



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

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 1.8-2016 Ed.4 (R2021)
ANSI Z83.11-2016 Ed.4 (R2021)

ANSI/NSF STD. 4-2009



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.

FOR YOUR SAFETY

DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS AND LIQUID IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE.

**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.

 HOT ROCKS	Hot Rocks Ovens		MODEL / MODÈLE:	VOLCANO XXXX	GAS / GAZ:	NATURAL / PROPANE
	Tel: +1 819.395.5151 / Fax: +1 819.395.5343		SERIAL / SÉRIE:	XXXXXXXXXXXX	MAN. PRESSURE / PRESSION D'ÉCHAP.:	X" W.C.
	www.hotrocksoven.com		ELECTRICITY / ÉLECTRICITÉ:	208-240V / 1PH / 60HZ	LINE PRESSURE / PRESSION D'ENTRÉE:	6"-8" W.C.
	Fabriqué au / made in CANADA		AMPS / AMPÈRES:	45	NOZZLE / ORIFICE:	X.X MM
			HP / CV:	1/4 - 3/4	INPUT / DÉBIT (BTU / H):	XXX XXX

(FO53-0107 serial number)



(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 C22.2 #109
CSA Std 1.8

CONFORME TO / CONFORME À
UL197
ANSI Std. Z83.11
ANSI/NSF Std 4

 **Intertek**
GAS FOOD SERVICE EQUIPMENT
ÉQUIPEMENT DE RESTAURATION À GAZ ET ÉLECTRIQUE

 **Intertek**

MADE IN CANADA / FAIT AU CANADA

127-0183 REV 00

(127-0183)

WARNING / ATTENTION

IMPROPER INSTALLATION, ADJUSTMENTS, ALTERATION, SERVICING OR MAINTENANCE COULD RESULT IN PROPERTY DAMAGE, INJURY OR EVEN DEATH. READ THE INSTALLATION, OPERATING AND MAINTENANCE INSTRUCTIONS THOROUGHLY BEFORE INSTALLATING OR SERVICING THIS EQUIPMENT.

UNE INSTALLATION, DES RÉGLAGES, DES MODIFICATIONS, UN ENTRETIEN OU UNE MAINTENANCE INAPPROPRIÉS PEUVENT ENTRAÎNER DES DOMMAGES MATÉRIELS, DES BLESSURES, VOIRE LA MORT. VEUILLEZ LIRE ATTENTIVEMENT LES INSTRUCTIONS D'INSTALLATION, D'UTILISATION ET D'ENTRETIEN AVANT D'INSTALLER OU D'ENTREtenir CET ÉQUIPEMENT.

IF ALARM SIGNAL (BUZZER) SOUNDS, APPLIANCE IS MALFUNCTIONING. READ THE ALARM CODE. CORRECT AND RESET AND/OR TURN OFF AND/OR DISCONNECT FROM POWER SUPPLY AND SEE INSTRUCTION MANUAL BEFORE OPERATING.

SI LE SIGNAL D'ALARME (SONNETTE) ÉMET UN SON, L'APPAREIL ÉProuVE UN MAUVAIS FONCTIONNEMENT. LIRE LE CODE D'ALARME. CORRIGER ET REDÉMARRER ET/OU FERMEZ LE FOUR ET/OU DÉCONNECTEZ-LE, ENSUITE VÉRIFIER LE MANUEL D'INSTRUCTION AVANT DE REPARTIR LE FOUR.

IMPORTANT

COOK ONLY PIZZAS AND/OR BREADS DIRECTLY UPON THE BAKING STONE. ALWAYS COOK ALL OTHER FOODSTUFF IN PROPER COOKING RECEPTABLES.

CUIRE SEULEMENT LES PIZZAS OU LES PAINS DIRECTEMENT SUR LA SOLE. TOUTES LES AUTRES NOURRITURES DOIVENT ÊTRE CUITES DANS UN RECIPIENT APPROPRIÉ.

127-0185

(127-0185)



(FO53-0004)



(FO53-0065)

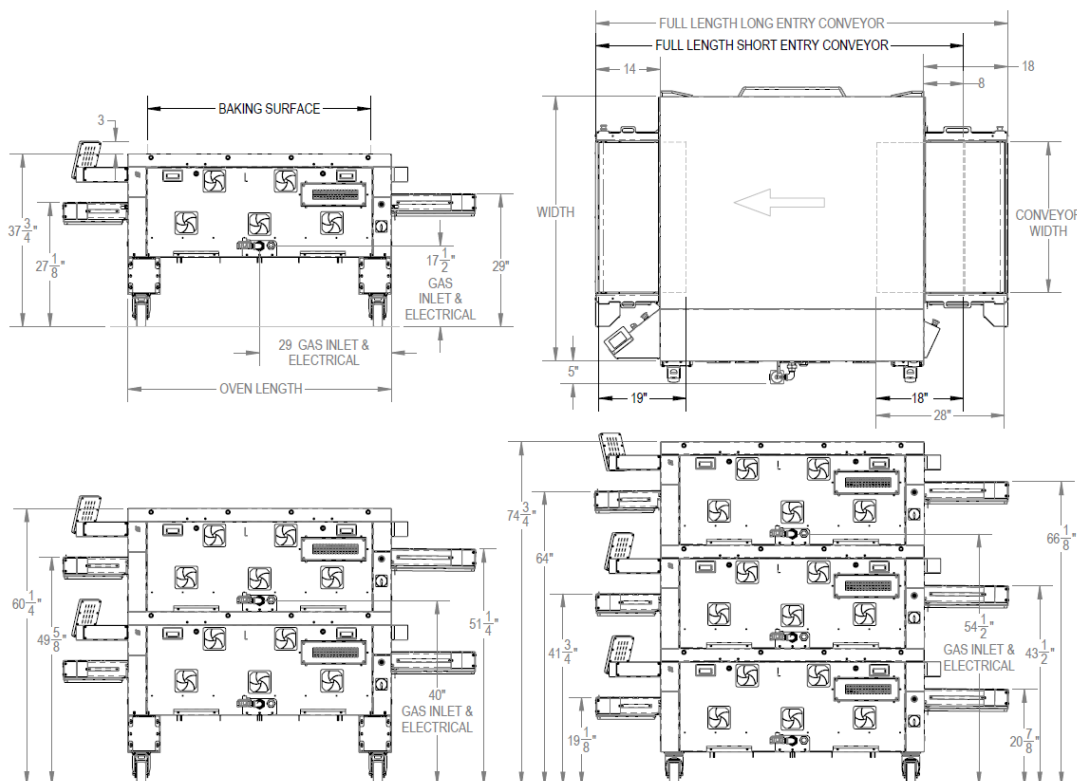


2 SPECIFICATIONS AND INSTALLATION

2.1 Overall Dimensions

	4020	4026	4033
BAKING SURFACE LENGTH (inch / cm)	40 / 102	40 / 102	40 / 102
BAKING SURFACE WIDTH (inch / cm)	20 / 51	26 / 66	33 / 84
OVEN LENGTH (inch / cm)	57 / 145	57 / 145	57 / 145
FULL LENGTH SHORT ENTRY CONVEYOR OPTION (inch / cm)	80 / 203	80 / 203	80 / 203
FULL LENGTH LONG ENTRY CONVEYOR OPTION (inch / cm)	90 / 229	90 / 229	90 / 229
WIDTH (inch / cm)	47 / 119	53 / 135	60 / 152
WEIGHT (lb / kg)	990 / 450	1177 / 535	1460 / 664

*** 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 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. Read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

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.

The installation must conform with local codes, or in the absence of local codes, with the National Fuel Gas Code, ANSI Z223.1/NFPA 54, or the Natural Gas and Propane Installation Code, CSA B149.1, as applicable, including:

- The appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psi (3.5 kPa).
- The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psi (3.5 kPa).



The installation shall be made with a connector that complies with the Standard for Connectors for Movable Gas Appliances, ANSI Z21.69 • CSA 6.16, and a quick-disconnect device that complies with the Standard for Quick-Disconnect Devices for Use With Gas Fuel, ANSI Z21.41 • CSA 6.9; adequate means must be provided to limit the movement of the appliance without depending on the connector and the quick-disconnect device or its associated piping to limit the appliance movement; and the location(s) where the restraining means may be attached to the appliance shall be specified.

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

For additional details, refer to the following documents:

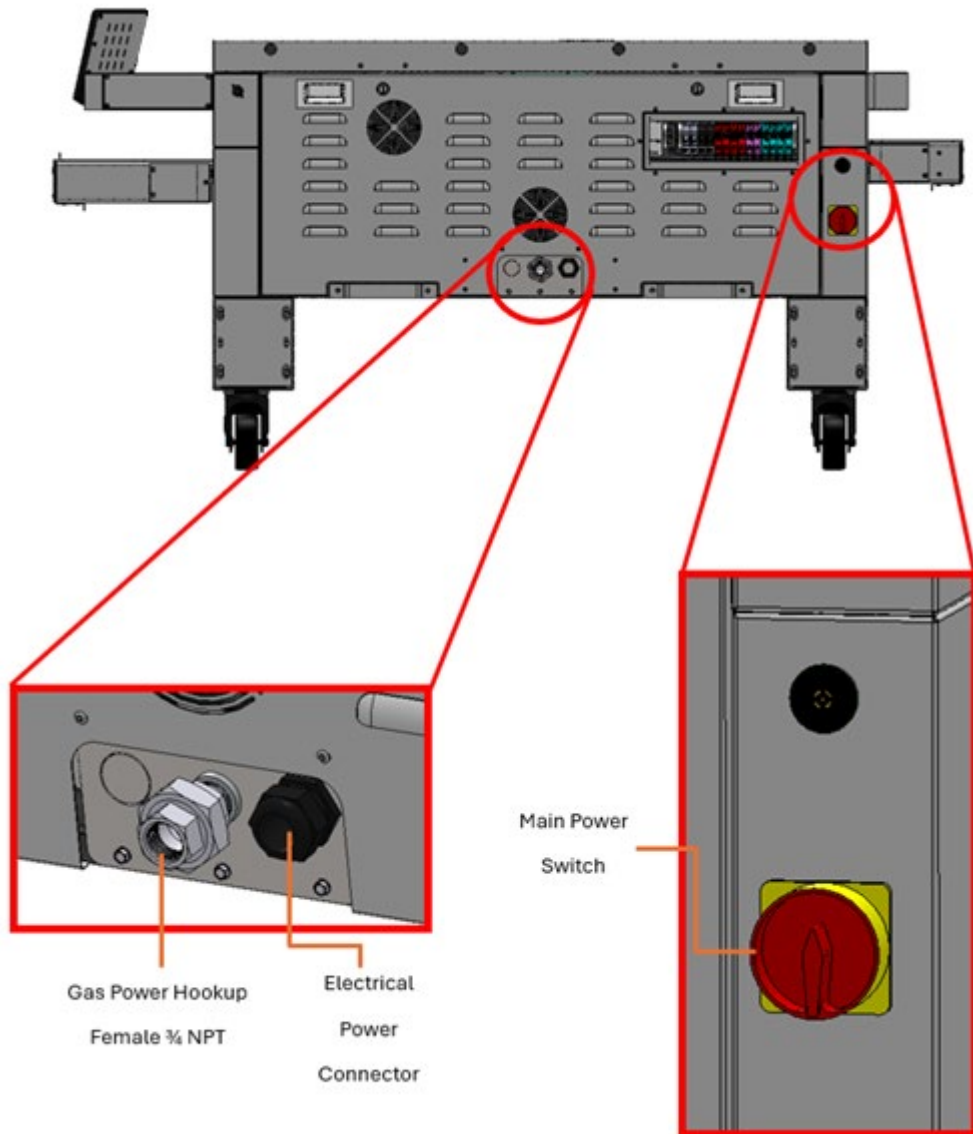
- Hot Rocks - Specification Sheet

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.

			Maximum Power Per Deck (BTU/HR) by models		
Type	Gas Pipe Inlet per Deck	Oven Gas Valve Inlet Pressure	4020	4026	4033
Natural / Propane	3/4 NPT	6-8 inch W.C.	45000	55000	70000



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

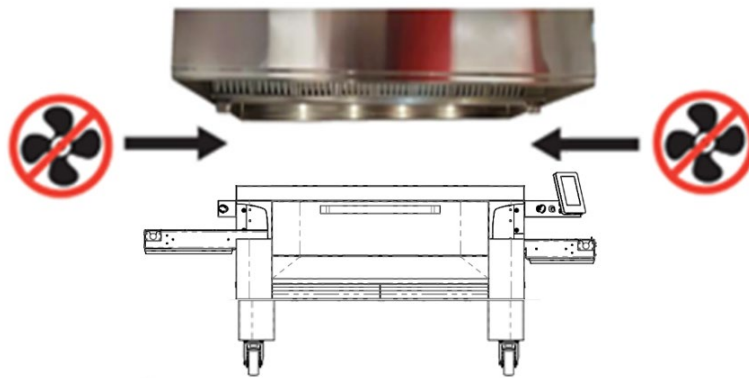
The areas surrounding the unit should be kept clear to allow necessary air flow, which is required for proper combustion and operation. Unit should also be positioned for easy maintenance access.



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.

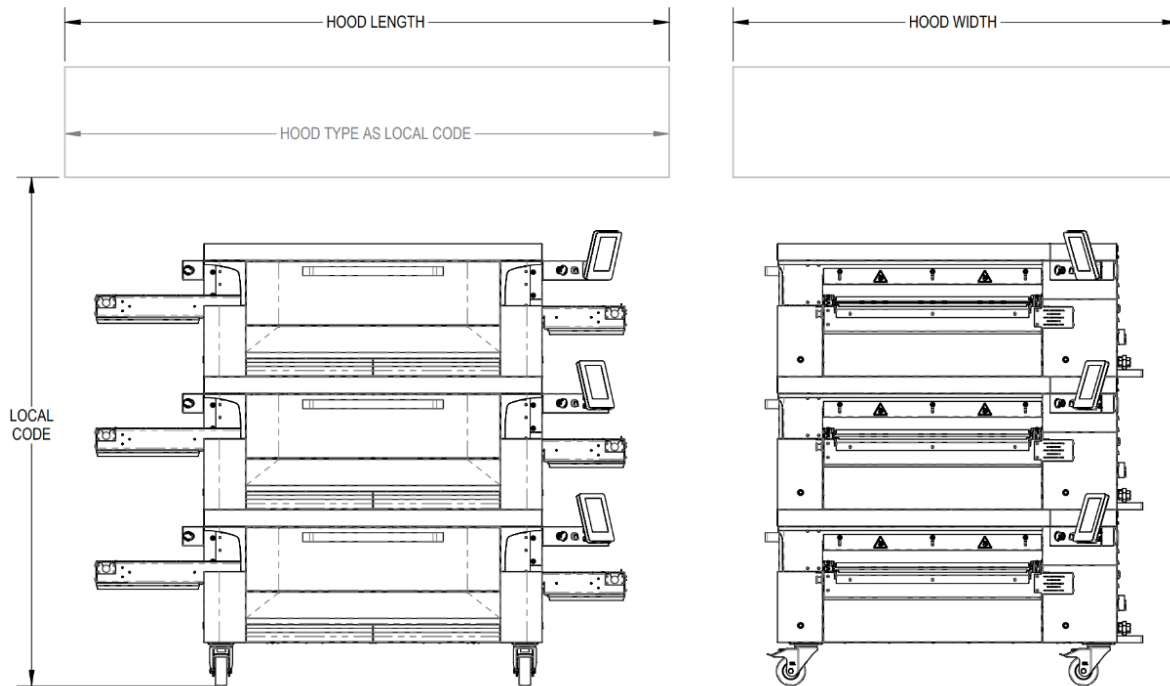
Do not have fans blowing directly onto the oven and wherever possible avoid opening windows next to the oven sides or using wall type fans. Draft passing directly through the oven could cause severe inconsistencies and cooking problems.



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.**

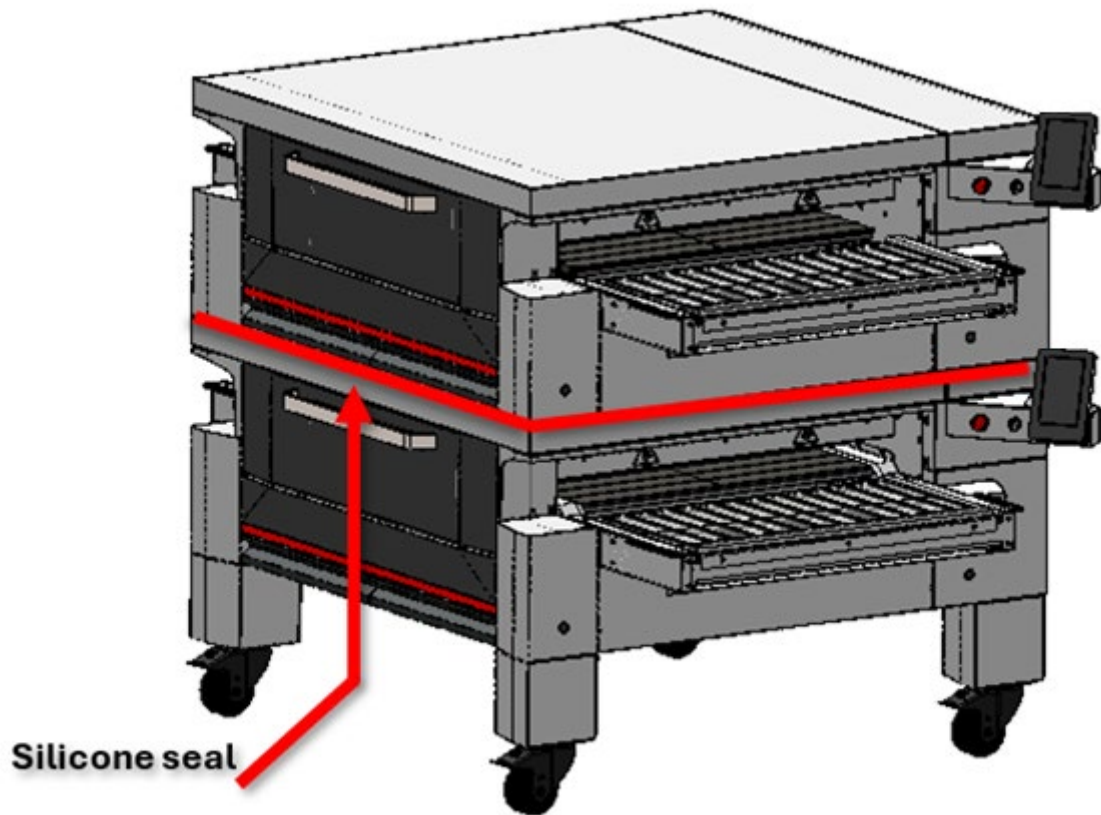
****The drawing above is used as an example to illustrate how the oven is to be properly vented. Actual installs may look different but must respect the minimum values.**



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

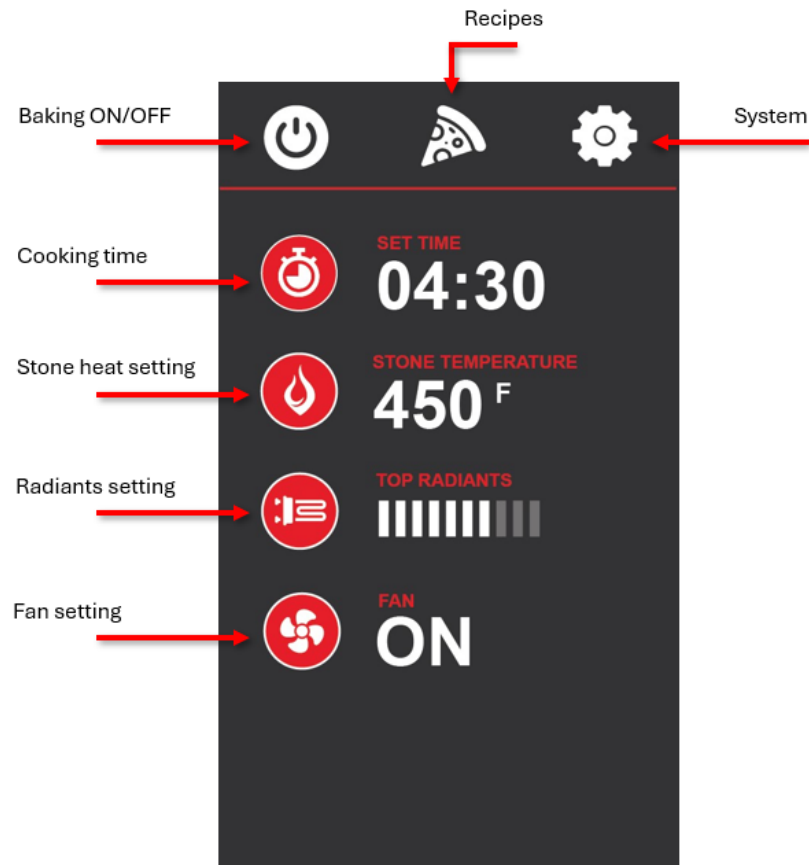
- 1 Immediately close the main manual gas valve.
- 2 Do not turn on any appliances.
- 3 Do not touch any electric switch.
- 4 Immediately contact the gas supplier using a neighbor's phone. Do not use any phones in the building
- 5 Follow the gas supplier's instructions.
- 6 If it is not possible to reach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

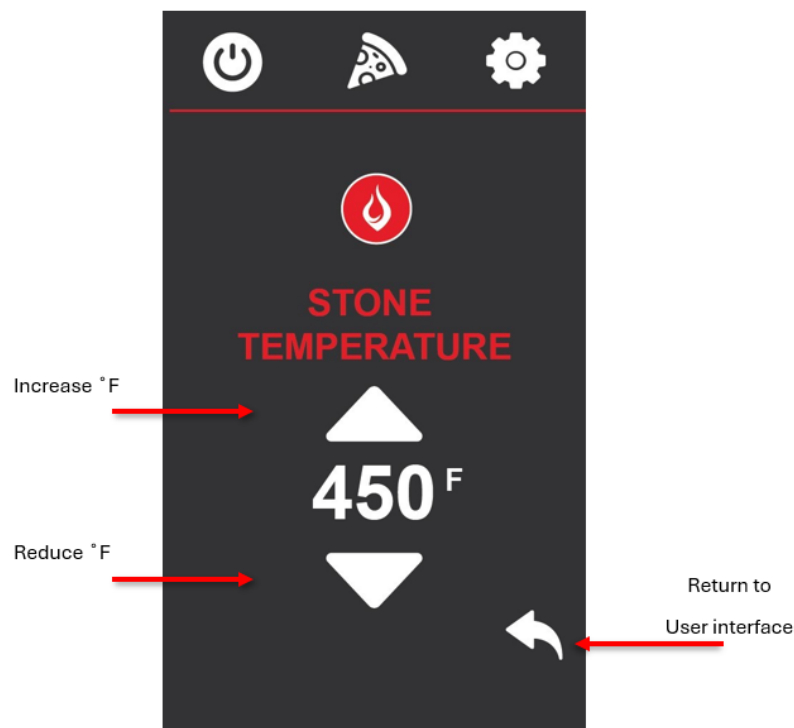
Pressing the fan to activate or to stop the air convection. 3 fan setting are available:

- **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 650°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.



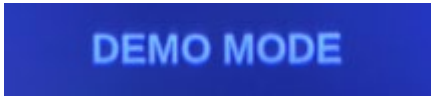



Adjust the cooking time by using the arrows. The left number shows minutes and the right number seconds. All arrows increase or decrease the number by increments of one unit.

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

4.1.5 Visual Information

The main screen bottom section provides important information about the state of the oven.

Icon Displayed	Description
	Cooldown mode icon. Once the bottom temperature cools under 250°F for 5 minutes, the icon will disappear, and the oven will shut off.
	Error or warning icon indicate there is an issue with the oven. You can touch the icon to get more information. Refer to “Alarm” section of this manual.
	Demo mode icon. Everything works normally except the burner and heating element which are disabled.
	Preheat mode icon. Means that convection fan automatically goes ON with tubular heating elements and radiant elements at 50% . Once the bottom temperature will reach 50 °F under the settled temperature, the icon disappears and to oven goes to normal settled parameters.

4.1.6 System



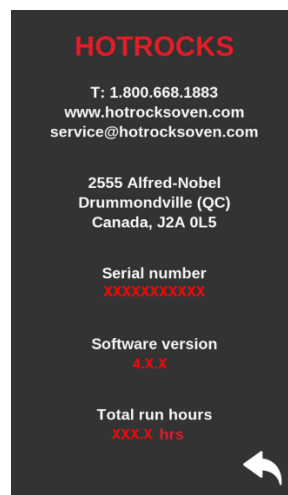
The system button opens the “SYSTEM” menu of the oven. The “SYSTEM” page allows the user to set temperature offset, activate demo mode, reboot the software, access to about menu and jog the conveyor forward and reverse. To access “System” menu use password nip **“911”**



4.1.6.1 About



Shows Hot Rocks contact information and software version.

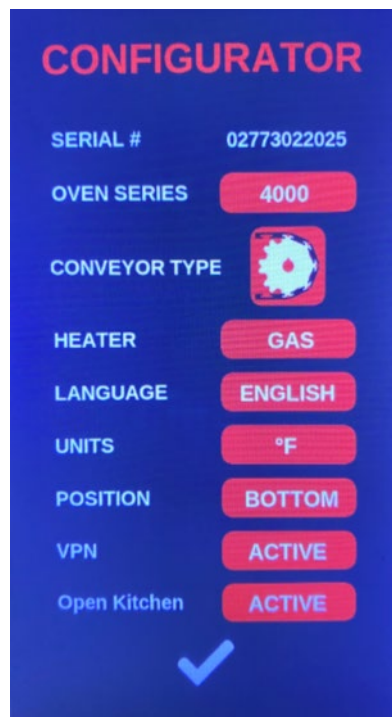


4.1.6.1.1 Configurator menu

Configurator menu can be accessed by pressing and holding the “About” button for 5 seconds. A beeping sound confirms the access to the configurator menu. Configurator will appear at first oven start up. Basic parameter of the oven can be changed in this menu.

Serial number is factory set at first start up and can't be changed after that.

- Oven series managing the motor speed depending on the conveyor length
- Conveyor type changes the motor speed depending on the type of sprocket. (Old first generation with open spaced stones or newer generation with closed spaced stones)
- 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.



4.1.7 Monitor



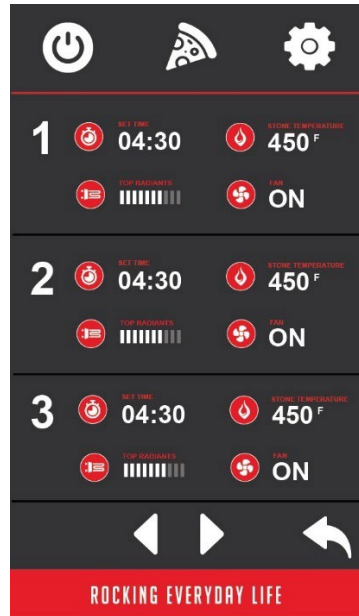
Holding the system button for 5 seconds open the monitor screen giving information about settings and sensors. Next page shows all history logs.



4.1.8 Recipes



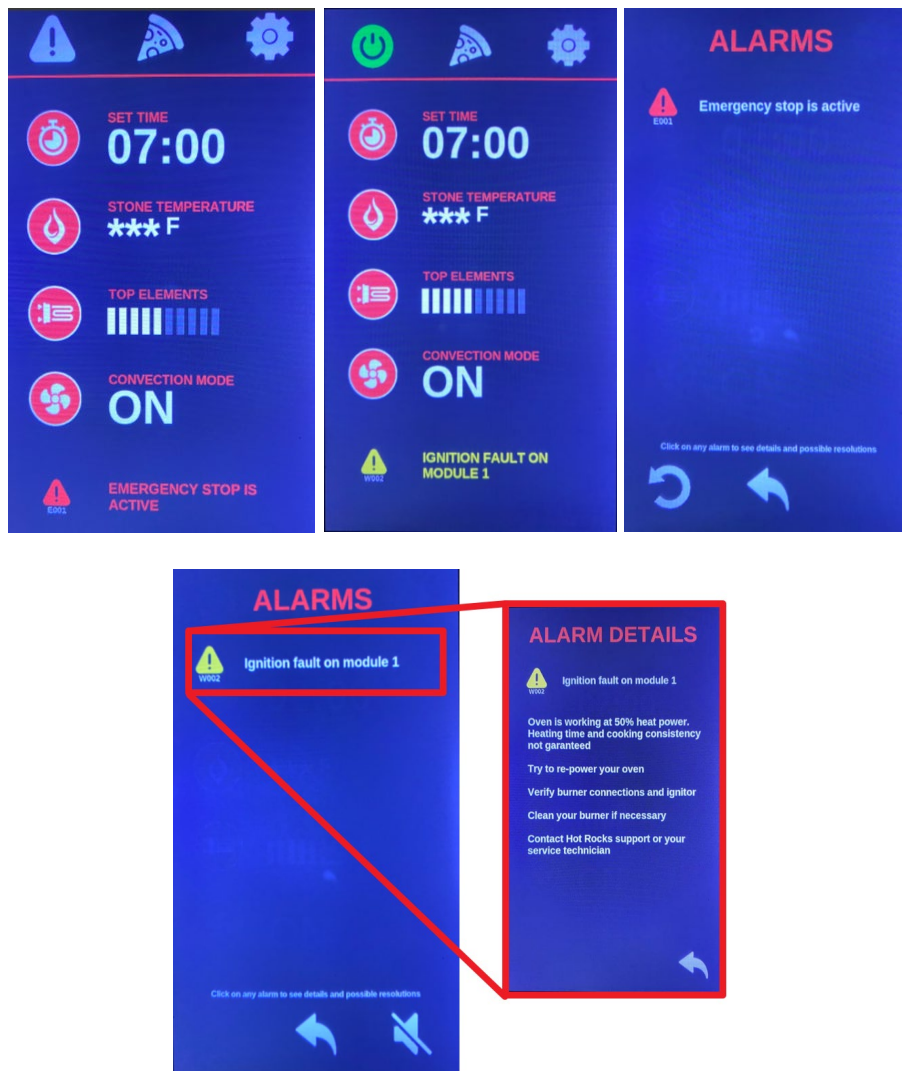
Opens the “RECIPES” menu. This menu allows the user to select a pre-programmed recipe or allows the user to save a new recipe.



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.

4.1.9 Alarm

If there is an alternating buzzer sound it means that the oven is in alarms state. The Alarm page will automatically appear on the display showing the appliance problem. There are two types of alarms, critical and warnings. Critical alarms stop automatically the oven and can't be resettled if the problem is still active. Once the problem is solved user can reset/clear the alarm and back to the main menu using the arrow icon. Oven can still work even if there is an active warning. Buzzer sound can be shut off at any moment using the muted speaker icon. If the problem can't be resolved as an "Emergency stop" call the Hot Rocks service department or visit the technical support web site for more information. Touching the warning description give more detailed information.



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.

Alarm and warning list

CODE ERREUR / WARNING	MESSAGE	CONDITION
E001	EMERGENCY STOP IS ACTIVE	
E002	I2C BUS ERROR	BAD I2C COMMUNICATION ERROR CHANGE CONTROL BOARD
E003	IO BOARD ERROR	IO EXTENSION BOARD PCA9698 FOR INPUT OUTPUT CONTROL ERROR CHANGE CONTROL BOARD
E004	TOTAL IGNITION FAULT	NO IGNITION ON BOTH BURNERS
E005	IGNITION FAULT	NO IGNITION ON ONE BURNER
E006	TEMPERATURE SWITCH RUNAWAY	HIGH LIMIT TEMPERATURE SWITCH ON, STONE TEMPERATURE TOO HIGH, BURNERS ALWAYS STAYS ON
E007	LOWER TEMPERATURE RUNAWAY	BOTTOM STONE TEMPERATURE OVER 750 °F FOR 5 SECONDS
E008	LOWER TEMPERATURE BOARD ERROR	BAD SPI COMMUNICATON TEMPERATURE BOARD MAX31856 ERROR OR NOT DETECTED
E009	LOWER TEMPERATURE SENSOR ERROR	BAD THERMOCOUPLE SENSOR NOT DETECTED ERROR (THERMOCOUPLE SENSOR PROBE UNPLUGGED)
E010	UPPER TEMPERATURE RUNAWAY	UPPER AIR TEMPERATURE OVER 800 °F FOR 5 SECONDS
E011	UPPER TEMPERATURE BOARD ERROR	BAD SPI COMMUNICATON TEMPERATURE BOARD MAX31856 ERROR OR NOT DETECTED
E012	UPPER TEMPERATURE SENSOR ERROR	BAD THERMOCOUPLE NOT DETECTED SENSOR IC ERROR (THERMOCOUPLE SENSOR PROBE UNPLUGGED)
E013	LUBRICATION NEEDED	OVEN PRINCIPAL CHAIN NEED LUBRICATION (WARNING POP OUT AFTER 400 HR OF RUNNING TIME)
E014	MAINTENANCE NEEDED	OVEN NEED GENERAL MAINTENANCE (WARNING POP OUT AFTER 2000 HR OF RUNNING TIME)
W001	HIGH ENCLOSURE TEMPERATURE	TEMPERATURE IN THE REAR ELECTRICAL CONTROL ENCLOSURE IS TOO HIGH (OVER 80F). VERIFY REAR PANEL COOLING FANS
W002	IGNITION FAULT ON MODULE 1	NOT ABLE TO IGNITE PILOT FLAME ON BURNER 1
W003	IGNITION FAULT ON MODULE 2	NOT ABLE TO IGNITE PILOT FLAME ON BURNER 2

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

The lubrication of the stone conveyor chains every 400 hours is an essential part of the maintenance to keep the oven working optimally. It also extends the lifespan of the oven. Maintenance should be done every 2000 hours of running time.



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 “MAINTENANCE” section for details on how to perform the lubrication.

4.1.10 Switch & button

Volcano oven has only 3 physical switches:

- Main power disconnect switch located at the back left side of the oven
- E-stop button located at entry and exit conveyors
- Conveyor direction switch located next to the touch screen



4.2 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 left side of the oven.
- 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.



4.3 Basic Troubleshooting Guide

See control logic guide for detailed information.

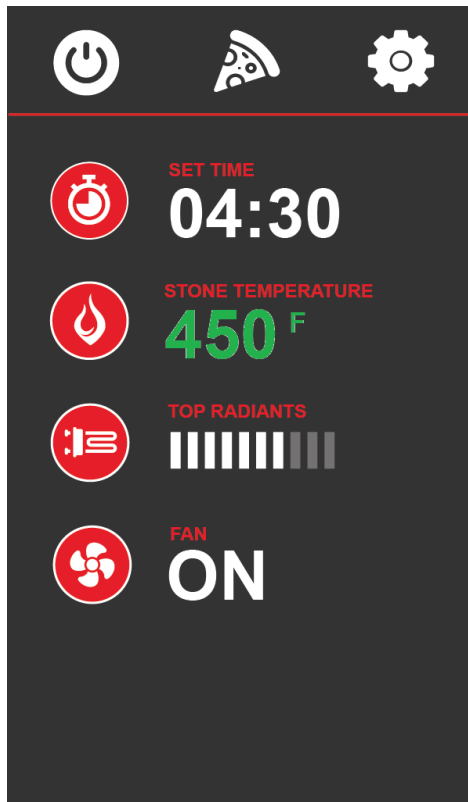
	PROBLEMS	CAUSES	SOLUTIONS
	THE HOT ROCKS VOLCANO OVEN WON'T START	There is an electricity issue.	Make sure the oven is plugged in. Make sure the breakers of the electrical panel are not tripped.
	THE MAIN CONVEYOR IS MOVING IN THE WRONG DIRECTION.	Wrong direction switch side.	Turn the direction switch on the other side.
	THE ENTRY/EXIT CONVEYORS ARE NOT MOVING.	The conveyors are not well connected, or something is stuck inside the mesh.	<ol style="list-style-type: none"> 1. Verify the connection of stepper motors. 2. Look for any parts stuck in the mesh. 3. Contact a service company.
Volcano alarm	IGNITION FAULT (1 or 2)	There is no gas. Flame sensing and/or ignition rods are misadjusted.	Make sure the gas valve is open. Refer to maintenance section to verify flame rods.
	ESTOP	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.
	HIGH TEMPERATURE LIMIT	The bottom temperature reached 800°F. The oven will automatically start the cold down process.	Do not use the oven. Contact a service company.
	LUBRICATION NEEDED	The oven is due to lubricate.	Lubricate the main conveyor chains.
	I2C ERROR	Bad communication with the board and connection.	<ol style="list-style-type: none"> 1. Try to reset the oven. 2. The board need to be changed.
	TEMP (LOWER / UPPER) RUNAWAY	The (upper / lower) temperature has exceeded the temperature maximal value.	Do not use the oven. Contact a service company.
	TEMP (LOWER / UPPER) BOARD ERROR	The (upper / lower) temperature sensor has a wrong reading on the board.	<ol style="list-style-type: none"> 1. Try to reset the oven. 2. The board need to be changed.
	TEMP (LOWER / UPPER) SENSOR ERROR	The (upper / lower) temperature sensor has a wrong connection on the board.	<ol style="list-style-type: none"> 1. Verify the connection of the sensor on the board. 2. Change the probe sensor.

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

4.4 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**.



4.5 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.

4.6 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.

4.7 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

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

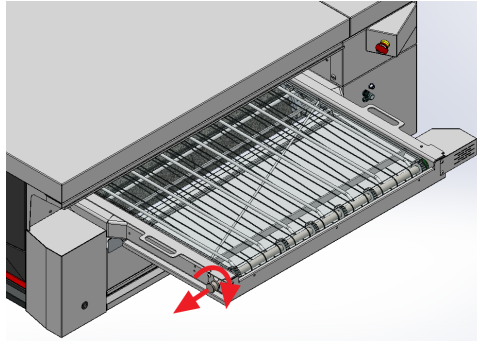
The Hot Rocks Volcano oven requires regular maintenance to prevent premature failure. The following pages show the maintenance requirements of the oven for optimal operation. It is the user's responsibility to ensure the maintenance is performed as required. It is also up to the user to schedule the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

Refer to following instruction for more information on the maintenance that need to be performed by a certified technician.

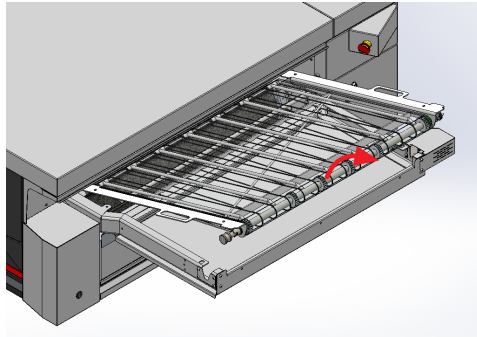
*** Note that the qualified technician is not responsible to perform the user's maintenances**

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 and clean the entry & exit mesh conveyor crumb trays by pulling them on the front of the oven.
3. Pull the mesh conveyors handle and turn it $\frac{1}{4}$ turn then release.

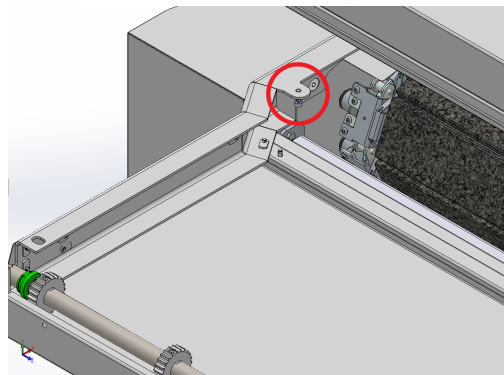


4. Pull the wire belt mesh assembly up and extract it from the oven



5. Clean the wire belt with a cloth and warm water.

Entry mesh conveyor height can be adjusted. It is important that the mesh doesn't touch the stone. It could result serious damages to the stones and mesh. Be sure that the adjusting screws are high enough to prevent contact.



5.1.3 Cleaning stone conveyor



WARNING

Do NOT clean a hot stone with cold 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.

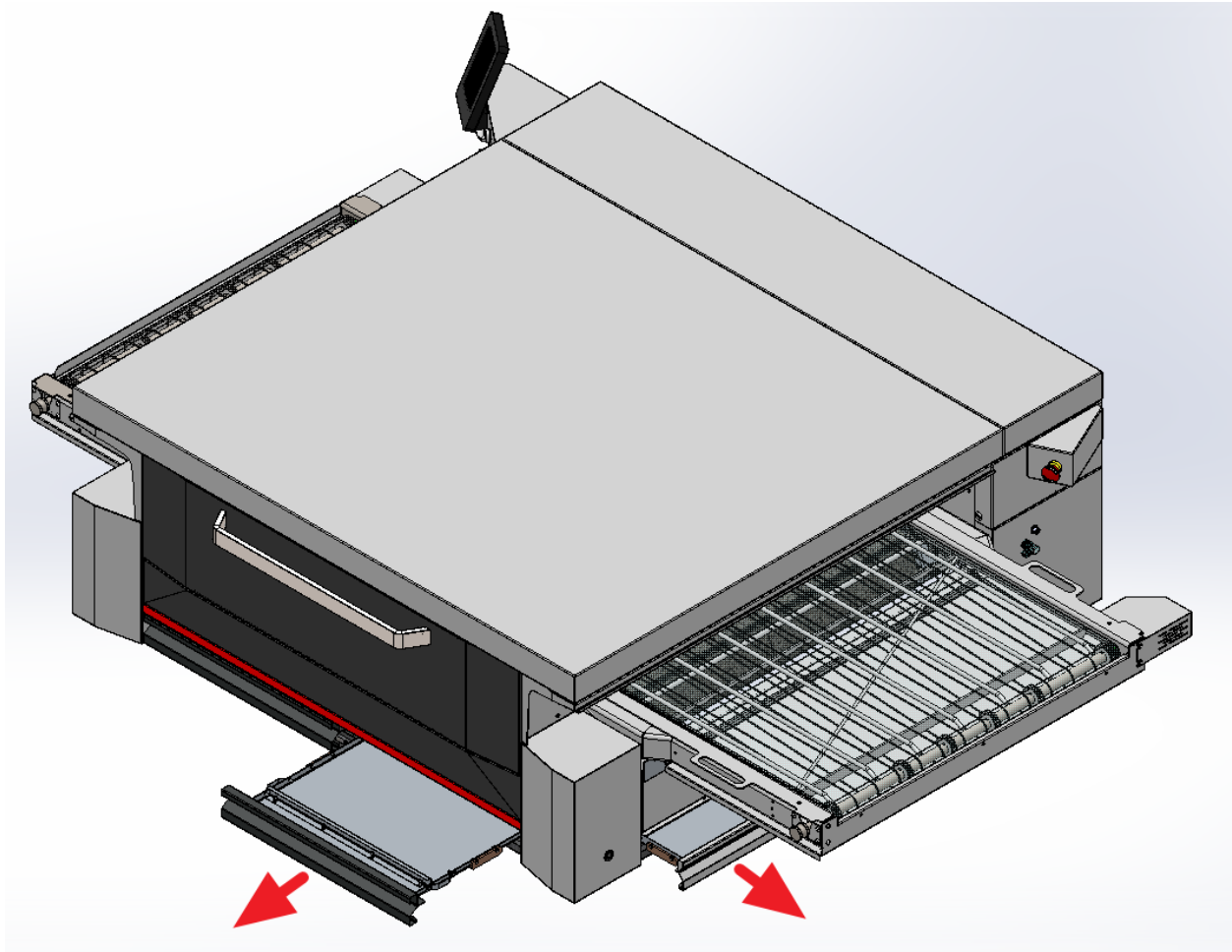
5.1.6 Visually inspect the oven

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 front and sides

1. Turn OFF main power switch in the back of the oven.
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.

5.1.8 Remove and clean stone conveyor front and side crumb trays

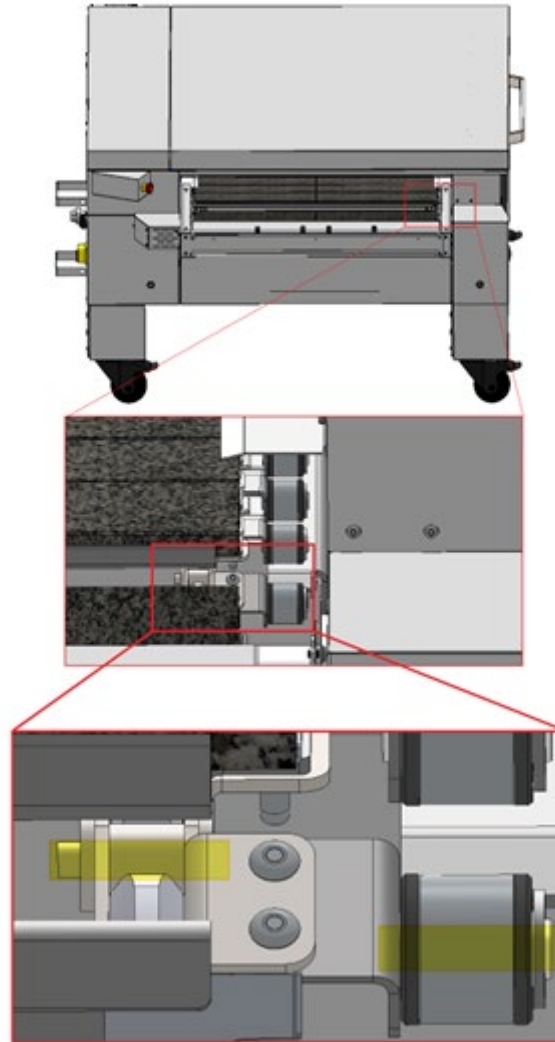


5.1.9 Lubricate both main conveyor chains

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.



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.

5.2 Technician maintenance

This maintenance must be performed every 400 hours of running time. A reminder on the user interface will appear whenever the maintenance is due.

The Hot Rocks Oven YouTube channel has videos on how to perform all maintenance.

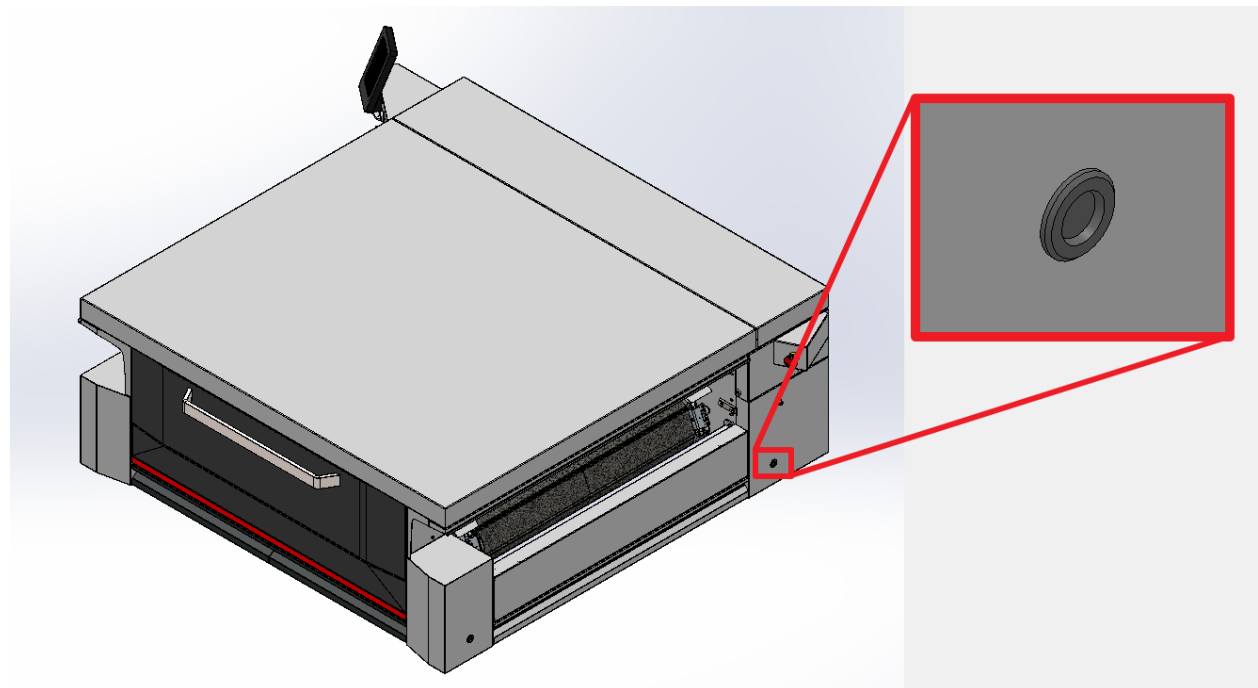
5.2.1 Main bearing lubrication

All 4 bearing lubrication ports are easily accessible from the outside of the oven. Simply remove 4 rubber plugs shown below to access greasing zerk ports. Use a grease gun to add grease. *****DO NOT PUT MORE THAN ONE GREASE GUN STROKE, OVERFILLING THE BEARING CAN LEAD TO BEARING DAMAGES*****



WARNING

Use extreme high temperature non dripping grease supplied by Hot Rocks. Using improper grease could lead to bearing destruction and irreversible damage to the oven.



5.2.2 Motoreducer chain lubrication

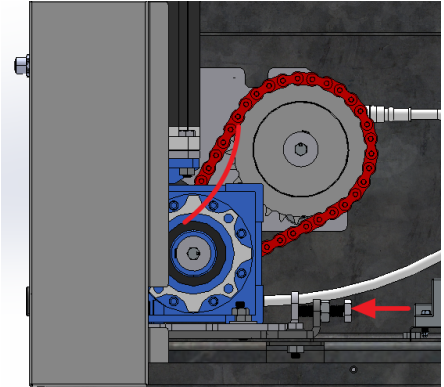
Remove the back panels. Be careful, unplug the cooling fan power cable before removing the panel completely. Apply high temperature grease on the drive chains. Make sure the chains are adjusted properly. The chain sag (red line) should not be exceeding 6 mm (0,25"). If needed, adjust the chains with the tensioner shown.

If not loosen the 4 screws that maintain the gearbox plate in place.

Adjust the tension using the shown push screw

Tighten the screws back in place.

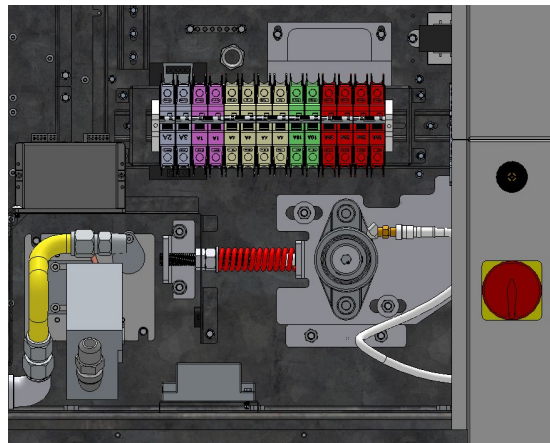
Make sure that the 2 sprockets are aligned



5.2.3 Chain main tensioners

There are 2 tension springs one on each side front and back. The one at the back is easily accessible by removing the back panel. The one at the front need to unmount front door and front bottom finish caping plate.

Rear tension spring



To access front tension spring open the door and flip both hinge lock backward



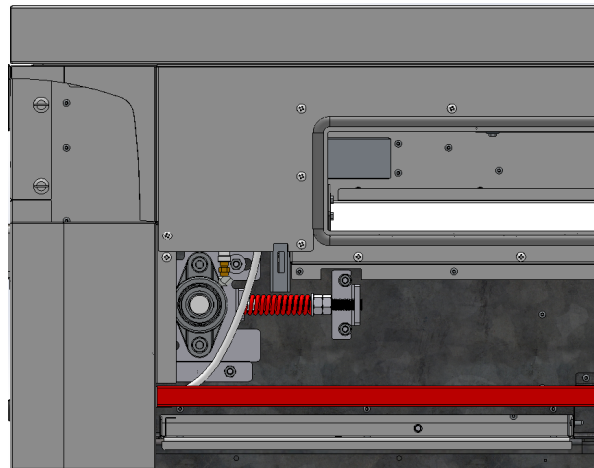
Now you can close the door until the lock lean in place and pull out the door.

Once done you have access to the bottom panel screws. Remove the 6 screws to pull out the bottom panel.

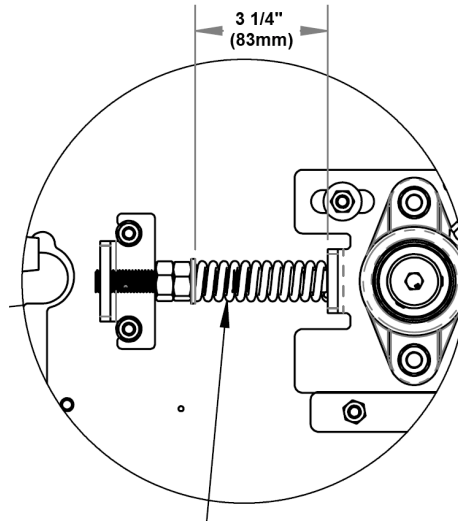


You can now have access to the tension spring

Front tension spring

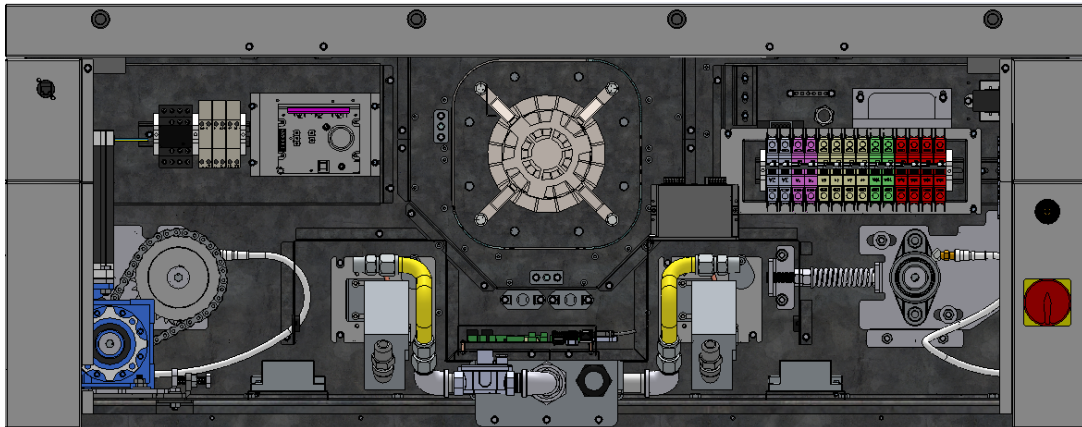


Measure the length of the spring when the unit is cold 70F the length should be 3 1/4" if not adjust the conveyor accordingly. The length of the spring when hot around 190 F should be 3-1/2" (89 mm).



5.2.4 Cleaning of the electrical panel

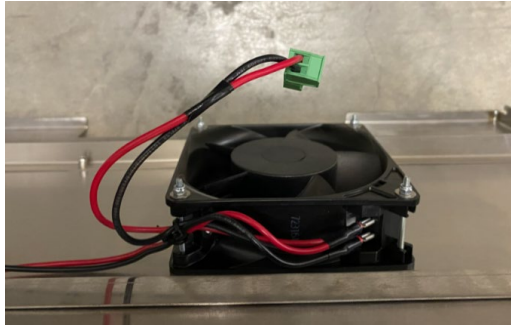
A considerable air draft is consistently going through the electrical panel in order to cool down the electronic component inside. This process could result in an accumulation of dust in the panels. The inside of the electrical panel must stay clean to prevent defect of the components inside of it.



For the cleaning, always use a vacuum. It is forbidden to use compressed air inside of an electrical panel.

5.2.5 Clean cooling fan rear panel

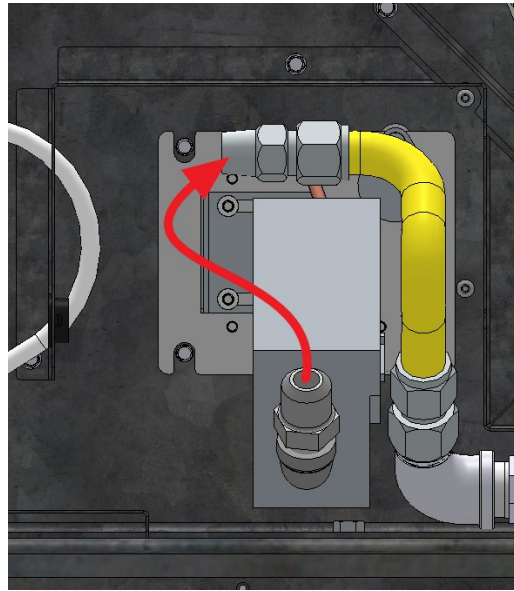
Air filters are provided on rear panel with the 5 cooling fans. Ensure they are clean and not teared or puncture. Damaged air filter can lead to dust accumulation in the electrical panel and can damage the electrical components. In other hand dirty air filter can lead to electrical component overheating and complete oven shut off.



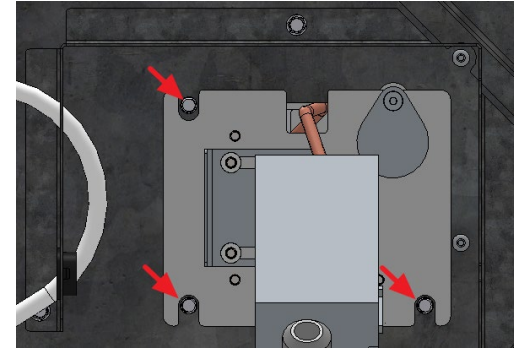
5.2.6 Clean burner & components

Inspect and clean the burner once a year. To remove the burner, ensure that the gas and electricity are shut off. Remove the back panel. Carefully unplugged the cooling fan power cable before removing the panel completely.

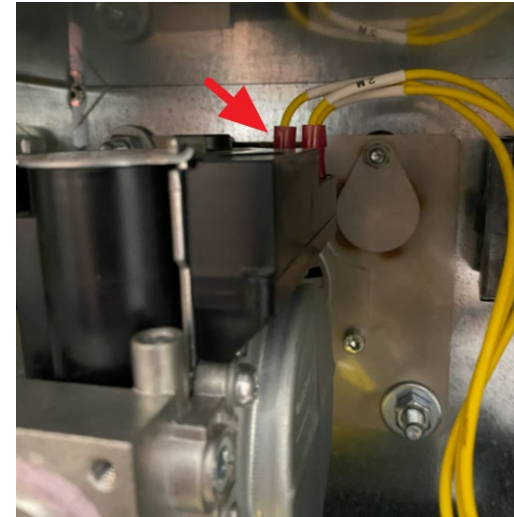
Disconnect the flexible yellow gas hose from the burner



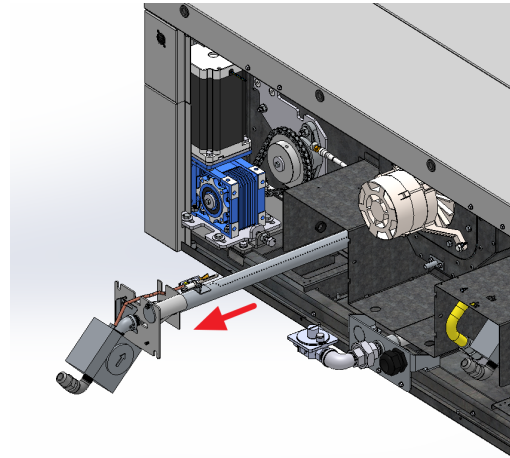
Unscrew the 3 burner retaining nuts from the wall



Gently pull out the burner and unplug the wires from the gas valve



Completely pull the burner out.

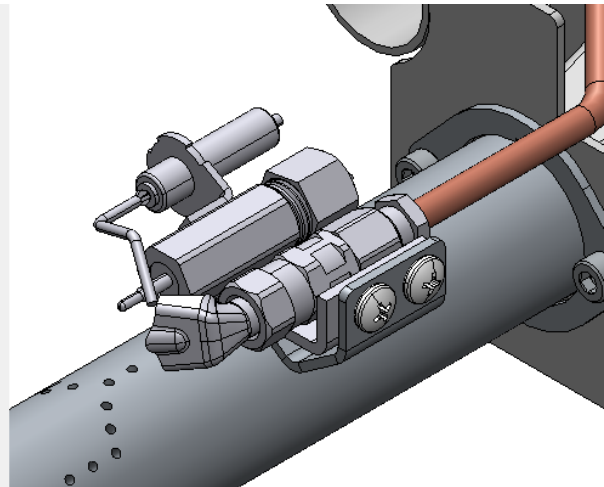
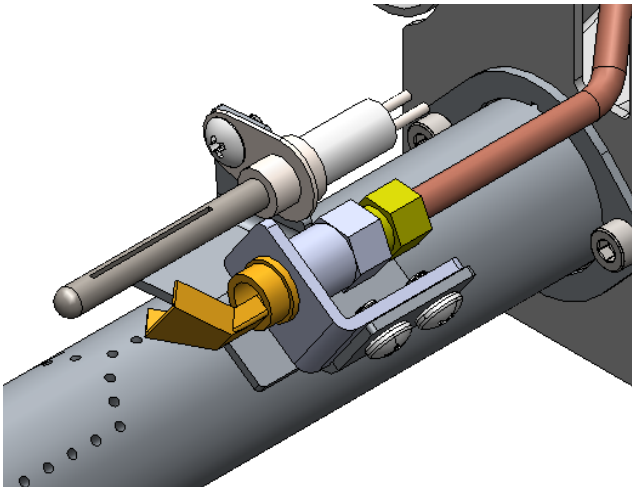


Clean carbon deposit from the surface using a dry rag. Ensure there is no clogged hole or clean them.

5.2.6.1 Inspect hot surface ignition and flame sensing rod

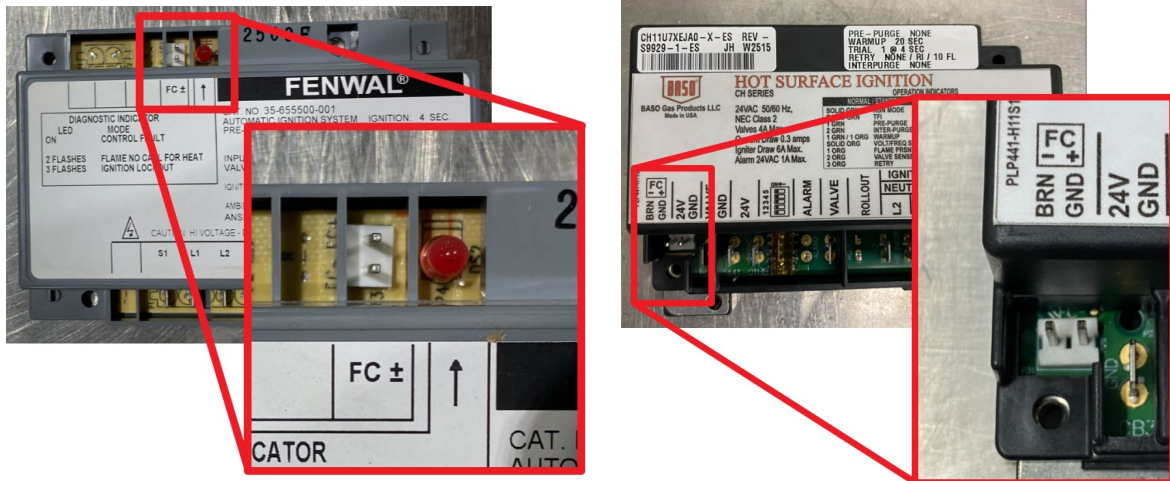
While the burner is out, inspect the hot surface ignition rod and the flame detection rod. Ensure they are clean, free of carbon deposit or burnt oil residue. Ensure that the wires are not damaged.

Older model to the left & newer model to the right. On newer models the flame sensing rod and ignition rod are individual. On older models flame sensing and ignition are combined.



Put burner back in place and use a multimeter to measure the current between the terminal FC- et FC+ on the ignition module, the measure should be at least 1 μ A for older model and 0.1 μ A for newer model. If the measure is lower there is a risk of flame sensing problem and ignition error.

On the left older ignition module FC connections & on the right newer ignition module FC connections.



5.2.7 Gas pressure verification

Start up the oven. With a hex Allen key, loosen the small screw over the gas valve marked “outp” (red circle) then connect your manometer and measure the pressure, it should be between 3.5 and 3.7 in Wg for natural gas and between 2.3 and 2.5 in Wg for propane gas. Otherwise unscrew the top brass cap (red arrow) to reach to pressure adjustment screw use to adjust it. Once adjusted, make sure to put back the brass cap in place.

The inlet gas pressure should be adjusted to 8 in Wg (green circle)



5.2.8 Maintenance Calendar

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



7 PIZZA RECIPES

All kinds of pizzas can be baked in the Volcano oven. Here are some recipes that can use as a guideline to find the perfect baking setup for your own style of pizza

NEW YORK STYLE

- / Radiant infrared elements: 4/10
- / Stone temperature: 475 °F
- / Convection fan: On
- / Baking time: 6:00 minutes



DETROIT STYLE

- / Radiant infrared elements: 2/10
- / Stone temperature: 520 °F
- / Convection fan: On
- / Baking time: 12:00 minutes



CALZONE

- / Radiant infrared elements: 4/10
- / Stone temperature: 475 °F
- / Convection fan: On
- / Baking time: 6:00 minutes



PAN PIZZA

- / Radiant infrared elements: 3/10
- / Stone temperature: 575 °F
- / Convection fan: On
- / Baking time: 8:00 minutes



STROMBOLI

- / Radiant infrared elements: 4/10
- / Stone temperature: 475 °F
- / Convection fan: On
- / Baking time: 6:00 minutes



SCREEN PIZZA

- / Radiant infrared elements: 4/10
- / Stone temperature: 580 °F
- / Convection fan: On
- / Baking time: 6:30 minutes



GRANDMA SICILIAN PIZZA

- / Radiant infrared elements: 2/10
- / Stone temperature: 450 °F
- / Convection fan: On
- / Baking time: 12:00 minutes



CHICAGO THIN CRUST / TAVERN STYLE

- / Radiant infrared elements: 2/10
- / Stone temperature: 430 °F
- / Convection fan: On
- / Baking time: 7:30 minutes



CHICAGO DEEP DISH

- / Radiant infrared elements: 1/10
- / Stone temperature: 500 °F
- / Convection fan: On
- / Baking time: 14:00 minutes



NEAPOLITAN STYLE

- / Radiant infrared elements: 7/10
- / Stone temperature: 625 °F
- / Convection fan: On
- / Baking time: 3:00 minutes



[illegible]

2555, Alfred Nobel, Drummondville
(Québec) Canada J2A 0L5

T : 819-395-5151 / 1-855-395-5252

F : 819-395-5343

hotrocksoven.com

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