



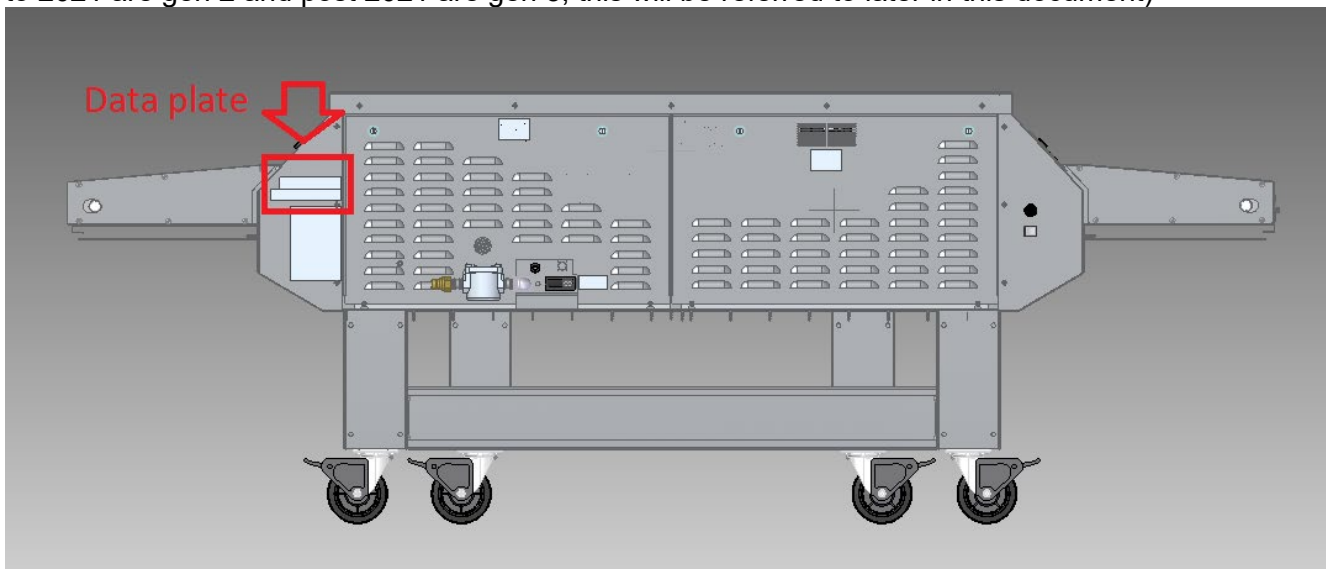
HOT ROCKS

Hot Rocks Oven – Fixing a conveyor overload (≈ 2-2:30 hours)

1 – Gathering information (≈5minutes)

A. Make sure to note the Model and Serial number and add it to your invoice/report.

This information can be found on the serial plate located on the back of the oven, see the picture below for reference. (It is important to note that ovens with the last 4 digits of the serial number prior to 2021 are gen 2 and post 2021 are gen 3, this will be referred to later in this document)



B. Confirm with the customer when and which (6 month or a yearly) maintenance was last performed. Note the information in your invoice/report.

C. Confirm with the customer the frequency at which the error is happening, whether it's only in the mornings, during rush hour etc...make sure to add this information in your invoice/report

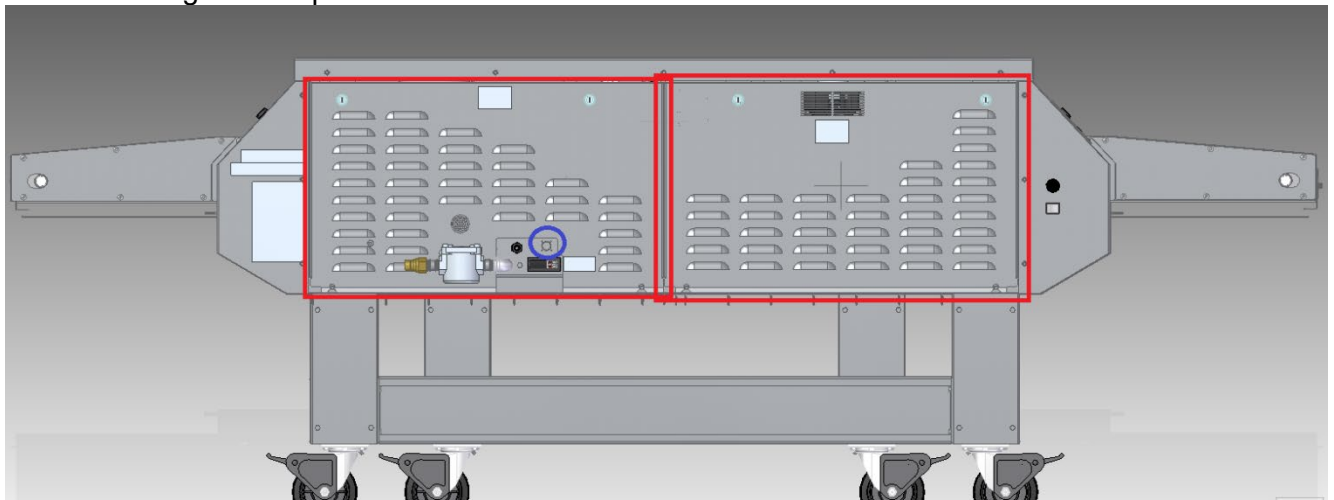
D. Ask the kitchen personnel if they heard a banging sound before the oven got the alarm code, make sure to add this information in your invoice/report

2 – Setting up the work space (≈10-20 minutes)

A. Move the oven away from the wall, often, there will be an Ansul extinguisher system in place. Remove this system and pull the ovens off the wall in order to clear space for you to fit behind it.



- B. Remove the 2 (or 3 depending on model) back panels. There will be a few phillips head screws holding them in place.



The oven may have a wire connecting to the hood system (indicated by the circle in the picture above), most often this won't be the case especially with type 1 hoods, if the wire is present make sure it stays connecting during the checkups otherwise oven won't light up. It is also important to ensure this wire is tightly connected.

3 – Visual inspection (≈1-2 minutes)

- A. Remove the crumb trays at the bottom/" floor" of the oven, the handle can be found under the mesh conveyors, simply pull on them like a drawer for the gen 3 or remove the thumb screws for a gen 2



- B. Then inspect under the stone conveyor to see if there's any rows that fell off, this inspection **MUST** be done on both the entry and exit sides.
 -If there is no blockage or stone that fell down proceed with bullet point #4
 -If there is a stone that fell of, please see solutions # 3B

4 – Jogging the conveyor (≈30 minutes)

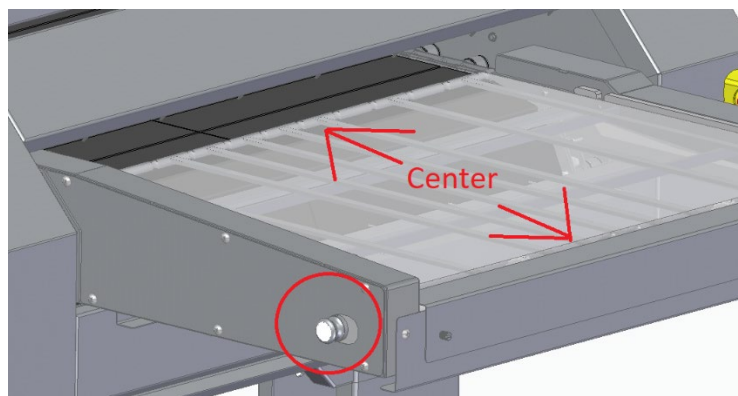
- A. Make sure the valve on the wall is closed (industry standard says it should be perpendicular to the pipe), in some setups there may be more than one.
- B. Mark one of the stone with flour or with tape in order to differentiate this particular stone from the others. Jog the conveyor in both directions in order to determine if there's a blockage on a specific spot. **WARNING If there's a blockage you MUST remove your finger from the "Jog Button" in order to prevent any additional break.** The marked stone will help you determine how far the conveyor has moved before hitting the blockage if there is one or when the conveyor has done a full turn if there is not.
- C. **BEFORE JOGGING** please remove the arms and the trapdoor if there is one on the chain guard in order to get a better view on the chain and the components around it (Sprocket, bushing etc...)



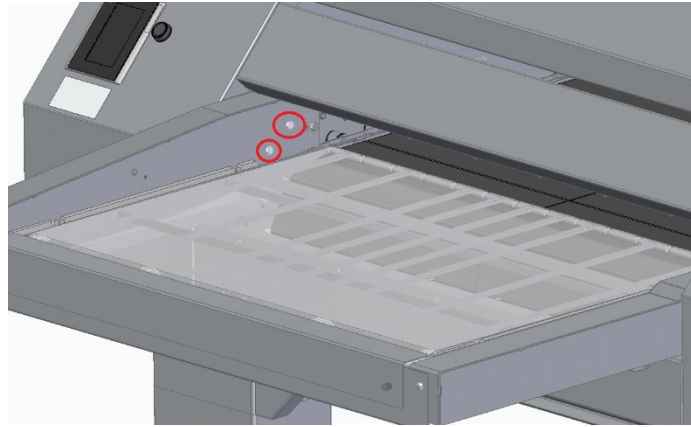
Start off by removing the end piece of the conveyor by loosening up the bolts



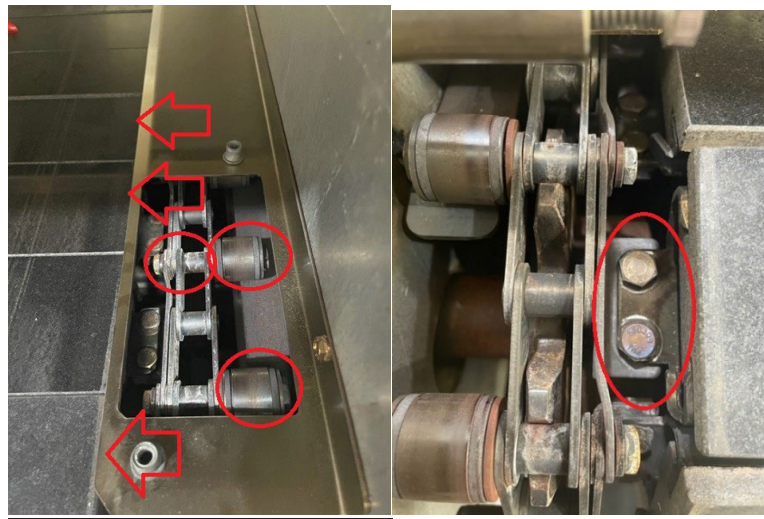
Then disengage the side knob by pulling on it, to do so you need to rotate the mesh conveyor in the middle of it's "play", you have about 1.5" of play in total it needs to be centered for the knob to be pulled and disengaged



Then simply remove the 2-hex bolt holding the arms to the oven



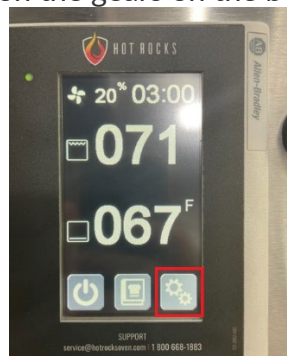
- D. **AS YOU ARE JOGGING**, please watch for any damaged or loose rollers/bushing, watch for any stones with a crack through the middle or unusually loose (they always have a small play in them but should never come off the metal holder). Watch for any bolt on brackets that seem loose as well and the overall state of the chain links and main sprockets in case they are brittle or coming apart. **Take the time to torque each bolt on the bracket moderately between 10 LB-FT.**



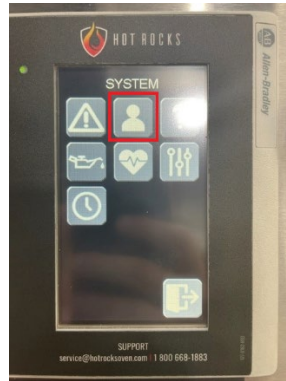
Here you will find the jogging procedure for both Gen 2 and 3 ovens

Gen 3:

1. Power on the oven
2. Once the screen is booted up press on the gears on the bottom right



3. Select the person icon

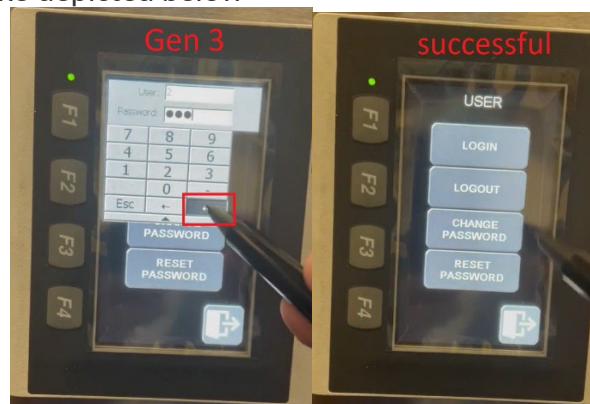


4. Select login



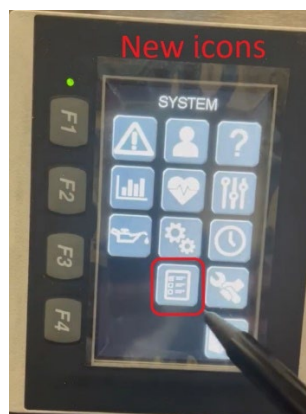
5. Enter the credentials (User = 2 / Password = 911), a pen is recommended as the keypad is small

6. Confirm the credentials by pressing the enter key, if successful it will send you back to the "login" "logout" screen, like depicted below



7. Now press on the door icon on the bottom right new icons will appear in this page

8. Select the checklist (middle row)



9. Press on the conveyor Icon (Bottom left)



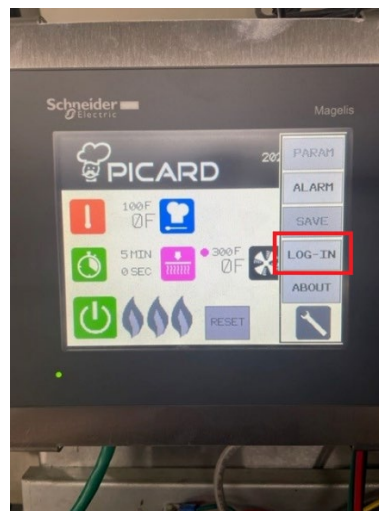
10. Select either Jog Forward or reverse (holding the button is necessary for the movement to continue)

Gen 2:

1. Power on the oven
2. Once the screen is booted up press on the wrench on the bottom right

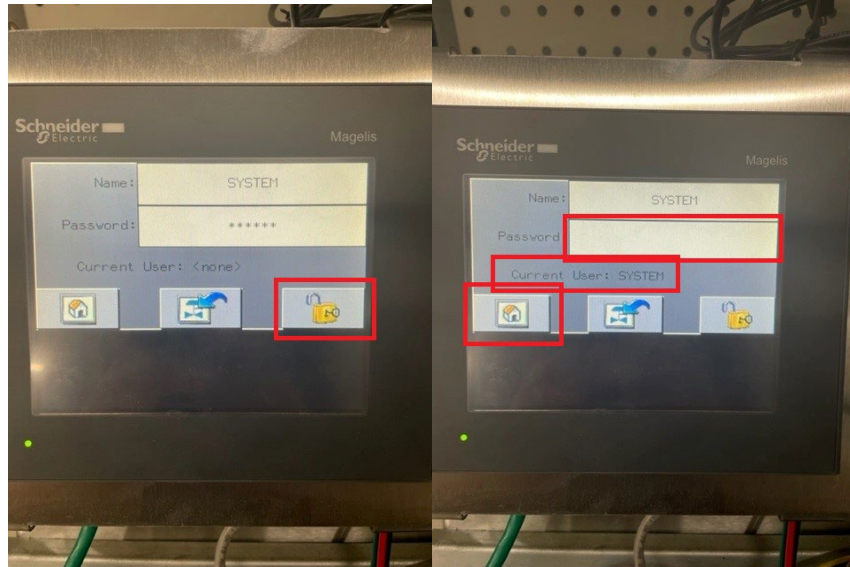


3. Select the Login option



4. Enter the credentials (User & Password = SYSTEM - all in capital letters)
5. Confirm the credentials by pressing the Keypad, once confirmed you will see the text next to "Current User" change to System and the Password will disappear. Once this is

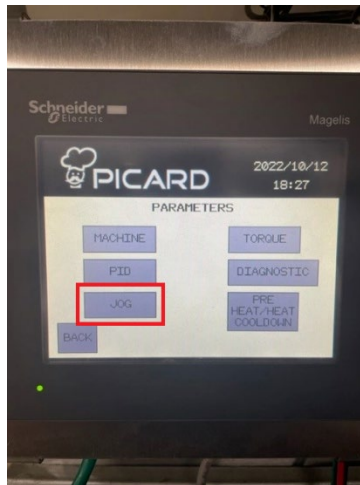
done press on the house icon to go back to the main screen, see pictures below for reference



6. Once back on the main screen press on the wrench once more, there will be a new option called "PARAM" available, select it



7. Select the Jog option

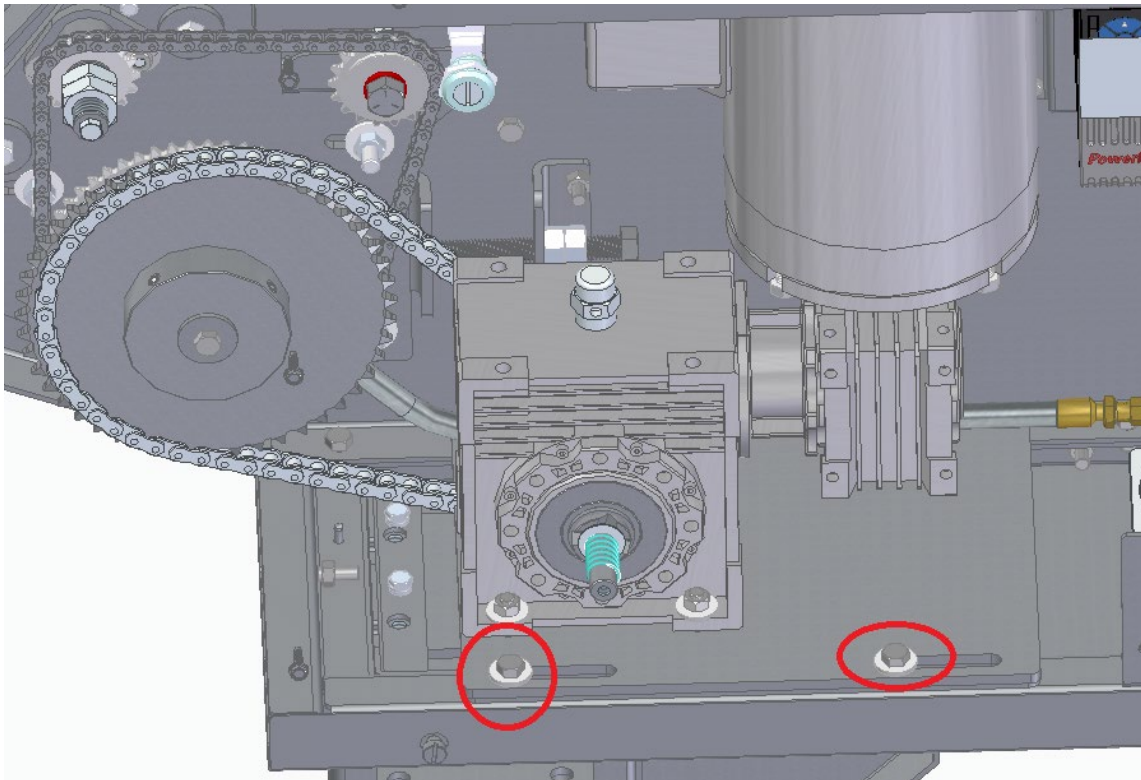


8. Press either Jog Forward or reverse (holding the button is necessary for the movement to continue)

5- Common Solutions (following the verifications above):

3B (estimated at ≈ 1-1:30 hours) = If you can see a stone that has fallen off, you will need to remove as many stones as you can in order to ultimately remove the one that is stuck and preventing the conveyor from moving. You may be able to jog the conveyor in one direction as you are removing stones, make sure to test it every few rows in order to save time if possible. Once the broken rows have been removed put all the intact stones back in place, **DO NOT FORGET TO TORQUE THEM (10 LB-FT) AS YOU ARE PUTTING THEM BACK.** Make sure to compile the number of damaged parts and report it to service@hotrocksoven.com along with pictures and a list with the quantity needed for replacement: brackets, bolts, bushings, stones, chain links (or complete chains), metal holders (for the stones), crumb trays, rails and any other possible damaged components.

4B (estimated at ≈ 1-1:30 hours) = If the conveyor stops as you are jogging there is a physical blockage. Disengage the chain from the main sprocket/shaft and see if it comes from the gearbox. You may loosen up the tension on the motor assembly with the bolts underneath it.



If the motor spins freely when disengaged this indicates that the blockage comes from the main conveyor itself. You will need to check each of the recommended pointers in bullet point #4D. Please note there may or may not be a specific spot on which the conveyor always stops, try to pay attention if that is the case, the marker will help for this.

The main conveyor chain must minimally be lubed every month, if it looks like there was no maintenance done or the monthly schedule was not respected, report it to service@hotrocksoven.com and bill the customer for service as it is a requirement to be eligible to our warranty.

If the bolts on the bracket are loose, please take a picture and report it to service@hotrocksoven.com this should've been done during the install.