



# HOT ROCKS

## USER MANUAL

Keep this manual with the oven. This is the property of the end user.



SERIAL NUMBER

FOR SUPPORT  
[service@hotrocksoven.com](mailto:service@hotrocksoven.com)

1-800-668-1883



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# CONGRATULATIONS!

## YOU ARE NOW THE OWNER OF A HOT ROCKS VOLCANO OVEN

Thank you for choosing us and giving us a chance to do what we love.

You are part of the innovators who are revolutionizing the way pizza is baked. From managing your staff, better customer reviews, superior quality product, less waste & mistakes, increased profits, both you and your business will benefit from your leading edge.

You're on your way to Rocking Everyday Life.



Join the Hot Rocks Pizza Ovens Community on Facebook.  
You'll get to share your success and passion with other Hot Rockers.

### FOR SAFETY, THIS OVEN CONFORMS TO

UL 197  
CSA C22.2#109  
CSA Std. 1.8-2006 (R2012)  
ANSI Std. Z83.11-2006 (2012)  
ANSI/NSF STD. 4-2009



Intertek



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**NOTE:**  
THIS MANUAL SHOULD BE KEPT FOR FUTURE REFERENCE.  
STORE IT SOMEWHERE EASILY ACCESSIBLE.

# 1 GENERALITIES

## 1.1 Warnings

**DO NOT USE OR STORE GASOLINE, PRODUCTS WITH FLAMMABLE VAPORS / LIQUIDS WITHIN THE VICINITY OF THIS, OR ANY OTHER APPLIANCE.**



### **WARNING**

This symbol specifies important safety instructions which, if not followed, could endanger personal safety and/or property. Read and follow all instructions in this manual before attempting to operate the oven.

**Failure to comply with these instructions may result in personal injury.**

- Read, understand, and follow all instructions in this manual before starting. Keep this manual in a safe place for regular reference.
- Only allow responsible individuals familiar with the instructions to operate the oven. Be sure to know the controls and how to stop the oven quickly.
- Never put hands near moving parts.
- Only allow authorized technicians to perform the maintenance of the oven.
- Remove all obstacles which may interfere with the oven's functions.
- Clear the work area of any items such as electrical wires, buckets, knives, etc.
- Do not sit or stand on the oven.

- Always turn off the oven with the main switch or leave it on standby mode after the work is done. Never leave a running oven unattended.
- Always disconnect the electric plug and wait until the oven has cooled before attempting any maintenance.
- Do not wear loose-fitting clothes or jewellery as they may get caught in the moving parts of the oven.
- Always wear appropriate shoes to prevent injury caused by moving the oven or hot objects falling from the oven.
- Work only in daylight or with sufficient artificial light.
- Do not operate the oven while under the influence of alcohol, drugs or any illegal substance.

## 1.2 Service

Prior to disposal, determine the proper method to dispose of waste from the local office of the Environmental Protection Agency. Recycling centers are established to properly dispose of materials in an environmentally safe fashion.



### **WARNING**

**This oven should only be operated by staff that has read, understood and will respect warnings and instructions regarding this oven in the user manual. Save these instructions for future reference.**

**DO NOT SPRAY LIQUIDS OR VAPORS ON, OR NEAR, ELECTRICAL EQUIPMENT.  
DO NOT USE THIS APPLIANCE IF ANY OF ITS PARTS HAVE BEEN UNDER WATER.**

**IMMEDIATELY CONTACT A QUALIFIED SERVICE TECHNICIAN TO INSPECT THE APPLIANCE AND TO REPLACE ANY PARTS WHICH WERE SPRAYED OR SUBMERGED UNDER WATER.**

## 1.3 Authorized technician

All installations and/or service on any Hot Rocks ovens must be performed by qualified, certified, licensed and/or authorized installers and technical service personnel. All electrical, gas and plumbing connections must be made by authorized technicians and in compliance with all electrical, gas, plumbing and safety requirements.

It is possible to obtain these services by contacting Hot Rocks customer service or a local service company. Refer to the Hot Rocks website for a list.

## 1.4 Definitions

### **USERS**

A user is those who will operate the oven everyday to cook pizza. He has been trained by an experimented user or an authorized technician to safely operate the oven. They can also perform daily and weekly operator maintenance.

### **QUALIFIED AND/OR AUTHORIZED TECHNICIAN**

Qualified or authorized operating personnel are those who have carefully read the information in this manual and are familiar with the oven's functions or have had previous experience operating Hot Rocks ovens.

### **QUALIFIED INSTALLATION PERSONNEL**

Qualified installation personnel can be represented by an individual, a firm, a corporation or a company which will perform and is responsible for:

- The installation of gas piping from the outlet side of the gas meter or service regulator when the meter is not provided, and the connection and installation of the gas appliance. The qualified installation technician must be experienced in such work, familiar with all required precautions, and comply with all requirements of state or local authorities having jurisdiction. Reference in Canada: *Canadian Standard CAN/ CSA-B149.1 and Z223.1 / NFPA 54 (Natural and/or propane gas installation code)*
- The installation of electrical wiring from the electric meter, main control box or service outlet to the electric appliance. The qualified installation technician must be experienced in such work, familiar with all required precautions, and comply with all requirements of state or local authorities having jurisdiction.
- The appliance, when installed, must properly be electrically grounded in accordance with local codes, or in the absence of local codes, with the National Electrical code *ANSI/NFPA 70*, or the Canadian Electrical code, *CSA 22.1 No 109* or conform to *UL STD 197*.



## 1.5 Labels

**EACH HOT ROCKS VOLCANO OVEN HAS THE FOLLOWING LABELS (NOT TO SCALE).  
THEY SHOULD NEVER BE REMOVED.**



(127-0112) **DANGER-WARNING** Never put hands inside the oven while the conveyor is moving.

|  |   |                            |                       |                                    |                   |
|--|---|----------------------------|-----------------------|------------------------------------|-------------------|
|  | <b>Hot Rocks Ovens</b><br>Tel: +1 819.395.5151 / Fax: +1 819.395.5343<br>www.hotrocksoven.com<br>Fabriqué au / made in CANADA | MODEL / MODÈLE:            | HR-XX-XX (GEN 3)      | GAS / GAZ:                         | NATURAL / PROPANE |
|  |   | SERIAL / SÉRIE:            | XXXXXXXXXX            | MAN. PRESSURE / PRESSION D'ÉCHAP.: | 0" W.C.           |
|  |   | ELECTRICITY / ÉLECTRICITÉ: | 208-240V / 1PH / 60HZ | LINE PRESSURE / PRESSION D'ENTRÉE: | 6" - 8" W.C.      |
|  |   | AMPS / AMPÈRES:            | 10                    | NOZZLE / ORIFICE:                  | X.X MM            |
|  |   | HP / CV:                   | 1/4 - 3/4             | INPUT / DÉBIT (BTU / H):           | XXX XXX           |

(FO53-0107 serial number)



(FO53-0105)



(FO53-0003)

PICARD OVENS • FOUR PICARD  
HOT ROCKS OVEN • FOUR HOT ROCKS

QUÉBEC, CANADA  
WWW.PICARDOVENS.COM  
WWW.HOTROCKSOVEN.COM

**HOT ROCKS OVEN (GAS & ELECTRIC) / FOUR HOT ROCKS (GAZ ET ÉLECTRIQUE)**

CLEARANCES TO COMBUSTIBLES / DÉGAGEMENTS AUX COMBUSTIBLES

|  |   |
|--|---|
| COMBUSTIBLE AND NON-COMBUSTIBLE MATERIAL | MATÉRIEL COMBUSTIBLE ET NON-COMBUSTIBLE |
| 2"                                       | 2"                                      |

- INTENDED FOR OTHER THAN HOUSEHOLD USE.
- FOR INSTALLATION UNDER A VENTILATION HOOD ONLY.
- SUITABLE FOR INSTALLATION ON COMBUSTIBLE FLOOR.
- POUR UTILISATION AUTRE QUE DOMESTIQUE.
- POUR INSTALLATION SOUS UNE HOTTE DE VENTILATION SEULEMENT.
- PEUT ÊTRE INSTALLÉ SUR UN PLANCHER COMBUSTIBLE.

CERTIFIED TO / CERTIFIÉ À  
CSA C22.2B109  
CSA Std 1.8

CONFORM TO / CONFORME À  
UL97  
ANSI Std. Z83.11  
ANSI/NSF Std 4

GAS FOOD SERVICE EQUIPMENT  
ÉQUIPEMENT DE RESTAURATION À GAZ ET ÉLECTRIQUE

MADE IN CANADA / FAIT AU CANADA

(127-0183)



(FO53-0004)



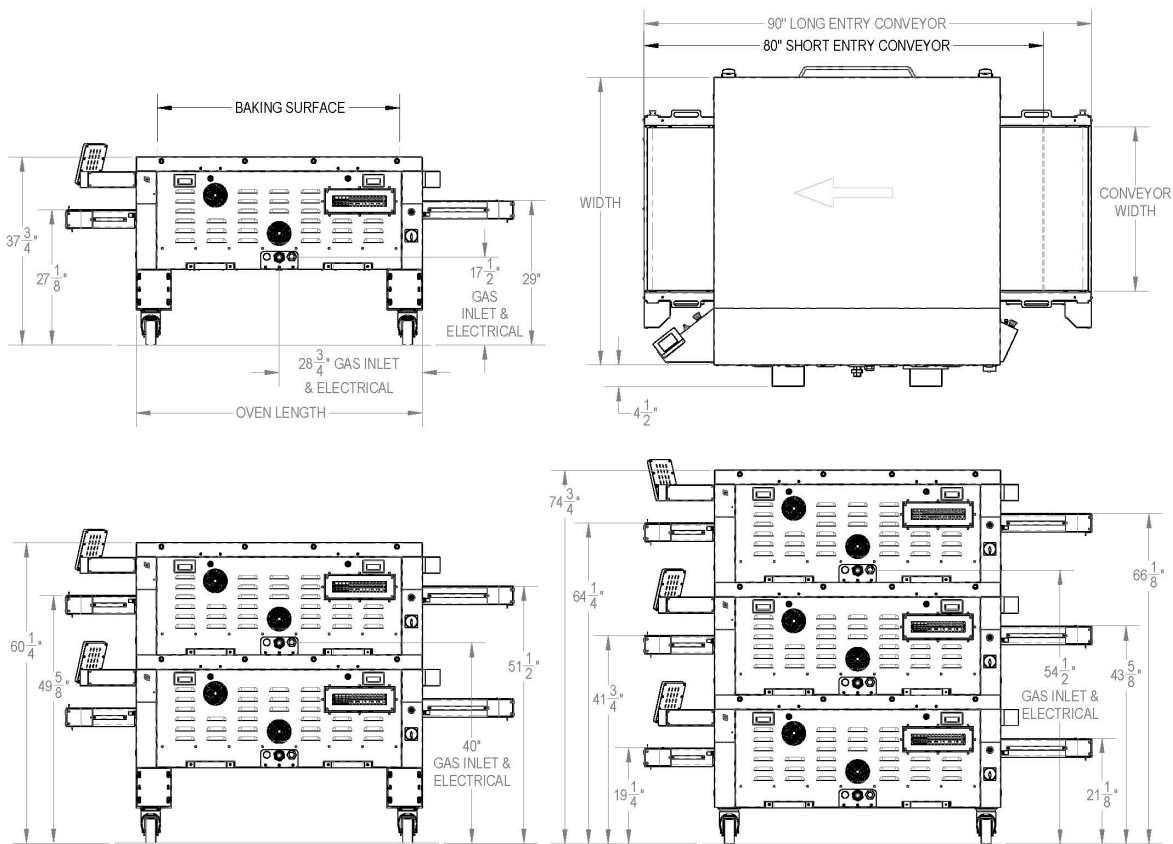
(FO53-0065)

# 2 SPECIFICATIONS AND INSTALLATION

## 2.1 Overall Dimensions

|                | HR-40-22 | HR-40-33 | HR-63-22 | HR-63-33 |
|----------------|----------|----------|----------|----------|
| BAKING SURFACE | 40"      | 40"      | 63"      | 63"      |
| CONVEYOR WIDTH | 22"      | 33"      | 22"      | 33"      |
| FULL LENGTH    | 80"      | 80"      | 103"     | 103"     |
| WIDTH          | 46"      | 57"      | 46"      | 57"      |

\*\*\* Entry conveyor options 18" & 28" long



\* When stacking multiple ovens, a high temperature silicone must be applied between each unit to ensure a proper seal. Refer to section 2.7.

## 2.2 Electrical Rating (per oven)

### Electrical Requirements

A certified electrician is required on site for the installation

|            | Voltage  | Amps  | Watts             | Phase | Hertz | Cabling     |
|------------|----------|-------|-------------------|-------|-------|-------------|
| All Models | 208-240V | 40.8A | 9800 W<br>maximum | 1PH   | 60Hz  | 3 wire cord |



**Intertek**  
CSA C22.2#109  
CSA Std 1.8



**Intertek**  
UL197  
ANSI Std.Z83.11  
ANSI/ NSF Std 4

## 2.3 Installation



### WARNING

Improper installation, adjustments, alteration, servicing or maintenance could result in property damage, injury or even death.

**Prior to the installation, make sure that:**

- Entrance of the building all the way to the desired location respects the overall dimensions of the oven model. See section 2.1 for measurements.
- The oven will not be enclosed, and there is a proper venting hood.
- The connections required to start the oven are already installed and verified to be working.
- A minimum of 6 inches of clearance all around the oven.

Refer to the Hot Rocks specification sheet for the installation requirements.

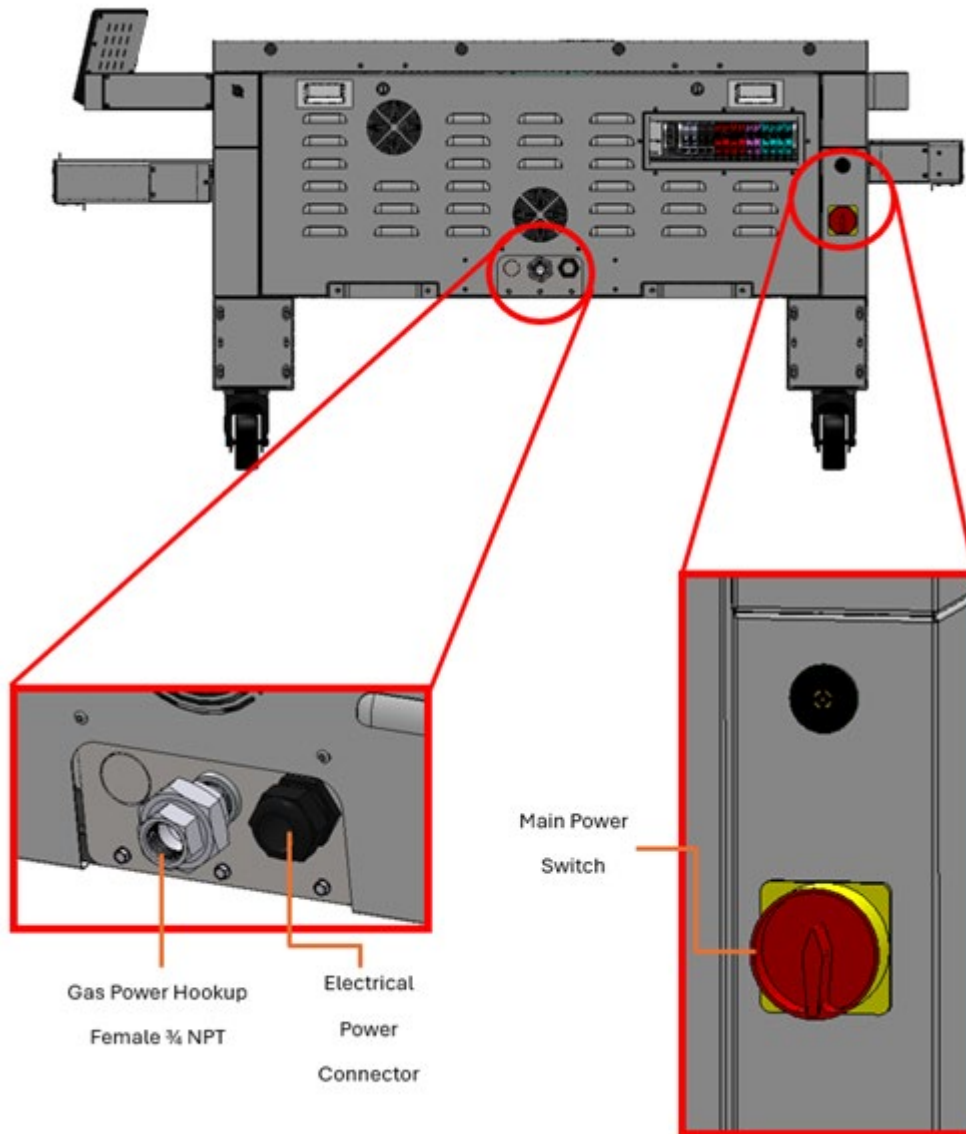
**For additional details, refer to the following documents:**

- Hot Rocks - Specification Sheet
- Hot Rocks - Technician's Manual

**These documents are available on the Hot Rocks website.**

## 2.4 Connections

Back view of the oven



### 2.4.1 Electrical Plug

The Hot Rocks Volcano oven requires a dedicated electrical inlet to the following specifications: .208-240V/1PH/60Hz-40.8A. The oven comes with 5 feet power cord and 50A 208/240V plug type NEMA 6-50P. The plug can be fitted with an adaptor or changed by an electrician following the electrical requirement in accordance with the local codes.

## 2.4.2 Plumbing

A certified gas service technician is required on site for the installation.

| Type              | Gas Pipe Inlet per Deck | Oven Gas Valve Inlet Pressure | Maximum Power Per Deck (BTU/HR) for all models |
|-------------------|-------------------------|-------------------------------|--|
| Natural / Propane | ¾ NPT                   | 6-8 inch W.C.                 | 100000   |



### WARNING

Always turn off the main power switch before plugging or unplugging the oven. See section 2.4 for location of the switch.

It is mandatory to install a gas valve to safely shutoff gas to the appliance. It is highly recommended to install a quarter turn gas valve and a “quick connect” plug for ease of maintenance. The connection must be done by a qualified technician who has proper certification in the area and in accordance with local codes.



**\*Note that the gas hose does not come with the unit. The customer must purchase one and have it available on site for the installation day.**



### WARNING

Always turn off the gas when plugging or unplugging the oven.



### WARNING

The gas pressure must be adjusted between 6” and 8” W.C. or 15 mBar to 20 mBar for internationals.

### GAS ENTRY CONNECTION

The Hot Rocks Volcano oven is on casters and must be connected to the gas line by flexible tubing. A safety chain must retain the Hot Rocks Volcano oven to the wall to prevent it from moving.

The length of the safety chain must stop the flexible hose from completely straightening.

## 2.5 Exhaust and Ventilation

A Hot Rocks oven requires a ventilation hood to operate correctly and safely.



### WARNING

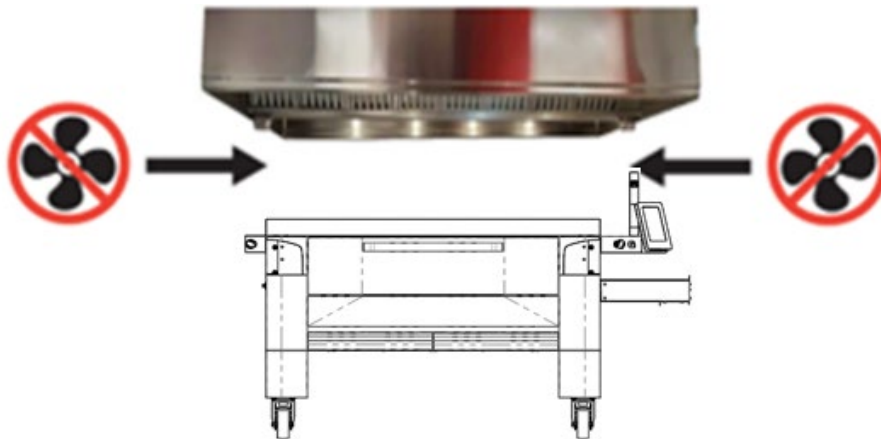
The areas surrounding the unit should be kept clear to allow necessary air flow, which is required for proper combustion and operation. Unit should also be positioned for easy maintenance access.



### WARNING

All exhaust systems are required to have an air make-up system that replaces 100% of the exhausted air. Windows, doors, and other openings into the establishment cannot be used for the purposes of providing air make-up. A separate duct providing air into the building is required.

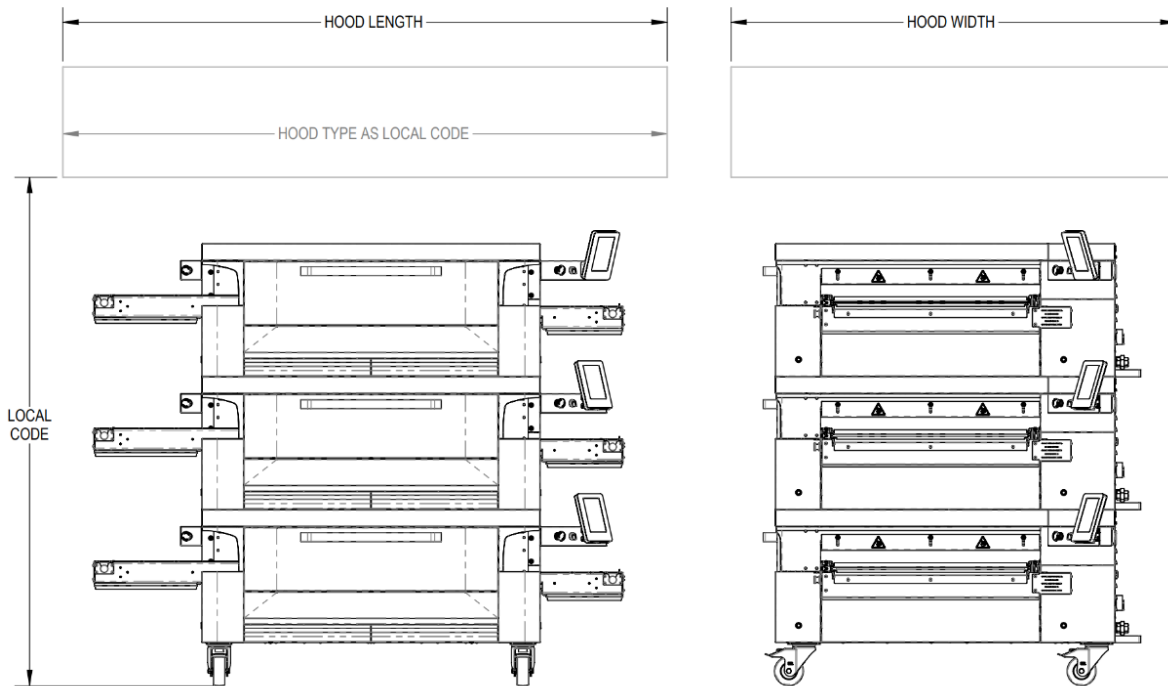
Do not have fans blowing directly onto the oven and wherever possible avoid opening windows next to the oven sides or using wall type fans. Draft passing directly through the oven could cause severe inconsistencies and cooking problems.



### WARNING

This oven is to be installed in an area with adequate air supply and clearance for air openings into the combustion chamber of the unit.

## 2.6 Type of Ventilation Installation



**\*Verify local regulations for hood specifications.**

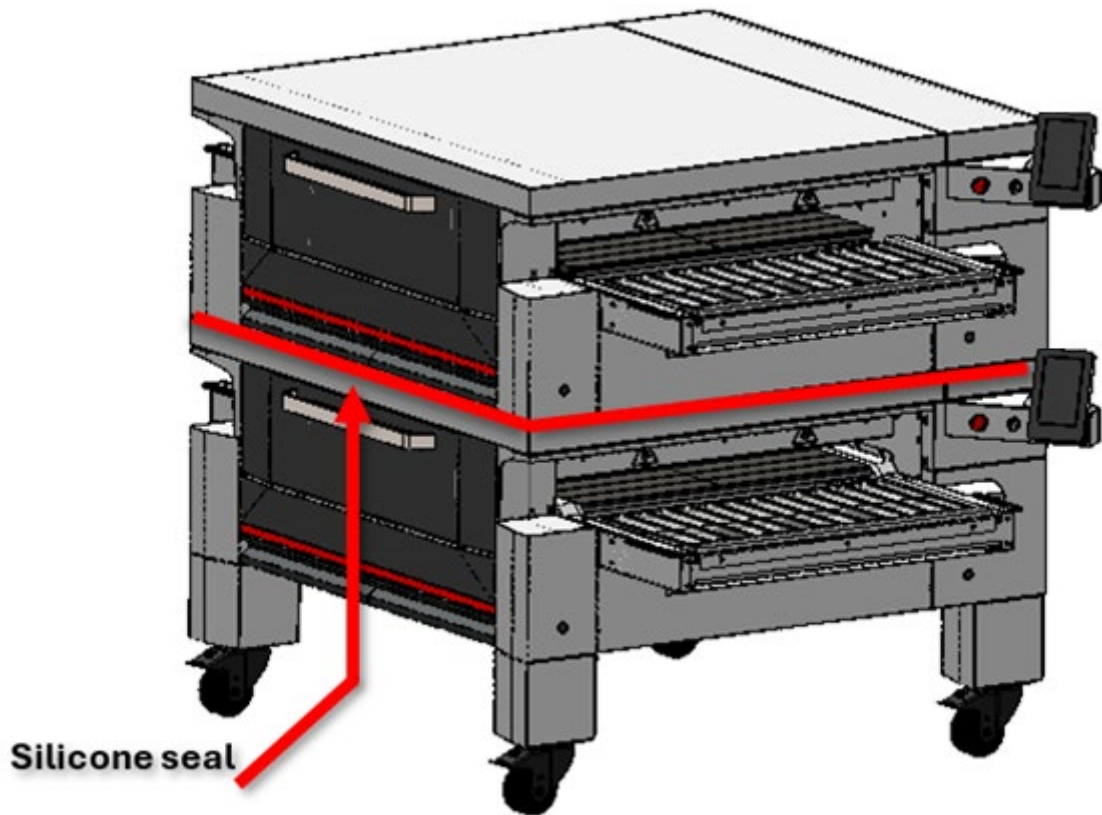
**\*\*The drawing above is used as an example to illustrate how the oven is to be properly vented. Actual installs may look different but must respect the minimum values.**



### **WARNING**

**This oven generates a lot of heat and must never be enclosed.**

## 2.7 Stacking Multiple Ovens



When stacking multiple ovens, a high temperature silicone must be applied between each unit to ensure a proper seal (shown in red). The seal must go all the way around the ovens with no gaps.



### **WARNING**

**Make sure that the silicone seal is smooth with no bubbles; it must not allow food particles in between units.**



## 3 SAFETY PRECAUTIONS

### FOR SAFETY READ BEFORE OPERATING



**WARNING**

**Failure to follow these instructions could result in a fire or explosion that may cause property damage, personal injury or death.**

This appliance is equipped with an ignition device which automatically lights the pilot and burner. **DO NOT TRY TO LIGHT THE BURNER MANUALLY.**

Before operating, smell around the oven for gas. Be sure to smell close to the floor as some gases are heavier than air and will settle on the floor.

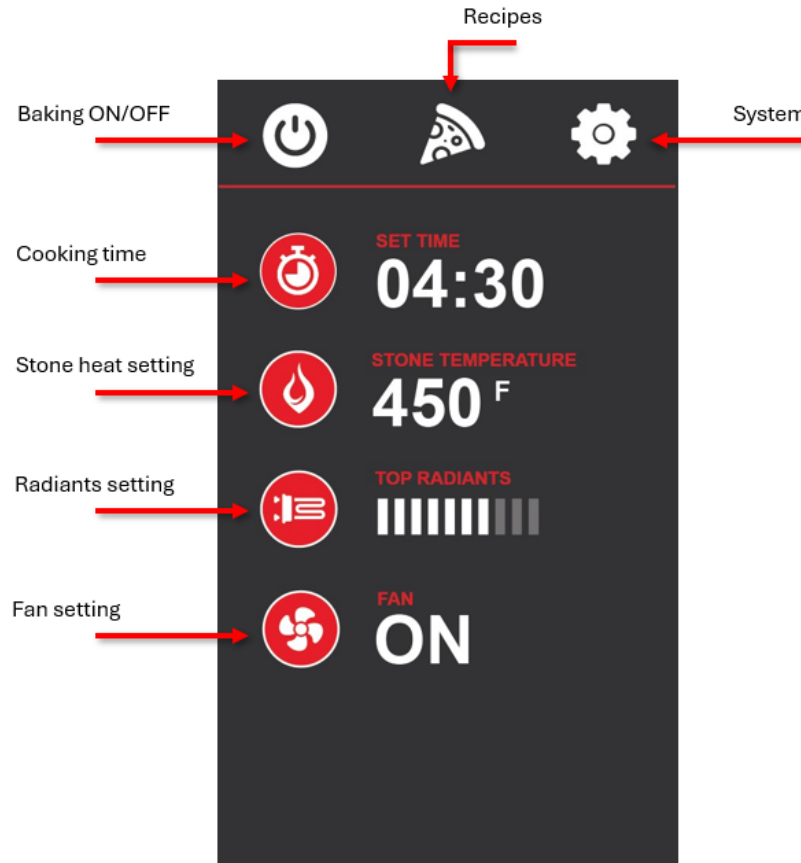
#### **What to do if there is a smell of gas**

- 1 Immediately close the main manual gas valve.
- 2 Do not turn on any appliances.
- 3 Do not touch any electric switch.
- 4 Immediately contact the gas supplier using a neighbor's phone. Do not use any phones in the building
- 5 Follow the gas supplier's instructions.
- 6 If it is not possible to reach the gas supplier, contact the fire department.

**\* Note that to restart the oven, wait 5 minutes to clear out any remaining gas in the oven.**

# 4 OPERATION

## 4.1 User Interface



**\*Note that this is referred as the “main screen”**

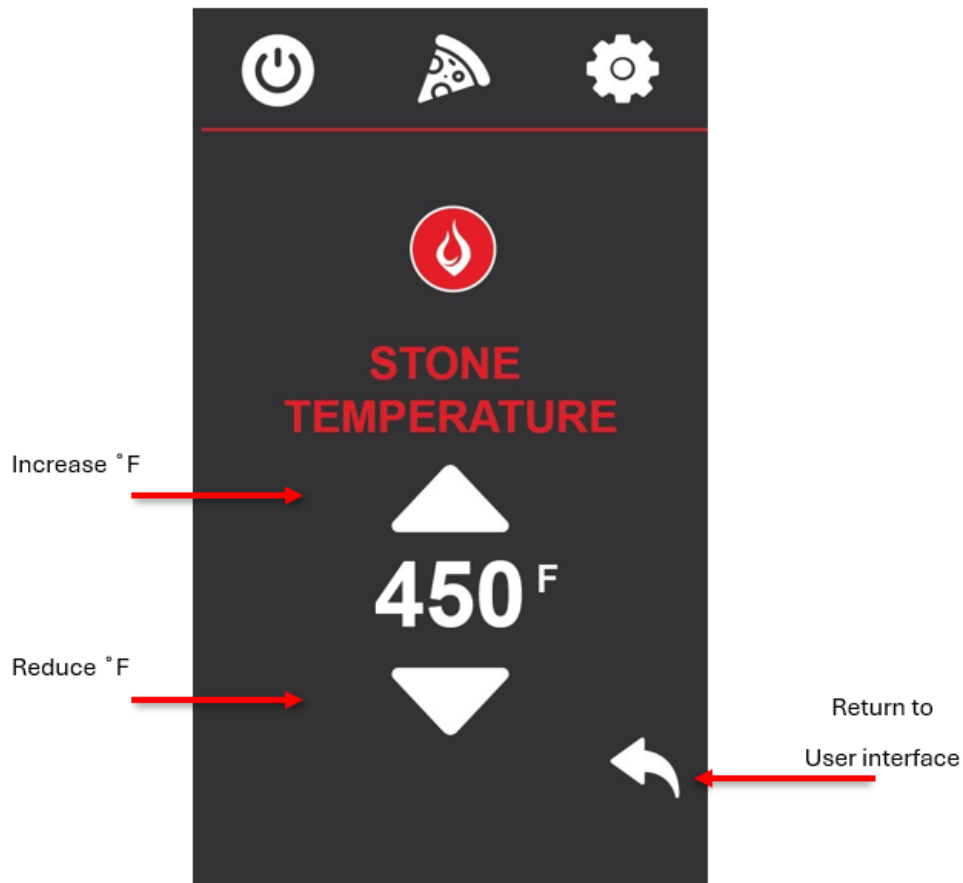
### 4.1.1 Fan Setting

Pressing the fan to activate or to stop the air convection. 3 fan setting are available:

- **ON:** Convection fan and air heating element power on. Gives better cooking stability, best temperature recovering during rush hours & more power.
- **OFF:** Convection fan and air heating element power off. Gives same cooking than conventional deck oven. Keep moisture in the product.
- **FAN:** Convection fan only and without air heating element. Allow moisture extraction without top much hot air cooking power. For slow cooking and dry.

### 4.1.2 Stone heat Setting

Pressing the STONE TEMPERATURE display opens the “STONE HEAT” page.



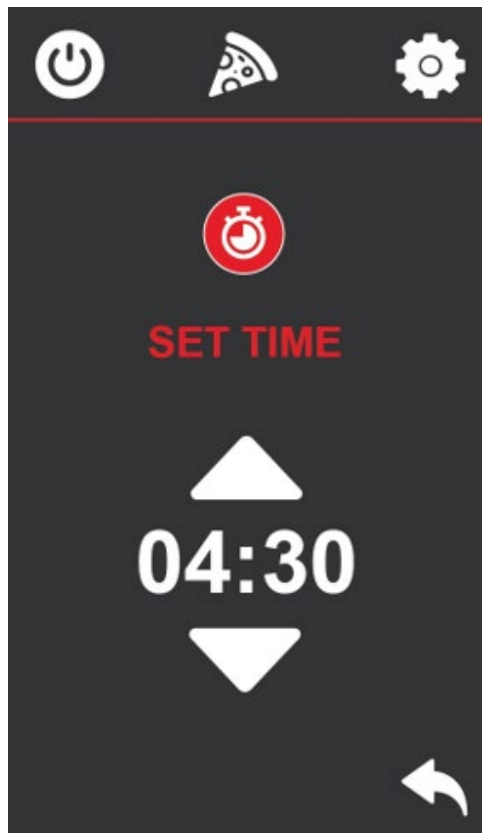
Pressing the single large arrow will increase or decrease the stone heat by 5°F. Touch the return arrow to return to the main screen. The selected value will automatically be applied. The stone heat is adjustable between 200°F and 600°F.

### 4.1.3 Baking ON/OFF

The Baking ON/OFF button starts and stops the oven. When the button is green, the oven is running. When the button is white, the oven is in standby mode. Use the standby mode overnight to let the electrical panel cool down. The oven can be completely shut off with the main power switch in the back of the oven. See section 2.4 for button location.

### 4.1.4 Cooking Time

Pressing the set time opens the “CONVEYOR SPEED” menu.




Adjust the cooking time by using the arrows. The left number shows minutes and the right number seconds. All arrows increase or decrease the number by increments of one unit.

Touch the return arrow to return to the main screen. The cooking time runs between 2 to 30 minutes.

### 4.1.5 Visual Information

This section provides important information about the state of the oven.

| Icon Displayed  | Description  |
|---|--|
|  | Icon shown during the standby mode to cooldown the oven rapidly. Once the bottom temperature cools under 250°F for 5 minutes, the icon will disappear. |

### 4.1.6 System

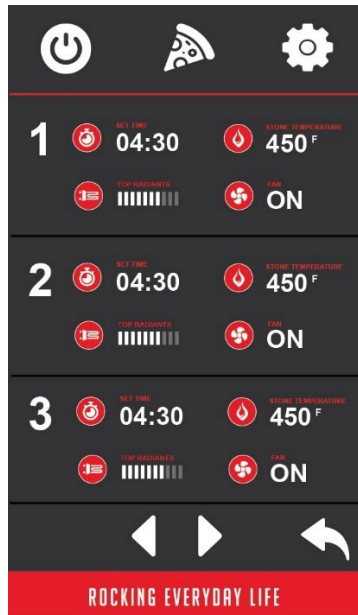


Opens the “SYSTEM” menu of the oven. Referred to section 4.2 for details.

### 4.1.7 Recipes



Opens the “RECIPES” menu. This menu allows the user to select a pre-programmed recipe or allows the user to save a new recipe.

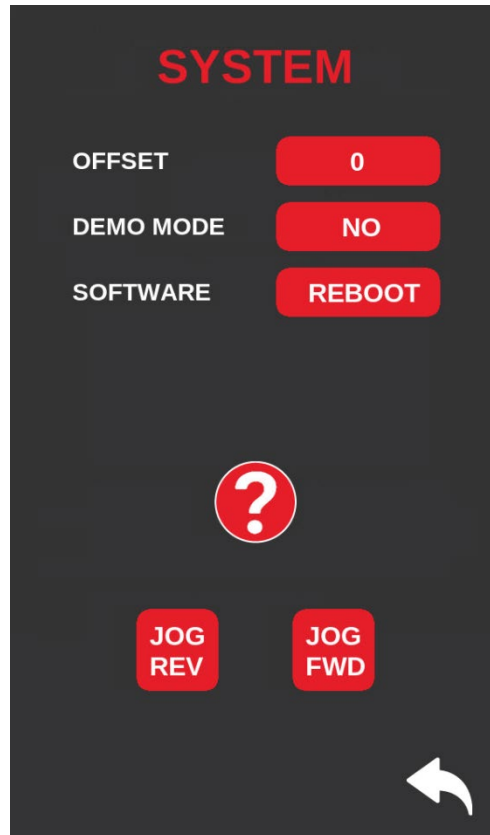


It is possible to save up to six recipes. Selecting a recipe button applies the shown values to the actual settings. Holding the recipe button for 5 seconds will save the current setting values of the main screen to the memory of that recipe.

## 4.2 System



The system button opens the “SYSTEM” menu of the oven. The “SYSTEM” page allows the user to set temperature offset, activate demo mode, reboot the software, access to about menu and jog the conveyor forward and reverse.

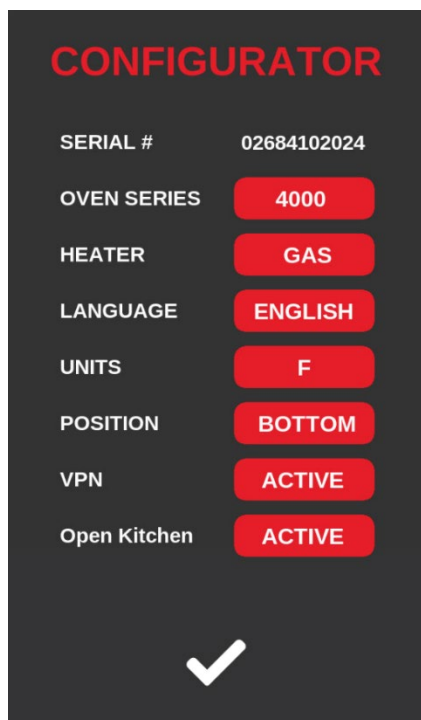


## 4.2.1 Configurator menu

Configurator menu will appear at first oven start up. Basic parameter of the oven can be changed in this menu. The menu can be accessed after first start up by pressing the about icon during 5 seconds.

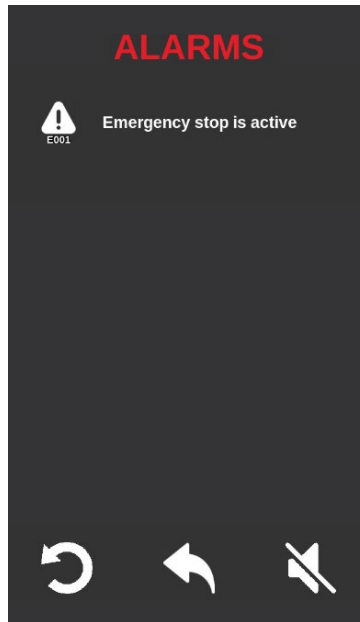
Serial number is factory set and can't be changed

- Oven series managing the motor speed depending on the conveyor length
- Stone heater power source (Gas or Electric)
- Languages available in English, French and Spanish.
- Temperature units Celsius or Fahrenheit.
- Oven position for stacked ovens
- **\*\*\* VPN activation. Ethernet cable with internet access must be plugged into the oven to allow vpn activation. VPN allow to keep oven program up to date and remote debug and service. VPN activation must be tried at least once to pass over configurator menu. \*\*\***
- **Open Kitchen activation. Ethernet cable with internet access must be plugged into the oven to allow Open Kitchen activation.** This allows remote connectivity with user apps to the oven.



## 4.2.2 Alarm

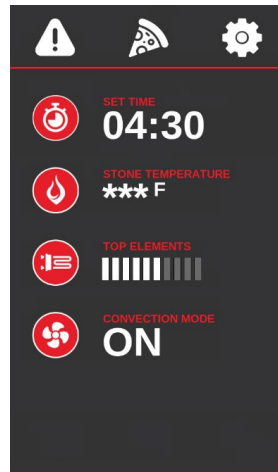
Alarms appear on the main screen of the oven as shown below.



**Mute:** Stops the sound of the alarm but the messages will remain.

**Clear:** Resets the alarm. If the problem is not solved, the alarm will reappear.

**Back:** Come back to main menu without clearing the alarm. It will not be possible to power on the oven if the alarm is still active. The power button will bring to the alarm page.

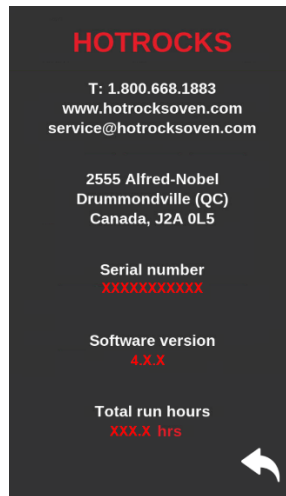




### 4.2.3 About



Shows Hot Rocks contact information and software version.



### 4.2.4 Conveyor Chain Lubrication

A reminder will appear on the main screen when the lubrication is due.

The lubrication of the stone conveyor chain every 360 hours is an essential part of the maintenance to keep the oven working optimally. It also extends the lifespan of the oven.



**WARNING** Always perform this maintenance while the oven is cool. Do not forget to start the hood ventilation in the kitchen.

For optimal result perform this maintenance while the stone temperature of oven is around 200°F.

The conveyor speed is at discretion of the user. See section 5.1.8 for details on how to perform the lubrication. When the lubrication is due, an alarm will pop-up on the main screen every time the oven is started.

## 4.3 Initial Start-up

The following procedure is only for the initial start up and must be done with the assistance of a qualified technician. It could be performed by the technician on site during the installation, a Hot Rocks sales representative or by Hot Rocks customer service technician.

The user must fully understand how to lubricate the chains by themselves and how to perform all other user maintenances.



**WARNING Never put hands in the oven at any time while it is running.**

- 1- Make sure that electric and gas connections are connected and that nothing is in the way of the conveyors or inside the tunnel. Once everything is verified, turn on the oven using the main power switch on the back of the oven. See section 2.4 for location.
- 2- Verify that the language and temperature are set properly for the user.
- 3- Refer to the operation section of this manual for complete details about how the main screen works.
- 4- Make sure the physical emergency stop buttons are not engaged and start the oven by pressing the Baking ON/OFF button on the main screen. Test both emergency buttons to verify they work.
- 5- Let the oven run for 10 minutes, during that time visually inspect moving parts and pay attention to any suspicious noises. The graphite bushings are likely to emit a small but tolerable noise.
- 6- After 10 minutes, perform the lubrication of the stone conveyor chains. See previous section.
- 7- Clean the stones with a scraper. Do not use liquid.
- 8- Perform daily/weekly maintenance.

9- In case of emergency see section “Emergencies”. Be sure to have the following information before calling:

- Serial number
- Model number
- Problem information and error code if applicable
- Oven location (restaurant address)
- If the oven is functional or not

10- Be sure that you understand how to start, operate, shutdown and maintain the oven. Leave the maintenance schedule with the oven.

11- Ready to cook.



## 4.4 Basic Troubleshooting Guide

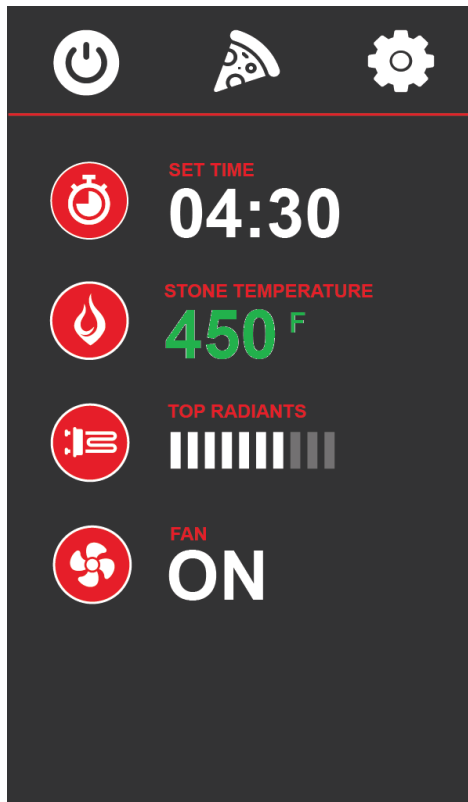
|               | PROBLEMS   | CAUSES   | SOLUTIONS  |
|---------------|--|--|--|
|               | <b>THE HOT ROCKS VOLCANO OVEN WON'T START</b>              | There is an electricity issue.   | Make sure the oven is plugged in. Make sure the breakers of the electrical panel are not tripped.  |
|               | <b>THE MAIN CONVEYOR IS MOVING IN THE WRONG DIRECTION.</b> | The oven parameter is not setup properly.  | Contact the Hot Rocks Service line.  |
|               | <b>THE ENTRY/EXIT CONVEYORS ARE NOT MOVING.</b>            | The conveyors are not well connected, or something is stuck inside the mesh.                   | <ol style="list-style-type: none"> <li>1. Verify the connection of stepper motors.</li> <li>2. Look for any parts stuck in the mesh.</li> <li>3. Contact a service company.</li> </ol> |
| Volcano alarm | <b>IGNITION FAULT (1 or 2)</b>                             | There is no gas.<br>Flame rods are misadjusted.  | Make sure the gas valve is open.   |
|               | <b>ESTOP</b>   | The emergency stop button(s) have been pushed.   | Inform the manager to make sure the oven can be restarted safely. Released the emergency stop button(s) by twisting them.  |
|               | <b>HIGH TEMPERATURE LIMIT</b>                              | The bottom temperature reached 800°F. The oven will automatically start the cold down process. | Do not use the oven. Contact a service company.  |
|               | <b>LUBRICATION NEEDED</b>                                  | The oven is due to lubricate every 360 hours.  | Lubricate the main conveyor chains.  |
|               | <b>I2C ERROR</b>   | Bad communication with the board and connection.   | <ol style="list-style-type: none"> <li>1. Try to reset the oven.</li> <li>2. The board need to be changed.</li> </ol>  |
|               | <b>TEMP (LOWER / UPPER) RUNAWAY</b>                        | The (upper / lower) temperature has exceeded the temperature maximal value.                    | Do not use the oven. Contact a service company.  |
|               | <b>TEMP (LOWER / UPPER) BOARD ERROR</b>                    | The (upper / lower) temperature sensor has a wrong reading on the board.                       | <ol style="list-style-type: none"> <li>1. Try to reset the oven.</li> <li>2. The board need to be changed.</li> </ol>  |
|               | <b>TEMP (LOWER / UPPER) SENSOR ERROR</b>                   | The (upper / lower) temperature sensor has a wrong connection on the board.                    | <ol style="list-style-type: none"> <li>1. Verify the connection of the sensor on the board.</li> <li>2. Change the probe sensor.</li> </ol>  |

**\*If the oven is covered by the Hot Rocks warranty, contact Hot Rocks customer service instead of a service company.**

## 4.5 Start-up

The following procedure is the recommended usage for any normal production day. It should be done by a knowledgeable and properly trained user.

1. Perform the daily maintenance.
2. Select the recipe or set the desired settings then press the “Baking ON/OFF” button.
3. Once the temperature inside the oven has reached the required temperature and stabilize, the temperatures on the main screen will turn **green**.



## 4.6 Production



**WARNING** Never put hands in the oven at any time while it is running.



**WARNING** Sudden temperature change in the stones may cause them to crack. Avoid putting ice directly on hot stone.

- Place the food on the entry conveyor and collect it on the exit conveyor. Never collect the product inside the oven with hands; use a proper tool for that purpose.
- To save energy, reduce the top temperature and the ventilation speed when the oven is not being used.

## 4.7 Shutdown

1. Press the “Baking ON/OFF” button on the user interface. The cool down mode icon will appear as shown;

**COOL DOWN**

2. Let the oven cool down until the icon disappears from the main screen.
3. Turn off the main power switch on the back of the oven. See section 2.4 for location.

## 4.8 Emergencies










### **In case of emergency during the production:**

- 1- Press one of the emergency buttons and address the problem if it is minor.
- 2- Call local service company if the problem cannot be identified or if assistance is required. The service company will call the Hot Rocks Service Department 1 800 668-1883 if needed.
- 3- If the oven is covered by a Hot Rocks warranty, contact Hot Rocks customer service for assistance 1 800 668 1883.
- 4- If there is a security risk rely to gas leak or fire hazard, contact the gas supplier first or the fire department following the procedure section 3.

# 5 MAINTENANCE

## 5.1 User Maintenance

### 5.1.1 Schedule

|                        |   |  |   |  |  |
|------------------------|---|--|---|--|--|
| <b>DAILY</b>           | <br>Clean wire mesh of entry and exit conveyors  | <br>Maintain stone conveyor with scraper  | <br>Clean entry and exit conveyor crumb trays | <br>Keep the oven clean | <br>Visually inspect the oven |
| <b>WEEKLY</b>          | <br>Clean both main conveyor crumb trays   | <b>MONTHLY</b><br><br>Lubricate both main conveyor chains with lubricant F075 0050 found in semi-annual maintenance kit |   |  |  |
| <b>EVERY 6 MONTHS</b>  | <br>Contact your local service company for maintenance and have maintenance kit on hand   |  |   |  |  |
| <b>EVERY 12 MONTHS</b> | <br>Contact your local service company for maintenance and have maintenance kit on hand |  |   |  |  |



#### WARNING

Depending on baking temperature, daily operating hours and conveyor speed, chain lubrication may be required every 2 weeks or more often.

The Hot Rocks Volcano oven requires regular maintenance to prevent premature failure. The following pages show the maintenance requirements of the oven for optimal operation. It is the user's responsibility to ensure the maintenance is performed as required. It is also up to the user to schedule the maintenance that require a qualified technician.

For more information on the maintenance that need to be performed by a certified technician, refer to document "Hot Rocks - Technician Manual". This manual is available on the Hot Rocks website.

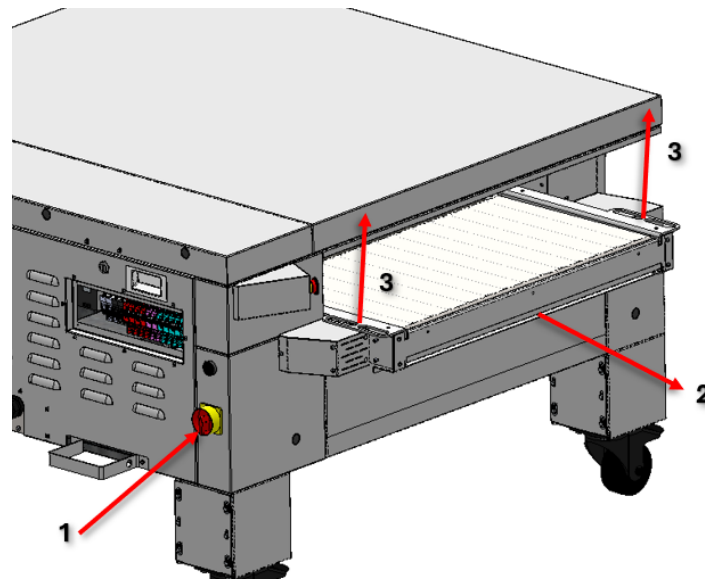
**\* Note that the qualified technician is not responsible to perform the user's maintenances**



### 5.1.2 Maintenance of wire mesh entry and exit conveyors

1. Turn OFF the main power switch on the back of the oven.
2. Remove the crumb tray.
3. Pull the wire belt up.
4. Clean the wire belt with a cloth and warm water.

Removing wire mesh conveyor



### 5.1.3 Maintenance of stone conveyor



#### **WARNING**

**Do NOT clean a hot stone with liquids or it could crack.**

1. Turn ON the main power switch on the back of the oven.
2. Press “Baking ON/OFF” to start the stone conveyor rolling, drop the temperature to OFF and adjust the baking time to 2 minutes.
3. Clean the stones with a scraper.
4. Keep your hands away from moving parts.

### 5.1.4 Maintenance of entry and exit conveyor crumb trays

1. Remove the crumb tray under the entry and exit conveyors by sliding them out towards the entry/exit of the oven.
2. Wipe crumbs into a garbage bin with a dry cloth.

### 5.1.5 General maintenance of the exterior

1. Wipe all surfaces with a clean dry cloth.
2. Cleaning liquids to shine stainless steel can be used on the external stainless steel parts of the oven.

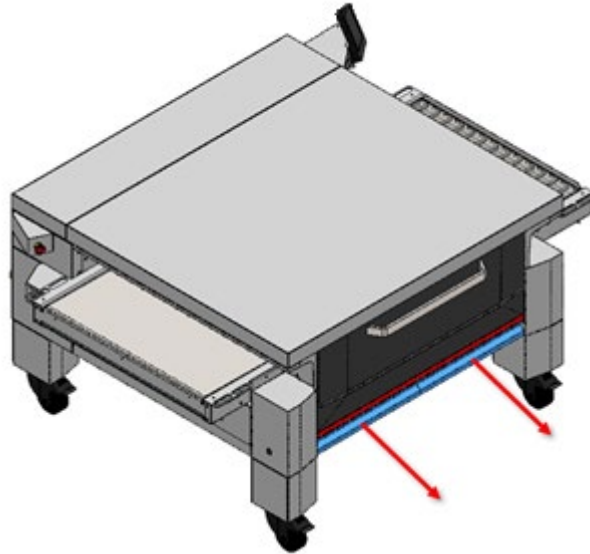
### 5.1.6 Visually inspect the oven

1. Look around the oven for broken or worn parts.
2. If any unusual findings are discovered call your service technician or the Hot Rocks service line if the oven is under warranty.

### 5.1.7 Maintenance of main conveyor crumb trays

1. Turn OFF main power switch in the back of the oven. See section 2.4 for location.
2. Remove the crumb tray by pulling toward.
3. Vacuum/clean the crumb drawer and put it back in place. Use a wet cloth to clean the crumb tray if there are stuck particles.
4. Repeat previous steps on other side of the oven.

## Removing stone conveyor crumb trays



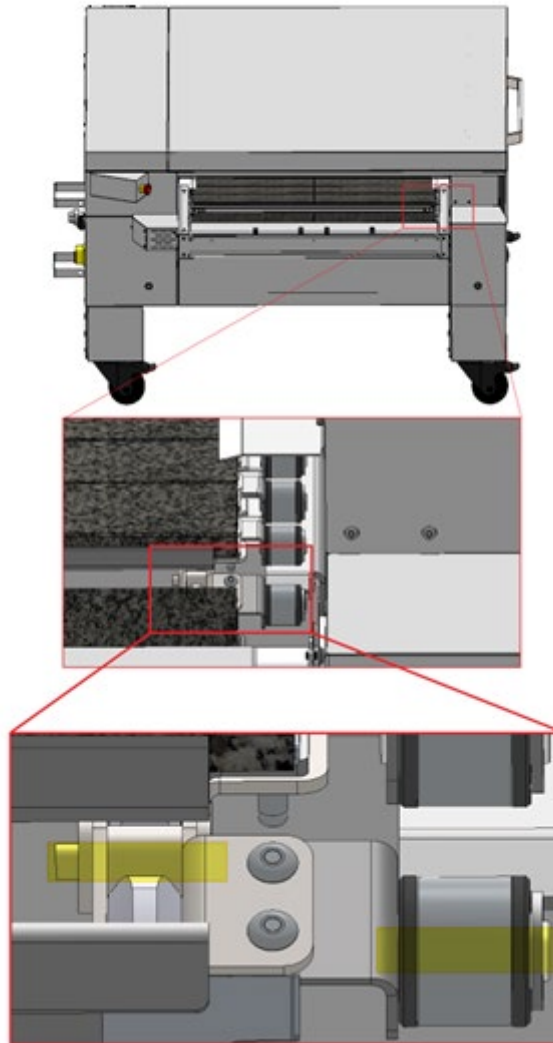
### 5.1.8 Lubricate both main conveyor chains

1. Press “Baking ON/OFF” to start the oven and set the stone temperature to 200°F and adjust to an acceptable speed to lubricate.
2. For best results and avoid oil spillage wait about 30 minutes to let the oven reach these settings.
3. Shake the lubricant bottle for 2 minutes. This food grade lubricant is designed for Hot Rocks application. No other lubricant will provide adequate lubrication. Using a different lubricant will remove the warranty on parts that require “EXTREME TEMPERATURE FOOD GRADE LUBRICANT”.
4. The entry or exit conveyor can be removed too for easiest reach.



5. Apply lubricant (FO75-0050) to each link of the chain as shown by a yellow strip in the illustration below. Repeat the process for the other chain of the stone conveyor. There are 6 months worth of lubricant in each container.

Lubrication illustration



6. After applying lubricate to both sides of the conveyor, leave the oven working 30 minutes to let the oil evaporate.
7. Reinstall the removed panels and operate the oven as usual. Depending on the amount of lubricate applied the excess lubricant will evaporate. The evaporation will produce a temporary odorous non-toxic smell and vapor.

### 5.1.9 Maintenance Calendar

| Technician's preventive maintenance chart |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Recurrence (Month)                        | 6   | 12  | 18  | 24  | 30  | 36  | 42  | 48  | 54  | 60  | 66  | 72  | 78  | 84  | 90  | 96  | 102 | 108 |
| Maintenance #1                            |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| Maintenance #2                            |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| Recurrence (Month)                        | 114 | 120 | 126 | 132 | 138 | 144 | 150 | 156 | 162 | 168 | 174 | 180 | 186 | 192 | 198 | 204 | 210 | 216 |
| Maintenance #1                            |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| Maintenance #2                            |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |

**Maintenance #1 = 6 Months**

Includes: Oiling the main conveyor, greasing all the other chains and bearings and cleaning the electrical panel.

**Maintenance #2 = Yearly**

Includes: The 6 months maintenance and replacing the ignition rods

## 6 USA & Canada Sales Conditions and Limited Warranty

Hot Rocks Ovens inc. warrants to the original owner that this equipment is to be free from material or manufacturing defect under normal use for a period of (5) five year on parts and (1) one year on labor from the date of the original installation at the end user location. All warranty service must be performed by a Hot Rocks Ovens pre-approved service company.

### **Warranty call procedures:**

Business hours are from 8h30 am to 5pm (Eastern Time): **(please note our office close at 4pm on Friday)**

***Please call our office and ask for the service department (1-855-395-5252 or service@hotrocksoven.com).*** The service department will issue a work order number and will then contact one of our pre-approved service company.

Outside Business hours and holidays:

***Please call the factory (1-855-395-5252). You will be redirected to a service company of your region or to our 24/7 technical support.***

### **Customer's responsibilities:**

- The customer must inspect the equipment and crates when they are delivered.
- Damage during transportation must be reported directly to the freight company and to Hot Rocks Ovens.
- The original owner must be present on site during installation day. Any damage to the oven during installation must be reported to Hot Rocks Ovens in a timely manner. Damages during installation will be claimed to the installation company. Hot Rocks Ovens has no obligation to cover those damages.
- When the installation of the Hot Rocks Ovens equipment is made by an authorized dealer or any other person than one of Hot Rocks Ovens employees, even in the presence of a Hot Rocks Ovens supervisor, the dealer or person installing shall be the only person responsible of any faulty installation of the equipment, no warranty being given by Hot Rocks Ovens on an installation performed by any person other than one of Hot Rocks Ovens' own employees. No labor warranty applies in such cases.
- All necessary utilities must be installed in respect of the local building code by a licensed contractor and ready at start up.

## Warranty conditions and Limitations of Liability:

This warranty is valid only upon the following terms:

- All installations must be made by Hot Rocks Ovens' authorized service technicians and in accordance with the instructions supplied with the unit. The customer must give proof of the installation and the initial start-up
- Terms of payment have been met.
- The equipment has not been accidentally or intentionally damaged, altered, misused or abused.
- Warranty coverage is at the sole discretion and is the exclusive right of Hot Rocks Ovens.
- Warranty replacement parts will be sent out under the authority of Hot Rocks Ovens, prepaid freight, expedited in the most rapid manner possible. It is the responsibility of the customer to return all defective parts as requested by Hot Rocks Ovens, prepaid freight, for proper warranty credit to be issued.
- Installations not within the applicable building or fire codes render this Limited Warranty and any responsibility or obligations associated therein null and void.
- Hot Rocks maintains the right to not apply the warranty if proper maintenance has not been performed on the oven and might require proof of maintenance (parts and/or labor invoices).
- Warranty is not transferable.

In the event of a warranty claim, the sole obligation of Hot Rocks Ovens shall be to repair and / or replace equipment or equipment components, at their own discretion. Such repair or replacement shall be at the expense of Hot Rocks Ovens with the exception of travel over 160 miles or two hours, overtime and holiday charges which shall be at the customer's expense. Any repairs or replacement of parts or equipment, under this warranty will be covered for the remaining period of the warranty or 90 days, whichever is the longest.

Hot Rocks Ovens liability on any claim of any kind, including claims based on warranty, expressed or implied, contract, negligence, strict liability or any other theories shall be solely and exclusively the repair or replacement of the product as stated herein, and such liability shall not include, and purchaser specifically renounces any rights to recover, special, incidental, consequential or other damages of any kind whatsoever, including, but not limited to, injuries to persons or damage to property, loss of profits or anticipated profits, or loss of use of the product.

Damages are limited to the original purchase price of the equipment.

## Exclusions:

Warranty does not apply in the following cases:

- Any damage incurred during shipping.
- Usage of any high pressure cleaning equipment will void this warranty.
- Air and gas burner adjustments.
- Fuse replacement.
- Retightening of screws and fasteners;
- Normal cleaning and maintenance functions: including lubrication or greasing.
- Parts that would normally wear or need replacement under normal use (example: light bulbs, fuses, interior and exterior finishes, granite stone, ignition rod and wires, wire mesh belts and filters).
- Damages incurred through an Act of God.
- In the event that:
  - There is failure or malfunction of the equipment or any components caused by abnormal or improper use of said equipment or if the failure is otherwise not attributable to a material or manufacture defect.
  - Any failure caused by improper use.
  - The equipment has been altered from its original factory condition.
  - The rating plate has been removed, altered or obliterated.
  - The equipment has been improperly maintained. Proper maintenance is the responsibility of the customer.
  - Any parts that become defective because of utilities services including, but not limited to power surges, out of range voltage, out of range gas pressure, contaminated fuel, improper utility connections, improper ventilation / makeup air.

This warranty shall not apply if the equipment or any part is damaged as a result of accident, casualty, alteration, misuse, abuse, improper cleaning, improper installation, improper operation including, but not limited to improper oven loading, natural or manmade disasters. In no event shall Hot Rocks Ovens be held liable for direct, incidental or consequential damages arising out of or resulting from the operation of this equipment.

Hot Rocks Ovens assumes no liability for any contingent or consequential damages incurred by the customer, including but not limited to down time, loss of business, damage or product loss.



***In the event that the customer denies access to an authorized technician, whom has been scheduled to make a service call, upon their arrival, the customer releases Hot Rocks Ovens from of any and all warranted obligations and all expenses incurred from that date forward are the sole responsibility of the customer.***

***Note: Oven facades, windows, light bulbs, granite or baking stones are not covered under this warranty.***

In case of any litigation or claim whatsoever regarding this Limited Warranty, the only competent courts shall be the ones of the judicial district of Drummondville, province of Quebec, Canada. This Limited Warranty and all sales agreements for the equipment shall be construed, interpreted and executed in accordance with the laws in force in the province of Quebec, Canada.

**Contact information:**

Telephone: 819-395-5151

Toll Free: 1-855-395-5252

Fax: 819-395-5343

Email: [info@hotrocksoven.com](mailto:info@hotrocksoven.com)











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