial type and at least 1" I.D.

## WARNING



**TO AVOID SERIOUS PERSONAL INJURY, installation of this appliance must conform to local, state, and national codes; the current edition of the American National Standard Z223.1, National Fuel Gas Code, and all local municipal building codes. In Canada, installation must be in accordance with Standard CAN/CSA B 149.1 and Installation Codes - Gas Burning Appliances, and local codes.**

#### FIELD CONVERSION OF FUEL TYPE

To convert from either fuel type, replace the orifice located at the burner inlet with the desired orifice. Replace the spring kit located on the front left side of the valve. Remove the cap and nylon screw, replace spring and nylon screw with desired kit. Set the manifold pressure to the corresponding values located under technical specifications.

FUEL TYPE	ORIFICE SIZE	ORIFICE P/N	MANIFOLD PRESSURE
Natural	# 31	OR-29586	5.0 IN/WC
Propane*	2.15mm	OR-29451 (male)	10.0 IN/WC
	# 43	OR-29054 (male)	10.0 IN/WC
	# 43	OR-26430 (female)	10.0 IN/WC
CONVERSION SPRING KITS			
Natural	VA-28821	Propane	VA-28444

\* Contact Factory with serial number



# GAS SUPPLY & INSTALLATION

## DANGER



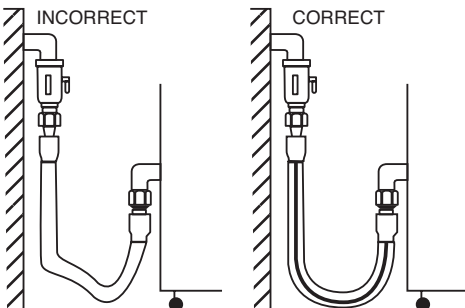
Installation, air adjustment and/or service work must be in accordance with all local codes and must be performed by a certified service technician qualified to work on gas appliances.

### GAS REQUIREMENTS

The gas inlet is located at the back of the oven. Code requires the installation of a manual gas shutoff valve to be installed in the gas line ahead of the oven. This oven is also equipped with fixed burner orifices determined by the elevation specified as the initial installation location.

The oven is furnished with a regulator integral to the operation of the gas solenoid valve and may not require an additional external regulator. To ensure safe and proper operation, the gas pressure regulator installed in the oven is required for use with both natural gas and propane. If the connected pressure exceeds 14.0" W.C. (3.48 kPa), a step-down regulator is required. A step-down regulator is not the responsibility of the manufacturer.

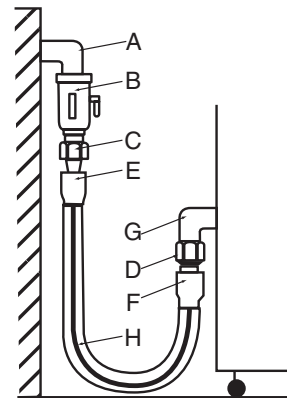
Use an approved pipe sealant at all connections. Do not use Teflon® tape. Gas supply connections and pipe joint compound must be resistant to the action of propane gases. Pipes must be clean, free of obstructions and pipe joint compound.



### GAS CONNECTION

In the U.S.A., installation must conform to local codes or, in the absence of local codes, with the current edition of the *National Fuel Gas Code*, NFPA-54 and ANSI Z223.1-1980 (latest edition). In Canada, installation must be in accordance with local codes, CAN/CGA-B149.1, *Installation for Natural Gas Burning Appliances and Equipment* (latest edition) or CAN/CGA-B149.2 *Installation for Propane Burning Appliances and Equipment* (latest edition).

The inlet supply line must be properly sized to accommodate all individual appliances simultaneously used on the same line but must never be smaller than 3/4" NPT.



GAS INTAKE

- A-G Installation elbow
- B Ball Valve
- C-D Three-piece union fitting (minimum 1 per installation)
- E-F End connector for the flexible tube
- H Marking line

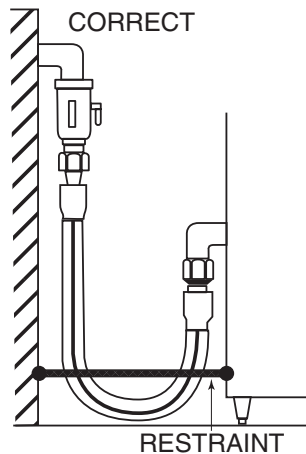


# GAS SUPPLY & INSTALLATION

## GAS CONNECTION FOR OVENS ON CASTERS

The oven must be supplied with a flexible connector that complies with *The Standard for Connectors for Movable Gas Appliances*, ANSI Z21.69, CGA 6.16 and addenda Z21.69a (latest editions). A quick disconnect device must be installed to comply with *The Standard for Quick Disconnect Devices for Use with Gas Fuel*, ANSI Z21.41 and CAN1-6.9 (latest editions). A flexible connector is not supplied by the factory.

Adequate means must be provided to limit the movement of the appliance. Limitation of movement must be made without depending on the connector, the quick disconnect device, or the associated piping designed to limit oven movement. Mounting holes for a restraining device are located on the lower back flange of the oven chassis.



**Shut the gas supply off if it becomes necessary to disconnect the restraint. Reconnect the restraint immediately following the return of the oven to its original position. Turn the gas supply on after the restraint has been reconnected.**

## LEAK TESTING

Use a soap and water solution on all gas supply line connections.




# INSTALLATION

## ELECTRICAL CONNECTION


This appliance is equipped with a three-prong grounding plug. For your protection against shock hazard this appliance should be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from this plug.

Plug the unit into a properly grounded receptacle **ONLY**, positioning the unit so that the plug is easily accessible in case of an emergency. Arcing will occur when connecting or disconnecting the unit unless all controls are in the "OFF" position.

Proper receptacle or outlet configuration or permanent wiring for this unit must be installed by a licensed electrician in accordance with applicable local electrical codes.





### DANGER




**ENSURE POWER SOURCE MATCHES VOLTAGE IDENTIFIED ON APPLIANCE RATING TAG.**

### DANGER



**To avoid electrical shock, this appliance **MUST** be adequately grounded in accordance with local electrical codes or, in the absence of local codes, with the current edition of the National Electrical Code ANSI/NFPA No. 70. In Canada, all electrical connections are to be made in accordance with CSA C22.1, Canadian Electrical Code Part 1 or local codes.**

<b>ELECTRICAL</b>			
VOLTAGE	PHASE	CYCLE/HZ	AMPS
120	1	60	7.5
9' (2743mm) cord with plug included: NEMA 5-15P 			

## VENTILATION

### DANGER



**FAILURE TO VENT THIS APPLIANCE PROPERLY MAY BE HAZARDOUS TO THE HEALTH OF THE OPERATOR. Equipment damage, operational problems and unsatisfactory baking performance may also be the consequence of improper venting. Any damage sustained by a failure to properly vent this oven are not covered under warranty.**

### VENTILATION HOODS

Proper venting along with a sufficient quantity of make-up air is essential for proper oven operation. A mechanically driven, canopy exhaust hood is the preferred method of ventilation and must conform to local codes along with the current version of NFPA-96 *Vapor Removal from Cooking Equipment* (latest edition). The oven hood must extend 6" (152mm) beyond all sides of the oven. The distance from the floor to the bottom edge of the hood should be between 6' (1829mm) and 7' (2134mm).

A ventilation hood that supplies make-up air down the back vertical wall should be avoided since air currents can interfere with the oven flue exits. If such installation is unavoidable, an additional draft hood, specifically designed to deflect downdrafts, must be installed.

Ventilation hoods and exhaust systems shall be permitted to be used to vent appliances installed in commercial applications.

Where automatically operated appliances are vented through a ventilation hood or exhaust system equipped with a damper or with a power means of exhaust, provisions shall be made to allow the flow of gas to the main burners only when the damper is open to a position to properly vent the appliance and when the power means of exhaust is in operation. IN ACCORDANCE WITH NFPA 54 COMMONWEALTH OF MASSACHUSETTS ONLY.

### DIRECT VENTING

When necessary, direct venting can be used in situations where space is limited or to help offset the high cost of ventilation hoods.

### DANGER



**Installation, air adjustment and/or service work must be in accordance with all local codes and must be performed by a certified service technician qualified to work on gas appliances.**

Direct venting should be installed in compliance with local codes by a certified professional. In the absence of local codes, refer to National Fuel Code NFPA 54, ANSI Z223.1 (latest revision).

# INSTALLATION

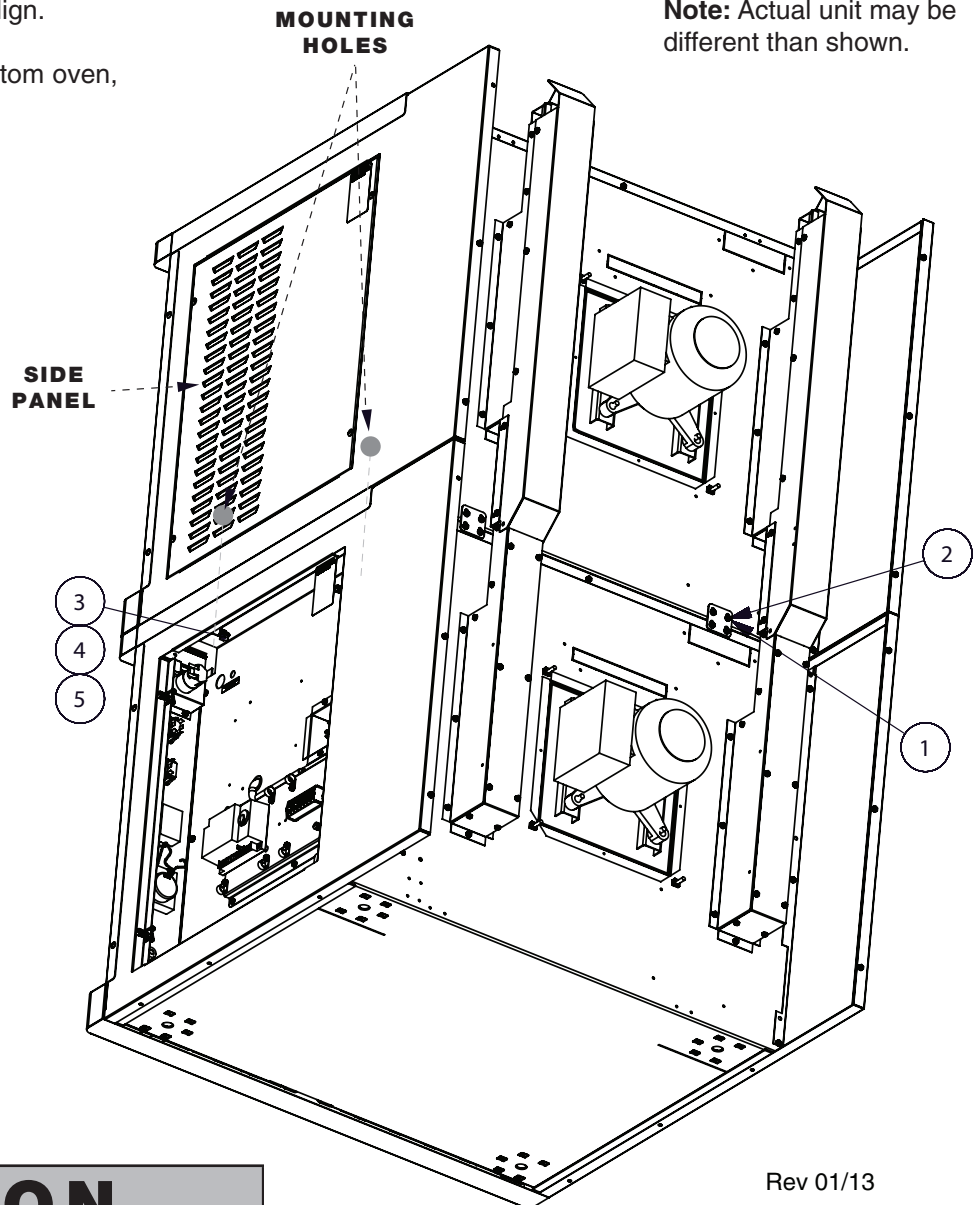
## STACKING KIT (5005783)

### STACKING INSTRUCTIONS

- A) Remove side panels.
- B) Knock out the mounting holes on top of the intended bottom oven.
- C) After legs or casters have been installed on the bottom oven, place the upper oven on top of lower unit. Align.
- D) Bolt at 1 and 2.
- E) Using mounting holes on bottom oven, bolt at 4.

ITEM	DESCRIPTION	PART NO.	QTY
1	BRACKET, ATTACHMENT, FSCO	1004369	2
2	SCREW, #10 SMS .5LG	SC-26520	20
3	SCREW, HEX HEAD, 5/16-18X 1"LG	SC-2191	2
4	5/16 FLAT WASHER	WS-23725	2
5	WASHER, LOCK, 5/16 DIA.	WS-2867	2

**Note:** Actual unit may be different than shown.



## CAUTION



**TO PREVENT PERSONAL INJURY,  
USE CAUTION WHEN MOVING OR  
LEVELING THIS APPLIANCE.**

Rev 01/13

Part numbers and drawings are subject to change without notice.

# INSTALLATION

## STACKING, GAS PLUMBING & FLUE INTERCONNECT (5003788)

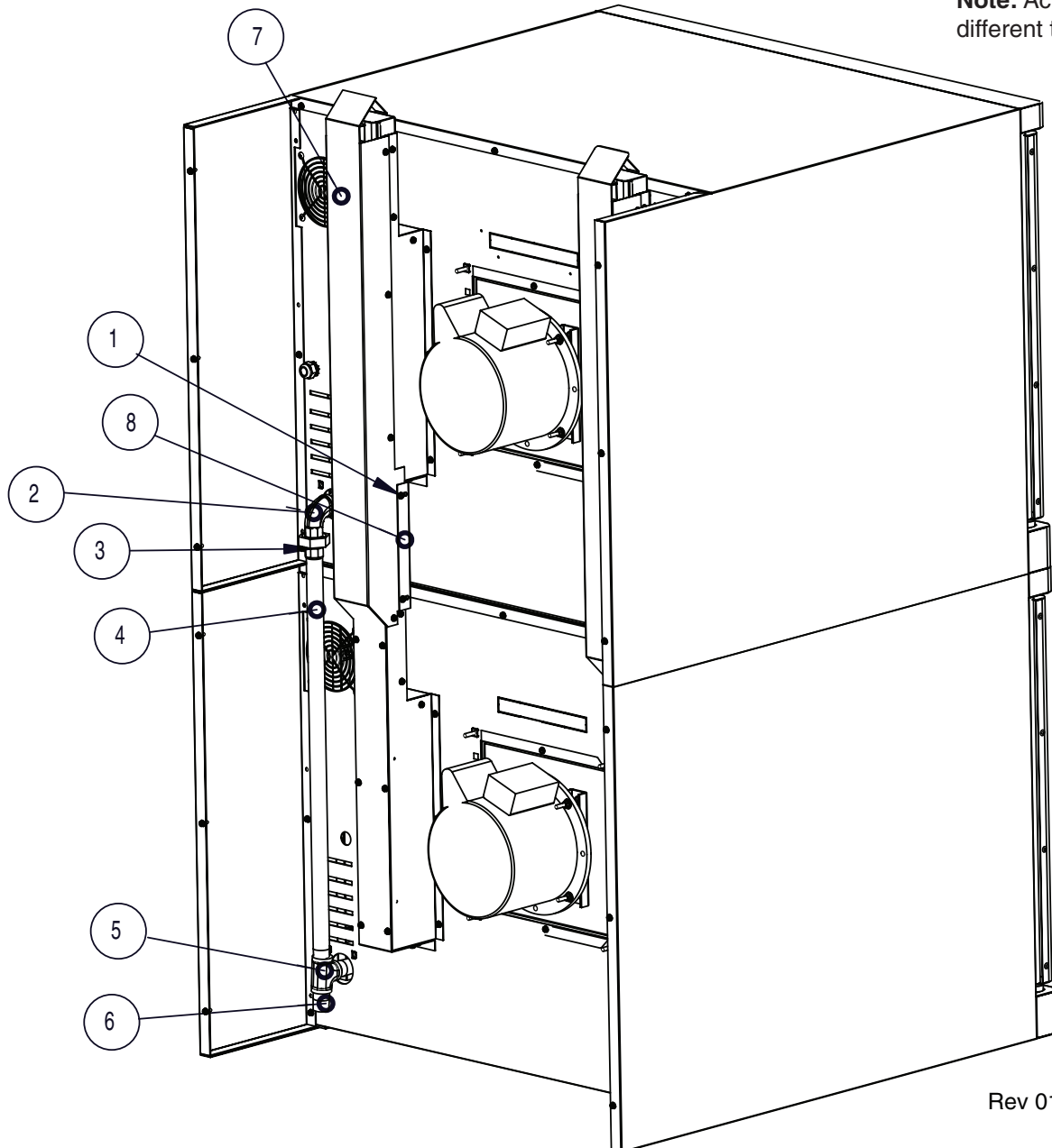
### ASSEMBLY INSTRUCTIONS

**FIRST:** Assemble plumbing items 2 thru 6 as shown

**NEXT:** Assemble items 7, 8, & 1 as shown

ITEM	DESCRIPTION	PART NO.	QTY
1	SCREW, #10 SMS .5LG	SC-26520	24
2	ELBOW 90 DEG STREET 1/2" NPT	EB-26489	1
3	FITTING, UNION 1/2" NPT	FT-26488	1
4	1/2" MANIFOLD PIPE	PP-26529	1
5	FITTING, TEE 1/2" NPT	FT-26487	1
6	1/2" MANIFOLD PIPE	PP-26528	1
7	OUTER FLUE BOX, DBL STACK	1004372	2
8	CAP, FLUE BOX, DBL STACK	1004373	2

**Note:** Actual unit may be different than shown.



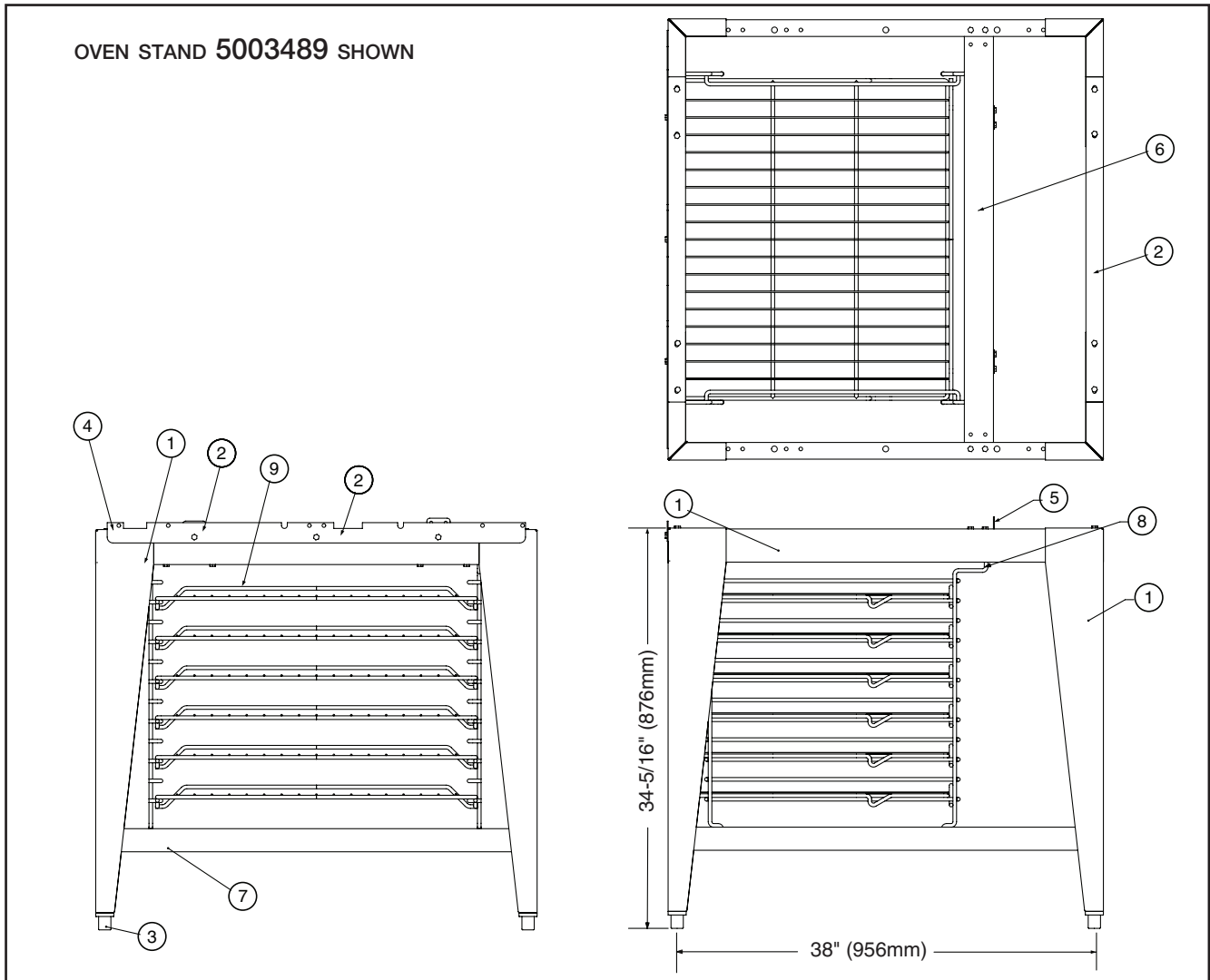
Rev 01/13

Part numbers and drawings are subject to change without notice.

# INSTALLATION

## OVEN STAND ASSEMBLY

OVEN STAND 5003489 SHOWN



ITEM	DESCRIPTION	PART NO.	QTY
1	LEG SUPPORT ASSEMBLY	5003488	2
2	CHANNEL, SUPPORT	1004459	2
3	LEG	LG-22185	4
	*CASTERS, RIGID	CS-25674	2
	*CASTERS, SWIVEL W/BRAKE	CS-25675	2
4	BRACKET, STAND	1004461	1
5	BRACKET, ATTACHMENT	1004369	2
6	CHANNEL, BACK	1004460	1
7	SHELF, STAND	1004466	1
8	RACK, OVEN SUPPORT	SR-26551	2
9	OVEN RACK	SH-26795	6
10	*SCREWS, 1/4-20 X 1/2 HEX HEAD	SC-22729	27
11	*NUT, 1/4-20 NYLON INSERT, 18-8 S/S	NU-23984	27
12	*LOCK WASHER, 1/4" STAINLESS STEEL	WS-2294	27

\*NOT SHOWN

Part numbers and drawings are subject to change without notice.

# OPERATING INSTRUCTIONS

## USER SAFETY INFORMATION

### CAUTION



**METAL PARTS OF THIS EQUIPMENT BECOME EXTREMELY HOT WHEN IN OPERATION. TO AVOID BURNS, ALWAYS USE HAND PROTECTION WHEN OPERATING THIS APPLIANCE.**

The Platinum Series gas convection oven is intended for use in commercial establishments by qualified operating personnel where all operators are familiar with the purpose, limitations, and associated hazards of this appliance. Operating instructions and warnings must be read and understood by all operators and users.

Instructions to be followed in the event the odor of gas is detected should be posted in a prominent location. Specific instructions are available from your local gas supplier.

### DANGER



**BEFORE STARTING THE APPLIANCE, MAKE CERTAIN YOU DO NOT DETECT THE ODOR OF GAS.**

**IF THE ODOR OF GAS IS DETECTED:**

- **DO NOT** attempt to light any appliance.
- **DO NOT** touch any electrical switches.
- **Extinguish** any open flame.
- **Use a telephone OUTSIDE THE PROPERTY & IMMEDIATELY contact your gas supplier.**
- **If unable to contact your gas supplier, contact the fire department.**

#### PRODUCT \ PAN CAPACITY

72 lb (33 kg) maximum • 45 qts (43 liters)

Twelve (12): 18" x 26" x 1" full-size sheet pans

6 chrome plated wire shelves with 2 removable side racks and 12 shelf positions spaced at 1-3/4" (43mm)

#### FACTORY INSTALLED OPTIONS

**DIRECT VENT KIT** (TO VENT DIRECTLY TO OUTSIDE)  
INCREASES HEIGHT 8" (203mm)

- |  |         |
|--|---------|
| <input type="checkbox"/> Single oven   | 5003797 |
| <input type="checkbox"/> Stacked ovens | 5012618 |

**STACKING HARDWARE** SEE INDIVIDUAL STACKING COMBINATION SPECIFICATION SHEETS.

#### ACCESSORIES

- |   |         |
|---|---------|
| <input type="checkbox"/> <b>CASTER SET, 6" (152mm)</b><br>FOR MOBILE STACK APPLICATIONS | 5003790 |
|---|---------|

- |   |         |
|---|---------|
| <input type="checkbox"/> <b>COOLING RACKS (6) (ONLY)</b> FOR OVEN STAND | 5003791 |
|---|---------|

#### LEG KIT (4)

- |   |         |
|---|---------|
| <input type="checkbox"/> 6" (152mm), with Bullet Feet   | 5003794 |
| <input type="checkbox"/> 6" (152mm), with Seismic Feet  | 5003795 |
| <input type="checkbox"/> 25" (635mm), with Seismic Feet | 5003785 |

- |  |         |
|--|---------|
| <input type="checkbox"/> <b>REAR ENCLOSURE PANEL,</b><br>Stainless Steel | 5005876 |
|--|---------|

#### SHELF, OVEN RACK

- |  |          |
|--|----------|
| <input type="checkbox"/> INTERCHANGEABLE WITH COOLING RACK | SH-26795 |
|--|----------|

#### STAND, STAINLESS STEEL

- |   |         |
|---|---------|
| <input type="checkbox"/> Mobile with Cooling Racks & Casters          | 5003786 |
| <input type="checkbox"/> Stationary with Cooling Racks & Bullet Feet  | 5003489 |
| <input type="checkbox"/> Stationary with Cooling Racks & Seismic Feet | 5003787 |

#### IN THE EVENT OF A POWER FAILURE:

- TURN ALL SWITCHES OFF.
- WAIT UNTIL POWER IS RESTORED BEFORE ATTEMPTING TO OPERATE THE OVEN.

NOTE: *If such an event has occurred, it is strongly recommended that you ensure the food in the oven is safe for consumption according to local health regulations.*



# OPERATING INSTRUCTIONS

## START-UP OPERATION

### BEFORE INITIAL USE:

Interior oven surfaces must be heated to remove surface oils and the accompanying odors produced during the first use of the oven.

1. Wipe all wire shelves, side racks and the full oven interior with a clean, damp cloth.
2. Close the oven doors, press the power switch to the "ON" position, and set the thermostat to 300°F (149°C).
3. Allow the oven to cycle for approximately 2 hours or until no odor is detected.

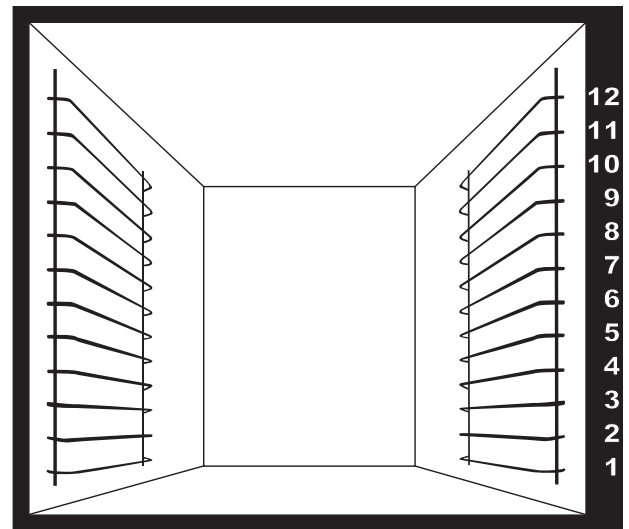
### PREHEATING:

Always preheat the oven for a minimum of 20 minutes before cooking product. Follow the operating instructions indicated on the next page of this manual.

### PAN/SHELF POSITIONS:

The oven includes 6 chrome plated wire shelves with two removable side racks and 12 shelf positions spaced at 1-3/4" (43mm).

1. **POSITION** The best arrangement for broiling, baking cookies and for other baked goods under 2-1/2" (65mm) in height. This arrangement can also be used as the maximum capacity for reconstituting frozen entrées.  
2  
4  
6  
8  
12
2. **POSITION** General baking with the use of sheet pans for products under 3-1/2" (89mm) in height. Products include cakes, pies, muffins, or extended dishes in 12" x 20" x 2-1/2" deep pans (530mm x 325mm x 65mm GN 1/1).  
1  
4  
7  
10
3. **POSITION** Ideal positions for baking bread, meringue, or extended dishes and roasts in pans not to exceed 5-1/2" (140mm) in height.  
1  
5  
9
4. **POSITION** Arrangement necessary for roasting whole turkey or roasts up to 7" (178mm) in height.  
1  
6



## CAUTION



**METAL PARTS OF THIS EQUIPMENT BECOME EXTREMELY HOT WHEN IN OPERATION. TO AVOID BURNS, ALWAYS USE HAND PROTECTION WHEN OPERATING THIS APPLIANCE.**

**NOTE:** Under normal operating conditions, the burner will ignite within four (4) seconds. If the burner does not ignite within fifteen (15) seconds, usually as a result of insufficient gas flow or air trapped in the gas line, the ignition system will lockout and must be reset.

1. Press POWER SWITCH **1** to the *ON* position.
2. Press FAN SWITCH **3** to *high* or *low* fan speed.
3. Set THERMOSTAT **5** to the temperature desired.  
The LIGHT OFF\OVEN READY indicator light **4** will illuminate and the oven will begin to heat to the set temperature. When the set temperature is reached, LIGHT OFF\OVEN READY indicator light **4** will go out.
4. When the oven is preheated, load product into the oven. For best results, always load the oven from the bottom to the top position and load as quickly as possible to retain maximum oven compartment heat.

**ALLOW A MINIMUM OF 20 MINUTES TO PREHEAT THE OVEN.**

5. Set TIMER **6** by rotating the knob clockwise. The timer will begin to count down. When the timer reaches zero, the oven will produce an audible alert signal that will continue until the timer knob is turned counterclockwise to the *OFF* position. **Note:** The oven will continue to cook until the thermostat or the power switch is turned to the *OFF* position.

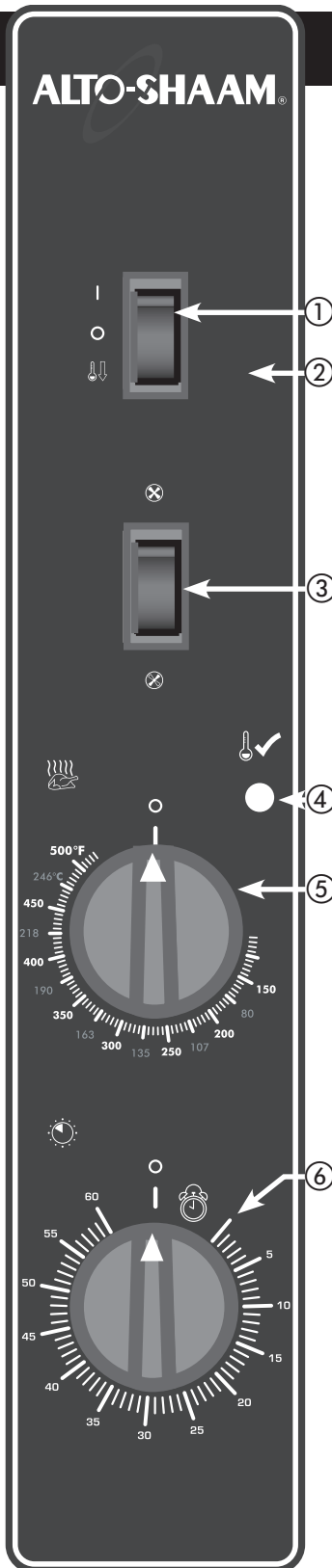
#### SHUTDOWN PROCEDURE

1. Rotate THERMOSTAT **5** to the *OFF* position.
2. Set the FAN SWITCH **3** to FULL SPEED.
3. Open the oven doors.
4. Press POWER SWITCH to the COOL DOWN **2** position. To help protect the motor, allow the fan to operate until the oven is cool.
5. When the oven is cool, press the POWER SWITCH **1** to the *OFF* position.

#### GAS IGNITION LOCKOUT RESET

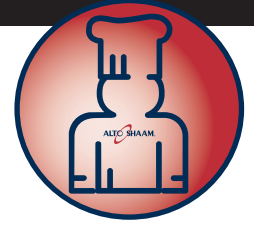
1. Rotate THERMOSTAT **5** to the *OFF* position.
2. Set the FAN SWITCH **3** to FULL SPEED to exhaust any residual gas.
3. Wait for a period of five (5) minutes before attempting a restart.

**NOTE:** Turn the main circuit breaker for this appliance *OFF* if the oven will not be in operation for an extended period of time.



# CHEF OPERATING TIPS

The Alto-Shaam convection oven will provide the best results and longest possible service with the utilization of the following suggestions and guidelines.



**NOTE:** Moisture will escape around the doors when baking products with a heavy moisture content such as chicken, potatoes, etc. This is a normal operating condition.

1. Thoroughly preheat the oven for approximately 20 minutes before use.
2. As a general rule, the cooking temperature can be set lower than the temperature used in a conventional oven. Cooking time may also be shorter. It is suggested the first batch of each product prepared be monitored closely to check for variances.
3. Maintain a record of the temperatures, times, and load capacities established for products cooked on a regular basis since they will be the same or similar for succeeding loads.
4. When practical, start cooking the lowest temperature products first and gradually work up to products with a higher cooking temperature.
5. If the cooking temperature setting for the previous product is more than 10°F (5°C to 6°C) higher than the temperature needed for the next load, use the FAN COOL-DOWN feature to decrease the oven temperature before setting the oven to a lower temperature.
6. Work as quickly as possible when loading the oven to prevent heat loss.
7. When the audible signal indicates the time has expired, remove the food product from the oven as quickly as possible to avoid overcooking.
8. Pans should be centered between side racks and each shelf should be loaded evenly to allow proper air circulation within the oven compartment.
9. To assure even cooking when baking, weigh or measure the product in each pan.
10. When cooking six pans of product, start from the top of the oven and use side rack positions 2, 4, 6, 8, 10, and 12.
11. Do not overload the oven. A maximum 6 sheet pan capacity is suggested for most items such as cakes, cookies, rolls, etc. A maximum of 12 sheet pans may be used for items such as fish sticks, chicken nuggets, and hamburgers. It will be necessary to adjust cooking times accordingly. Refer to product/pan capacities indicated in this manual.
12. To obtain an evenly baked product, muffin pans should be placed in the oven with the short side of each pan facing the front of the oven.
13. When rethermalizing frozen casseroles, preheat the oven 100°F (38°C) over the suggested temperature to compensate for the introduction of a large quantity of frozen product into the oven compartment. Reset the thermostat to the correct cooking temperature after the oven is loaded.
14. Use a pan extender or two inch (51mm) deep, 18" x 26" pans for batter-type products that weigh more than 8 pounds (3 to 4 kg), i.e.; pineapple upside-down cake.
15. To avoid obstructing airflow that would result in uneven cooking results, never place anything directly on the bottom of the oven cavity.

## Cooking Guidelines

Food	Temperature		Time (Minutes)	Food	Temperature		Time (Minutes)
Cakes, Sheet	325°F	163°C	25	Macaroni & Cheese (frozen, full oven)	350°F	177°C	90
Chicken pieces (30 breasts & thighs, 25 legs & wings)	400°F	204°C	25	Macaroni & Cheese (refrigerated)	350°F	177°C	30
Chicken halves	400°F	204°C	40	Muffins	325°F	163°C	13-15
Beef patties	400°F	204°C	8	Pies, Frozen	325°F	163°C	40
Bacon	350°F	177°C	16	Pizzas, Individual	325°F	163°C	15
Fish, frozen (5 oz.)	350°F	177°C	15	Potatoes, Baked	350°F	177°C	50
Macaroni & Cheese (frozen, 1 pan)	350°F	177°C	50	Sandwiches, Grilled Cheese	400°F	204°C	4-6
				Tater tots	450°F	232°C	10

**AT THE END OF THE DAY,  
UTILIZE THE COOL-DOWN MODE  
AND OPEN THE OVEN DOORS.**

**Do not place anything directly  
on the bottom of the oven cavity.**

# CARE AND CLEANING

## CLEANING AND PREVENTATIVE MAINTENANCE

### PROTECTING STAINLESS STEEL SURFACES



It is important to guard against corrosion in the care of stainless steel surfaces. Harsh, corrosive, or inappropriate chemicals can completely destroy the protective surface layer of stainless steel. Abrasive pads, steel wool, or metal implements will abrade surfaces causing damage to this protective coating and will eventually result in areas of corrosion. Even water, particularly hard water that contains high to moderate concentrations of chloride, will cause oxidation and pitting that result in rust and corrosion. In addition, many acidic foods spilled and left to remain on metal surfaces are contributing factors that will corrode surfaces.



Proper cleaning agents, materials, and methods are vital to maintaining the appearance and life of this appliance. Spilled foods should be removed and the area wiped as soon as possible but at the very least, a minimum of once a day. Always thoroughly rinse surfaces after using a cleaning agent and wipe standing water as quickly as possible after rinsing.

### CLEANING AGENTS

Use non-abrasive cleaning products designed for use on stainless steel surfaces. Cleaning agents must be chloride-free compounds and must not contain quaternary salts. Never use hydrochloric acid (muriatic acid) on stainless steel surfaces. Always use the proper cleaning agent at the manufacturer's recommended strength. Contact your local cleaning supplier for product recommendations.

### CLEANING MATERIALS

The cleaning function can usually be accomplished with the proper cleaning agent and a soft, clean cloth. When more aggressive methods must be employed, use a non-abrasive scouring pad on difficult areas and make certain to scrub with the visible grain of surface metal to avoid surface scratches. Never use wire brushes, metal scouring pads, or scrapers to remove food residue.

 <b>CAUTION</b>	
	<b>TO PROTECT STAINLESS STEEL SURFACES, COMPLETELY AVOID THE USE OF ABRASIVE CLEANING COMPOUNDS, CHLORIDE BASED CLEANERS, OR CLEANERS CONTAINING QUATERNARY SALTS. NEVER USE HYDROCHLORIC ACID (MURIATIC ACID) ON STAINLESS STEEL. NEVER USE WIRE BRUSHES, METAL SCOURING PADS OR SCRAPERS.</b>
	
	

# CARE AND CLEANING

The oven is fabricated with an easy to clean porcelain enamel interior or an optional stainless steel interior.

**NOTE:** Always allow the oven to cool before cleaning. If the oven is hot, allow the interior surfaces to become cool to the touch by opening the oven doors and engaging the cool-down function.

## CLEAN THE OVEN ON A DAILY BASIS

1. After the oven has cooled, remove all detachable items such as wire shelves, side racks, and drip pan. Clean these items separately.
2. Remove any food scraps from shelves, shelf supports, and blower fan wheel. Convection baffle openings must be kept clear of food scraps and grease.
3. Wipe the interior metal surfaces of the oven with a paper towel to remove any remaining food debris.
4. Clean interior with a damp cloth or sponge and any good commercial detergent at the recommended strength.
5. For baked-on food deposits, use a non-caustic and non-toxic commercial oven cleaner appropriate for the interior oven surface of your oven. Follow the product manufacturer's instructions carefully for the use of this product. Any commercial oven cleaner must be approved for use on food contact areas. Remove soil with the use of a plastic scouring pad.
6. Wipe door gaskets thoroughly since these areas harbor food debris and grease.
7. Rinse surfaces by wiping with a clean cloth or sponge and clean warm water.
8. Remove excess water with a sponge and wipe dry with a clean cloth or air dry. Leave doors open until interior is completely dry. Replace side racks and shelves.



Always follow appropriate state or local health (hygiene) regulations regarding all applicable cleaning and sanitation requirements for food service equipment.

## DO NOT USE ABRASIVE CLEANING COMPOUNDS.

Completely avoid the use of abrasive cleaning compounds, chloride-based cleaners, or cleaners containing quaternary salts. To protect metal finish on stainless steel, never use hydrochloric acid (muriatic acid).



# DANGER



**DISCONNECT UNIT FROM POWER SOURCE BEFORE CLEANING OR SERVICING.**

## EXTERIOR

To help maintain the protective film coating on polished stainless steel, clean the exterior of the cabinet with a cleaner recommended for stainless steel surfaces. Spray the cleaning agent on a clean cloth and wipe with the grain of the stainless steel. Wipe control panel, door vents and door handles, thoroughly since these areas harbor food debris. Clean exterior glass surfaces with a commercial window cleaner.

## DO NOT USE ABRASIVE CLEANING COMPOUNDS MOTOR CARE

The convection oven motor contains self-lubricating, sealed ball bearings and is generally maintenance-free. During operation, the interior of the motor is cooled by air flowing into the rear of the motor case. This is a general operating feature when proper clearances have been allowed.

**AT THE END OF THE DAY, UTILIZE THE COOL-DOWN MODE AND OPEN THE OVEN DOORS.**

# DANGER



**AT NO TIME SHOULD THE INTERIOR OR EXTERIOR BE STEAM CLEANED, HOSED DOWN, OR FLOODED WITH WATER OR LIQUID SOLUTION OF ANY KIND. DO NOT USE WATER JET TO CLEAN.**

**SEVERE DAMAGE OR ELECTRICAL HAZARD COULD RESULT.**

**WARRANTY BECOMES VOID IF APPLIANCE IS FLOODED**

# CARE AND CLEANING

## TROUBLESHOOTING GUIDE

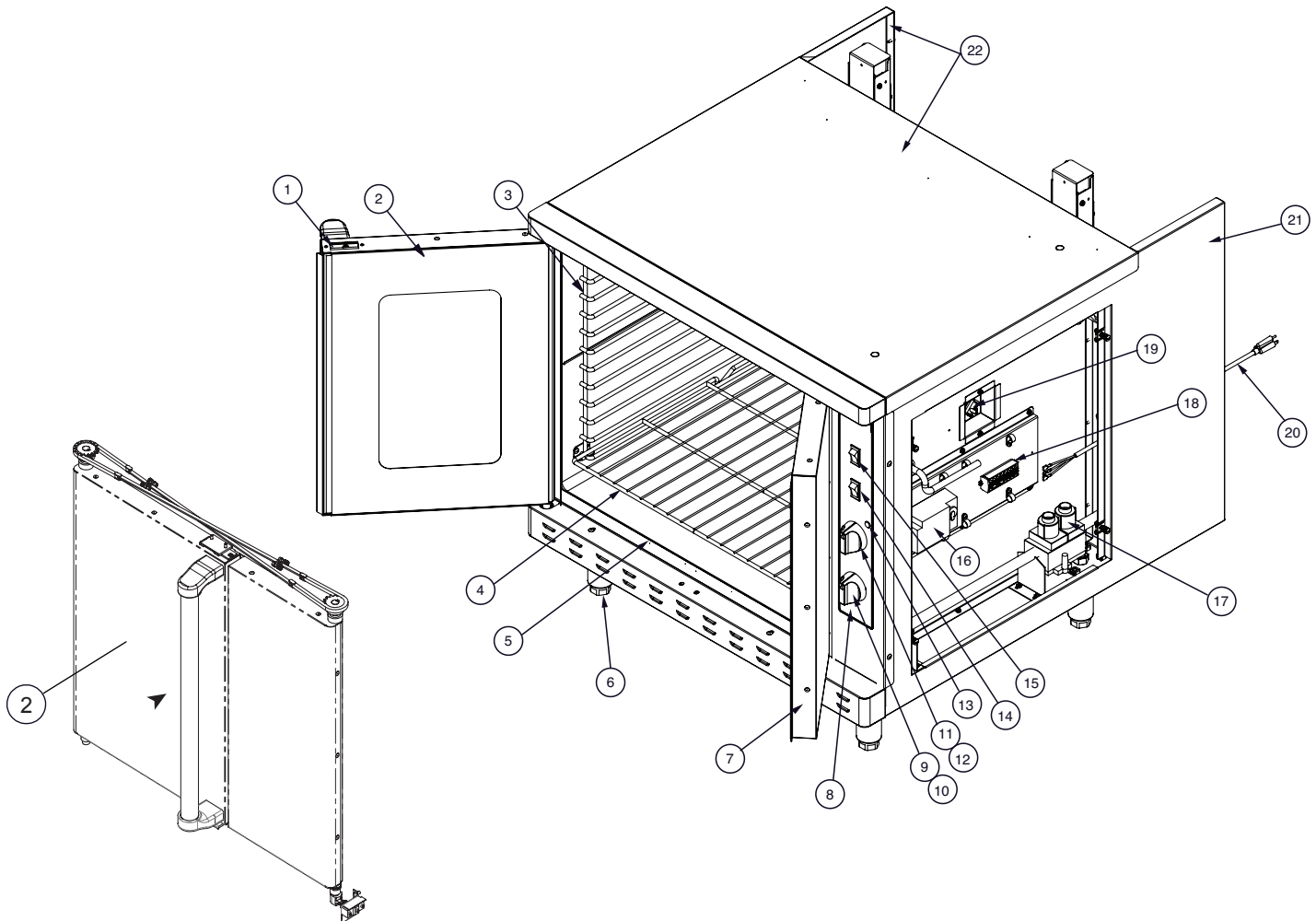
TROUBLE	POSSIBLE CAUSE	REMEDY
Oven has no power	<ul style="list-style-type: none"> <li>• Insufficient power supply</li> <li>• Defective power cord or plug</li> <li>• Defective power switch.</li> <li>• Loose electrical connection</li> </ul>	<ul style="list-style-type: none"> <li>• Check power source.</li> <li>• Check and replace if necessary.</li> <li>• Check and replace if necessary.</li> <li>• Check all electrical connections</li> </ul>
Cook temperature too high/low	<ul style="list-style-type: none"> <li>• Thermostat out of calibration</li> <li>• Defective thermostat</li> </ul>	<ul style="list-style-type: none"> <li>• Check Calibration using a digital thermometer in the center of the cavity. Calibrate if necessary</li> <li>• Replace thermostat</li> </ul>
Cook temperature too low	<ul style="list-style-type: none"> <li>• Defective door gasket</li> <li>• Door not closing properly</li> </ul>	<ul style="list-style-type: none"> <li>• Replace Gasket</li> <li>• Check latches on the top and bottom of door.</li> </ul>
Fan not running	<ul style="list-style-type: none"> <li>• Door switch defective or out of adjustment</li> <li>• Motor switch tripped (2E ONLY)</li> <li>• Door not closing properly</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust or replace</li> <li>• Reset, Black button should be pushed in</li> <li>• Check latches on the top and bottom of door.</li> </ul>
Fan running but no heat	<ul style="list-style-type: none"> <li>• High limit tripped</li> <li>• Defective element (2E &amp; 4E ONLY)</li> <li>• Gas not connected or turned on (4G ONLY)</li> </ul>	<ul style="list-style-type: none"> <li>• Reset high limit and test temperatures</li> <li>• Replace element</li> <li>• Check gas connections and supply</li> </ul>
Fan runs with door open	<ul style="list-style-type: none"> <li>• Door switch defective or out of adjustment</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust or replace</li> </ul>





# SERVICE

## FULL ASSEMBLY - ASC-4E



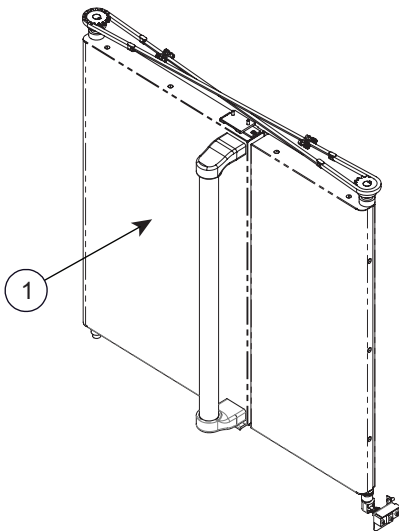
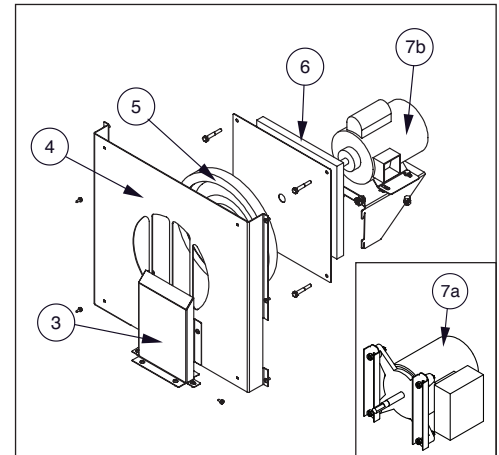
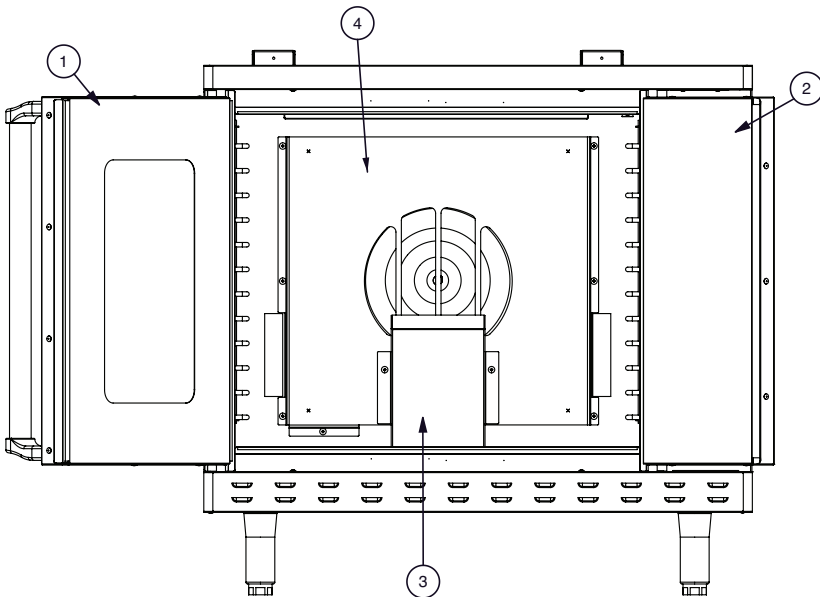
ITEM	DESCRIPTION	PART NO.	QTY	ITEM	DESCRIPTION	PART NO.	QTY	
1	LATCH	LT-26976	2	14	SWITCH, FAN, HI/LO	SW-34101	1	
2	DOOR ASSEMBLY, LH WINDOW	DR-27850	1	15	SWITCH, ON/OFF COOL-DOWN	SW-34112	1	
	DOOR ASSEMBLY, LH SOLID	DR-36068	1	16	IGNITION CONTROL W/ SENSOR	5010046	1	
3	SIDE RACK	SR-26396	2	17	SOLENOIDS VALVES	VA-28189	2	
4	OVEN RACK	SH-26795	6	18	MODULAR BLOCK	BK-34684	1	
5	GASKET	TOP/BOTTOM	1006606	2	19	HIGH LIMIT	SW-34150	1
		SIDE	1006605	2	20	CORD	CD-34094	1
6	FEET	SEE PG 13	4	21	PANEL OUTER, RH	1006671	1	
7	DOOR ASSEMBLY, RH	DR-27849	1	22	PANEL OUTER, TOP AND LH	1006623	1	
8	PANEL OVERLAY	PE-26978	1	23*	PANEL, LOUVERED ACCESS	1006672	1	
9	KNOB, TIMER	KN-34858	1	24*	COVER, BOTTOM	1006678	1	
10	TIMER	TR-34723	1	25*	FAN, BOX	34CFM, 125V, 50-60Hz	FA-3973	1
11	KNOB, THERMOSTAT	KN-34297	1			70CFM, 125V, 50-60Hz	FA-3599	1
12	THERMOSTAT	TT-34092	1	26*	BUZZER	BZ-34096	1	
13	INDICATOR LIGHT	LI-3027	1					

\*Not Shown

Part numbers and drawings are subject to change without notice.



## INTERIOR OVEN COMPARTMENT



ITEM	DESCRIPTION	PART NO.	QTY
1	DOOR ASSEMBLY, LH WINDOW	DR-27850	1
	DOOR ASSEMBLY, LH SOLID	DR-36068	1
2	DOOR ASSEMBLY, RH	DR-27849	1
3	HEAT BOX	5013197	1
4	BAFFLE, REAR	1004114	1
5	BLOWER WHEEL	WH-26397	1
6	INSULATION	IN-27866	1
7a	CONVECTION MOTOR	115V MO-34214	1
7b	CONVECTION MOTOR	115V MO-34791*	1
7c	CONVECTION MOTOR ASSEMBLY	NOT SHOWN 5010354**	1

\* Prior to serial number 1206029

\*\* Prior to serial number 870689

### DANGER



Installation, air adjustment and/or service work must be in accordance with all local codes and must be performed by a certified service technician qualified to work on gas appliances.



### DANGER

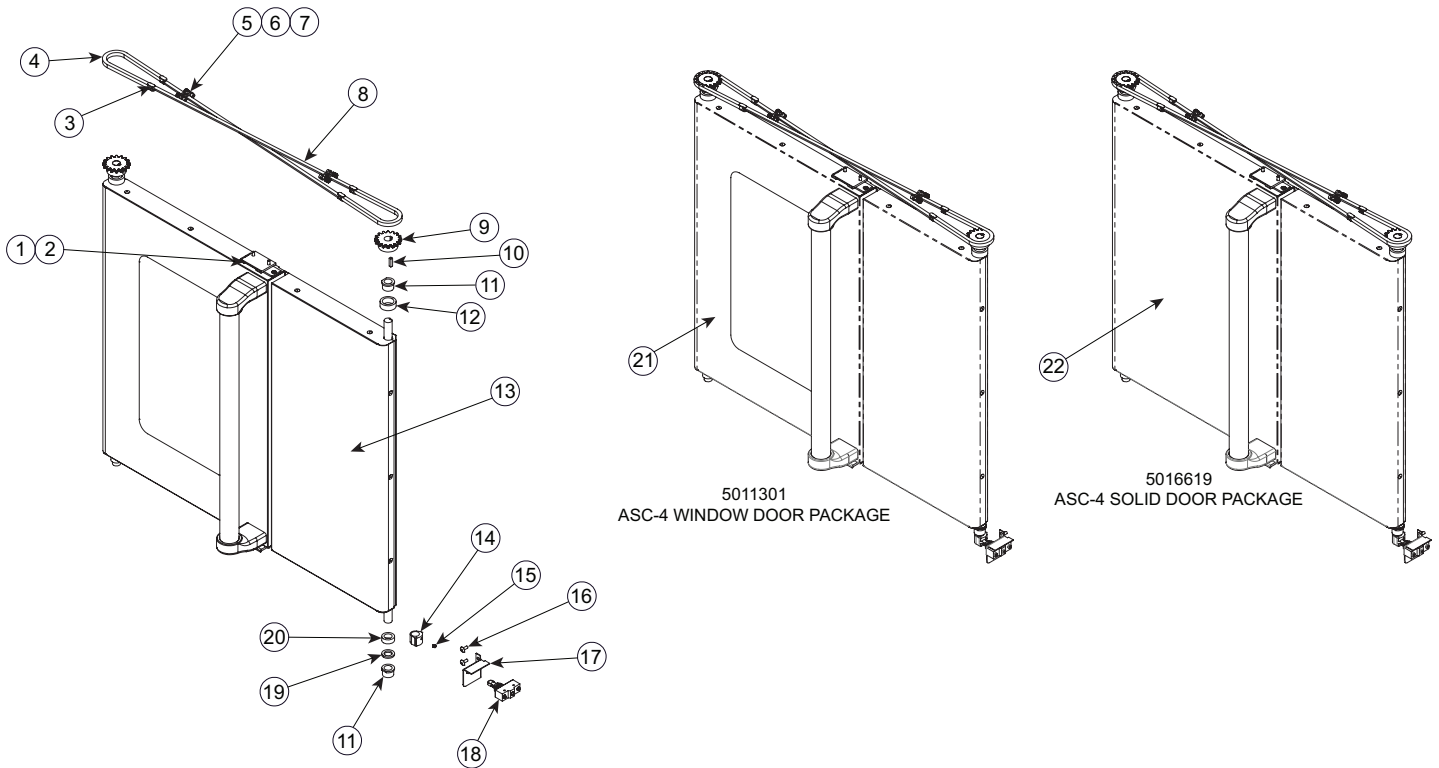


**DISCONNECT UNIT FROM POWER SOURCE BEFORE CLEANING OR SERVICING.**

Part numbers and drawings are subject to change without notice.

# SERVICE

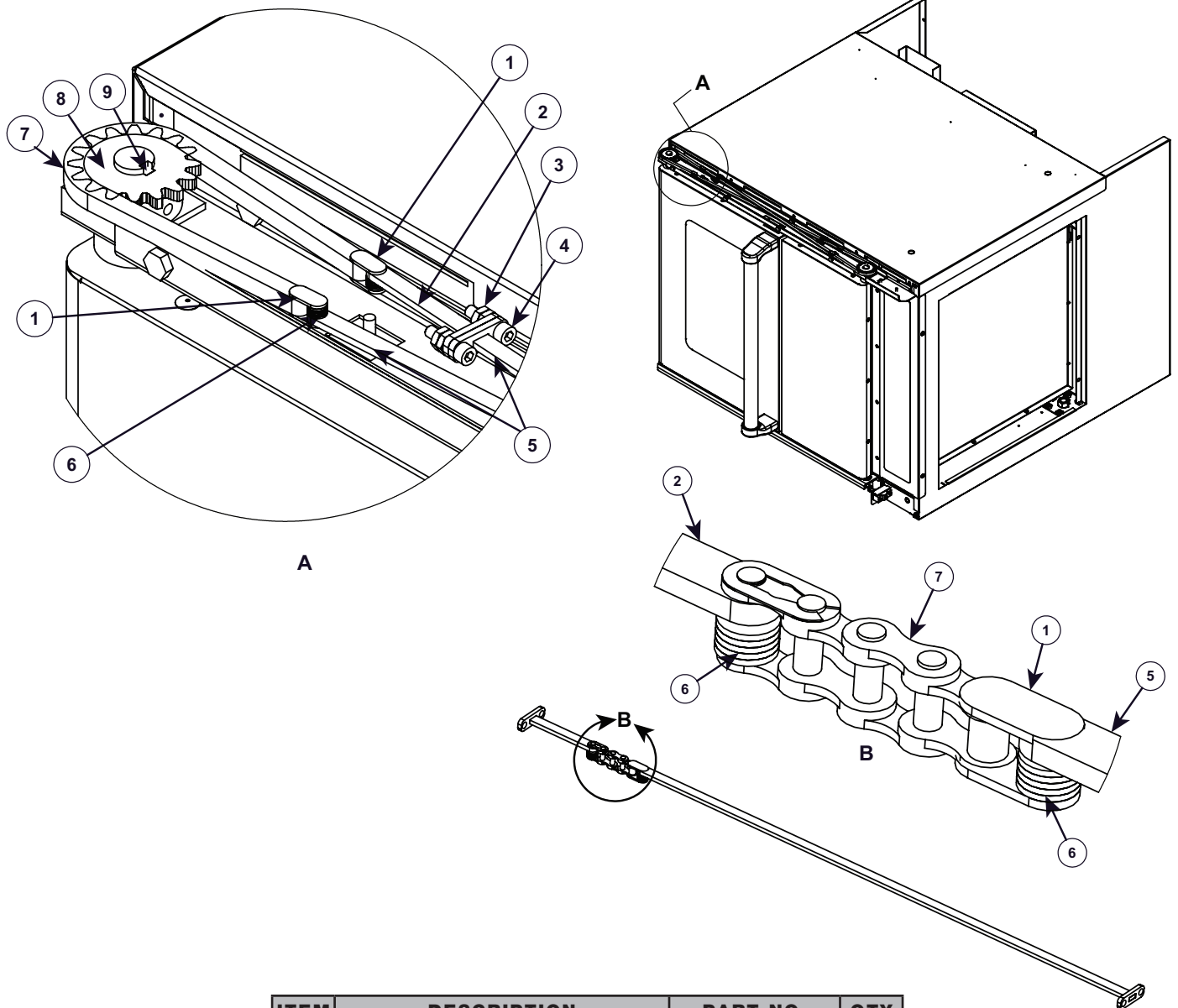
## DOOR PACKAGE - ASC-4



ITEM	DESCRIPTION	PART NO.	5011301/ QTY	5016619/ QTY
1	SCREW, 10-32 X 1/2, NF PHIL, FLAT	SC-23670	8	8
2	ROLLER LATCH WITH STRIKE	LT-26976	2	2
3	CHAIN, MASTER LINK	CH-26622	4	4
4	CHAIN, DOOR DRIVE	CH-26623	2	2
5	LINKAGE ASSY, SHORT	5003667	2	2
6	SCREW, #10-32 X .75 SHC	SC-26704	4	4
7	NUT, 10-32 UNF HEX MS, 18-8 SST	NU-2215	8	8
8	LINKAGE ASSY, LONG	5003666	2	2
9	SPROCKET, 0.625" BORE, 35 BS 16T	SO-26620	2	2
10	BLOCK, KEY SPROCKET	BK-26625	2	2
11	BUSHING, .63 X .63	BU-26433	4	4
12	SPACER	SP-27997	2	2
13	DOOR ASSY, RH	DR-27849	1	1
14	HINGE, DOOR CAM SWITCH	HG-27334	1	1
15	SCREW, SET #10-32 X .25 LG	SC-27433	1	1
16	SCREW, 10-32 X 1/2, NF PHIL TRUSS M/S, 18-8 SS	SC-2661	2	2
17	BRACKET, DOOR SWITCH	1006712	1	1
18	SWITCH, DOOR ROLLER	SW-34164	1	1
19	SPACER, DOOR	1005449	2	2
20	SPACER, DOOR	SP-26442	2	2
21	DOOR, WINDOW LH ASSEMBLY	DR-27850	1	-
22	DOOR, SOLID LH ASSEMBLY	DR-36068	-	1

Part numbers and drawings are subject to change without notice.

## DOOR MECHANISM

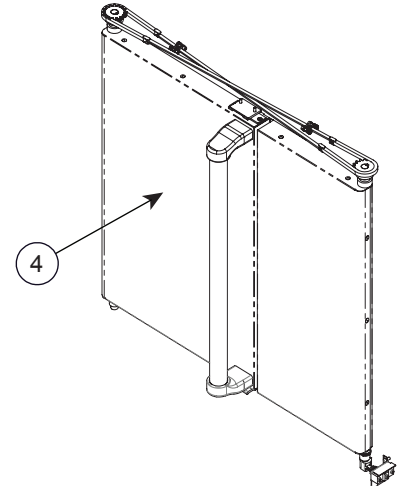
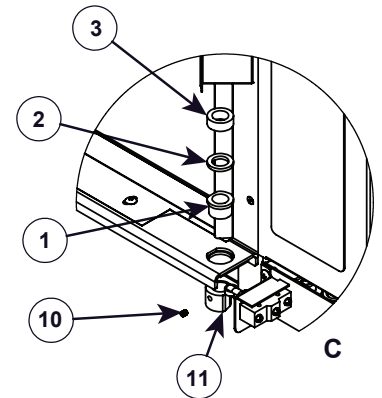
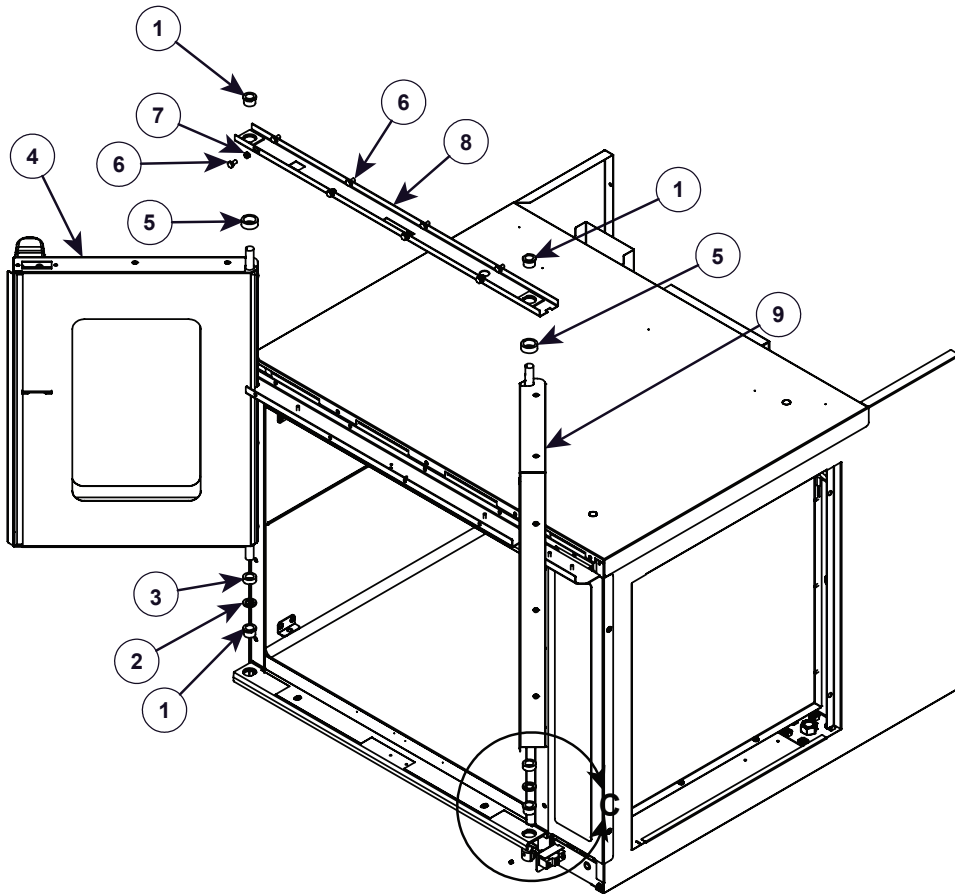


ITEM	DESCRIPTION	PART NO.	QTY
1	CHAIN, MASTER LINK	CH-26622	4
2	LINKAGE ASSEMBLY, SHORT	5003667	2
3	NUT, 10-32 UNF HEX MS, 18-8 SST	NU-2215	8
4	SCREW, 10-32 X 0.75 SCH	SC-26704	4
5	LINKAGE ASSEMBLY, LONG	5003666	2
6	WASHER, 6-32, FLAT, NYLON	WS-23148	20
7	CHAIN, DOOR DRIVE	CH-26623	2
8	SPROCKET, DOOR	SO-26620	2
9	BLOCK, KEY SPROCKET	BK-26625	2

Part numbers and drawings are subject to change without notice.

# SERVICE

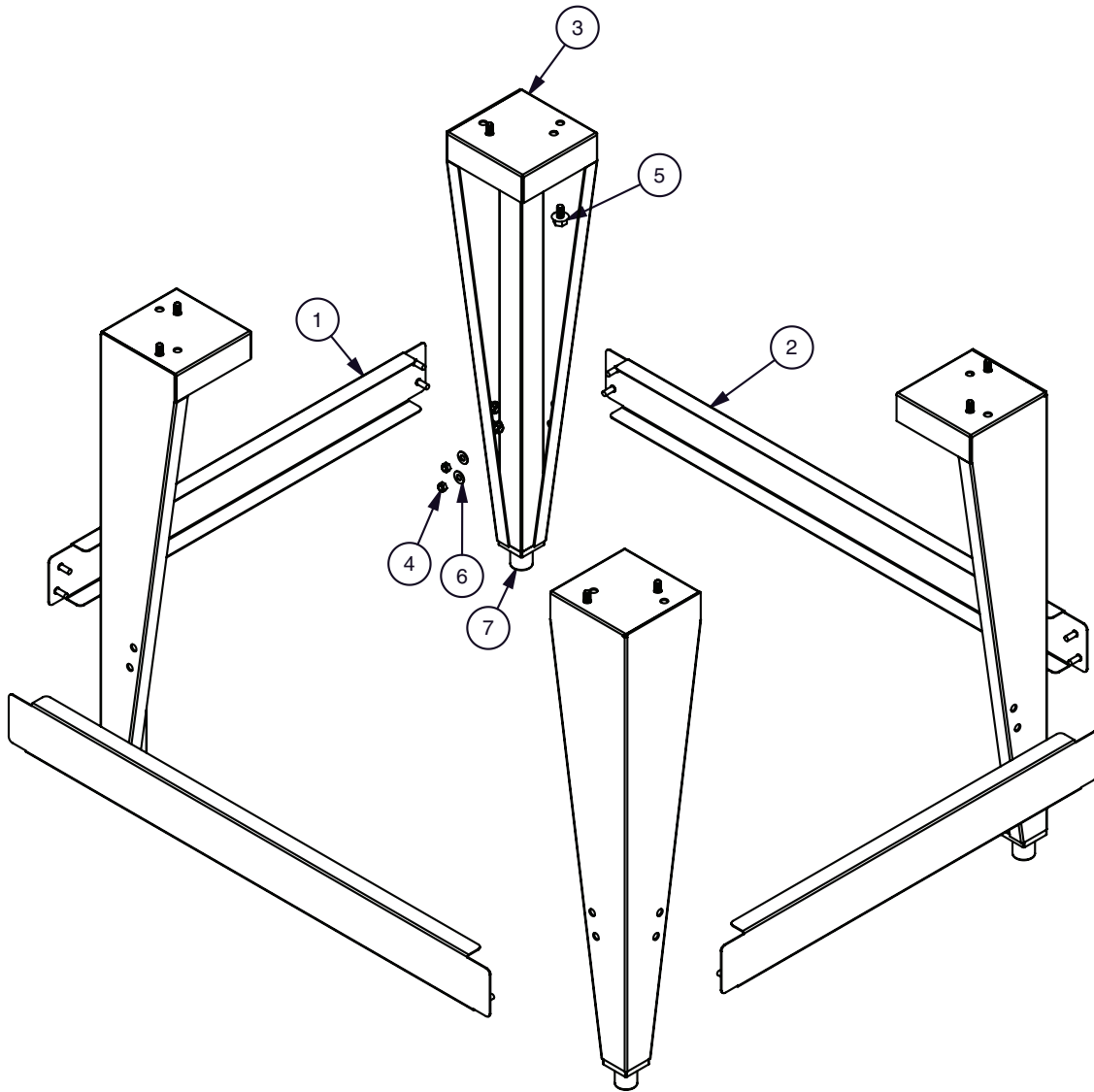
## DOOR HARDWARE



ITEM	DESCRIPTION	PART NO.	QTY
1	BUSHING	BU-26433	4
2	SPACER, DOOR	1005449	2
3	SPACER, DOOR	SP-26442	2
4	DOOR ASSEMBLY, LH WINDOW	DR-27850	1
	DOOR ASSEMBLY, LH SOLID	DR-36068	1
5	SPACER	SP-27997	2
6	SCREW, 1/4-20 X 1/2" HEX HEAD	SC-22729	8
7	NUT, 1-4-20 NYLON INSERT 18-8 S/S	NU-23984	4
8	TOP PLATE ASSEMBLY	5005404	1
9	DOOR ASSEMBLY, RH	DR-27849	1
10	SCREW, EST 10-32 X 0.25LG	SC-27433	1
11	HINGE, DOOR CAM SWITCH	HG-27334	1

Part numbers and drawings are subject to change without notice.

## LEG ASSEMBLY (5003784)



ITEM	DESCRIPTION	PART NO.	QTY
1	SUPPORT, LEG, SIDE, ASSEMBLY	5009564	2
2	SUPPORT, LEG, REAR, ASSEMBLY	5009565	2
3	LEG ASSEMBLY, 25"	LG-27829	4
4	NUT, 1/4-20 NYLON INSERT 18-8 S/S	NU-23984	16
5	5/16-18 X 5/8 SERR. HEX HD SCREW	SC-2351	8
6	WASHER, 1/4", FLAT, 5/8 OD 18-8 S/S	WS-22094	16
7	LEGS, CT, ADJUST, LEVELING	LG-22185	4

Part numbers and drawings are subject to change without notice.

# SERVICE

## PARTS LIST

P/N	DESCRIPTION	QTY
<b>EXTERIOR</b>		
1006623	PANEL, OUTER, SIDE/TOP .....	1
1006671	PANEL, OUTER, RH.....	1
1006672	PANEL, LOUVERED ACCESS.....	1
1006678	COVER, BOTTOM .....	1
CD-34094	CORD, 6' (1829mm) .....	1
1006606	GASKET, TOP & BOTTOM.....	1
1006605	GASKET, RIGHT & LEFT.....	1
DR-27849	DOOR ASSEMBLY, RH.....	1
DR-27850	DOOR ASSEMBLY, LH WINDOW .....	1
DR-36068	DOOR ASSEMBLY, LH SOLID .....	1

### OVEN LAMP COMPONENTS

LP-34161	LAMP, SNAP-IN, OVEN LIGHT.....	2
LP-34206	LAMP, 25 WATT.....	2
GS-26630	GASKET, OVEN LAMP, STANDARD .....	2
GL-26608	GLASS, OVEN LIGHT.....	2
RP-3986	SOCKETS, FOR OVEN LAMP.....	2
CV-26607	COVER FOR OVEN LIGHT.....	2

### SHELVES & SIDE RACKS

SH-26795	RACK, OVEN .....	6
SR-26396	RACK, SIDE.....	2

### MOTOR/BLOWER WHEEL

MO-347214	CONVECTION MOTOR, 115V.....	1
MO-34791*	CONVECTION MOTOR, 115V.....	1
5010354**	CONVECTION MOTOR ASSEMBLY 125V .....	1
WH-26397	WHEEL, BLOWER.....	1

\* Prior to serial number 1206029

\*\* Prior to serial number 870689

† Contact Factory with serial number.

P/N	DESCRIPTION	QTY
<b>GAS PARTS</b>		
VA-28189	SOLENOID VALVE.....	1
WI-34686	WIRE, IGNITION .....	1
SN-34690	SENSOR, FLAME .....	1
PB-28760	GAS TRAIN .....	1
OR-29586	ORIFICE, BURNER #31, NATURAL GAS .....	1
OR-29451†	ORIFICE, BURNER, 2.15mm, LP GAS (MALE).....	1
OR-29054†	ORIFICE, BURNER, #43, LP GAS (MALE).....	1
OR-26430†	ORIFICE, BURNER, #43, LP GAS (FEMALE).....	1
5010046	CONTROL MODULE, IGNITION, RAM .....	1
5009365	BURNER ASSY, ASC-CONVECTION .....	1
VA-28821	CONVERSION SPRING KIT - NATURAL GAS .....	1
VA-28444	CONVERSION SPRING KIT - LP GAS.....	1

### FRONT CONTROLS/CONTROL COMPARTMENT

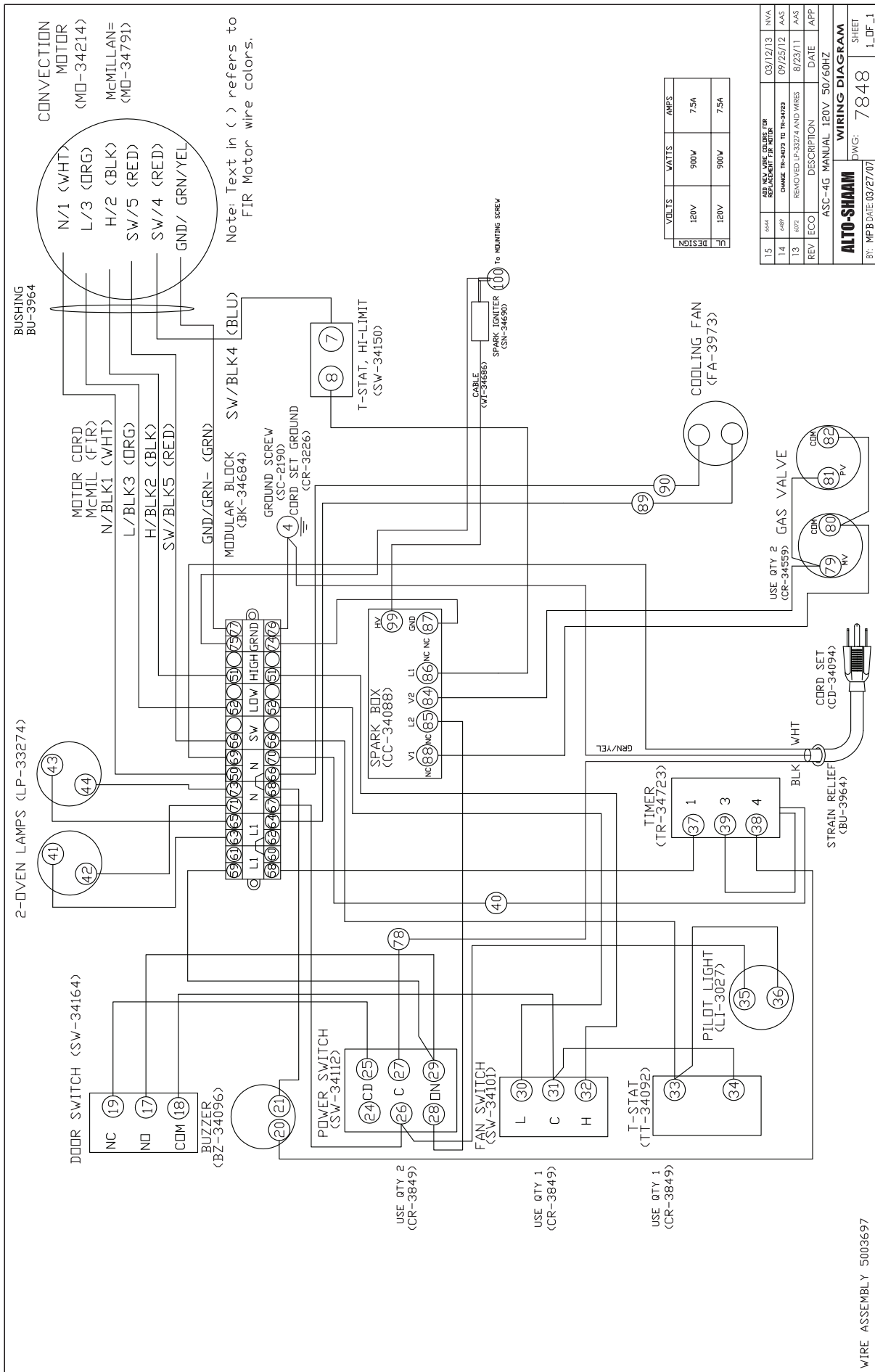
#### — SWITCHES/THERMOSTATS/TIMERS

TR-34173	TIMER.....	1
TT-34092	THERMOSTAT, 140-500°F., 250V, 25AMP .....	1
SW-34101	FAN SWITCH, ON/OFF .....	1
SW-34112	POWER SWITCH.....	1
SW-34164	SWITCH, DOOR .....	1
SW-34150	HI-LIMIT T-STAT .....	1
PE-26729	PANEL OVERLAY .....	1
FA-3973	FAN, BOX, 34CFM, 125V, 50-60HZ.....	1
FA-3599	FAN, BOX, 70CFM, 125V, 50-60HZ.....	1
BZ-34096	BUZZER.....	1
LI-3027	PILOT LIGHT .....	1

### ELECTRICAL

RL-33558	MOTOR RELAY .....	2
RL-33930	LIGHT RELAY .....	2
BA-33554	POWER SUPPLY.....	1
BU-3964	STRAIN RELIEF.....	1
SN-33541	TEMPERATURE SENSOR.....	1
BK-34684	MODULAR BLOCK.....	1
SC-2190	GROUND SCREW .....	1

Part numbers and drawings are subject to change without notice.





# TRANSPORTATION DAMAGE and CLAIMS



All Alto-Shaam equipment is sold F.O.B. shipping point, and when accepted by the carrier, such shipments become the property of the consignee.

Should damage occur in shipment, it is a matter between the carrier and the consignee. In such cases, the carrier is assumed to be responsible for the safe delivery of the merchandise, unless negligence can be established on the part of the shipper.

1. Make an immediate inspection while the equipment is still in the truck or immediately after it is moved to the receiving area. Do not wait until after the material is moved to a storage area.
2. Do not sign a delivery receipt or a freight bill until you have made a proper count and inspection of all merchandise received.
3. Note all damage to packages directly on the carrier's delivery receipt.
4. Make certain the driver signs this receipt. If he refuses to sign, make a notation of this refusal on the receipt.
5. If the driver refuses to allow inspection, write the following on the delivery receipt:  
*Driver refuses to allow inspection of containers for visible damage.*
6. Telephone the carrier's office immediately upon finding damage, and request an inspection. Mail a written confirmation of the time, date, and the person called.
7. Save any packages and packing material for further inspection by the carrier.
8. Promptly file a written claim with the carrier and attach copies of all supporting paperwork.

We will continue our policy of assisting our customers in collecting claims which have been properly filed and actively pursued. We cannot, however, file any damage claims for you, assume the responsibility of any claims, or accept deductions in payment for such claims.

## LIMITED WARRANTY

Alto-Shaam, Inc. warrants to the original purchaser only that any original part that is found to be defective in material or workmanship will, at Alto-Shaam's option, subject to provisions hereinafter stated, be replaced with a new or rebuilt part.

### The original parts warranty period is as follows:

For the refrigeration compressor on Alto-Shaam Quickchillers™, five (5) years from the date of installation of appliance.

For the heating element on Halo Heat® cooking and holding ovens, as long as the original purchaser owns the oven. This excludes holding only equipment.

For all other original parts, one (1) year from the date of installation of appliance or fifteen (15) months from the shipping date, whichever occurs first.

The labor warranty period is one (1) year from the date of installation or fifteen (15) months from the shipping date, whichever occurs first.

Alto-Shaam will bear normal labor charges performed during standard business hours, excluding overtime, holiday rates or any additional fees.

To be valid, a warranty claim must be asserted during the applicable warranty period. This warranty is not transferable.

### THIS WARRANTY DOES NOT APPLY TO:

1. Calibration.
2. Replacement of light bulbs, door gaskets, and/or the replacement of glass due to damage of any kind.
3. Equipment damage caused by accident, shipping, improper installation or alteration.
4. Equipment used under conditions of abuse, misuse, carelessness or abnormal conditions, including but not limited to, equipment subjected to harsh or inappropriate chemicals, including but not limited to, compounds containing chloride or quaternary salts, poor water quality, or equipment with missing or altered serial numbers.
5. Damage incurred as a direct result of poor water quality, inadequate maintenance of steam generators and/or surfaces affected by water quality. Water quality and required maintenance of steam generating equipment is the responsibility of the owner/operator.
6. Damage caused by use of any cleaning agent other than Alto-Shaam's Combitherm® Cleaner, including but not limited to damage due to chlorine or other harmful chemicals. **Use of Alto-Shaam's Combitherm® Cleaner on Combitherm® ovens is highly recommended.**
7. Any losses or damage resulting from malfunction, including loss of product, food product, revenue, or consequential or incidental damages of any kind.
8. Equipment modified in any manner from original model, substitution of parts other than factory authorized parts, removal of any parts including legs, or addition of any parts.

This warranty is exclusive and is in lieu of all other warranties, express or implied, including the implied warranties of merchantability and fitness for a particular purpose. In no event shall Alto-Shaam be liable for loss of use, loss of revenue or profit, or loss of product, or for any indirect, special, incidental, or consequential damages. No person except an officer of Alto-Shaam, Inc. is authorized to modify this warranty or to incur on behalf of Alto-Shaam any other obligation or liability in connection with Alto-Shaam equipment.



Effective November 1, 2012

RECORD THE MODEL AND SERIAL NUMBER OF THE APPLIANCE FOR EASY REFERENCE.

ALWAYS REFER TO BOTH MODEL AND SERIAL NUMBER IN ANY CONTACT WITH ALTO-SHAAM REGARDING THIS APPLIANCE.

Model: \_\_\_\_\_ Date Installed: \_\_\_\_\_  
Voltage: \_\_\_\_\_ Purchased From: \_\_\_\_\_  
Serial Number: \_\_\_\_\_

W164 N9221 Water Street • P.O. Box 450 • Menomonee Falls, Wisconsin 53052-0450 • U.S.A.

PHONE: 262.251.3800 • 800.558-8744 USA/CANADA FAX: 262.251.7067 • 800.329.8744 U.S.A. ONLY

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