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Combi oven

Convotherm maxx

maxx 20.10 ES/EB, maxx 20.20 ES/EB

User manual - Original, ENG

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1 General information

1.1 Environmental protection

Statement of principles

Our customers' expectations, the legal regulations and standards and our company's own reputation set the quality and service for all our products.

We have an environmental management policy that not only ensures compliance with all environmental regulations and laws, but also commits us to continuous improvement of our green credentials.

We have developed a quality and environmental-management system in order to guarantee the continued manufacture of high-quality products, and to be sure of meeting our environmental targets.

This system fulfils the requirements of ISO 9001:2015 and ISO 14001:2015.

Environmental protection procedures

We observe the following procedures:

- Use of residue-free compostable wadding materials
- Use of RoHS-compliant products
- REACH chemical law
- Multiple re-use of cardboard packaging
- Recommendation and use of bio-degradable cleaning agents
- Recycling of electronic waste
- Environmentally friendly disposal of old appliances

Join us in our commitment to protect the environment.

1.2 Structure of customer documentation

Contents of the appliance documentation

Book type	Contents
Installation manual	▪ Describes how to move, set up and install the appliance, and how to put the appliance into service ▪ Describes the hazards and appropriate preventive measures relevant to all installation tasks ▪ Contains the technical data
User manual	▪ Describes the working procedures and operating steps for cooking and cleaning ▪ Contains the servicing schedule and information on troubleshooting ▪ Describes the hazards and appropriate preventive measures relevant to operation
Operating instructions	▪ Describes the appliance user interface ▪ Contains instructions on how to use the software

Documentation for accessories

For information on operating accessories (e.g. condensation hood), please refer to the relevant accessory instructions in the Product Info Portal.

1.3 About this user manual

Who should read this manual

Name of target group	Tasks
Owner of the combi oven or owner's member of staff who is responsible for the appliance and for the operating personnel	▪ Bears the responsibility for transferring knowledge to all other users about how to work safely and correctly with the appliance during operation, cleaning and servicing. ▪ Is responsible for ensuring that the appliance is in an operational state prior to use. See 'Owner Obligations on page 19' for details
Chef	Essentially performs organizational tasks such as ▪ Entering the cooking profile data ▪ Editing existing cooking profiles in the cookbook ▪ Developing new cooking profiles ▪ Adjusting appliance settings May also perform all user actions if applicable.
User	Essentially performs specific operating tasks such as ▪ Loading the combi oven ▪ Starting cooking profiles ▪ Removing food ▪ Cleaning the combi oven ▪ Minor servicing tasks

Notation for decimal points

A decimal point is always used in order to achieve international standardization.

1.4 Essential reading relating to safety

Safety information in the appliance documentation

Safety information relating to the combi oven appears only in the installation manual and the user manual.

The installation manual contains the safety information for the tasks covered by the manual and which are performed when transporting, setting up and installing the appliance and when putting the appliance into service and removing the appliance from service.

The user manual contains the safety information for the tasks covered by the manual and which are performed during cooking, cleaning and servicing work.

The safety information contained in the user manual and installation manual must always be considered to be part of the operating instructions. The safety information contained in the user manual and installation manual must always be observed when performing tasks that go beyond merely operating the software.

Parts of this document that must be read without fail

If you do not follow the information in this document, you risk potentially fatal injury and property damage.

To guarantee safety, all people who work with the combi oven must have read and understood the following parts of this document before starting any work:

- the chapter 'For your safety' on page 14
- the sections that describe the activity to be carried out

Danger symbol

Danger symbol	Meaning
	Warns of potential injuries. Heed all the warning notices that appear after this symbol to avoid potential injuries or death.



Form of warning signs

The warning signs are categorized according to the following hazard levels:

Hazard level	Consequences	Likelihood
 DANGER	Death / serious injury (irreversible)	Immediate risk
 WARNING	Death / serious injury (irreversible)	Potential risk
 CAUTION	Minor injury (reversible)	Potential risk
NOTICE	Damage to property	Potential risk

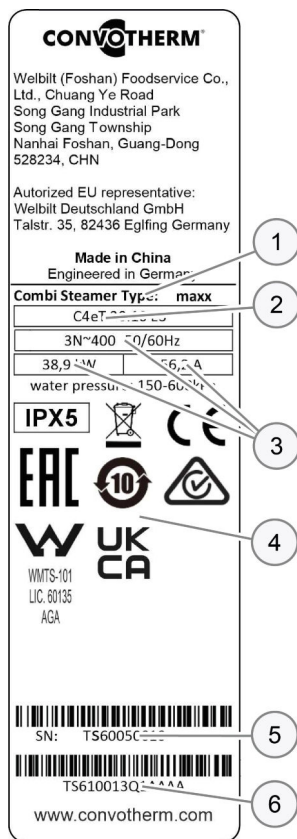
2 Design and function

2.1 Identifying your combi oven

Position of type plate

The type plate is located on the left-hand side of the combi oven.

Layout and structure of the type plate



Item	Name	
1	Name of appliance Combi Steamer (also "combi oven")	
2	Approval designation	
	Element	Meaning
	C4	Appliance series Convotherm maxx
	eT	easyTouch-Controls
	numbers xx.yy	Appliance size
	EB	Electric appliance with boiler
	ES	Electric appliance with water injection
	-N	for appliances with an NSF certificate
3	Electrical values	
4	Certification marks	
5	Serial number	
	Element	Meaning
	Heating method	Electric appliance (X)
	Steam generation method	- Injection (S) - Boiler (B)
	Appliance size	20.10 (6) 20.20 (7)
	Year of manufacture	2026 (26) 2027 (27) ...
	Month of manufacture	- January (01) - February (02) - March (03) ...
	Sequential number	4 digits
6	Part number	

2.2 The functions of the combi oven

'Custom Cooking' operating mode

You can cook a range of food in your combi oven.

The combi oven is able to do this by working with the following cooking modes in the 'custom cooking' operating mode:

- Steam
- Combi-steam
- Convection

Standard cooking methods

You can use the 'custom cooking' operating mode in conjunction with the extra functions HumidityPro, Crisp&Tasty, fan speed and BakePro to use the following cooking methods for instance:

- | | | |
|--------------|------------|--------------|
| ▪ Cooking | ▪ Steaming | ▪ Stew |
| ▪ Blanching | ▪ Poaching | ▪ Braising |
| ▪ Roasting | ▪ Grilling | ▪ Baking |
| ▪ Scalloping | ▪ Gratinat | ▪ Defrosting |
| ▪ Preserving | | |

Special cooking methods

You can carry out the following special cooking methods for instance:

- | | |
|--|-----------|
| ▪ LT-cooking (low-temperature cooking) | ▪ BakePro |
|--|-----------|

'Press&Go' Operating Mode

When using the 'Press&Go' operating mode, the user works with preset cooking profiles that they can select and start automatically.

Cooking profiles and cookbook

A cooking profile is a combination of cooking parameters such as cooking temperature and cooking time. You can create your own cooking profiles and manage them in the 'Cookbook'. You can also find ready-made cooking profiles in the 'Cookbook'.

Oven cleaning

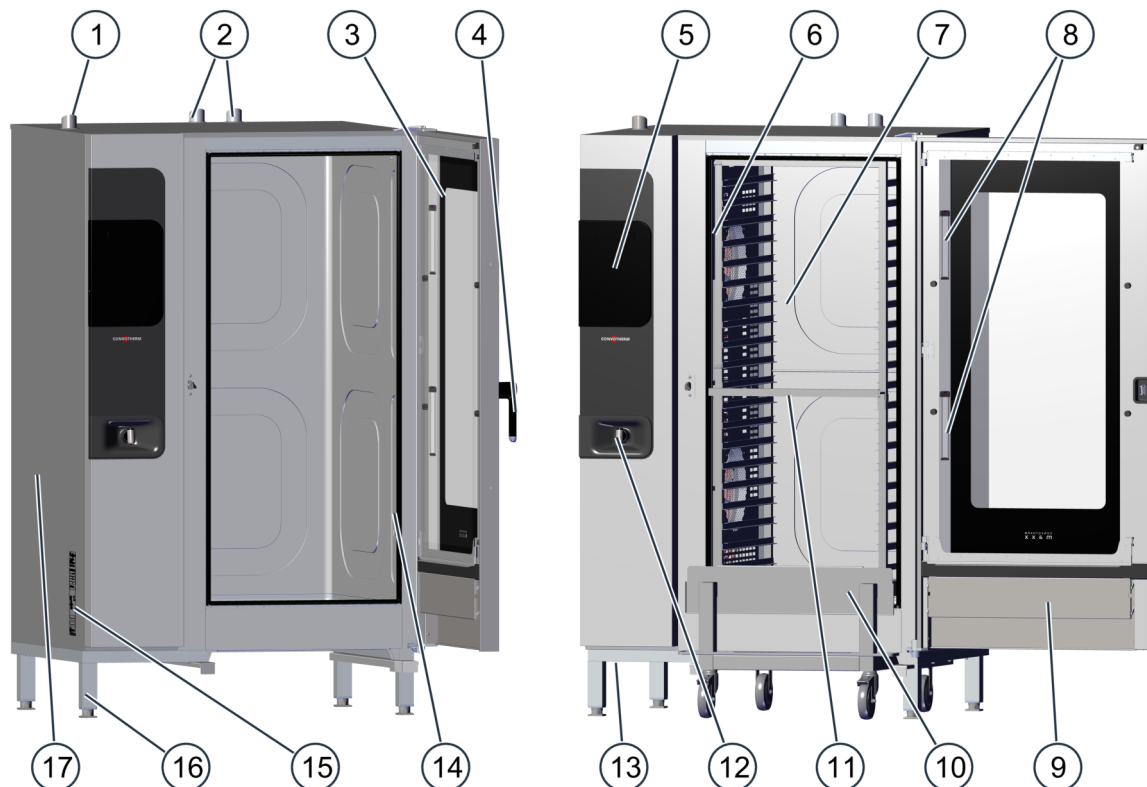
The following cleaning system is available for oven cleaning:

- ConvoClean fully automatic oven cleaning:
 - QuickRinse: Rinse with water only
 - Express: Quick cleaning
 - Light: Cleaning level for light soiling
 - Heavy: Cleaning level for heavy soiling
 - CareStep: Clean using rinse aid only

2.3 Design and function of the combi oven

Components and function

The following illustration shows a size maxx 20.20 combi oven as an example for all appliances:



Item	Name	Function
1	Ventilation port (quantity: 1)	▪ Draws in ambient air to remove moisture from the cooking chamber ▪ Smooths out any pressure fluctuations in the cooking chamber
2	Air vent (quantity: 2)	Allows hot vapour to escape
3	Appliance door	Closes the cooking chamber
4	Door handle	▪ Opens and closes the appliance door ▪ On-latch position for opening the appliance safely ▪ Antibacterial material with silver ions ("HygieniCare")
5	Operating panel	Used for operating the appliance
6	Suction panel	▪ Distributes the heat evenly inside the cooking chamber ▪ Separates the fan compartment from the cooking chamber
7	Cooking chamber	Contains the food during cooking operation
8	Oven light	Illuminates the cooking chamber
9	Built-in preheat bridge in appliance door	Used for safety purposes during preheating and reduces energy wastage
10	Loading trolley	Holds standard-sized food containers
11	Loading trolley handle	▪ Curved grip for moving the loading trolley ▪ Detachable
12	Recoil hand shower	▪ Intended solely for rinsing out the cooking chamber with water ▪ Retracts automatically into the holder after use ▪ Antibacterial ("HygieniCare")

Item	Name	Function
13	Ventilation slots underneath the appliance	▪ Used for appliance ventilation ▪ Must not be covered
14	Core temperature probe (optional)	Used for measuring the core temperature
15	Type plate	Identifies the appliance
16	Appliance feet	Can be adjusted in height to allow the appliance to be positioned horizontally
17	Side panel	Covers the appliance wiring compartment
18	Ethernet connection RJ45 (on the back of the appliance)	Used for connecting to a network or to the cloud

2.4 Layout and function of the operating panel

Layout and elements of the operating panel



Item	Name	Function
1	ON/OFF Appliance switch	Switches the combi oven on and off
2	USB-A port	For connecting a USB stick
3	Full touchscreen display	Central controls for appliance ▪ Appliance operated by touching icons on the control panel (full touch display) ▪ Status displays

3 For your safety

3.1 Basic safety code

Object of this safety code

This safety code aims to ensure that all persons who use the combi oven have a thorough knowledge of the hazards and safety precautions, and that they follow the warning notices given in the user manual and on the combi oven. If you do not follow this safety code, you risk potentially fatal injury and property damage.

Referring to the user manuals included in the customer documentation

Follow the instructions below:

- Read in full the chapter 'For Your Safety' and the chapters that relate to your work.
- Always keep to hand the manuals included in the customer documentation for reference.
- Pass on the user manuals included in the customer documentation with the combi oven if it changes ownership.

Working with the combi oven

Follow the instructions below:

- Only those persons who satisfy the requirements stipulated in this user manual are permitted to use the combi oven.
- Only use the combi oven for the specified use. Never, under any circumstances, use the combi oven for other purposes that may suggest themselves.
- Take all the safety precautions specified in this user manual and on the combi oven. In particular, use the prescribed personal protective equipment.
- Only stand in the working positions specified.
- Do not make any changes to the combi oven, e.g. removing parts or fitting un-approved parts. In particular, you must not disable any safety devices.

3.2 Intended use of your combi oven

Intended use

- The combi oven is designed and built exclusively for cooking various foods in standardized food containers (e. g. GN containers, baker's norm baking trays). Steam, convection and combi-steam (non-pressurized superheated steam) are used for this purpose.
- The food containers can be made of stainless steel, ceramic, plastic, aluminium, enamelled steel or glass. Glass food containers must not exhibit any form of damage.
- The combi oven is intended exclusively for professional, commercial use and not for the continuous mass production of food. (IEC 60335-2-42).

Restrictions on use

Some materials are not allowed to be heated in the combi oven:

- NO dry powder or granulated material
- NO highly flammable objects with a flash point below 270 °C, such as highly flammable oils, fats, plastics
- NO food in sealed tins or jars

Requirements to be met by operating personnel

- The combi oven must only be operated by personnel who satisfy specific requirements. Please refer to 'Requirements to be met by personnel, working positions on page 29' for the training and qualifications requirements.
- Personnel must be aware of the risks and regulations associated with handling heavy loads.

Requirements relating to the operating condition of the combi oven

- The combi oven must only be operated when all safety devices and protective equipment are fitted, in working order and fixed properly in place.
- The manufacturer regulations for operating and servicing the combi oven must be observed.
- The combi oven must only be loaded up to the maximum food capacity; see 'Food capacity for the combi oven on page 33'.

Requirements relating to the operating environment of the combi oven

Specified operating environment for the combi oven

- The ambient temperature lies between +4 °C and +35 °C
- NOT a toxic or potentially explosive atmosphere
- NEVER use or store gasoline or other flammable vapours, gases or liquids in the vicinity of a combi oven
- A dry kitchen floor to reduce the risk of accidents

Specified properties of the installation location

- NO fire alarm, NO sprinkler system directly above the appliance
- NO flammable materials, gases or liquids above, on, beneath or in the vicinity of the appliance

Mandatory restrictions on use

- Shelter from rain and wind must be provided if operated outdoors
- Appliance must NOT be shifted or moved when in the installed state or during use

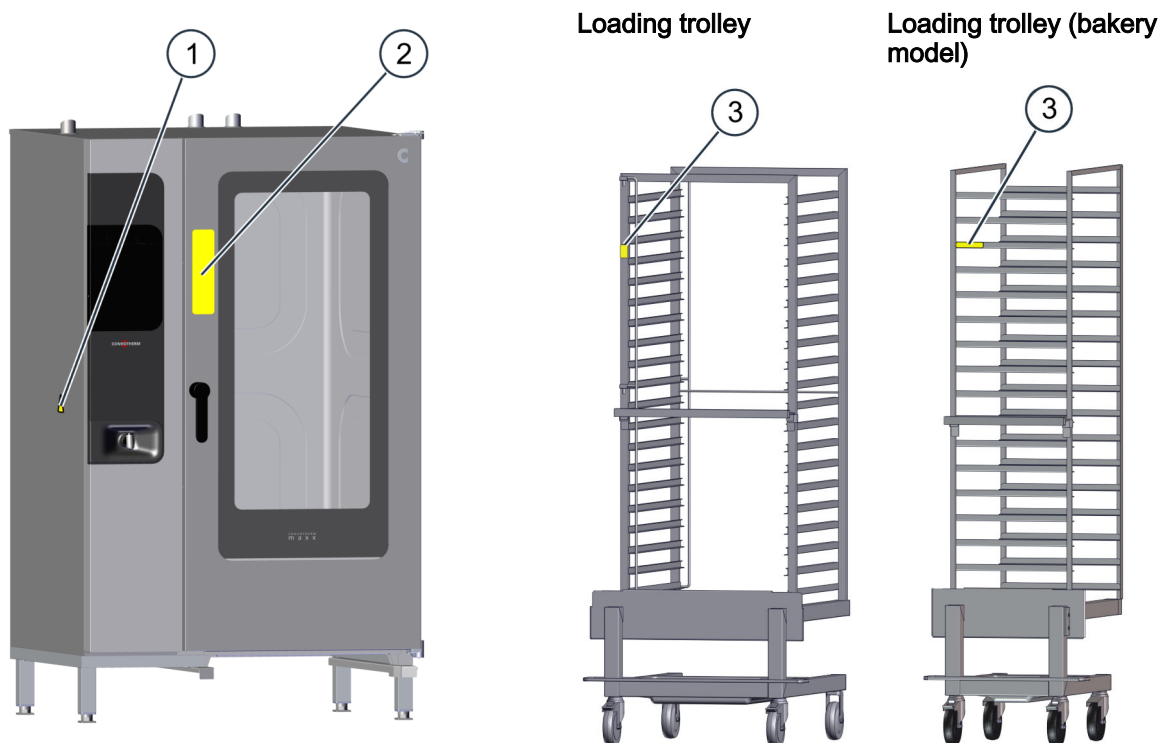
Cleaning requirements

- Use only cleaning chemicals that have been approved by the manufacturer.
- Use only materials specified by the manufacturer for cleaning; see the 'Cleaning instructions' on page 49 in the User manual in the Product Info Portal.
- High-pressure cleaners must NOT be used for cleaning.
- Water spray or jets must NOT be used for cleaning the exterior. Use of an external water spray is permitted solely for cleaning the cooking chamber.
- The combi oven must NOT be treated with acids or exposed to acid fumes, except for the purpose of descaling the cooking chamber by an authorized service company in accordance with the manufacturer's instructions.

3.3 Warning Signs on the Combi Oven

Positioning of warning signs

The following illustration shows a size maxx 20.20 combi oven as an example for all appliances:



Obligatory warning signs

The following warning signs are supplied as adhesive labels and must be affixed to the combi oven and the optional accessories by the installation engineer in a clearly visible position in the marked areas, depending on the installation situation.

Range	Warning sign	Description
1		Warning of dangerous electrical voltage / electric shock There is a risk of electric shock from live parts if the safety cover is opened.
2		Hot steam and vapour hazard warning There is a risk of scalding from hot steam and vapour escaping when the appliance door is opened.
2 and 3		Standard model Warning of hot liquids Spillage of hot liquid foods can result in scalds if the upper shelf levels are loaded with liquids or foods that produce liquid during cooking. Do not use shelf levels that lie above your sightline for liquid foodstuffs or food that will liquefy during cooking.

Range	Warning sign	Description
2 and 3		Bakery model Warning of hot food, hot food containers There is a risk of burns from hot food and hot food containers if food containers tip out of the shelf levels or food slips off food containers that are not held level. This risk is particularly high for shelf levels that lie above the sightline of the user.
3		Tip-over hazard warning for the loading trolley There is a risk of the loading trolley toppling over if moved. Always take great care when moving the loading trolley. When moving the loading trolley, watch out for objects in the way or unevenness in the floor.

3.4 Owner obligations

Owner obligations in summary

The owner bears the responsibility for transferring knowledge to all other users about how to work safely and correctly with the appliance during operation, cleaning and servicing. The owner is responsible for ensuring that the appliance is in an operational state prior to use.

These obligations include the following actions

- Training of all users in all safety-related functions and devices of the combi oven
- Providing all users with suitable guidance and instruction for the work they perform with the appliance
- Gathering reports from all users on problems and irregularities relating to the appliance and its use, and carrying out, or giving instructions on, relevant corrective measures.
- Observing all necessary servicing cycles for the appliance or appliance components
- Ensuring cybersecurity

Personnel for working at the combi oven

The owner must ensure that operating or cleaning actions on the combi oven are performed solely by qualified personnel as specified in 'Requirements to be met by personnel, working positions on page 29'.

Staff training

The owner must train and instruct his staff with regard to the following points:

- Dealing with the hazards that generally exist in the kitchen environment in accordance with national regulations and requirements; please refer to 'General hazards on page 20'
- Working with the safety devices; see 'Safety devices on page 27'
- Using personal protective equipment; see 'Personal protective equipment on page 30'
- Hygiene requirements, respecting national regulations and requirements
- Dealing with the hazards arising specifically from this combi oven; see 'Hazards arising from the combi oven on page 22'

Your safety and the safety of your staff

Before your personnel start working with the combi oven for the first time, familiarize yourself as the owner with the information contained in the chapter 'For your safety' (this chapter) and make relevant safety arrangements.

Instruct your personnel to familiarize themselves with the warning signs listed in this chapter and in further instructions below and to be certain to take the specified precautions.

Instruct your personnel to learn the safe-working rules and requirements given in the following instructions before they start work, and to follow them strictly.

Personal protective equipment for your personnel

Instruct your personnel to wear the correct personal protective equipment specified in the section 'Personal protective equipment on page 30' of the 'For your safety' chapter for the relevant tasks.

Cybersecurity

The owner must ensure that the measures they take in order to ensure cybersecurity are always up to date with the latest developments.

3.5 General hazards

General rules for working in the kitchen

In general a huge range of hazards can arise in the kitchen. You must therefore wear the prescribed protective clothing in the kitchen, and in particular wear protective gloves when working with the kitchen appliances.

The following section describes the nature of these hazards, what effect they have and how you can avoid them.

Spraying into hot fat

In the kitchen, water spray and splashing, for instance when using a water jet or spray, can cause the following hazards:



Projectile-like dispersal of fat-and-water mixture

When?

- If water is sprayed into containers holding hot fat, causing the water to vaporize rapidly

How can I avoid the hazard?

- ▷ Do not spray into hot fat
- ▷ Wear specified protective clothing, in particular protective gloves

Spraying water onto hot surfaces

In the kitchen, water spray and splashing, for instance when using a water jet or spray, can cause the following hazards:



Risk of scalding from splashing water

When?

- If water is sprayed onto hot surfaces, e.g. into a cooking chamber

How can I avoid the hazard?

- ▷ Do not spray onto hot surfaces
- ▷ Wear specified protective clothing, in particular protective gloves

Damp kitchen floor

In the kitchen, condensate running out during cooking, for instance, can cause the following hazards:



Risk of slipping on damp kitchen floor

Where?

- In front of the appliances

How can I avoid the hazard?

- ▷ Always keep the floor around the appliances dry

Contact with cleaning agents

Cleaning products are used in the kitchen. This can cause the following hazards:



Risk of chemical burns or irritation to skin, eyes and respiratory system from contact with cleaning agents and their fumes

When?

- For all cleaning actions
- When handling cleaning-fluid canisters
- When aggressive cleaning products are used

How can I avoid the hazard?

- ▷ Wear personal protective equipment
- ▷ Do not let cleaning agents come into contact with your skin or eyes
- ▷ Do not breathe in spray
- ▷ Always use the specified cleaning products

Moving heavy loads

In the kitchen, lifting heavy weights can result in tiredness, discomfort and problems with the moving equipment.



Risk of injury from overstressing your body

When?

- When lifting heavy containers and other heavy loads

How can I avoid the hazard?

- ▷ Observe the rules associated with handling heavy loads

3.6 Hazards arising from the appliance

General rules for working with the appliance

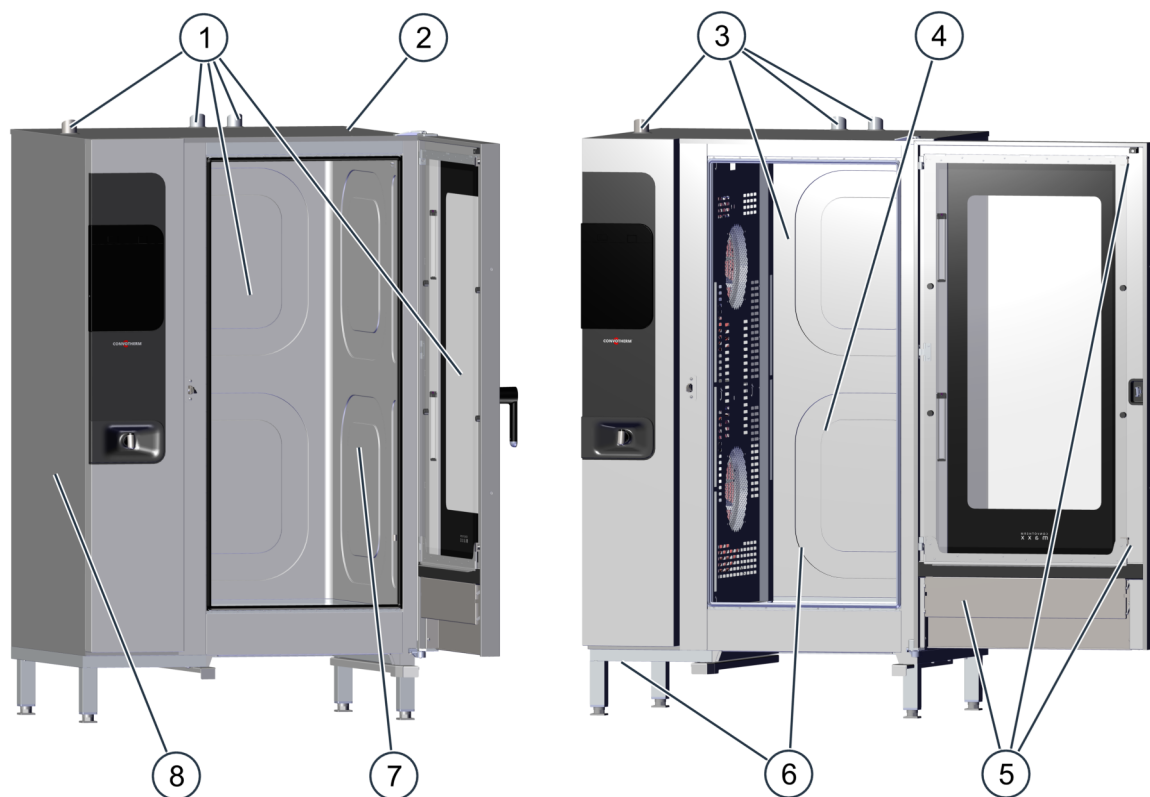
The combi oven is designed to protect the user from all hazards that can reasonably be avoided by design measures.

The actual purpose of the combi oven, however, means that there are still residual risks; you must therefore take precautions to avoid them. A safety device can provide you with a certain degree of protection against some of these hazards. You must always ensure, however, that these safety devices are in place and in working order.

The nature of these residual risks and what effect they have are described below.

Hazard points

The following illustration shows a size maxx 20.20 combi oven as an example for all appliances:



Item	Safety hazard/cause of hazard	Hazard locations
1	Hot surfaces	Air vent, ventilation port, appliance door, cooking chamber
2	Proximity to flammable materials	On top of the appliance
3	Hot steam / vapour	Air vent, ventilation port, cooking chamber
4	Hot food and hot food containers (bakery model)	Cooking chamber
5	Parts moving against each other	Appliance door, preheat bridge
6	Contact with cleaning chemicals	Cooking chamber, cleaning agent connection
7	Hot liquids	Cooking chamber
8	Spraying down the appliance with water	Appliance case (cover for electrical parts)

Item	Safety hazard/cause of hazard	Hazard locations
9	Break in the cold chain	(no picture)
10	Spoilt food as a result of growth of micro-organisms in a warm environment	(no picture)

Hot surfaces

During and after the cooking operation, heat produced by the appliance can cause the following hazards:



A risk of burns from hot surfaces

Where?

- Externally on the appliance door
- On the top of the appliance, in particular on the air vent and on the ventilation port
- Internally on the appliance door
- Inside the entire cooking chamber, including all parts inside the oven during the cooking operation.

How can I avoid the hazard?

- ▷ Do not touch surfaces for any length of time
- ▷ Wear specified protective clothing, in particular protective gloves

Proximity to flammable materials

Heat produced in the appliance during cooking operations can cause the following hazards:



Fire hazard from heat given off by the appliance

What can cause this?

- By storing flammable materials, gases or liquids on the appliance

How can I avoid the hazard?

- ▷ Do not store flammable materials, gases or liquids on top of the appliance
- ▷ Do not store gas canisters immediately beside the appliance

Hot steam / vapour

Operating and otherwise working with the combi oven can lead to the following hazards:



Risk of scalding from hot steam/vapour

Where? When?

- On the air vent and on the ventilation port on top of the appliance
- When opening the appliance door during and after cooking

How can I avoid the hazard?

- ▷ Do not get close to the air vent or ventilation port
- ▷ Always open the appliance door slowly and carefully
- ▷ Use the appliance door's venting position
- ▷ When cooling takes place during the cooking or cleaning process or as a result of the cool down function, expect to face a stronger blast of steam than usual, and make sure any bystanders step back from the appliance.
- ▷ Wear specified protective clothing, in particular protective gloves

Hot food and hot food containers (bakery model)

The following hazards can arise when handling food containers:



Risk of burns from hot food and hot food containers

What can cause this?

- Food containers being placed on L-rails

How can I avoid the hazard?

- ▷ Only use food containers (baking trays, shelf grills) of the correct size to fit
- ▷ Do not exceed the maximum loading weight
- ▷ Insert the food containers correctly as stipulated in 'Positioning the food containers' on page 31 in the Product Info Portal.
- ▷ When removing food containers, do not pull them forwards too far or they might tip out of the shelf levels
- ▷ Wear specified protective clothing, in particular protective gloves
- ▷ Do not make the loading trolley top heavy when loading, because the loading trolley might then topple over when moved

Parts moving against each other

Operating and otherwise using the appliance can result in the following hazards:



Risk of hands being pinched

Where?

- On accessories used to load food into the appliance
- On appliance door parts during cleaning
- On the preheat bridge during cleaning

How can I avoid the hazard?

- ▷ Wear specified protective clothing, in particular protective gloves
- ▷ Exercise caution when using the appliance

Contact with cleaning chemicals

The following hazards can arise while cleaning the appliance:



Risk of chemical burns or irritation to skin, eyes and respiratory system due to contact with cleaning chemicals and their fumes

What can cause this?

- If the cooking chamber has not been cooled sufficiently
- If the appliance door is opened during the fully automatic cleaning process
- When cleaning-fluid canisters are replaced
- When cleaning chemicals are introduced into the cooking chamber

How can I avoid the hazard?

- ▷ Let the cooking chamber cool to below 60 °C before any cleaning actions
- ▷ Do not open the appliance door until prompted by the software
- ▷ After cleaning has finished, visually check that all cleaning chemical residues have been removed by thorough rinsing
- ▷ Observe the information in the safety data sheets for the cleaning chemicals.
- ▷ Exercise caution when handling cleaning chemicals and cleaning-fluid canisters

Hot liquids

When loading the appliance with food that involves hot liquids, the following hazards can arise:



Risk of scalding from hot liquids

When?

- When taking hot, liquid food out of the cooking chamber
- When transporting hot, liquid food with a loading trolley

How can I avoid the hazard?

- ▷ Do not exceed the maximum loading weight
- ▷ Only use containers of appropriate GN size (GN dimensions for U-rails; baking sheet dimensions for L-rails)
- ▷ Only load containers holding liquid or liquefying food into shelf levels that allow a proper view inside the container, and always hold horizontally when removing
- ▷ Do not place any containers with liquids or liquefying food on a baking sheet for cooking
- ▷ Insert the food containers correctly 'Loading food in the combi oven on page 39'
- ▷ Lock the loading trolley's shelf-securing bar when moving the loading trolley
- ▷ Always cover hot liquids when conveying them on the loading trolley
- ▷ Take care not to let the loading trolley tip over. This may occur if the loading trolley is moved on a steep slope, bumps into an obstacle or has a top-heavy load.
- ▷ Wear specified protective clothing, in particular protective gloves

Spraying down the appliance with water

Cleaning actions on the appliance may result in the following hazards:



Risk of electric shock caused by a short-circuit

When?

- If the appliance comes into contact with water

How can I avoid the hazard?

- ▷ Do not wash down the outer case with water
- ▷ Disconnect the appliance from the power supply when cleaning the outside of the appliance

Break in the cold chain

A break in the cold chain can cause the following hazards if food is eaten:



Risk from microbiological contamination of food

When?

- When cooking is manually interrupted
- When the food cold-chain is broken by loading the cooking chamber in advance
- When cooking is interrupted because of a power failure

How can I avoid the hazard?

- ▷ Make sure that the cold chain is not broken
- ▷ Never interrupt cooking for so long that micro-organism growth can occur
- ▷ Do not store food temporarily in the appliance
- ▷ Do not place cold food in the oven when cooking at low temperatures
- ▷ Once the appliance is running again, consider how the restart time will affect the food condition.

Micro-organism growth at 30 - 65 °C

Cooking within a low temperature range can result in the following hazards:



Risk of food going bad as a result of micro-organism growth in a warm environment (temperature range 30 – 65 °C)

When?

- If cold food is placed in the appliance when in use for regeneration, low-temperature cooking, or holding food at temperature
- In general during low-temperature cooking or when holding food at temperature

How can I avoid the hazard?

- ▷ Never place additional cold food in the appliance while it is in use for regenerating, low-temperature cooking or holding food at temperature.
- ▷ Only allow qualified staff to perform low-temperature cooking (< 65 °C)
- ▷ Reduce the number of micro-organisms on the food before low-temperature cooking, e. g. by searing.
- ▷ Check the end product to make sure it is suitable for consumption
- ▷ Exercise the care required by HACCP

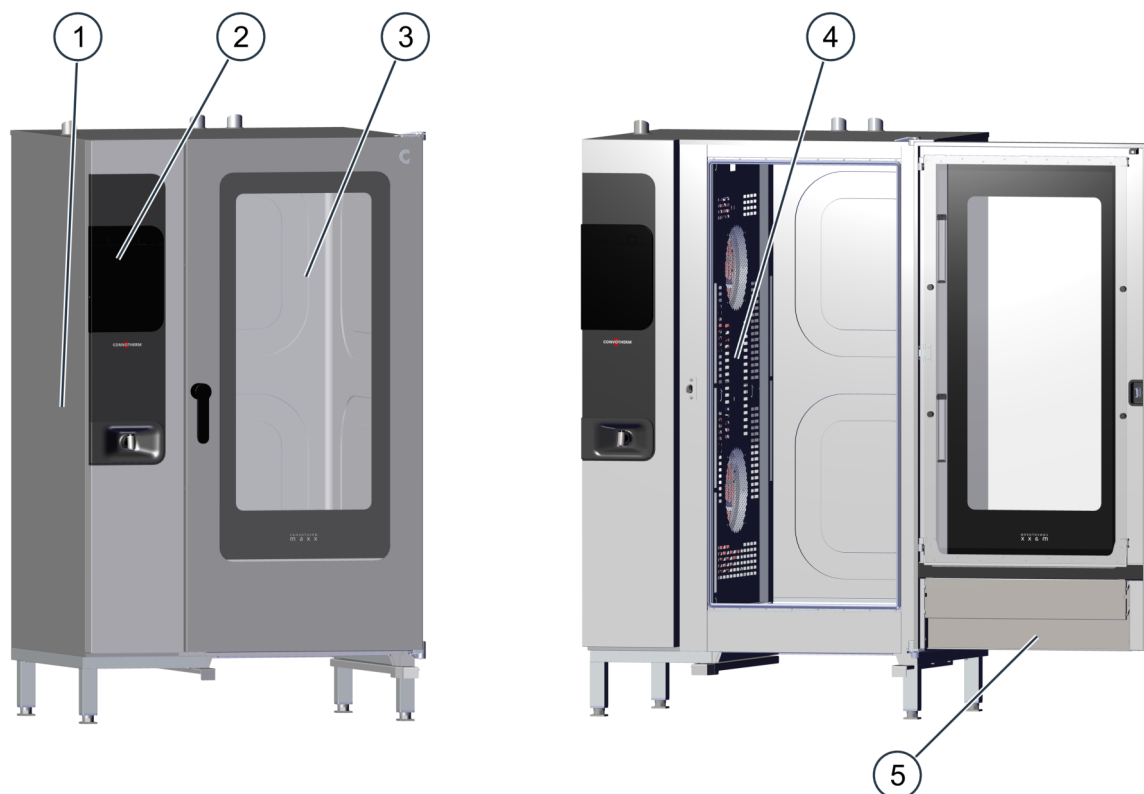
3.7 Safety devices

Meaning

The combi oven has a number of safety devices to protect the user from hazards. It is absolutely essential that all safety devices are fitted, secured correctly and in working order when operating the combi oven.

Position and function

The following illustration shows a size maxx 20.20 combi oven as an example for all appliances:



Item	Safety device	Function	Check
1	Covers can only be removed using a tool	Prevents live parts from being touched accidentally Prevents access to the moving fan wheel from the wiring compartment	Check that the covers are in place
2	Operating panel can only be removed using a tool	Prevents live parts from being touched accidentally	Ensure that the operating panel is in place
3	Appliance door	Protects the user and outside environment from hot steam	Check regularly for scratches, cracks, indentations etc. and replace door if any are found
4	Suction panel in cooking chamber; can only be removed using a tool	Prevents access to the moving fan wheel and ensures good heat distribution	See 'Releasing and securing the suction panel on page 61'
5	Built-in preheat bridge in appliance door	Prevents scalding from escaping steam when the loading trolley is not in the appliance during preheating	None

Item	Safety device	Function	Check
6 (no picture)	Safety thermostat for cooking chamber	Switches off the appliance if temperature too high	An error code is output in the event of a fault (Please contact an authorized service company to reset the safety thermostat)
7 (installed by customer)	Disconnecter	Used to disconnect the appliance from the power supply during cleaning, repair and servicing work and in a hazardous situation	There is no need for the user to perform a test.

Safety measures

The following measures increase the safety additionally:

Measure	Function	Check
Door switch of the appliance door (electric door sensor)	- When the appliance door is opened, the switch stops: - rotation of the fan wheel (comes to a stop after a few seconds) - operation of the heating element - Distribution of the cleaning agents by the fully automatic oven cleaning system - Prompt to close the appliance door	Check door switch at low temperature Action: - Open the appliance door fully - Press Start Result: Motor must not start up.
Appliance door handle with venting position	Prevents scalding of user's face and hands from escaping steam	When appliance is cool, check door positions as described in 'Opening and closing the appliance door safely on page 38'
Restart after power failure in case cleaning agent was left in the appliance	Restarts fully automatic oven cleaning in a defined state after power failure	None

3.8 Requirements to be met by personnel, working positions

Requirements to be met by operating personnel

The table shows the skills required to perform the specified roles. One person may perform more than one role depending on need and organization of work, provided this person has the skills required for the role concerned.

Role	Skills required	Tasks
Chef Person in authority in the kitchen environment	▪ Has relevant professional training ▪ Knows relevant national food legislation and regulations, plus hygiene legislation and regulations ▪ Must keep records in accordance with HACCP ▪ Trained in how to operate the combi oven	The owner's member of staff who is responsible for ensuring that the owner obligations are fulfilled (see 'Owner obligations on page 19') Essentially performs organizational tasks such as ▪ Entering the cooking profile data ▪ Editing existing cooking profiles in the cookbook ▪ Developing new cooking profiles ▪ Adjusting appliance settings May also perform all user actions if applicable
User	▪ Semi-skilled ▪ Trained in how to operate the combi oven ▪ Works under supervision ▪ Knows the regulations associated with handling heavy loads	Essentially performs specific operating tasks such as ▪ Loading the combi oven ▪ Starting the cooking profile ▪ Removing food ▪ Cleaning the combi oven ▪ Fitting accessories where needed for specific cooking operations ▪ Minor servicing tasks

Working positions during operation

The working position for personnel when operating the combi oven is in front of the appliance door.

Working positions during cleaning and servicing

The working position for staff during cleaning and servicing is the entire appliance area.

3.9 Personal protective equipment

Operation and servicing

Activity	Materials used	Personal protective equipment
Loading / removing food	None	Work clothing in accordance with country-specific standards and directives (DGUV in Germany) for kitchen work, in particular: ▪ Protective clothing ▪ Heat protective gloves (compliant with EN 407 in European Union) ▪ Safety boots
Handling the core temperature probe	None	Work clothing in accordance with country-specific standards and directives (DGUV in Germany) for kitchen work, in particular: ▪ Protective clothing ▪ Heat protective gloves (compliant with EN 407 in European Union)
Removing and fitting parts	Tools and equipment depend on the task	Work clothing in accordance with country-specific standards and directives (DGUV in Germany) for kitchen work, in particular: ▪ Protective clothing ▪ Heat protective gloves (compliant with EN 407 in European Union)

Cleaning

Activity	Used cleaning agents	Personal protective equipment
▪ Oven cleaning of any kind ▪ Handling cleaning agent containers	▪ ConvoClean forte ▪ ConvoClean new ▪ ConvoCare (ready-to-use) ▪ ConvoCare K (concentrate)	Items of protection equipment, depending on cleaning agent being used: ▪ Breathing mask ▪ Safety goggles ▪ Protective gloves ▪ Protective clothing/apron The EC safety datasheet for the relevant cleaning agent contains a more precise specification of these items. An up-to-date copy can be obtained from the manufacturer. Refer to the label on the cleaning agent concerned.
▪ Cleaning the double glass door ▪ Cleaning the operating panel	Common household glass cleaner	Follow the instructions given by the manufacturer of the cleaning agent you are using
▪ Cleaning the outer casing incl. operating panel ▪ Cleaning components and accessories according to relevant instructions	Common household detergent: mild on skin, alkali-free, pH-neutral and odourless	Follow the instructions given by the manufacturer of the cleaning agent you are using

4 Cooking procedures

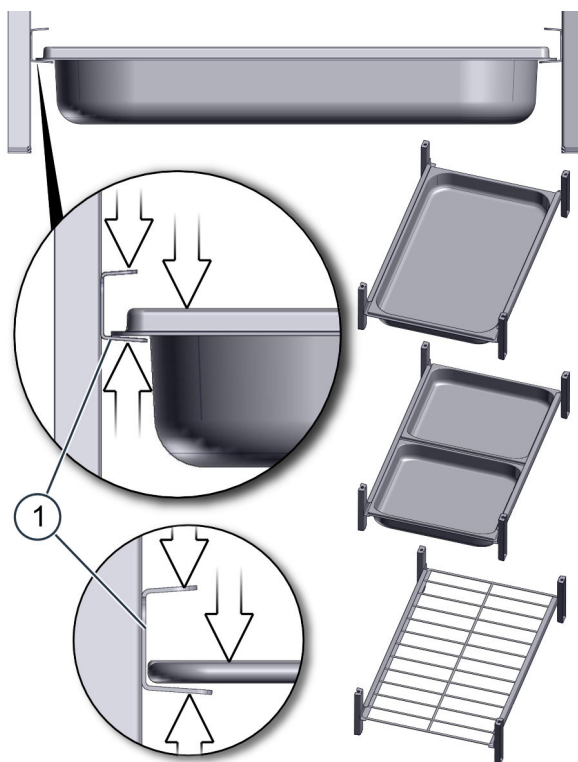
Reference to the operating instructions

Please read the operating instructions for the combi oven to find out about using the software and the software routines; see 'How the user interface works'.

4.1 Basic principles for loading the combi oven

4.1.1 Positioning the food containers

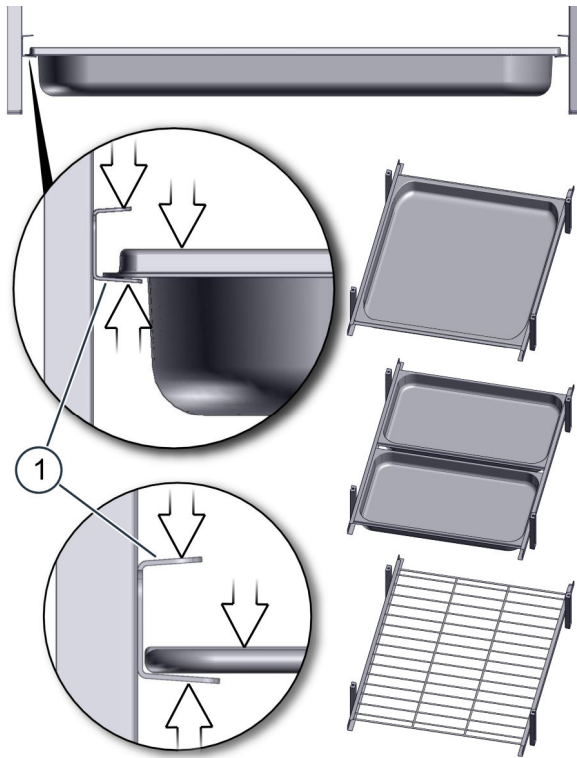
GN containers/baking tray sizes 1/1, 1/2; shelf grill; in U-rails (standard model)



Rules for handling

- The containers or the shelf grill must be inserted as far as they will go **BETWEEN** the two arms of each U-rail (1).
- The containers or the shelf grill must be inserted in the U-rails at the same height on the left and right sides.
- The containers or shelf grill must **NOT** rest on the top arm of a U-rail.
- Containers must not be placed on the shelf grill.

GN containers/baking tray sizes 2/1, 1/1; shelf grill; in U-rails (standard model)



Rules for handling

- The containers or the shelf grill must be inserted as far as they will go **BETWEEN** the two arms of each U-rail (1).
- The containers or the shelf grill must be inserted in the U-rails at the same height on the left and right sides.
- The containers or shelf grill must **NOT** rest on the top arm of a U-rail.
- Containers must not be placed on the shelf grill.

4.1.2 Food capacity for the combi oven

Maximum load

		maxx 20.10	maxx 20.20
Maximum load per appliance	[kg]	100	180
Maximum load per shelf	[kg]	15	15

Maximum number of food containers

		maxx 20.10	maxx 20.20
GN loading trolley, shelf spacing 67 mm			
Number of GN 1/1 food containers when making full use of the shelf spacing	[Qty]	20	40
Number of GN 2/1 food containers when making full use of the shelf spacing	[Qty]	-	20
Loading trolley for standard baking sheet 600x400, 80 mm shelf spacing			
Number of baking trays	[Qty]	17	-

Only use GN containers, GN shelf grills and GN baking trays with standard dimensions.

4.2 Operating principles and instructions for cooking

4.2.1 Turning the combi oven on and off

For your safety when using the combi oven

Before starting work, it is essential that you familiarize yourself with the rules and warning signs specified in the chapter 'For your safety' on page 14 and in this instruction manual, and follow the instructions given there.

Basic rules for safe operation

If it is known or evident that the combi oven has been moved after installation without authorization (whether intentionally or unintentionally), the appliance must not be put back into service until all the following requirements have been met:

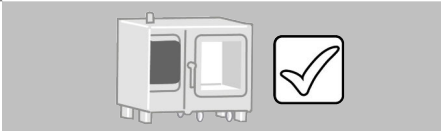
- The appliance and fittings or accessories being used show no signs of damage.
- The installed electrical power cables, water supply pipes and pipes for wastewater and cleaning chemicals show no signs of damage, are fixed securely, are not leaking at any point and appear safe and in working order on visual inspection.
- The 'Requirements relating to the operating condition of the combi oven' on page 15 are met.
- The 'Requirements relating to the operating environment of the combi oven' on page 15 are met.
- All warning signs are in their designated position.

Rules for safe operation of the appliance

To avoid hazards, the following rules must be observed when operating the appliance:

- The air vents and ventilation port on the appliance top and the ventilation slots in the appliance base must not be covered, obstructed or blocked.
- The food containers must be inserted correctly as stipulated in 'Positioning the cooking containers on page 31'.
- The suction panel must be secured properly in place.
- Allow the combi oven to cool down to a temperature of < 60 °C before disconnecting it from the power supply using a fuse or an external main switch.

Switching on the combi oven

- | | | |
|----|---|--|
| 1. |  | Switch on the combi oven by pressing the appliance ON/OFF switch for approx. 3 seconds. |
| 2. |  | Check that the oven light comes on while the appliance is running the self-diagnostics test. |
| 3. |  | Wait until the software is ready for use. |

Switching off the combi oven at the end of the working day

- | | | |
|----|---|---|
| 1. |  | Perform the necessary cleaning tasks as specified in the cleaning and servicing schedule. |
| 2. |  | Switch off the combi oven. |
| 3. |  | Leave the appliance door ajar in order to let moisture escape. |

Switching off the combi oven before prolonged breaks in use

Switch off the water and power on site before prolonged breaks in use.

4.2.2 How to cook

⚠ For your safety when using the combi oven

Before starting work, it is essential that you familiarize yourself with the rules and warning signs specified in the chapter 'For your safety' on page 14 and in this instruction manual, and follow the instructions given there.

Prior knowledge required

You need to know these operations:

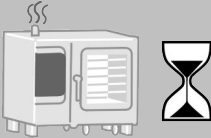
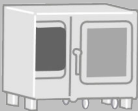
- Opening and closing the appliance door safely 38
- Loading and removing food 39
- Putting away and retrieving the core temperature probe 45
- Using a USB stick 46

Requirements

- You are sufficiently familiar with using the software to be able to select saved cooking profiles or enter new cooking profiles that are suitable for the food you wish to cook, and to run these profiles, see operating instructions
- The combi oven and accessories and fittings used have been cleaned properly.
- There are no foreign objects in the cooking chamber.
- The oven drain is not blocked or clogged with any residues. The filter is fitted in place on the oven drain.
- The interior glass pane of the appliance door is properly locked.
- The USB cover is covering the USB port.
- The suction panel must be secured properly in place.
- You have the food prepared in the loading trolley ready to place in the combi oven.

How to cook

- | | | |
|----|---|--|
| 1. |  | Select a cooking profile from the cookbook or enter a new cooking profile. |
| 2. |  | Follow the prompts displayed by the software. |
| 3. |  | Open the appliance door. |
| 4. |  | Load the prepared food into the combi oven. |
| 5. |  | Close the appliance door again. |

6.		Start the cooking operation.
7.		Wait for the cooking operation to finish.
8.		An audible signal is given when the cooking operation is finished. Follow the prompts displayed by the software.
9.		Open the appliance door.
10.		Take out the food.
11.		Close the appliance door again.

4.3 Instructions for handling the appliance for cooking

4.3.1 Opening and closing the appliance door safely

For your safety when using the combi oven

Before starting work, it is essential that you familiarize yourself with the rules and warning signs specified in the chapter 'For your safety' on page 14 and in this instruction manual, and follow the instructions given there.

Closing the appliance door safely

Close the appliance door with a gentle slam.

If the appliance door is not yet fully closed, press the door into the latch by the door handle.

4.3.2 Loading and removing food

⚠ For your safety when using the combi oven

Before starting work, it is essential that you familiarize yourself with the rules and warning signs specified in the chapter 'For your safety' on page 14 and in this instruction manual, and follow the instructions given there.

Prior knowledge required

You need to know these operations:

- Opening and closing the appliance door safely

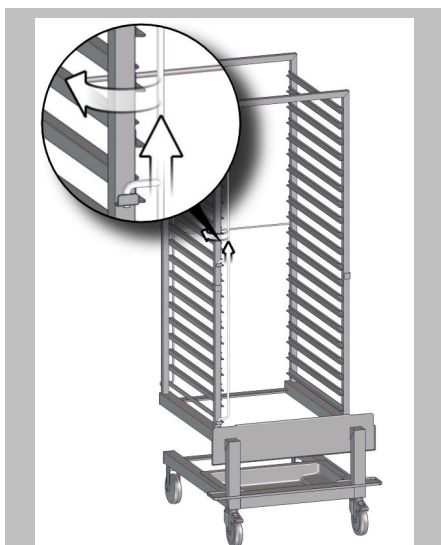
38

Requirements

- The weight of the food does not exceed the maximum loading weight.
- The food containers have the correct GN dimensions to fit.
- The loading trolley handle has been removed.
- The parking brakes have been engaged on the loading trolley.

Loading

1.



Lift up the shelf-securing bar at the front of the loading trolley and swing it to the left.

2.



⚠ WARNING

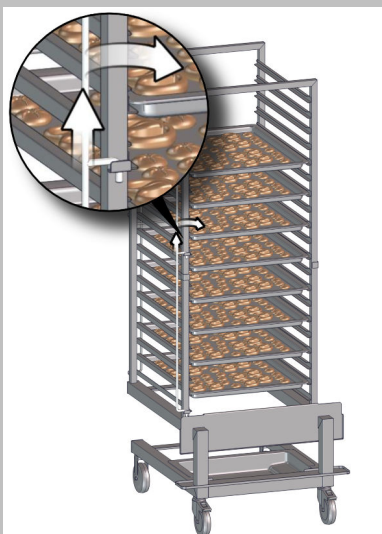
Risk of scalding from hot liquids

- Make sure you insert the containers, baking trays and shelf grills correctly into the right rails as specified in 'Positioning the food containers' on page 31 in the Product Info Portal.
- Do not make the loading trolley top heavy by placing too much food at the top, because the loading trolley might then topple over when moved.

Place food on the loading trolley.

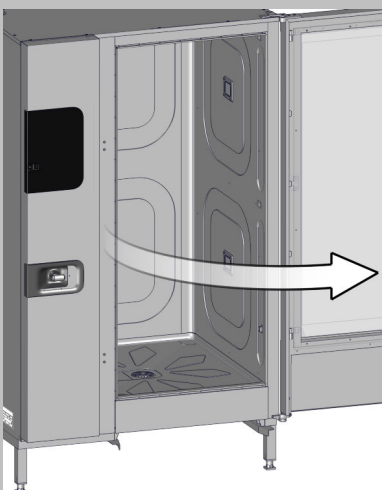
- Start from the bottom.
- Always slide in containers, baking trays or shelf grills as far as they will go against the rear shelf-securing bar.

3.



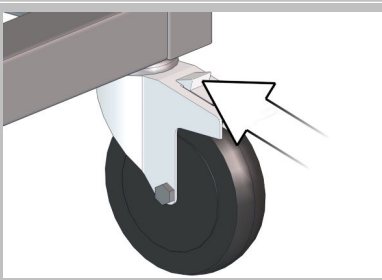
Lock the open shelf-securing bar back in place.

4.



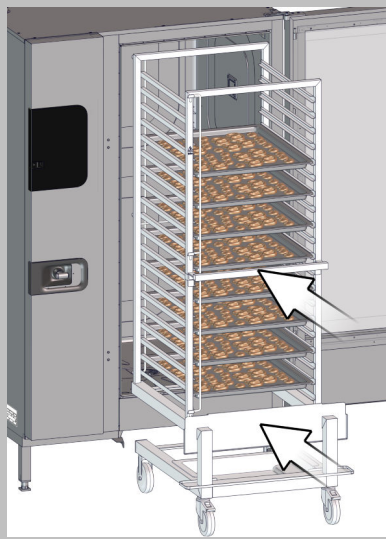
Open the appliance door.

5.



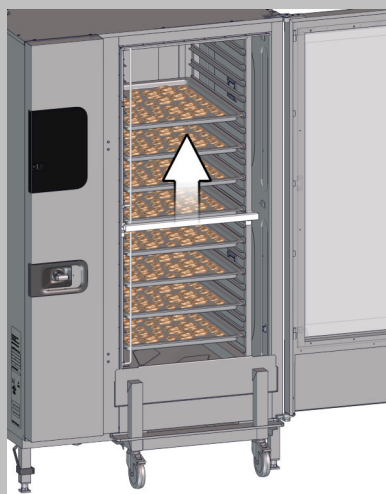
Release the parking brakes on the loading trolley.

6.



- Insert the loading trolley handle in the guides on the front of the loading trolley.
- Grab the loading trolley from the loading trolley handle in order not to crush your hands.
- Push the loading trolley in as far as it will go into the cooking chamber.

7.



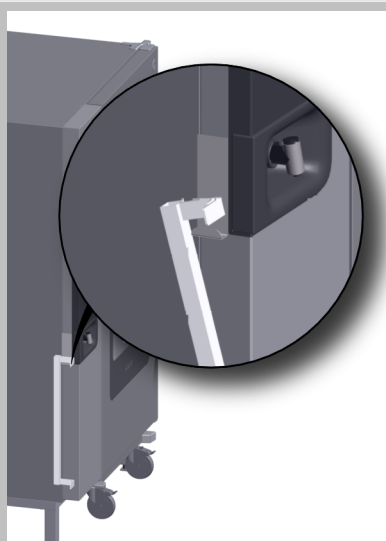
⚠ WARNING

Risk of burns from high temperatures inside the cooking chamber on all parts that are or were inside during cooking mode

- Wear personal protective equipment.
- Detach the handle from the loading trolley once it has been wheeled inside, so that the loading trolley can be wheeled out again using a cool handle.

Remove the handle of the loading trolley.

8.



Hook the loading trolley handle into the bracket for the loading trolley handle.

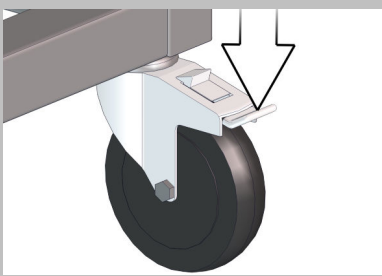
Alternatively, place the loading trolley handle in good view in a suitable place close to the appliance but never on the appliance.

9.



Close the appliance door.

10.



Re-apply the brakes on the wheels of the loading trolley.

Removing food

1.



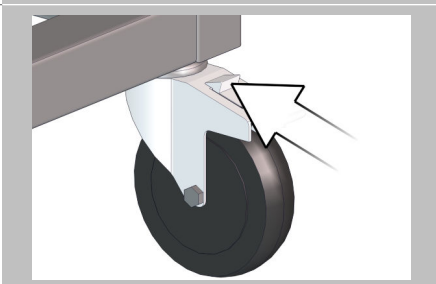
Open the appliance door.

2.



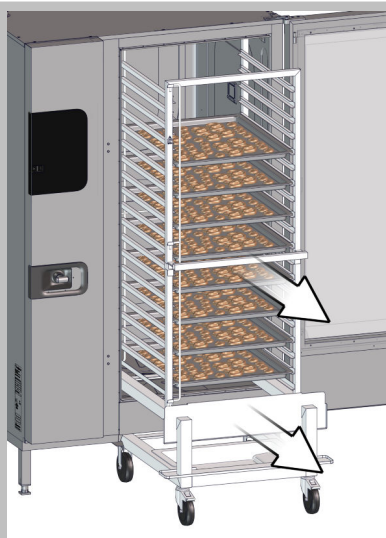
Insert the loading trolley handle in the guides on the front of the loading trolley.
(This step is not needed for the prison model of the combi oven because the loading trolley handle is permanently fixed to the loading trolley.)

3.



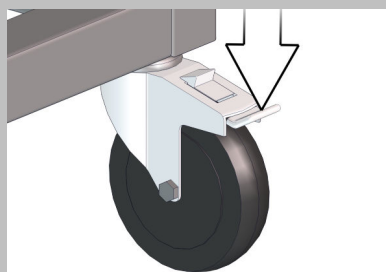
Release the parking brakes on the loading trolley.

4.



Pull the loading trolley out of the cooking chamber by its handle.

5.



Re-apply the brakes on the wheels of the loading trolley.

6.



Close the appliance door.

4.3.3 Putting away and retrieving the core temperature probe

⚠ For your safety when using the combi oven

Before starting work, it is essential that you familiarize yourself with the rules and warning signs specified in the chapter 'For your safety' on page 14 and in this instruction manual, and follow the instructions given there.

Prior knowledge required

You need to know these operations:

- Opening and closing the appliance door safely

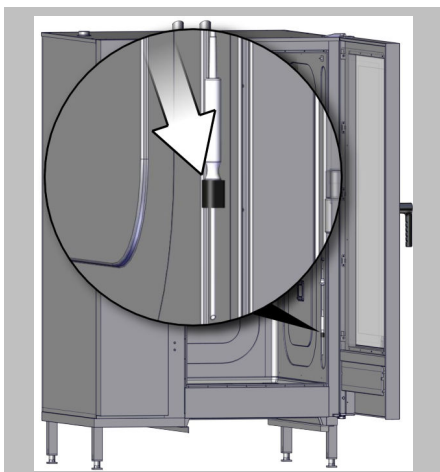
38

Purpose

The core temperature probe must be stowed away when it is not needed for the cooking operation. Otherwise the probe risks getting damaged.

Putting away the core temperature probe

1.



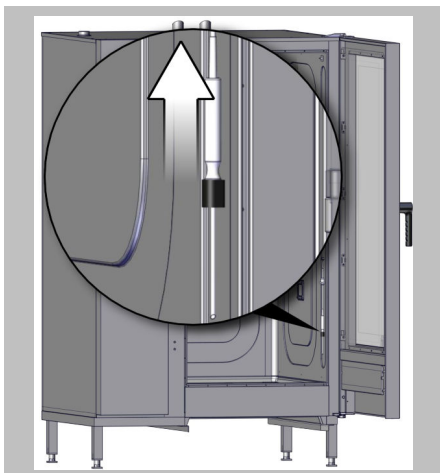
Plug the core temperature probe into the holder.

NOTICE! Keep the cable tidy.

Do not let the cable get trapped between the appliance door and the hygienic gasket when closing the appliance door.

Retrieving the core temperature probe

1.



⚠ CAUTION

Risk of stab wounds from sharp-ended parts

- Take care when handling the core temperature probe.

Pull the core temperature probe out of the holder.

4.3.4 Using a USB stick

⚠ For your safety when using the combi oven

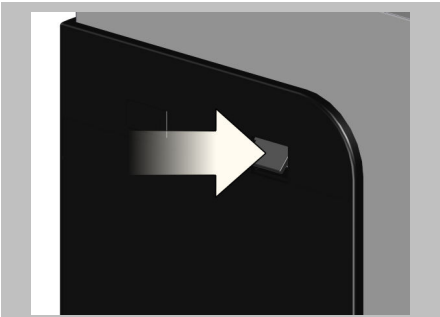
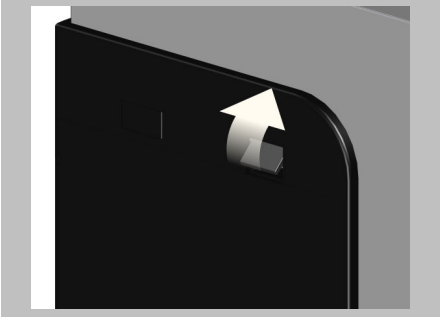
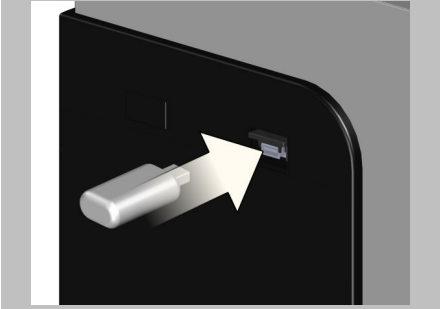
Before starting work, it is essential that you familiarize yourself with the rules and warning signs specified in the chapter 'For your safety' on page 14 and in this instruction manual, and follow the instructions given there.

Purpose of the cover

The cover protects the USB port so that no water vapour can get into the control electronics during cooking or cleaning.

During cooking and cleaning, there must be no USB stick inserted and the USB port must be closed by the cover.

Inserting the USB stick

- | | | |
|----|---|--|
| 1. |  | Open the cover to the USB port on the operating panel. |
| 2. |  | Push the cover to the USB port on the operating panel up. |
| 3. |  | Plug in the USB stick.
If the USB stick is too large, use a commercially available adapter cable. |

5 Cleaning procedures

Reference to the operating instructions

Please read the operating instructions for the combi oven to find out about using the software and the software routines; see 'How the user interface works'.

5.1 Basic principles for cleaning the combi oven

5.1.1 Cleaning method

Cleaning the outer case

Never clean the outer case of the combi oven with a water jet or water spray. Only clean the outer case of the combi oven by hand using the tools specified for this purpose.

Cleaning method

Cleaning method	Description	Criteria for use
Oven cleaning without using cleaning agents	▪ A fully automatic process in which the temperature and program length are software-controlled. ▪ The cooking chamber is rinsed solely with water without using cleaning chemicals	▪ To remove very light soiling or odours between separate cooking operations ▪ To remove dust, for instance, from the intensively cleaned combi oven after a prolonged period out of use
Fully automatic oven cleaning using connected canisters	▪ A fully automatic process in which the temperature, program length, use of cleaning agents and rinsing are software-controlled. ▪ The software controls the amount of cleaning chemicals automatically dispensed into the cooking chamber from connected canisters.	▪ Daily cleaning after all cooking operations are finished for the day ▪ Before putting the combi oven into operation for the first time, to clean the cooking chamber of all dirt accumulated during transportation, setting-up and installation. ▪ After servicing work on the combi oven to remove all dirt from the cooking chamber
Oven cleaning only using rinse aid from connected canister	▪ A fully automatic process in which the temperature, program length, use of rinse aid and rinsing are software-controlled. ▪ The rinse aid is dosed and dispensed into the cooking chamber automatically from connected canisters.	▪ As an extra cleaning process after fully automatic oven cleaning if some of the dirt still remains ▪ If there is a white deposit or dark discolouration in the cooking chamber
Oven cleaning by hand	▪ An entirely manual process without software support ▪ The cooking chamber is not heated ▪ The user controls how long the cleaning agent is allowed to act ▪ The cleaning agent is sprayed into the cooking chamber manually ▪ The cooking chamber is rinsed out manually using the hand shower or alternatively wiped out thoroughly using plenty of water and a soft cloth	▪ To remove dirt or odours between separate cooking operations after the cooking chamber has cooled down ▪ As an extra cleaning process after fully automatic oven cleaning if some of the dirt still remains ▪ For cleaning specific areas of the cooking chamber such as the oven drain ▪ If there is a white deposit or dark discolouration in the cooking chamber

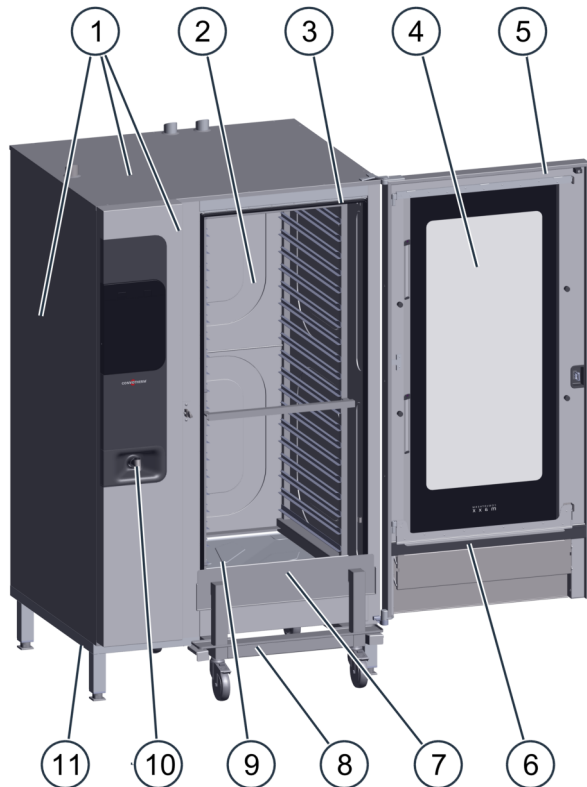
Visual check for no residues after cleaning

After completion of any of the specified cleaning methods, always carry out a visual inspection to check that no residues have been left by the cleaning process.

5.1.2 Cleaning instructions

Overview

The following illustration shows a size maxx 20.20 combi oven as an example for all appliances:



Item	Name	Cleaning interval
1	Outer case incl. operating panel	Daily
2	Cooking chamber	Daily
3	Hygienic plug-in gasket	Daily
4	Double glass door	Weekly
5	Appliance door	Weekly
6	Transverse gasket above the preheat bridge	Weekly
7	Loading trolley (rack)	Weekly
8	Condensate collecting tray in loading trolley	Daily
09	Oven drain with filter	Daily
10	Recoil hand shower	Daily
11	Fan grille	Weekly

Daily cleaning tasks

More frequent cleaning may be necessary depending on the degree of soiling.

What must be cleaned?	Procedure	Cleaning agents
Cooking chamber	'How to perform fully automatic oven cleaning' on page 54	ConvoClean new or ConvoClean forte and ConvoCare
Recoil hand shower	Rinse thoroughly at least once with water	-
Hygienic plug-in gasket around appliance door	'How to clean the hygienic plug-in gasket' on page 60	Common household detergent
Condensate collecting tray in loading trolley	▪ 'Emptying the condensate collecting tray for the loading trolley' on page 66 ▪ Clean by hand using a soft, non-abrasive sponge ▪ Rinse off after with water	Common household detergent
Oven drain	▪ Remove any residues ▪ Rinse out to prevent blockage ▪ Spray cleaning agent into the drain and rinse with water	▪ With a water jet ▪ ConvoClean new or ConvoClean forte
Outer case incl. operating panel	Clean by hand with a soft cloth Rules to be observed: ▪ Never clean the outer case of the appliance with a water jet or water spray. ▪ Disconnect the appliance from the power supply when cleaning the outside of the appliance	Common household detergent / glass cleaner
▪ Check the cooking chamber daily for signs of a white deposit or dark discolouration ▪ Clean only when needed	▪ Carry out interim cleaning CareStep ▪ Check the cooking chamber once again after the cleaning program is done	ConvoCare
▪ Containers, baking trays, shelf grills and other accessories used for cooking	▪ Clean by hand using a soft, non-abrasive sponge ▪ Rinse off after with water	Common household detergent

Weekly cleaning tasks

More frequent cleaning may be necessary depending on the degree of soiling.

What must be cleaned?	Procedure	Cleaning agents
Double glass door inside and LED strip	'How to clean the interior glass pane and the LED strip of the double glass door' on page 59	Common household detergent / glass cleaner
Cooking chamber behind suction panel	'How to clean the cooking chamber behind the suction panel' on page 57	ConvoClean new or ConvoClean forte
Transverse gasket above the preheat bridge on the appliance door	▪ Wipe off by hand using a soft cloth and cleaning agent ▪ Wipe off thoroughly with a soft cloth and clean water ▪ Dry with a soft cloth	ConvoClean new or ConvoClean forte

What must be cleaned?	Procedure	Cleaning agents
Appliance door and integrated preheat bridge	▪ Clean by hand using a soft cloth and cleaning agent ▪ Wipe off thoroughly with a soft cloth and clean water ▪ Dry with a soft cloth Rules to be observed: ▪ Make sure that the preheat bridge moves back automatically when it has been pushed backwards. ▪ Exercise caution when performing this action in order not to crush your hands	ConvoClean new or ConvoClean forte
Loading trolley rack (particularly also the area around the condensate collecting tray)	▪ Clean by hand using a soft cloth and cleaning agent ▪ Wipe off thoroughly with a soft cloth and clean water ▪ Dry with a soft cloth	ConvoClean new or ConvoClean forte
Fan grille, left side of oven floor	Clean by hand with a damp cloth	Common household detergent

Additional stipulated cleaning tasks

The following cleaning tasks are mandatory in addition to the regular cleaning tasks:

- The appliance must be cleaned before first use.
- The appliance must be cleaned before and after any periods out of use.
- The appliance must be cleaned after any servicing work.

5.1.3 Cleaning chemicals

Cleaning chemicals

Only use the cleaning agents specified here to clean the combi oven and its accessories.

Product	Use	Container
ConvoClean new for light soiling	Oven cleaning	Spray bottle
▪ Not intended for cleaning containers, baking trays, shelf grills or other accessories	▪ By hand	
	Fully automatic oven cleaning	Cleaning-fluid canisters located under the combi oven and connected to the cleaning system
ConvoClean forte for normal to heavy soiling	Oven cleaning	Spray bottle
▪ Not intended for cleaning containers, baking trays, shelf grills or other accessories	▪ By hand	
	Fully automatic oven cleaning	Cleaning-fluid canisters located under the combi oven and connected to the cleaning system
ConvoCare K (concentrate)	For mixing a ready-to-use ConvoCare solution in the specified mixture ratio	-
ConvoCare (ready-to-use)	▪ Fully automatic oven cleaning	Cleaning-fluid canisters located under the combi oven and connected to the cleaning system
Rinse aid in the specified mixing ratio	▪ Oven cleaning using only rinse aid	
▪ Not intended for cleaning containers, baking trays, shelf grills or other accessories	Manual aftercare of cooking chamber interior	Spray bottle
Common household glass cleaner	▪ Cleaning the operating panel	-
	▪ Cleaning the double glass door	
Common household detergent: mild on skin, alkali-free, pH-neutral and odourless	▪ Cleaning the outer case incl. operating panel	-
	▪ Cleaning components and fittings according to relevant instructions	
	▪ Cleaning containers, baking trays, shelf grills and other accessories used for cooking	

Using cleaning agents

Personal protective equipment must be worn when using cleaning chemicals.

The 'Personal Protective Equipment on page 30' section and the current EC safety data sheets, which are available for the cleaning chemicals ConvoClean forte, ConvoClean new and ConvoCare must be observed.

Personnel must be trained regularly by the owner of the combi oven.

5.1.4 Preparing the cleaning chemicals

Preparing the cleaning chemicals

Preparation form	Handling / Usage	Cleaning chemicals
Spray bottle	▪ Never leave the spray bottle unused under pressure for prolonged periods. Open the pump head slowly to release the pressurized air. ▪ Rinse out the spray bottle weekly. ▪ Rinse out the nozzle, nozzle extension and nozzle pipe after each use. ▪ Do not store the spray bottles containing cleaning agents in the immediate vicinity of the combi oven but keep in dedicated storage areas away from food.	▪ ConvoClean new ▪ ConvoClean forte ▪ ConvoCare
Canister	▪ Connect the canisters with the cleaning chemicals to the combi oven's cleaning system. ▪ Before each fully automatic oven cleaning, check that the level of the cleaning chemicals in the canisters is sufficient. ▪ Do not store spare canisters containing cleaning chemicals in the immediate vicinity of the combi oven, but keep them in dedicated storage areas away from food.	▪ ConvoClean new ▪ ConvoClean forte ▪ ConvoCare
	▪ Only use ConvoCare K (concentrate) for mixing the ready-to-use ConvoCare solution (in the specified mixing ratio) in an empty canister. ▪ Do not store canisters containing ConvoCare K in the immediate vicinity of the combi oven, but keep them in dedicated storage areas away from food.	▪ ConvoCare K (concentrate)

5.2 Operating principles and instructions for fully automatic cleaning processes

5.2.1 How to perform fully automatic oven cleaning

⚠ For your safety when using the combi oven

Before starting work, it is essential that you familiarize yourself with the rules and warning signs specified in the chapter 'For your safety' on page 14 and in this instruction manual, and follow the instructions given there.

Prior knowledge required

You need to know these operations:

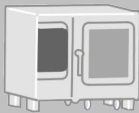
- Opening and closing the appliance door safely 38
- Replacing the rinse aid and cleaning agent canisters 71

Requirements

- You are sufficiently familiar with using the software to be able to select and run different cleaning profiles; please refer to the Operating instructions for the combi oven.
- The appliance and fittings or accessories being used show no signs of damage.
- The installed electrical power cables, water supply pipes and pipes for wastewater show no signs of damage, are fixed securely, are not leaking from any point and appear safe and in working order on visual inspection.
- No food has been left in the cooking chamber. There are no foreign objects in the cooking chamber.
- All containers, baking trays, shelf grills and any other accessories have been removed from the cooking chamber.
- The oven drain is not blocked or clogged with any residues. The filter is fitted in place on the oven drain.
- The condensate collecting tray in the loading trolley is empty.
- The empty loading trolley has been wheeled into the cooking chamber.
- The interior glass door of the appliance door is secured properly in place.
- The suction panel is properly locked in place.
- The appliance door is closed.
- You have provided the required cleaning resources according to your cleaning program, see 'Preparing the cleaning chemicals on page 53'.

How to perform fully automatic oven cleaning

1.  Select the cleaning profile and start the cleaning process.
2.  Follow the prompts displayed by the software.
 - If the cooking chamber is being preheated, wait for the process to finish and then proceed with step 4.
 - If the cooking chamber is being cooled, proceed with step 3.

3.		⚠ CAUTION Risk of scalding from hot steam and vapour ▪ Expect to face a larger blast of steam than normal. ▪ Make sure that any bystanders step back from the appliance. ▪ Open the appliance door slowly and carefully. Open the appliance door and wait for the process to finish.
4.		Close the appliance door. Result: Cleaning process in progress.
5.		⚠ CAUTION Risk of skin and eye irritation or chemical burns ▪ Do not open the appliance door during the cleaning process until prompted by the software. Wait for the cleaning process to finish.
6.		An audible signal is given when the cleaning process is finished. Follow the prompts displayed by the software.
7.		▪ Open the appliance door and check the cleaning result. The cooking chamber should look clean and not smell of leftover food or cleaning agents. ▪ Check the cooking chamber for any foreign matter that may have entered with the rinse water. Remove any foreign matter. ▪ If the cleaning result is not good enough, either clean and rinse the cooking chamber manually or run a cleaning profile again.
8.		Empty the condensate collecting tray from the loading trolley and rinse it out with water.
9.		Leave the appliance door ajar to let the cooking chamber dry out.

5.2.2 How to clean the cooking chamber without using cleaning chemicals

⚠ For your safety when using the combi oven

Before starting work, it is essential that you familiarize yourself with the rules and warning signs specified in the chapter 'For your safety' on page 14 and in this instruction manual, and follow the instructions given there.

Prior knowledge required

You need to know these operations:

- Opening and closing the appliance door safely

38

Requirements

- You are sufficiently familiar with using the software to be able to select and run different cleaning profiles; please refer to the Operating instructions for the combi oven.
- No food has been left in the cooking chamber. There are no foreign objects in the cooking chamber.
- The oven drain is not blocked or clogged with any residues. The filter is fitted in place on the oven drain.
- The condensate collecting tray in the loading trolley is empty.
- The loading trolley has been wheeled into the cooking chamber.
- The interior glass door of the appliance door is secured properly in place.
- The suction panel is properly locked in place.
- The appliance door is closed.

How to clean the cooking chamber without using cleaning chemicals

- | | | |
|----|---|--|
| 1. |  | Select the cleaning profile and start the cleaning process. |
| 2. |  | Wait for the cleaning process to finish. |
| 3. |  | An audible signal is given when the cleaning process is finished.
Follow the prompts displayed by the software. |
| 4. |  | <ul style="list-style-type: none"> ▪ Open the appliance door and check whether the expected cleaning result has been achieved. ▪ Check the cooking chamber for any foreign matter that may have entered with the rinse water. Remove any foreign matter. ▪ If necessary, either clean and rinse the cooking chamber manually or run another cleaning profile. |
| 5. |  | Empty the condensate collecting tray from the loading trolley. |
| 6. |  | Leave the appliance door ajar to let the cooking chamber dry out. |

5.3 Operating principles and instructions for user-assisted cleaning processes

5.3.1 How to clean the cooking chamber behind the suction panel

For your safety when using the combi oven

Before starting work, it is essential that you familiarize yourself with the rules and warning signs specified in the chapter 'For your safety' on page 14 and in this instruction manual, and follow the instructions given there.

Prior knowledge required

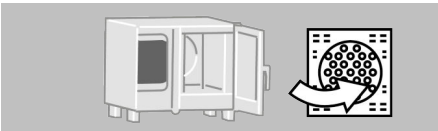
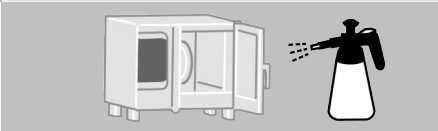
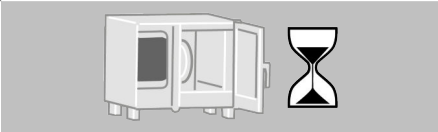
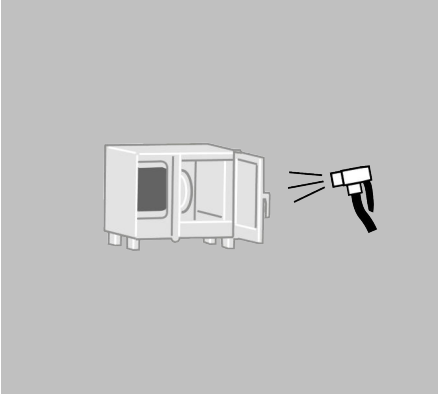
You need to know these operations:

- Opening and closing the appliance door safely 38
- Releasing and securing the suction panel 61

Requirements

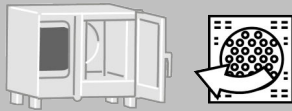
- The cooking chamber has cooled down to < 60 °C after its last use.
- The appliance is off and entirely without power.
- You have the required cleaning agent, ConvoClean new or ConvoClean forte, ready in the spray bottle, see 'Preparing the cleaning chemicals' on page 53.
- The oven drain is not blocked or clogged with any residues.
- The loading trolley has been wheeled out of the cooking chamber.

How to clean the cooking chamber behind the suction panel

- | | | |
|----|---|--|
| 1. |  | Hinge out the suction panel into the cooking chamber. |
| 2. |  | Use the spray bottle to spray the cleaning agent onto all sides of the suction panel and onto the area behind the suction panel. |
| 3. |  | Leave the cleaning agent to work for 10 to 20 minutes. |
| 4. |  | <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">  WARNING </div> <p>Risk of food contamination from cleaning agent or rinse aid resulting from inadequate rinsing</p> <ul style="list-style-type: none"> ▪ If the appliance does not have a hand shower, use an external water spray instead of the hand shower or wipe down the cooking chamber, fittings and the area behind the suction panel thoroughly with plenty of water and a soft cloth. <p>Use a water spray to rinse out thoroughly the suction panel from all sides, the area behind the suction panel, the entire cooking chamber and the oven drain.
For heavy soiling, you can repeat the cleaning process.</p> |

5 Cleaning procedures

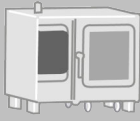
5.



Check that the suction panel is fitted correctly:

- Secure the suction panel back in place.

6.



Leave the appliance door ajar to let the cooking chamber dry out.

5.3.2 How to clean the interior glass pane and the LED strip of the double glass door

For your safety when using the combi oven

Before starting work, it is essential that you familiarize yourself with the rules and warning signs specified in the chapter 'For your safety' on page 14 and in this instruction manual, and follow the instructions given there.

Prior knowledge required

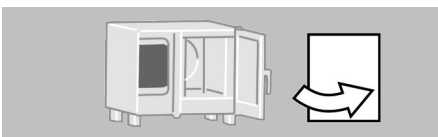
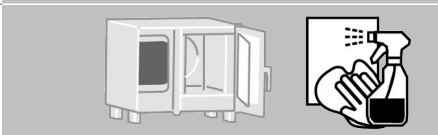
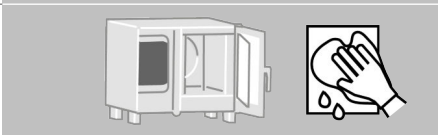
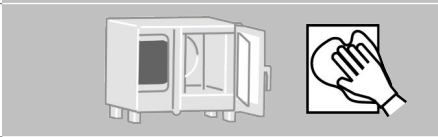
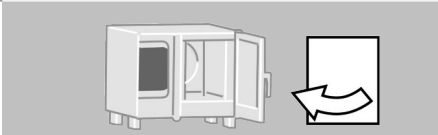
You need to know these operations:

- Opening and closing the appliance door safely 38
- Locking and releasing the interior glass pane of the double glass door 69

Requirements

- The cooking chamber has cooled down to < 60 °C after its last use.
- You have household glass cleaner available as the necessary cleaning product.
- You have several (at least three) soft clean cloths available for use.
- The appliance door has cooled to room temperature after the last operation.

How to clean the interior glass pane and the LED strip of the double glass door

1.  Open the appliance door and hinge out the interior glass pane of the double glass door.
2.  Use a soft clean cloth and the cleaning agent to clean each side of both the interior and outer glass panes as well as the LED strip of the double glass door. Take care not to scratch the glass as you clean.
3.  Use a soft clean cloth and clear water to wipe each side of both the interior and outer glass panes as well as the LED strip of the double glass door.
4.  Use a soft clean cloth to dry each side of both the interior and outer glass panes as well as the LED strip of the double glass door.
5. 
 - Hinge the interior glass pane of the double glass door back and secure in place.
 - Exercise caution when performing this action in order to prevent crushing or cutting your hands and fingers.

5.3.3 How to clean the hygienic plug-in gasket

⚠ For your safety when using the combi oven

Before starting work, it is essential that you familiarize yourself with the rules and warning signs specified in the chapter 'For your safety' on page 14 and in this instruction manual, and follow the instructions given there.

Prior knowledge required

You need to know these operations:

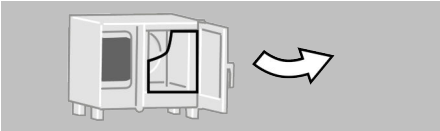
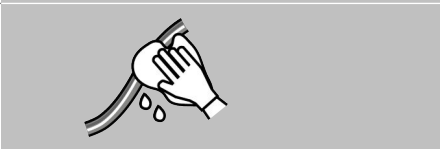
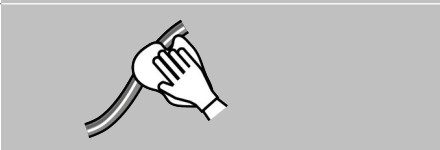
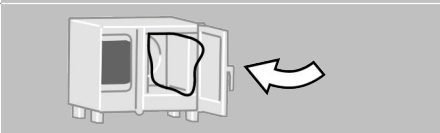
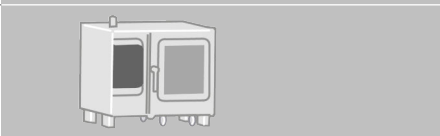
- Opening and closing the appliance door safely

38

Requirements

- The cooking chamber has cooled down to $< 60\text{ }^{\circ}\text{C}$ after its last use.
- You have household detergent available as the necessary cleaning product.
- You have several (at least three) soft clean cloths available for use.

How to clean the hygienic plug-in gasket

- | | | |
|----|---|--|
| 1. |  | Open the appliance door and remove the hygienic plug-in gasket. |
| 2. |  | Clean the hygienic seal with a soft, clean cloth and cleaning agent in a sink. |
| 3. |  | Use a soft clean cloth and clean water to rinse off the hygienic plug-in gasket in a sink. |
| 4. |  | Use a soft clean cloth to dry the hygienic plug-in gasket thoroughly. |
| 5. |  | Refit the hygienic plug-in gasket around the mouth of the cooking chamber. Ensure that the vent hole is at the bottom and facing outwards. |
| 6. |  | Leave the appliance door open to let the hygienic gasket dry off completely. |

5.4 Instructions for handling the appliance for cleaning

5.4.1 Releasing and securing the suction panel

For your safety when using the combi oven

Before starting work, it is essential that you familiarize yourself with the rules and warning signs specified in the chapter 'For your safety' on page 14 and in this instruction manual, and follow the instructions given there.

Prior knowledge required

You need to know these operations:

- Opening and closing the appliance door safely

38

Requirements

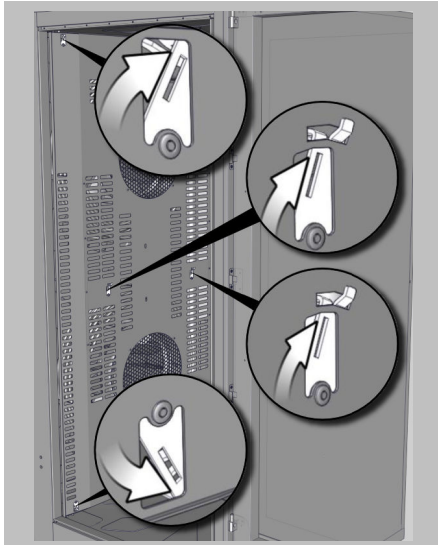
- The appliance is off and entirely without power.
- The cooking chamber has cooled down to < 60 °C after its last use.

Materials required

Suitable tool for undoing the fasteners e.g. flat-blade screwdriver

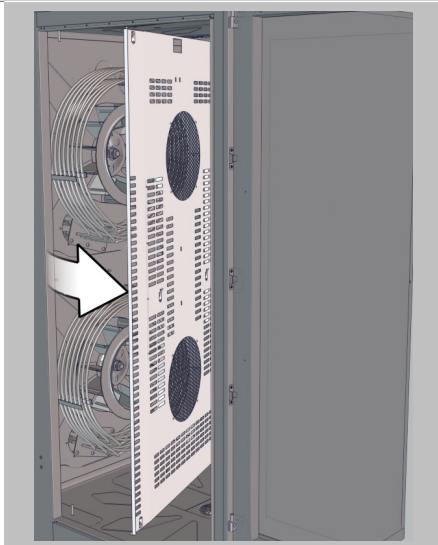
Releasing and hinging out the suction panel

1.



Use the tool to release the four fasteners (top, centre and bottom) on the suction panel.

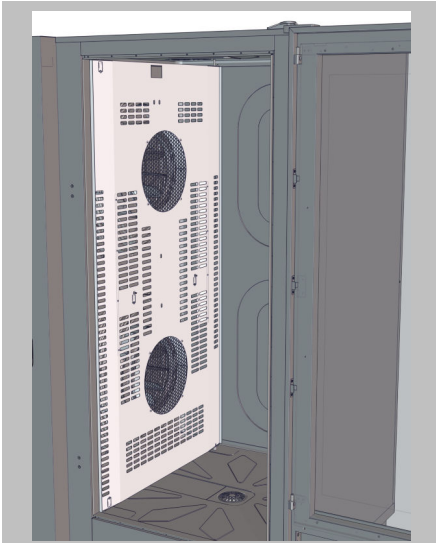
2.



Hinge out the suction panel into the cooking chamber.

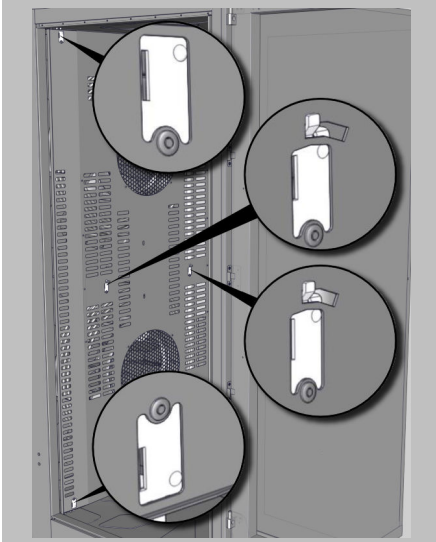
Securing the suction panel

1.



To secure the suction panel, follow the steps in the reverse order that you performed to release it.

2.



Make sure that all four fasteners are secured (top, centre and bottom).

5.4.2 Removing and fitting the hygienic plug-in gasket

⚠ For your safety when using the combi oven

Before starting work, it is essential that you familiarize yourself with the rules and warning signs specified in the chapter 'For your safety' on page 14 and in this instruction manual, and follow the instructions given there.

Prior knowledge required

You need to know these operations:

- Opening and closing the appliance door safely

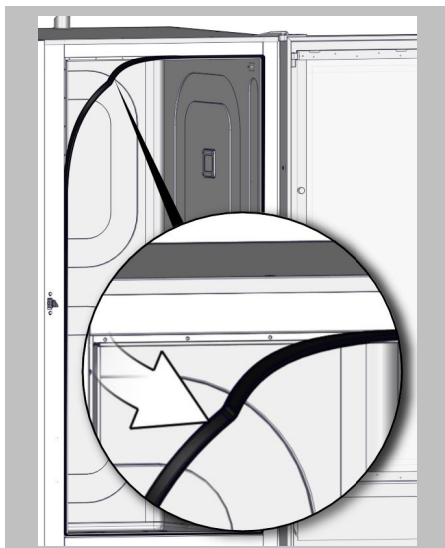
38

Requirements

- The cooking chamber has cooled down to < 60 °C after its last use.
- The appliance door is open.

Removing the hygienic plug-in gasket

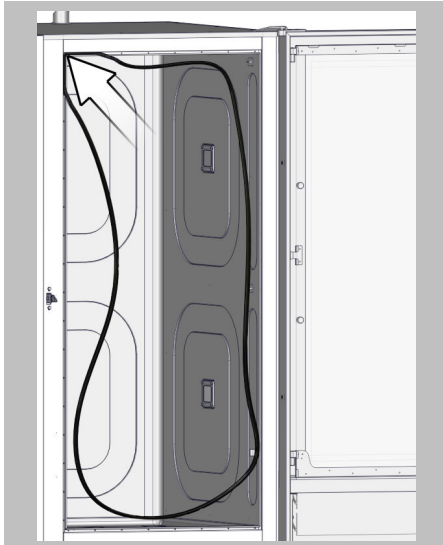
1.



Pull off the hygienic plug-in gasket from around the mouth of the appliance door. starting from the corners.

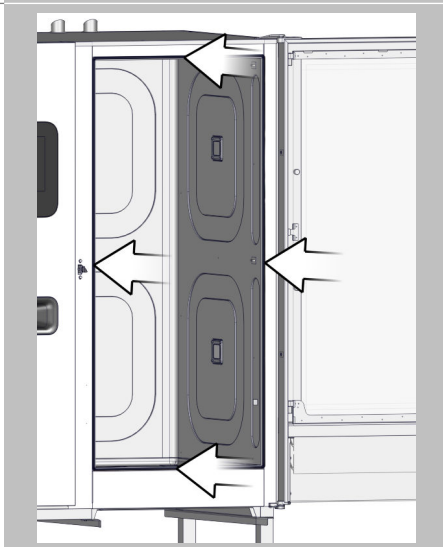
Fitting the hygienic plug-in gasket

1.



Refit the hygienic plug-in gasket first in the four corners, starting from one of the top corners.

2.



Once all the corner sections are fitted, press the hygienic plug-in gasket carefully into the straight sections of the guide. Make sure that the hygienic plug-in gasket is seated tightly against the door and does not contain any kinks or curves.

5.4.3 Emptying the condensate collecting tray in the loading trolley

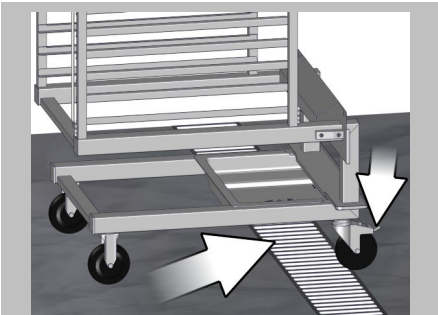
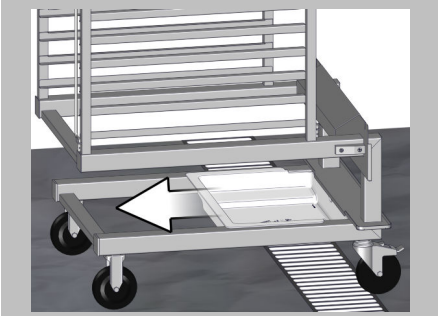
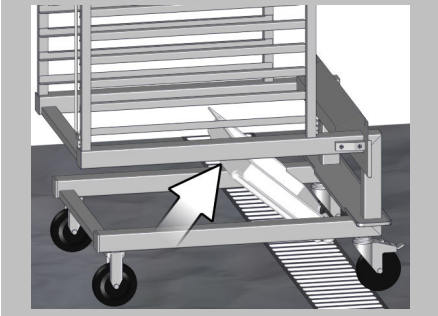
⚠ For your safety when using the combi oven

Before starting work, it is essential that you familiarize yourself with the rules and warning signs specified in the chapter 'For your safety' on page 14 and in this instruction manual, and follow the instructions given there.

Requirements

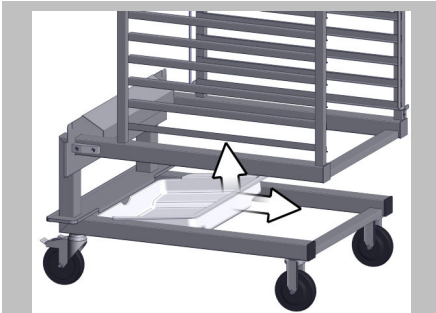
The loading trolley has cooled down to a temperature of $< 60\text{ }^{\circ}\text{C}$ after its last use.

Emptying the condensate collecting tray into the drain gully

1.  Wheel the loading trolley over a drain gully and apply the brake to the wheels on the loading trolley.
2.  Pull the condensate collecting tray back slightly. Tilt the condensate tray slightly at the end stop so that you can pull it out backwards over the end stop.
3.  Tip the condensate out of the condensate collecting tray into the drain gully.

Emptying the condensate collecting tray into a drain

1.



Pull the condensate collecting tray back slightly. Tilt the condensate tray slightly at the end stop so that you can pull it out backwards over the end stop.

2.



Lift the condensate collecting tray horizontally out of the loading trolley.

3.



Empty the condensate out of the condensate collecting tray into a drain.

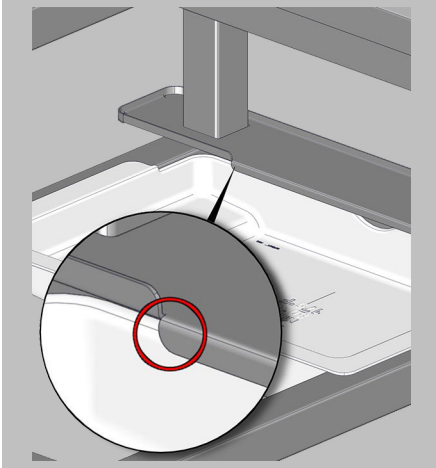
Inserting the condensate collecting tray

1.



Place the condensate collecting tray into the bottom of the loading trolley.

2.



Push the condensate collecting tray forwards and tilt it slightly so that it slides behind the back lip. Make sure the condensate collecting tray is engaged properly behind the back lip.

5.4.4 Locking and releasing the interior glass pane of the double glass door

⚠ For your safety when using the combi oven

Before starting work, it is essential that you familiarize yourself with the rules and warning signs specified in the chapter 'For your safety' on page 14 and in this instruction manual, and follow the instructions given there.

Prior knowledge required

You need to know these operations:

- Opening and closing the appliance door safely

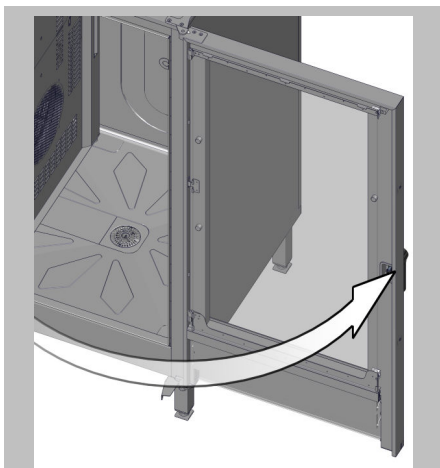
38

Requirements

- The cooking chamber has cooled down to $< 60\text{ }^{\circ}\text{C}$ after its last use.

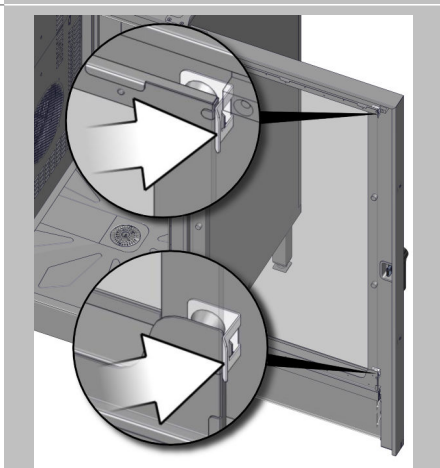
Releasing and hinging out the interior glass pane

1.



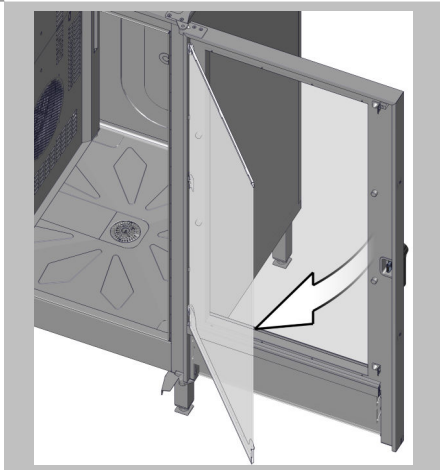
Open the appliance door.

2.



Push back the top and bottom spring clips.

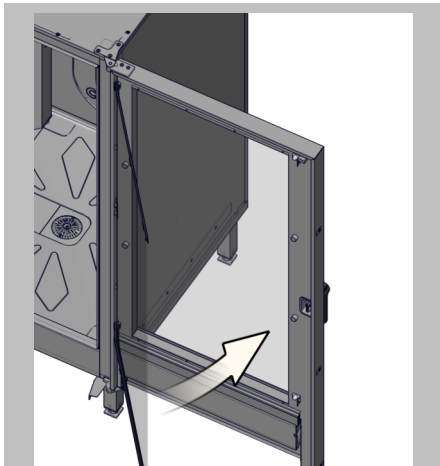
3.



Hinge out the interior glass pane.

Securing the interior glass pane

1.



⚠ WARNING

Risk of hands being pinched

- Be sure to exercise caution when performing this action.
- Wear personal protective equipment.

To secure the interior glass pane, follow the steps in the reverse order that you performed to release and hinge it out.

2.



Check that the spring clips are once again properly securing the interior glass pane at top and bottom. The appliance door cannot close until this is the case.

5.4.5 Replacing the rinse aid and cleaning agent canisters

⚠ For your safety when using the combi oven

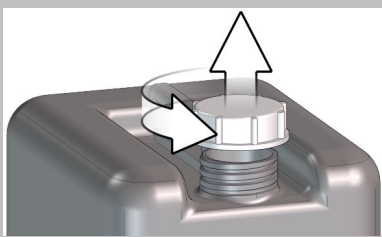
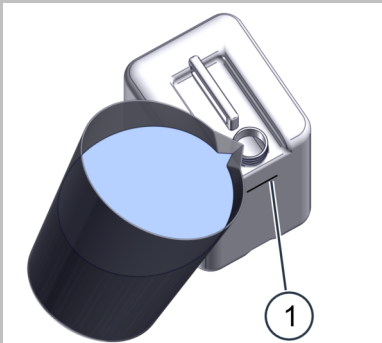
Before starting work, it is essential that you familiarize yourself with the rules and warning signs specified in the chapter 'For your safety' on page 14 and in this instruction manual, and follow the instructions given there.

Materials required

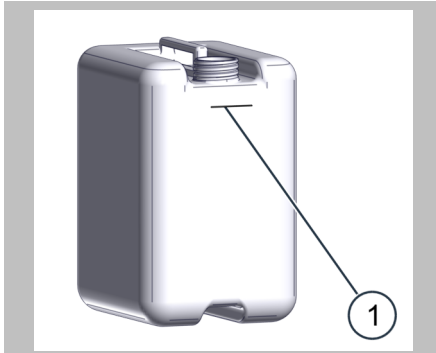
- One empty canister (10 l) for the ConvoCare rinse aid
- Enough soft water (approx. 10 litres); (for specification see the 'Water quality' section of the 'Technical data' in the Installation manual)
- ConvoCare K concentrate (0.33 l)
- ConvoClean new or ConvoClean forte replacement canister

Mix up the ConvoCare rinse aid in the canister

To avoid excessive foaming, follow the procedure below when mixing the ConvoCare K concentrate with soft water to produce the rinse aid:

- | | | |
|----|---|--|
| 1. |  | Open the empty canister. |
| 2. |  | Fill the canister with soft water until it reaches just below the 10-litre mark (1). |
| 3. |  | <div>⚠ WARNING</div> <p>Risk of irritation to skin, eyes and respiratory system</p> <ul style="list-style-type: none">▪ Do not let the rinse aid come into contact with skin, eyes or mucous membranes.▪ Do not inhale vapours from the rinse aid.▪ Wear personal protective equipment. <p>Then pour 0.33 litres of the ConvoCare K concentrate carefully into the canister.</p> |

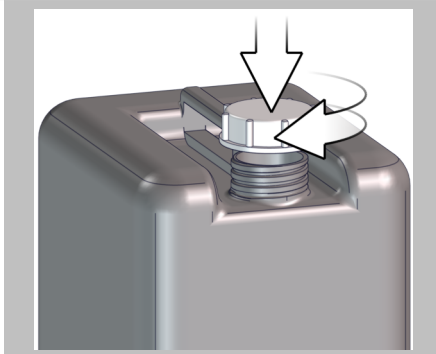
4.



Check the fluid level in the canister:

- If the level is below the 10-litre mark (1), carefully top up the required amount of soft water.
- If the level is above the 10 litre mark (1), the rinse aid is a little less concentrated than specified. You can still use the rinse aid at the lower concentration.

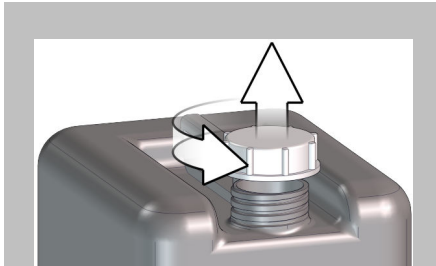
5.



Replace the cap on the canister and tip it up to mix the liquids together thoroughly.

Replacing the rinse aid and cleaning agent canisters

1.



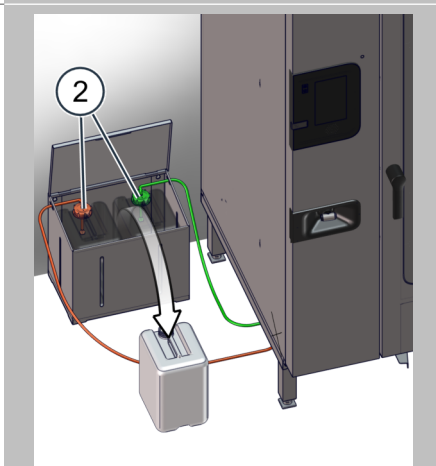
⚠ WARNING

Risk of chemical burns or irritation to skin, eyes and respiratory system

- Do not let the contents of the respective canister come into contact with skin, eyes or mucous membranes.
- Do not inhale escaping vapours.
- Wear personal protective equipment.

Remove the cap from the new canister.

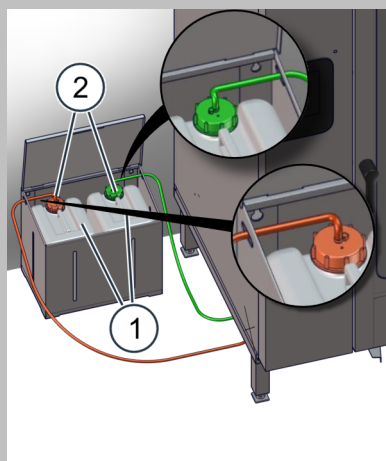
2.



- Identify the canister that is connected to the associated connection at the bottom left side of the appliance by means of the coloured tube.

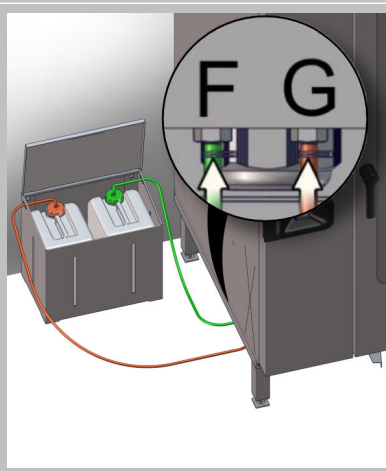
- Cleaning agent: red hose, connection G
- Rinse aid: green hose, connection F
- Unscrew the supply tube (2) plus suction nozzle from the respective canister.
- Remove the empty canister.

3.



- Put the new, filled canister (1) in place.
- Feed the coloured supply tube plus suction nozzle (2) into the full canister (1) and screw it in place.
 - Cleaning agent: red
 - Rinse aid: green
- Make sure that there are no kinks in the tube and that the vent hole on the canister cap is unobstructed.

4.



- Check the position of the canisters:
 - The surface on which the canisters sit must not lie above the level at which the appliance feet meet the appliance case.
 - The surface on which the canisters sit must not lie more than 1 metre below this level.
- Check that you have connected the tube to the correct connector.
 - The rinse aid must be attached to appliance connector F.
(The colour green is used throughout.)
 - The cleaning agent must be attached to appliance connector G.
(The colour red is used throughout.)

6 Servicing procedures

6.1 Basic principles for servicing

6.1.1 Contact customer service

Required information

Please have the following appliance data to hand when contacting our customer service:

- Part number of your appliance (see 'Identifying your combi oven' on page 9)
- Serial number of your appliance (see 'Identifying your combi oven on page 9')

Contact details for Convotherm Germany

Welbilt Deutschland GmbH
Talstraße 35
82436 Eglfing
Germany

Head office	
Phone	(+49) (0) 8847 67 - 0
Fax	(+49) (0) 8847 414
e-mail	info@convotherm.de
Internet	www.convotherm.com www.welbilt.com
Application support	
Hotline	(+49) (0) 8847 67 - 899
e-mail	convotherm.chefshotline@welbilt.com
Sales	
Phone (appliances/accessories)	(+49) (0) 8847 67 - 890
e-mail (appliances/accessories)	convotherm.order@welbilt.com
Phone (spare parts)	(+49) (0) 8847 67 - 880
e-mail (spare parts)	convotherm.spares@welbilt.com
Customer service	
Technical hotline (office hours)	(+49) (0) 8847 67 - 541
Technical Hotline (outside office hours)	(+49) (0) 175 405 41 09
e-mail	convotherm.service@welbilt.com
Documents download centre (spare-parts lists, circuit diagrams, service manuals, brochures, instructions)	https://www.convotherm.com/customer-care/downloads https://pim.myconvotherm.de/de/downloads

Contact details for Welbilt Asia

SEA Region	
Welbilt Asia Pacific	31 Kaki Bukit Road, #01-02 Techlink, Singapore 417818
Phone	+65 6420 0800
Website	www.welbiltasia.com

e-mail	info.apac@welbilt.com
CHINA	
Welbilt Shanghai	325 Longhua Road, Bldg A, Floor 5 Huangpu District, Shanghai, China 200023
Phone	+86 21 6066 7089
e-mail	Inquiry.MIST@welbilt.com
JAPAN	
Welbilt Japan	Hibiya Eisen Building 707, 1-6-3 Yurakucho, Chiyoda-ku, Tokyo 100-0006
Phone	+81 03 6550 8234
Fax	+81 03 6550 8235
INDIA	
Welbilt Foodservice India	3rd Floor, Plot no. 117 , Sector 44. Gurugram -122003 Haryana, India
Phone	+91 124 4763700
e-mail	sales.india@welbilt.com

6.1.2 Warranty information

Warranty information

For warranty information, please refer to the 'Putting into service' section in the installation manual.

The warranty conditions are attached to the spare parts invoice/appliance invoice.

Further information on the warranty conditions can be found on the Internet at www.convotherm.com

6.1.3 Servicing schedule

Rules for servicing the appliance

The combi oven must be serviced regularly to ensure it can operate safely and reliably. Servicing includes maintenance tasks that can be performed by the user as well as maintenance work that must be carried out by a qualified Service Engineer from an approved customer service office.

Whenever servicing is performed:

- The appliance must be cleaned after any servicing work.

Servicing tasks that the user can perform

What must be serviced?	When?	Parts required
Replacing the hygienic plug-in gasket	If the hygienic plug-in gasket is cracked or greasy	As listed in the spare parts list: 1 hygienic plug-in gasket
Correct operation of core temperature probe and sous-vide sensor	Perform a weekly test in boiling water, checking the reading on the temperature display	-

Servicing tasks that Customer services must perform

What must be serviced?	How often / When?
General servicing	Annually
Water treatment must be adjusted correctly	If there is a white deposit in the cooking chamber
Boiler descaling	After being prompted by the appliance
Calibration of the optional core temperature probe	Annually

6.2 Troubleshooting

6.2.1 Error codes

The procedure in the event of a fault

A QR code is issued with every error message. Please refer to the Product Info Portal for all information on the cause of the error and further information on troubleshooting. Please register at **productinfo.convotherm.com** or simply scan the corresponding QR code.

In individual cases, check whether you can correct an error yourself. Otherwise use the specified Service phone number or contact your Customer Service centre to rectify the fault.

6.2.2 Emergency mode

Operating the combi oven in emergency mode

Your combi oven has an emergency mode that lets you continue to use it when it has a fault that cannot be resolved quickly.

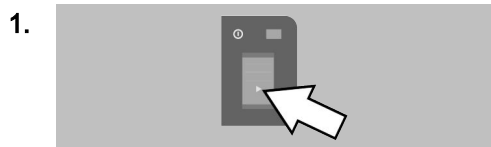
This gives you continued but limited use of the appliance even though it has a fault.

Always notify your customer service office however.

Requirements

- The appliance is in emergency mode.
- An audible signal is given.
- An error code is shown in the display.

Operating the appliance in emergency mode



Confirm the displayed error and start a cooking profile or a cleaning profile that is based on an available operating mode.

Limitations

- Cooking times may be longer and uneven cooking may result. So pay particular attention to the cooking operation and the cooked condition of your product.
- Water consumption may increase.
- Fully automatic oven cleaning may not be possible or only have limited functions available.
- The core temperature probe and the optional sous-vide sensor may not work.
- Only those functions can be selected that will not be impaired by the active fault in question.

Cooking programs that can be used in emergency mode

In preparation

6.2.3 Problems during use

Problems with the food being cooked

Problem	Possible cause	Required response
Uneven browning	Suction panel not closed correctly	'Releasing and securing the suction panel on page 61'
	Cooking chamber not preheated	Preheat the cooking chamber
	Oven temperature too high	Select a lower oven temperature and extend the cooking time
	Heater has failed completely or part of heater is faulty	Contact customer service

Problems with the appliance

Problem	Possible cause	Required response
The oven light will not turn on	The oven light is switched under software control.	To check whether the halogen lamp is working, switch the combi oven off and then back on; see 'Turning the combi oven on and off' on page 34
Appliance does not respond to inputs for 10-20 seconds	Software crash	Press ON/OFF for 5 seconds or disconnect the appliance from the mains supply for 5 seconds
Function icons no longer available	Malfunction	Switch the appliance off and back on at the ON/OFF switch
No longer able to switch the appliance on or off	ON/OFF is blocked for 3 seconds	Try again after 3 seconds.
Water runs out underneath the appliance when closing the appliance door	Whatever the cause	Caution: risk of contamination: Discard any food that has come into contact with this water.
	Blockage or constriction in the drain pipe or wastewater system	- Check the drain pipe and customer's wastewater system and clean out if necessary - Fit funnel waste trap if necessary
	Permanent drain connection on appliances equipped with fully automatic or semi-automatic oven cleaning	
	Air vent blocked or covered	Remove obstruction
	Appliance drain clogged	Clean appliance drain
With boiler appliances: Water is being sprayed into the cooking chamber during operation	With boiler appliances: Automatic boiler rinsing system has not been run every day	With boiler appliances: Emptying and rinsing the boiler
Water standing in cooking chamber	Oven drain is blocked	Rinse out oven drain
Steam is escaping from the ventilation port on top of the appliance	Faulty valve in ventilation port	WARNING Risk of scalding from hot steam and vapour Contact customer service
A lot of steam is coming out from the side of the closed appliance door during operation.	Faulty door gasket	- Check the hygienic plug-in gasket for damage and replace it if necessary - If there is no obvious reason for the problem, contact customer service

Problems with cleaning

Problem	Possible cause	Required response
Black marks in the cooking chamber	Incorrect cleaning agent	Use ConvoClean forte for fully automatic oven cleaning using connected canisters
	Water too hard	Adjust water hardness; see 'Technical data' in the installation manual
Poor cleaning result	Water pressure too low	▪ Testing the water pressure ▪ If necessary, increase the customer's water pressure
	Incorrect soiling level set	Select a higher cleaning level
	Incorrect cleaning agent used	Use ConvoClean forte or ConvoClean new for fully automatic oven cleaning using connected canisters

What to do in the event of a power failure

During a cooking operation:

- After a power failure, the cooking process resumes automatically if the downtime is less than 5 min. Any build-up of bacteria in the food is prevented.

During a fully automatic cleaning process:

- After a power failure, the cleaning process resumes automatically in a defined state. Automatic safety rinsing takes place to ensure that no mixture of cleaning chemicals remains in the cooking chamber.
- If the operation is cancelled manually, you will need to rinse the oven manually.

Engineered in Germany

Combi oven
Convotherm maxx
maxx 20.10 ES/EB, maxx 20.20 ES/EB

Serial no.

Item no.

Order no.

Additional technical documentation can be found in the download center
www.convotherm.com