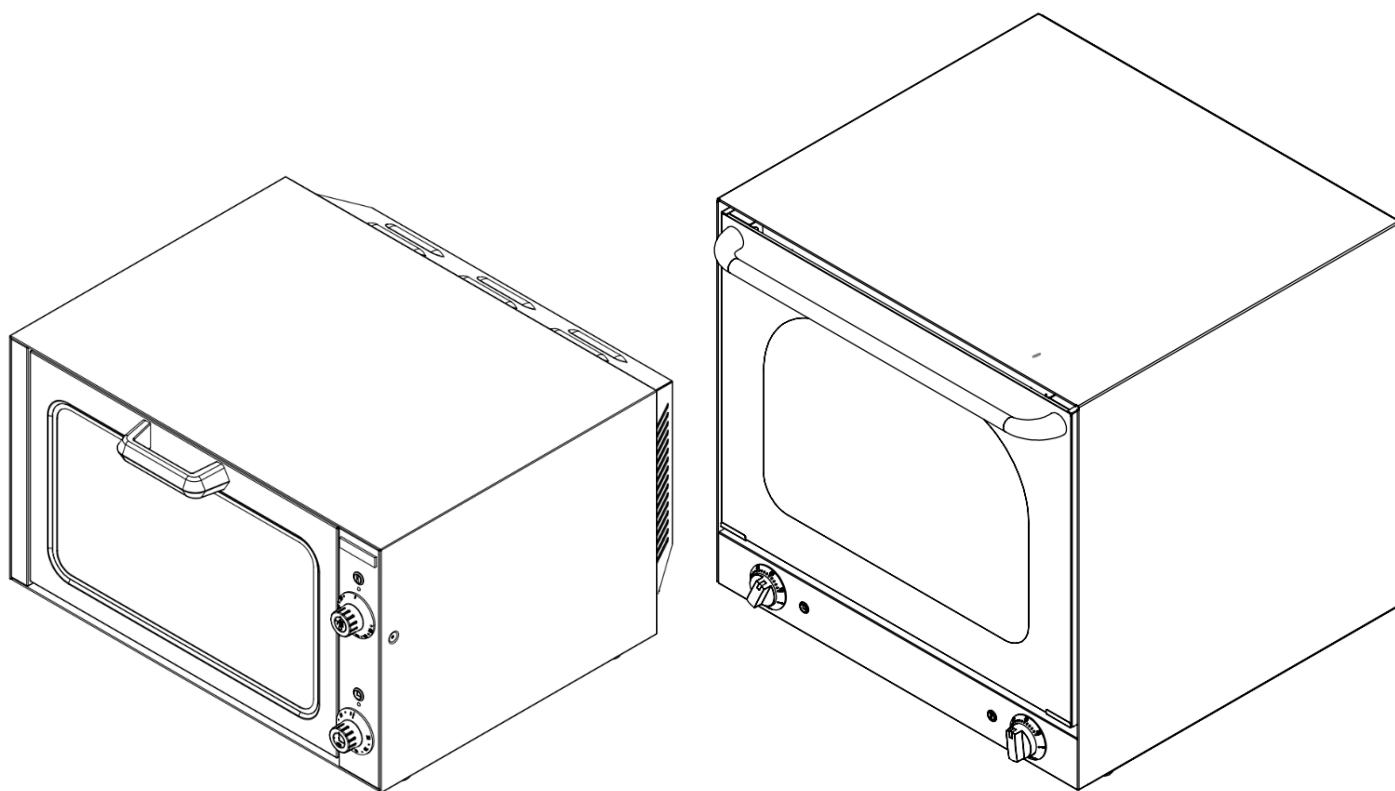


NORIOTA

INSTALLATION AND INSTRUCTION MANUAL



CCONV AND NCCO SERIES ELECTRIC COUNTERTOP CONVECTION OVEN

QUICK START AND KEY OPERATING REMINDERS

Before operating this equipment, review the following key points to help ensure proper performance, product quality, and long service life.



NOTICE!

This guide highlights important safety and operating reminders only. It does not replace the full Installation and Instruction Manual. Read and follow the full manual before installing, operating, cleaning, or servicing this unit.

Important Safety Reminders

- Commercial foodservice use only. Do not operate unattended.
- Hot surfaces, door glass, racks, pans, steam, and hot air can cause burns.
- Do not immerse, hose down, spray, pressure wash, or steam clean the oven, cord, or plug.
- Do not block ventilation openings or internal airflow paths.
- If the cord, plug, controls, door glass, fan system, or oven are damaged, discontinue use.

Before First Use

- Remove all packaging, protective film, and shipping materials.
- Place the oven on a stable, level, dry, heat-resistant surface with required clearance and ventilation.
- Confirm all rubber feet are installed securely.
- For CCONVQ / NCCOQ models, confirm the rear spacer plate is installed securely.
- Wipe interior surfaces and racks with a soft damp cloth or sponge, then dry thoroughly.
- Confirm racks are clean, dry, properly seated, and free of debris before operation.

Power Connection and Preheat

1. Plug into a properly grounded outlet matching the rating label.
2. Set the thermostat to the desired cooking temperature.
3. Set the timer to the desired cooking time. The oven begins operating when the timer is active.
4. Allow the oven to fully preheat before loading food product.

The oven does not have a separate power switch. Once plugged in, the oven is energized. The timer must be set for the oven to operate. The timer indicator light illuminates when the timer is active. The heating indicator light illuminates when the heating elements are actively heating and may cycle on and off during operation.

Loading and Cooking

1. After preheat is complete, open the door carefully. Hot air and steam may escape.
2. Load food product evenly on suitable oven pans or racks.
3. Leave space around pans and food product for airflow. Do not overload the oven cavity.
4. Close the oven door fully.
5. Cook until the timer reaches "0" and the timer alarm sounds.
6. Remove food product carefully using appropriate heat-resistant protection.

Cooking time and browning vary by product type, product load, starting temperature, pan type, rack position, airflow, temperature setting, door-opening frequency, and operator preference.

Normal Operating Characteristics

- Heating indicator light cycling on and off
- Timer indicator light illuminating while timer is active
- Convection fans operating during cooking
- Convection fans continuing to operate when the door is open
- Hot air or steam escaping when door is opened
- Mild odor or light smoke during first heat-up
- Exterior becoming hot during operation
- Temporary temperature recovery after loading food or opening the door

Need Help

For product support, manuals, or service assistance:



Website
www.noriota.ca



Phone
1-877-NORIOTA



Email
support@noriota.ca

Please have your model and serial number available when contacting support.

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INTRODUCTION

This manual provides installation, operation, cleaning, and maintenance instructions for NORIOTA commercial electric countertop convection ovens. These units are designed for professional use in commercial kitchens, cafés, bakeries, concession operations, hotels, catering operations, convenience stores, institutional kitchens, and similar foodservice environments. Proper installation, operation, airflow management, cleaning, and maintenance are essential for safe operation, consistent cooking performance, and long equipment life.

This manual applies to NORIOTA commercial electric countertop convection oven models CCONVQ, NCCOQ, CCONVH, and NCCOH. Always refer to the unit rating label for exact technical information including electrical requirements, certification information, and model identification.

NORIOTA commercial electric countertop convection ovens use electrically heated elements and forced-air convection cooking to support baking, reheating, warming, toasting, and similar commercial food preparation applications. The convection fan system circulates heated air throughout the oven cavity to help improve heat distribution, support more even browning, and improve recovery compared to static radiant heating alone. Cooking performance depends on proper preheating, airflow management, rack positioning, product loading, temperature setting, timer setting, cleaning condition, operator technique, and kitchen operating conditions.

Unlike residential countertop ovens, these units are designed for repeated commercial-duty cooking cycles and continuous professional kitchen use. However, countertop convection ovens still require proper airflow, loading practices, cleaning, and realistic production management to maintain cooking consistency and equipment performance during commercial operation.

Improper installation, operation, cleaning, maintenance, loading practices, or airflow restriction may result in burns, electrical shock, fire hazard, poor cooking performance, overheating, glass breakage, equipment damage, or unsafe operating conditions. Particular attention must be given to electrical supply requirements, airflow clearances, preheating, rack loading practices, door opening frequency, cleaning procedures, and proper operator training.

Important Information for Owners and Operators

- Read this manual completely before installing or operating the equipment.
- Installation, electrical connection, and servicing must be performed in accordance with applicable local codes and regulations.
- This equipment is intended for commercial foodservice use only. It is not intended for household, residential, or other non-commercial use.
- Improper installation, use, or maintenance may result in personal injury, electrical shock, burns, fire hazard, equipment damage, unsafe operating conditions, or reduced performance.
- Do not operate the unit if the power cord, plug, controls, heating system, convection fan, door assembly, or high-limit reset system appear damaged or are not functioning properly.
- Do not immerse the unit, power cord, or plug in water or any other liquid.
- Do not spray, hose down, or pressure clean the unit.
- Do not block airflow openings, cover oven surfaces or racks with foil, or operate the unit in enclosed installations without proper airflow clearance.
- Do not use the oven for storage of pans, paper products, chemicals, combustible materials, or non-food items.
- Cooking performance, airflow management, rack loading, preheat condition, product type, tray selection, cleaning condition, and operator technique affect cooking consistency and performance.
- Keep this manual in a readily accessible location for reference by operators and service personnel.

Following these guidelines will help ensure safe operation, consistent cooking performance, and long equipment life. Failure to follow these instructions may result in unsafe conditions, equipment damage, reduced cooking consistency, overheating, or affected warranty coverage.

Intended Use

NORIOTA commercial electric countertop convection ovens are designed and manufactured for commercial foodservice environments including restaurants, cafés, bakeries, concession operations, hotels, catering operations, institutional kitchens, convenience stores, commissaries, and similar applications. These units are intended for commercial baking, reheating, warming, toasting, and similar food preparation applications suitable for electrically heated countertop convection ovens.

INTRODUCTION

The equipment is designed for indoor commercial use only and must be operated in a location that meets all requirements for electrical supply, airflow clearance, countertop placement, ventilation, and safe operation as outlined in this manual. The ovens are intended to be operated by trained personnel familiar with commercial foodservice equipment, heated cooking surfaces, convection cooking principles, and commercial electrical appliance safety practices.

These ovens are designed to support supplemental baking, reheating, warming, medium-volume production, and similar countertop cooking applications commonly performed in commercial kitchens and foodservice operations. Cooking performance depends heavily on proper airflow throughout the oven cavity. Overloading racks, blocking airflow, excessive foil use, oversized pans, excessive door opening, insufficient preheat, or poor cleaning practices may negatively affect baking consistency, browning, recovery, and overall performance.

This equipment must not be used for any purpose other than commercial food preparation. It must not be used for space heating, drying materials, heating chemicals, or any application inconsistent with the instructions provided in this manual.

Use outside of the intended application may result in unsafe conditions, electrical hazard, overheating, glass breakage, equipment damage, reduced performance, or affected warranty coverage.

Residential Installation Considerations

NORIOTA commercial electric countertop convection ovens are designed and manufactured for commercial foodservice use only. They are not intended for residential or household use.

Commercial countertop convection ovens differ materially from residential countertop ovens and consumer kitchen appliances in duty cycle, operating temperature, electrical demand, airflow requirements, heat output, recovery characteristics, ventilation expectations, and continuous-use operation. These units are designed for installation and operation in professional foodservice environments where appropriate electrical supply, airflow clearance, operator supervision, cleaning practices, and countertop conditions are maintained.

The CCONVQ and NCCOQ models operate on 120 V commercial electrical service using a NEMA 5-20P plug configuration. The CCONVH and NCCOH models operate on 240 V commercial electrical service using a NEMA 6-20P plug configuration. The required electrical receptacle and circuit configuration may not be available in residential or non-commercial environments.

Residential or household installation or use is not recommended and may be prohibited by local code, insurance requirements, property restrictions, or authority having jurisdiction. Use of this equipment in a residential or non-commercial setting may create unsafe operating conditions and may affect warranty coverage.

This equipment must be installed and operated only in suitable commercial environments and only in accordance with this manual and all applicable local codes and regulations.

Manual Scope and Updates

This manual contains important safety, installation, operation, airflow management, cleaning, maintenance, and troubleshooting instructions. Following these instructions will help support safe operation, consistent cooking performance, proper airflow management, reliable temperature recovery, and long equipment life.

This manual is intended to provide guidance for normal operation, operator-level maintenance, and basic troubleshooting. Advanced electrical servicing, thermostat replacement, convection fan replacement, heating-element replacement, high-limit reset servicing, wiring repair, internal component replacement, and internal electrical diagnostics must be performed by **qualified service personnel** only.

NORIOTA reserves the right to update product design, specifications, components, and documentation without notice. While reasonable efforts are made to ensure accuracy, users must always follow applicable local codes and regulations and consult **qualified professionals** when required.

Failure to follow the instructions and guidance in this manual may result in personal injury, electrical shock, burns, fire hazard, overheating, glass breakage, poor cooking performance, equipment damage, unsafe operating conditions, or reduced equipment life.

RECEIVING AND INSPECTING THE EQUIPMENT

Carefully inspect the equipment immediately upon delivery and before the unit is placed into service.

Inspect the exterior packaging for visible signs of damage, including dents, punctures, crushed corners, torn packaging, water exposure, broken foam, loose contents, or other evidence of mishandling in transit. If visible damage is observed, photograph the packaging before opening when practical.

After the unit has been delivered and unpacked, inspect for concealed damage. Check exterior panels, door glass, racks, rack supports, control panel, indicator lights, timer and temperature controls, power cord, plug, ventilation openings, fan area, feet, and visible components for freight-related damage or missing parts.

If damage is discovered, retain the packaging materials and report the issue promptly according to the seller's damage claim procedure. Shipping damage is not considered a warranty defect. Do not plug in, heat, operate, clean, or place the unit into service until the inspection process is complete. Retain all packaging materials until any shipping damage claim has been resolved or inspection has been waived.

Important Handling Notes

- Keep the unit upright during handling at all times. Do not tip, drop, or subject the unit to impact.
- Do not lift or carry unit by the power cord, handle, control panel, door, racks, or ventilation openings.
- The door handle is not designed to support the full weight of the oven during lifting or transport.
- Use appropriate lifting technique and assistance when handling the oven.
- Place the unit only on a stable, level surface during unpacking and inspection.
- Do not stack equipment, cartons, or heavy objects on top of the oven.
- Protect the door glass, controls, ventilation openings, and power cord during handling and setup.
- Keep packaging materials away from children and dispose of them according to site procedures.
- Retain all packaging materials until the inspection process is complete.

Reporting Damage

- **Visible damage:** Photograph the exterior packaging and damaged areas before discarding packaging materials.
- **Concealed damage:** Report concealed damage promptly after unpacking and inspection.
- **Missing parts:** Confirm all included components are present before discarding packaging.

Failure to retain packaging materials, photograph damage, or report damage promptly may affect the ability to resolve a shipping damage claim.

Before Installation

Confirm the following before proceeding:

- The model number matches the equipment ordered and the rating label is present and legible.
- The voltage, frequency, wattage, and plug configuration shown on the rating label match the available electrical supply.
- The power cord and plug is not cut, crushed, frayed, pinched, or otherwise damaged.
- The unit has not been damaged during shipping or handling.
- The door opens and closes normally and the door gasket is properly seated.
- Ventilation openings and fan areas are unobstructed and free of packaging material.
- All packaging materials, protective film, labels not intended to remain on the unit, cardboard inserts, tape, and shipping restraints have been removed before operation.
- The installation location meets the clearance and airflow requirements described in this manual.

Serial Number Information

The model and serial number are located on the unit rating label. Always have the model number and serial number available when contacting NORIOTA or an authorized service provider for parts, service, warranty support, or technical assistance.

Final Receiving Reminder

Do not proceed with setup or operation until the unit has been fully inspected and any shipping damage, missing parts, damaged cord or plug, damaged door glass, loose racks, damaged controls, blocked ventilation openings, damaged rubber feet, missing rear spacer plate on quarter-size models, or documentation issues have been identified and addressed. Early inspection is the owner's best protection against shipping disputes, startup delays, avoidable service issues, and unsafe operation.

SAFETY INFORMATION

Commercial electric countertop convection ovens operate at high temperatures and use electrically heated elements, hot metal surfaces, heated door glass, convection airflow, oven racks, and electrical components. Improper installation, operation, cleaning, or maintenance may result in electrical shock, burns, fire hazard, overheating, glass breakage, equipment damage, poor cooking performance, or unsafe operating conditions. Read and follow all safety instructions in this manual before installing, operating, cleaning, or servicing this equipment.



This section identifies important safety information throughout the manual. Additional warnings and cautions are provided in other sections where specific hazards exist. This is the Safety Alert Symbol. This symbol alerts you to potential hazards that can injure or kill you and others. All safety messages will follow the Safety Alert Symbol and either the words **“DANGER”**, **“WARNING”** or **“CAUTION”**.



DANGER!

This symbol indicates a hazardous situation which will result in death or serious injury.



WARNING!

This symbol indicates a hazardous situation or unsafe practice which, if not avoided, could result in death or serious injury.



CAUTION!

This symbol indicates a potential hazard or unsafe condition that may result in injury, equipment damage, or property damage.



NOTICE!

This symbol indicates important information related to proper use, installation, or maintenance of the equipment that does not involve a personal injury hazard.

All safety messages identify the hazard, explain how to reduce the risk, and describe the possible consequences if instructions are not followed.



WARNING!

Electrical Shock Hazard

- Plug only into a properly grounded electrical outlet matching the voltage shown on the rating label.
- Do not immerse the unit, power cord, or plug in water or any other liquid.
- Do not spray, hose down, or pressure clean the unit.
- Do not operate the unit with a damaged cord, damaged plug, damaged controls, or signs of electrical malfunction.
- Unplug the unit before cleaning, moving, inspection, or service.



WARNING!

Burn Hazard

- Contact with hot oven surfaces, door glass, racks, pans, food product, steam, or hot air can cause burns.
- Use caution when opening the oven door during or after operation.
- Always use appropriate heat-resistant protection when loading, unloading, or handling hot racks, pans, or food product.
- Do not touch heating elements, oven cavity surfaces, racks, door glass, or surrounding metal surfaces during or immediately after operation.
- Allow the unit to cool to a safe temperature before cleaning, moving, or handling internal areas.



WARNING!

Fire and Overheating Hazard

- Keep the area around the unit free and clear of combustible materials.
- Do not store or use gasoline or other flammable vapors or liquids near this or any other appliance.
- Do not use the unit as a storage surface.
- Do not operate the unit near paper products, towels, packaging, plastic materials, aerosol containers, or other combustible items.
- Do not block ventilation openings, rear airflow areas, or convection airflow inside the oven cavity.
- Do not cover racks, oven surfaces, vents, or airflow openings with foil in a way that restricts airflow.
- Do not leave the unit unattended during operation.

SAFETY INFORMATION



WARNING!

General Safety

- Do not operate the unit if it is damaged, unstable, wet, malfunctioning, or not operating normally.
- Do not use the unit outdoors or in areas exposed to water, weather, or excessive moisture.
- Do not allow children, animals, customers, or untrained personnel near the unit during operation.
- Do not use oversized pans, foil, or cookware that blocks airflow through the oven cavity.



NOTICE!

- This equipment is intended for commercial foodservice use only. It is not intended for household, residential, or other non-commercial use.
- Setup, electrical connection, and service must be performed in accordance with this manual and all applicable local codes and regulations.
- Internal electrical service, heating-element replacement, convection fan service, high-limit thermostat service, control replacement, and repairs must be performed by **qualified service personnel** only.
- Use of non-approved parts, improper installation, or unauthorized service may result in unsafe conditions and may affect warranty coverage.

General Safety Instructions

- This equipment must be installed, operated, cleaned, and maintained in accordance with this manual.
- Do not operate the unit unless all components are properly installed and secured.
- Do not operate the unit if it has been damaged, is malfunctioning, or shows signs of unsafe operation.
- This equipment becomes extremely hot during operation. Use caution around exterior surfaces, door glass, racks, pans, interior surfaces, and airflow discharge areas.
- Do not leave the unit unattended during operation.
- Keep the area around the unit free of combustible materials, including paper, cardboard, cloth, plastics, aerosol containers, and flammable liquids.
- Do not place objects on top of oven that may melt, ignite, spill, block airflow, or be damaged by heat.
- Operate the unit only on a stable, level, dry surface capable of supporting the equipment safely.
- Do not operate the unit outdoors or in areas exposed to excessive moisture or water.
- Do not allow children, animals, or untrained personnel near the equipment during operation.
- Disconnect the power supply before cleaning, moving, inspection, or service.
- Use only for its intended commercial food preparation purpose.

Electrical Safety



WARNING!

Improper electrical connection, damaged cords, lack of grounding, water intrusion, or unauthorized electrical service may result in electrical shock, burns, fire, equipment damage, serious injury, or death.



WARNING!

Do not immerse the unit, power cord, or plug in water or any other liquid. Do not spray, hose down, or pressure clean the unit.

Model	Voltage	Plug Type
CCONVQ and NCCOQ (quarter size)	120 V / 60 Hz	NEMA 5-20P
CCONVH and NCCOH (half size)	240 V / 60 Hz	NEMA 6-20P

- Verify that the electrical supply matches the voltage, frequency, wattage, and plug configuration shown on the rating label before connecting power.
- The outlet must be properly grounded and installed in accordance with applicable local electrical codes and regulations.
- Do not use adapters, extension cords, power strips, damaged outlets, or ungrounded connections.
- Do not operate the unit if the outlet, plug, cord, or electrical connection is loose, damaged, overheated, or improperly grounded.
- Do not remove, bypass, bend, or modify the plug or grounding arrangement.
- Do not connect the unit to timers, remote switching devices, or unapproved power-control systems.
- Route the power cord to avoid heat exposure, sharp edges, grease, standing water, traffic paths, pinch points, or damage from moving equipment.
- Do not allow the power cord to hang over counter edges or contact hot surfaces.

SAFETY INFORMATION

- Disconnect the power plug by gripping the plug body. Do not pull on the cord.
- If the power cord or plug becomes damaged, discontinue use and contact **qualified service personnel**.
- Do not pull, kink, pinch, crush, sharply bend, or place strain on the power cord.
- Keep power cords away from hot surfaces, grease, moisture, sharp edges, and walkways.
- Disconnect the power supply before cleaning, moving, inspection, or service.
- Do not operate the unit if water, cleaner, or grease has entered electrical, control, or heating-component areas.
- Internal electrical service must be performed by **qualified service personnel** only.

Hot Surface and Steam Safety



CAUTION!

Contact with hot surfaces, heated door glass, oven racks, pans, food product, steam, or escaping hot air may result in burns.

- Use caution when opening the oven door during or after operation.
- Hot air and steam may escape from the oven cavity when the door is opened.
- Use appropriate heat-resistant protective equipment when loading, unloading, or handling hot racks, pans, or food product.
- Do not touch heating elements, oven cavity surfaces, racks, door glass, or surrounding metal surfaces during or immediately after operation.
- Allow the unit to cool to a safe temperature before cleaning, moving, or handling internal areas.
- Use caution when removing hot liquid-containing products or containers from the oven.
- Do not place cold water, ice, or frozen items directly onto hot door glass or hot interior surfaces.
- Do not pour water or cleaning solution onto hot glass surfaces.
- Use caution around airflow discharge areas where hot air may exit during operation.
- Do not reach into the oven cavity unnecessarily during operation.



NOTICE!

- During operation, the door glass, exterior surfaces, oven cavity, racks, and surrounding metal components will become hot.
- Small amounts of steam, heat release, odor during first heat-up, and temperature cycling are normal during commercial oven operation.

Cooking Operation Safety



WARNING!

Improper loading practices, blocked airflow, unsuitable cookware, or unsafe cooking procedures may result in overheating, fire hazard, poor cooking performance, equipment damage, or unsafe operating conditions.

- Do not block interior airflow with oversized pans, tightly packed trays, foil, or excessive product loading.
- Do not cover racks, vents, crumb trays, airflow openings, or oven surfaces with foil in a manner that restricts airflow.
- Do not place paper products, cardboard, towels, plastic containers, or combustible materials inside the oven cavity.
- Use cookware, trays, pans, and containers suitable for commercial oven use only.
- Do not place sealed containers in the oven unless specifically approved for oven heating.
- Do not cook products likely to produce excessive grease, smoke, or residue without appropriate supervision and cleaning practices.
- Monitor the oven during operation and use caution when cooking foods that release grease, steam, or smoke.
- Do not operate the oven empty at high temperature for extended periods unless performing the approved burn-off procedure described in this manual.
- Do not use the oven cavity for storage between uses.
- Do not place items directly against airflow openings, fan areas, or interior airflow pathways.
- Avoid excessive door opening during operation. Frequent door opening reduces cooking consistency and temperature recovery.
- Use caution when removing heavily loaded racks or large trays from the oven.

Airflow and Ventilation Safety



CAUTION!

Improper airflow, blocked ventilation openings, inadequate clearances, or enclosed installation may result in overheating, fire hazard, reduced performance, equipment damage, or unsafe operating conditions.

- Maintain all required airflow clearances around the unit during operation.

SAFETY INFORMATION

- Do not block ventilation openings, airflow discharge areas, or cooling airflow around the oven.
- Do not install the oven inside enclosed cabinets, sealed counters, appliance garages, or built-in openings unless specifically approved by NORIOTA.
- Do not place objects against the sides, rear, top, or airflow openings of the oven.
- Do not store items on top of the oven during operation.
- Do not operate the oven without all rubber feet properly installed and secured.
- For quarter-size models, ensure the rear spacer plate is properly installed before operation.
- Keep surrounding walls, shelving, packaging materials, towels, paper products, and combustible materials away from hot airflow discharge areas.
- Do not operate the unit in locations with inadequate ventilation or excessive heat buildup.
- Do not cover airflow openings or internal airflow pathways with foil, trays, pans, or other materials.

Glass Door and Rack Safety



CAUTION!

Improper handling of the oven door, glass, racks, or heavy food loads may result in burns, cuts, falling product, broken glass, or equipment damage.

- Do not slam the oven door or strike the glass with pans, trays, racks, utensils, or other objects.
- Do not operate the oven if the door glass is cracked, chipped, loose, or damaged.
- Do not place excessive weight on the open oven door.
- Do not sit, stand, or lean on the oven door.
- Use caution when removing hot racks, pans, or heavily loaded trays.
- Confirm racks are properly seated in the rack supports before loading food product.
- Use caution when extending racks toward the front of the oven during loading or unloading.
- Do not use damaged, warped, unstable, or improperly fitting racks.
- Allow glass surfaces to cool before cleaning.
- Do not pour cold water or cleaning solution onto hot glass surfaces.

Cleaning and Maintenance Safety



WARNING!

Failure to disconnect power or improper cleaning methods may result in electrical shock, burns, equipment damage, or unsafe operating conditions.

- Disconnect the power supply and allow the unit to cool before cleaning, inspection, maintenance, or moving the equipment.
- Do not immerse the unit, power cord, or plug in water or any other liquid.
- Do not spray, hose down, or pressure clean the unit.
- Prevent water, cleaning chemicals, grease, or food residue from entering electrical components, control areas, ventilation openings, or fan motor areas.
- Do not clean the unit while energized or while surfaces remain excessively hot.
- Do not use steel wool, metal scrapers, or abrasive materials that may damage surfaces or create metal particles near electrical components.
- Use only cleaning methods appropriate for commercial foodservice equipment.
- If the unit has been exposed to excessive water, discontinue use and contact **qualified service personnel** before reconnecting power.



CAUTION!

Hot surfaces, heated racks, interior metal components, heating elements, and door glass may remain hot after operation.

- Allow the oven to cool to a safe handling temperature before cleaning or maintenance.
- Use caution when cleaning around interior surfaces, racks, heating areas, and door glass.
- Use appropriate protective equipment when handling recently heated components.

Service and Repair Safety



WARNING!

Improper service, unauthorized modification, or incorrect replacement parts may result in electrical shock, burns, fire hazard, overheating, unsafe operation, or equipment damage.

- Internal electrical service must be performed by **qualified service personnel** only.
- Do not attempt to repair, modify, bypass, or alter electrical components, safety devices, controls, wiring, heating elements, thermostats, convection fan systems, or high-limit protection devices.
- Disconnect power before inspection, service, maintenance, or replacement of components.
- Use only approved replacement parts suitable for the specific model being serviced.
- Do not operate the unit with damaged wiring, loose electrical connections, broken controls, damaged

glass, or missing components.

- If abnormal odor, smoke, arcing, repeated overheating, repeated breaker tripping, fan failure, or electrical malfunction occurs, discontinue use immediately and contact **qualified service personnel**.
- Do not modify the plug, grounding system, or electrical supply configuration.
- After service or maintenance, confirm all covers, guards, fasteners, racks, feet, and components are properly reinstalled before operation.

Unauthorized service or modification may result in unsafe conditions and may affect warranty coverage.

Unit Disposal



CAUTION!

Improper disposal, handling, or abandonment of commercial cooking equipment may result in injury, electrical hazard, cuts, entrapment hazard, environmental concerns, or regulatory non-compliance.

- Disconnect the unit from the electrical supply before disposal or removal from service.
- Do not leave discarded equipment accessible to children or unauthorized persons.
- Remove or secure the door if the unit is being stored, discarded, or left unattended for extended periods prior to disposal.
- Use caution when handling metal panels, glass components, racks, and internal parts during disassembly or disposal.
- Dispose of the equipment in accordance with applicable local regulations and environmental requirements.
- Electrical components, wiring, insulation materials, and metal components may require special handling or recycling procedures depending on local regulations.



NOTICE!

Proper disposal and recycling of commercial foodservice equipment helps reduce environmental impact and supports safe handling of electrical and metal components.

INSTALLATION

Proper installation is critical for safe operation, airflow management, cooking performance, electrical safety, temperature recovery, and long equipment life. Improper installation may result in overheating, reduced cooking consistency, electrical hazards, component damage, fire hazard, unsafe operating conditions, or reduced equipment life.

Read this section completely before connecting power or placing the oven into operation. Installation must comply with all applicable local electrical, fire, safety, and commercial foodservice regulations.

These ovens are designed for indoor commercial countertop use only and must be installed on a stable, level, heat-resistant surface with proper airflow clearance around the unit. Adequate airflow around the oven and through the oven cavity is essential for proper operation and cooling.

Installation Responsibility and Code Compliance



WARNING!

Improper electrical connection, incorrect voltage supply, lack of grounding, damaged wiring, or failure to follow applicable codes may result in serious injury, death, fire hazard, or equipment damage.

- Installation and electrical connection must comply with all applicable local electrical and safety codes.
 - In Canada, electrical installation must comply with the Canadian Electrical Code and local authority requirements.
 - In the United States, electrical installation must comply with the National Electrical Code and local authority requirements.
- Connect the unit only to a properly grounded electrical supply matching the rating label.
- Do not remove, modify, or bypass the grounding prong.
- Do not use extension cords, adapters, power strips, or multi-outlet devices.
- CCONVQ and NCCOQ models require a properly grounded 120 V electrical supply compatible with the factory-installed NEMA 5-20P plug.
- CCONVH and NCCOH models require a properly grounded 240 V electrical supply compatible with the factory-installed NEMA 6-20P plug.
- Do not connect the unit to an incorrect voltage supply.
- Do not operate the unit if the power cord, plug, controls, or electrical components are damaged.
- Internal electrical service and repairs must be performed by **qualified service personnel** only.



NOTICE!

Professional installation, correct electrical supply, proper airflow clearance, stable countertop placement, and proper operating environment are critical for safe operation and reliable cooking performance.

Pre-Installation Checklist

Before connecting power or placing the oven into operation, confirm the following:

- ☐ The unit has been inspected for shipping damage or missing components.
- ☐ All packaging materials, protective film, tape, labels not intended to remain on the unit, cardboard inserts, and shipping restraints have been removed.
- ☐ The unit is installed indoors in a suitable commercial environment.
- ☐ The installation surface is stable, level, dry, and capable of safely supporting the unit during operation.
- ☐ All rubber feet are present, level, securely attached, and installed.
- ☐ The power cord and plug are undamaged.
- ☐ The electrical supply matches the rating label requirements.
- ☐ The correct receptacle configuration is available for the model being installed.
- ☐ Required airflow clearances can be maintained around the oven during operation.
- ☐ Airflow openings and ventilation areas are unobstructed.
- ☐ Oven racks are correctly installed and properly seated.
- ☐ For quarter-size models CCONVQ and NCCOQ, the rear spacer plate is properly installed using the included self-tapping screws.
- ☐ The unit is clean, dry, and ready for first heat-up and burn-off.

Do not connect power or operate until all installation and inspection requirements have been completed.

Location and Placement Requirements



WARNING!

Improper placement, unstable installation surfaces, inadequate clearances, or excessive heat exposure may result in overheating, fire hazard, unstable operation, equipment damage, or unsafe operating conditions.

INSTALLATION

- Install the oven only on a stable, level, dry surface capable of safely supporting the equipment during operation.
- Do not place the oven on unstable tables, shelving, carts, stands, or surfaces that may shift, flex, or tip during loading and unloading.
- Do not install the oven near excessive heat sources, open flames, fryers, charbroilers, steam equipment, or other appliances that may expose the oven to excessive ambient heat or grease.
- Do not install the oven in areas exposed to water spray, rain, standing water, excessive humidity, or outdoor conditions.
- Do not install the oven in enclosed cabinets, sealed counters, appliance garages, or built-in openings.
- Do not place combustible materials, towels, paper products, cardboard, plastic containers, aerosol products, or chemicals near the oven.
- Do not place items on top of the oven that may melt, ignite, block airflow, spill, or be damaged by heat.
- Do not operate the oven without all rubber feet properly installed and secured.
- For quarter-size models CCONVQ and NCCOQ, do not operate the oven without the rear spacer plate properly installed.

Electrical Supply Requirements



WARNING!

Incorrect voltage, improper grounding, damaged electrical components, or use of unsuitable power connections may result in electrical shock, fire hazard, equipment damage, serious injury, or unsafe operation.

Electrical Ratings:

Model	Electrical Rating	Plug Type	Approx. Running Current
CCONVQ / NCCOQ	120V / 60 Hz / 1Ph, 1750W	NEMA 5-20P	14.6 A
CCONVH / NCCOH	240V / 60 Hz / 1Ph, 2800W	NEMA 6-20P	11.7 A

The operating voltage must remain within $\pm 10\%$ of the rated voltage while the oven is operating. If measured voltage falls outside this range, do not operate the oven until the electrical supply has been checked by a **qualified electrician**.

Electrical installation must comply with all applicable local electrical codes. In Canada, installation must comply with the Canadian Electrical Code and local authority requirements. In the United States, installation must comply with the National Electrical Code and local authority requirements.

Connect the oven to a properly grounded outlet. Do not remove, cut, bend, bypass, or modify the grounding prong. Do not use an adapter to connect the oven to an ungrounded outlet. The oven must be grounded to reduce the risk of electric shock.

A dedicated circuit is strongly recommended. Do not operate other high-current appliances on the same circuit. Countertop ovens draw substantial current during heating, and shared circuits can cause nuisance breaker trips, voltage drop, overheating at the receptacle, poor oven performance, or component damage.

Where local code or the installation method requires a separate disconnect, install a properly rated double-pole disconnect switch between the appliance and the electrical supply. The disconnect must remain accessible after installation and must provide a minimum contact separation of 3 mm when open. The circuit, disconnect, conductors, plug, receptacle, and overcurrent protection must be properly rated for the appliance and installed by a **qualified electrician**.

Before connecting power, confirm the following:

- The outlet voltage matches the rating label.
- The outlet is properly grounded.
- The branch circuit is properly sized for the oven load.
- The plug and receptacle match without adapters.
- The power cord and plug are undamaged.
- The receptacle is not loose, cracked, discoloured, warm, or damaged.
- The cord is securely held in position and is not under strain.
- The cord is routed away from hot surfaces, sharp edges, water, grease, cleaning chemicals, and traffic paths.

INSTALLATION

Do not use an extension cord. Extension cords may overheat, create voltage drop, increase fire risk, and reduce oven performance. Do not use power bars, plug strips, cube taps, outlet splitters, or temporary wiring.

Keep the cord away from hot surfaces, sharp edges, water, grease, cleaning chemicals, and traffic paths. Do not let the cord hang over the edge of a counter or table. Do not operate the oven if the cord or plug is damaged.

Unplug the oven before cleaning, moving, inspection, or maintenance. Do not immerse the oven, cord, or plug in water. Do not clean with a water jet. If liquid enters the electrical compartment, stop using the oven and contact **qualified service personnel**.

Electrical service, cord replacement, plug replacement, internal wiring repair, thermostat replacement, hi-limit service, heating element replacement, fan motor service, and control component service must be performed only by **qualified service personnel**.

Clearance and Ventilation Guidance



WARNING!

Insufficient airflow clearance or blocked ventilation openings may result in overheating, poor cooking performance, component damage, shortened equipment life, or unsafe operating conditions.

- Maintain all required clearances around the oven during operation.
- Do not block ventilation openings, airflow discharge areas, or cooling airflow pathways.
- Do not place the oven directly against walls, shelving, equipment, or other surfaces that restrict airflow.
- Do not store trays, pans, towels, paper products, containers, or other items against airflow openings or ventilation areas.
- Do not cover vents, airflow openings, or surrounding areas with foil or other materials.
- Keep surrounding areas clean and free of grease, dust, crumbs, and debris accumulation that may restrict airflow over time.

Required Minimum Clearances

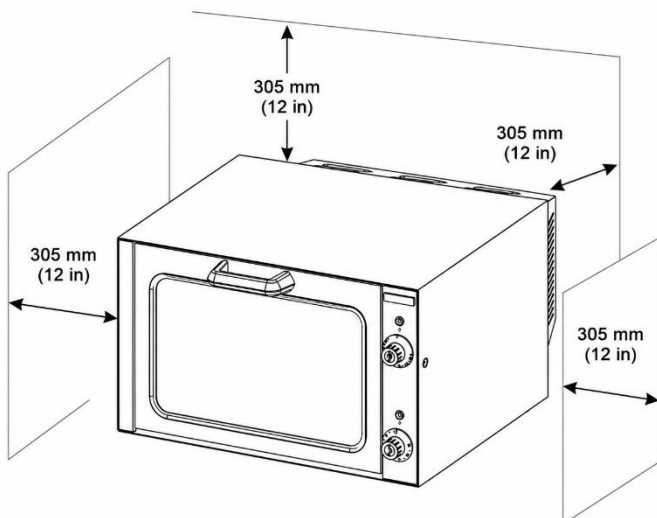


Figure X – Quarter size clearance requirements

CCONVQ and NCCOQ Quarter-Size Models
Maintain a minimum clearance of 305 mm (12 in) from the top, rear, left side, and right side of the oven.

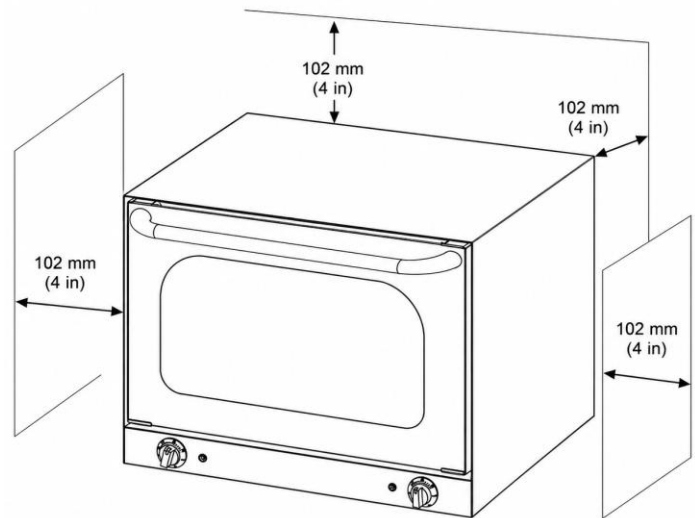


Figure X – Half size clearance requirements

CCONVH and NCCOH Half-Size Models Maintain a minimum clearance of 102 mm (4 in) from the top, rear, left side, and right side of the oven.

Rubber Feet and Rear Spacer Installation



WARNING!

Operating the oven without proper support components or airflow spacing may result in overheating, unstable operation, equipment damage, or unsafe operating conditions.

- Do not operate the oven without all rubber feet properly installed and secured.
- For quarter-size models CCONVQ and NCCOQ, do not operate the oven without the rear spacer plate properly installed.
- Do not modify, remove, bypass, or substitute support components or spacing hardware.
- Confirm the oven sits level and stable before operation.

Rubber Feet

INSTALLATION

The oven is supplied with rubber feet and mounting hardware. Depending on production configuration, the rubber feet may already be pre-installed or may require installation before setup. Before placing the oven into operation:

- Confirm all rubber feet are present and securely attached.
- If the rubber feet are not pre-installed, install them using the applicable attachment method for the model.
 - For feet with threaded stems, thread each stem into the threaded mounting hole on the bottom of the oven.
 - For screw-mounted feet, secure each foot to the bottom of the oven using the included hardware.
- Install all feet until they are fully seated and secure.
- For models using feet with threaded stems, rotate feet as needed to adjust height and level the oven.
- Confirm the oven sits level, stable, and does not rock during normal use.
- Do not place the oven directly on the countertop without the rubber feet installed.

The rubber feet help provide proper stability, airflow spacing, vibration reduction, and surface protection during operation.

Rear Spacer Plate - CCONVQ and NCCOQ Quarter-Size Models Only

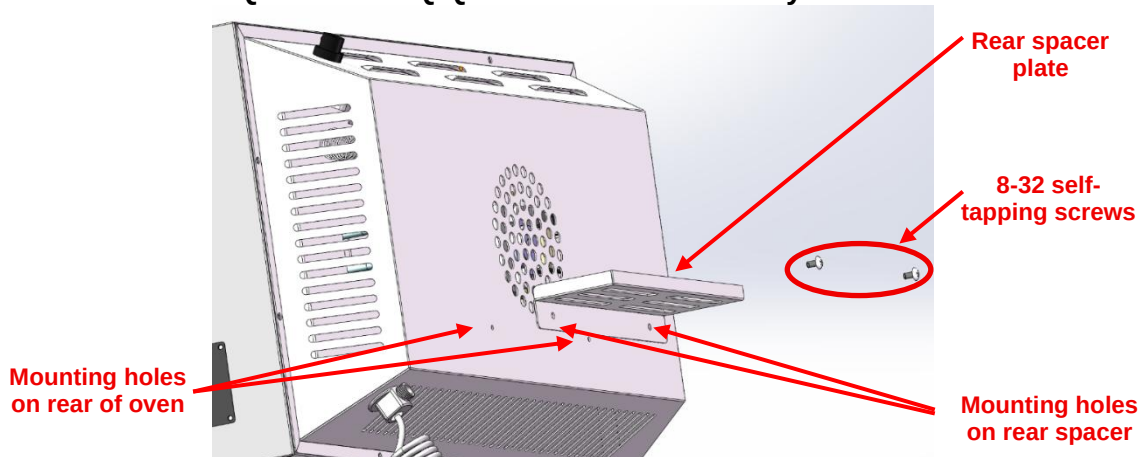


Figure X – Rear spacer installation

Quarter-size models CCONVQ and NCCOQ include a rear spacer plate and self-tapping mounting screws. The rear spacer plate must be properly installed before operation to help maintain the required rear airflow spacing. To install the rear spacer plate on quarter-size models:

1. Position the spacer plate at the rear mounting location shown for the oven.
2. Align the mounting holes.
3. Secure the spacer plate using the included self-tapping screws.
4. Confirm the spacer plate is secure before moving or operating the oven.

Do not modify, bend, remove, or operate the oven without the rear spacer plate installed on quarter-size models.

Final Installation Checks

Before connecting power or placing the unit into operation, confirm the following:

- ☐ The oven is installed indoors in a suitable commercial location.
- ☐ The installation surface is stable, level, dry, and capable of supporting the oven safely.
- ☐ All rubber feet are installed, securely attached, and properly adjusted if applicable.
- ☐ For CCONVQ and NCCOQ models, the rear spacer plate is properly installed.
- ☐ Required clearances are maintained around the top, rear, left side, and right side of the oven.
- ☐ Airflow openings and ventilation areas are unobstructed.
- ☐ The electrical supply matches the rating label.
- ☐ The receptacle is properly grounded and matches the factory-installed plug.
- ☐ The power cord and plug are undamaged.
- ☐ The power cord is routed safely and is not pinched, strained, crushed, or touching hot surfaces.
- ☐ Oven racks are installed correctly and seated securely.
- ☐ All packaging materials, protective film, tape, labels not intended to remain on the unit, cardboard inserts, and shipping restraints have been removed.
- ☐ The oven cavity is empty, clean, and ready for first heat-up.

Moving or Relocating the Oven After Installation

Moving the oven while it is hot, energized, loaded, unstable, or improperly handled may result in electrical shock, burns, injury, equipment damage, or unsafe operating conditions.

- Turn the oven **OFF** before moving or relocating it.

INSTALLATION

- Disconnect the power supply before moving the oven.
- Allow the oven to cool completely before handling.
- Remove all pans, racks, food product, and loose items before moving.
- Use proper lifting technique and enough personnel to move the oven safely.
- Do not lift, pull, or drag the oven by the power cord, door, handle, control panel, rear spacer plate, or ventilation openings.
- Do not slide the oven in a way that damages rubber feet, countertop, power cord, or rear spacer plate.
- After relocation, repeat the applicable installation checks before returning the oven to service.

Installation Responsibility and Warranty Conditions

Installation and setup must be performed in accordance with this manual and all applicable local electrical and safety regulations. Improper setup, electrical connection, placement, airflow clearance, operation, cleaning, or maintenance may result in reduced performance, equipment damage, unsafe operating conditions, electrical shock, fire hazard, overheating, or affected warranty coverage.

- Damage resulting from improper unpacking, handling, placement, setup, movement, or relocation.
- Problems caused by connection to incorrect voltage, improper grounding, damaged outlet, unstable power supply, voltage outside the allowable operating range, or use of adapters, extension cords, power strips, outlet splitters, or unapproved power-control devices.
- Damage caused by water exposure, excessive moisture, outdoor use, spray cleaning, water-jet cleaning, immersion, or operation in unsuitable environments.
- Damage, instability, overheating, or performance issues caused by unsuitable placement, inadequate airflow clearance, blocked ventilation openings, excessive nearby heat, excessive steam exposure, or unsuitable operating location.
- Damage or instability caused by missing, loose, improperly installed, modified, or substituted rubber feet.
- For CCONVQ and NCCOQ models, damage or performance issues caused by missing, loose, improperly installed, modified, or removed rear spacer plate.
- Damage to the oven door, door glass, handle, hinges, racks, rack supports, controls, or exterior panels caused by impact, dropping, forced handling, improper loading, improper movement, or placing excessive weight on the door.
- Problems caused by grease, crumbs, food residue, cleaning chemical residue, foil misuse, blocked airflow, or carbon buildup due to inadequate cleaning or maintenance.
- Damage caused by oversized pans, improper cookware, excessive loading, blocked internal airflow, or operation for purposes other than commercial food preparation.
- Damage or unsafe conditions resulting from unauthorized modification, non-approved parts, internal electrical service, control replacement, thermostat replacement, heating-element replacement, fan motor service, high-limit thermostat service, cord replacement, plug replacement, or repairs performed by unqualified personnel.

OPERATION

Proper operation is important for cooking consistency, temperature recovery, airflow performance, operator safety, and long equipment life. These ovens are designed for commercial countertop food preparation using fan-forced convection airflow to circulate heated air throughout the oven cavity during cooking.

Read this section completely before operating the oven. Improper loading, blocked airflow, incorrect temperature settings, inadequate preheating, excessive door opening, or unsuitable cookware may reduce cooking performance and consistency.

Use caution during operation. The oven cavity, door glass, racks, interior surfaces, airflow discharge areas, and surrounding metal surfaces become hot during use.

Control System Overview

The oven uses a manual control system consisting of a temperature control thermostat, timer control, indicator lights, heating elements, and convection airflow system. The control system is designed to provide adjustable cooking temperature and timed cooking operation for a wide variety of commercial foodservice applications.

Power Connection

This oven does not have a separate power switch. Once connected to the electrical supply, the oven is energized. The oven begins operating only when the timer is set. For shutdown, cleaning, maintenance, relocation, or service, turn the timer and thermostat to the "0" position and disconnect power.

Temperature Control Thermostat

The thermostat controls the target cooking temperature inside the oven cavity.

- CCONVQ and NCCOQ models - adjustable temperature range of 150 °F to 450 °F (66 °C to 232 °C).
- CCONVH and NCCOH models - adjustable temperature range of 120 °F to 570 °F (49 °C to 299 °C).

The thermostat cycles the heating elements on and off automatically during operation to help maintain the selected temperature.

Heating Indicator Light

The heating indicator light illuminates when the heating elements are actively heating. As the oven approaches and maintains the selected temperature, the heating indicator light will cycle on and off during operation. This cycling is normal and indicates that the thermostat is regulating oven temperature.

Timer Control

The timer controls the cooking cycle duration from **0 to 120 minutes**.

When the timer is activated, the oven begins the cooking cycle. When the timer reaches the end of the set cooking time, oven operation stops automatically and the timer alarm sounds. The oven can be turned off manually during cooking by rotating the timer counter-clockwise to the "0" position.

Timer Indicator Light

The timer indicator light illuminates when the timer is active and the oven is operating. When the timer reaches the end of the set cooking time, oven operation stops automatically, the timer indicator light turns off, and the timer alarm sounds.

Convection Cooking System

The oven uses fan-forced convection airflow to circulate heated air throughout the oven cavity during cooking. Proper airflow inside the oven cavity is critical for cooking consistency and temperature recovery. Oversized pans, tightly packed trays, excessive foil, blocked airflow openings, or improper loading practices may reduce cooking performance.

How the Convection Oven Works

A countertop convection oven uses heated air and fan-forced airflow to cook food. During operation, the heating elements warm the oven cavity while the fan helps circulate heated air around the food product. This moving hot air helps improve heat transfer compared with a still-air oven. It can support faster cooking, better browning, and more consistent results when the oven is properly preheated, loaded correctly, and operated with adequate airflow.

Convection cooking depends on airflow. If airflow is blocked, cooking performance will be reduced.

- Allow the oven to preheat before loading food product.
- Use pans and trays that allow heated air to move around the food.
- Do not overload the oven cavity.
- Do not press pans, trays, foil, or food product against the sides, rear, fan area, or airflow openings.
- Leave space between trays whenever possible.

OPERATION

- Avoid using oversized pans that restrict airflow.
- Avoid excessive door opening during cooking.
- Use shallow pans when possible for better heat circulation and browning.

Because this oven uses mechanical controls, temperature will cycle during normal operation. The heating elements turn on and off as the thermostat responds to the selected temperature. The heating indicator light will illuminate when the heating elements are actively heating and turn off when the oven reaches the selected temperature. This cycling is normal.

Actual cooking results may vary depending on food type, product load, starting temperature, pan type, rack position, door-opening frequency, preheat time, and surrounding kitchen conditions.

Before First Use



CAUTION!

During first heat-up, the oven may produce heat, smoke, odor, or light manufacturing residue as protective oils and production residues burn off. Use caution during initial startup.

Before operating the oven for the first time:

- Remove all packaging materials, tape, protective film, labels not intended to remain on the unit, cardboard inserts, and shipping materials.
- Confirm all installation steps and electrical checks have been completed.
- Confirm the oven cavity is empty.
- Wash oven racks using warm water, mild detergent, and a soft cloth or sponge. Rinse and dry completely before use.
- Wipe the interior and exterior surfaces of the oven using a clean damp cloth to remove dust or manufacturing residue.
- Confirm racks are installed correctly and seated securely.

Initial Heat-Up and Burn-Off Procedure

The oven should be heated empty before preparing food for the first time. This initial heat-up helps remove manufacturing oils, protective coatings, adhesive residue, and production residue from internal components. A small amount of odor, smoke, haze, or residue smell during the first heat-up is normal.

- Perform the first heat-up in a well-ventilated area.
- Keep combustible materials away from the oven during initial heat-up.
- Do not touch hot surfaces, door glass, racks, heating areas, or interior metal surfaces during or immediately after operation.
- Use caution when opening the oven door during or after heat-up. Hot air and steam may escape.

To perform the initial heat-up procedure:

1. Ensure the oven cavity is empty.
2. Close the oven door.
3. Set the thermostat to approximately 450 °F (232 °C).
4. Set the timer for approximately 30 minutes.
5. Allow the oven to operate through the full heat-up cycle.
6. After the cycle is complete, allow the oven to cool.

After the oven has cooled:

- Wipe interior surfaces again if necessary.
- Check that the oven cavity is clean and free of residue before preparing food.

If heavy smoke, sparking, repeated breaker tripping, burning electrical odor, abnormal noise, or signs of electrical malfunction occur, turn the oven **OFF** by setting timer and thermostat to "0", disconnect power, and contact **qualified service personnel** before further operation.

Temperature and Timer Operation

The oven uses mechanical temperature and timer controls. The thermostat sets the target oven temperature, and the timer starts and stops the cooking cycle. The timer must be set for the oven to operate.

Setting the Temperature

- Rotate the thermostat knob to the desired cooking temperature.
- The thermostat controls the heating elements based on the selected temperature.
- The heating indicator light illuminates when the heating elements are actively heating.
- When the oven reaches the selected temperature, the heating indicator light turns off.
- During cooking, the heating indicator light may cycle on and off as the oven maintains temperature. This is normal.

OPERATION

The thermostat is mechanical. Actual oven temperature may cycle above and below the selected setting during normal operation, especially after loading food or opening the door.

Setting the Timer

- Rotate the timer knob to the desired cooking time.
- The timer indicator light illuminates when the timer is active.
- When the timer is active, the oven begins operating.
- When the timer reaches “0,” oven operation stops automatically and the timer alarm sounds.
- The oven can be turned off manually during cooking by rotating the timer counter-clockwise to the “0” position.

Do not force the timer knob beyond its normal operating range.

Convection Cooking Procedure



WARNING!

Hot surfaces, door glass, racks, pans, steam, and hot air may cause burns during operation.

- Use caution when opening the oven door.
- Use appropriate heat-resistant protection when loading or unloading food product, pans, or racks.
- Do not touch heating areas, interior surfaces, racks, or door glass during operation.

Before startup:

- Confirm the oven is installed correctly and connected to the correct electrical supply.
- Confirm the oven cavity is clean and empty of packaging, loose objects, or stored items.
- Confirm racks are installed correctly and seated securely.
- Confirm airflow openings and surrounding ventilation areas are unobstructed.

To start the oven:

1. Close the oven door.
2. Set the thermostat to the desired cooking temperature.
3. Set the timer to the desired time.
4. Allow the oven to preheat before loading food product.
5. Load food product carefully.
6. Close the oven door fully.
7. Monitor cooking as needed.

Do not overload the oven cavity or block internal airflow during startup or cooking. For best results, preheat the oven before loading food. Loading food into a cold oven may increase cooking time and reduce cooking consistency.

Opening the door during cooking releases heat from the oven cavity. The convection fan system will continue operating when the door is open. After the door is closed, the heating indicator light may turn on again while the oven recovers temperature. This is normal.

Loading the Oven



WARNING!

Hot surfaces, hot air, steam, racks, pans, and food product may cause burns.

- Use caution when opening the oven door during or after cooking.
- Use appropriate heat-resistant protection when loading or unloading food product, pans, or racks.
- Do not touch hot interior surfaces, racks, heating areas, or door glass during operation.

Loading Guidelines

- Allow the oven to preheat before loading food product.
- Use cookware, pans, and trays suitable for commercial oven use.
- Confirm racks are properly seated before loading.
- Load food product evenly whenever possible.
- Leave space between pans and trays to allow heated air to circulate.
- Do not tightly pack the oven cavity.
- Do not use oversized pans that block airflow around the product.
- Do not press pans, trays, foil, or food product against the sides, rear, fan area, or airflow openings.

Rack Positioning

- Confirm racks are fully seated in the rack supports before loading food product.
- Use the rack position that provides adequate space above and below the food product.
- Leave space between loaded racks whenever possible.
- Avoid placing tall product too close to the top heating area.

- Do not force racks into position or operate with damaged, warped, or improperly fitting racks.

Airflow Best Practices

- Allow heated air to circulate around each pan, tray, and food product.
- Use shallow pans when possible for better airflow and browning.
- Avoid oversized pans that restrict airflow near the sides or rear of the oven cavity.
- Do not cover racks, vents, fan areas, or airflow paths with foil.
- Do not press food product or pans against interior walls or airflow openings.
- Reduce load size if cooking is uneven, recovery is slow, or browning is inconsistent.

Cooking Best Practices

Convection ovens may cook differently than still-air ovens. Proper preheating, airflow management, loading practices, and consistent operating procedures are important for cooking consistency and temperature recovery.

Preheat and Temperature Management

- Allow the oven to preheat before loading food product.
- Loading product into a cold oven may increase cooking time and reduce browning consistency.
- After large product loads or repeated door opening, additional recovery time may be required before consistent cooking resumes.

Airflow and Product Loading

- Do not overload the oven cavity.
- Leave space between pans and trays whenever possible.
- Avoid blocking airflow with oversized pans, tightly packed trays, foil, or large food loads.
- Use shallow pans when possible to improve airflow and browning.
- Arrange product evenly for more consistent cooking results.

Door Opening and Recovery

- Opening the door releases heat from the oven cavity and increases recovery time.
- The convection fans will continue operating when the door is opened. This is normal.
- Avoid leaving the door open longer than necessary during loading, unloading, or inspection.
- Frequent door opening may affect browning consistency, cooking time, and temperature recovery.

Cooking Consistency

Cooking results may vary depending on:

- Product size and thickness
- Product starting temperature
- Product moisture and grease content
- Pan depth and material
- Rack position
- Product load quantity
- Kitchen ambient conditions

Different products may require adjustment to cooking time, temperature, rack position, or loading pattern to achieve the desired results. For repeatable results, use the same rack positions, pan types, product quantities, preheat time, and cooking times whenever preparing the same product.

Normal Operation

The following conditions are normal during operation:

- The timer indicator light illuminates when the timer is active.
- The heating indicator light illuminates when the heating elements are actively heating.
- The heating indicator light cycles on and off as the oven maintains the selected temperature.
- The convection fans operate during cooking.
- The convection fans continue to operate when the oven door is opened.
- Hot air, steam, and heat may escape when the door is opened.
- The oven exterior, door glass, handle area, racks, and surrounding metal surfaces may become hot.
- Temperature recovery may take longer after loading cold product, cooking large batches, or opening the door frequently.
- Light odor, haze, or residue smell may occur during first heat-up or burn-off.
- Some variation in cooking time, browning, and recovery is normal depending on product load, pan type, rack position, and kitchen conditions.

Abnormal Operating Conditions

Turn the timer and thermostat to the "0" position, disconnect power, and contact **qualified service personnel** if

any of the following occur:

- The power cord, plug, receptacle, or electrical connection becomes damaged, loose, excessively hot, or discoloured.
- The oven repeatedly trips the circuit breaker or causes electrical interruption.
- Sparking, arcing, electrical burning smell, or smoke unrelated to food product is observed.
- The oven fails to heat properly or fails to maintain temperature.
- The heating indicator light behaves abnormally or does not function during operation.
- The convection fans stop operating during cooking.
- The oven overheats, shuts down unexpectedly, or repeatedly activates the hi-limit protection system.
- The oven produces abnormal noise, vibration, rattling, or scraping sounds.
- The door, door glass, hinges, handle, racks, controls, or internal components are loose or damaged.
- The oven has been dropped, exposed to excessive water, or damaged during movement or cleaning.
- Smoke, grease buildup, carbon buildup, or overheating continues after normal cleaning procedures.
- The oven operates erratically, intermittently, or in a manner inconsistent with normal operation.

Do not continue operating equipment that appears unsafe, damaged, overheated, electrically unstable, or not functioning normally.

Shutdown Procedure

	WARNING!	Hot surfaces, door glass, racks, pans, steam, and interior metal surfaces may remain hot after operation. Allow the unit to cool to a safe temperature before cleaning, moving, handling, or servicing.
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To shut down the oven after operation:

1. Rotate the timer counter-clockwise to the “0” position if timer has not already completed cooking cycle.
2. Rotate the thermostat knob to the “0” position.
3. Remove food product carefully using appropriate heat-resistant protection.
4. Allow the oven to cool before cleaning or handling interior components.

Long-Term Shutdown and Storage

If the oven will be removed from service, stored, or not used for an extended period, clean and inspect the unit before storage.

Long-Term Shutdown Procedure

1. Turn the timer and thermostat to the “0” position and disconnect power.
2. Allow the oven to cool completely.
3. Remove all food product, crumbs, grease, foil, residue, and debris from the oven cavity and surrounding areas.
4. Clean interior and exterior surfaces thoroughly.
5. Dry all surfaces completely before storage.
6. Leave oven door slightly open if practical to reduce trapped moisture and odor buildup during storage.

Storage

- Store the oven indoors only in a clean, dry location protected from moisture, water exposure, corrosive chemicals, impact damage, and excessive dust buildup.
- Do not store the oven outdoors or in damp environments.
- Do not place heavy objects on top of the oven during storage.
- Protect the power cord from crushing, sharp edges, and physical damage during storage or transport.

Returning the Oven to Service

Before returning the oven to operation after extended storage:

- Inspect the power cord, plug, controls, door, racks, airflow areas, and interior surfaces for damage or contamination.
- Confirm airflow openings and ventilation areas are clean and unobstructed.
- Confirm the oven is clean, dry, level, and stable.
- Perform a short heat-up cycle and confirm normal operation before preparing food.

Power Interruption and Restart

If power is interrupted during operation:

1. Rotate the timer counter-clockwise to the “0” position.
2. Rotate the thermostat knob to the “0” position.
3. Disconnect power if safe to do so.
4. Inspect the oven for abnormal odor, smoke, visible damage, or signs of electrical malfunction.
5. Resume operation only after power is stable and the oven appears safe to operate.

If the oven does not restart normally, repeatedly trips the circuit breaker, produces abnormal odor, smoke, sparking, or does not operate as expected, discontinue use and contact **qualified service personnel**.

CLEANING AND MAINTENANCE

Regular cleaning and preventive maintenance are important for cooking performance, airflow, temperature recovery, sanitation, operator safety, and long equipment life. Grease buildup, crumbs, carbon deposits, blocked airflow, and poor cleaning practices may reduce cooking consistency, increase recovery time, contribute to overheating, create smoke or odor issues, and shorten component life.

Clean the oven regularly and do not allow grease, food residue, crumbs, foil, or carbon buildup to accumulate inside the oven cavity, around airflow areas, or on door surfaces.

Only routine cleaning and basic operator-level maintenance should be performed by the operator. Electrical servicing, temperature or timer control servicing, cord replacement, and internal component replacement must be performed by **qualified service personnel** only.

Cleaning and Maintenance Safety

	WARNING!	Failure to disconnect power or improper cleaning methods may result in electrical shock, burns, equipment damage, or unsafe operating conditions.
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	WARNING!	Improper cleaning of hot surfaces, electrical components, controls, airflow areas, or interior oven surfaces may result in burns, electrical shock, equipment damage, unsafe operation, reduced cooking performance, or shortened equipment life. Turn the timer and thermostat to the "0" position, disconnect power, and allow the oven to cool completely before cleaning or maintenance.
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- Turn the timer and thermostat to the "0" position and disconnect power before cleaning, inspection, maintenance, or moving the oven.
- Do not immerse the oven, power cord, or plug in water or any other liquid.
- Do not spray, hose down, or pressure clean the oven.
- Do not allow water, cleaning chemicals, grease, or food residue to enter electrical components, ventilation openings, control areas, fan areas, or wiring compartments.
- Do not clean the oven while energized.
- If the oven has been exposed to excessive water or liquid intrusion, discontinue use and contact **qualified service personnel** before reconnecting power.
- Allow the oven to cool to a safe temperature before cleaning or maintenance
- Use caution when cleaning around interior surfaces, racks, and door glass.
- Use appropriate protective equipment when handling recently heated components.
- Do not use steel wool, metal scrapers, or abrasive cleaning tools on stainless steel or painted surfaces.
- Do not use highly corrosive cleaners, chlorine-based cleaners, or harsh chemicals not intended for commercial foodservice equipment.
- Do not allow grease, crumbs, foil, or carbon buildup to accumulate inside the oven cavity or around airflow areas.
- Do not strike the door glass with pans, racks, or cleaning tools during cleaning.

Daily Cleaning Procedure

	WARNING!	Do not attempt to clean interior oven surfaces, racks, heating areas, door glass, or remove baked-on residue while actively heating or at unsafe temperatures. Hot surfaces, steam, and heated metal components may cause burns.
---	-----------------	--

Regular daily cleaning helps maintain airflow, cooking consistency, sanitation, temperature recovery, and long equipment life. Clean the oven after each day of operation or more frequently as needed depending on product load and grease production.

Daily Cleaning Procedure

1. Turn the timer and thermostat to the "0" position and disconnect power.
2. Allow the oven to cool to a safe cleaning temperature.
3. Remove oven racks from the oven cavity.
4. Remove loose crumbs, food residue, grease, foil, and debris from the oven cavity.
5. Wipe interior surfaces using a soft cloth or sponge with warm water and mild detergent.
6. Clean oven racks separately using warm water, mild detergent, and a non-abrasive cleaning tool.
7. Wipe the door glass, door gasket areas, rack supports, and interior surfaces to remove grease and residue buildup.
8. Wipe exterior surfaces using a clean damp cloth and mild detergent if necessary.

9. Dry all cleaned surfaces thoroughly before reconnecting power.
10. Reinstall oven racks securely before returning the oven to service.

Daily Cleaning Best Practices

- Clean grease and food residue before heavy carbon buildup develops.
- Do not allow crumbs, grease, foil, or food debris to accumulate around airflow areas or inside the oven cavity.
- Use non-abrasive cloths, sponges, or brushes suitable for commercial foodservice equipment.
- Clean the oven more frequently when cooking greasy, sugary, breaded, or high-residue products.
- Wipe spills promptly after the oven cools to help reduce staining and carbon buildup.

Deep Cleaning and Buildup Removal

Regular deep cleaning helps reduce grease accumulation, carbon buildup, airflow restriction, odor, smoke, uneven cooking, overheating, and unsanitary conditions. The required cleaning frequency depends on product type, cooking volume, grease production, sugar content, and operating conditions.

Areas Requiring Regular Deep Cleaning

Pay particular attention to the following areas:

- Interior oven cavity surfaces
- Rack supports and rack contact areas
- Oven racks
- Door glass and door edges
- Airflow openings and fan circulation areas
- Areas with grease, crumbs, foil residue, or carbon buildup
- Exterior surfaces near airflow discharge areas

Deep Cleaning Procedure

1. Turn the timer and thermostat to the "0" position and disconnect power.
2. Allow the oven to cool completely.
3. Remove all racks and loose removable components from the oven cavity.
4. Remove loose crumbs, foil, food, and debris from bottom, corners, rack supports, and airflow areas.
5. Wash racks separately using warm water, mild detergent, and a non-abrasive brush or pad. Rinse and dry completely.
6. Wipe the oven cavity with warm water and mild detergent to loosen grease film and residue.
7. Allow detergent solution to remain on stubborn residue briefly, then wipe again with a soft cloth, sponge, or non-abrasive pad. Do not flood the oven cavity.
8. Carefully clean around rack supports, door edges, door glass edges, corners, seams, and airflow areas where residue commonly builds up.
9. Remove baked-on residue gradually using repeated wiping and mild detergent. Do not chip, gouge, or scrape aggressively.
10. Wipe all cleaned areas with a clean damp cloth to remove detergent and loosened residue.
11. Dry all interior surfaces thoroughly using a clean dry cloth.
12. Clean exterior surfaces, control knobs, handle area, and surrounding panels with a damp cloth and mild detergent if needed. Do not allow liquid to enter controls or ventilation openings.
13. Inspect airflow openings, rack supports, racks, door glass, gasket areas, and interior surfaces for remaining residue or damage.
14. Reinstall racks only after all parts are clean and dry.
15. Leave the door open briefly after cleaning to allow remaining moisture to evaporate before reconnecting power.

Exterior Cleaning and Surface Care

Regular exterior cleaning helps maintain appearance, sanitation, airflow performance, operator safety, and long equipment life.

Exterior Cleaning Procedure

1. Turn the timer and thermostat to the "0" position and disconnect power.
2. Allow the oven to cool to a safe cleaning temperature.
3. Wipe exterior surfaces using a soft cloth or sponge with warm water and mild detergent.
4. Clean the door handle, control area, exterior panels, and surrounding surfaces to remove grease, fingerprints, residue, and dust buildup.
5. Wipe cleaned surfaces with a clean damp cloth to remove detergent residue.
6. Dry all surfaces thoroughly using a clean dry cloth.

Door Glass Care

- Clean door glass regularly to maintain product visibility during cooking.

CLEANING AND MAINTENANCE

- Allow the glass to cool before cleaning.
- Use non-abrasive cleaning tools and cleaners suitable for glass surfaces.
- Do not strike the glass with pans, racks, utensils, or cleaning tools.
- Do not pour cold water or cleaning solution onto hot glass surfaces.

Stainless Steel and Painted Surface Care

- Wipe surfaces in the direction of the metal grain when cleaning stainless steel surfaces.
- Remove grease, fingerprints, and residue regularly to help maintain surface appearance.
- Do not use steel wool, highly abrasive pads, or aggressive scraping tools on exterior surfaces.
- Do not use highly corrosive cleaners, chlorine-based cleaners, or harsh chemicals not intended for commercial foodservice equipment.

Timer and Thermostat Knob Areas

- Do not spray liquids directly onto control knobs.
- Do not allow grease, crumbs, dust, or residue to accumulate around control knobs.

Door Glass and Door Gasket Cleaning

Regular cleaning of the door glass and door gasket area helps maintain product visibility, reduce grease buildup, support proper door sealing, and maintain cooking performance.

Door Glass Cleaning

- Allow the glass to cool before cleaning.
- Clean the glass regularly using a soft cloth or sponge with warm water and mild detergent.
- Use non-abrasive cleaning tools and cleaners suitable for glass surfaces.
- Wipe away grease, residue, fingerprints, and baked-on buildup before heavy carbon deposits develop.
- Dry the glass thoroughly after cleaning.

Door Gasket Area Cleaning

- Clean around the door edges and gasket contact areas regularly to remove grease, crumbs, and residue buildup.
- Use a soft cloth or sponge with warm water and mild detergent.
- Do not use aggressive scraping tools that may damage sealing surfaces or surrounding components.
- Inspect the gasket area regularly for excessive buildup, damage, looseness, or wear.

Reassembly and Drying

After cleaning or maintenance, confirm the oven is properly reassembled, clean, dry, and ready for safe operation before reconnecting power.

Reassembly Checklist

Before returning the oven to service:

- Confirm oven racks are properly installed and seated securely.
- Confirm all removable components are reinstalled correctly.
- Confirm no cleaning tools, cloths, foil, loose hardware, or foreign objects remain inside the oven cavity.
- Confirm airflow openings and ventilation areas are clean and unobstructed.
- Confirm the door closes properly and sealing surfaces are clean.

Drying Before Restart

- Dry all interior and exterior surfaces thoroughly before reconnecting power.
- Allow remaining moisture to evaporate before operating the oven.
- Do not reconnect power if water, cleaning solution, or moisture remains around controls, ventilation openings, electrical areas, or airflow components.

Preventive Maintenance and Inspection



WARNING!

Improper service, unauthorized modification, or incorrect replacement parts may result in electrical shock, burns, fire hazard, overheating, unsafe operation, or equipment damage.

Operator Inspection Checklist

Inspect the oven regularly for the following conditions:

- Power cord, plug, and receptacle are clean, secure, and undamaged.
- Control knobs operate normally and are not loose or damaged.
- Door opens and closes properly.
- Door glass is clean and free of cracks or damage.
- Door gasket is clean, secure, flexible, free of damage, wear, hardening, gaps, or looseness, and the door seals properly.
- Racks and rack supports are clean, secure, and not bent or damaged.

CLEANING AND MAINTENANCE

- Rubber feet are installed securely and the oven remains level and stable.
- For CCONVQ and NCCOQ models, the rear spacer plate remains installed and secure.
- Airflow openings and ventilation areas remain clean and unobstructed.
- The oven operates without abnormal noise, vibration, scraping, rattling, smoke, or odor.
- Heating indicator light and timer indicator light operate normally.
- The oven heats and recovers temperature normally during operation.

Airflow and Ventilation Maintenance

Proper airflow is critical for convection cooking performance and equipment cooling.

- Keep airflow openings and surrounding ventilation areas free of grease, crumbs, foil, dust, and debris buildup.
- Do not store items against airflow openings or around ventilation areas.
- Inspect airflow areas regularly during heavy-use operation.
- Reduce buildup before airflow restriction affects cooking consistency or recovery performance.

Preventive Maintenance and Service Boundary

Preventive maintenance is a routine program of inspection, cleaning, airflow management, and operational checks intended to support safe operation, cooking consistency, temperature recovery, and long equipment life. Operators may perform:

- daily cleaning, deep cleaning, exterior cleaning, and end-of-day cleaning
- rack cleaning and removal of grease, crumbs, foil residue, and food debris
- door glass and door gasket area cleaning using approved non-abrasive methods
- power cord and plug visual inspection
- basic observation of heating performance, airflow operation, timer operation, indicator lights, and cooking consistency
- basic inspection for loose racks, damaged door glass, buildup, blocked airflow, or abnormal operation
- inspection and cleaning of ventilation and airflow areas
- verification that rubber feet and rear spacer plate remain properly installed and secure

Qualified service personnel should perform:

- internal electrical repair or inspection
- thermostat servicing, calibration verification, or control replacement
- heating element replacement
- convection fan motor service or replacement
- hi-limit reset diagnosis or hi-limit component replacement
- power cord or plug replacement
- internal wiring inspection or repair
- service requiring panel removal or electrical disassembly
- repair of overheating, airflow failure, electrical faults, unstable operation, or damaged electrical components
- repair or replacement of damaged door components, hinges, controls, or internal assemblies

Improper servicing may result in electrical shock, burns, fire hazard, unsafe operation, equipment damage, or affected warranty coverage. Turn the timer and thermostat to the "0" position and disconnect power before any inspection, service, maintenance, or cleaning beyond normal operator-level procedures.

Recommended Maintenance Schedule

Recommended maintenance intervals may vary depending on product load, grease production, operating hours, kitchen conditions, cleaning practices, and overall usage intensity. Heavy-use operations may require more frequent cleaning and inspection.

Task	Frequency	Notes
Remove crumbs and loose debris	Daily or after each use	Prevent buildup around airflow and rack areas
Wipe interior oven cavity	Daily	Remove grease, residue, and food particles
Clean oven racks	Daily	More frequently for greasy or sugary products
Clean door glass	Daily	Maintain visibility and reduce buildup
Clean door gasket area	Daily	Remove grease and crumbs from sealing areas
Wipe exterior surfaces	Daily	Remove grease, fingerprints, and residue
Inspect airflow openings	Daily	Confirm ventilation areas remain unobstructed
Inspect power cord and plug	Daily	Check for damage, overheating, or loose connection

CLEANING AND MAINTENANCE

Inspect racks and rack supports	Weekly	Check for damage, warping, or instability
Deep clean interior surfaces	Weekly or as needed	Remove baked-on residue and carbon buildup
Inspect door gasket condition	Weekly	Check for wear, looseness, buildup, or sealing problems
Inspect rubber feet and leveling	Monthly	Confirm oven remains stable and level
Inspect rear spacer plate (CCONVQ/NCCOQ)	Monthly	Confirm spacer remains secure and undamaged
Inspect for abnormal noise or vibration	Monthly	Check fan operation and overall stability
Inspect airflow and ventilation areas	Monthly	Check for grease, dust, or blockage buildup
Qualified service inspection	Annually or as needed	Electrical, airflow, thermostat, and component inspection by qualified personnel

Final Maintenance Reminder

Regular cleaning, proper preheat practices, airflow management, careful loading, and prompt correction of minor issues will help maintain cooking consistency, reduce smoke and odor, support temperature recovery, reduce unnecessary service calls, and extend equipment life.

Failure to maintain the oven properly may result in poor cooking performance, grease or carbon buildup, blocked airflow, electrical problems, sanitation issues, overheating, or unsafe operating conditions.

Maintenance Log

Record cleaning, inspection, maintenance, and service activity for this convection oven in the log below. Maintaining accurate records helps support safe operation, consistent cooking performance, airflow management, preventive maintenance planning, troubleshooting, and long equipment life.

For best results, include observations such as uneven cooking, slow temperature recovery, excessive grease or carbon buildup, blocked airflow areas, abnormal odor, overheating, fan or airflow issues, timer or thermostat problems, damaged components, unusual noise, or service performed.

Date	Cleaning/Maintenance Performed	Notes / Observations	Performed By (Initials)

TROUBLESHOOTING GUIDE

If the convection oven does not appear to be operating correctly, review the **Operation**, **Shutdown Procedure**, and **Cleaning and Maintenance** sections first. Many apparent problems are caused by insufficient preheat, blocked airflow, improper loading, incorrect temperature or timer settings, excessive door opening, residue buildup, electrical supply issues, or cleaning-related conditions and can often be corrected without service.

Use the guide below to identify common symptoms, likely causes, and recommended corrective actions. If the issue persists after completing the recommended steps, discontinue use and contact **qualified service personnel**.



WARNING!

If the issue involves smoke from electrical areas, burning odor, overheating, damaged power cord or plug, repeated breaker tripping, sparking, electrical shock risk, or any other unsafe condition, turn the timer and thermostat to the “0” position, disconnect power, and do not resume operation until the problem is corrected.



WARNING!

Turn the timer and thermostat to the “0” position, disconnect power, and allow the oven to cool before inspection, cleaning, or maintenance. Do not attempt to disassemble electrical components, bypass controls, remove panels, or perform internal electrical repair unless qualified to do so.

Before Calling for Service

Before troubleshooting specific issues, confirm the following:

- The oven is connected to a properly grounded outlet matching the rating label requirements.
- The outlet has power and the circuit breaker has not tripped.
- The timer is set and not in the “0” position during operation.
- The thermostat is set to an appropriate cooking temperature.
- The oven has been allowed to fully preheat before loading food product.
- The initial startup from a cold condition was allowed to stabilize properly.
- The heating indicator light cycles normally as the oven heats and maintains temperature.
- The timer indicator light illuminates when the timer is active.
- The oven cavity, racks, door glass, and gasket area are clean and free of heavy grease, crumbs, carbon buildup, or baked-on residue.
- Airflow openings and ventilation areas are clean and unobstructed.
- Food product is loaded evenly and is not blocking airflow.
- Pans, trays, foil, or food product are not pressed against the sides, rear, fan area, or airflow openings.
- The selected temperature and timer settings are appropriate for the product being cooked.
- The oven is being operated on a stable, level surface with required clearances maintained.
- The power cord and plug are undamaged and fully connected.
- The door closes fully and the gasket area is not blocked by residue or debris.
- The oven has not been exposed to excessive water, aggressive cleaning, impact damage, or unsafe operating conditions.

Many apparent equipment problems are resolved by correcting one of the above conditions.

Symptom	Possible Cause	Operator Action
Electrical Safety		
Circuit breaker trips	Circuit overloaded, incorrect electrical supply, damaged receptacle, extension cord or adapter use, moisture intrusion, or internal electrical fault	Stop use, remove extension cords or adapters, and confirm correct electrical supply
Power cord, plug, or receptacle is hot, loose, damaged, or discoloured	Damaged electrical connection, incorrect receptacle, overloaded circuit, poor contact, or electrical fault	Stop use immediately and disconnect power if safe
Sparking, arcing, electrical shock, or electrical burning smell	Electrical fault or unsafe electrical condition	Stop use immediately, turn controls to 0, and disconnect power if safe

TROUBLESHOOTING GUIDE

Oven exposed to water, hose-down cleaning, or excessive moisture	Water intrusion into controls, ventilation openings, wiring areas, or electrical components	Do not operate and disconnect power if safe
Power And Startup		
Oven does not operate	Power cord not fully connected, outlet has no power, circuit breaker tripped, timer set to 0, thermostat set too low, or incorrect electrical supply	Confirm plug is fully connected, outlet has power, circuit breaker is not tripped, timer is set above 0, thermostat is set to a cooking temperature, and electrical supply matches the rating label
Timer indicator light does not illuminate	Timer is set to 0, oven has no power, outlet has no power, or timer issue	Confirm outlet has power, plug is fully connected, and timer is set above 0
Heating indicator light does not illuminate during preheat	Thermostat set too low, timer not active, oven not powered, or heating control issue	Confirm timer is active, thermostat is set to a cooking temperature, and oven has power
Oven shuts down unexpectedly	Timer completed, power interruption, breaker trip, blocked airflow, overheating, or hi-limit protection activation	Check timer, power, breaker, airflow, clearances, and buildup; allow oven to cool before restart
Heating And Temperature		
Oven does not heat	Timer not active, thermostat set too low, incorrect electrical supply, circuit breaker tripped, or internal heating issue	Confirm timer is set above 0, thermostat is set correctly, outlet has power, and circuit breaker is not tripped
Oven heats slowly	Insufficient preheat, door opened frequently, heavy cold product load, blocked airflow, inadequate clearance, dirty oven cavity, or incorrect electrical supply	Preheat fully, reduce load size, limit door opening, clean oven cavity and airflow areas, confirm clearances, and verify electrical supply matches rating label
Temperature recovery is slow	Door opened frequently, large cold load, blocked airflow, inadequate clearance, dirty cavity, high ambient temperature, or weak electrical supply	Reduce door opening, reduce load size, clean airflow areas, confirm clearances, allow recovery time, and verify correct electrical supply
Oven repeatedly overheats	Blocked airflow, inadequate clearance, heavy grease buildup, excessive ambient heat, improper loading, or hi-limit issue	Stop use, cool oven, clean airflow areas, confirm clearances, reduce nearby heat exposure, and reduce load size
Cooking Performance		
Food undercooks	Temperature too low, timer too short, insufficient preheat, overloaded cavity, cold product load, deep pans, blocked airflow, or frequent door opening	Increase time or temperature as appropriate, preheat fully, reduce load size, use shallower pans, improve spacing, and limit door opening
Food overcooks or burns	Temperature too high, timer too long, product placed too close to heating area, pan type too dark or thin, or load too small for selected settings	Reduce time or temperature, adjust rack position, use suitable pans, and monitor product earlier
Uneven cooking or browning	Blocked airflow, overcrowding, oversized pans, poor rack spacing, product too close to sides or fan area, dirty airflow areas, or uneven loading	Reduce load size, leave space between pans, use shallow pans, keep product away from walls and airflow openings, clean airflow areas, and load product evenly
Top browns too quickly	Rack positioned too high, temperature too high, product too close to top heating area, or product surface dries too quickly	Use a lower rack position, reduce temperature, and keep product away from the top heating area
Bottom is pale or undercooked	Rack position too high, pan blocks heat transfer, pan material not suitable, insufficient preheat, or product load too heavy	Use a lower rack position, preheat fully, use suitable pans, and reduce load size

TROUBLESHOOTING GUIDE

Product is pale or slow to brown	Temperature too low, insufficient preheat, excessive moisture, overcrowding, deep pans, or frequent door opening	Preheat fully, increase temperature if appropriate, use shallower pans, reduce load size, improve spacing, and limit door opening
Product burns outside but is undercooked inside	Temperature too high, product too thick, pan too deep, load too large, or airflow restricted	Lower temperature, increase cooking time, reduce product thickness or batch size, use shallower pans, and improve airflow around product
Cooking results vary between batches	Inconsistent preheat, rack position, pan type, product quantity, product starting temperature, door opening, or timer setting	Use the same preheat time, rack position, pan type, product quantity, starting temperature, and time/temperature settings for repeat batches
Airflow And Fan Operation		
Convection fans continue running when door is open	Normal operation for these models	No correction needed
Convection fans do not appear to operate	Fan obstruction, heavy buildup, no active cooking cycle, or fan system issue	Confirm timer is active, remove obstruction after cooling, and clean airflow areas
Abnormal fan noise, scraping, rattling, or vibration	Loose rack, loose pan, oven not level, debris near airflow area, or fan/mechanical issue	Confirm oven is level, racks and pans are seated properly, and remove loose debris after cooling
Airflow openings become blocked	Grease, crumbs, foil, dust, debris, towels, pans, or nearby objects obstructing airflow	Turn controls to 0, allow oven to cool, remove obstructions, clean airflow areas, and maintain required clearances
Door And Racks		
Hot air appears to leak around door	Door not fully closed, residue on gasket area, rack or pan obstruction, damaged gasket, or hinge issue	Confirm door closes fully, remove obstructions, and clean gasket and contact areas
Door does not close properly	Rack not seated, pan obstruction, food product obstruction, residue buildup, damaged gasket, or hinge damage	Reseat racks, remove obstruction, and clean gasket area
Door glass is cloudy or difficult to see through	Grease film, residue, smoke deposits, or carbon buildup	Clean cooled glass with mild detergent and non-abrasive cloth or sponge
Rack does not sit securely	Rack not seated correctly, rack support dirty, rack bent, rack support damaged, or wrong rack used	Allow oven to cool, reseat rack, clean rack supports, and inspect rack for damage
Smoke, Odor, And Cleaning		
Light odor or haze during first heat-up	Manufacturing oils, coatings, adhesive residue, or production residue burning off	Perform the initial burn-off procedure in a well-ventilated area, allow oven to cool, and wipe interior surfaces before preparing food
Smoke during cooking	Grease, crumbs, carbon buildup, food spill, sugary residue, temperature too high, or food product smoking	Stop operation if smoke is excessive, allow oven to cool, clean cavity, racks, door area, and airflow areas, and reduce temperature if needed
Burning odor unrelated to food	Grease buildup, residue on hot surfaces, cleaning residue, blocked airflow, or possible electrical issue	Turn controls to 0, disconnect power, allow oven to cool, and clean thoroughly
Smoke or odor after cleaning	Cleaning residue, moisture, or loosened grease remaining inside oven	Wipe surfaces with clean damp cloth, dry thoroughly, allow moisture to evaporate, and run a short heat cycle if safe
Excessive grease or carbon buildup	Infrequent cleaning, heavy greasy products, sugary products, breading, spills, or residue baked on repeatedly	Perform deep cleaning, clean more frequently, and remove residue before it carbonizes
Physical Condition		
Oven exterior becomes very hot	Inadequate clearance, blocked airflow, nearby heat source, high	Confirm required clearances, keep airflow openings clear, and move oven away from nearby heat sources if possible

TROUBLESHOOTING GUIDE

	ambient temperature, heavy use, or normal heat transfer	
Oven was dropped, hit, or moved improperly	Physical damage, loose components, damaged glass, damaged controls, or electrical risk	Do not operate until the oven has been inspected for damage
Rubber feet are loose or oven rocks	Feet not fully seated, leveling adjustment needed, damaged foot, uneven counter, or missing foot	Confirm all feet are installed and secure, adjust leveling if applicable, and move oven to a stable level surface
Rear spacer plate is loose or missing on CCONVQ/NCCOQ	Spacer plate not installed securely, fasteners loose, or spacer removed	Do not operate quarter-size models without rear spacer plate properly installed and secured
Controls And Operation		
Timer alarm does not sound	Ambient kitchen noise, timer not reaching 0, timer issue, or alarm failure	Confirm timer is allowed to reach 0 and listen in a quieter condition if possible
Timer does not turn smoothly	Food residue, knob damage, forced rotation, or timer control issue	Do not force knob and clean around control area carefully without liquid intrusion
Thermostat knob does not turn smoothly	Food residue, knob damage, forced rotation, or thermostat control issue	Do not force knob and clean around control area carefully without liquid intrusion

When to Stop and Call for Service

Stop using the oven, turn the timer and thermostat to the "0" position, disconnect power from the electrical outlet, and contact **qualified service personnel** if any of the following occur:

- oven does not heat properly after normal startup, preheat, and verification procedures
- circuit breaker trips repeatedly or the oven repeatedly loses power during operation
- power cord, plug, receptacle, controls, indicator lights, door glass, or housing becomes damaged
- electrical odor, smoke, sparks, arcing, or electrical shock risk is observed
- oven overheats, shuts down unexpectedly, or does not regulate temperature normally
- heating indicator light or timer indicator light behaves abnormally or does not function properly
- convection fans stop operating during cooking or abnormal airflow conditions develop
- door, hinges, gasket area, racks, rack supports, controls, or internal components become loose, damaged, or unsafe
- oven has been dropped, impacted, exposed to excessive moisture, or liquid has entered electrical or internal areas
- excessive smoke, burning odor, overheating, or airflow problems continue after cleaning and normal operating corrections
- oven continues to operate abnormally after recommended operator-level troubleshooting has been completed
- internal electrical service, thermostat replacement, heating-element replacement, fan service, wiring repair, control replacement, hi-limit service, or internal disassembly is required

Do not attempt to repair internal electrical, heating, airflow, control, or wiring components unless qualified to do so. Unauthorized repair or modification may result in injury, electrical shock, fire hazard, equipment damage, or affected warranty coverage.

CIRCUIT DIAGRAMS

The following diagrams are provided for reference during qualified service, electrical inspection, troubleshooting, and component replacement.

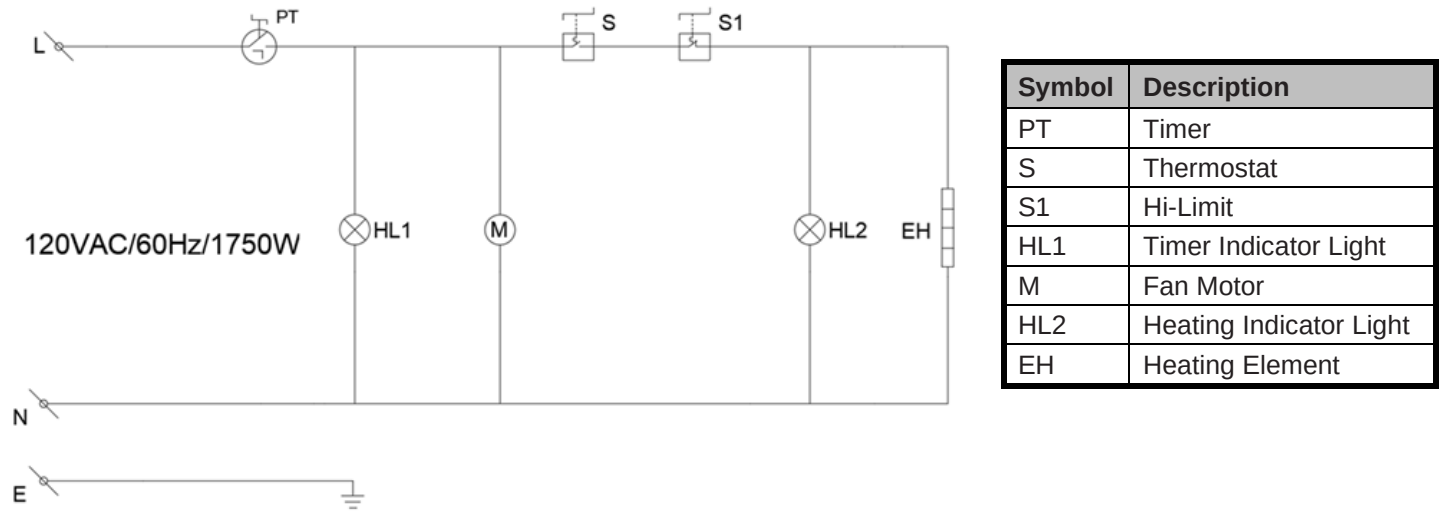


WARNING!

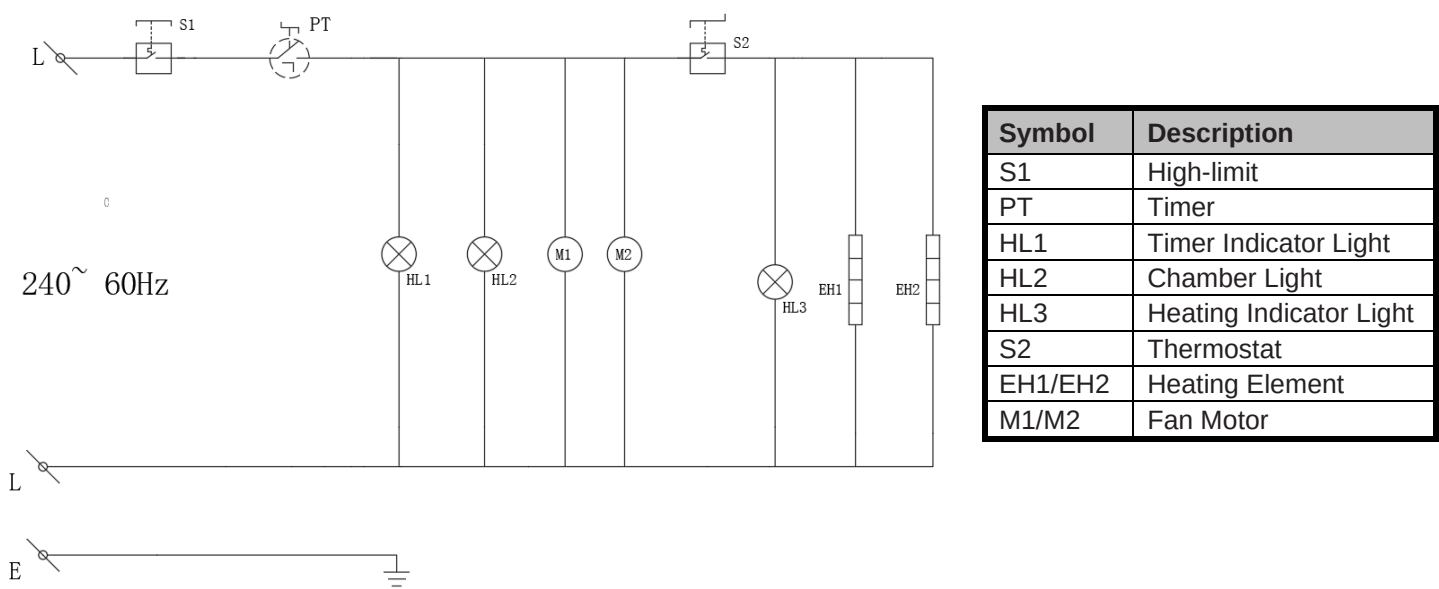
The circuit diagrams are intended for **qualified service personnel** and **licensed electricians** only. Unauthorized modification, incorrect wiring, bypassing safety components, or improper electrical repair may result in electrical shock, fire hazard, equipment damage, unsafe operation, or affected warranty coverage.

- Disconnect power before inspection, wiring verification, servicing, or electrical repair.
- Do not operate the oven with panels removed, wiring exposed, or electrical components damaged.

CCONVQ / NCCOQ Quarter-Size Countertop Convection Oven Circuit Diagram



CCONVH / NCCOH Half-Size Countertop Convection Oven Circuit Diagram



WARRANTY

For full warranty terms, conditions, limitations, and exclusions, please visit:

<https://noriota.ca/pages/warranty-policy>

To register your product online, visit:

<https://noriota.ca/pages/warranty-registration>

Please have your model number and serial number available when registering your product or requesting warranty support.

Scan to register your product online:



SPARE PARTS AND SERVICE INFORMATION

Spare Parts Identification

Replacement parts diagrams and component identification resources for NORIOTA equipment are available online to support service, maintenance, and parts ordering.

These diagrams are provided for reference and identification purposes only and are intended for use by **qualified service personnel** and authorized dealers when identifying replacement components.

Accessing Spare Parts Diagrams

Current spare parts diagrams and part identification resources can be found at:

www.noriota.ca

Search by model number to locate the appropriate parts documentation. Ensure you are referencing the correct model and revision before selecting parts.

Important Notes Regarding Spare Parts

Spare parts diagrams illustrate component locations and assemblies but do not replace professional service training.

Parts availability may vary by model, production run, or revision.

Always verify the model number and serial number before ordering replacement parts.

Use of non-genuine replacement parts may affect performance, safety, and warranty coverage.

Service and Parts Ordering Guidance

For parts ordering, warranty inquiries, or service assistance, contact your authorized NORIOTA dealer, email support@noriota.ca, or visit www.noriota.ca.

Only **qualified service personnel** should perform internal electrical, heating, airflow, thermostat, control-system, fan-system, or hi-limit service. Improper service may result in electrical shock, fire hazard, equipment damage, unsafe operation, or affected warranty coverage.

Rating Label Information

The rating label contains important technical and identification information for the unit, including:

- model number
- serial number
- electrical rating
- voltage
- frequency
- power consumption
- certification information, including applicable safety and sanitation standards

Always verify that the electrical supply matches the requirements shown on the rating label before operation.

Rating Label Location

The rating label is located on the unit in a visible service-access location. The exact location may vary by model.

Do not remove, cover, deface, or paint over the rating label. The rating label must remain legible for the life of the equipment.

COMMISSIONING RECORD

Record the information below at the time of installation. This record helps confirm proper installation conditions, supports future service, and may assist in warranty evaluation. Retain this page for your records.

UNIT AND PURCHASE INFORMATION

Model Number: _____

Serial Number: _____

Date of Purchase: _____

Purchased From (Dealer / Supplier): _____

Dealer Contact (if available): _____

INSTALLATION DETAILS

Installation Date: _____

Installation Location (Site / Address): _____

Installed By (Company / Technician Name): _____

Installer Contact (if available): _____

ELECTRICAL SUPPLY VERIFICATION

Electrical Supply Voltage: _____

☐ Verified matches rating label specification

Frequency: _____

☐ Verified matches rating label specification

Grounded Outlet Verified:

☐ Yes ☐ No

Power Cord/Plug Type Matches Electrical Outlet:

☐ Yes ☐ No

UNIT SETUP AND CONDITIONS

Stable Counter or Work Surface Confirmed:

☐ Yes ☐ No

Required Clearance and Ventilation Confirmed:

☐ Yes ☐ No

Rubber Feet Installed and Secure: ☐ Yes ☐ No

Rear Spacer Plate Installed Correctly
(CCONVQ/NCCOQ only): ☐ Yes ☐ No ☐ N/A

Door Opens and Closes Properly: ☐ Yes ☐ No

INITIAL OPERATION CHECK

Timer Indicator Light Operates Correctly:

☐ Yes ☐ No

Timer Functions Operate Correctly: ☐ Yes ☐ No

Heating Indicator Light Operates Correctly:

☐ Yes ☐ No

Oven Heats and Reaches Set Temperature:

☐ Yes ☐ No

Initial Burn-Off Completed: ☐ Yes ☐ No

Convection Fan Operates During Cooking:

☐ Yes ☐ No

Abnormal Odor, Smoke, Noise, or Vibration Present:
☐ Yes ☐ No - if yes, discontinue use and investigate
before operation

Ambient Temp. at Installation: _____

NOTES / OBSERVATIONS

INSTALLER CONFIRMATION

Installer Name: _____

Signature: _____

Date: _____

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