User instructions

COOK AND HOLD
SINGLE / DOUBLE OVEN

CH15-11 / CH30-11
CH15-11P / CH30-11P

Read these instructions before use

DATE PURCHASED: _____

MODEL NUMBER: _____

SERIAL NUMBER: _____

DEALER: _____

SERVICE PROVIDER: _____

T101114

Rev No: 1
Published: 2/2/2026

Dear Customer

Thank you for choosing Falcon Foodservice Equipment.

This manual can be downloaded from *www.falconfoodservice.com* or scan here:

IMPORTANT: Please keep this manual for future reference.

Falcon Foodservice Equipment
HEAD OFFICE
Wallace View, Hillfoots Road,
Stirling, FK9 5PY, Scotland
Tel: 01786 455200

PREVENTATIVE MAINTENANCE CONTRACT

To obtain maximum performance from this unit regular servicing of the appliance should be undertaken to ensure correct operation, it is functioning as intended, and safe to use. We recommend servicing in accordance with SFG20 Maintenance Schedules and as a minimum, after 2,500 hours of use, or annually, whichever comes first and that a maintenance contract be arranged with an appointed service contact. Visits may then be made at agreed intervals to carry out adjustments and repairs.

WEEE Directive Registration No. WEEE/DC0059TT/PRO

At end of appliance life, dispose of appliance and any replacement parts in a safe manner, via a licensed waste handler. Appliances are designed to be dismantled easily and recycling of all material is encouraged whenever practicable.

CONTENTS

1.0 SYMBOLS

SCREWDRIVER

SPANNER

SOCKET

READ MANUAL

WARNING

WARNING
ELECTRICAL

FIRE RISK

BURN RISK

2.0 SAFETY GUIDANCE

Read all these instructions carefully before attempting to use the appliance

2.1 GENERAL SAFETY



2.1.1 This equipment is for professional use only and must be used by qualified persons.

2.1.2 Check that no damage has occurred to the appliance or supply cord during transit. If damage has occurred, do not use this appliance.

2.1.3 Ensure the supply cord is routed free from the appliance to avoid damage and it away from all sources of heat and water.

2.1.4 Regularly check the condition of the supply cord. If find any damage such as fraying, cuts or punctures, damage plug etc, disconnect the cable from mains power supply. Contact Falcon or your approved service provider to undertake the necessary repairs.

2.1.5 This appliance is not intended for use as a mobile unit. It is designed for permanent placement, with limited mobility provided by casters to assist with installation, cleaning, or maintenance only.

2.1.6 Ensure that the appliance is unplugged, and the cable is stored safely before moving the appliance. Do not move or place the appliance on a slope and/or uneven surface.

2.1.7 After positioning, lock the casters securely to prevent unintended or hazardous movement.

2.1.8 Do not block the appliance ventilation holes, located at the back of the control panel, as this may cause the appliance's control system to overheat.

2.1.9 Training and Competence: To help ensure the safe use of this appliance there is a requirement for you to provide whatever information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety of all users.

2.1.10 For further help and information on training and competence we refer you to the Health & Safety Executive website; www.hse.gov.uk document ref: health and safety training INDG345. International customers should default to the health and safety guidelines provided by your government body.

2.1.11 Risk Assessment: As part of managing the health and safety of your business you must control any risks identified in your commercial kitchen. To do this you need to think about what might cause harm to people and decide whether you are taking reasonable steps to prevent that harm. This is known as risk assessment. It is important to consider the environment around the product as well as the product itself. For example, oil or food spills will present a significant risk so users so the need to immediately clean up such spills must be reflected in staff training.

2.1.12 Record the training that you provide and support it by providing safe system of work (SSOW) documents that set out procedures to be followed for potentially hazardous tasks.

2.1.13 For further help and information on risk assessments we would refer you to you the Health and Safety Executive website; www.hse.gov.uk document ref: risk assessment INDG163. International customers should default to the health and safety guidelines provided by your government body.

2.2 ELECTRICAL SAFETY 

2.2.1 To prevent shocks, this appliance must be earthed.

2.2.2 This unit is fitted with an equipotential connection at the rear on the base.

2.2.3 Before attempting any maintenance, isolate the appliance at the mains switch and take steps to ensure that it is not inadvertently switched on.

2.2.4 We recommend, Supplementary electrical protection with the use of a type A residual current device (RCD).

2.2.5 Fixed wiring appliances incorporate a locally situated switch disconnector to connect to, which is easily accessible for switching off and safe isolation purposes. The switch disconnector must meet the specification requirements of IEC 60947.

2.2.6 Ensure any separate electric switches provided for cooking equipment and/or extractor fans are accessible and clearly labelled.

2.3 FIRE SAFETY 

Operator Competency and Training

2.3.1 Ensure you are trained in the safe and proper use of the oven and know how to turn it off and switch the power off at the mains.

2.3.2 Ensure you are familiar with the kitchen fire safety procedures and the location and proper use of correct fire safety equipment.

Fire Suppression System

2.3.3 We recommend kitchen equipment and extraction systems are protected with a fire suppression system. Check your insurance as this may also be a condition of your policy.

2.3.4 Protect cooking and extraction equipment (including any associated extraction ductwork and hoods inside the building) by having an extinguishing system installed, in line with (or the equivalent of) LPS 1223. The system should include a local alarm, automatic activation by a detection system and manual activation – located a safe distance away from the cooking equipment, preferably by a fire escape route door.

Cleaning

2.3.5 Ensure ovens are regularly cleaned serviced and maintained by a qualified and competent service provider, and there is enough room around the appliance to do so.

2.3.6 Ensure that the appliance, surrounding work area, and extraction system are regularly cleaned, (at least weekly) to avoid the build-up of fats oils, and greases that could present a fire risk. A deep clean should be undertaken at least every 6 months by a specialist contractor.

Electrical Isolation Points

2.3.7 Ensure any separate electric switches provided for cooking equipment and/or extractor fans are accessible and clearly labelled.

Care and Maintenance of Operational Thermostat

2.3.8 Ensure the oven's operational thermostats are regularly cleaned. Failure to do that can impact the performance of the appliance and increase the risk of an appliance overheating.

2.3.9 Damage to the thermostat sensors can also increase the risk of overheating. So, do not operate the oven if the thermostat sensor appears to be damaged.

2.4 MAINTENANCE SAFETY

2.4.1 Unless otherwise stated, parts and setting which have been protected by the manufacturer must not be adjusted by the installer or end user.

2.4.2 Before any cleaning is undertaken, isolate the appliance from mains power supply at the isolator switch.

2.4.3 The oven must be allowed to cool to a safe temperature before cleaning the oven.

2.4.4 Suitable protective clothing must be worn when cleaning this appliance.

2.4.5 The appliance must not be cleaned with a jet of water or be steam cleaned. Do not use acid or halogen-based (e.g. chlorine) descaling liquids, flammable liquids, cleaning aids or cleaning powders.

2.4.6 Failure due to lack of proper cleaning is not covered by warranty.

2.4.7 Particular attention must be paid to cleaning the Operating Thermostat.

2.4.8 If the Operating thermostat is damaged, then do not turn the appliance on and contact Falcon or your approved service provider to undertake the necessary repairs.

2.4.9 To obtain maximum performance from this unit regular servicing of the appliance should be undertaken to ensure correct operation, it is functioning as intended, and safe to use. We recommend servicing in accordance with SFG20 Maintenance Schedules and as a minimum, after 2,500 hours of use, or annually, whichever comes first and that a maintenance contract be arranged with an appointed service contact. Visits may then be made at agreed intervals to carry out adjustments and repairs.

2.4.10 On at least a monthly basis, inspect and test the product probe and product probe connectors to ensure proper operation and integrity. Any signs of damage, wear, or deterioration must be addressed before use.

2.4.11 On at least a monthly basis, inspect the door seal. If the seal is damaged, deformed, or fails to provide an effective seal, it must be replaced before using the appliance.

2.5 USER SAFETY:

2.5.1 Use the appliance only as intended and as described in this manual.

2.5.2 Always keep a minimum safe clearance around the unit.

2.5.3 Do not store or operate the appliance outdoors.

2.5.4 Do not use the oven cavity or its top surface for storage.

2.5.5 Exercise caution when removing or emptying the dip tray.

2.5.6 Always wear heat-resistant gloves when loading/unloading the oven or handling the temperature core probe during or shortly after cooking.

2.5.7 To avoid scalding, do not keep the containers filled with liquid or food which, through cooking become fluid, at levels higher than those which can be observed.

2.5.8 Always use caution when using the appliance. Floors adjacent to the appliance may become slippery.

2.5.9 Use only Falcon-approved core probes.

2.5.10 Ensure shelves and shelf hangers are securely positioned inside the chamber.

2.5.11 If using core probes, confirm they are properly secured in their hangers.

2.5.12 Wear appropriate footwear when moving the appliance.

2.5.13 Take extra care when manoeuvring the appliance due to its weight and height.

2.5.14 Do not obstruct or place anything over the door vent's holes on the outside.

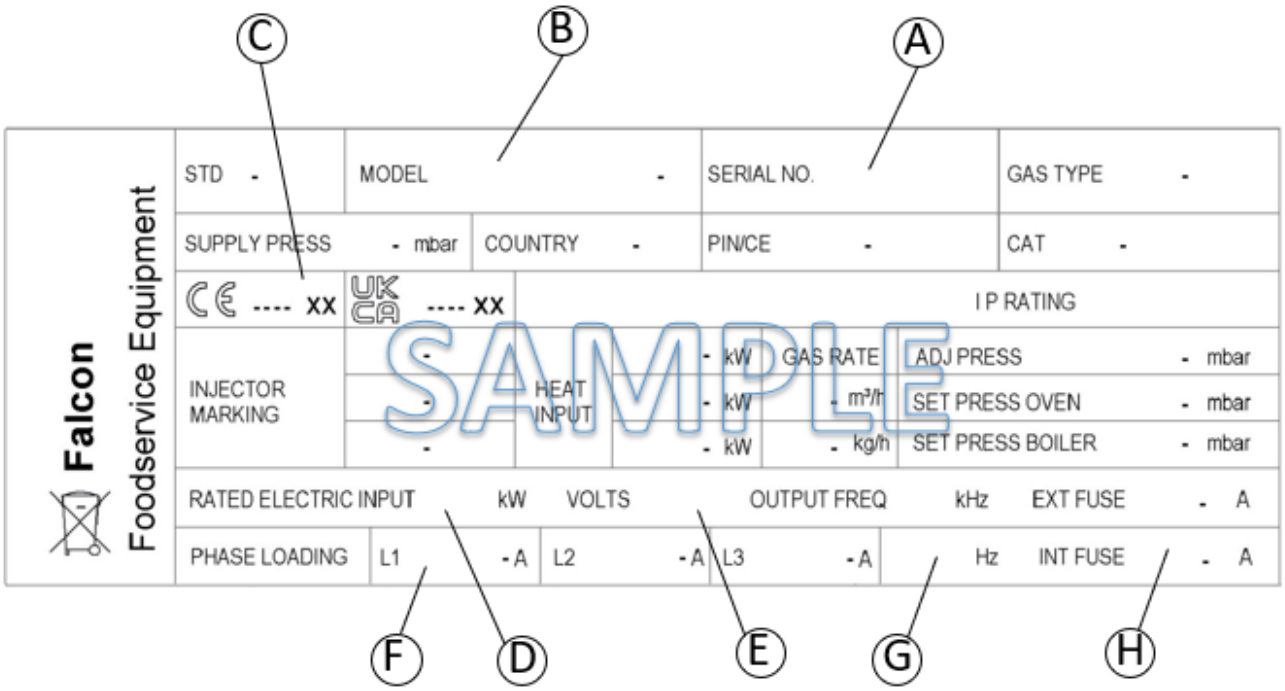
2.5.15 Always use caution as door vents and side panels may become extremely hot.

2.5.16 Hot steam may be released immediately when the oven door is opened, potentially causing severe burns to the face, hands, and exposed skin. Always exercise caution: stand to the side of the oven and open the door slowly to allow steam to escape gradually.

2.5.17 Do not touch the vent hole while the oven is in operation. Hot air and steam escape from the vent, and contact can cause burns.

3.0 APPLIANCE INFORMATION

These appliances have been UKCA/CE-marked based on compliance with the Electrical Equipment (safety) Regulations/LVD Directives and Electromagnetic Compatibility (EMC) Regulations/Directives for the Countries as stated on the data plate.



A - Serial No

B - Model No

C – Marked

D - Total Electrical Power

E - Electrical Voltage Rating

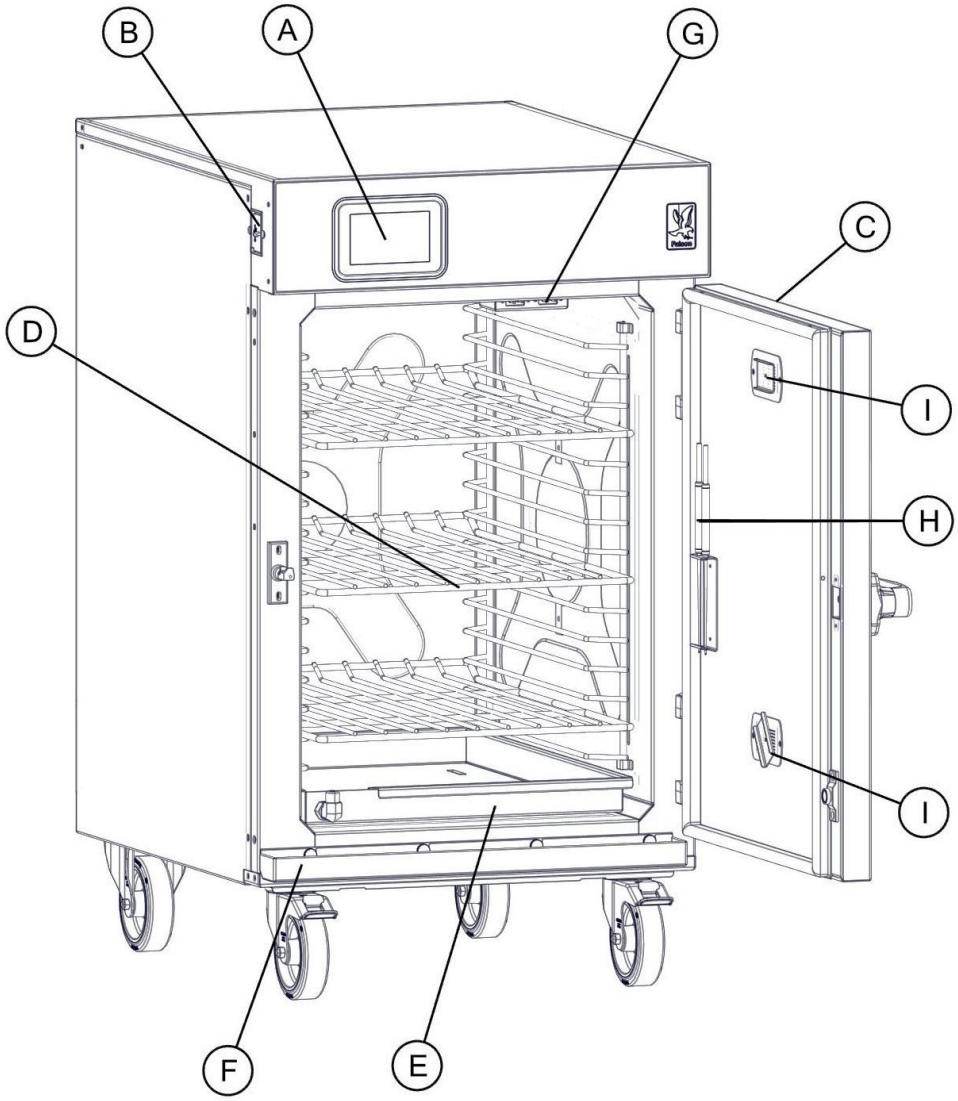
F - Electrical Phase Loading

G - Supply Frequency

H - Internal Fuse Rating

4.0 OPERATION

4.1 COMPONENT PARTS CH15-11 / CH15-11P



A Oven touchscreen user interface

B USB access panel

C Oven door

D *Oven shelf

E Drip tray

F Drip trough

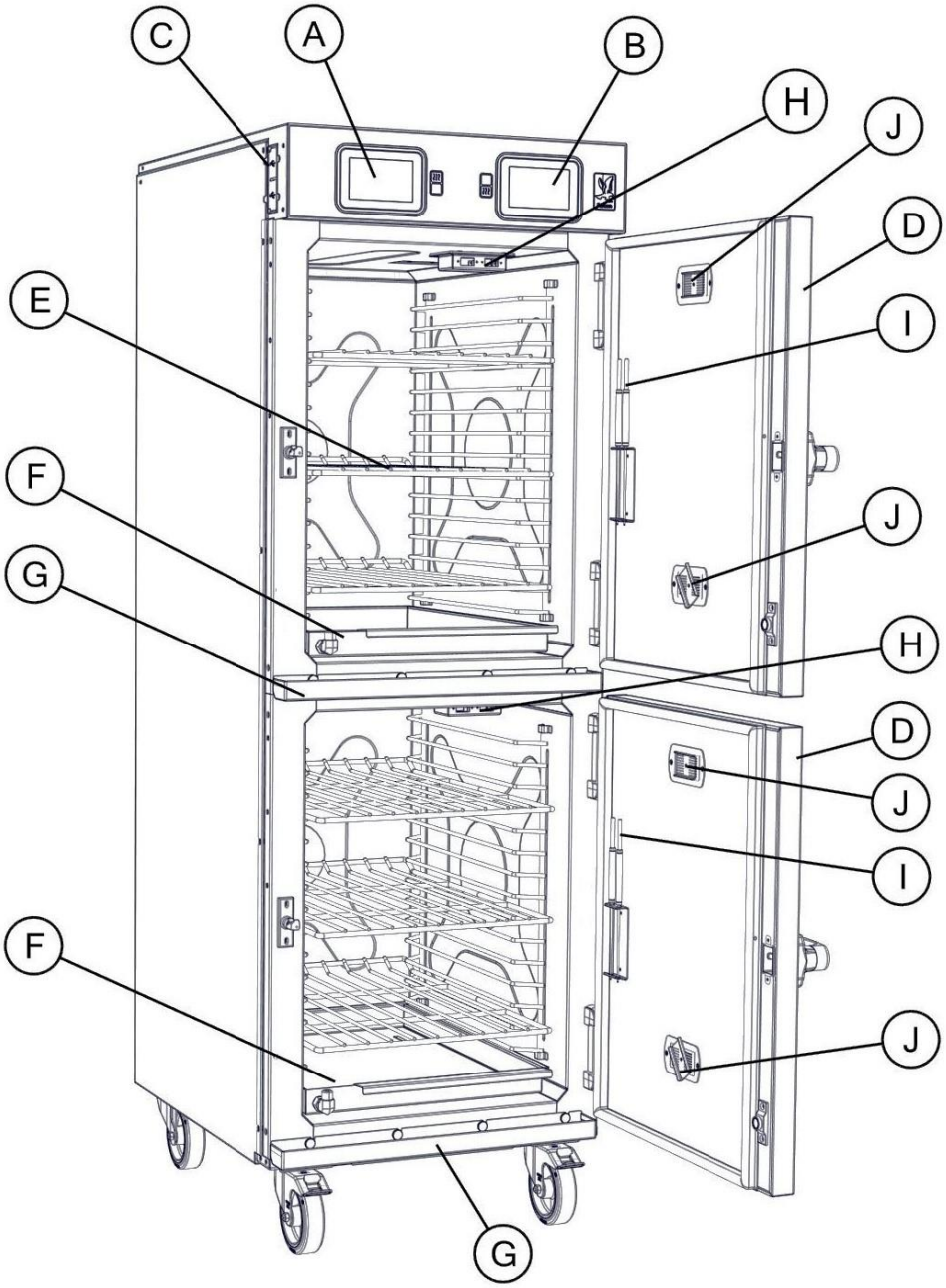
G **Core temperature probe plug

H **Core temperature probe

I Adjustable moisture vent

*Some models are supplied with two shelves; consult your model number for specifications.
**This option is available on CH15-11P models. consult your model number for specifications.

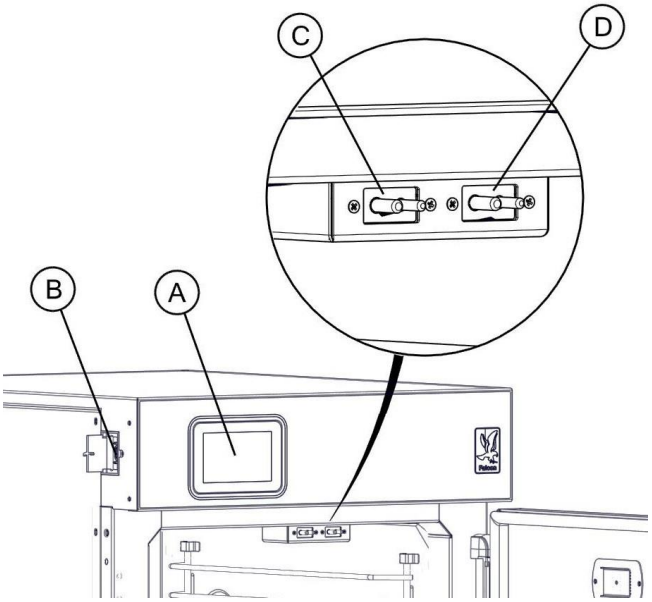
4.2 COMPONENT PARTS CH30-11 / CH30-11P



A	Upper oven touch screen user interface	F	Drip tray
B	Lower oven touch screen user interface	G	Drip trough
C	USB access panel	H	**Core temperature probe plug
D	Oven door	I	**Core temperature probe
E	*Oven shelf	J	Adjustable moisture vent

*Some models are supplied with two shelves; consult your model number for specifications.
**This option is available on CH30-11P models. consult your model number for specifications.

4.3 CONTROLS CH15-11 / CH15-11P



A Touchscreen user interface

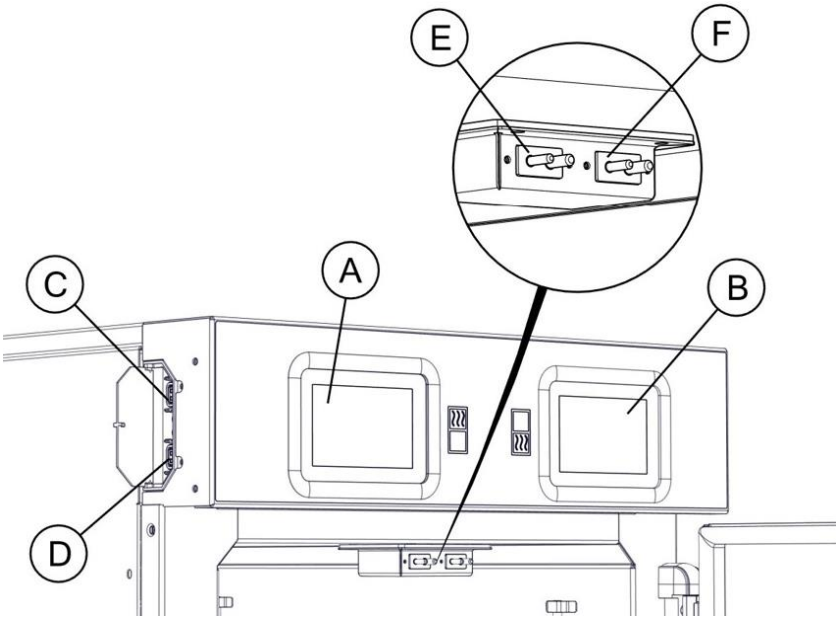
B Oven USB port

C **Core temperature probe plug 1 port

D **Core temperature probe plug 2 port

**This option is available on CH15-11P models. consult your model number for specifications.

4.4 CONTROLS CH30-11 / CH30-11P



A Upper oven touchscreen user interface

B Lower oven touchscreen user interface

C Upper oven USB port

D Lower oven USB port

E **Core temperature probe plug 1 port

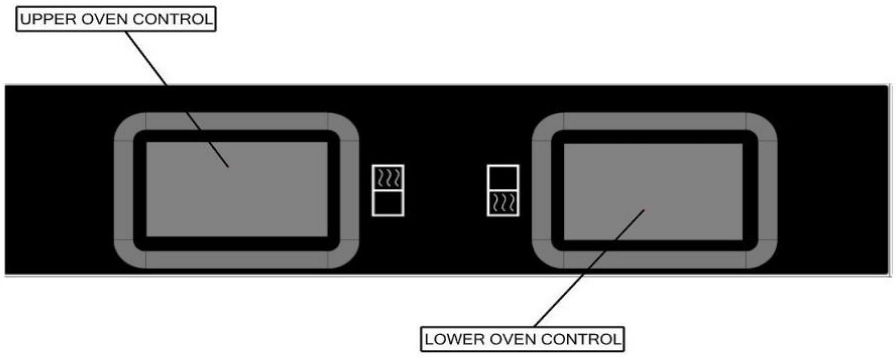
F **Core temperature probe plug 2 port

**This option is available on CH30-11P models. consult your model number for specifications.

4.5 OVEN CONTROL LAYOUT

The user interface for the appliance is illustrated below. Each interface operates the ovens independently, managing temperature, time, various cooking functions, etc.

- The left-side interface controls the upper oven.
- The right-side interface controls the lower oven.



4.5 - OVEN CONTROL LAYOUT

4.6 TURNING ON THE APPLIANCE

4.6.1 Plug the appliance into a suitable mains power outlet and switch on the mains power.

4.6.2 The touchscreen interface will power up and display the standby screen, as shown below.

4.6.3 Tap the Falcon logo on the screen to start up the appliance.

4.6.2/3 - TAP TO START

Note: Allow the controller several seconds to complete its startup sequence.

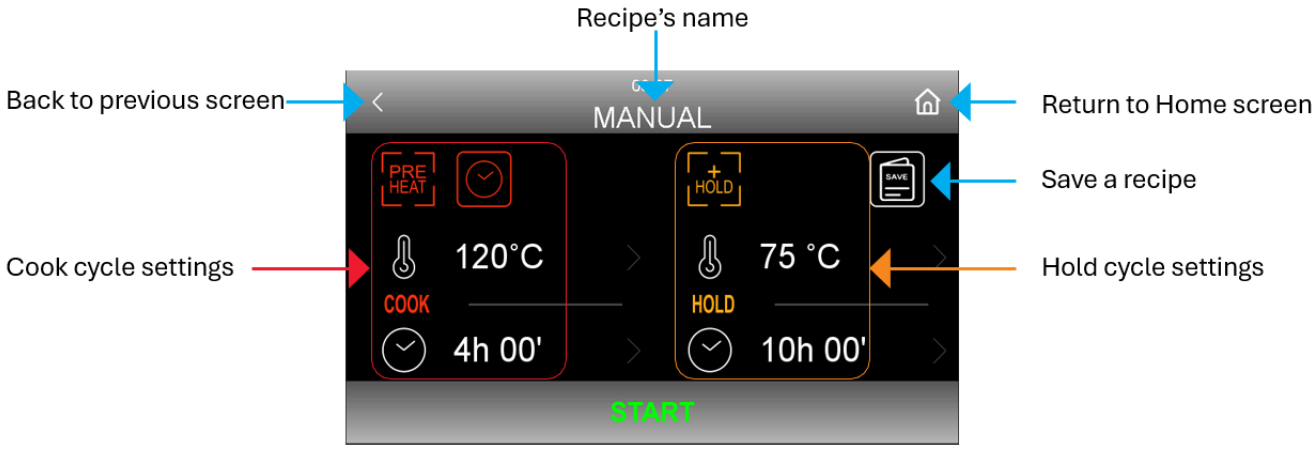
4.7 HOME SCREEN OVERVIEW

- Upon startup, the Home screen will be displayed automatically.
- From the Home screen, users can select from three available cooking method options:
  - **Manual Cooking**
    Allows the user to select and adjust preset cooking and holding cycle settings (e.g., temperature and time) before starting the cooking process.
  - **Cookbook**
    Provides access to saved recipes.
  - **Favourite Recipes**
    Stores user defined favourite recipes for quick and convenient access.

4.7 - HOME SCREEN

4.8 RECIPE SETUP SCREEN OVERVIEW

After selecting a cooking method, the Recipe Setup screen will display.



4.8 - RECIPE SETUP SCREEN

- **Cook and Hold Cycle Settings**
  The settings on the left side are for the Cook cycle, and the settings on the right side are for the Hold cycle.
- **Save or Start a Recipe**
  You can either save the Cook and Hold settings as a recipe for future use or start cooking right away without saving them.

4.9 ADJUSTING COOK AND HOLD CYCLE SETTINGS

To modify the Cook or Hold cycle settings, follow these steps:

4.9.1 Tap the setting you wish to change (e.g., temperature or time duration).

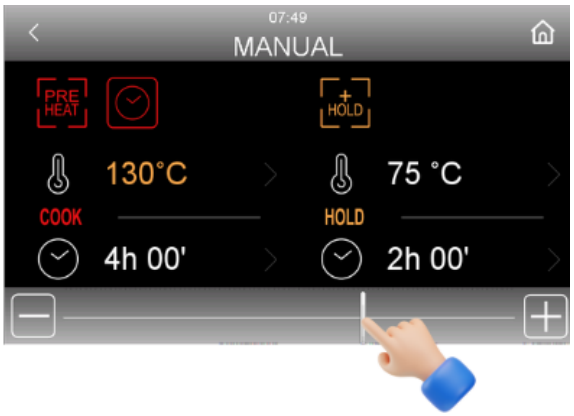
4.9.2 Use the slider that appears to adjust the value:

- Slide left to decrease the value.
- Slide right to increase the value.
- To set the Hold cycle duration to infinite, slide fully to the left.

4.9.3 Tap the setting again to confirm the new value, or simply wait a few seconds for the system to confirm it automatically.

Note: Cook/hold settings can only be adjusted in Manual Cooking. When cooking using saved recipes (from Cookbook or Favourite Recipes), the parameters are predefined and cannot be modified before starting the cycle.

4.9.1 - SELECT SETTING TO CHANGE



4.9.2 - ADJUST THE VALUE

4.10 SKIPPING THE PREHEAT / COOK FUNCTION

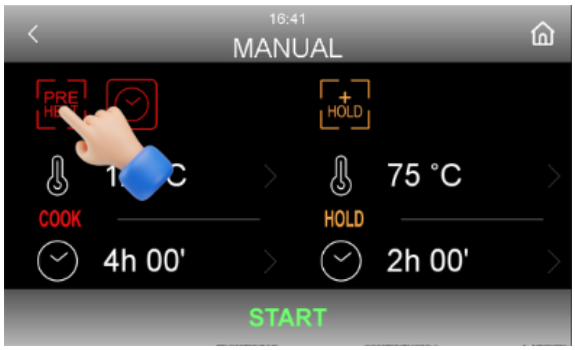
SKIPPING PREHEAT FUNCTION

Preheating the oven is always recommended for best cooking results. However, if you need to skip the preheat for any reason, follow the steps below:

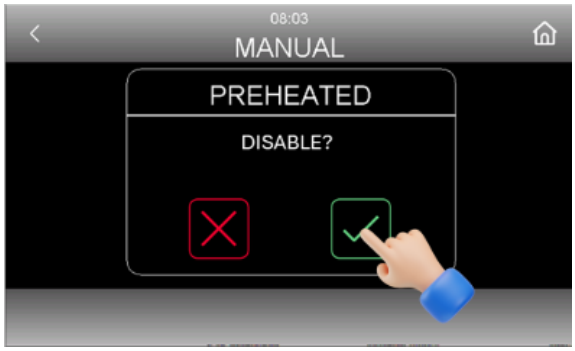
4.10.1 Tap the ‘Preheat’ option in the recipe setup screen to disable it.

4.10.2 Tap the checkmark icon to proceed or tap the cross icon to cancel.

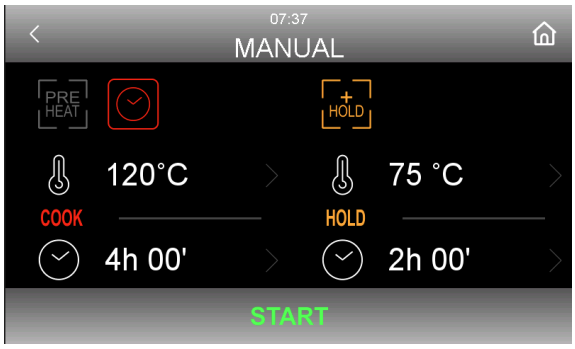
When PREHEAT disabled, its icon will appear dimmed to indicate its inactive status.



4.10.1 - SKIP PREHEATING



4.10.2 - CONFIRMATION



4.10.2 - PREHEAT DISABLED

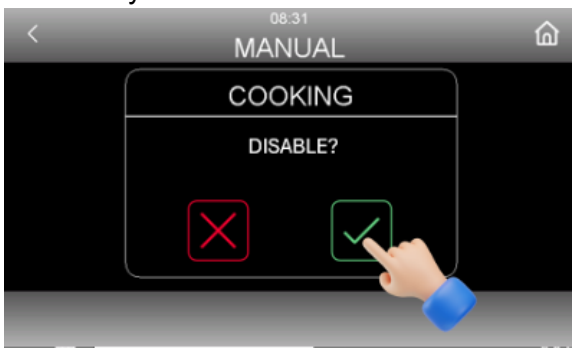
SKIPPING COOK FUNCTION (OPERATE IN HOLD MODE)

4.10.3 If you need to skip the cook cycle and use the oven only for holding, tap the Cook (Time) icon to disable the cooking function.

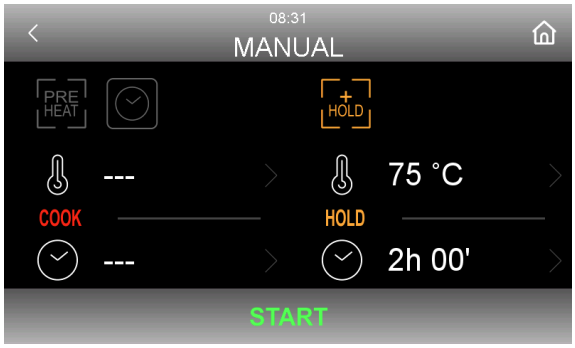
4.10.4 Tap the checkmark icon to proceed or tap the cross icon to cancel.

Note: Disabling the Cook function will also automatically disable the Preheat function.

4.10.3 - SKIP COOKING



4.10.4 - CONFIRMATION



4.10.4 – PREHEAT/COOK DISABLED

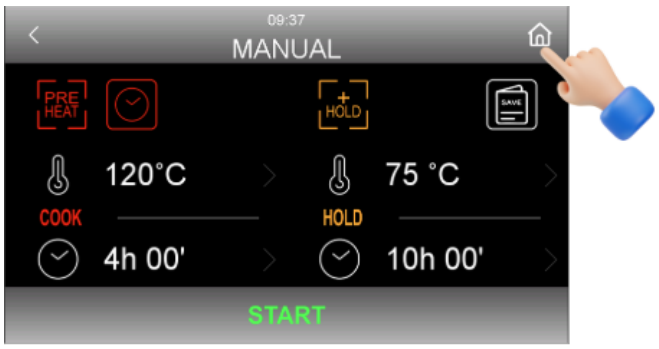
Note: When the Preheat cycle is disabled, the setting can be saved. However, if the Cook cycle is disabled and the oven is operated in Holding mode only, this configuration cannot be saved as a recipe. To create a recipe for Holding mode only, the user must create a recipe that includes a Cook cycle with the desired Holding temperature. This will produce the same operating result as Holding-only mode.

4.11 RETURNING TO THE PREVIOUS OR HOME SCREEN

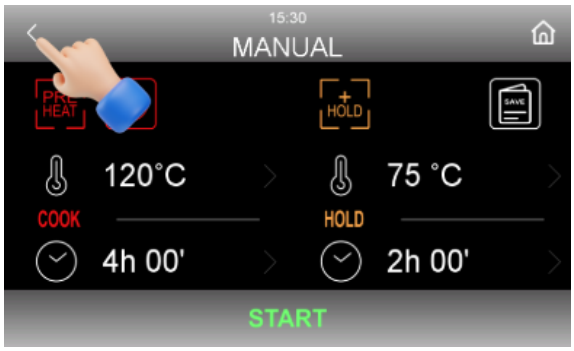
For easy navigation, the control interface includes a “HOME” icon located at the top-right corner and a “BACK” icon at the top-left corner of most screens.
Note: These navigation functions are disabled during an active cooking cycle. To access them, you must first stop the current cooking operation.

4.11.1 To return directly to the Home screen, tap the “HOME” icon.

4.11.2 To return to the previous screen, tap the “BACK” icon. You may continue tapping the “BACK” icon repeatedly to navigate through previous screens until the Home screen is reached.



4.11.1 - QUICK ACCESS TO THE HOME SCREEN



4.11.2 - RETURN TO PREVIOUS SCREEN

4.12 RETURNING TO THE STANDBY SCREEN

4.12.1 Return to the home screen (see section 4.11) and tap the “BACK” icon to the standby screen.

4.12.1 - RETURN TO THE STANDBY SCREEN

From any screen, return to the Home screen by tapping the “HOME” icon located at the top-right corner.

4.13 TURNING OFF THE UNIT

4.13.1 Navigate to the Standby screen.

4.13.2 Switch off the power at the mains.

Important: Always confirm that the appliance is in Standby mode before disconnecting power to ensure safe shutdown and protect the system.

4.13.1 - STANDBY SCREEN

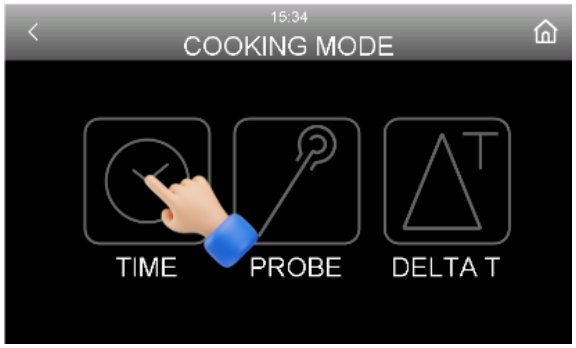
4.14 COOK BY TIME (MANUAL COOKING)

The Cook by Time function allows the user to manually set Cook and Hold cycle settings based on a specified time duration. While the core temperature probe can still be used to monitor internal product temperature, it will not influence the cooking process. The oven will operate according to the programmed time settings, regardless of core probe readings.

4.14.1 From the Home screen, tap "Manual" to select

4.14.1 - SELECT “MANUAL”

4.14.2 The Cooking Mode screen will appear; tap "Time icon" to select.
Note: The Cooking Mode screen will not display if the unit is not equipped with probes.



4.14.2 - SELECT “TIME" AS A COOK MODE

4.14.3 The recipe setup screen will be displayed. Adjust the cook/hold setting if required (see section 4.9 for details), press “START” to begin the cooking cycle.

4.14.3 - START COOKING PROCESS

4.15 COOK BY PROBE (MANUAL COOKING)

Available only on units equipped with core temperature probes.

The Cook by Probe function allows the oven to control the cooking process based on the internal product temperature detected by the core probe(s) rather than a set time. This method ensures precise and consistent results by automatically transitioning from the Cook phase to the Hold phase once the product reaches the target core temperature.

Important: Core Probe Connection
Ensure that the core probe(s) are properly connected before pressing START.
If only one probe is connected before the cycle begins and the second probe is connected after, the controller will assign the probes in the order they were detected:

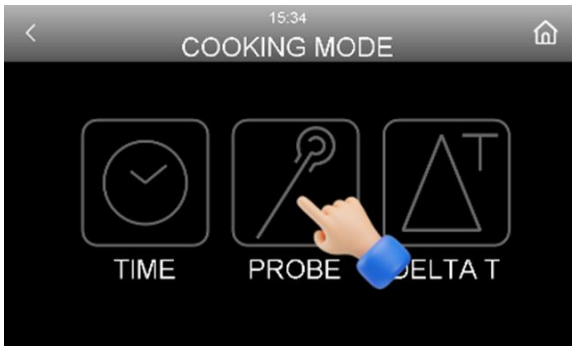
- The first probe connected will be recognized as Core Probe 1.
- The second probe connected will be recognized as Core Probe 2.
  When cooking with two probes, it is strongly recommended to connect both probes at the same time. When both probes are connected together, the controller will assign them as follows:
- Core Probe 1: Left-hand side
- Core Probe 2: Right-hand side

Note: After a probe is connected to the oven, the controller may require up to one minute to display the probe temperature while the readings stabilize.

4.15.1 From the Home screen, tap "Manual" to select

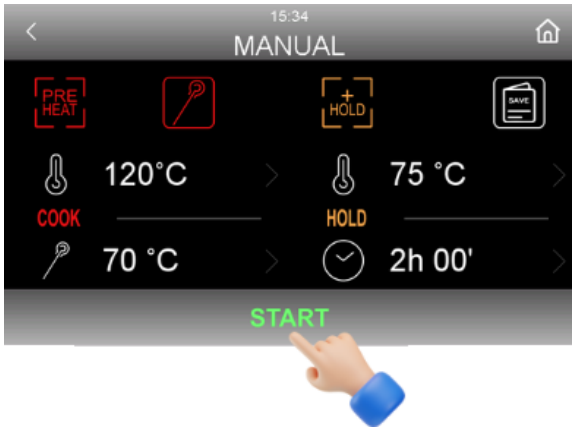
4.15.1 - Select “MANUAL”

4.15.2 The Cooking Mode screen will appear; tap “Probe” to select.



4.15.2 - SELECT “PROBE" AS A COOK MODE

4.15.3 The recipe set up screen will display. Adjust the cook/hold setting if required (see section 4.9 for details), press “START” to begin the cooking cycle.



4.15.3 - START COOKING PROCESS

4.16 COOK BY DELTA T (MANUAL COOKING)

Available only on units equipped with core temperature probes.
This oven does not use a traditional Delta-T cooking method.
Instead, it operates with an advanced Dynamic Delta-T system. Unlike traditional Delta-T, where the oven temperature remains fixed at a constant difference above the food core temperature, Dynamic Delta-T continuously adjusts the oven temperature throughout the cooking cycle.
With Dynamic Delta-T, the controller automatically increases or decreases the oven temperature using a 1:1 ratio in response to changes in the food’s core temperature. This ensures gentler heating, better product quality, and more precise control compared to traditional Delta-T method.

Controller automatic smart Cooking Operation with (Dynamic) Delta T

1. **Initial Heating**
   At the start of the cook, the oven begins at a relatively high temperature (for example, 120°C) to quickly heat the product.
2. **Temperature Reduction (1:1 Ratio)**
   As the food begins to cook and the core temperature rises; the oven temperature will gradually decrease.

- The reduction follows a 1:1 ratio:
  For every 1°C increase in the food's core temperature, the oven temperature decreases by 1°C.
- This continues until the oven temperature and the core temperature reach the selected Delta-T difference.

3. **Maintaining Delta-T (1:1 Ratio Increase)**
   Once the oven and food temperatures match the target Delta-T difference, the controller will begin to increase the oven temperature again.
   - This also follows a 1:1 ratio:
     For every 1°C rise in core temperature, the oven temperature increases by 1°C.
   - The controller maintains this stable Delta-T gap until the core temperature reaches the programmed target.

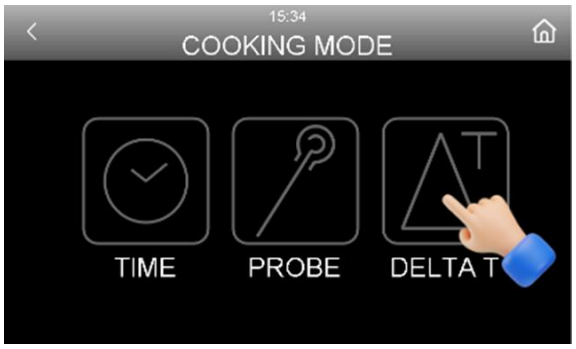
Important: Core Probe Usage
Ensure the core probe(s) are properly connected before pressing START.

Note: During Delta-T cooking, the oven temperature is controlled only by one Core Probe.

4.16.1 From the Home screen, tap "Manual" to select

4.16.1 - SELECT "MANUAL"

4.16.2 The Cooking Mode screen will appear; tap "Delta T icon" to select.



4.16.2 - SELECT "DELTA T" AS COOK MODE

4.16.3 Adjust the cook/hold setting if required (see section 4.9 for details), tap "START" to proceed.

Note: After a probe is connected to the oven, the controller may require up to one minute to display the probe temperature while the readings stabilize.

4.16.3 - START COOKING PROCESS

4.17 RUNNING A COOKBOOK RECIPE

The Cookbook feature allows you to select and run pre-programmed recipes for consistent, repeatable cooking results. Follow the steps below to access and start a saved recipe.

4.17.1 On the Home screen, tap “COOKBOOK” to open the saved recipes.

4.17.1 - SELECT “COOKBOOK”

4.17.2 The Saved recipes list will appear. *Use the right-hand arrows to scroll up/down the list.*

- *Double arrows scroll the entire page up or down.*
- *Single arrows scroll up or down one recipe at a time.*

4.17.3 Select your desired recipe by taping its name.

4.17.4 Tap “START” to begin the cooking cycle.

4.17.3 - SELECT A RECIPE

4.17.4 - START A RECIPE

4.18 STARTING A FAVOURITE RECIPE

The Favourite Recipe feature allows quick access to frequently used cooking programs saved as favourites with minimal navigation.

Note: You can save up to ten recipes as favourite recipes.

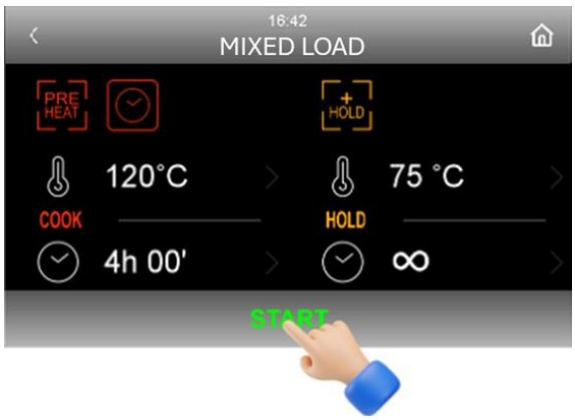
4.18.1 On the home screen, select “FAVOURITE RECIPE”.

4.18.2 The Favourite recipes list will appear. Select your desired program/recipe.

4.18.1 - SELECT “FAVOURITE RECIPE”

4.18.2 - SELECT A RECIPE FROM LIST

4.18.3 Tap “START” to begin the cooking process.



4.18.3 - START A RECIPE

4.19 PREHEAT CYCLE

When starting a cooking cycle, whether from a Manual mode or a Saved recipe, the oven will automatically begin the preheat cycle, unless preheating is disabled by the user.

4.19.1 PREHEAT DISPLAY OVERVIEW (COOK BY TIME)

During the preheat phase, the control screen displays both the actual and set values for the oven cavity temperature, as well as the set cooking time.

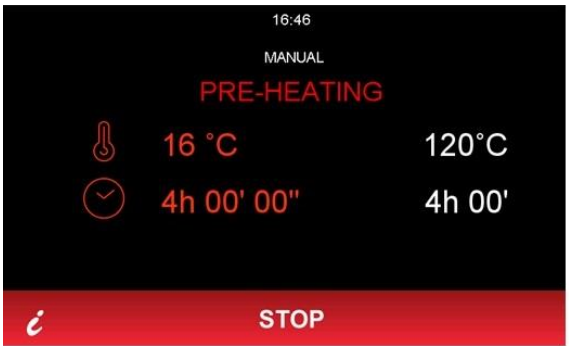
- *Set values appear on the right-hand side of the screen in white.*
- *Actual values appear on the left-hand side in red.*

When the actual temperature reaches the set temperature, the value turns white to indicate that it matches the set value. Once the set temperature is reached, the oven will maintain the preheat temperature. The preheat temperature is always the same as the cooking temperature selected by the user.

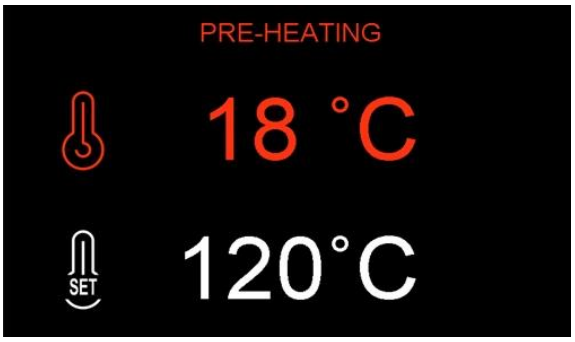
Note: When using Cook by Time, the displayed cook time remains unchanged during preheating. It represents the total cooking duration and does not begin counting down until preheat is complete and the cook cycle has started.

4.19.2 ZOOMED SCREEN VIEW

Approximately 15 seconds after starting a cooking cycle, the screen transitions to a zoomed-in view for improved temperature visualization. This screen displays only the actual and set cavity temperatures. To return to the previous full display, simply tap the zoomed screen.



4.19.1 - PREHEAT DISPLAY



4.19.2 - ZOOMED SCREEN

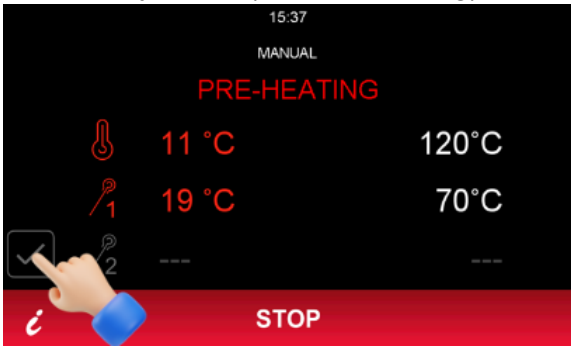
4.19.3 PREHEAT DISPLAY OVERVIEW (COOK BY PROBE):

During the preheat cycle, the control interface displays both the set and actual values for the oven cavity temperature and the core probes.

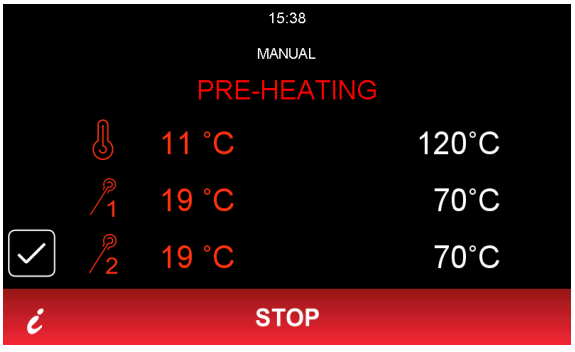
- Core Probe 1 is automatically enabled by default.
- Core Probe 2 is optional. If connected, it must be manually enabled by tapping the checkmark icon on the screen.

Note:

- If there is no Core Probe is not connected, the controller will display the alert: “Needle Probe.”
- If Core Probe 2 is enabled by the user but not plugged in, the controller will display: “Needle Probe 2.”
- For additional details on proper probe connection and probe assignment, see Section 4.15 – Cook by Probe (Manual Cooking), → Important: Core Probe Connection and Note.



4.19.3 - ENABLING CORE PROBE 2



4.19.3 - CORE PROBE 2 IS ENABLED

4.20 PREHEAT CYCLE COMPLETED:

Once the oven reaches the set cavity temperature, the controller will:

- Emit an audible beep
- Display the message: “PRE-HEATED, INSERT FOOD” on a flashing screen

4.20.1 - PREHEAT CYCLE COMPLETED

4.21 STARTING THE COOKING CYCLE

When the oven displays the message “PRE-HEATED, INSERT FOOD”:

4.21.1 Open the oven door.

4.21.2 Load the food into the oven, then close the door.

4.21.3 The oven will automatically start the cooking cycle.

4.21.4 If operating on a timed program, the controller will begin counting down based on the preset cooking duration.

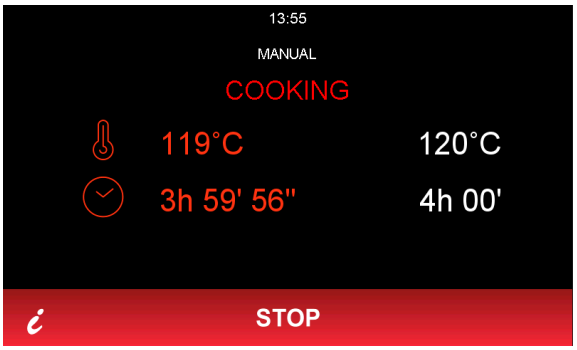
Info: There is no need to press START or interact with any additional controls. The cooking cycle begins automatically once the door is closed.

4.22 COOKING CYCLE DISPLAY OVERVIEW

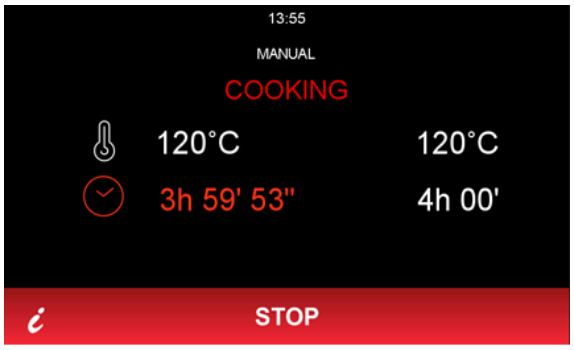
4.22.1 Heat Demand Indicators

The oven’s display provides heat demand status using both icons and temperature colour coding, allowing operators to monitor the oven’s thermal state at a glance:

-  Red icon – Heating elements are active; the oven is calling for heat.
-  White icon – Heating elements are inactive; the oven has reached the set temperature.



4.22.1 - ELEMENTS ACTIVE



4.22.1 - ELEMENTS INACTIVE

4.22.2 COOK BY TIME (WITH CORE PROBE(S) CONNECTED)

Refer to Section 4.14 for instructions on starting the Cook by Time

If the unit is equipped with core temperature probes, users can connect one or both probes even when using the “Cook by Time” function. This allows for internal food temperature monitoring and the recording of probe temperature data for HACCP compliance.

- Probe 1 is displayed in the top left corner of the screen.
- Probe 2 is displayed in the top right corner of the screen.

Important: After connecting the probe(s), tap Probe 1 and/or Probe 2 icon on the display to enable them. If a connected probe is not enabled, the oven will not read its temperature during the cook cycle.

4.22.2 - COOK BY TIME WHILST PROBES CONNECTED

4.22.3 COOK BY PROBE (IF OVEN IS EQUIPPED WITH PROBES)

Refer to Section 4.15 for instructions on starting the Cook by Probe

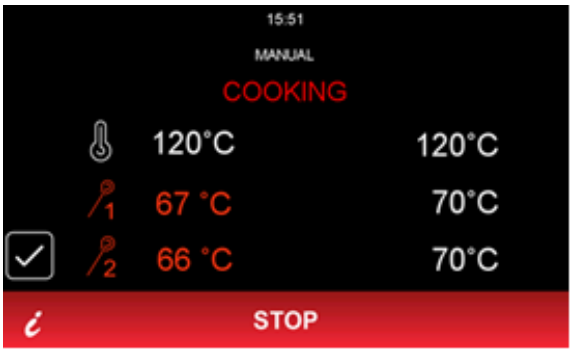
The oven supports Cook by Probe mode using either one or two core temperature probes.

- When using Core Probe 1, the cooking cycle will finish automatically once Probe 1 reaches its set temperature.
- When using two probes, the cooking cycle will complete only when both Core Probe 1 and Core Probe 2 have reached their respective set temperatures.

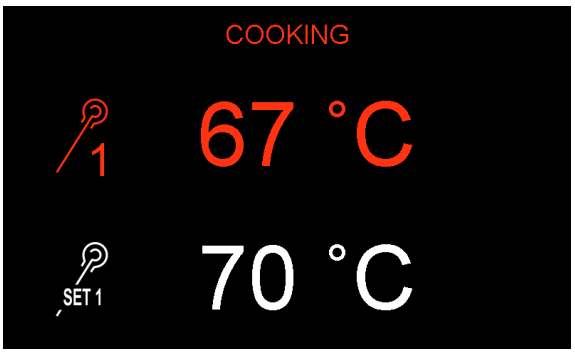
Temperature Display with Two Core Probes

While cooking with two core temperature probes, the oven display behaves as follows:

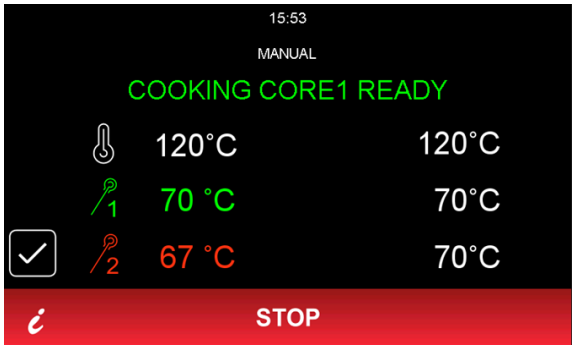
- The temperatures of both probes are shown on the main screen.
- If a probe's temperature is below its set point, its temperature reading and probe icon appear in red.
- When a core probe reaches its set temperature, its icon and value turn green, while the other probe(s) remain red.
- The zoomed screen initially displays only Core Probe 1's temperature.
- Once Core Probe 1 reaches its set temperature, the display shows "COOKING CORE 1 READY" and switches to display Core Probe 2's temperature.
- If Core Probe 2 reaches its set temperature before Probe 1, the zoomed screen displays "COOKING CORE 2 READY" while continuing to show Core Probe 1's temperature.



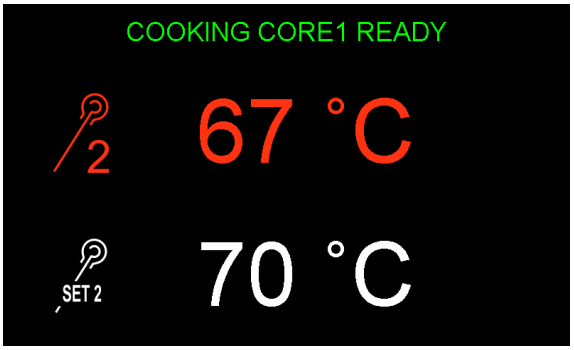
4.22.3.1 - BOTH PROBES CONNECTED



4.22.3.1 - BOTH PROBES CONNECTED



4.22.3.1 - PROBE1 IS READY



4.22.3.1 - PROBE1 IS READY

4.22.4 COOK BY DELTA T (DYNAMIC DELTA-T COOKING OPERATION):

Refer to Section 4.16 for instructions on starting the Cook by Delta T

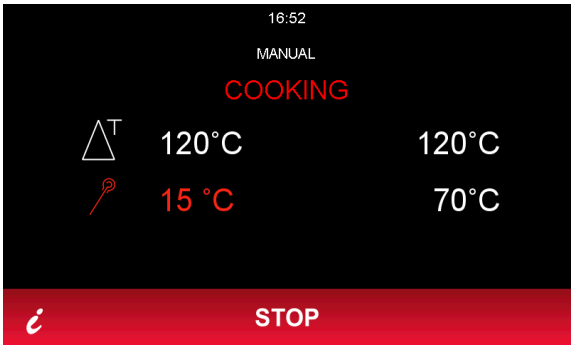
After preheating, load the food and ensure the probe is properly inserted into the product, then close the door.

4.22.4.1 The oven will start cooking at a relatively high temperature to quickly heat the food.

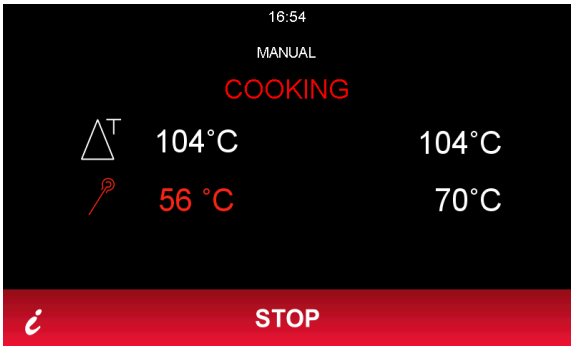
4.22.4.2 As cooking progresses, the oven temperature gradually decreases in a 1:1 ratio as the food's core temperature rises, until the selected Delta-T difference is reached.

Note: The point at which the oven temperature begins to decrease will be varies depending on the core target temperature selected by the user.

4.22.4.3 Once the Delta-T difference is achieved, the oven temperature adjusts upward in a 1:1 ratio with the core temperature, maintaining the Delta-T until the target core temperature is reached.



4.22.4.1 – COOKING @120°C



4.22.4.2 – OVEN TEMPERATURE DECREASE

4.23 STARTING THE HOLDING CYCLE:

4.23.1 Transition to Holding cycle

When the cooking cycle is complete, either by reaching the preset cooking time or the target core probe temperature, the oven will generate an alert and automatically transition to the Holding cycle.

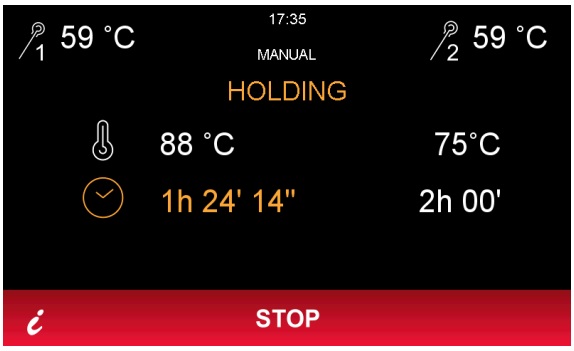
4.23.2 Holding cycle Operation

During the Holding cycle, the controller begins counting down from the programmed holding time. The oven will first cool down to reach the preset holding temperature. Once this temperature is reached, the oven will maintain the set holding temperature.

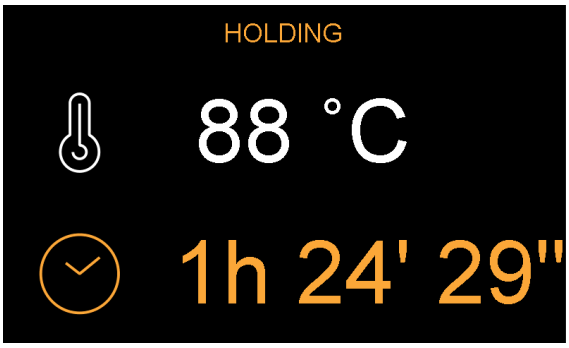
Note: When the holding time is complete, the controller generates an audible and visual alert. It then begins counting upward while continuing to maintain the holding temperature. See Section 4.24 for more details.

4.23.3 Core Probe Monitoring During Hold

If core probe(s) are connected and enabled, their real-time core internal temperatures remain visible on the screen throughout the Holding cycle. This feature allows operators to monitor internal food temperature independently of the holding timer, enhancing control and cooking precision.



4.23.2 & 4.23.3 - HOLDING CYCLE



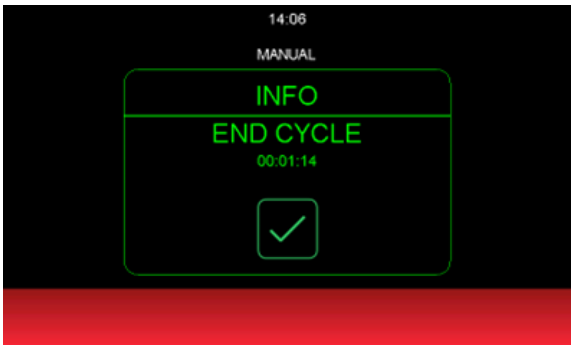
4.23.2 - HOLDING CYCLE

4.23.4 Infinite Holding Time

If the holding time is set to "∞" (infinite), the controller will count upward instead of down, displaying the elapsed holding time on the screen.

4.24 ON COMPLETION OF THE HOLD CYCLE

Once the Hold cycle is complete, the oven will generate an audible alert and display an "END CYCLE" message on the screen.
Note: The oven will continue to maintain the set holding temperature until the cycle is manually interrupted. The controller will also begin counting upward, indicating how much time has elapsed since the Hold cycle ended.



4.24 - HOLDING CYCLE ENDED

4.25 STOPPING THE HOLD CYCLE

4.25.1 Tap the tick (✓) icon to pause the hold cycle.

4.25.2 To end the Hold cycle, tap “STOP”.

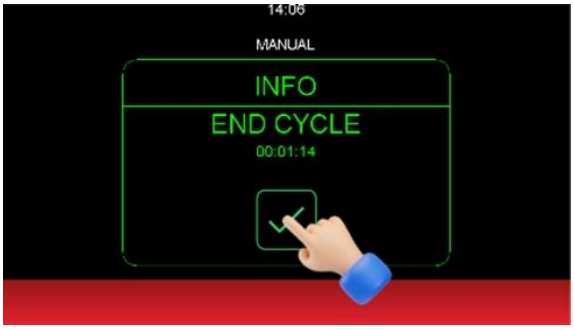
4.25.1 - PAUSE THE HOLDING CYCLE

4.25.2 - END THE HOLDING CYCLE

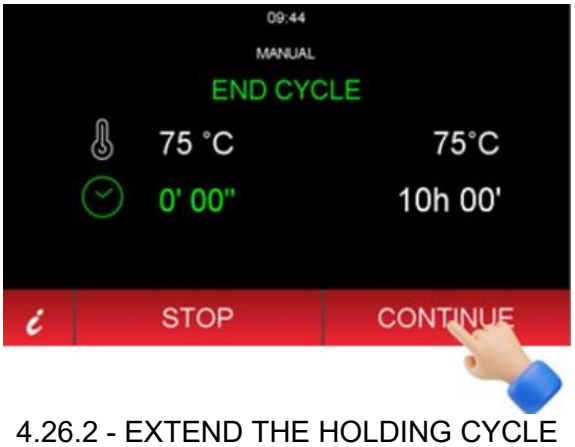
4.26 EXTEND THE HOLD CYCLE

4.26.1 Pause the Hold cycle by taping the tick (✓) icon on the screen.

4.26.2 To extend the cycle, tap “CONTINUE” when prompted.



4.26.1 - PAUSE THE HOLDING CYCLE



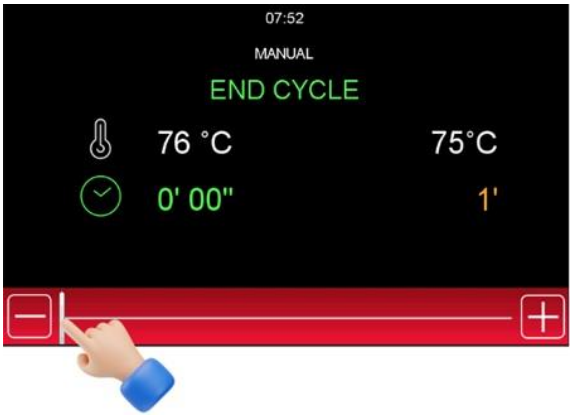
4.26.2 - EXTEND THE HOLDING CYCLE

4.26.3 Use the slider (which appears automatically) to adjust the extended time as desired.

4.26.4 To confirm the new holding time:

- Either tap the updated time value which appears in orange, or
- Wait a few seconds and the system will automatically confirm the new time.

4.26.5 The extended Hold cycle will then begin.



4.26.3 - EXTEND THE CYCLE

4.27 STOPPING A COOKING CYCLE

You can stop the cooking process at any stage Preheat, Cooking, or Holding by following the steps below:

4.27.1 Press and hold the “STOP” icon for a few seconds to pause the cycle.

4.27.2 To cancel the cycle completely, simply tap the “STOP” icon again.

Note: Cancelling the cycle will stop all oven activity and return the system to Home Screen.

4.27.1 - PAUSE THE CYCLE

4.27.2 - CANCEL THE CYCLE

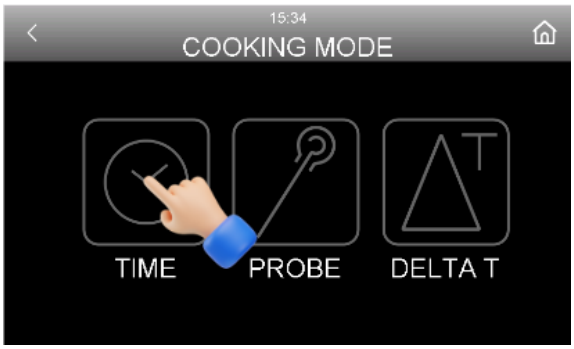
4.28 SAVING THE RECIPE IN THE COOKBOOK

4.28.1 On the Home screen, tap “Manual” to begin.

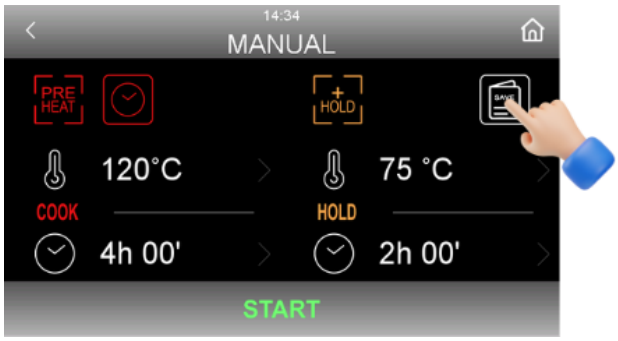
4.28.2 Select the desired cooking mode (e.g., Cook with Time, Probe, or Delta T).

4.28.3 Adjust the Cook and Hold settings as needed, then tap the “SAVE” icon.

4.28.1 - SELECT MANUAL



4.28.2 – SELECT COOKING MODE



4.28.3 - TAP “SAVE” ICON

Note: If recipes are PIN protected, the controller will prompt for a password. Enter 246, then tap the Enter icon  .

4.28.4 The "SAVE RECIPE" list will appear. Tap to select a program/recipe number.

You may create a new recipe or overwrite an existing one.

Use the right-hand arrows to scroll through the list:

- Double arrows scroll an entire page.
- Single arrows scroll one recipe at a time.

4.28.5 Tap the checkmark (✓) icon to confirm your selection.

4.28.3 - SELECT A RECIPE NUMBER 4.28.4 - CONFIRM TO SAVE

4.28.6 When prompted, enter a name for the recipe using the on-screen keypad.

4.28.7 Tap "SAVE" to finalize the process.

4.28.6 – ENTER NAME AND SAVE

4.29 EDITING OR OVERWRITING A SAVED RECIPE

4.29.1 Follow the steps in Sections 4.28.1 to 4.28.3 (see Saving a Recipe in the Cookbook).

Note: If recipes are PIN protected, the controller will prompt for a password. Enter 246, then tap the Enter icon .

4.29.2 When prompted to select a program, choose an existing recipe/program that you want to edit or overwrite instead of creating a new one.

4.29.3 Tap the checkmark (✓) icon to confirm.

4.29.4 If needed, edit the recipe name using the on-screen keypad before saving.

4.29.5 Tap “SAVE” to overwrite the selected recipe.

4.30 MANAGING FAVOURITE RECIPES

4.30.1 On the Home screen, select “COOKBOOK”.

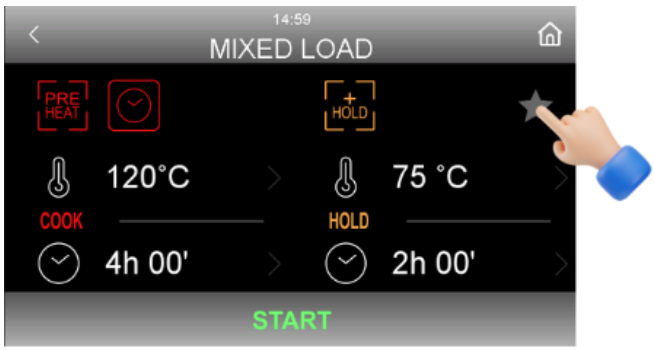
4.30.2 The "Save Recipe" list will appear. Select a program/recipe from the list.

4.30.1 - SELECT” COOKBOOK”

4.30.2 - SELECT A RECIPE

4.30.3 The Cook and Hold parameters for the selected recipe will be displayed. Tap the Star icon to add or remove (if already added) the recipe from your Favourites list.

4.30.4 The controller will prompt you to confirm the action before saving or removing the recipe from the Favourite Recipes list. Tap the checkmark icon (✓) to confirm or (X) to cancel.



4.30.3 - ADD/REMOVE A RECIPE FROM FAVOURITES

4.30.4 - CONFIMRATION

Info:

A highlighted star ★ indicates the recipe is saved as a favourite.

A dim or dull star ☆ indicates the recipe is not marked as a favourite.

4.31 DELETING A SAVED RECIPE

4.31.1 On the Home screen, select “COOKBOOK”.

4.31.2 The "Save Recipe" list will appear. Select the program or recipe that you want to delete.

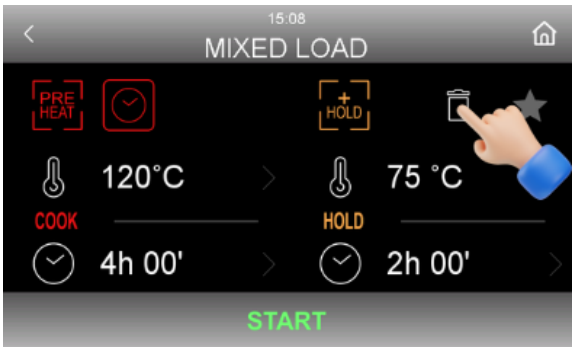
4.31.1 - SELECT “COOKBOOK”

4.31.2 - SELECT A RECIPE

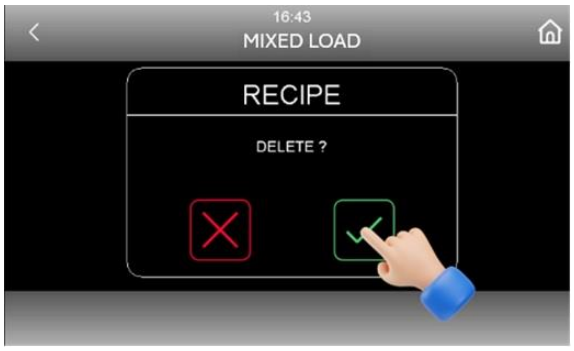
4.31.3 Tap the “BIN” icon to initiate deletion.

4.31.4 Tap the checkmark icon (✓) to confirm and permanently delete the selected recipe.

Note: If recipes are PIN protected, the controller will prompt for a password. Enter 246, then tap the Enter icon .



4.31.3 - INITIATE DELETION



4.31.4 - CONFIRM TO DELETE

4.32 CHANGING THE DATE OR TIME

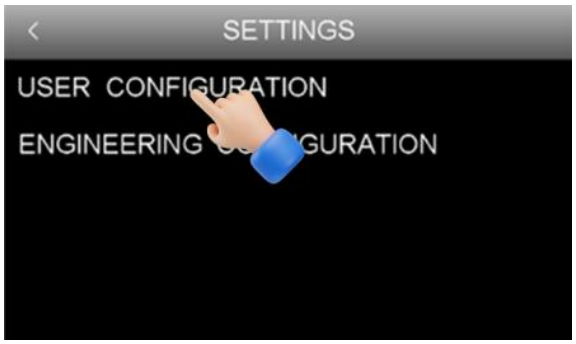
To adjust the system date and time, follow the steps below:

4.32.1 On the standby screen, tap the Settings icon (represented by a spanner symbol).

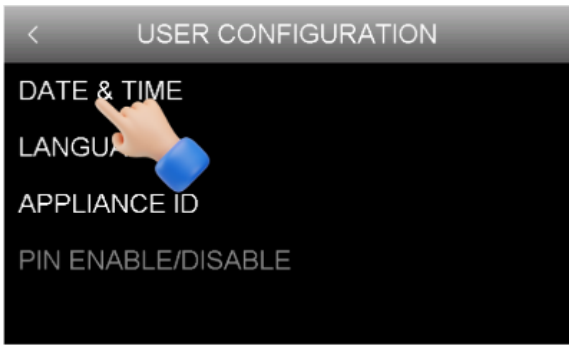
4.32.2 Select “User Configuration” from the setting menu.

4.32.3 Select “Date & Time”.

4.32.1 - SELECT SETTING



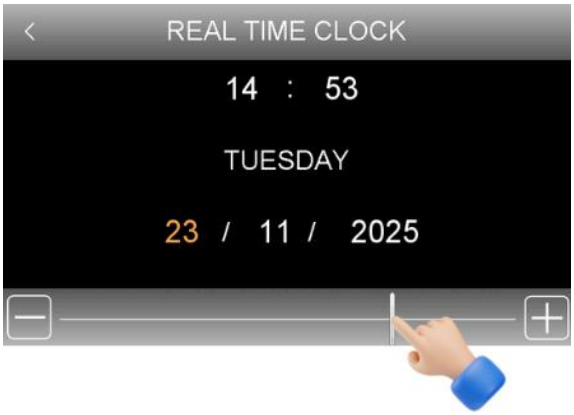
4.32.2 – USER CONFIGURATION



4.32.3 - SELECT “REAL TIME CLOCK”

4.32.4 Tap the date/time field, then use the slider to select the desired date/time.

4.32.4 - SELECT DATE/TIME TO CHANGE



4.32.4 - SELECT DESIRED DATE/TIME

4.32.5 Tap the updated date/time field again to confirm your selection.

4.32.6 Tap Save icon to apply the changes.

4.32.5 – CONFIRM THE SELECTION

4.32.6 - SAVE THE CHANGES

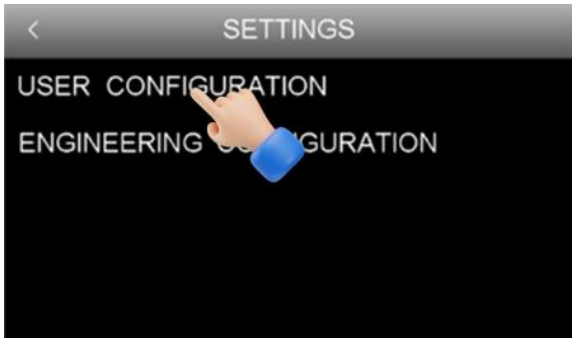
4.33 CHANGING THE LANGUAGE

4.33.1 On the standby screen, tap the Settings icon (represented by a spanner symbol).

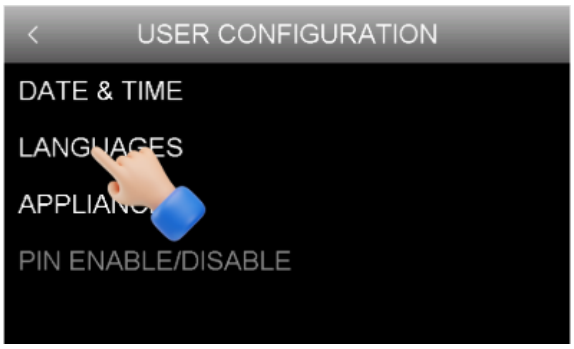
4.33.2 Select “User Configuration” from the setting menu.

4.33.3 On the User Configuration screen, select “Languages”.

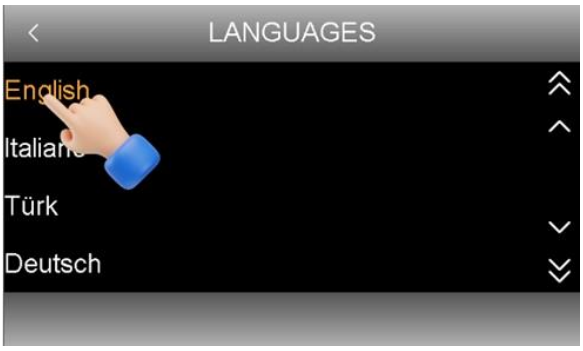
4.33.1 - SELECT SETTING



4.32.2 - USER CONFIGURATION



4.33.2 - SELECT “LANGUAGE”



4.33.3 - SELECT A LANGUAGE

4.33.4 From the list of available languages, tap to select the desired language.

Note: The system interface will immediately update to reflect the selected language.

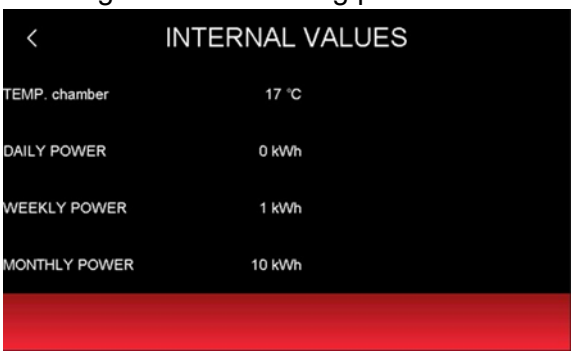
4.34 MONITORING THE ENERGY CONSUMPTION

4.34.1 To monitor energy consumption, tap the Info icon during a cooking phase.
This will provide access to internal system data, including energy usage statistics for the following timeframes:

- Daily (previous 24 hours)
- Weekly (previous 7 days)
- Monthly (previous 30 days)

Note: Energy consumption data is displayed only accessible during an active cooking phase.

4.34.1 - ACCESS TO INTERNAL VALUES



4.34.2 - VIEW THE ENERGY CONSUMPTION

4.35 USB PORT

The oven is equipped with USB port(s) that enable the following functions:

- Download recipes to a USB drive.
- Upload recipes from a USB drive to the oven.
- Download system parameters to a USB drive (for service engineer use).
- Upload system parameters from a USB drive to the oven (for service engineer use).
- Download HACCP data to a USB drive for record-keeping and compliance.

Note: For double oven models, two USB ports are located on the left side of the control panel, one for each oven cavity. The top port corresponds to the upper oven, and the bottom port to the lower oven.

4.36 DOWNLOADING /UPLOADING RECIPES

4.36.1 Switch the unit to Standby mode (refer to Section 4.12).

4.36.2 Insert the USB key into the appropriate USB port. The controller will automatically display the USB screen.

4.36.3 Select the desired operation (e.g., download or upload recipes).

4.36.4 To initiate the selected operation, tap the checkmark to confirm.

Note: If recipes are PIN protected, the controller will prompt for a password. Enter 246, then tap the Enter icon .

4.36.2 & 4.36.3 - SELECT A DESIRED OPTION

4.36.4 - CONFIRM THE PROCESS

4.36.5 When the message (e.g. "Recipes Downloaded") appears, tap the checkmark to acknowledge and complete the process.

4.36.5 - COMPLETE THE PROCESS

4.36.6 Remove the USB key. The system will automatically return to the Standby screen.

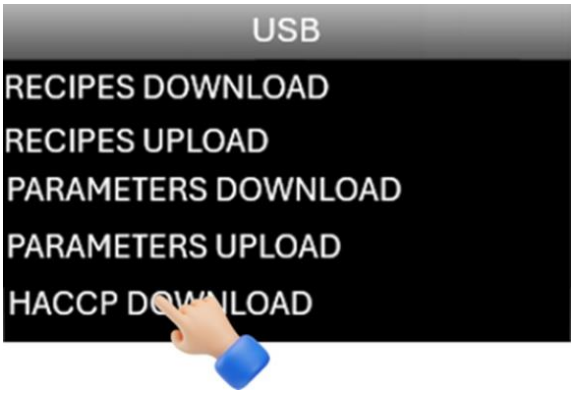
4.37 DOWNLOADING HACCP DATA VIA USB

4.37.1 Switch the unit to Standby mode (refer to Section 4.12).

4.37.2 Insert the USB key into the appropriate USB port. The controller will automatically display the USB screen.

4.37.3 Select the “HACCP Download” option.

4.37.4 Choose the desired date and time range for the HACCP data, then press Enter icon.



4.37.3 - SELECT HACCP DOWNLOAD

4.37.4 - SELECT THE HACCP RANGE

4.37.5 When the message “HACCP Downloaded” appears, tap the checkmark to complete the process.

4.37.4 - SELECT HACCP DOWNLOAD

4.37.5 - TAP TO COMPLETE

4.37.6 Remove the USB key to return to the Standby screen.

4.38 SAVING A WEEKLY PROGRAM(S):

Follow the steps below to schedule a weekly cooking program:

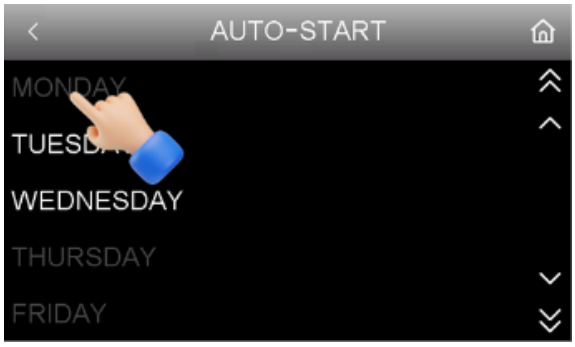
4.38.1 Tap the Calendar icon on the Home screen.

4.38.2 Select the desired day to schedule it as part of the weekly program.

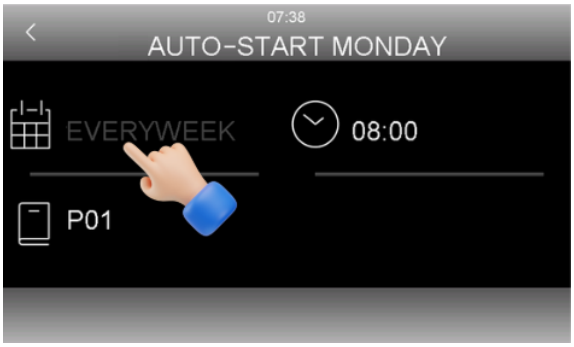
4.38.3 Select the desired time, and recipe to schedule it, then enable EVERYWEEK to activate the program on a recurring basis.

Note: If EVERYWEEK is not selected, the program will not be enabled. Weekly programs must be set to run Every Week and cannot be scheduled for a one-time use.

4.38.1 - SELECT CALENDAR ICON



4.38.2 - WEEKLY PROGRAM SETUP



4.38.3 - WEEKLY PROGRAM SETUP

4.39 TO DISABLE THE AUTO-START FUNCTION

4.39.1 Tap the Calendar icon on the Home screen.

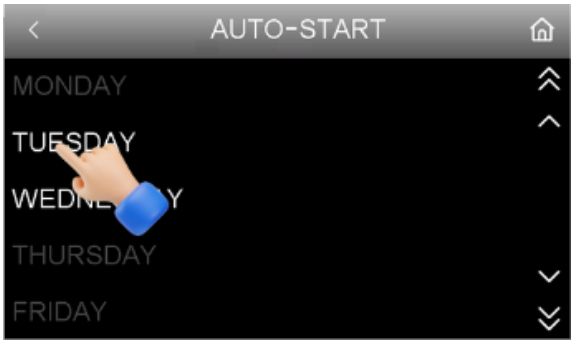
4.39.2 Navigate to the Auto-Start (Weekly Programs) Setup page.

4.39.3 Identify a day that has Auto-Start enabled.

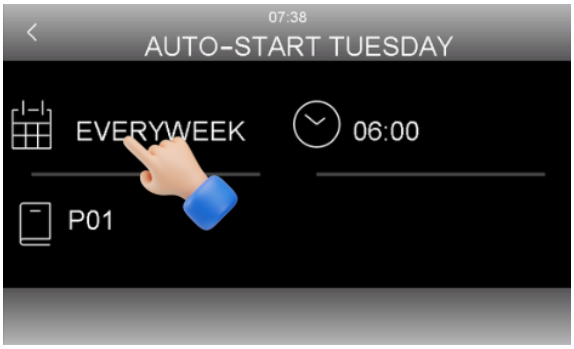
A highlighted day indicates that Auto-Start is active, while a dimmed day indicates it is disabled.

4.39.4 Tap EVERYWEEK for that day to disable its auto-start schedule.

4.39.5 To disable the auto-start program for whole week, repeat the above steps for all days where Auto-Start is currently enabled.



4.39.3 – SELECT A DAY (AUTO-START ENABLED)



4.39.3 - DISABLE WEEKLY PROGRAM

4.40 MANAGING WEEKLY AUTO-START PROGRAMS

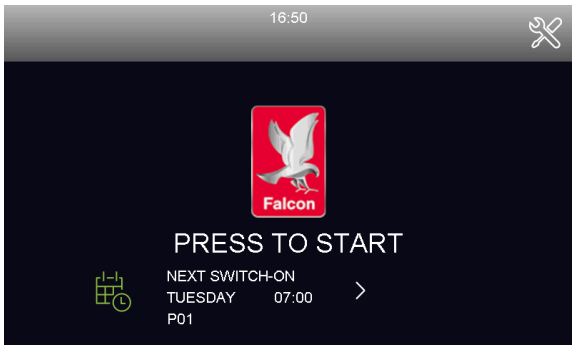
To activate a Weekly Auto-Start program, follow the steps below:

4.40.1 The oven must be in Standby Mode to activate the Auto-Start.

From the Home screen, tap the Back icon to return to the Standby Screen.

Note:
If a weekly program is enabled (see Section 4.38 – Saving a Weekly Program), the Standby screen will automatically display the next scheduled auto-start program.

4.40.1 – BACK TO STANDBY MODE



4.40.1 – AUTO-START PROGRAM ACTIVATED

Skip the next scheduled program

4.40.2 Tap the arrow icon to skip the next available program and select the following auto-start program.

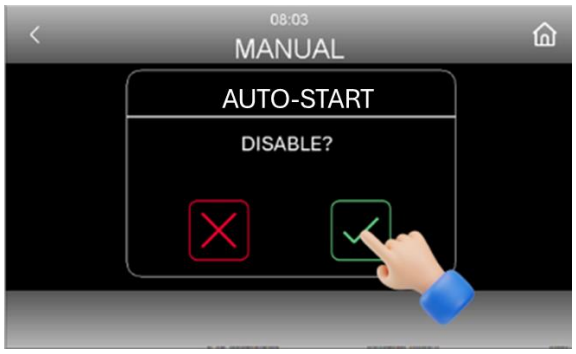
4.40.2 - WEEKLY PROGRAM SETUP

To cancel the auto-start program

4.40.3 Press and hold the calendar icon to cancel the auto-start program.

4.40.4 To confirm cancellation by tapping the checkmark icon when prompted.

4.40.3 - CANCEL THE AUTO-START PROGRAM



4.40.4 - CONFIRMATIONAUTOCOOK PROGRAM ACTIVATED

Note:
To permanently disable auto-start functions, refer to Section 4.39 – Disabling the Auto-Start Function.

4.41 CHANGING THE APPLINACE ID FOR HACCP

By default, the top oven is assigned Appliance ID 01, and the bottom oven is assigned Appliance ID 02. These identifiers ensure that HACCP data files can be easily distinguished when downloading records from double oven units simultaneously. For example, the HACCP file generated by the top oven (ID 01) will be saved as log001, while the bottom oven (ID 02) will generate log002. The number following log corresponds directly to the appliance's ID.

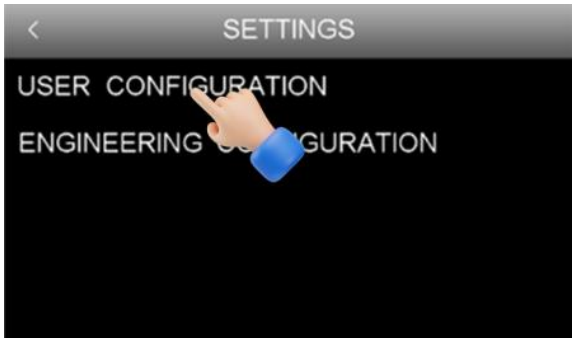
If multiple units are installed on the site, the user may change the Appliance ID to any value between 01 and 99 to ensure each unit has a unique identifier. Follow the steps below to change the Appliance ID:

4.41.1 On the standby screen, tap the Settings icon (spanner symbol).

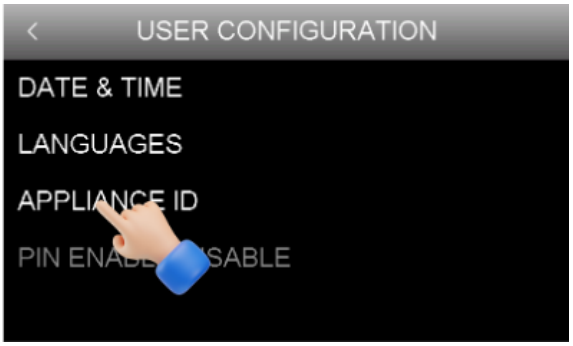
4.41.2 Select "USER CONFIGURATION" from the Settings menu.

4.41.3 On the User Configuration screen, select ID APPLIANCE and tap the current Appliance ID.

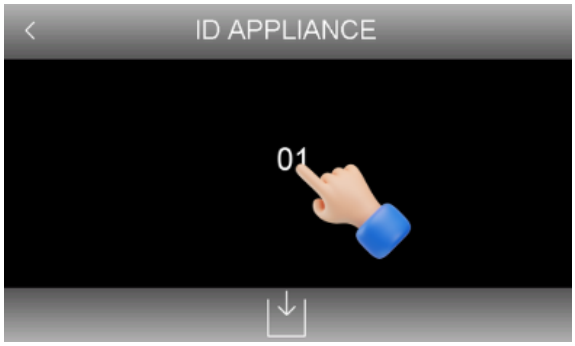
4.41.1 - SELECT SETTING



4.41.2 - USER CONFIGURATION



4.41.3 - SELECT APPLINACE ID



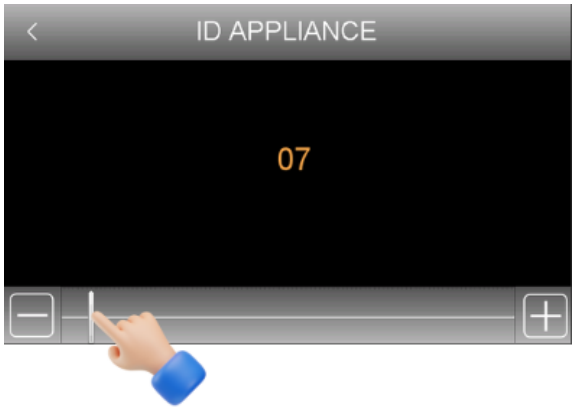
4.41.3 - TAP TO CHANGE

Note: If the appliance ID is PIN protected, the controller will prompt for a password. Enter 246, then tap the Enter icon.

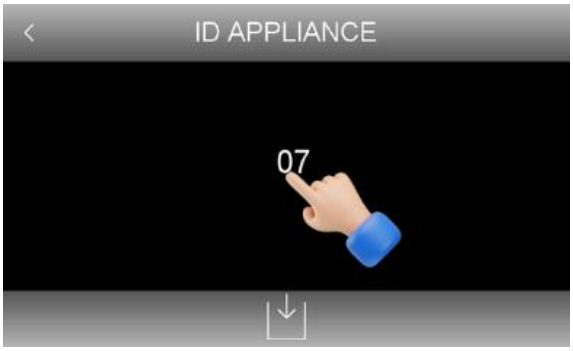
4.41.4 Use the automatically displayed slider to select the desired ID number.

4.41.5 Tap the new ID number to confirm the selection.

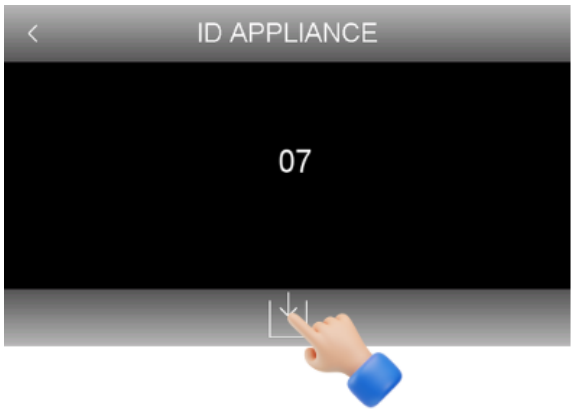
4.41.6 Tap the Enter icon, then tap the Checkmark icon to finalize and save the new Appliance ID.



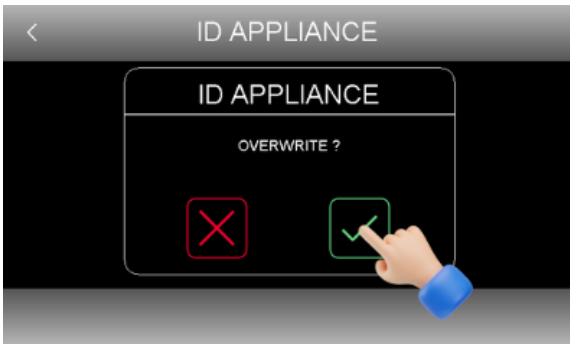
4.41.4 - SELECT DESIRE



4.41.5 - USER CONFIGURATION



4.41.6 – SAVE NEW ID



4.41.6 - CONFIRMATION

4.42 ENABLE AND DISABLE PIN

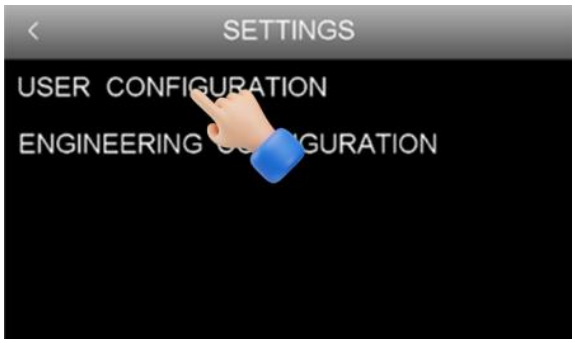
4.42.1 On the standby screen, tap the Settings icon.

4.42.2 Select “USER CONFIGURATION” from the Settings menu.

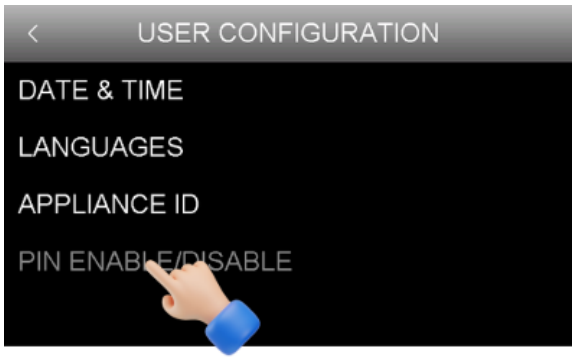
4.42.3 On the User Configuration screen, tap PIN ENABLE/DISABLE.

4.42.4 The controller will prompt for a password. Enter 246, then tap the Enter icon.

4.42.1 - SELECT SETTING



4.42.2 - USER CONFIGURATION



4.42.3 - SELECT PIN ENABLE/DISABLE

4.43 PIN-PROTECTED FUNCTIONS

When pin is enabled, it protects follow functions:

- Cookbook recipes:
  - Deleting a saved recipe
  - Editing/Overwriting an existing recipe
  - Uploading recipes via USB
- Appliance ID.

Note: Once the PIN is entered to perform any of the cookbook recipe operations listed above, the controller will not prompt for the PIN again unless it remains inactive for 15 minutes or returns to the standby screen.

5.0 SMART FEATURES

This appliance includes several smart features designed to enhance performance, safety, and efficiency:

5.1 SMART HEATING CONTROL

This unit is equipped with a Smart Heating Control system designed to optimize energy consumption while maintaining precise temperature control.

- During operation, the system uses a two-stage heating approach to minimize energy usage.
- When the oven temperature is within 1°C of the setpoint, only the normal heater is activated, reducing energy consumption by up to 50%.
- When the temperature drops more than 1°C, both the booster and normal heaters are engaged for rapid recovery. This provides full heating power, allowing the oven to quickly recover to the target temperature, especially during preheating or after a door opening.
- This intelligent control ensures optimal performance by delivering power only when necessary, helping to:
    - Minimize energy consumption
    - Reduce wear on heating elements
    - Improve temperature stability
    - Lower overall operating costs

The Smart Heating Control system operates automatically and requires no user intervention.

5.2 CONTROLLER COOLING FUNCTION

The unit's control system is equipped with an automatic cooling function designed to protect internal electronic components, including the oven controller and associated hardware housed within the same control box.
A built-in thermal regulator continuously monitors the temperature inside the control enclosure. If the internal temperature exceeds a defined threshold, the cooling fan activates automatically even when the oven is not in active operation.
This feature ensures:

- Continuous protection against overheating
- Extended lifespan of electronic components
- Stable operation of the controller and related systems

5.3 HEAT RECOVERY SYSTEM

The oven is equipped with an intelligent Heat Recovery System designed to maintain consistent cooking performance and reduce temperature fluctuations during operation.

When the oven door is opened, heat escapes and the internal temperature drops. The control system immediately detects this change, and the heating elements are automatically activated to compensate for the heat loss. This enables a quicker return to the set temperature once the door is closed, ensuring cooking accuracy is preserved and minimizing recovery time.

5.4 EXTENDED HOLD TIME TRACKING

After the holding cycle completes, the oven continues to maintain the set holding temperature until manually interrupted by the user.

During this period, the system automatically begins counting time upward to indicate how long the food has been held beyond the originally programmed holding time.

This feature provides a clear visual reference for operators, supporting food safety compliance, quality control, and operational consistency.

5.5 SAVE FAVOURITE RECIPES

The oven allows users to save their most-used recipes from the built-in Cookbook, which stores up to 48 pre-programmed recipes.

To simplify operation and reduce setup time, users can mark selected recipes as favourites for quick and easy access.

5.6 WEEKLY PROGRAM SETUP

The oven is equipped with a Weekly Program Setup feature that allows users to pre-schedule automatic operation for specific days and times throughout the week.
Key Functions:

- Schedule start times for preheating or cooking cycles on selected days
- Assign specific recipes or modes to run automatically at programmed times
- Repeat settings across multiple days for routine operations

5.7 POWER FAILURE HANDLING

The oven is equipped with a Power Failure smart feature that ensures both safety and operational awareness in the event of a power outage.
Automatic Resume Logic:

- If the power failure lasts less than 20 minutes, the oven will automatically resume the cooking cycle once power is restored.
- If the power failure exceeds 20 minutes, the cooking cycle will be interrupted, and the oven will remain idle.

Power Failure Display and Logging:

- The system detects and records the duration of the power failure.
- Upon power restoration, the display shows the total downtime, allowing the operator to assess whether food safety or cooking quality may have been affected.
- This log can help in maintaining HACCP records or troubleshooting power-related issues.

This feature provides peace of mind during unexpected outages and helps kitchen staff make informed decisions about resuming or discarding affected food items.

5.8 ENERGY MANAGEMENT SYSTEM (EMS)

The controller is fully compatible with an Energy Management System (EMS), enabling integration into smart kitchen environments. It supports intelligent load control and communication with centralized energy optimization platforms, such as Sicotronic, to improve energy efficiency, reduce peak power demand, and support sustainable kitchen operations.

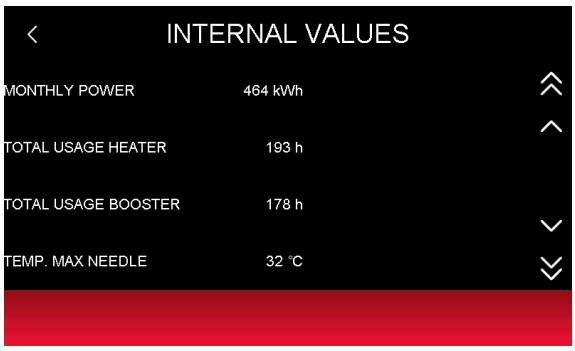
5.9 PROBE MAX TEMPERATURE:

The controller records and stores the maximum probe temperature reached during the cook/hold cycle. This value remains available for review even if the appliance transitions to the holding phase, where the oven temperature is typically lower.
This function is intended for long-duration cook-and-hold applications, allowing verification of the highest food temperature achieved during cooking.

Viewing the Maximum Probe Temperature

- While the appliance is operating, tap the Internal values icon to display the maximum recorded probe temperature.

5.9 - ACCESS TO INTERNAL VALUES



5.9 – MAX PROBE/NEEDLE TEMPERATURE

5.10 MONITORING THE ENERGY CONSUMPTION

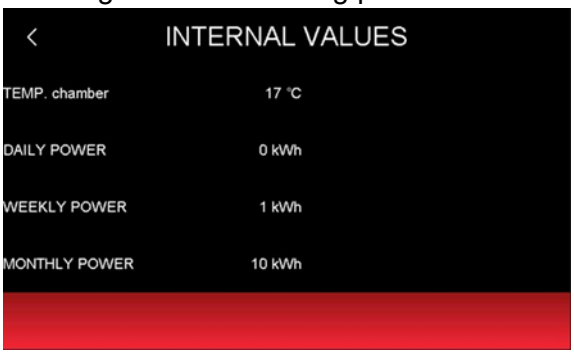
The controller records daily, weekly, and monthly energy consumption to provide the user with an indication of total energy usage.

To monitor energy consumption, tap the Internal values icon during a cooking phase. This provides access to internal system data, including energy usage statistics for the following time periods:

- Daily: Previous 24 hours
- Weekly: Previous 7 days
- Monthly: Previous 30 days

Note: Energy consumption data is displayed only accessible during an active cooking phase.

4.34.1 - ACCESS TO INTERNAL VALUES



4.34.2 - ENERGY CONSUMPTION

5.11 TOTAL USAGE

The controller records the total operating time of both the standard heater element and the booster heater element.

To view heater element usage, tap the Internal Values icon during a cooking phase. This provides access to internal system data, including the total usage of each heating element.

6.0 CLEANING AND MAINTENANCE

When removing heavy items to aid cleaning or maintenance, particular care should be taken. A manual handling risk assessment is the best way to determine the level of risk to anyone using or maintaining this equipment. To help with such an evaluation, we have included the weights of individual components that may present significant risk.

For further help and information on manual handling and associated risk assessment, we would refer you to the Health and Safety Executive website; www.hse.gov.uk document ref: manual handling at work INDG143. International customers should default to the health and safety guidelines provided by your government body.

Other useful references for health and safety issues:

- www.hse.gov.uk
- Essentials of health and safety at work ISBN978
- Noise at work INDG362
- Safe systems of work
- Other notes added to the body of the instructions.

6.1 CLEANING THE OVEN

Regular cleaning of the Cook and Hold oven is essential to maintain optimal performance, food safety, and appliance longevity. Follow the steps below carefully, observing all safety and care guidelines.

BEFORE ANY CLEANING IS UNDERTAKEN, ISOLATE THE APPLIANCE FROM MAINS POWER SUPPLY AT ISOLATOR SWITCH.

ALLOW THE OVEN, DRIP PANS, AND SHELVES TO COOL BEFORE CLEANING THIS APPLIANCE.

SUITABLE PERSONAL PROTECTIVE EQUIPMENT (PPE) MUST BE WORN WHEN CLEANING THIS APPLIANCE. PPE SHOULD INCLUDE, GLOVES, SAFETY GLASSES, AND NON-SLIP SAFETY SHOES.

THE APPLIANCE MUST NOT BE STEAM CLEANED. DO NOT USE HOSE OR WATER JET, ACID OR HALOGEN-BASED (E.G. CHLORINE) DESCALING LIQUIDS, FLAMMABLE LIQUIDS, CLEANING AIDS OR CLEANING POWDERS.

6.1.1 **Disconnect Power and Allow Oven to Cool Down**

- Ensure the oven is turned off and disconnect it from the power source before performing any cleaning or maintenance.

- Allow the oven to cool completely to avoid the risk of burns or injury.

Caution: Do not attempt to clean or service the oven while it is still hot or connected to power.

6.1.2 Remove Internal Components

- **Remove Core Probe(s)**
  - If fitted, disconnect the core probe(s) from their plugs by gripping the connector, not the cable.
  - Gently pull the probe(s) out of the oven cavity.

  Caution: The needle tip of the core probe is extremely sharp. Handle with care.

- **Remove the Drip tray**
  - If grease or liquid is present, rotate the drip tray's drain downward and empty the contents into a deep metal tray before removal.
  - Carefully slide the drip pan out of the oven and lift it out.
- **Remove Shelves**
  - Pull the shelves forward and lift them out of the oven cavity.
- **Remove Shelf Hangers**
  - Slightly lift each hanger to disengage it from the bottom mount.
  - Tilt and lower the hanger to release it from the top mount.
  - Remove the hanger completely from the oven.

6.1.3 Clean the Core Probe(s)

- Use a damp cloth or sponge to wipe off any food residue or grease from the surface of the probe.
- Gently scrub the probe with the soapy water using a soft sponge or non-abrasive pad.
- Thoroughly dry the probe with a towel or paper towel.
- Use a food-safe sanitizing wipe to disinfect the metal tip of the probe.
- Allow to air dry completely before reusing or storing.

Warning: Do not immerse the probe connector in water.
The probe is not dishwasher safe.

Caution: The needle tip of the core probe is extremely sharp. Handle with care. Always store the probe with its protective cap when not in use. Remove the cap before inserting the probe into the oven.

6.1.4 Soak Removable Parts

- Place shelves, shelf hangers, and the drip tray in a sink with hot, soapy water.
- Allow parts to soak to loosen any grime or food residue.

6.1.5 Remove Spills

- Use a paper towel or a damp cloth to wipe up any food spills or grease inside the oven.
- Do not use abrasive sponges or harsh chemicals.

6.1.6 Apply Cleaning Detergent

- Spray or apply a mild, non-abrasive oven cleaner evenly across the oven interior.
- Use a sponge, cloth, or soft brush to spread the detergent evenly.
- Let it sit for a few minutes to break down grime and baked-on residues.

6.1.7 **Wipe Interior and Exterior Surfaces**

- Use a sponge or microfiber cloth to wipe all cleaned areas.
- Gently wipe the interior surfaces: side walls, floor, ceiling, and inside of the door.
- For stainless steel surfaces, always rub in the direction of the grain.

Warning: Do not use steel wool, wire brushes, or abrasive cleaning pads.

6.1.8 **Clean the Operating Thermostat (Temperature Sensor)**

Important: The operating thermostat (OP-Stat), located on the left side of the oven ceiling, is delicate.

- Gently wipe the sensor using a soft, damp, non-abrasive cloth.
- Do not apply pressure or scrub the sensor, as this may cause damage and result in inaccurate temperature readings.
- Improper cleaning can negatively affect the oven's performance by providing false temperature feedback during operation.

6.1.9 **Clean the core probe connector**

- Gently wipe the core probe connector, located slightly off-centre of the oven ceiling, using a soft, damp cloth.
- Take care to prevent any liquid from entering the connector or its mounting box.
- Do not spray water directly onto the connector.
- Ensure the connector is completely dry before reconnecting or using the probe.

6.1.10 **Clean the Door and Vents**

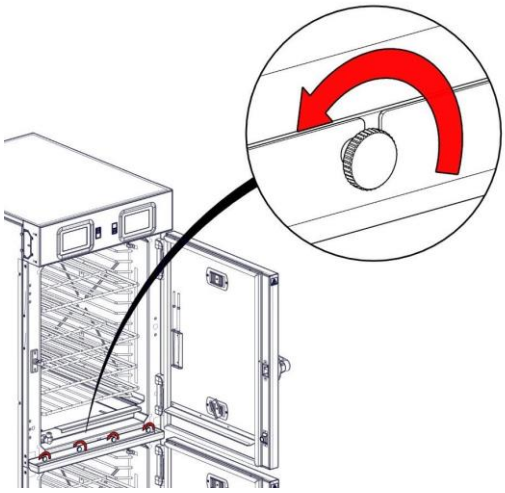
- Wipe both the inner and outer surfaces of the oven door using a soft, damp cloth.
- Pay special attention to the door vents, ensuring they are free from grease buildup or blockages.

Caution: The edges of the door vents may be sharp and could cause cuts.
Important: Always wear appropriate personal protective equipment (PPE), such as cut-resistant gloves, to protect your hands while cleaning.

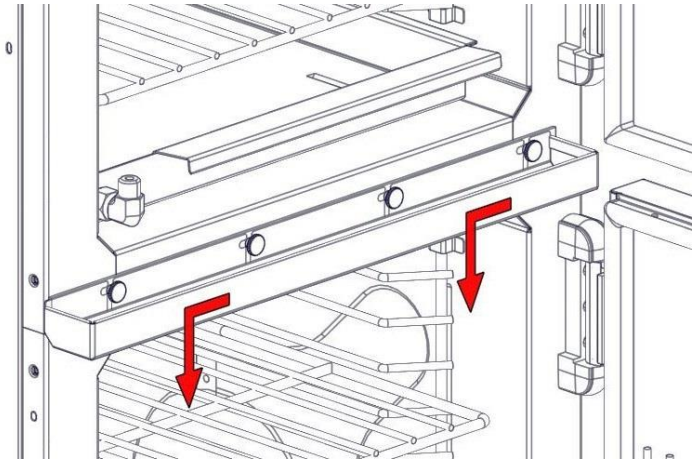
6.1.11 **Clean the Drip Trough and Thumb Screws**

- Wipe the drip trough and thumb screws using a clean, damp cloth.
- The drip trough is removable and dishwasher-safe for thorough cleaning.
  To Remove the Drip Trough:
- Loosen the thumb screws by turning them counterclockwise.
  Note: Do not remove the screws completely.
- Slide the drip trough to the left.
- Gently push down to remove it from the oven.

Caution: If liquid is present in the drip trough, remove it carefully to avoid spills.



6.1.11 - LOOSING THE THUMB SCREWS



6.1.11- REMOVING THE TRIP TROUGH

6.1.12 **Scrub and Rinse Soaked Parts**

- Use a non-abrasive scouring pad to scrub soaked components as needed.
- Rinse all parts thoroughly with clean water to remove any detergent residue.
- Dry all items completely before reinstalling them in the oven.

6.1.13 **Reinstall Oven Components**

- Reinstall the shelf hangers, shelves, drip pan, and core probe(s), if applicable.
- Perform a visual inspection of all components for signs of damage or excessive wear before each use.
- If any damage is detected, report it immediately to a supervisor or the appropriate onsite personnel for further action.

Note:

- When core probe(s) are used during daily cooking, ensure they are properly connected and securely placed in their designated hangers on the oven door when not in use.
- A damaged or missing drip trough gasket can result in liquid leakage, as water may not be properly collected in the trough. Report any issues with the gasket immediately to a supervisor or the appropriate onsite personnel so it can be replaced.

Recommendations

- Sanitize core probe(s) before and after every use.
- Wipe the exterior of the oven regularly with a stainless-steel cleaner to maintain appearance and hygiene.
- Regularly inspect for any cracks, fraying, or damage to the cable or plug.
- Replace if the probe becomes faulty or damaged.

WARNING: Never attempt to clean the oven while it is powered on or hot.

6.2 MAINTENANCE

MAINTENANCE CHECK

REGULAR SERVICING OF THE APPLIANCE SHOULD BE UNDERTAKEN TO ENSURE CORRECT OPERATION, IT IS FUNCTIONING AS INTENDED, AND SAFE TO USE. WE RECOMMEND SERVICING AFTER 2,500 HOURS OF USE, OR ANNUALLY, WHICHEVER COMES FIRST.

ANY MAINTENANCE SCHEDULE SHOULD BE CARRIED OUT IN ACCORDANCE WITH SFG20 MAINTENANCE SCHEDULE. SHOULD ANY ISSUES WITH THE INTEGRITY OF THE COMPONENTS BE IDENTIFIED, THESE SHOULD BE REPLACED. IF THE APPLIANCE IS NOT CONSIDERED SAFE THE UNIT SHOULD BE REMOVED FROM SERVICE AND THE RESPONSIBLE PERSON ADVISED WHY THE UNIT IS NOT SAFE TO USE AND WHAT REMEDIAL ACTION IS NEEDED. CONTENTS OF THE MAINTENANCE SCHEDULE SHOULD BE AGREED WITH THE MAINTENANCE PROVIDER.

NOTE:
Only use Falcon-approved spare parts. When ordering spare parts, please quote the model number; serial number stated. This information will be found on the data plate attached to the appliance's rear.

7.0 SPECIFICATION

7.1 APPLIANCE WEIGHT TABLE

APPLIANCE	UNIT WEIGHT (kg)	PACKED WEIGHT (kg)
CH15-11/ CH15-11P	140	155
CH30-11/ CH30-11P	235	250

7.2 TECHNICAL DATA TABLE(S):

MODEL: CH15-11 & CH15-11P (230 V 1N~ SINGLE PHASE SUPPLY)

		CURRENT			POWER
	PHASE	MIN (A)	MAX (A)	ACTUAL (A)	(kW)
TOTAL	L1	9.9	11.55	11	2.5

MODEL: CH30-11 & CH30-11P (230 V 1N~ SINGLE PHASE SUPPLY)

		CURRENT			POWER
	PHASE	MIN (A)	MAX (A)	ACTUAL (A)	(kW)
TOTAL	L1	19.80	23.10	22	5
EACH OVEN	L1	9.9	11.55	11	2.5

MODEL: CH30-11 & CH30-11P (400 V 3N~ THREE PHASE SUPPLY)

		CURRENT			POWER
	PHASE	MIN (A)	MAX (A)	ACTUAL (A)	(kW)
CONTROL CIRCUIT	L1			≈ 0.15*	
TOP OVEN	L2	9.9	11.55	11	2.5
BOTTOM OVEN	L3	9.9	11.55	11	2.5

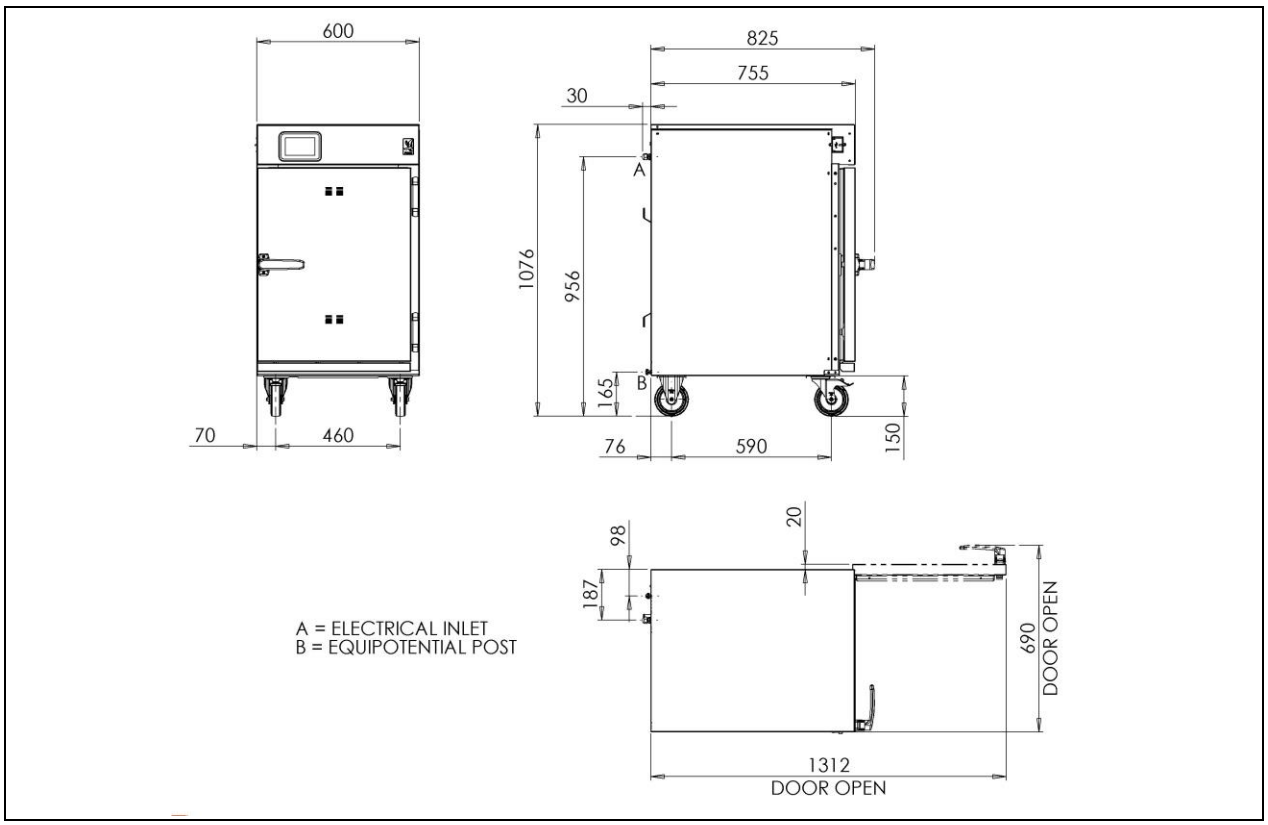
*≈ 0.26 A with one cooling fan running
*≈ 0.37 A if both cooling fans are on

Note: This unit is equipped with a Smart Heating Control system designed to optimize energy consumption while maintaining precise temperature control.
When the oven temperature is within 1°C below the setpoint, a single heater circuit is activated, reducing power by up to 50%. So, if the current measured during this time the current range would be 5.5A to 6.5A.

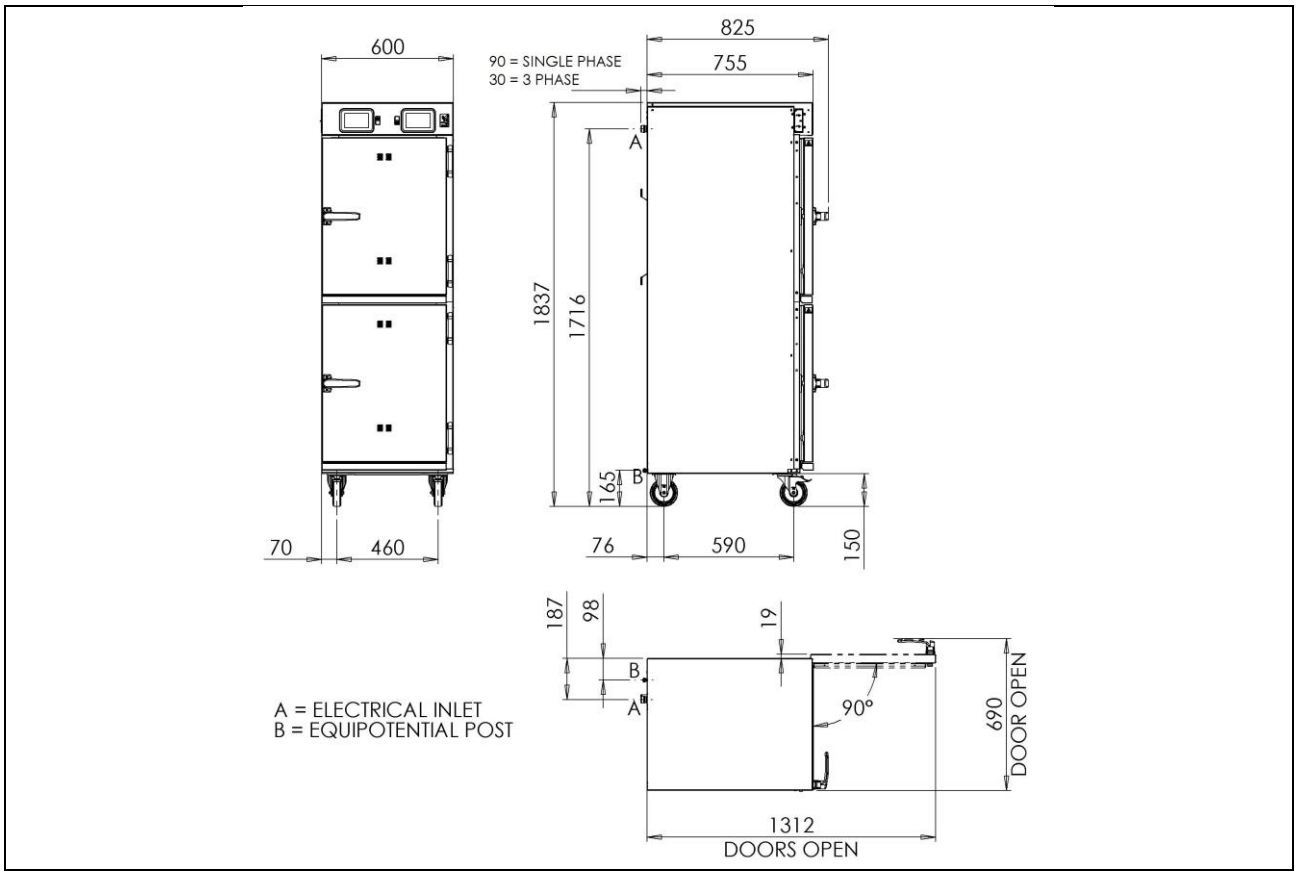
IF ANY CURRENT IS OUT WITH THESE TOLERANCES, THE CAUSE MUST BE INVESTIGATED AND RECTIFIED.

8.0 DIMENSIONS

8.1 CH15-11 / CH15-11P SINGLE OVEN



8.2 CH30-11 / CH30-11P DOUBLE OVEN



9.0 POST-INSTALLATION REPOSITIONING

All installation procedures must be carried out in accordance with the instructions provided in the Installation and Service Manual.
Important: Installation should only be performed by a qualified person to ensure both safety and compliance with local regulations.

9.1 REPOSITIONING:

WARNING:
RISK OF CRUSHING OR OVERTURNING. HANDLE THE OVEN WITH EXTREME CAUTION DURING REPOSITIONING DUE TO ITS WEIGHT AND HEIGHT. TO PREVENT INJURY OR DAMAGE, ONLY TRAINED PERSONNEL SHOULD HANDLE IT.

GENERAL SAFETY:
ALWAYS COMPLY WITH YOUR LOCAL MANUAL HANDLING AND HEALTH AND SAFETY REGULATIONS WHEN MOVING OR REPOSITIONING THE OVEN.

CONDUCT A RISK ASSESSMENT TO DETERMINE THE NUMBER OF PERSONNEL, TOOLS, OR EQUIPMENT REQUIRED FOR SAFE HANDLING.

THE MANUFACTURER CANNOT BE HELD RESPONSIBLE FOR INJURIES, DAMAGES, OR ACCIDENTS RESULTING FROM IMPROPER HANDLING, REPOSITIONING, OR USE OF INADEQUATE EQUIPMENT.

Follow the steps below to safely reposition the unit:

9.1.1 Allow the appliance to cool completely and disconnect it from the power supply.

9.1.2 Ensure the path is clear of obstacles and debris.

9.1.3 Ensure that the floor can safely support the oven’s weight.

9.1.4 Check access dimensions (doorways, corridors). For passages under 800mm, remove detachable parts (i.e. handles) to avoid damage.

9.1.5 Unlock caster brakes before moving.

9.1.6 Push the oven slowly and steadily from a stable point using both hands. Avoid sudden or forceful movements, and never make sharp turns.

9.1.7 Only move the oven on flat, even surfaces. Uneven or sloped floors increase the risk of tipping or uncontrolled movement.

9.1.8 Use PPE such as safety footwear and gloves if moving the oven requires significant effort or presents injury risk.

9.1.9 Do not stretch, kink, or place strain on power cables.

9.1.10 Maintain adequate clearance for safe operation and ventilation. Minimum clearance requirements are specified in Sections 9.2 and 9.3.

9.1.11 Once in position, engage caster brakes to prevent accidental movement.

9.1.12 Position the appliance on a stable and level floor.

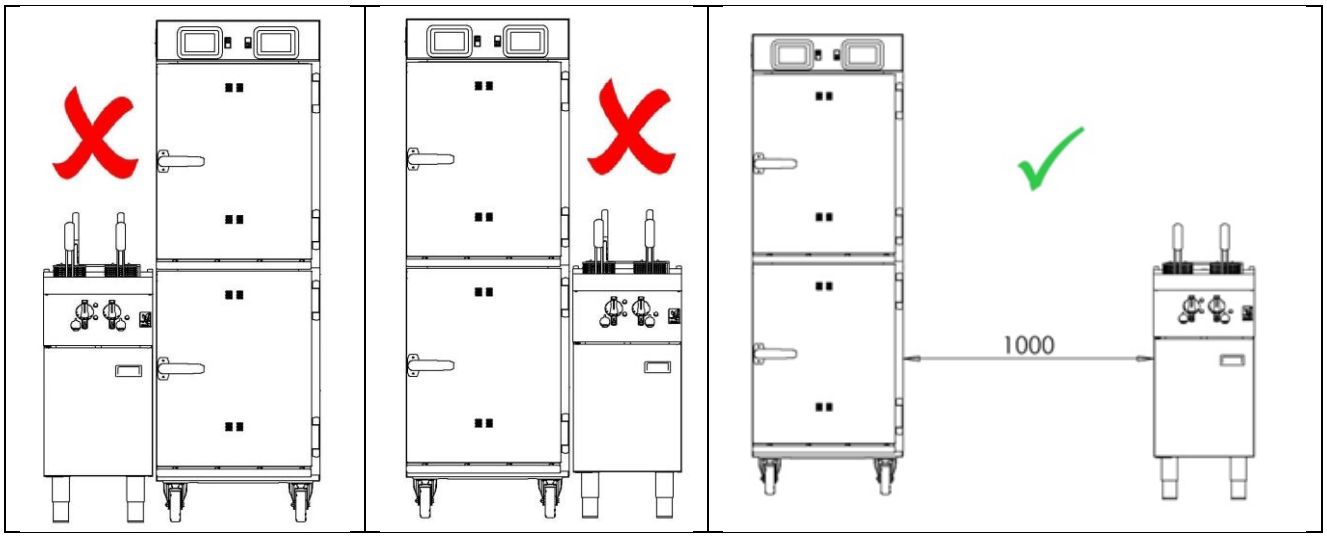
9.1.13 Visually inspect the appliance to ensure no components were dislodged or damaged during movement.

9.1.14 Inspect the mains cable and plug after repositioning.

CAUTION:

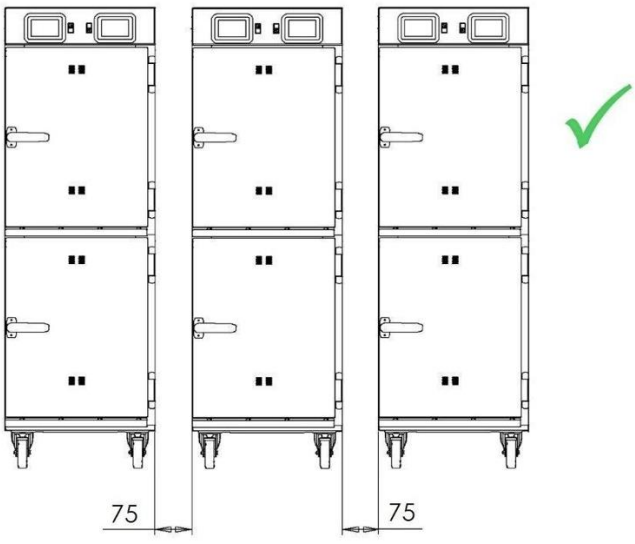
POSITION THE APPLIANCE ON A STABLE AND LEVEL FLOOR.

DO NOT INSTALL THIS APPLIANCE IN ANY AREA WHERE IT MAY BE SUBJECTED TO DRAUGHTS OR ANY OTHER ADVERSE CONDITIONS.



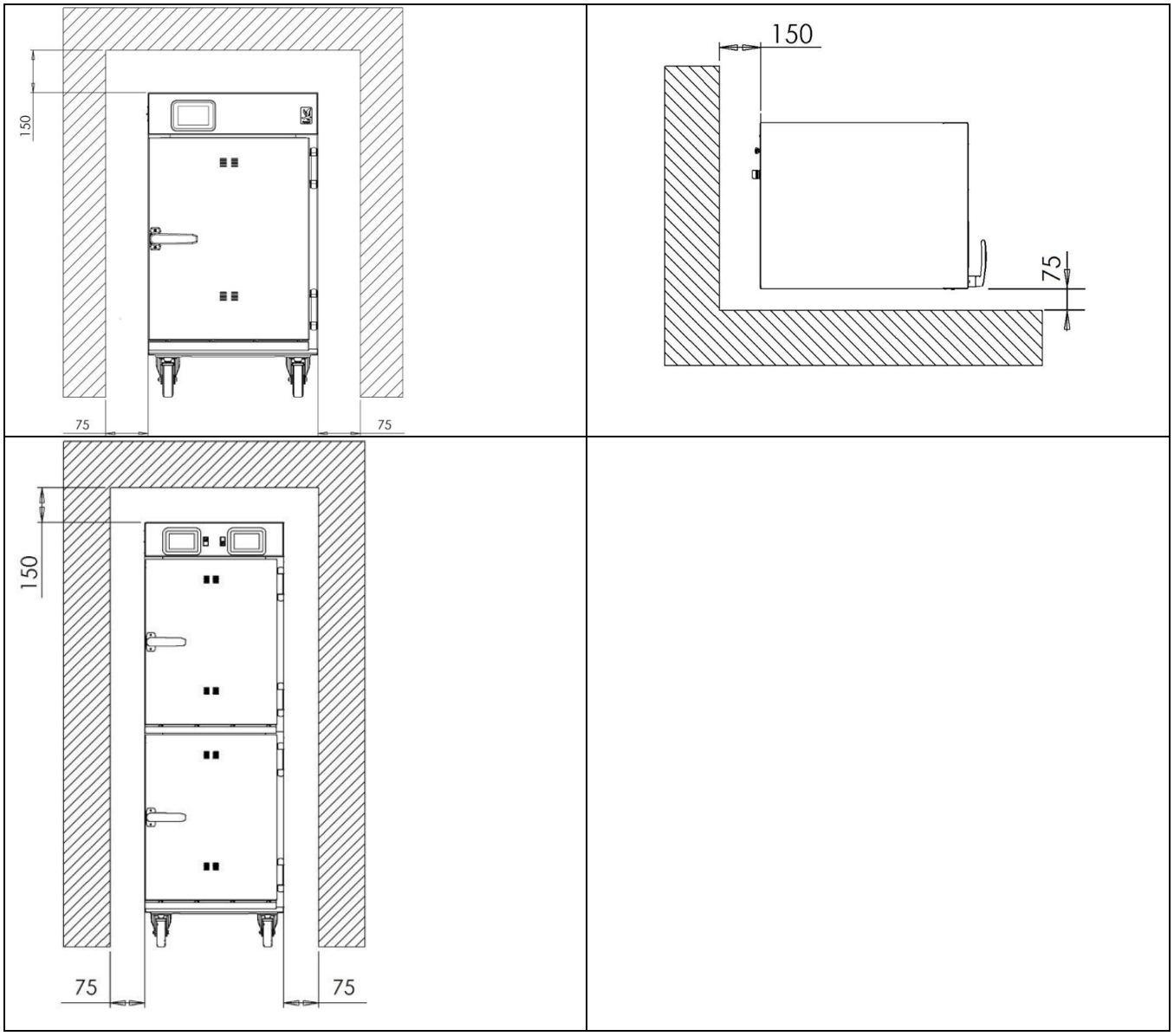
WARNING:
DO NOT INSTALL A COOK AND HOLD OVEN NEXT TO THE FRYER. MAINTAIN A MINIMUM CLEARANCE OF 1 m BETWEEN THE FRYER AND ANY COOK AND HOLD OVEN.

MAINTAIN A MINIMUM CLEARANCE OF 75 mm BETWEEN COOK AND HOLD APPLIANCES OR BETWEEN THE APPLIANCE AND ANY OTHER SOURCE OF HEAT.



9.2 SITTING/CLEARANCES

This appliance must be installed on a level floor in a well-lit position. Ensure a minimum clearance of 150 mm at the rear and top, and 75 mm on each side for both combustible and non-combustible walls. It is important for adequate ventilation for the unit from all sides.



10.0 INSTRUCTION TO USER

After installation and commissioning have been completed, please hand the user instructions to the user, and provide the required training to ensure that the person/s responsible understands the instructions regarding the correct operation and cleaning of the appliance.

PLEASE FILL OUT THE INFORMATION TABLE ON THE FRONT COVER AFTER COMMISSIONING

If the appliance does not operate correctly, please refer to section 12 and 13 and rectify the problem.

10.1 USER SAFETY GUIDELINE

WARNING:

HOT STEAM MAY BE RELEASED IMMEDIATELY WHEN THE OVEN DOOR IS OPENED, POTENTIALLY CAUSING SEVERE BURNS TO THE FACE, HANDS, AND EXPOSED SKIN. ALWAYS EXERCISE CAUTION: STAND TO THE SIDE OF THE OVEN AND OPEN THE DOOR SLOWLY TO ALLOW STEAM TO ESCAPE GRADUALLY.

DO NOT TOUCH THE VENT HOLE WHILE THE OVEN IS IN OPERATION. HOT AIR AND STEAM ESCAPE FROM THE VENT, AND CONTACT CAN CAUSE BURNS.

PAY SPECIAL ATTENTION TO THE DOOR VENTS, ENSURING THEY ARE FREE FROM GREASE BUILDUP OR BLOCKAGES.

10.2 FOOD SAFETY WARNING

We strongly recommend creating your own cooking recipes by setting specific temperatures and times tailored to your product. The default Cook and Hold temperatures and times provided are guidelines only and may not ensure safe cooking for all food types.
Cooking times and temperatures can vary based on several factors, including:

- Type of meat or product
- Size and weight of individual joints
- Number of joints per shelf
- Oven vent positioning
- Oven preheating
- Starting temperature of food
- Desired finish/doneness level
- Ambient condition

Failure to adjust settings appropriately may result in undercooked food, compromised quality, and potential food safety risks. Always verify that the core temperature of the food reaches the safe minimum required according to local food safety regulations.

10.3 COOKING GUIDELINE

The Cook and Hold Oven is specifically designed to provide gentle, consistent heat, ensuring that your food is cooked evenly and to perfection. To ensure the best results, please follow these detailed instructions on preheating, cooking times, temperature control, food placement, and maintenance.

10.3.1 TIME AND TEMPERATURE CONTROL FOR SAFE COOKING

- Default Temperature
    - The oven's default cooking temperature is 120 °C, which is optimal for slow cooking.
    - Temperatures can be adjusted up to 160 °C. However, for best cooking performance it is highly recommended not to cook over 120°C.
- Default Cooking Time
    - The default cook cycle is 4 hours, designed for slow, controlled cooking.
    - For small to medium-sized meat joints, one per shelf this is typically sufficient for the core temperature to reach safe levels.
    - Larger joints may require longer cooking hours, depending on the meat type, size, and load.

Important:
Avoid overcrowding the oven. Excess loading can extend cooking times, reduce food quality.

- Selecting Correct Temperature and Time
    - Always select a time and temperature that ensures the product reaches the minimum core temperature required to eliminate harmful bacteria.
    - Adjust settings according to the product load, joint size and number, and operational needs.
- Custom Recipes
    - Operators are encouraged to develop custom cooking programs based on specific meat types and portion sizes.
    - As a guideline, a single meat joint per shelf generally requires about 4 hours at default settings.
    - Actual cooking time and temperature may vary based on the factors outlined above (in the Food Safety Warning section).

Recommendation

- Use Cook by probe method for precise control of internal food temperature, ensuring consistent doneness and safety.
- Use Cook by Delta T method for maximum yield and precise results, as it adjusts cooking based on the temperature difference between the food and the oven, minimizing overcooking and shrinkage.
- If using Cook by Time, the controller still allows monitoring of the core temperature for accuracy. Refer to Section 4.22.2 for details.

10.3.2 PREHEATING THE UNIT

- When a recipe (cook program) is started, the oven will automatically begin preheating at the same temperature as the selected cook cycle.
- Once the set temperature is reached, the controller will display "PREHEATED – INSERT FOOD."
- Do not load food before preheat cycle complete.
- The controller allows the operator to skip the preheat cycle (refer to section 4.10) if desired. However, preheating is always recommended for best results.

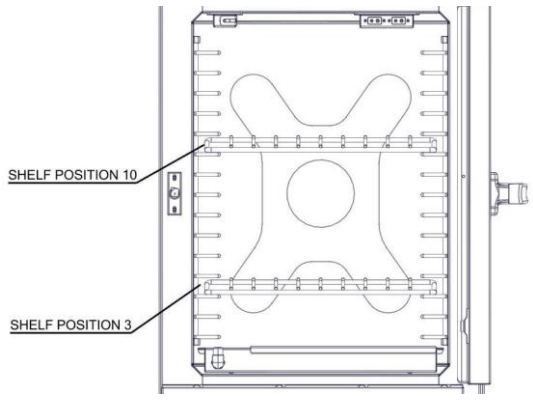
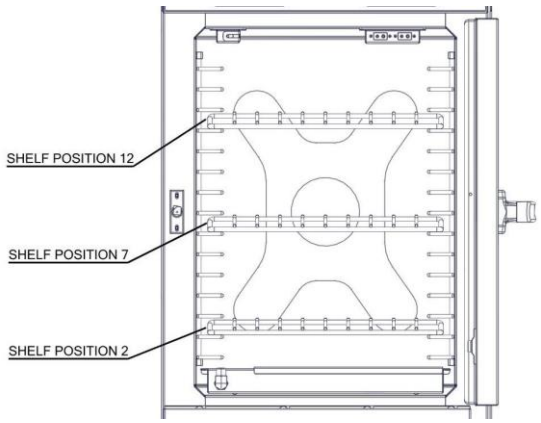
Note: Preheating is critical to ensure consistent cooking performance. Failure to preheat may extend cooking times. It can also negatively affect both food quality and food safety.

10.3.3 LOADING THE OVEN

- Load food promptly once the oven displays “PREHEATED – INSERT FOOD.”
- Place food centrally on racks to allow proper heat circulation.
- Do not allow food to tap oven walls, doors, or ceiling.
- Arrange food to allow proper air circulation; avoid overloading or stacking food.
- Overloading can extend cooking time, reduce product quality, and compromise food safety.
- Use the correct rack positions as recommended in section 10.3.4.
- For optimal cooking, it is recommended to cook food directly on the shelves rather than in trays.
- Always insert the food probe (if required by the recipe) into the thickest and centre part of the product, away from bone or fat pockets. For detail see section 10.3.5.
- Close the oven door to maintain cavity temperature and ensure the cook cycle begins correctly.

10.3.4 SHELF POSITIONING GUIDELINES

- Use the Falcon-recommended shelf positions to ensure optimal heat circulation, even cooking, and maximum yield.
- A maximum of three shelves per oven cavity is advised.
- For large joints, only two shelves are recommended to provide sufficient clearance and airflow.
  Two shelf positions (for large joints):
- Bottom Shelf: Position 3 (from the bottom of the oven cavity).
- Second Shelf: Position 10 (from the bottom).
  This configuration allows maximum spacing between shelves, promoting even cooking and preventing overcrowding.
  Three shelf positions:
- Bottom Shelf: Position 2 (from the bottom).
- Second Shelf: Position 7.
- Third Shelf: Position 12.
  This arrangement provides balanced spacing across the cavity for medium-sized joints or multiple products, ensuring uniform cooking performance.

	
Two-shelf position option	Three-shelf position option:

10.3.5 **Probe Insertion Method**

- Place the probe into the thickest part of the product (e.g., the centre of a roast or large joint), as this is the slowest point to heat and ensures accurate doneness measurement.
- Do not let the probe tip tap bone, fat pockets, or the cooking pan/tray, as these areas heat differently and will give false readings.
- Insert the probe so that the sensor tip is fully embedded in the product, typically at the centre of the joint.
- For thinner items, insert the probe horizontally into the thickest section.
- When cooking multiple joints, use two probes option and place the probe in the largest or heaviest joint, as this will take the longest to reach the target temperature.
- Ensure the probe cable is not pinched in the oven door and does not tap oven walls.
  Food Safety Reminder: Always clean and sanitize the probe before and after each use to prevent cross-contamination and the growth of harmful bacteria.

10.3.6 **Oven Door – Keep Closed During Operation**

- Opening the oven door during cooking or holding causes significant heat loss. This extends cooking times and can prevent the product from reaching the desired core temperature safely.
- Each time the door is opened, oven temperature drops and disrupts the controlled cooking environment. This can lead to uneven cooking, reduced yield, and inconsistent product quality.
- Frequent door openings may result in food spending excessive time in the temperature danger zone, increasing the risk of bacterial growth and compromising food safety.
- Minimizing door openings reduces energy consumption and improves oven performance.
- If food needs to be removed during the holding phase, do so quickly and close the door gently immediately afterward.
  Reminder: Only open the oven door when absolutely necessary for e.g. loading and unloading. Keep the door closed during all other times to ensure safe, efficient, and high-quality cooking and holding.

10.3.7 **COOKING CYCLE**

- After preheating, once the food is loaded and the oven door is closed, the oven will automatically begin the cook cycle at the programmed temperature.
- The controller continuously displays oven cavity temperature and, when using probe mode, the current internal product temperature.

10.3.8 **COMPLIANCE WITH LOCAL REGULATIONS**

- All cooking and food handling procedures must comply with local food safety regulations.
- For example: In the UK, follow the requirements of the Food Standards Agency (FSA) or Food Standards Scotland (FSS).
- For operations outside the UK, ensure compliance with the local food safety authority in your country or region.

10.3.9 **TRANSITION FROM COOK TO HOLD MODE**

- At the end of the cooking cycle, the oven automatically enters the holding phase.
- During this phase, the oven temperature gradually decreases to the designated holding temperature.
- The transition period typically takes 45minutes to 1.5 hours, depending on:

- Cooking temperature
- Holding temperature
- Vent position
- Ambient condition

- Food continues to cook during the transition to hold mode.
- It is recommended not to remove food during this period, as premature removal may compromise food safety, unless the desired safe core temperature has already been achieved.

Safety Reminder:
Always ensure that food has reached the required safe core temperature in accordance with local food safety regulations.

10.3.10 **HOLDING TEMPERATURE GUIDELINE**

- The oven's default holding temperature is 75°C, provided as a guideline. The required holding temperature may vary depending on the minimum food temperature that must be maintained during the holding cycle. We recommend setting the oven's holding temperature 8–10°C above the minimum required food holding temperature.
- The oven is designed to maintain food at a safe serving temperature without overcooking, provided the holding temperature is set correctly according to the joint size and product type.

  Note: Operators should adjust the holding temperature as needed, depending on food type, load size, and local food safety regulations.

Recommended Holding Temperature Ranges by Product

Product Type	Typical Holding Time	Notes
Beef (Roasts/Prime Rib)	6–8 hours	Maintains doneness, prevents overcooking; lower end suitable for medium/rare cuts.
Pork (Shoulder, Loin, Ham)	6–8 hours	Keeps product tender and juicy; ensures food safety.
Poultry (Whole/Portions)	4–6 hours	Higher range recommended due to food safety requirements for poultry.
Lamb (Leg, Shoulder)	6–7 hours	Balances tenderness and flavour retention.
Fish (Whole/Fillet)	2–3 hours	More delicate; higher temperatures may cause drying.
Vegetables	2–4 hours	Retains colour and texture; adjust vent position to prevent excess moisture.

Note:

- Always ensure that the food has reached the required safe minimum core cooking temperature before initiating the holding cycle.
- Holding temperatures are intended to maintain food quality and are not a substitute for completing the cooking process.
- Follow all applicable local regulatory requirements (e.g., in the UK, FSA or FSS guidelines).

10.3.11 **VENTS POSITIONING**

- **Vent Positioning Options:**
  - Fully Closed Vents (Horizontal): Maximizes moisture retention, resulting in softer textures and no browning.
  - Half Open Vents (45° Angle): Allows some moisture to escape while maintaining a humid environment, limiting browning.
  - Fully Open Vents (Vertical): Releases more moisture, allowing for better browning.
- **Achieving Browning:**
  - For optimal browning, it is recommended to finish the product in a high-temperature oven with forced heat for a short period.
  - This step enhances appearance, flavour, and texture without compromising internal moisture or food safety.

10.3.12 **EMPTY THE DRIP TRAY**

- Keep the drip tray in place during cooking and holding to retain moisture and prevent the food from drying out.
- Only empty the tray once the cooking or holding cycle is complete and all food has been removed.
- Allow liquids to cool before disposal to prevent burns or spills.
- Turn the drip tray drain downward and pour the liquid into a metal deep pan.
- Remove the tray completely for cleaning and sanitizing.

Note: Ensure the drip tray is emptied and cleaned after every cooking session to maintain hygiene and prevent bacterial growth.

10.3.13 **POWER FAILURE PROTOCOL**

In the event of a power failure, follow these guidelines to ensure food safety and proper oven operation:

Power Failure Less Than 20 Minutes:

- If the power outage lasts less than 20 minutes, the oven will automatically resume the cooking cycle once power is restored.
- When power is restored, the controller will generate an audible alert and display a Power Failure message with the total outage time.
- The alarm will continue to sound until the user acknowledges it by tapping the checkmark icon on the display.

Power Failure Exceeding 20 Minutes:

- If the power outage lasts longer than 20 minutes, the oven will not resume the cooking cycle, and the cycle will be interrupted.
- Check the internal temperature of the food. If it has fallen below the safe holding temperature, the food must be discarded to prevent the risk of food poisoning.
- Always refer to your company’s food safety policy and local regulations for meat disposal requirements in the event of a prolonged power failure.

Safety Reminder:
In the event of a power failure, always refer to your company's policy for guidance. Food that has been exposed to unsafe temperatures must be discarded in accordance with local regulations and your organization's food safety procedures. Following these requirements is essential to prevent the risk of foodborne illness.
If you are unsure whether the food is safe, discard it immediately.

Never attempt to restart the cooking cycle without verifying that food has remained within safe temperature ranges.

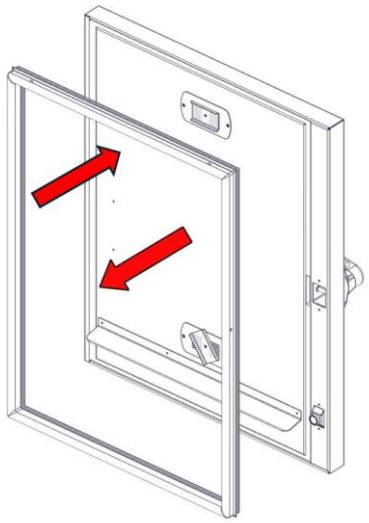
10.3.14 **CLEANING AND MAINTENANCE**

- Clean the oven after each use to prevent food residue buildup, maintain proper hygiene, and ensure optimal oven performance.
- Always clean and sanitize the core probe before and after each use to prevent cross-contamination and the growth of harmful bacteria.
- Empty and clean the drip tray(s) and drip trough(s) after every cooking or holding cycle. Allow liquid to cool before disposal.
- Refer to Section 6 – Cleaning and Maintenance for detail instructions and preventive maintenance guidelines to keep the oven in good working condition.

Warning: Failure to clean and sanitize the oven regularly can lead to unsafe cooking conditions, reduced equipment lifespan, and compromised food safety.

10.3.15 **Replacing a Door Seal (Pull & Push Method)**

- Open the door and pick a corner of the old seal.
- Pull the old seal out of the groove all the way around the door.
- Clean the groove with a cloth to remove dirt or debris.
- Start the new seal at a corner. Make sure it's facing the correct direction.
- Push the new seal into the groove with your fingers (no sharp tool), working around the door without stretching it.
- Check for gaps and make sure all corners are fully seated.
- Close the door to ensure it seals properly.

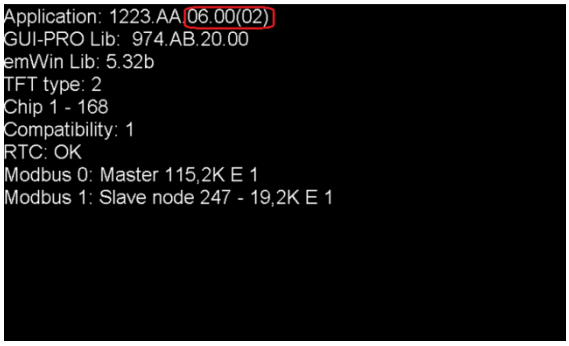


11.0 HOW TO VIEW FIRMWARE:

11.1 VIEW SOFTWARE VERSION:

11.1.1 Switch off the appliance from the mains and turn it back on.

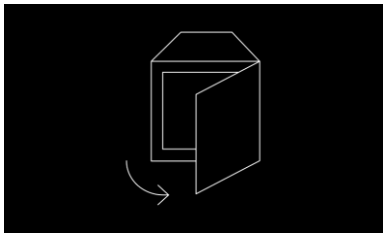
11.1.2 Once the display turns on, the first screen displays for few second, the first line is about the software application, the highlighted part is the firmware version.



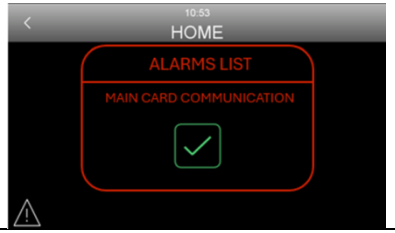
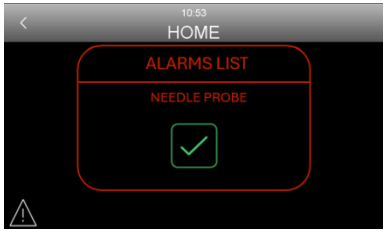
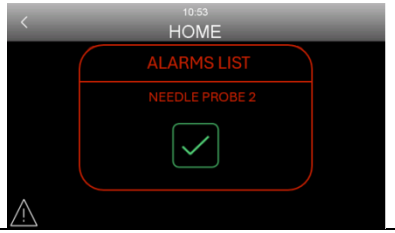
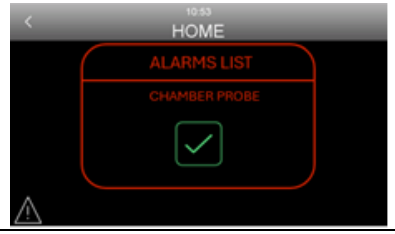
11.2 Firmware version

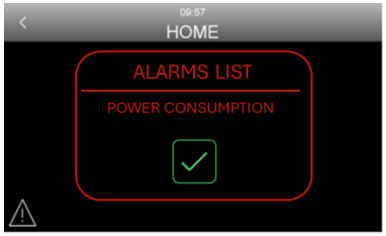
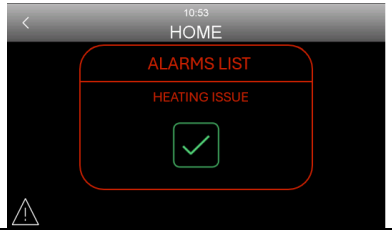
12.0 ALARMS

When an alarm is triggered, the buzzer sounds, accompanied by a pop-up alarm message, appears on the display. To silence the buzzer and return to the standard screen, tap the checkmark icon .To review the alarm details again, tap the icon located in the bottom-left corner of the display. If an alarm occurs during operation, the controller records the event. When the HACCP data is downloaded, the user can view the time and duration of each alarm.
The following table lists all device alarms and their corresponding descriptions.

ALARM	DESCRIPTION
12.1 OVEN DOOR ALARM   	When the oven door is opened, the controller displays a “DOOR OPEN” symbol. During this period, the heating elements remain on to compensate for heat loss. If the door remains open for more than one minute, the controller activates a “DOOR ALARM” and switches off the heating elements. While this alarm is active, the controller pauses the countdown timer for time-based cooking cycles. The countdown will resume once the door is closed. **During cook cycle:** If the door is opened during the cooking cycle, the alarm will activate immediately, as opening the door during operation is not expected. If the door remains open, the heating elements will continue to operate for one minute to compensate for heat loss. If an alarm persists, refer to SECTION 13: FAULT FINDING for troubleshooting guidance.
12.2 POWER FAILURE ALARM  	In the event of a power interruption during a cooking cycle, the controller will display a “POWER FAILURE” alarm upon power restoration, showing the total duration of the outage. The alarm will remain active until acknowledged by the user. • If the power outage lasts less than 20 minutes, the oven will automatically resume the cooking cycle once power is restored. • If the power outage lasts more than 20 minutes, the cooking cycle will not resume, and the cycle will remain interrupted. **Safety Reminder**: **In the event of a power failure, always refer to your company’s policy for guidance. Food that has been exposed to unsafe temperatures must be discarded in accordance with local regulations and your organization’s food safety procedures.** **If you are unsure whether the food is safe, discard it immediately.**

ALARM	DESCRIPTION
12.3 THERMAL SWITCH ALARM 	The controller will activate a “THERMAL SWITCH” alarm if the safety thermostat (thermal switch) trips. This safety mechanism is designed to protect the oven and its components from damage in the event of a thermostat failure that causes the oven to overheat. Refer to SECTION 13: FAULT FINDING for troubleshooting guidance. **WARNING: IF A THERMAL SWITCH ALARM IS ACTIVATED, THE CAUSE OF THE SAFETY THERMOSTAT TRIP MUST BE IDENTIFIED AND CORRECTED BEFORE THE SAFETY THERMOSTAT IS RESET. DO NOT ATTEMPT TO RESET THE SAFETY THERMOSTAT UNTIL THE FAULT HAS BEEN PROPERLY DIAGNOSED. CONTACT A QUALIFIED SERVICE ENGINEER TO IDENTIFY AND RECTIFY THE ISSUE BEFORE RESETTING THE SAFETY THERMOSTAT.**
12.4 CHAMBER HIGH TEMPERATURE ALARM 	If the chamber probe detects an oven temperature of 180 °C or higher, the controller will trigger a “CHAMBER HIGH TEMPERATURE” alarm. Refer to SECTION 13: FAULT FINDING for troubleshooting guidance.
12.5 HIGH BOARD TEMPERATURE ALARM 	The controller will trigger a “HIGH BOARD TEMPERATURE” alarm if the temperature of the main control board exceeds its safe threshold. While this alarm is active, it is not possible to start or continue a cooking cycle. Refer to SECTION 13: FAULT FINDING for troubleshooting guidance.

ALARM	DESCRIPTION
12.6 MAIN CARD (CONTROL BOARD) COMMUNICATION ALARM 	The controller will trigger a “MAIN CARD COMMUNICATION” alarm if there is no data transfer or communication between the user interface and the control module. While this alarm is active, it is not possible to start a cooking cycle. Refer to SECTION 13: FAULT FINDING for troubleshooting guidance.
12.7 NEEDLE PROBE ALARM  	The controller will trigger a “NEEDLE PROBE” alarm if a fault is detected in Core Food Probe 1. Similarly, a “NEEDLE PROBE 2” alarm will be activated if a fault is detected in Core Food Probe 2. While either of these alarms is active, it is not possible to start or continue a cooking cycle using the affected probe or the Delta T function. To determine how the controller designates Probe 1 and Probe 2, refer to Section 4.15. If an alarm persists, Refer to SECTION 13: FAULT FINDING for troubleshooting guidance.
12.8 CHAMBER PROBE ALARM 	The controller will trigger a “CHAMBER PROBE” alarm if a fault is detected in the operating thermostat. While this alarm is active, it is not possible to start or continue a cooking cycle. Refer to SECTION 13: FAULT FINDING for troubleshooting guidance.

ALARM	DESCRIPTION
12.9 POWER CARD/CONTROL MODULE COMPATIBILITY 	The controller will trigger a “POWER CARD COMPATIBILITY” alarm if the user interface and control module are running different firmware versions. It is highly unlikely for this alarm to occur, as the appliance undergoes full testing prior to shipment. If the alarm does occur, contact a service engineer.
12.10 POWER CONSUMPTION ALARM 	When the unit is equipped with an Energy Optimization System (EOS) e.g. Sicotronic System, the controller may trigger a Power Consumption alarm. This occurs when multiple appliances operate simultaneously, and the EOS prioritizes and adjusts energy distribution to prevent system overload. This alarm does not indicate a fault. It is a normal function of the EOS, designed to optimize energy usage by temporarily limiting power to certain appliances, helping to reduce peak energy consumption and prevent potential overloads. While this alarm is active, the heating elements will be switched off. If the alarm persistent, Refer to SECTION 13: FAULT FINDING for troubleshooting guidance.
12.11 HEATING ISSUE ALARM 	If the oven does not begin heating during the preheat cycle, or if the temperature increases more slowly than expected, the control system will generate a **“**HEATING ISSUE” alarm. Refer to SECTION 13: FAULT FINDING for troubleshooting guidance.

13.0 FAULT FINDING

Fault Finding and Remedies
Before contacting a service engineer, all professional users should follow the basic checks outlined below if a fault or alarm occurs. These checks are intended to verify power, settings, and simple user-operable conditions.

Warning:
Do **not** open any panels or attempt to access wiring, electrical components, or internal parts of the oven. Unauthorized access may result in injury or damage to the appliance.
After completing all basic checks, if the fault or alarm persists, **call the service engineer for inspection and repair**.

SYMPTOM	POSSIBLE CAUSES	REMEDY	USER
Both touch screens stay OFF	Verify ovens are connected to power	Check wall outlet, isolator switch, or power breaker is ON.	✓
	Confirm power cord/plug is fully inserted	Push the plug firmly into the socket. Avoid extension cables.	✓
	Check if the socket has a power outage	Test another appliance in the same power socket.	✓
Oven Not Heating or slow heating*	Incorrect mode or temperature/time setting	Re-enter the desired temperature/time and start	✓
	Door not fully closed	Ensure the door is completely shut.	✓
	Excessive grease or debris inside oven	Clean the oven cavity thoroughly.	✓
	Error code displayed (Oven has detected an internal fault)	Note the error code and refer to the error code chart. If the error persists, contact a service engineer.	✓
	Door not closed properly	Ensure the door is fully closed. Check the door seal for wear, tears, or debris preventing proper sealing. If the seal needs replacement, see Section 10.3.15 for instructions.	✓

Oven Over or Under Heating / Cooking	Incorrect temperature setting: Temperature may be set too high or too low for the selected cooking task.	Verify the correct temperature for the recipe. Adjust settings to the recommended range.	✓
	Oven is not fully preheated	Allow the oven to fully preheat until the indicator shows ready. For best result give some extra time after preheated messaged displayed/	✓
	Hot spots or poor heat circulation	Avoid overcrowding. Keep air vents clear. For best results load the food on racks do not tray.	✓
	Incorrect shelf placement or overcrowding	Use the Falcon recommended Shelf positioning and allow adequate food spacing. (see section 10.3.4)	✓
	Door opening frequently	Avoid unnecessary door opening	✓
	Dirty temperature sensor or oven cavity	Clean internal surfaces and ensure the temperature sensor is not obstructed	✓
	Faulty temperature sensor (thermostat): The sensor may misread internal temperature, causing over- or under-heating.	Restart the oven and test again. If issue persists, contact a service engineer.	✓
	Faulty temperature sensor (thermostat): The sensor may misread internal temperature, causing over- or under-heating.	Restart the oven and test again. If issue persists, contact a service engineer.	✓
Oven Not Maintaining Minimum Holding Food Temperature	Incorrect holding temperature set	Verify and reset the holding temperature according to food safety guidelines or as per local regulations.	✓
	Door not closed properly	Ensure the door is fully closed. Check the door seal for wear, tears, or debris preventing proper sealing. If the seal needs replacement, see Section 10.3.15 for instructions.	✓
	Excessive loading can lower internal temperature and slow recovery.	Avoid overloading.	✓
	Frequent door opening	Minimize door openings.	

	Dirty temperature probe or sensor	Clean the temperature sensor and interior surfaces.	✓
	Faulty temperature sensor (thermostat)	Restart the oven and recheck temperature stability. If problem continues, contact a service engineer.	✓
Uneven heating/Cooking	Oven not properly preheated.	Preheat the oven and give some extra time after the “Preheated” message displayed to charge up the oven*.	✓
	Incorrect shelf placement or overcrowding	Use the Falcon recommended Shelf positioning and allow adequate food spacing. (see section 10.3.4)	✓
	Debris in the oven chamber.	Clean the oven chamber thoroughly after every use to remove food residue.	✓
Intermitted or inaccurate temperature reading of core probe	Probe not fully inserted into the food	Insert the core probe into the thickest part of the food. Ensure the tip is not touching bone, fat pockets, or tray surfaces.	✓
	Loose or incomplete probe connection to oven probe connectors	Check and reconnect the probe plug securely. Inspect the connector for dirt, grease, or damage.	✓
	Damaged probe cable or sensor tip	Visually inspect for damage. Replace the probe if the cable or tip is compromised. **Note:** After a probe is connected to the oven, the controller may require up to one minute to display the probe temperature while the readings stabilize.	✓
	Probe exposed to excessive moisture	Dry the probe thoroughly before use. Avoid immersing the probe or probe connector in water during cleaning.	✓

	Residue on probe sensor	Follow section 6.1.3 - Clean the Core Probe(s). Dry completely before reconnecting.	✓
	Defective core probe	Replace with an approved manufacturer probe.	✓
Excessive condensation or moisture buildup	Door vents holes blocked due to debris or poor cleaning.	Regularly clean the oven, including door vents remove any accumulated debris	✓
	Incorrect temperature settings.	Use Falcon's recommended Cook and Hold setting.	✓
	Incorrect shelf placement or overcrowding.	Use the Falcon recommended Shelf positioning and allow adequate food spacing.	✓
Touch Screen not responding or turning On /Off Intermittently	No or unstable power supply.	Ensure the appliance is properly plugged in.	✓
	Moisture or dirt on the screen	Clean the screen with a soft, dry cloth. Ensure hands are clean and dry before touching.	✓
	Software or system glitch	Power off the oven and restart after 1 minute.	✓
	Temperature too high around control panel or inside the control box	Ensure the control panel ventilation (at rear on control box) openings are not blocked.	✓
Alarms			
Door Open Symbol / Door Alarm	Door not fully closed	Close the oven door to clear the door open symbol.	✓
	Debris on door seal or latch	Clean the front frame and latch area.	✓
	Control panel or software glitch	Reboot the oven	✓
	Temporary power outage or voltage drop Loose power plug or damaged cable	Wait for stable power to return. Ensure the power plug is fully inserted.	✓

Power Failure Alarm		Switch off the oven from mains and inspect the cable for damage. Do not use the oven if the cable appears damaged—contact a service engineer.	
	Faulty power socket	Test another appliance in the same socket. If the socket is faulty, contact a qualified electrician.	✓
	Software or control system glitch	Reboot the oven	✓
Thermal Switch Alarm	Temporary control or software glitch	Turn off the oven. Disconnect from power for 1 minute, then reconnect and restart the unit.	✓
Chamber High Temperature Alarm	Oven has been operating at very high temperatures.	Verify that the maximum temperature setting is 160°C on the controller. Contact the service engineer if the temperature can be set beyond this limit.	✓
	Temporary control or sensor glitch	Turn OFF the oven. Disconnect power for 1 minute, then reconnect and restart. Check if the alarm clears	✓
High Board Temperature Alarm	Control box ventilation openings are blocked	Ensure no objects are blocking the ventilation / exhaust vents (at the rear of the unit).	✓
	Dust or grease buildup around vents affecting cooling	Inspect external vents and cooling air paths for dust or grease. Switch off the unit from mains and gently clean the vents holes.	✓
	Appliance installed too close to walls or equipment	Confirm there is proper clearance around the oven as specified in the installation guide (see section 9) Improve airflow around the appliance if necessary.	✓

	Excessive ambient temperature	Check if the surrounding room temperature is too high. Improve ventilation or reduce nearby heat sources (other appliances, direct sunlight, etc.).	✓
	Oven used at high temperature for extended periods	Switch OFF the oven. Allow the appliance to cool for at least 10–15 minutes. Restart after cooling to see if the alarm resets.	✓
	Temporary control or software glitch	Turn OFF the oven and disconnect it from the power supply for 1 minute. Reconnect and restart to check if the alarm clears.	✓
Main Card Communication Alarm	Temporary control or software glitch	Turn OFF the oven and disconnect it from the power supply for 1 minute. Reconnect and restart to check if the alarm clears.	✓
Needle probe Alarm Or Needle probe 2 Alarm	Probe not fully inserted into the oven probe connector.	Ensure the probe plug is firmly connected to the oven's probe port.	✓
	Probe's connector dirty	Wipe the probe's connector with a clean, dry cloth. Remove any grease or moisture before reconnecting.	✓
	Temporary software or control glitch	Turn OFF the oven, wait 1 minute, and restart. Reconnect the probe and wait for 1 minute before try again.	
	Cooking with probe mode started without probe connected.	Make sure the core probe(s) are connected before starting the cooking by Probe mode. **Note:** After a probe is connected to the oven, the controller may require up to one minute to display the probe temperature while the readings stabilize.	✓

Chamber probe Alarm	Temporary control or sensor glitch	Switch OFF the oven. Disconnect from power for 1 minute, then reconnect and restart. Check if the alarm resets.	✓
Heat issue Alarm	Food is inserted during preheating	It is not recommended to load food while the appliance is preheating	✓
	Temporary control or sensor glitch	Switch OFF the oven. Disconnect from power for 1 minute, then reconnect and restart. Check if the alarm resets.	✓
	Unstable power supply.	Ensure the appliance is properly plugged in.	✓
	Dirty temperature sensor or oven cavity	Clean internal surfaces and ensure the temperature sensor is not covered with debris	✓
	Faulty temperature sensor (thermostat): The sensor may misread internal temperature, causing over- or under-heating.	Restart the oven and test again. If issue persists, contact a service engineer.	✓

*As this is a slow-cook oven, its preheated time is longer than that of a traditional oven. Depending on the set cooking temperature, the preheat time ranges from approximately 30 to 45 minutes.

14.0 SPARE PARTS

Consult the Spare Parts Manual (T102001) for information on replacement components.

When ordering spare parts, please quote the following:

Model Number
Serial number

This information will be found on the data plate attached to the appliance.
Visit our website for further spares information.

15.0 SERVICE INFORMATION

This unit carries an extensive mainland UK warranty. The warranty is in addition to and does not change your statutory or legal rights.

The warranty policy can be found on our website which details the conditions of the warranty and the exclusions.

https://www.falconfoodservice.com/info-centre/policy

Service calls to equipment under warranty will be carried out in accordance with the conditions of sale.

Warranty calls can be made between 8:30 am and 5:00 pm on weekdays only.

To ensure your warranty enquiry is handled as efficiently as possible, ensure you have the following appliance information prior to calling us:

1. Model number – found on the data plate
2. Serial number – found on data plate
3. Brief description of the issue

To contact Falcon for a warranty issue dial (UK only) 01786 455 200 and select Warranty Issues from the menu.