

OWNER'S MANUAL

Installation - Operation - Maintenance



PizzaMaster®

PM 350 Series PM 350-DW Series PM 400 Series PM 400-DW Series
PM 450 Series PM 450-DW Series PM 550 Series



Congratulations on the purchase of your PizzaMaster Electric Deck Oven.

Designed for professional kitchens where space is at a premium, **PizzaMaster CounterTop ovens deliver exceptional baking performance in a compact footprint.** They are ideal when a compact, space-efficient baking solution is required. To maintain safety, efficiency, and product quality, always use genuine PizzaMaster parts and follow the operating, cleaning, and maintenance instructions provided in this manual.

PizzaMaster ovens are supported worldwide by trained service specialists and authorized partners with the expertise, tools, and diagnostic equipment required to uphold the PizzaMaster standard.

Warranty

PizzaMaster ovens are backed by a manufacturer's warranty of two (2) years for spare parts and one (1) year for labor. The warranty covers defects in materials and workmanship under normal use and operation.

Wear parts, including lamps and door gaskets, are not covered by the warranty. The use of non-genuine PizzaMaster spare parts, unauthorized repairs, or modifications may invalidate the warranty.

For full warranty terms and conditions, please contact your local PizzaMaster representative, authorized service partner, or PizzaMaster directly.

This manual is your primary reference for operating, maintaining, and getting the highest performance from your equipment. We take pride in supporting you throughout the life of your oven, and this handbook is designed to give you the technical information and practical guidance needed to keep your oven running smoothly and your product quality consistently high.

It is your go-to reference for:

- Safety precautions
- Site preparation & setup
- Installation requirements
- Operating procedures
- Baking guidelines for optimal results
- Routine maintenance requirements
- Troubleshooting support
- Technical specifications

We thank you for choosing PizzaMaster.

When contacting your local PizzaMaster representative or PizzaMaster directly for assistance, please provide your oven's model designation and serial number. A copy of the power rating plate is included in the original owner's manual supplied with each oven from our factory. Sharing this information helps us support you more efficiently.



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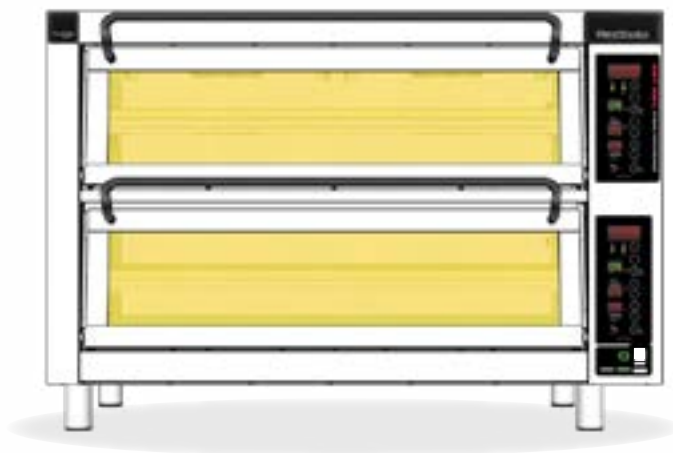
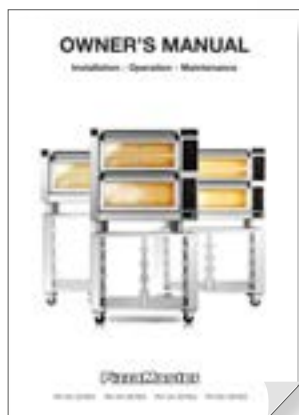
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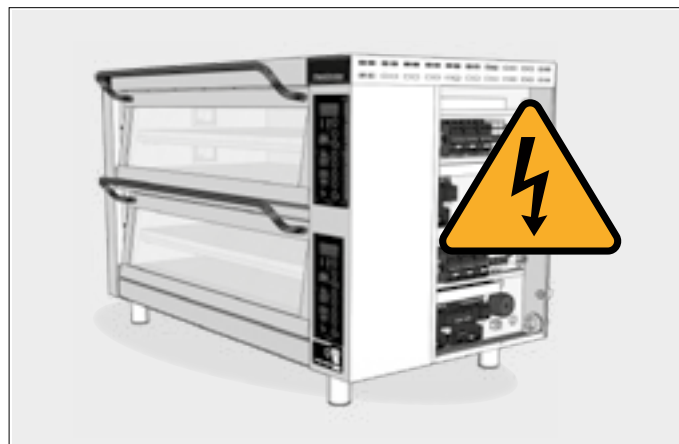
1.1 Safety Precautions and Warnings

Please read this manual carefully. It contains important safety precautions and warnings to ensure proper and safe operation.

PizzaMaster Electric Deck Ovens are specialized appliances designed for baking pizza, bread, and similar products.



For safe transport, **the oven must always be packed in original packaging**. The oven must not be transported on its legs, as the legs may be damaged or bent during transport. If the oven is equipped with a PizzaMaster optional support with casters, the casters are intended for service access only and must not be used for transportation.



High Risk of Electrocutation!

Disconnect the appliance from the power supply before opening. To avoid the risk of electric shock, **DO NOT** remove or open the electrical cover. Refer all servicing to qualified personnel.



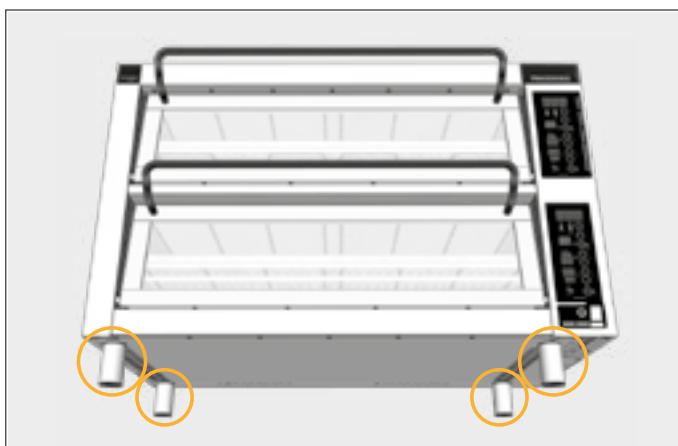
To ensure maximum service life and safe operation, avoid installing the oven near heat-radiating equipment, sinks, fryers, or other appliances that may spray liquids.



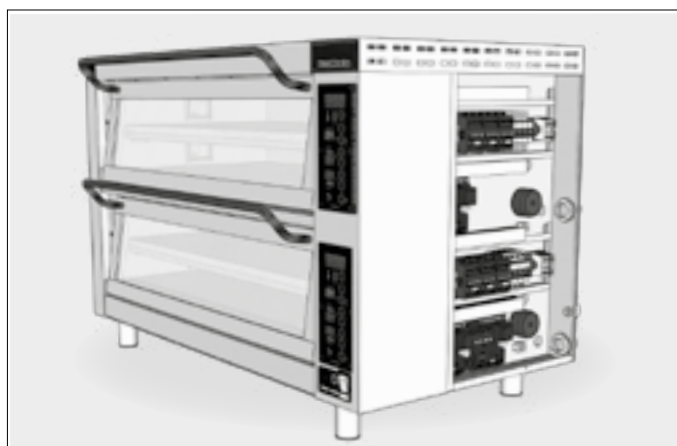
DO NOT clean the oven using high-pressure water or a water hose.



The oven **must be installed** on a flat and stable surface to remain level.



The oven MUST always be installed with the provided legs for proper functionality and cleaning access. Each leg is equipped with threaded inserts, allowing the oven to be fixed to an optional PizzaMaster support or other suitable flat surface.



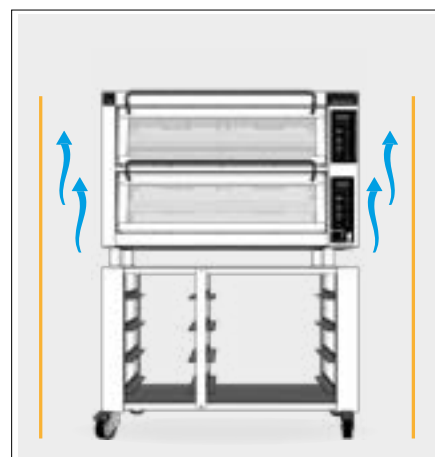
If possible, position the oven so that its right-hand side can be accessed easily in order to remove the right-hand panel. This gives easy access to the electrical cabinet and facilitates servicing of the oven.



DO NOT lift the oven by the door handles. Always lift the oven from the base.



DO NOT put weight on the door.



For ventilation reasons, position the oven leaving 50 mm (2 in) between the oven and any adjacent wall.



DO NOT place any object blocking the ventilation. This affects the baking, oven performance and may cause fire. The top of the oven **is not** intended for food storage or food preparation.



This oven is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or by those lacking experience and knowledge, unless they are supervised or instructed in the safe use of the oven by someone responsible for their safety.

2.1 Pre-Installation Overview

PizzaMaster provides the largest electric deck oven range in the world, with 95 sizes, more than 1 500 models, and over 1 000 000 possible configurations.

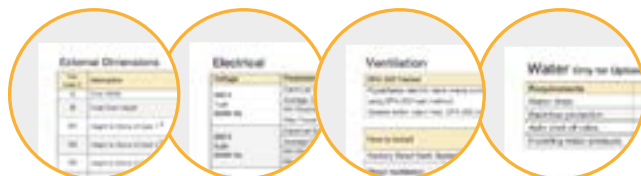
To ensure proper function and safety, it is important to understand the requirements of your specific oven model, including its voltage and any selected options, before installation.

! Warning!

For safety reasons and to maintain warranty coverage, all electrical work must be performed by a qualified electrician.

! Important!

Refer to your technical specifications at each step.



Download Technical Specification →



Safety First!

Ensure safe installation for safe operation.

PizzaMaster emphasizes the importance of using qualified technicians for each stage of installation to ensure safety and optimal oven performance.

- ✓ **Qualified Technician**
- ✓ **Qualified Electrician**
- ✓ **Qualified HVAC Technician**
- ✓ **Qualified Plumber**

Read and understand **Safety Precautions and Warnings** (page 6).

Placement

Final placement and on-site handling:

- ✓ Provide sufficient space for oven placement.
- ✓ Add 50 mm (2") clearance between the oven and any adjacent wall.
- ✓ Ensure there is sufficient workspace in front of the oven.
- ✓ Check that the oven fits through all access paths.
- ✓ Consider access for service when placing the oven.
- ✓ Avoid installing the oven near heat-radiating equipment, sinks, fryers, or other appliances that may spray liquids.
- ✓ Always install oven on the provided legs.
 - See **Assembly**, starting on (page 10)

Ensure the designated installation area is prepared for Placement, Electrical, Ventilation and Water (steam option only).

Electrical

Oven must be installed with:

- ✓ An external main switch with minimum 3 mm contact gap
- ✓ Flexible conduit for each power supply cable
- ✓ Cable gland with locknut for each power supply cable
- ✓ Correct number of power supply cables
- ✓ Correct cable size
- ✓ Correct breaker size with type C characteristics
- ✓ Correct voltage and phases
- ✓ Adequate restraining relief

Verify the electrical supply before installation. Refer to **Installation – Electrical Connection** (page 16) and the Technical Specification.

Ventilation

Limited emissions:

- ✓ EPA 202 Tested.
- ✓ Placement under extractor hood is recommended.
 - The extractor hood should extend at least 15 cm (6 in) beyond the front edge of the oven.
- ✓ Limited emissions from ventilation outlet.

The ventilation outlet is not intended for direct duct connection. Most emissions occur when the door is opened during loading and unloading.

Water (Steam option)

Water quality requirements:

- ✓ Water drain: Not required.
- ✓ Backflow protection: Required, not included
- ✓ Auto shut-off valve: included
- ✓ Water softener: Recommended
- ✓ Incoming water pressure: 0.2-0.6 MPa (29–87 psi)
- ✓ Connection: G ¾" (NH ¾" for USA & Canada)
- ✓ General water quality: Drinking water, cold

Water connection is necessary for the Steam system (option). See **Installation – Steam System** (page 20).



First Time Start-Up

Before first use:

- ✓ Installation Checklist executed (provided)
- ✓ Remove packaging material before startup
- ✓ Burn-Off procedure must be completed, (Procedure differs depending on hearthstone type) see (page 26-29)
- ✓ Ensure ventilation is active during Burn-Off
- ✓ Do not bake before Burn-Off has been completed
- ✓ Establish cleaning routines from day one

! Important

Read the information attached to the oven door handle before starting the oven.

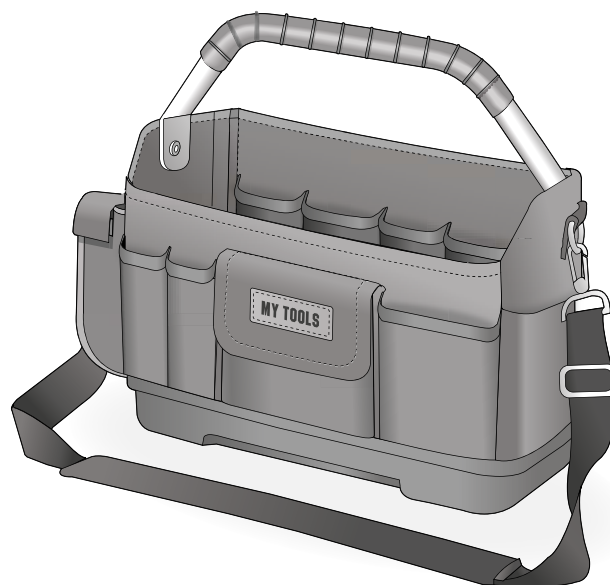
For further information, refer to First Time Start-Up in the PizzaMaster Video Library →



2.2 Prepare your toolbox

PizzaMaster CounterTop Electric Deck Ovens are engineered to minimize tool use during installation and service, with user-friendly features supported by clear, detailed instructions.

This smart design streamlines the installation process and reduces the need for specialized tools, ensuring easier maintenance and dependable service over the life of the oven.



Recommended tools Assembly

CounterTop series arrive pre-assembled from factory, only the legs need to be installed which is done by hand, no tools are required other than utility knife for unpacking.

Utility knife



Recommended tools: Support (option)

Utility knife

Hex key

- #6



Recommended tools: Assembly – Shelf Support Package (Option)

Utility knife

Screwdriver

- PH2



Lifting devices

Several CounterTop models can be lifted by two persons. However, depending on the model and installation procedure, a lifting device may be required.

Refer to the Technical Specification for weight and dimensions, and use lifting equipment rated for the load.



3 Installation

3.1 Oven Assembly



The oven is securely packed for safe transportation.
Do not drop the oven or allow it to be subjected to impact.

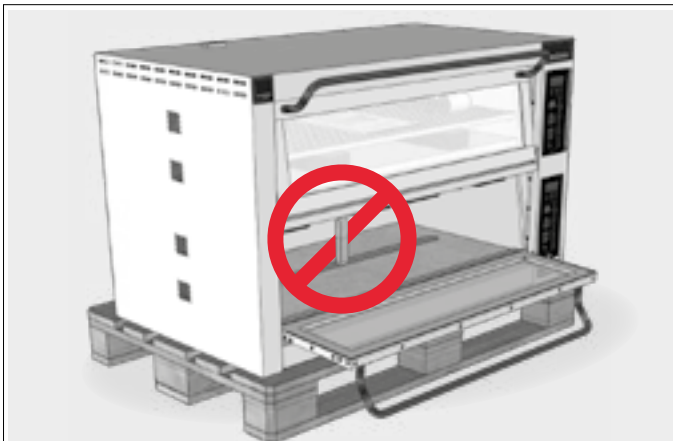
! Important!

To ensure proper safety and performance, prepare in advance of installation by reading and understanding the Preparation section starting on **page 8**.

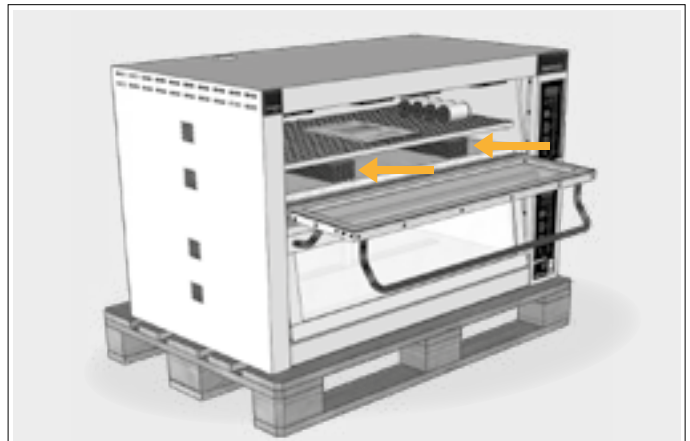
Installation requirements for your chosen oven:

For requirements specific to your oven model, voltage, and selected options, refer to the **Technical Specification**.

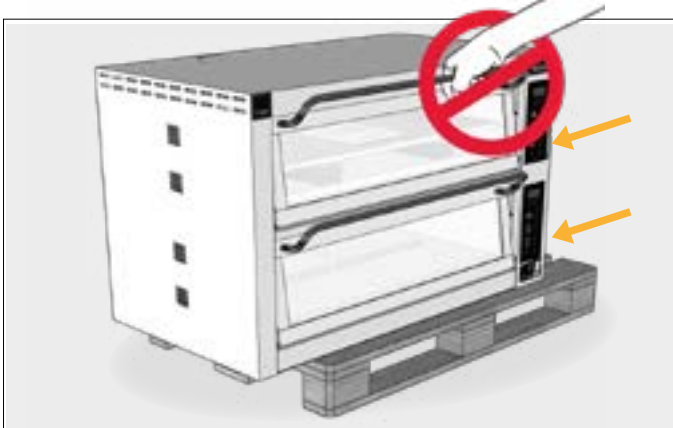
Download Technical Specification →



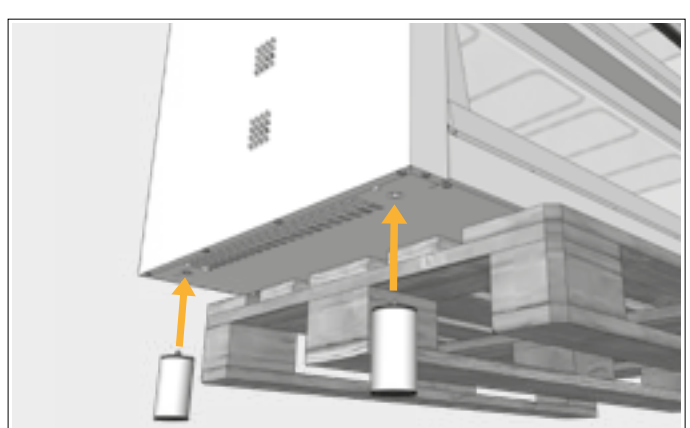
DO NOT remove the wooden stone support until the oven is installed in its final position.



For models equipped with two stone levels per deck, the upper stone is placed on top of the bottom stone. The stone support may be cardboard instead of wood. Leave it in place until final positioning. Remove all other accessories from the oven chamber.



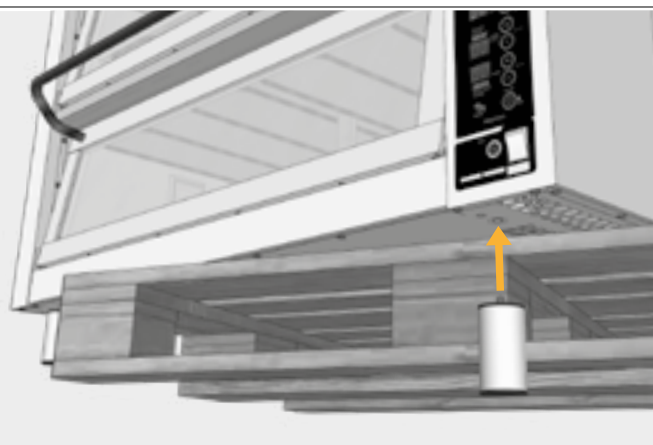
1. NEVER lift the oven by the door handle. Push the oven enough to access the threaded holes for the left-side legs.



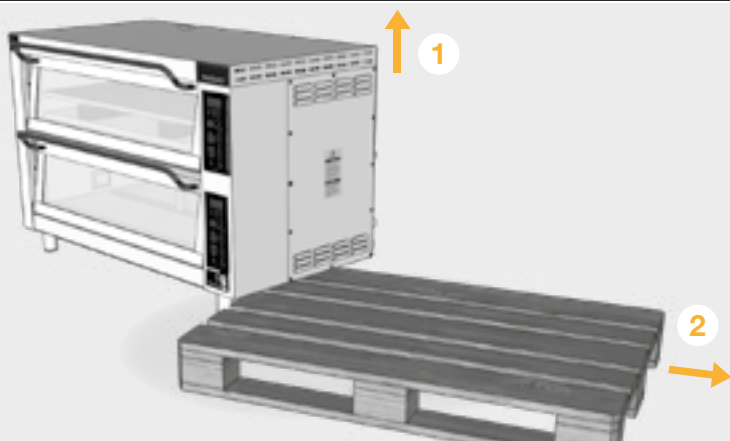
2. The supplied oven legs are equipped with pre-installed bolts. Secure the legs into the threaded holes in the oven. Each leg has a threaded bottom, allowing the oven to be fixed to a support, bench, or other suitable surface.



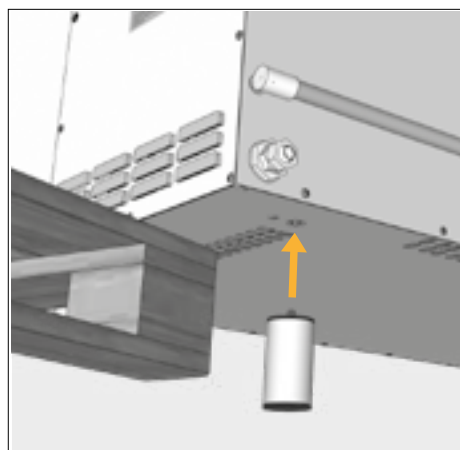
- 3. DO NOT** lift the oven by the door handle. Carefully push the oven forward to access the front-right leg.



- 4.** Secure the front-right leg to the oven.



- 5. DO NOT** lift the oven by the door handle. Lift the oven slightly (1) and move the pallet (2) to gain access to the back-right leg. Lower the oven and let it rest on the corner of the pallet.



- 6.** Secure the final leg to the oven.



- 7.** Move the oven to its final position, then remove the stone support.

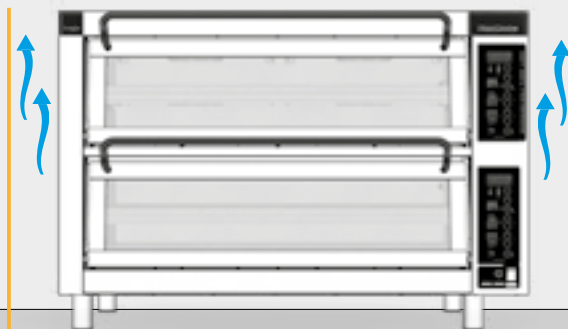


- 8.** For models equipped with two stone levels per deck, remove the cardboard stone support. Carefully lift the upper stone from the bottom stone and place it on the upper stone support.

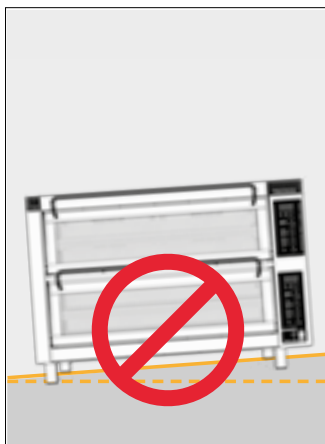
3 Installation



9. If possible, position the oven to allow easy access to the right-hand panel for electrical installation and servicing.



10. For ventilation purposes, position the oven with a minimum clearance of 50 mm (2 in) from any adjacent wall. This clearance is required for proper operation and to ensure the service life of internal components.



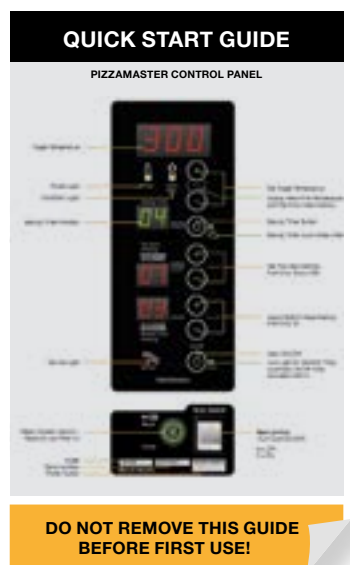
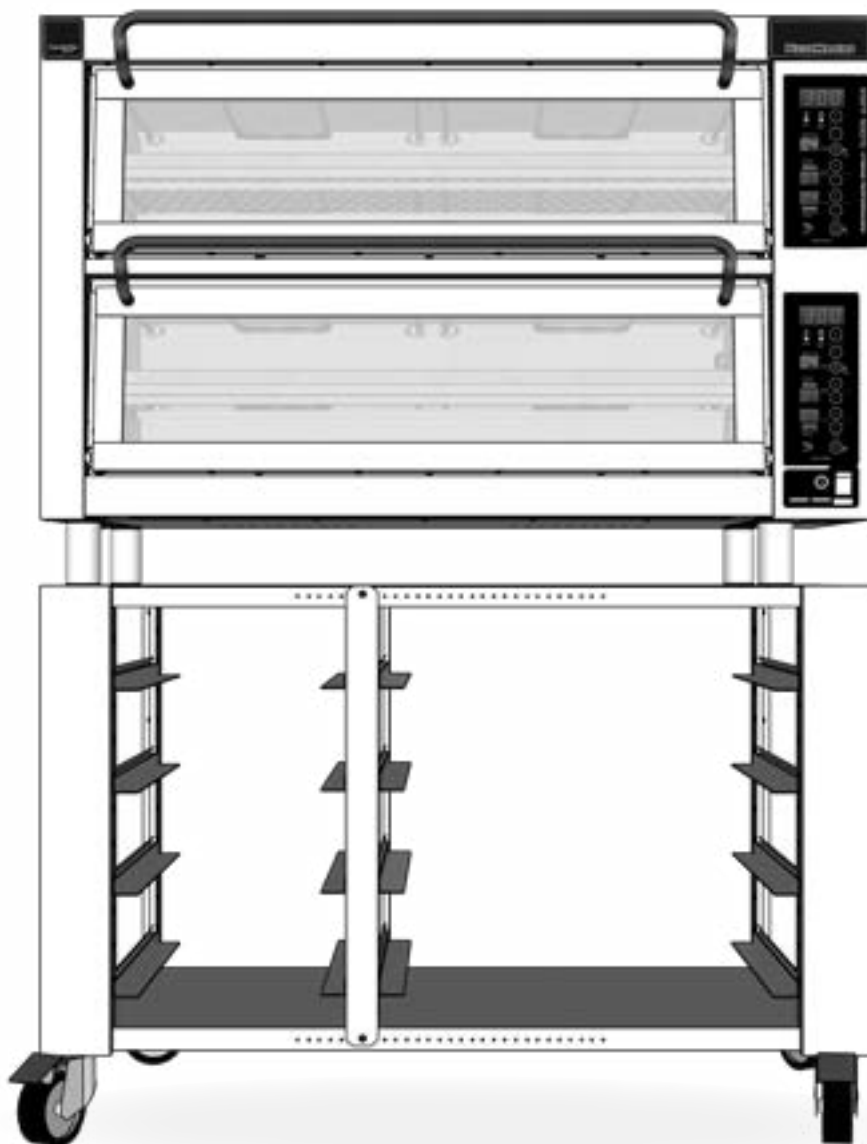
11. Position the oven on a flat, level surface to ensure stable and horizontal installation.



12. As a precaution, PizzaMaster recommends installation under an external extractor hood to reduce smoke and odors in case of overbaking. CounterTop ovens do not require a ventilation connection during normal operation. For further information, see **Installation – Ventilation (page 18)**.

Congratulations!

Your PizzaMaster oven is now assembled.
Refer to the Quick Start Guide before first use.



DO NOT remove the "Quick Start Guide" from the handle before the first use.

Quick Start Guide, video →



3 Installation

3.2 Assembly Support

3.2.1 Oven Support

! Information

The support is available in several models. Ensure that the correct support model is used for the corresponding oven model.

Support package includes (standard):

- Two stainless steel unloading shelves
- Lockable casters (4 pcs)
- Stainless steel legs

For dimensions, weight, and technical data, see the Technical Specification sheet →



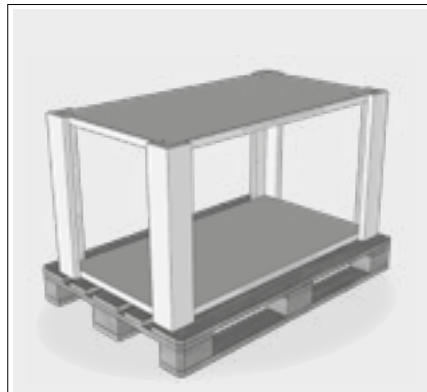
! Important!

- Oven legs must always be installed to ensure proper oven functionality and access for cleaning underneath the oven.
- The oven legs must be securely fixed to the support to ensure safe installation.

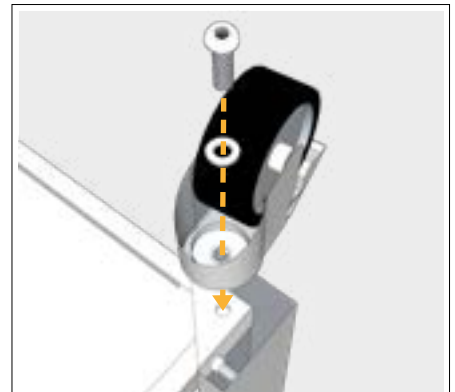


1. Unbox the support

The support is securely packed for safe transportation. Handle with care and avoid impacts or dropping.

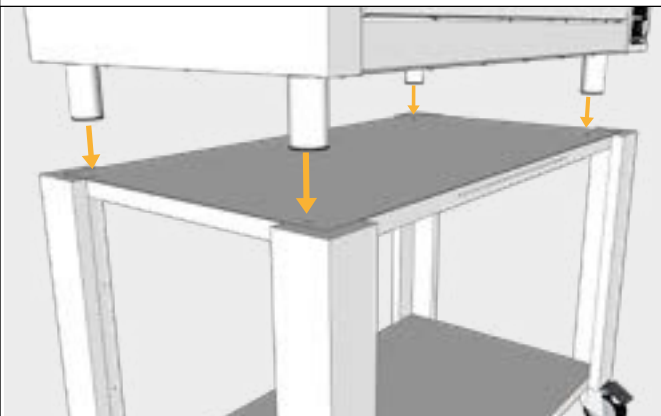


2. The support may be delivered with or without pre-installed casters, depending on the model. If the casters are not pre-installed, turn the support upside down.

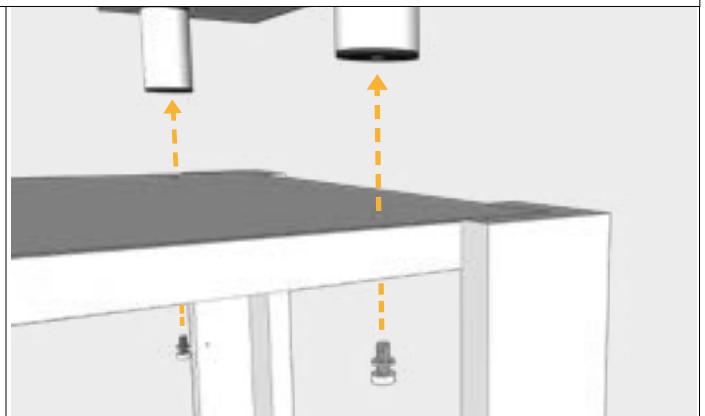


3. Install the casters by inserting the bolt and washer (provided) through each caster and into the threaded holes in the support, one caster per corner.

Secure oven to support



4. The support top shelf has mounting holes in each corner. Carefully place the oven onto the support, aligning each oven leg with the corresponding hole.



5. Secure each oven leg to the support using the supplied M8x25 bolts and lock washers.

3.2.2 Shelf Support Package

! Information

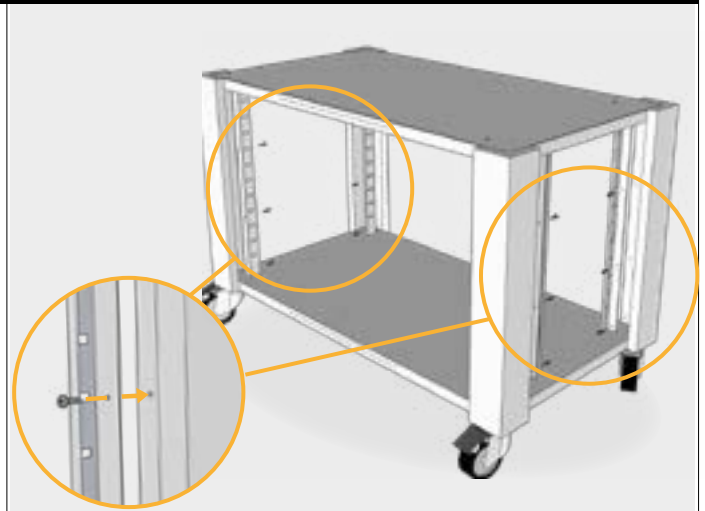
The Shelf Support Package is an optional accessory for the support frame.

Shelf Support Package contains:

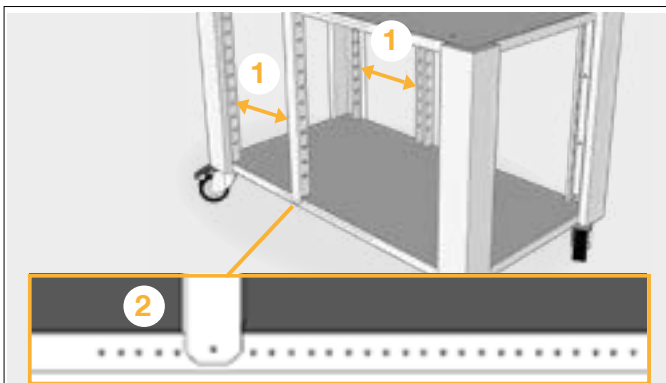
- 4 shelf supports per package (for standard width support)
- 8 shelf supports per package (for double width support)

Note:

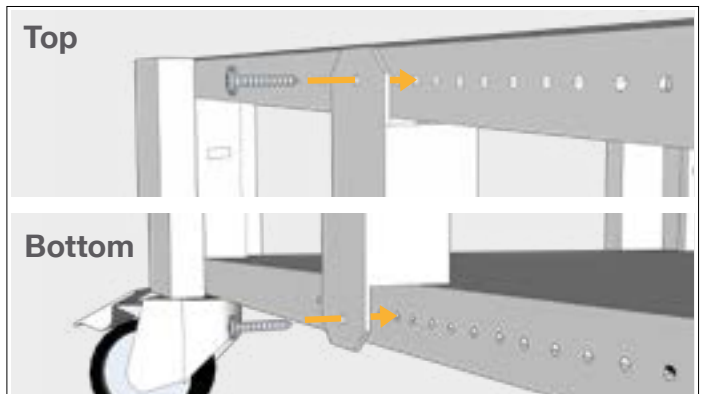
The middle beams can be installed in different positions to accommodate various tray sizes.



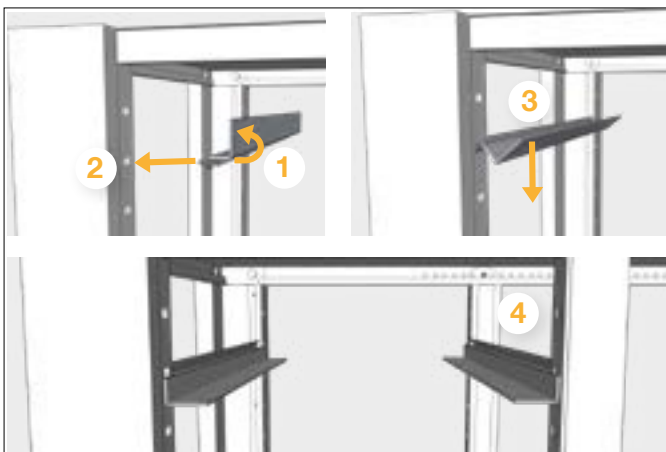
1. Install the vertical beams (4 pcs), one in each corner, using 4 self-tapping screws per beam (provided).



2. Measure the distance between the middle guide holders (1) and the corner guide holders (2) at both the front and rear positions, then secure the middle guide in the position that best matches the preferred tray size (2).



3. Secure the front and rear guide holders using the provided self-tapping screws, both at the top and bottom.



4. Install the tray guides at a height suitable for your products. Rotate the guide 90° (1), push it into position so it engages with the holes in the guide holders (2), then release the guide so it rests on the support (3). Repeat the same procedure on the opposite side (4).



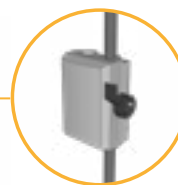
5. Repeat step 4 for all guide holders. If the oven has not yet been secured to the support, refer to "Assembly – Fix oven to support", page 14, step 4.

3.3 Electrical Connection

Power supply connections vary depending on the oven model and voltage. For correct power supply connections and fuse ratings, refer to the oven rating plate, electrical diagram, and technical specification.

All electrical installations must comply with local electrical codes and regulations.

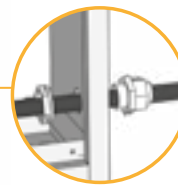
Oven must be installed with:



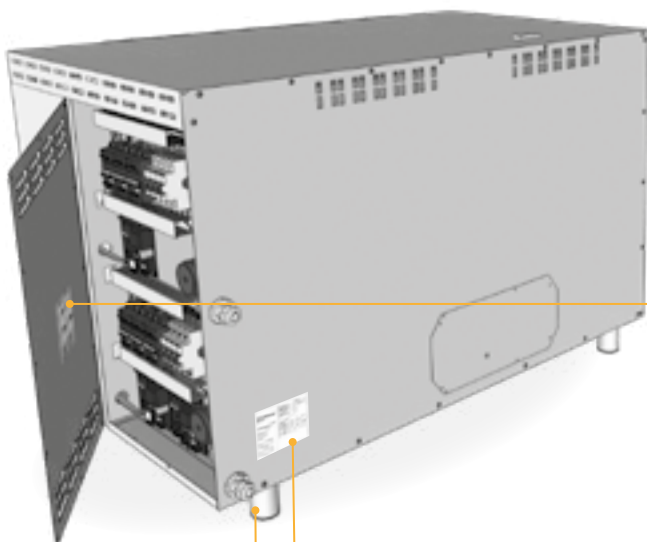
✓ **An external main switch with minimum 3 mm contact gap.**



✓ **Flexible conduit for each power supply cable.**



✓ **Cable gland with locknut for each power supply cable.**



✓ **Correct breaker size with type C characteristics**



Download Technical Specification

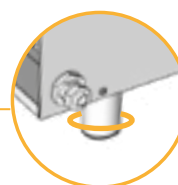


✓ **Correct number of power supply cables.**

✓ **Correct cable size.**
Refer to the label inside the electrical cabinet cover.



✓ **Correct voltage and phases.**
(See rating label for your specific oven)



✓ **Adequate restraining relief.**
(To limit the movement of the appliance without transmitting stress to the electrical conduit)

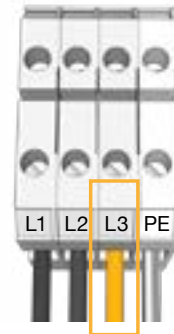
! Important!

For safety reasons and to maintain the validity of the warranty, all electrical work must be carried out by a qualified electrician.

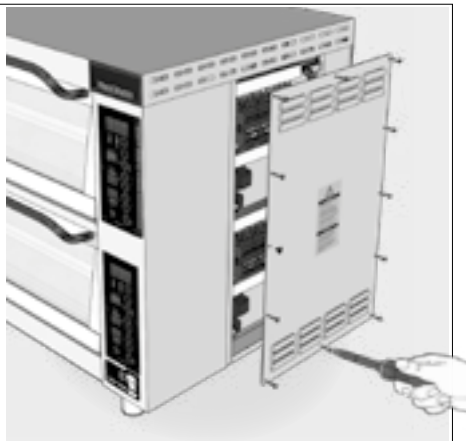
For supply connection use only copper wires suitable for at least 75°C (167°F).

The earth potential equalizer screws must be installed. These are located on the backside of the oven next to the connecting cable.

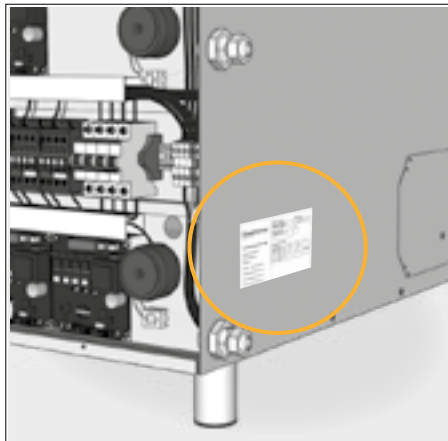
! Important for USA and Canada!



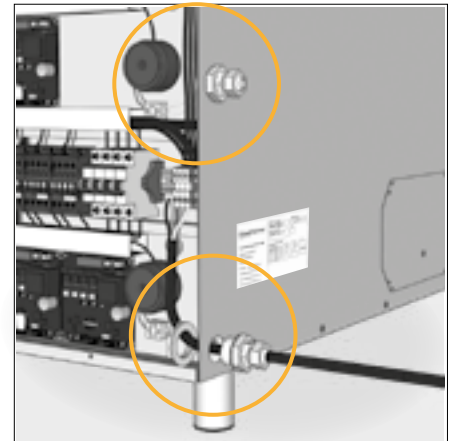
If installing Delta High-Leg voltage, the high leg must be connected to terminal L3. *This conductor may also be referred to as the "wild leg," "stinger leg," or "wild phase."* The high-leg phase is typically marked with orange insulation or another clearly identifiable method.



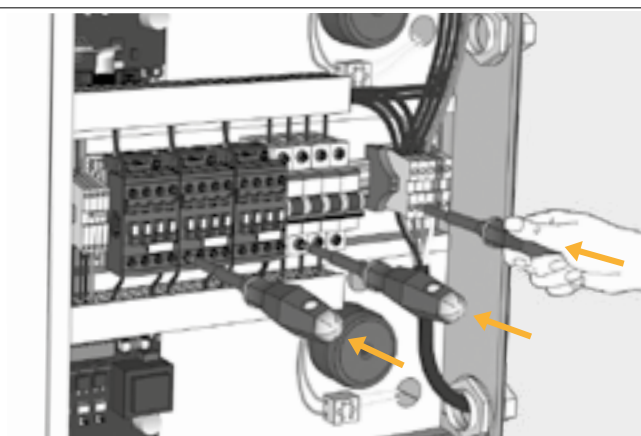
Remove the screws (11+1 pcs) that secure the right-hand side panel and remove the panel.



Verify that electrical supply corresponds with specification on the oven rating plate, (voltage, phases and kW).



Install the correct number of power supply cables, along with cable glands and locknuts. The appliance must be installed using flexible conduit.



Tighten and check all terminal, breaker, and contactor connections on all decks after transportation and before starting the oven.

! Information!



Turn on power and perform installation checklist (provided) in advance of re-installing the side panel.

3.4 Ventilation

! Important!

- Ventilation design and installation must comply with local codes and regulations and should be verified by qualified specialists.
- Local airflow conditions (draft, pressure balance, temperature, make-up air) may influence oven performance and should be considered when planning and installing the oven.
- Incorrect installation can reduce oven performance, ventilation efficiency and user comfort.

! Information

EPA 202 Tested

PizzaMaster electric deck ovens conform to ventilation recommendations set by ANSI/NFPA96 using EPA 202 test method.

Grease-laden vapor test, EPA 202 (ventless requirements): 8 hr pepperoni pizza, <5.00 mg/m³.

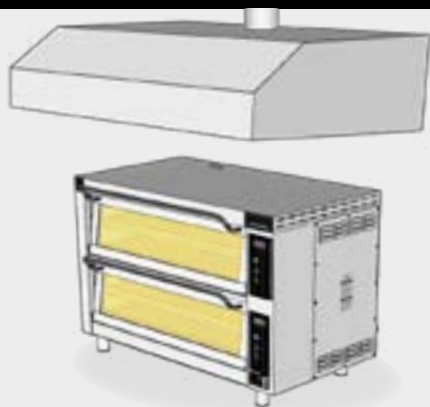
CounterTop ovens do not require a ventilation connection during normal operation.

Exhaust airflow, exhaust temperatures and heat emissions are specified in **Technical Specification**.

Download Technical Specification →



3.4.1 Extractor hood (Recommended)



PizzaMaster recommends installation under an external extractor hood to reduce smoke and odors in case of overbaking.

The extractor hood should be a minimum of 15 cm (6 in) larger than the outer edge of the oven to effectively cope with air and steam from the oven.

3.4.2 Free standing



CounterTop ovens are not designed for direct ventilation connections.

If the oven is installed free-standing (without an external extractor hood), **DO NOT** connect ventilation directly to the oven roof ventilation outlet, as this may affect oven performance and functionality.

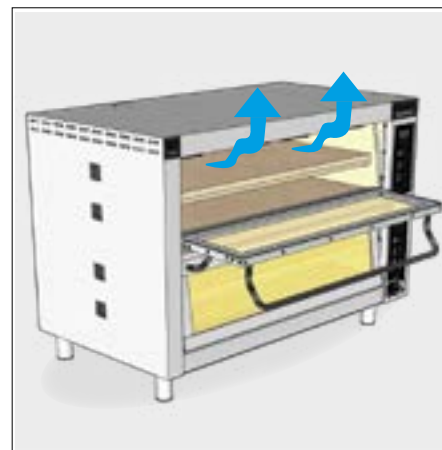


! Warning!

DO NOT place any objects that block ventilation. Objects placed on top of the oven can affect baking performance, reduce oven efficiency, and may create a fire hazard.



Oven roof outlet is intended for air circulation only and is **not designed for direct ventilation connection**.



Most emissions such as hot air, steam and/or smoke come through the door during loading/unloading process.



3 Installation

3.5 Steam System (options)

! Important!

- The water supply must be flushed before connecting to the oven. After flushing, fill a full-size bucket with water and verify that the water is clean before making the connection. See **page 21, Step 1**.
- Incoming water pressure must not exceed 0.6 MPa (87 psi).
- Carefully read the instructions on the label attached to the steam system before installing the water supply.

! Information

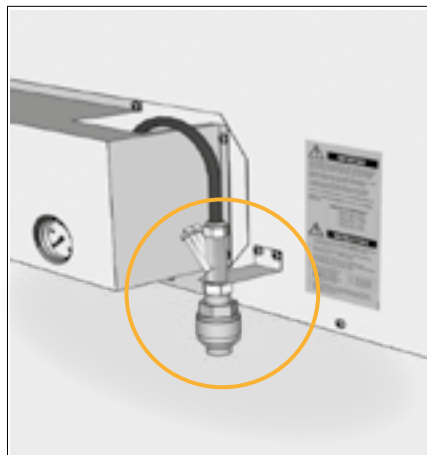
- Water drain: Not required
- Backflow protection: Required, not included
- Auto shut-off valve: Included
- Water softener: Recommended
- Incoming water pressure: 0.2–0.6 MPa (29–87 psi)
- Connection: G ¾" (NH ¾" for USA & Canada)
- General water quality: Cold drinking water

Water quality limits and detailed specifications are provided in the **Technical Specification**.

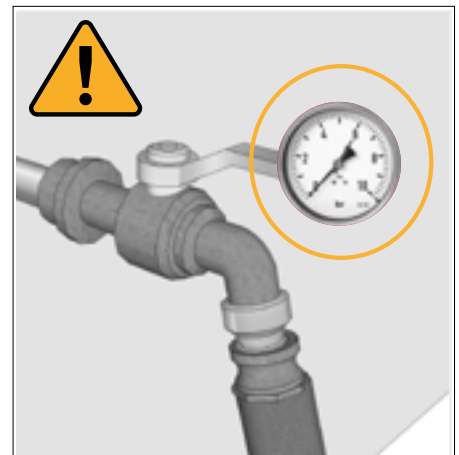
Download Technical Specification →



Your oven can be equipped with an optional Steam System in 1 or several decks.



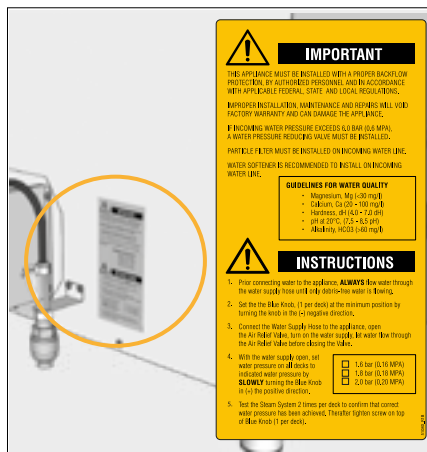
This appliance must be installed with a proper backflow protection system by authorized personnel.



Incoming water pressure must not exceed 0.6 MPa (87 psi)



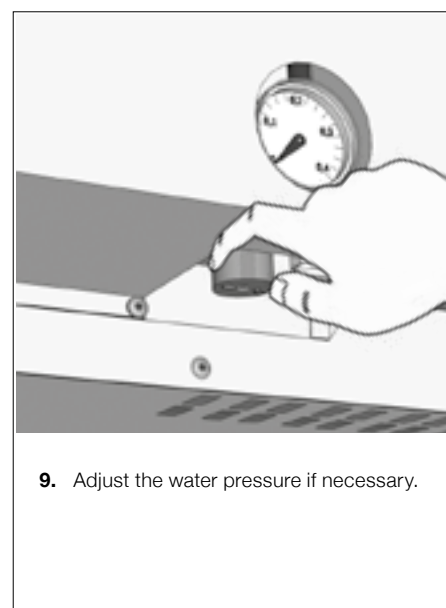
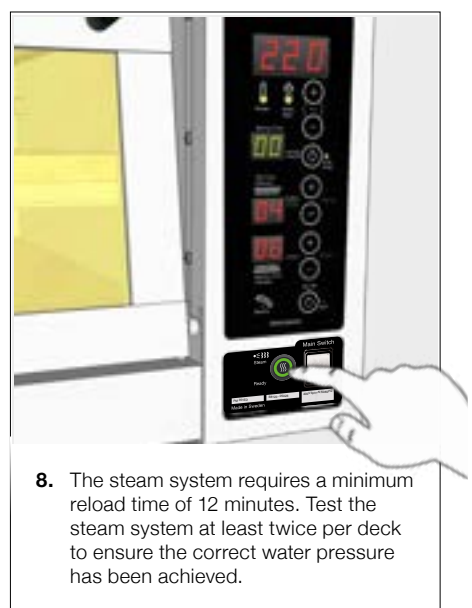
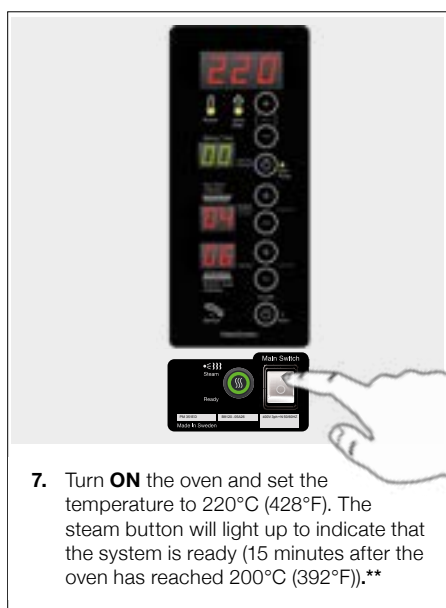
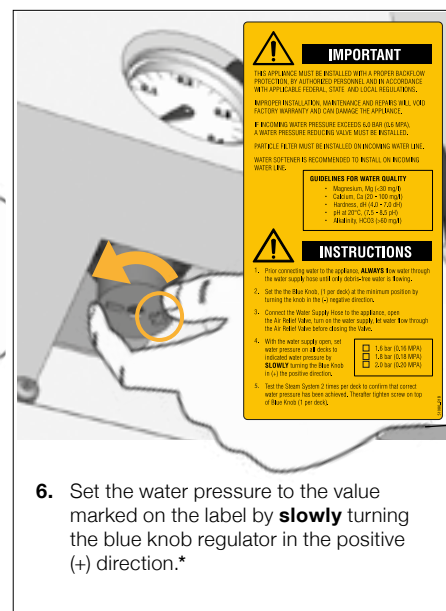
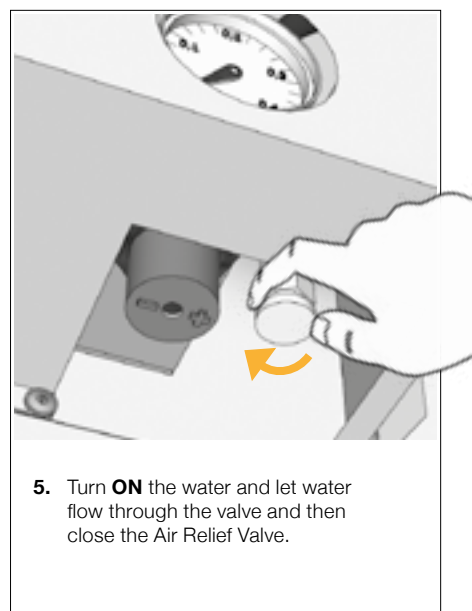
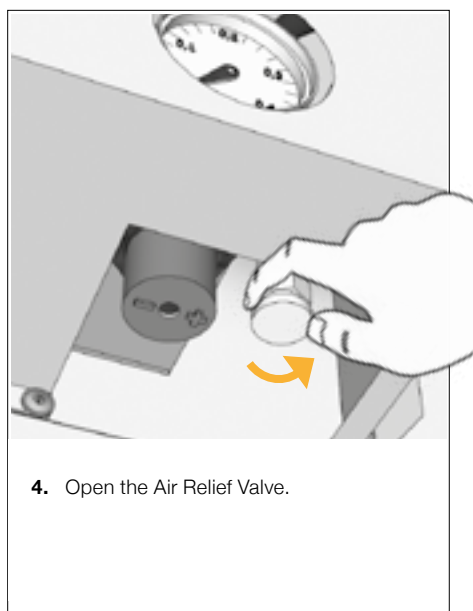
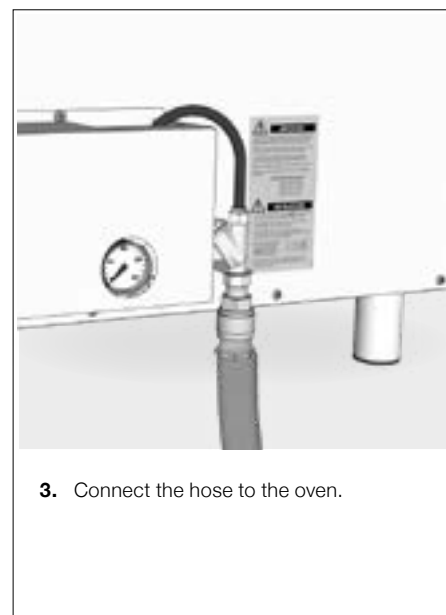
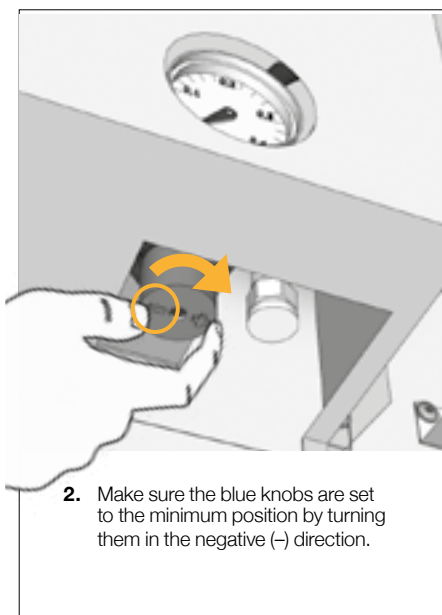
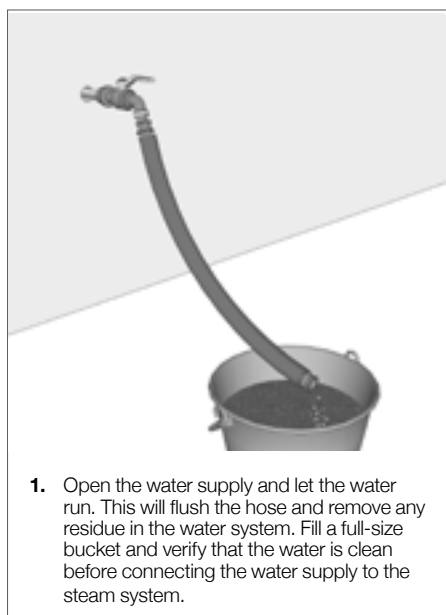
If incoming water pressure is above 0.6 MPa (87 psi) a Water Pressure Reducing Valve must be installed.



Read the instructions on the label located next to the steam system carefully. The label indicates the water pressure to which the system must be adjusted.



The steam system is equipped with a water blocker at the inlet, which automatically shuts off the water supply in case of leakage.

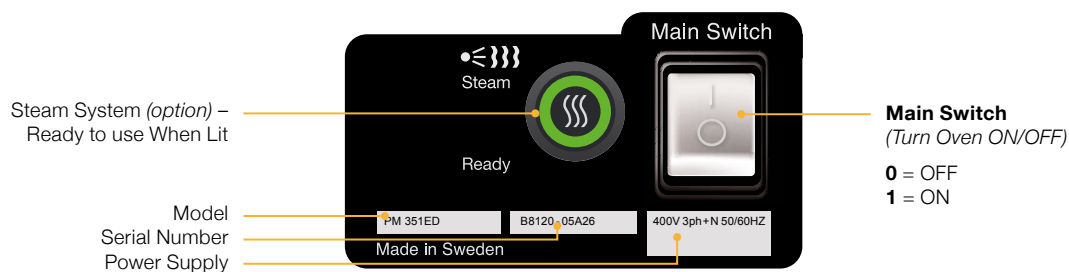
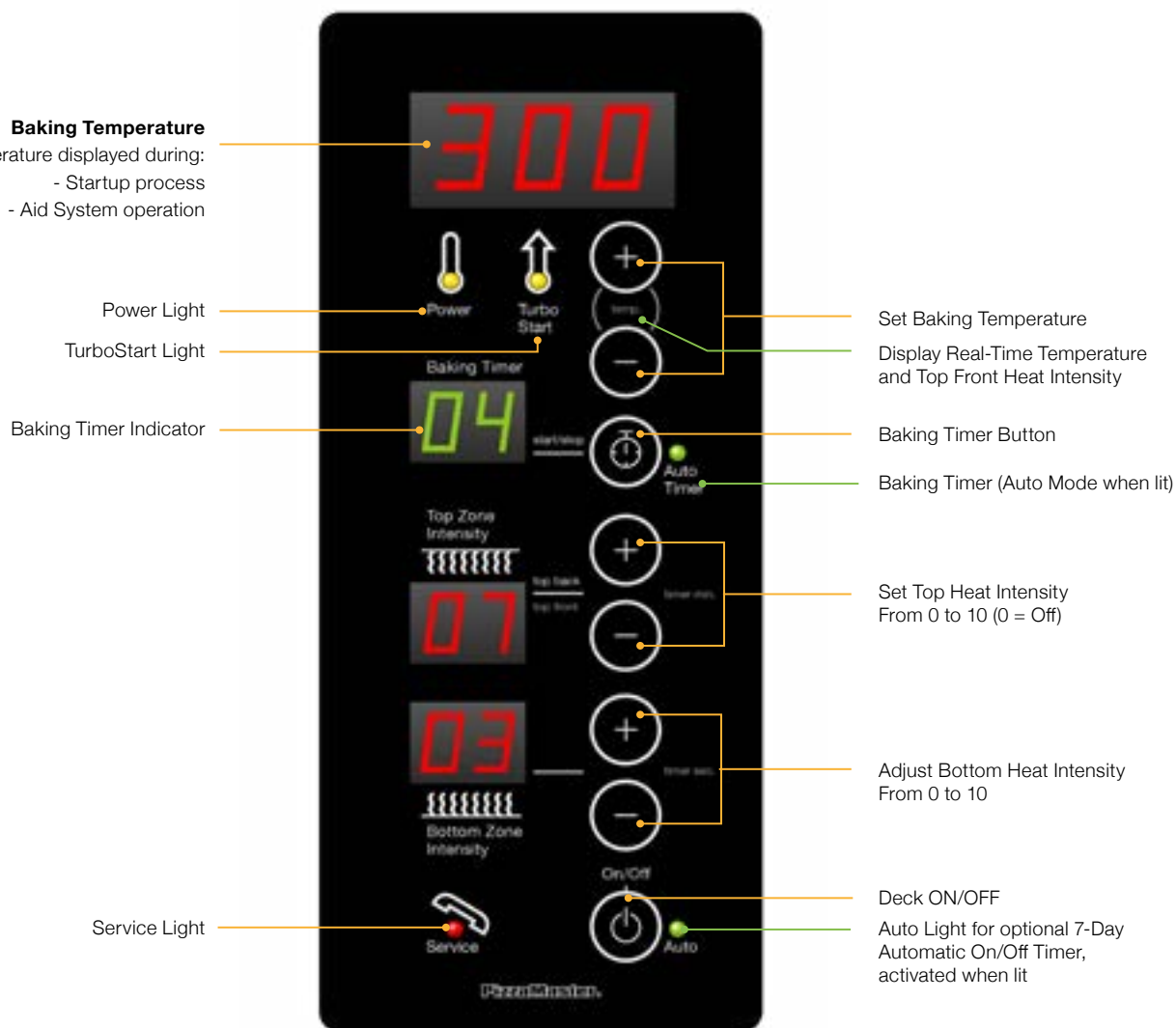


* Repeat for all decks. ** Press the Steam Button to produce steam inside the deck.

4 Operation

4.1 Display ED

Quick Start Guide, video



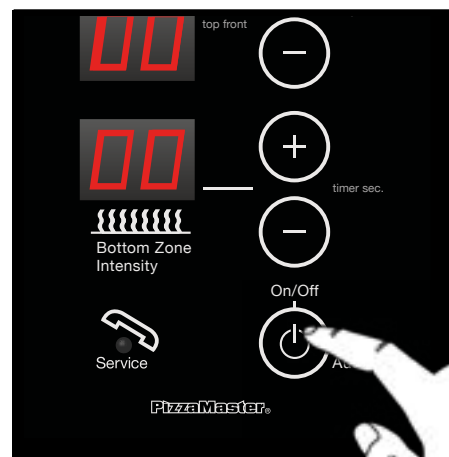
- **Power:** A yellow indicator light shows when the heating element is on.
- **TurboStart:** A yellow indicator light shows when TurboStart is active. TurboStart activates automatically at start-up and when the set temperature is significantly increased to rapidly heat the oven. The function switches off slightly before the selected baking temperature is reached.
- **Service:** If the oven overheats, it switches off automatically. A red indicator light shows when the overheat protection system has been activated. To reset the oven, turn off the main switch and open the electrical panel on the right side of the oven. Once the temperature has dropped below 390°C / 734°F (standard model) or 490°C / 914°F (optional XTREME Performance), reset the circuit breakers and turn the oven back on. **Resetting the overheat protection must be performed by qualified service personnel.**



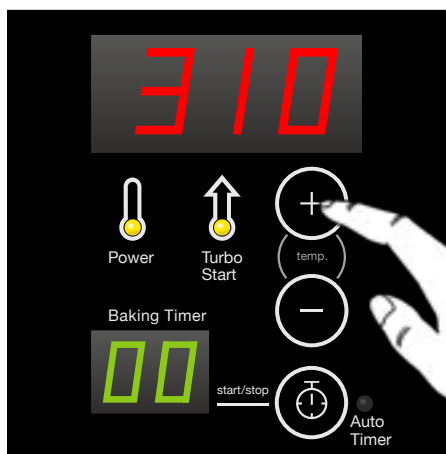
Every deck has an independent control panel. Deck 1 (1) and Deck 2 (2).



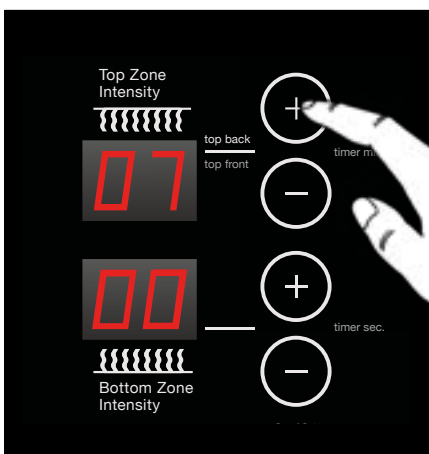
- 1. Turn ON the oven**
Set Main Switch to position "1" to turn **ON** the oven.



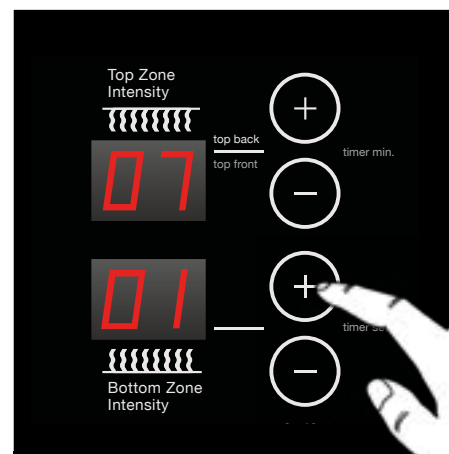
- 2. Turn ON the deck**
Press to turn **ON** every deck.



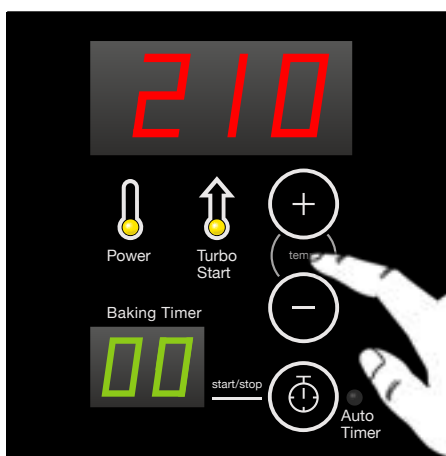
- 3. Set Temperature**
Press to adjust the desired temperature.



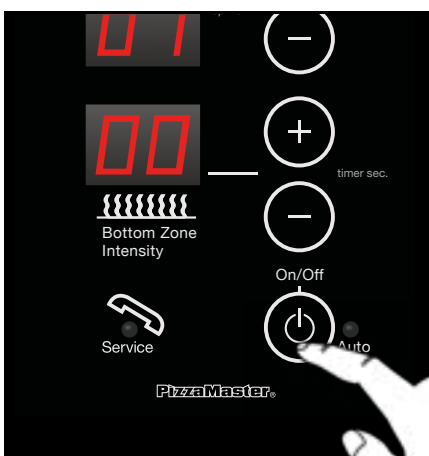
- 4. Set Top Heat Zone**
Press to adjust the **TOP** heat intensity:
0 = Off
10 = Maximum.



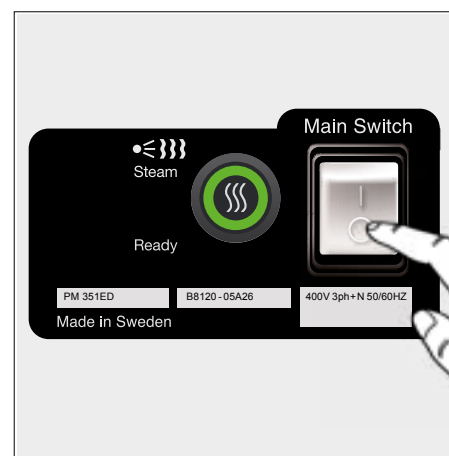
- 5. Set Bottom Heat Zone**
Press to adjust the **BOTTOM** heat intensity:
0 = Off
10 = Maximum.



- 6. Real Time Temperature**
Press and hold **TEMP** button to display the decks actual temperature at any time.



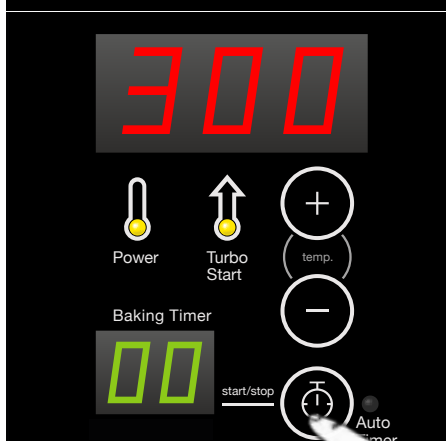
- 7. Turn OFF the deck**
Press to turn **OFF** the deck.



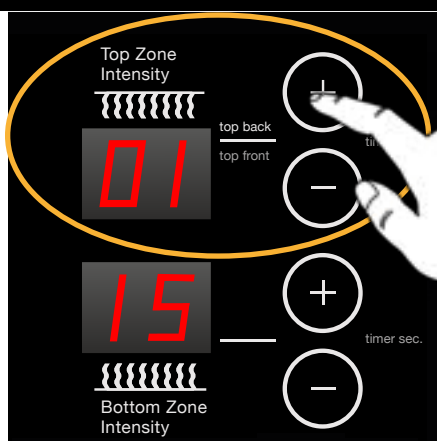
- 8. Turn OFF the oven** (Main Switch "0").
Set the Main Switch to position "0" to turn **OFF** the oven.

4 Operation

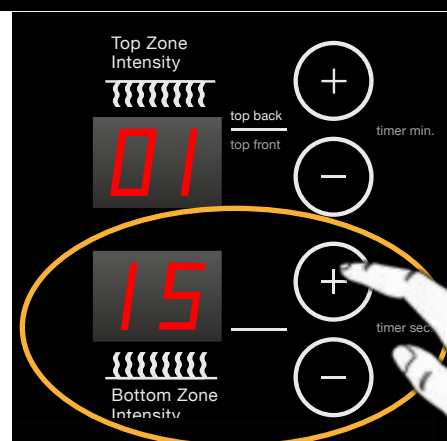
4.1.1 Baking Timer



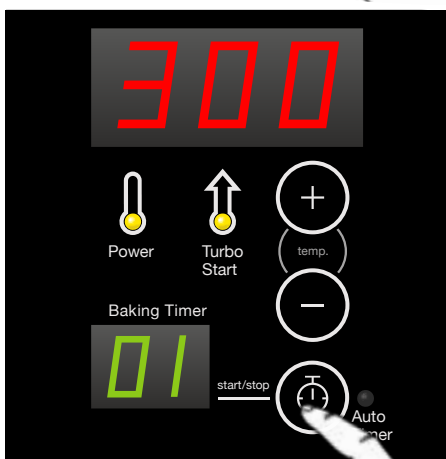
1. Press **START/STOP** timer key.



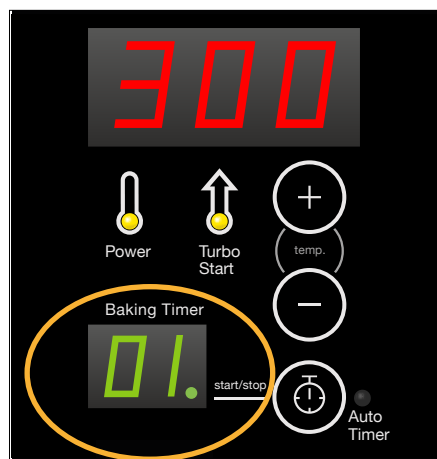
2. Set minutes with + and - on TOP setting keys. In this example we show **1 minute**.



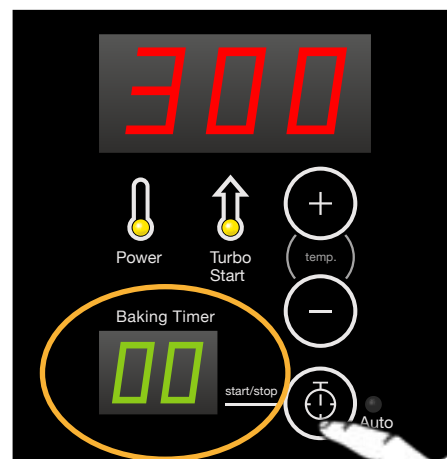
3. Set seconds with + and - on BOTTOM setting keys. In this example we show **15 seconds**.



4. Confirm and start timer by pressing **START/STOP** timer key again. Minutes and Seconds will disappear when Starting. Heat Zone intensity settings will appear again.

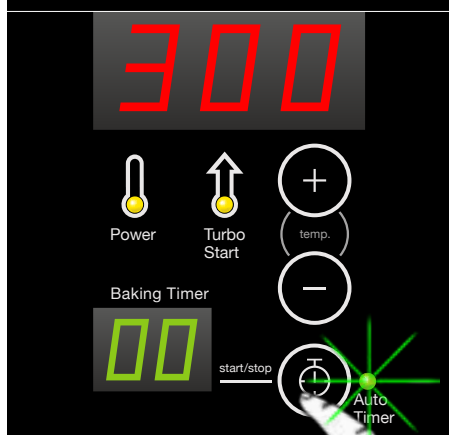


5. When time is above **1 full minute** a flashing dot will indicate the **countdown has started**. When time is below 1 full minute, timer will show seconds counting down.

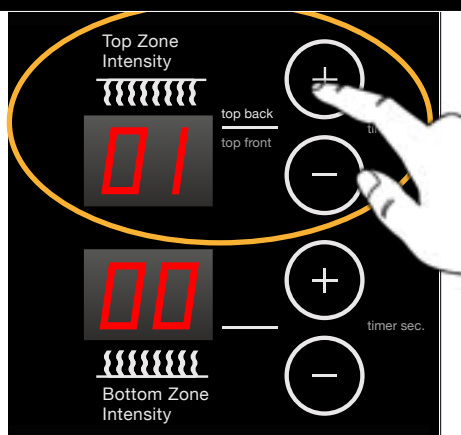


6. The timer will count down to **zero** and activate the buzzer. Reset by pressing **START/STOP** timer key.

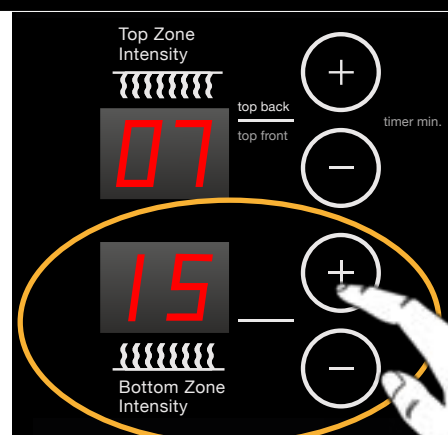
4.1.2 Baking Auto Timer



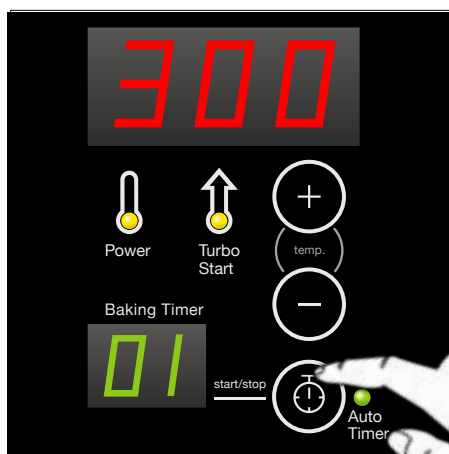
1. Press and hold **START/STOP** timer key. A **green LED** (auto timer) will light up.



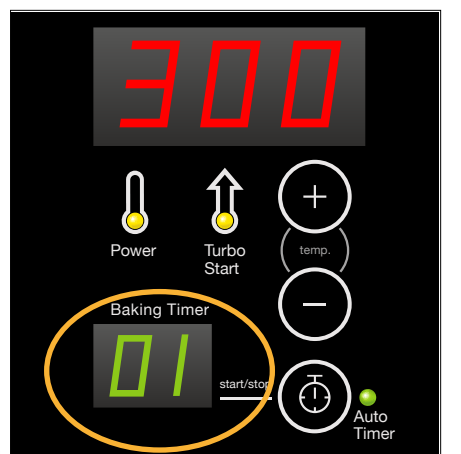
2. Set minutes with **+** and **-** on TOP setting keys. In this example we show **1 minute**.



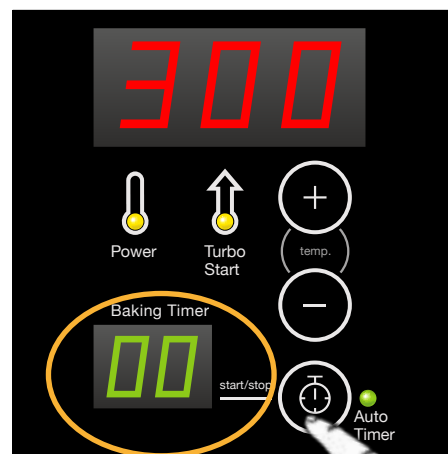
3. Set seconds with **+** and **-** on BOTTOM setting keys. In this example we show **15 seconds**.



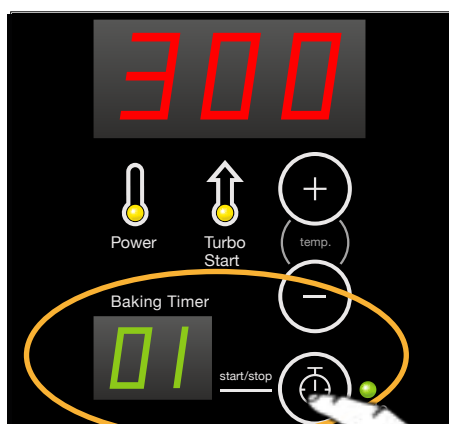
4. Confirm and start timer by pressing **START/STOP** timer key again. Minutes and seconds will **disappear** when starting. Heat Zone intensity settings will **appear** again.



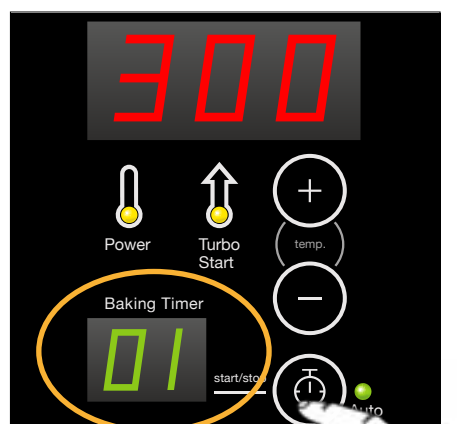
5. When time is above **1 full minute** a flashing dot will indicate that countdown has **started**. When time is below 1 full minute timer will show **seconds** counting down.



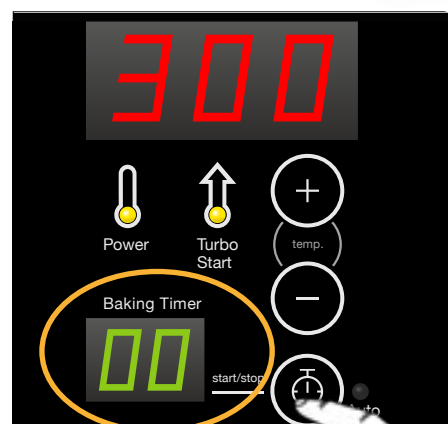
6. The timer will count down to **zero** and activate the buzzer for **5 seconds**.



7. The timer remembers its **pre-set time**. Simply press the **START/STOP** timer key to start a new countdown.



8. Auto Timer can repeat up to **8 cycles of the same pre-set time**. Press **START/STOP** to add more. **The next countdown** will be visualized when the first is done.



9. To change pre-set time: Press and hold 2 sec.
To exit timer setting: Press and hold 5 sec.

4 Operation

4.2 First time Start-Up Ceramic Clay Stones with Crisping Function



! Warning!

- Before the first bake, you must burn off any remaining protective oil. This process will produce some smoke, which is normal.
- All packaging material must be removed before heating the oven.

First time Start-Up, video →



! Important!

For decks equipped with:
Ceramic Clay Stones with Crisping Function
(Standard feature), Follow **steps 1-9**.

For decks equipped with:
Artisan High-Temperature Clay Stones
(Optional feature), **DO NOT** continue with
steps 4-9 on following page. Complete
only steps 1-3 on this page, then follow the
alternative burn-off procedure on **page 28**.

! Information

Different baking stones can be used in separate decks, allowing various product types to be baked simultaneously. The burn-off procedure varies by stone type.

Ceramic Clay Stones with Crisping Function

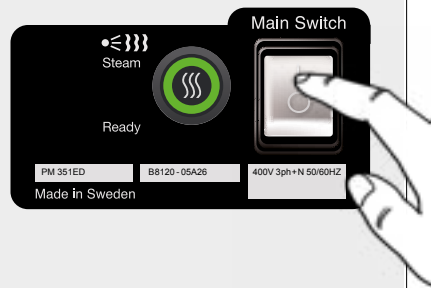
Textured ceramic clay hearthstones designed for efficient heat discharge and rapid recharge.

Designed for baking up to 370°C (698°F).

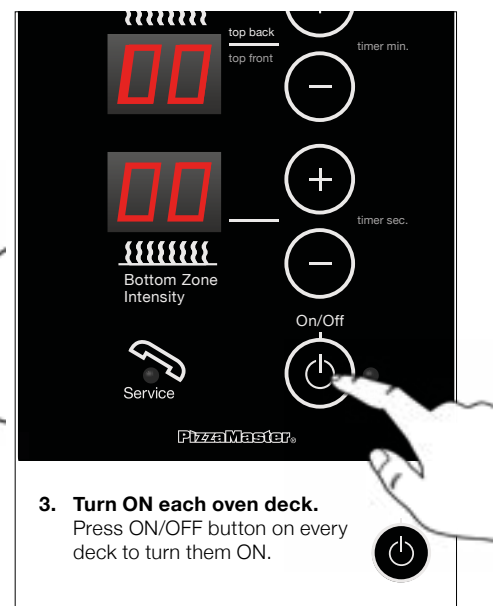
Optional Artisan High-Temperature Clay Stones available for baking above 370°C (698°F).



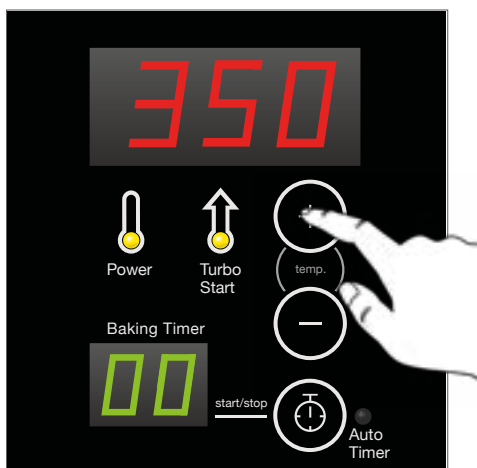
1. **Turn ON the ventilation to max.**
If no ventilation is available, open any nearby doors and/or windows.



2. **Turn ON the Oven**
Turn ON the oven from the Main Switch.

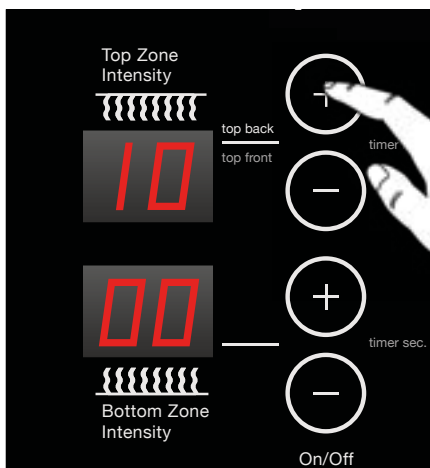


3. **Turn ON each oven deck.**
Press ON/OFF button on every deck to turn them ON.



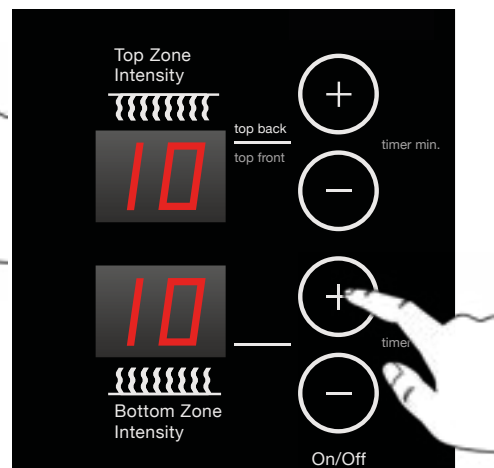
4. Set Temperature to 350°C (662°F).

Press the buttons to set the oven 350°C (662°F).



5. Set Top Heat Zone to 10.

Press to adjust the **TOP** heat intensity: 0 = Off / 10 = Maximum.



6. Set Bottom Heat Zone to 10.

Press to adjust the **BOTTOM** heat intensity: 0 = Off / 10 = Maximum.



7. Real-time temperature.

Press and hold the **TEMP** button at any time to display the deck's actual temperature.



8. Wait 60 minutes.

When the oven reaches 350°C (662°F), wait a minimum of 60 minutes or until all smoke has dissipated.



9. Allow all smoke to vent from the oven.

CONGRATULATIONS!

Your new oven is ready to use!



Refer to Baking Guidelines (**page 32**) for recommended oven settings.

4 Operation

4.3 First time Start-Up

Artisan High-Temperature Clay Stones



! Warning!

- Before the first bake, you must burn off any remaining protective oil. This process will produce some smoke, which is normal.
- All packaging material must be removed before heating the oven.

First time Start-Up, video →



! Important!

Alternative burn-off procedure

This procedure applies only to decks equipped with the optional Artisan High-Temperature Clay Stones.

Complete Steps 1–3 on page 26, then continue with step 1 on this page

! Information

Artisan High-Temperature Clay Stones (Option)
Made from thick, artisan Italian clay. Ideal for Neapolitan and other high-temp baking with reduced bottom burn and authentic crust.

Designed for baking above 370°C (698°F)

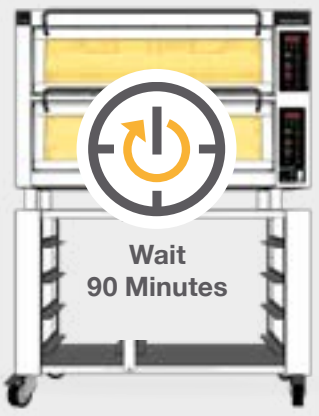
1. Set Temperature to 150°C (302°F).
Press to set the oven temperature to 150°C (302°F)

2. Set Top Heat Zone to 10.
Press to adjust the **TOP** Heat intensity:
0 = Off
10 = Maximum.

3. Set Bottom Heat Zone to 10.
Press to adjust the **BOTTOM** Heat intensity:
0 = Off
10 = Maximum



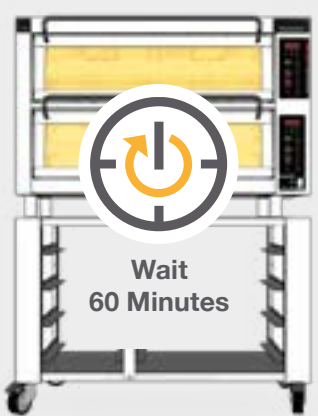
4. Real-time temperature.
Press and hold the **TEMP** button at any time to display the deck's current temperature.



5. Wait 90 Minutes
When the oven reaches 150°C (302°F) you must wait at least 90 minutes.



6. Set Temperature to 250°C (482°F).
Press the buttons to set the oven 250°C (482°F).



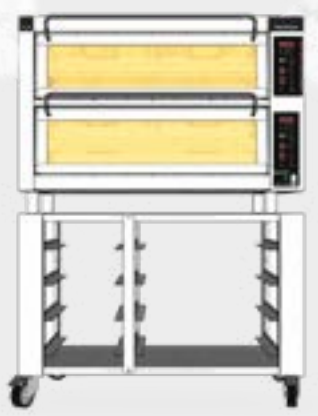
7. Wait 60 Minutes
When the oven reaches 250°C (482°F) you must wait at least 60 minutes.



8. Set temperature to 350°C (662°F).
Press the buttons to set the oven 350°C (662°F).



9. Wait 30 Minutes
When the oven reaches 350°C (662°F) you must wait at least 30 minutes.



10. Allow all residual smoke to vent from the oven.

CONGRATULATIONS!

Your new oven is ready to use!



Refer to Baking Guidelines ([page 32](#)) for recommended oven settings.

4 Operation

4.4 Steam System (option)



1. At startup, the oven must reach at least 200°C (392°F) and remain above that temperature for 15 minutes to be ready for use.



2. After the 15 minutes, the Ready to Use steam button will light up, indicating that the system is ready. Press and release the button at any time.



3. After use, the button light will turn off for approximately 12 minutes during the reload cycle. Steam is not available during this time.

4.5 Oven Functions

PizzaMaster CounterTop ovens combine manual and automatic functions to ensure stable temperature, consistent results, efficient operation, and fast recovery. The system continuously compensates for temperature deviations:

- **Recovery** increases heat when the oven is too cold
- **Guard** reduces heat when the oven is too hot

4.5.1 Up to 3 Heat Zones

PizzaMaster CounterTop ovens feature up to three heat zones:

- **Top**
- **Middle** (only on models with two stone levels per deck)
- **Bottom**

Top and **Bottom** heat zones are manually set by the user.

ON MODELS EQUIPPED WITH TWO STONE LEVELS PER DECK

The **Middle** heat zone is factory set and cannot be adjusted by the user.

For even baking results on both stone levels, the following settings are recommended:

- ✓ **Top Heat Intensity: 6**
- ✓ **Bottom Heat Intensity: 3**

Other settings may result in uneven heat distribution between the upper and lower stone levels.



4.5.3 TempIQ Guard™

TempIQ Guard detects abnormal temperature increases, adjusts heat intensity and alerts the operator before a critical fault occurs.

FUNCTION BEHAVIOR

TempIQ Guard operates in two progressive steps:

1. Automatic Override & Warning

If the temperature rises above a defined threshold, the system temporarily overrides user settings.

- **Heat intensity (top heat) is automatically reduced to stabilize the temperature.**

The display shows the actual oven temperature and a warning is issued.

2. Critical Alarm

If the temperature continues to rise to a critical level, a high-priority alarm is triggered. The service indicator blinks, indicating that baking results may be affected.

System Recovery

When the temperature returns to normal levels:

- **The override function is deactivated**
- **The display returns to normal**

TempIQ Guard deactivates if the set temperature is manually adjusted.



4.5.2 TempIQ Recovery™

TempIQ Recovery maintains stable baking conditions by compensating for temperature drops during operation.

FUNCTION BEHAVIOR

TempIQ Recovery operates in three progressive steps:

1. Automatic Override

(Not available on models with two stone levels per deck.)
If the temperature drops below a defined level, the system temporarily overrides user settings.

Heat intensity is automatically increased to accelerate recovery and maintain stable baking conditions.

2. Warning Notification

If the temperature continues to drop, the display shows the actual oven temperature and starts blinking.

3. Critical Alarm

If the temperature drops further to a critical level, a high-priority alarm is triggered, indicating that baking results may be affected.

System Recovery

When the temperature returns to normal levels:

- **The override function is deactivated**
- **The display returns to normal**

TempIQ Recovery deactivates if the set temperature is manually adjusted.



4.5.4 TurboStart

TurboStart accelerates oven preheating by temporarily setting all heat zones to maximum output.

The function activates automatically at cold start and when the baking temperature is significantly increased, ensuring the oven reaches the desired temperature as quickly as possible. To prevent temperature overshoot, TurboStart is deactivated approximately 30°C (54°F) before the baking temperature is reached.

During TurboStart operation, the display shows the actual oven temperature instead of the baking temperature.



4.5.5 Display messages

4.5.5.1 OH – Overheat Protection Activated (Reset Required)

The oven's resettable overheat protection has been triggered.

Action:

Must be performed by qualified service personnel.

- Switch off the oven completely
- Open the electrical panel
- Reset breaker F100
- Contact service to verify proper operation

4.5.5.2 CAL – Calibration Mode Active

- **Action: Contact service**



5.1 Stone Selection

Different types of baking stones can be installed in separate decks.

This allows the oven to be configured for baking various products simultaneously within the same unit.

Each deck can be optimized according to product type, baking temperature, and desired bottom heat characteristics.

The burn-off procedure must correspond to the installed stone type in each deck.

Refer to First Time Startup ([page 26](#)).

Ceramic Clay Stones with Crisping Function

- Textured ceramic clay hearthstones designed for efficient heat discharge and fast recovery.
- Suitable for most baking applications at temperatures up to 370°C (698°F).

Artisan High-Temperature Clay Stones (Option)

- Made from thick, artisan Italian clay. Designed for high-temperature baking with reduced bottom burn and authentic crust results.
Recommended for baking temperatures above 370°C (698°F).

! Important!

- Never set the Top Heat lower than 3.
- Use the entire oven deck by rotating the placement of the pizzas
(*never have a favorite spot in the oven*).
- Keep door closed between loads.
- **For models equipped with two stone levels per deck** use the following settings to achieve even baking results on both stone levels:
 - ✓ Top Heat Zone Intensity: 6
 - ✓ Bottom Heat Zone Intensity: 3Other settings may result in uneven heat distribution between the stone levels.

5.2 Recommended settings (for models with one stone level per deck)

Pizza baked directly on stone

Temperature	Refer to recipe (page 33)
Top	6–9
Bottom	0–3 (increase during busy hours)

Pizza baked in pan or on screen

Temperature	Refer to recipe (page 33)
Top	3–5
Bottom	6–10

Roast/Bake/Grill food

Temperature	180–220° C (355–430° F)
Top	5
Bottom	5

Bread

Temperature	Japanese/Asian bread 160–190° C (320–375° F) European bread 200–240° C (390–465° F)
Top	4
Bottom	6

If you require further baking guidance contact your local PizzaMaster representative or PizzaMaster directly.

5.3 Bake Preparation

! Important!

Always monitor the water temperature to ensure the final dough temperature remains within the recommended range of 25–28°C (77–82°F) at the end of the mixing process to maintain proper fermentation control.

Dough preparation with a Two-Speed Spiral Mixer

- Put the flour and yeast into the mixer bowl. Start the mixer and add 75% of the water.
- Mix on the lowest speed (90–110 rpm) for 3 minutes.
- Add the remaining 25% of the water.
- After 5 minutes, gradually add the salt.
- Switch the mixer to the second speed (180–220 rpm).
- Mix on second speed for 6–10 minutes, depending on the water ratio in your dough.
- Remove the dough from the mixer, place it on a floured surface, and divide it into balls (for a 33 cm pizza, use 250–300 g).
- Place the dough balls in plastic boxes with airtight lids.
- If the dough is wet and sticky, apply a small amount of olive oil to the dough and your hands to make handling easier.
- Store the dough cold for 1–3 days, depending on the flour's protein percentage:
 - 24 hours for low protein
 - 48 hours for medium protein
 - 72 hours for high protein

Pizza dough recipe

Flour

(*bakers % = 100)

Always use a premium quality flour (Type 00, 0, 1, 2) with a protein range between 10% (low) to 14% (high). Store flour in a cool, dry location to protect it from moisture, heat, and pests.

Water

(*bakers % = 55 to 75 recommended 60/65)

Salt

(*bakers % = 3)

Yeast

Fresh yeast: 0.4% baker's percentage. For dry yeast, use approximately half the amount (0.2%).

Baking temperature (classic Margherita pizza)

290°C (554°F) = 5 min	(change water to 50%, change salt to 1.5%, add sugar with 1.5%, add oil with 3.5%)
310°C (590°F) = 4 min 40 sec	(change water to 50%, change salt to 1.5%, add sugar with 1.5%, add oil with 3.5%)
330°C (626°F) = 4 min	(change water to 55%, change salt to 2%, add sugar with 1%, add oil with 3.5%)
350°C (662°F) = 3 min	(change water to 60%, change salt to 2.5%, add sugar with 0.5%, add oil with 3.5%)
370°C (698°F) = 2 min 50 sec	(baking at this temperature or higher we recommend our high temperature model and our Artisan High-Temperature Clay Stone)
400°C (752°F) = 2 min	
430°C (806°F) = 1 min 45 sec	(At this temperature or higher, the pizza dries rapidly as moisture evaporates).
460°C (860°F) = 90 sec	(5 sec at this temperature or higher can make the difference between failure and success)
490°C (914°F) = 60 sec	

5.4 Making the Pizza

- Take out the dough from the fridge at least 90 minutes before baking.
- If you have a very light or wet dough it can be easier to use a wooden peel and/or spread the pizza directly on the peel.
- For easier dough handling, use plastic tools when working with the dough.
- Use as little flour as possible when "opening" the pizza dough and always shake off excess flour.

Recommendations for a classic Pizza Margherita

- For the tomato sauce, use only high-quality canned whole tomatoes and remove any hard parts.
- Use fresh buffalo or cow mozzarella and dry it as much as possible (tip: sprinkle with flaked sea salt 5–10 minutes before use).
- Add extra virgin olive oil to the pizza before placing it in the oven for added flavor.
- Do not use too much topping as this can negatively affect dough structure.
- Avoid wet toppings or ingredients with high water content, as they can make the pizza soggy. For example, mushrooms and bell peppers (or similar toppings) should always be roasted first to remove most of their moisture. Toppings may also be added after baking when appropriate.
- When removing the pizza from the oven, place it on a grid or screen elevated at least 50 mm (2 in). This allows the pizza to ventilate as it continues to bake after removal and prevents condensation from forming underneath. If placed on a flat surface, moisture will accumulate and be absorbed into the crust, making it soggy. Let the pizza rest for 1–2 minutes.

6.1 Preventive Maintenance

Warning!

- | | |
|---|---|
| DO NOT use any cleaning agents on the hearthstones. | DO NOT use any oven cleaners or detergents to clean the aluminum coated steel interior. |
| DO NOT use pressure washing equipment or a water hose to clean the oven. | DO NOT clean the oven when it is hot (to avoid burning injuries). |
| DO NOT use abrasive materials like steel wool or abrasive sponges to clean the oven door glass or the under built cabinet glass doors. | DO NOT clean ovens with Phantom Black exteriors using any abrasive cleaners, including the PizzaMaster cleaning cloth intended for stainless steel surfaces. |
| DO NOT clean the oven door glass until it's cool enough to touch. | |
| DO NOT use any cleaning agents on the door glass. | |

- | | |
|---|--|
| DO always install oven with required minimum clearance for easy maintenance. | DO follow PizzaMaster approved cleaning methods and products (see pages 35–36). |
| DO create a cleaning program and regularly clean the oven. | DO contact your nearest PizzaMaster representative or PizzaMaster directly if maintenance or repairs are necessary. |
| DO inspect and replace door gaskets as needed. | |
| DO ensure exhaust airflow and outlets are not blocked. | |
| DO routinely service the oven and only use original parts. | |

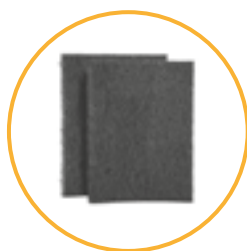
6.1.1 Start-Up Kit

A proper cleaning routine extends oven life and enhances performance.

PizzaMaster encourages each owner to establish a cleaning routine to keep the oven in peak condition. Every PizzaMaster oven includes a Start-Up Maintenance Kit designed to support optimal performance and ease of care from day one.

The kit contains essential items: replacement oven bulbs, a stainless-steel cleaning cloth, a non-abrasive sponge for windows and exterior surfaces, and user guides for proper upkeep.

See user instructions on **pages 35 and 36**.



Guides & Tutorials video Guide →



6.2 Cleaning

6.2.1 Environmentally Friendly Cleaning

PizzaMaster has developed a unique range of cleaning and maintenance products specifically designed for pizza and bakery ovens. These products are easier to use than conventional oven cleaners, help keep your oven looking new longer, and reduce environmental impact.

Product	Part no.	Used for:
Oven Brush, Brass Bristles 130cm (51 in)	50053-130	Cleaning the ovens hearth stones from soot and baking debris.
Oven Brush, Brass Bristles 160cm (63 in)	50053-160	Cleaning the ovens hearth stones from soot and baking debris.
Cleaning cloth package	50341	Removing burned soot from ovens stainless steel exterior no more need for oven cleaners when removing hard burned soot or deposits, this cloth cleans the ovens stainless steel exterior dry without the use of any water or cleaning fluids.
Cleaning sponge package	50716	Regular exterior cleaning and cleaning oven door glass sponge for regular exterior cleaning and oven door glass. One side is soft, the other side is slightly abrasive for tougher cleaning.

For additional cleaning parts or accessories contact your local PizzaMaster representative

! Important!

Conventional non-toxic oven cleaners may be used, however for best results and to avoid damage to stainless surfaces, we recommend PizzaMaster cleaning products.

Cleaning and Maintenance video guide →



6 Maintenance

6.2.2 Daily



1. Prepare Solution

Dampen a non-abrasive sponge in a solution of dish liquid and water. Use a soft cloth to dry.



2. Clean Surfaces

Clean the stainless steel front exterior, door handles, display, glass, and shelves. Dry with a soft cloth.



3. Clean Stone

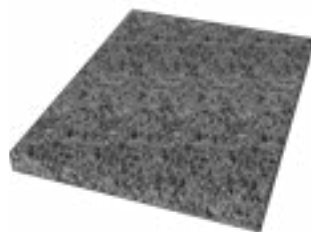
Brush and scrape out bake deposits or soot throughout the day. Use a brass-bristle brush. **DO NOT** use water or detergents on the stone.



4. Brush Wrapped

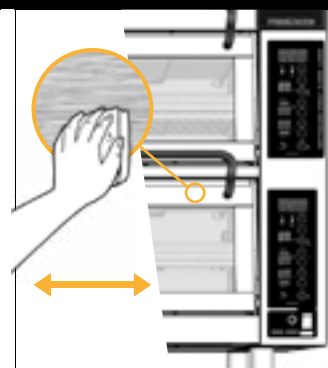
It is possible to use a cloth lightly dampened with water and wrapped around the head of the brush.

6.2.3 Weekly



1. Cleaning Cloth

The PizzaMaster cleaning cloth is designed specifically for stainless steel surfaces. **DO NOT use on Phantom Black finishes.**



2. Clean Surfaces

Clean all the stainless steel surfaces with the cloth, always with grain direction. **DO NOT use on glass, display, handles or labels!**

6.2.4 Yearly



1. Clean Oven Chamber

Wait until the oven is completely cold and remove the stones; lift up the stones using a flat screwdriver.



2. Vacuum Oven Chamber

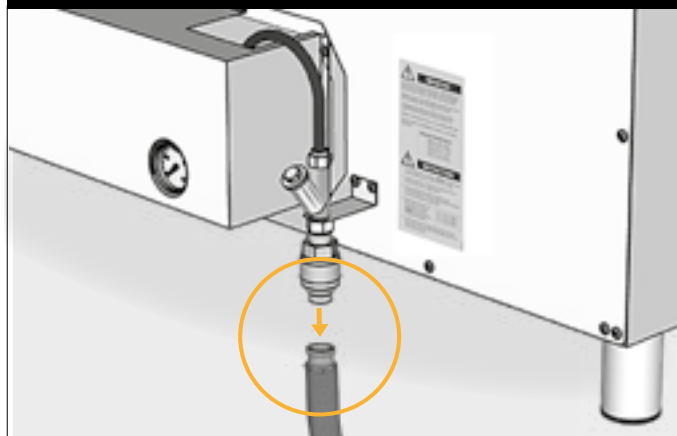
Vacuum the chamber and place the stones back into exactly in the same position and deck location.

! Important!

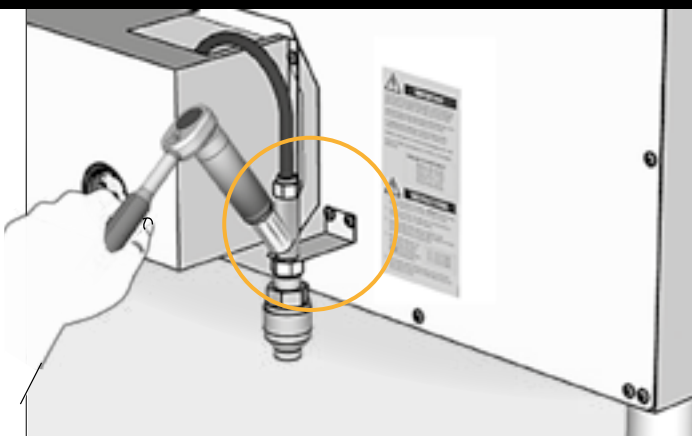
Always clean with grain direction.



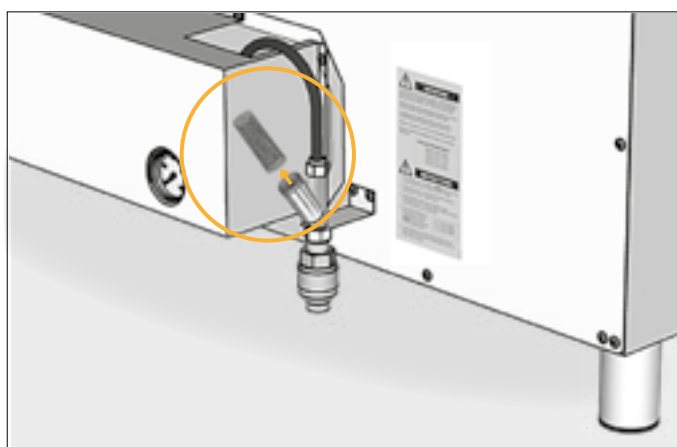
6.2.5 Steam System Cleaning



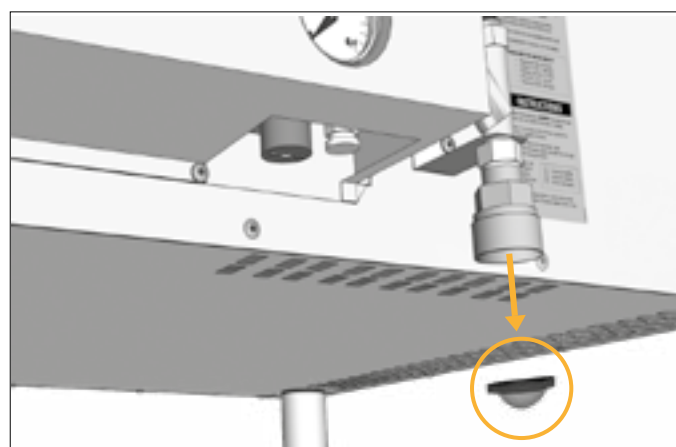
1. Turn off the water supply and disconnect the hose from the oven.



2. Open the filter on the backflow valve.

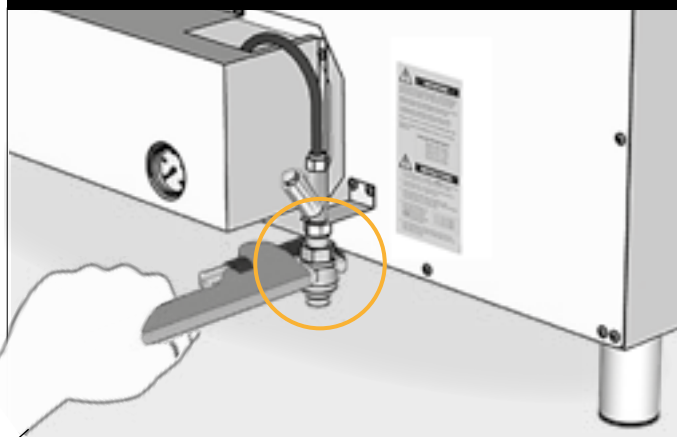


3. Take out the filter and clean it with clean water.

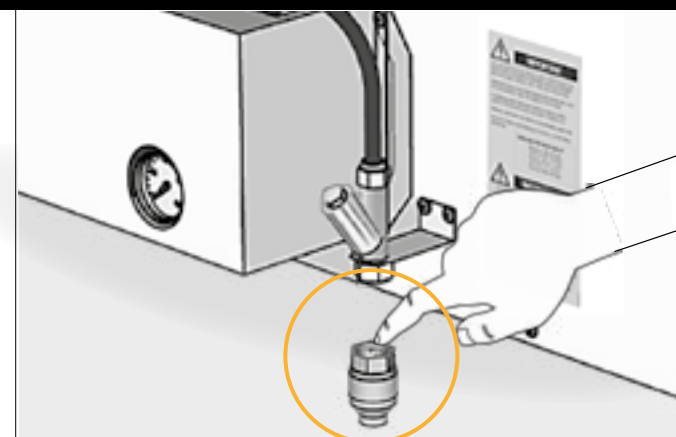


4. Take out the filter from the Water Block Safety valve and clean it with clean water.

6.2.6 Steam System – Reset Water Blocker



1. **RESET WATER BLOCK:** If a failure occurs causing a continuous water leak, the Water Block will shut off. Use a suitable wrench to remove the Water Block safety valve.



2. Press the red plunger to reset the Water Block. Repeat the "Installation steps" before using the Steam System. See [page 21](#).

Note: After resetting the Water Block Safety valve, ensure there are no leaks before restoring water supply.

6.3 Replacement of Wear Parts

6.3.1 Oven Lamps

! Warning!

Never try to change the oven lamp when the oven is hot as this can lead to severe burn injuries.

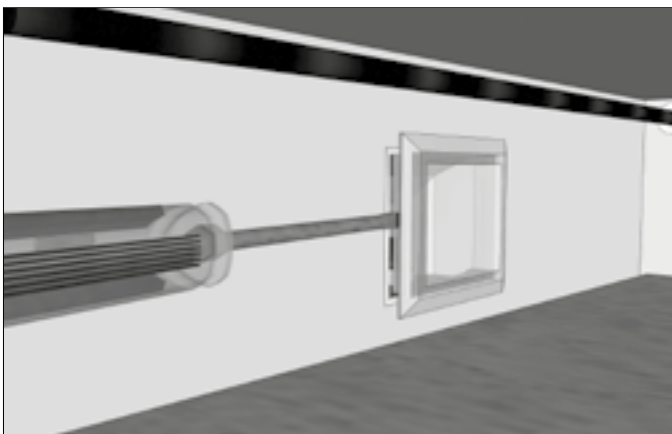
! Important!

Never touch the oven lamp bulb with your bare fingers, as this will significantly shorten its lifespan. Use gloves, a piece of paper, or a clean cloth to hold the lamp when replacing it.

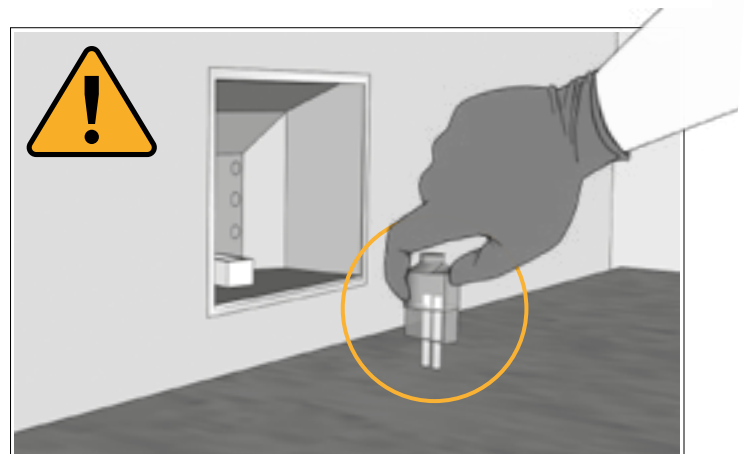
Never use any lamp other than the original oven lamps supplied by your PizzaMaster representative or directly from PizzaMaster. Using non-approved lamps may damage the transformer or lamp socket.

Always replace both bulbs in the same oven chamber at the same time to ensure full lifespan and consistent performance.

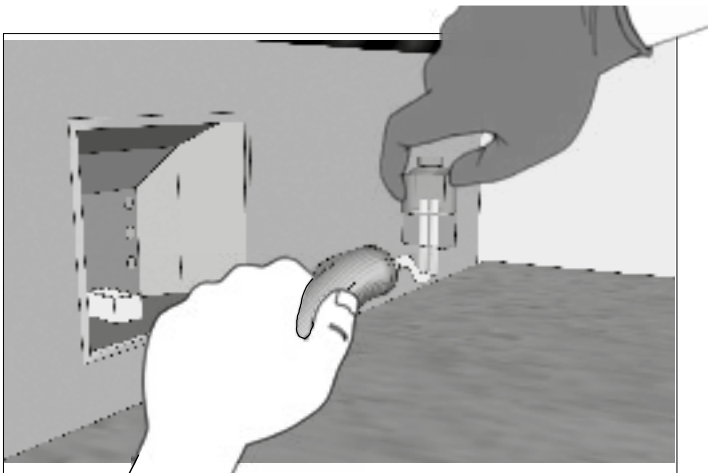
Oven Lamp Replacement video →



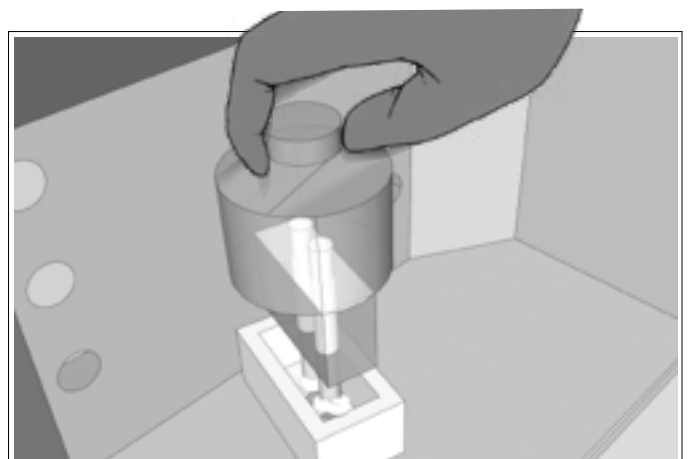
1. Carefully remove the glass with a flat screwdriver. **Do not allow the glass to fall on the stone.**



2. Take out the defective bulb. Make sure both pin legs are removed. If one or more of the pin legs get stuck, it's possible to remove with a curved nose pliers. Scan QR link above for video instructions.

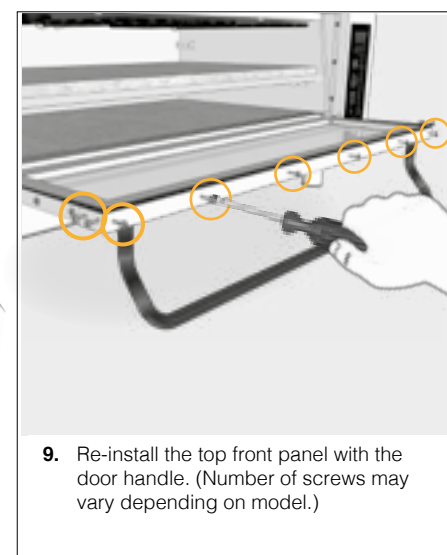
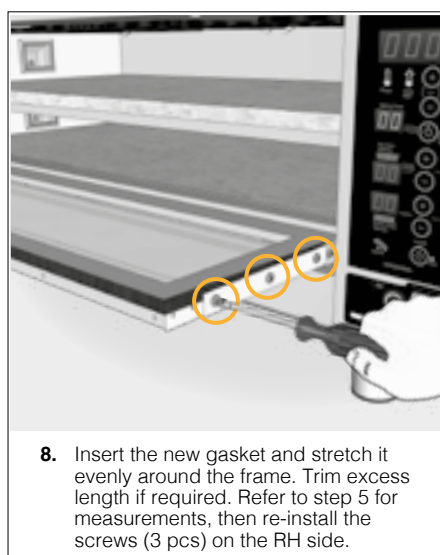
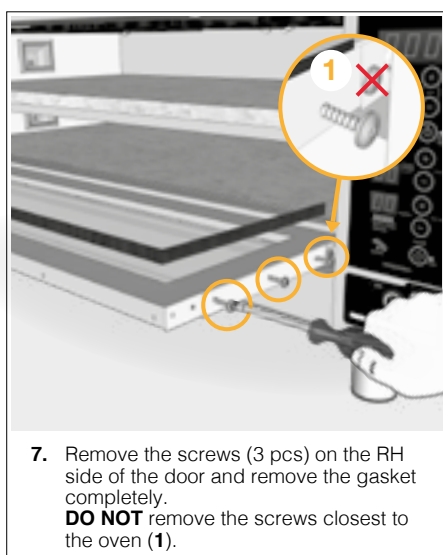
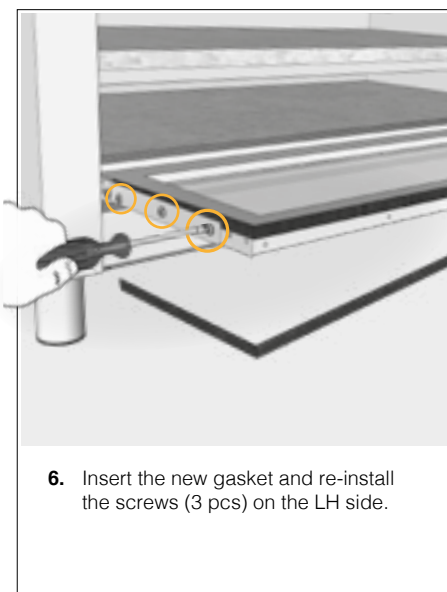
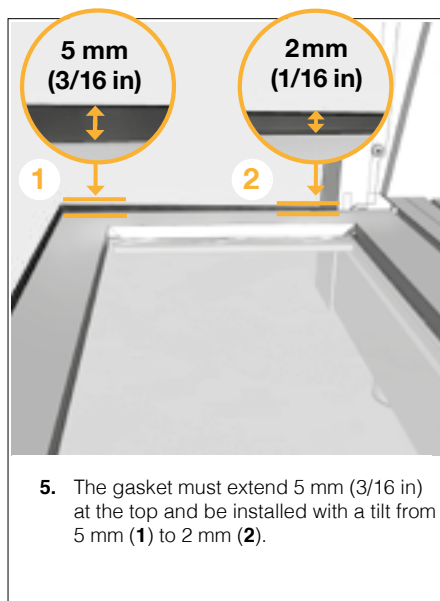
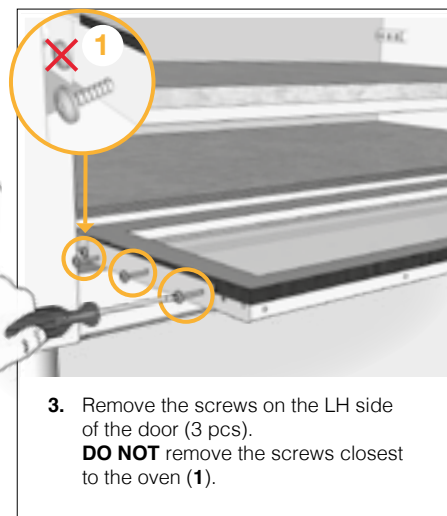
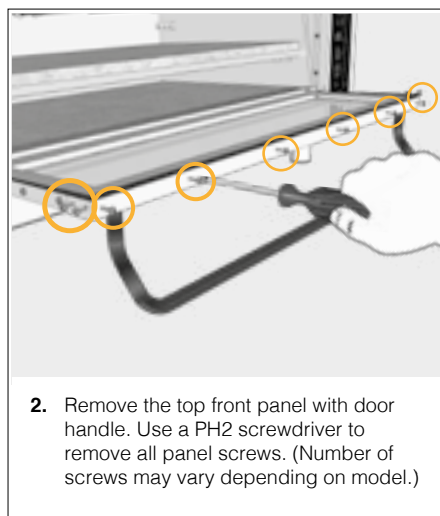
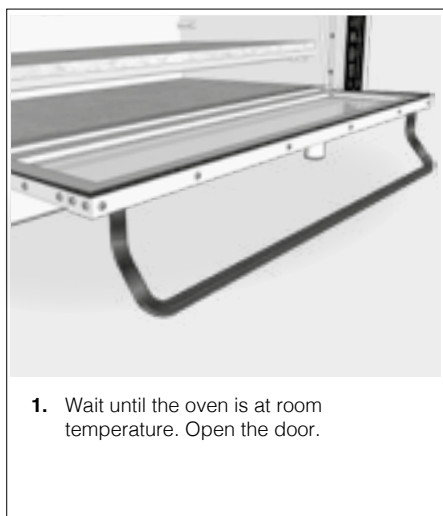


3. Apply a very thin layer of copper paste to the bulb pins only. Avoid getting paste on the bulb glass. **Never touch the new bulb with bare fingers.**



4. Place the new lamp into the socket. **Never touch the new lamp directly with your fingers.** Reinstall the lamp glass.

6.3.2 Door Gasket



7 Troubleshooting

7.1 Start-Up Problems

Symptom	Possible cause	Solution
Oven does not start at all, no lights in chambers and displays are completely black	1. Main switch is turned OFF.	Turn ON main switch.
	2. Bottom deck internal circuit breaker F101 has tripped.	Reset breaker.
	3. Display cable not connected to PCB.	Connect display cable and restart oven.
	4. PCB not connected to power (green socket).	Check L1 voltage at deck 1, terminal X100. If no voltage is present, inspect the external breaker or external safety switch (outside the oven).
	5. PCB glass fuse has been overloaded on one or more deck.	Check PCB glass fuses on all decks and replace if broken. Verify voltage before starting the oven. Broken fuses are usually caused by faulty electrical or voltage connections.
	6. PCB has been overloaded. A broken PCB is often recognized by a slightly rounded top of the PCB's black transformer.	Check voltage. The most common cause of a broken PCB is a faulty electrical or voltage connection.
One or more oven decks do not start; OFF is shown on the display.	1. ON/OFF button on the display panel is damaged.	Replace display panel.
Oven starts, but one or more decks do not heat.	1. Set temperature is not increased.	Increase temperature.
	2. Top and/or bottom heat zone intensity is set to 0.	Increase heat zone intensity settings. (Never set the Top Heat Intensity lower than 3).
	3. One or more external breakers (outside the oven) have tripped.	Check voltage on all phases to all decks If voltage is missing on any phase, check external breakers.
	4. Internal circuit breaker for heaters has tripped (F100).	Turn OFF the oven using the main switch. Reset the circuit breaker, then turn ON the oven.
	5. One or more contactors are damaged.	Check outputs L1/T1, L2/T2, L3/T3 on all contactors.
	6. One or more PCBs are damaged.	Check PCB outputs K1, K2 and K3. Voltage should be present when the Turbo light is ON, and absent when the Turbo and Power lights are OFF.
	7. Overheat protection system has been activated (indicated by red service light in the bottom left corner of the display).	If the red service light is active, check the condition of the contactors and PCBs. Replace any defective components and reset the circuit breaker.

Symptom	Possible cause	Solution
One or two oven lights (per deck) do not work, but the oven deck heats normally.	1. One or more oven lamp bulbs are broken.	Replace both oven lamp bulbs in the affected deck (see page 38).
	2. The PCB lamp output terminal may be damaged.	Check voltage between terminals ("LA" on green connector to the PCB). Voltage should be 200–250 V. If not, replace the PCB.
	3. If both lamps are out, the lamp transformer may be defective. Bulbs with higher wattage than original can cause transformer failure.	Measure voltage at porcelain terminal X115. If no voltage is present, replace transformer. Use only original lamp bulbs.
	4. If the bulb, PCB, and transformer are confirmed to be OK but there is still no light, the lamp socket is defective.	Replace the lamp socket.
The oven temperature continues to increase and does not return to the set value while the Turbo-Start and Power indicator lights are OFF.	1. One or more contactors are damaged.	Check outputs L1/T1, L2/T2 and L3/T3 on all contactors. When the Power light is OFF, voltage should be 0 V.
	2. One or more PCBs are damaged.	Check PCB outputs K1, K2 and K3. When the Power light is OFF, voltage should be 0 V.
The oven continues heating even when turned OFF.	1. One or more contactors are damaged.	Check outputs L1/T1, L2/T2 and L3/T3 on all contactors. When the Power light is OFF, voltage should be 0 V.
"CAL" is displayed instead of temperature.	1. The oven is set to calibration mode.	Set PCB DIP switch 1 (Setup) to OFF, then restart the oven.
"OH" is displayed instead of temperature.	1. Overheat protection system has been activated.	Turn OFF the oven using the main switch, reset the internal circuit breakers, then turn ON the oven.
	2. Overheat protection system has been activated due to contactor failure.	Check outputs L1/T1, L2/T2, L3/T3 on all contactors. When Power light is OFF, voltage should be 0V.
	3. Overheat protection system has been activated due to PCB failure.	Check outputs K1,K2 and K3 on PCB. When Power light is OFF, voltage should be 0V.
The display panel buttons do not respond and/or behave erratically.	1. The display panel buttons are damaged.	Replace the display panel.
Display panel shows unusual or unreadable information.	1. Power source has been interrupted.	Restart oven with main switch.
	2. Display cable is damaged.	Replace the display cable.
	3. Display panel is damaged.	Replace the display panel.
	4. PCB is damaged.	Replace the PCB.

7 Troubleshooting

	Symptom	Possible cause	Solution
7.2 Operation Problems	One or more oven decks temporarily overshoot the set temperature by up to 50°C (90°F) before stabilizing.	1. The door has been open for an extended period, causing temperature overshoot.	Keep the door closed at all times, except when loading or unloading the oven.
	Oven turned itself OFF.	1. Phase L1 on deck 1 has been disconnected.	Check voltage for L1 in deck 1, terminal X100. If no voltage is present, check the external breaker or external safety switch (outside of the oven).
		2. Display panel ON/OFF button is damaged.	Replace the display panel.
7.3 Baking Problems	The bottom of the pizza is too dark.	1. The balance between top and bottom heat intensity is incorrect.	Review the heat zone intensity settings. Refer to Operation – Display ED (page 22) and Baking Guidelines (page 32).
		2. Temperature is too high.	Review temperature settings. Refer to Operation – Display ED (page 22) and Baking Guidelines (page 32).
		3. The oven has been empty for an extended period of time.	Adjust settings according to load: • Lower heat zone intensity during idle or low-load periods. • Increase heat zone intensity during busy hours.
		4. Not all positions in the oven are used.	Create a loading pattern that uses all oven positions evenly.
		5. Baking temperature is too low for the selected dough recipe.	Refer to Baking Guidelines (page 32).
		6. The chosen baking stone is not suitable for the selected baking temperature.	Replace the stone or adjust temperature and heat zone intensity settings. Refer to stone recommendations by baking temperature in Baking Guidelines (page 32).
	The top of the pizza is too dark.	1. The balance between top heat intensity and bottom heat intensity is incorrect.	Review the heat zone intensity settings. Refer to Operation – Display ED (page 22) and Baking Guidelines (page 32).
		2. The temperature is too high.	Decrease temperature.
		3. The baking time is too long.	Decrease baking time.
		4. The oven has been busy for too long.	Let oven rest empty for a couple of minutes.
		5. The chosen baking stone is not suitable for the selected baking temperature.	Replace the stone or adjust temperature and heat zone intensity settings. Refer to stone recommendations by baking temperature in Baking Guidelines (page 32).
		6. Not all oven positions are used.	Create a loading pattern that uses all oven positions evenly.

Symptom	Possible cause	Solution
The bottom of the pizza is too dark.	1. Baking time is too long.	Reduce baking time.
	2. Temperature is too high in relation to pizza dough recipe.	Refer to Baking Guidelines (page 32).
Both the top and bottom of the pizza are too dark.	1. The baking time is too long.	Reduce baking time.
	2. Baking temperature is too low for the selected dough recipe.	Refer to Baking Guidelines (page 32).
The pizza is too wet.	1. Too many wet toppings have been used.	Reduce the amount of topping. Refer to Baking Guidelines (page 32).
	2. Pre-baked products that have been previously frozen may be wet due to moisture after thawing.	Use baking screens to create an air gap between the baking stone and the pizza, allowing moisture to escape during baking.
One side of the pizza is properly baked while the other side is underbaked.	1. Uneven pizza placement. Part of the pizza is positioned on a recently used (cooler) area, while another part is on a hotter area retaining more heat.	Create a loading pattern that uses all oven positions evenly. Be aware that larger pizzas (e.g. family size) cover more stone surface, creating larger cold spots.
The bottom of the pizza is too white (underbaked).	1. One or more contactors are damaged.	Check all contactor inputs/outputs (L1–L3, T1–T3). Voltage should be present when Turbo light is ON, and absent when Turbo and Power lights are OFF.
	2. Not all positions in the oven are used.	Create a loading pattern that uses all oven positions evenly.
	3. The dough recipe needs to be reviewed.	Refer to Baking Guidelines (page 32).
	4. The chosen baking stone is not suitable for the selected baking temperature.	Replace the stone or adjust temperature and heat zone intensity settings. Refer to stone recommendations by baking temperature in Baking Guidelines (page 32).
The top of the pizza is too white (underbaked).	1. The balance between top heat intensity and bottom heat intensity is incorrect.	Review the heat zone intensity settings. Refer to Operation – Display ED (page 22) and Baking Guidelines (page 32).
	2. One or more contactors are damaged.	Check all contactor inputs/outputs (L1–L3, T1–T3). Voltage should be present when Turbo light is ON, and absent when Turbo and Power lights are OFF.
	3. One or more external breakers have tripped.	Check voltage for all phases to all decks. If lack of voltage for any phase, check external breakers.

7 Troubleshooting

Symptom	Possible cause	Solution
The top and bottom of the pizza are too white (unbaked).	1. The temperature is too low.	Increase temperature.
	2. One or more contactors are damaged.	Check all contactor inputs/outputs (L1–L3, T1–T3). Voltage should be present when Turbo light is ON, and absent when Turbo and Power lights are OFF.
	3. One or more external breakers (outside the oven) have tripped.	Check voltage for all phases to all decks. If lack of voltage for any phase, check external breakers.
The pizza crust is too soft.	1. Dough recipe needs to be reviewed.	Refer to Baking Guidelines (page 32).
Baking time is too long.	1. Baking temperature is too low for the selected dough recipe.	Review baking temperature settings. Refer to Baking Guidelines (page 32).
	2. The balance between top and bottom heat intensity is incorrect.	Review the heat zone intensity settings. Refer to Operation – Display ED (page 22) and Baking Guidelines (page 32).
The oven temperature drops excessively, or the recovery time is too long.	1. Top heat zone intensity settings are too low.	Increase Top Heat Zone Intensity, Refer to Operation – Display ED (page 22)
	2. Partial loss of power supply to the oven.	Check voltage for all phases, if any phase is lacking voltage, check external breaker and reset if tripped.
	3. One or more contactors are damaged.	Check all contactor inputs/outputs (L1–L3, T1–T3). Voltage should be present when Turbo light is ON, and absent when Turbo and Power lights are OFF.
	4. One or more PCBs are damaged.	Check PCB outputs K1, K2 and K3. Voltage should be present when Turbo light is ON, and absent when Turbo and Power lights are OFF.
	5. Door gasket is worn or damaged.	Replace the door gasket.
Oven temperature overshoots excessively and takes longer than normal to stabilize.	1. Door was open for an extended period, causing temperature overshoot	Keep the door closed at all times, except when loading or unloading the oven.
	2. Top heat zone intensity settings are too high.	Review the heat zone intensity settings. Refer to Operation – Display ED (page 22) and Baking Guidelines (page 32).
Baking results are uneven between stone levels in oven chambers with two stone levels.	1. The heat zone intensity settings are incorrect.	To achieve even baking results on both stone levels, set the heat zone intensity settings to: Top: 6 Bottom: 3
	2. Not all positions in the oven are used.	Create a loading pattern that uses all oven positions evenly.

7.3 Baking Problems

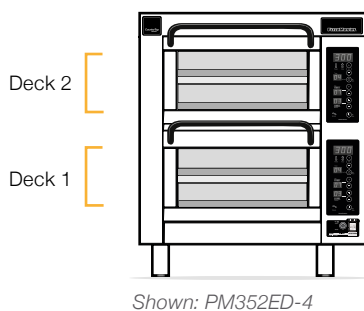
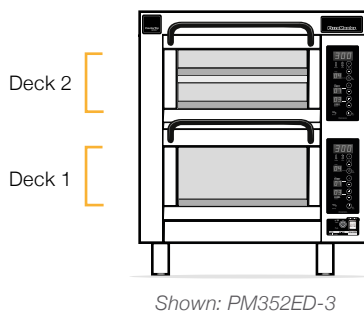
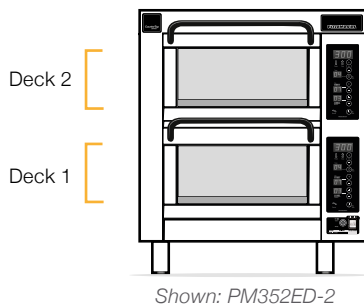
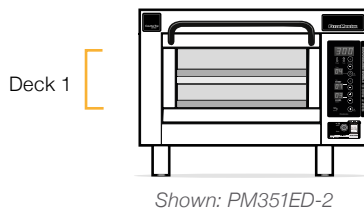
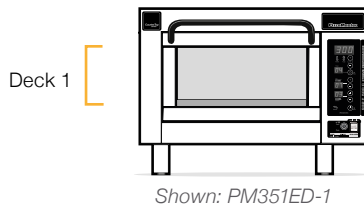
8.1 Model Description

! Important!

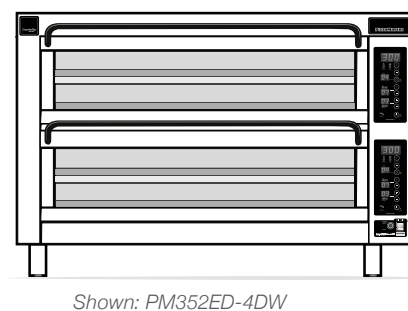
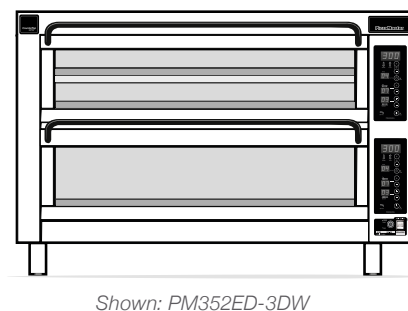
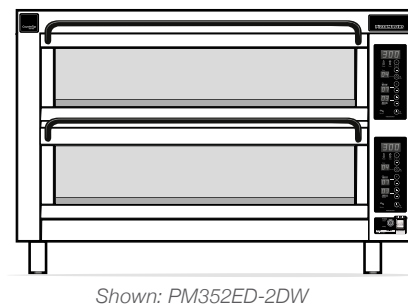
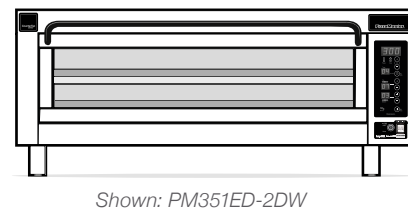
Baking stone layout and recommended settings vary depending on model configuration. Always verify the model designation before applying oven settings or procedures.

Refer to: Baking Guidelines ([page 32](#))

Standard



Double Width (DW - Baking surface)



8 Technical Information

8.2 PM 350 Series

Tables contain external dimensions and net weight.

	Description	Unit	351ED-1		351ED-2		352ED-2		352ED-3		352ED-4	
PM 35X	Decks	pcs	1		1		2		2		2	
	Stone Levels	pcs	1		2		2		3		4	
	Oven Width	mm in	595	23,4	595	23,4	595	23,4	595	23,4	595	23,4
	Total Oven Height	mm in	500	19,7	500	19,7	802,4	31,6	802,4	31,6	802,4	31,6
	Oven Depth	mm in	528	20,8	528	20,8	528	20,8	528	20,8	528	20,8
	Net Weight	kg lbs	42	93	49	108	74	163	69	152	88	194
	Power Consumption, per oven	kW	2,3		3,4		4,5		5,6		6,7	

Download Technical Specification,
PM 350 Series →



8.3 PM 350 DW Series

Tables contain external dimensions and net weight.

	Description	Unit	351ED-1DW		351ED-2DW		352ED-2DW		352ED-3DW		352ED-4DW	
PM 35X DW	Decks	pcs	1		1		2		2		2	
	Stone Levels	pcs	1		2		2		3		4	
	Oven Width	mm in	950	37,4	950	37,4	950	37,4	950	37,4	950	37,4
	Total Oven Height	mm in	500	19,7	500	19,7	802,4	31,6	802,4	31,6	802,4	31,6
	Oven Depth	mm in	528	20,8	528	20,8	528	20,8	528	20,8	528	20,8
	Net Weight	kg lbs	67	148	78	172	112	247	129	284	143	315
	Power Consumption, per oven	kW	4,5		6,7		8,9		11,1		13,3	

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8.4 PM 400 Series

Tables contain external dimensions and net weight.

	Description	Unit	401ED-1DW		401ED-2DW		402ED-2DW		402ED-3DW		402ED-4DW	
PM 40X DW	Decks	pcs	1		1		2		2		2	
	Stone Levels	pcs	1		2		2		3		4	
	Oven Width	mm in	1060	41,7	1060	41,7	1060	41,7	1060	41,7	1060	41,7
	Total Oven Height	mm in	500	19,7	500	19,7	802,4	31,6	802,4	31,6	802,4	31,6
	Oven Depth	mm in	583	23,0	583	23,0	583	23,0	583	23,0	583	23,0
	Net Weight	kg lbs	92	203	112	247	131	289	153	337	173	381
	Power Consumption, per oven	kW	6,1		9,1		12,1		15,1		18,1	

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8.5 PM 400 DW Series

Tables contain external dimensions and net weight.

	Description	Unit	401ED-1DW		401ED-2DW		402ED-2DW		402ED-3DW		402ED-4DW	
PM 40X DW	Decks	pcs	1		1		2		2		2	
	Stone Levels	pcs	1		2		2		3		4	
	Oven Width	mm in	1060	41,7	1060	41,7	1060	41,7	1060	41,7	1060	41,7
	Total Oven Height	mm in	500	19,7	500	19,7	802,4	31,6	802,4	31,6	802,4	31,6
	Oven Depth	mm in	583	23,0	583	23,0	583	23,0	583	23,0	583	23,0
	Net Weight	kg lbs	92	203	112	247	131	289	153	337	173	381
	Power Consumption, per oven	kW	6,1		9,1		12,1		15,1		18,1	

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8.6 PM 450 Series

Tables contain external dimensions and net weight.

PM 45X	Description		Unit	451ED-1		451ED-2		452ED-2		452ED-3		452ED-4	
	Decks		pcs	1		1		2		2		2	
	Stone Levels		pcs	1		2		2		3		4	
	Oven Width		mm in	700	27,6	700	27,6	700	27,6	700	27,6	700	27,6
	Total Oven Height		mm in	500	19,7	500	19,7	802,4	31,6	802,4	31,6	802,4	31,6
	Oven Depth		mm in	633	24,9	633	24,9	633	24,9	633	24,9	633	24,9
	Net Weight		kg lbs	55	121	65	143	94	207	106	234	118	260
	Power Consumption, per oven		kW	3,6		5,4		7,3		9,1		10,8	

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8.7 PM 450 DW Series

Tables contain external dimensions and net weight.

PM 45X DW	Description		Unit	451ED-1DW		451ED-2DW		452ED-2DW		452ED-3DW		452ED-4DW	
	Decks		pcs	1		1		2		2		2	
	Stone Levels		pcs	1		2		2		3		4	
	Oven Width		mm in	1160	45,7	1160	45,7	1160	45,7	1160	45,7	1160	45,7
	Total Oven Height		mm in	500	19,7	500	19,7	802,4	31,6	802,4	31,6	802,4	31,6
	Oven Depth		mm in	633	24,9	633	24,9	633	24,9	633	24,9	633	24,9
	Net Weight		kg lbs	110	243	114	251	157	346	180	397	200	441
	Power Consumption, per oven		kW	7,2		10,8		14,4		18,0		21,58	

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8.8 PM 550 Series

Tables contain external dimensions and net weight.

PM 55X	Description		Unit	551ED-1		551ED-2		552ED-2		552ED-3		552ED-4	
	Decks		pcs	1		1		2		2		2	
	Stone Levels		pcs	1		2		2		3		4	
	Oven Width		mm in	775	30,5	775	30,5	775	30,5	775	30,5	775	30,5
	Total Oven Height		mm in	500	19,7	500	19,7	802,4	31,6	802,4	31,6	802,4	31,6
	Oven Depth		mm in	708	27,9	708	27,9	708	27,9	708	27,9	708	27,9
	Net Weight		kg lbs	79	174	90	198	112	247	125	276	139	306
	Power Consumption, per oven		kW	4,4		5,6		8,8		11,0		13,1	

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