

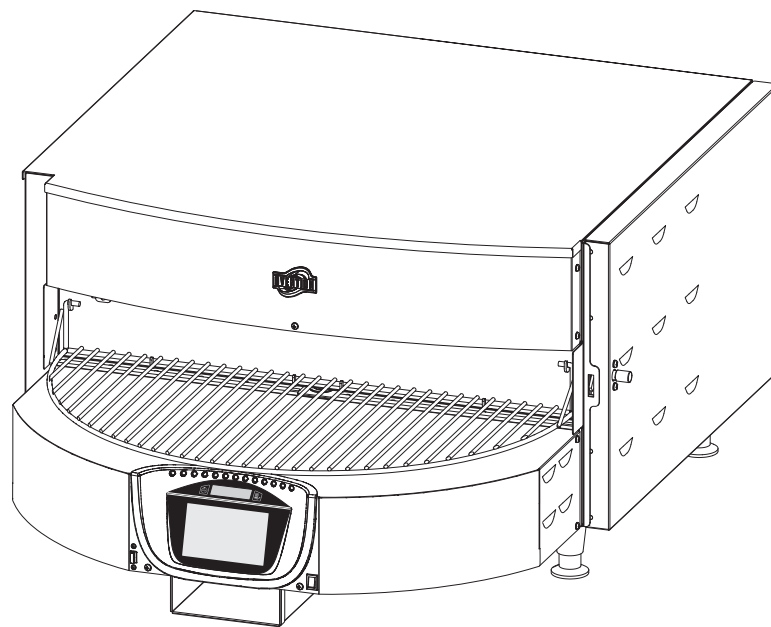


**Matchbox<sup>®</sup> 360**

**Models: M360-12  
M360-14**

# Installation and Operating Manual

P/N 07.04.716.00



## **⚠ WARNING**

Do not operate this equipment unless you have read and understood the contents of this manual! Failure to follow the instructions contained in this manual may result in serious injury or death. This manual contains important safety information concerning the maintenance, use, and operation of this product. If you're unable to understand the contents of this manual, please bring it to the attention of your supervisor. Keep this manual in a safe location for future reference.

## **⚠ ADVERTENCIA**

No opere este equipo al menos que haya leído y comprendido el contenido de este manual! Cualquier falla en el seguimiento de las instrucciones contenidas en este manual puede resultar en un serio lesión o muerte. Este manual contiene importante información sobre seguridad concerniente al mantenimiento, uso y operación de este producto. Si usted no puede entender el contenido de este manual por favor pregunte a su supervisor. Almacenar este manual en una localización segura para la referencia futura.

## **⚠ AVERTISSEMENT**

Ne pas utiliser cet équipement sans avoir lu et compris le contenu de ce manuel ! Le non-respect des instructions contenues dans ce manuel peut entraîner de graves blessures ou la mort. Ce manuel contient des informations importantes concernant l'entretien, l'utilisation et le fonctionnement de ce produit. Si vous ne comprenez pas le contenu de ce manuel, veuillez le signaler à votre supérieur. Conservez ce manuel dans un endroit sûr pour pouvoir vous y référer plus tard.

# CONTENTS

<b>Important Owner Information</b> .....	2	Cooking .....	9
<b>Introduction</b> .....	2	Shutdown .....	10
<b>Important Safety Information</b> .....	3	Programming Menu Items.....	10
<b>Model Description</b> .....	4	Editing Setpoint Temperatures .....	12
<b>Model Designation</b> .....	5	Changing Temperature Unit of Measure .....	13
<b>Specifications</b> .....	5	Uploading from a USB Drive.....	13
Plug Configurations .....	5	<b>Maintenance</b> .....	<b>14</b>
Electrical Rating Chart .....	5	General .....	14
Temperature Range .....	5	Daily Cleaning.....	14
Dimensions .....	6	Weekly Cleaning .....	14
<b>Installation</b> .....	7	Monthly Cleaning .....	15
General .....	7	<b>Troubleshooting Guide</b> .....	<b>17</b>
<b>Operation</b> .....	<b>8</b>	<b>Limited Warranty</b> .....	<b>18</b>
General .....	8		
Menu Item Information .....	8		
Startup.....	8		

## IMPORTANT OWNER INFORMATION

Record the model number, serial number, voltage, and purchase date of the unit in the spaces below (specification label located on the left side of the unit). Please have this information available when calling Ovention® for service assistance.

Model No. \_\_\_\_\_

Serial No. \_\_\_\_\_

Voltage \_\_\_\_\_

Date of Purchase \_\_\_\_\_

### Business

Hours: 8:00 AM to 5:00 PM  
Central Standard Time (CST)

(Summer Hours: June to September –  
8:00 AM to 5:00 PM CST Monday through Thursday  
8:00 AM to 2:30 PM CST Friday)

Telephone: 855-298-6836 (Ovention Hotline)

E-mail: [partsandservice@oventionovens.com](mailto:partsandservice@oventionovens.com)

Additional information can be found by visiting our web site at [www.oventionovens.com](http://www.oventionovens.com).



**Need help?**  
Call our 24 hour, toll-free  
**Ovention Hotline**  
**855-298-OVEN(6836)**

## INTRODUCTION

Ovention® Matchbox® 360 ovens set a new standard in cooking quality, speed, flexibility, and efficiency. A new discovery in air handling not only speeds the cooking process, but “scrubs” and recirculates the air through the oven—eliminating the need for a hood system in most installations. Using icon-driven touchscreens, operators can use, edit, and develop over 1000 custom menu items. Menu items can be developed to include up to three cooking stages, each with varying heat profiles, upper and lower air velocity settings, and timing.

Ovention Matchbox 360 ovens are designed with an innovative food transport system that allows non-stop operation of the oven. A turntable with two separate cook surfaces rotates 360° between the staging platform and the oven chamber. One of the cook surfaces is always in the oven while the other awaits the next food item.

Ovention Matchbox 360 ovens are products of extensive research and field testing. The materials used were selected for maximum durability, attractive appearance, and optimum performance. Every unit is inspected and tested thoroughly prior to shipment.

This manual provides the installation, safety, and operating instructions for Ovention Matchbox 360 ovens. Ovention recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of the oven.

Safety information that appears in this manual is identified by the following signal word panels:



**WARNING** indicates a hazardous situation which, if not avoided, could result in death or serious injury.



**CAUTION** indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.



**NOTICE** is used to address practices not related to personal injury.

# IMPORTANT SAFETY INFORMATION



Read the following important safety information before using this equipment to avoid serious injury or death and to avoid damage to equipment or property.

## ⚠ WARNING

### ELECTRIC SHOCK HAZARD:

- Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install proper voltage and size electrical receptacle.
- Unit must be grounded properly. Failure to ground unit properly could result in serious personal injury or death.
- Turn off Standby switch, allow unit to cool, and unplug unit/turn OFF Main Disconnect switch before performing any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.
- Unit is not weatherproof. Locate unit indoors where ambient air temperature is a minimum of 70°F (21°C).
- Do not steam clean or use excessive water on unit.
- This unit is not “jet-proof” construction. Do not use jet-clean spray to clean this unit.
- Do not clean unit when it is energized or hot.
- Do not clean unit with metal scouring pads. Metal pieces can break off pad and touch electrical components, creating risk of electric shock.
- Do not pull unit by power cord.
- Keep power cord away from heated surfaces.
- Do not allow power cord to hang over edge of counter.
- Discontinue use if power cord is frayed or worn.
- Do not attempt to repair or replace a damaged power cord. Cord must be replaced by an Authorized Ovention Service Agent or a person with similar qualifications.
- This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.
- Use only Genuine Ovention Replacement Parts when service is required. Failure to use Genuine Ovention Replacement Parts will void all warranties and may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn. Genuine Ovention Replacement Parts are specified to operate safely in the environments in which they are used. Some aftermarket or generic replacement parts do not have the characteristics that will allow them to operate safely in Ovention equipment.

### FIRE HAZARD:

- Do not install unit on or around combustible surfaces. Discoloration or combustion could occur. Unit must be installed in non-combustible surroundings only.
- Do not use an extension cord. If power cord is too short, contact a qualified electrician to determine and install proper voltage and size electrical receptacle near unit.

In the event of emergency, unplug unit (Model M360-12) or turn OFF Main Disconnect switch (Model M360-14).

## ⚠ WARNING

**EXPLOSION HAZARD:** Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.

Install unit in accordance with installation instructions in this manual.

This oven is designed specifically to heat or cook—NOT for industrial or laboratory use.

Make sure all operators have been instructed on the safe and proper use of the unit.

This unit is not intended for use by children or persons with reduced physical, sensory, or mental capabilities. Ensure proper supervision of children and keep them away from the unit.

Unit may be located adjacent to a slippery floor.

This unit has no “user-serviceable” parts. If service is required on this unit, contact an Authorized Ovention Service Agent or contact the Ovention Hotline at 855-298-6836.

## ⚠ CAUTION

### BURN HAZARD:

- Some exterior surfaces on unit will get hot. Avoid unnecessary contact with unit.
- Pan/tray will be very hot upon removal—use oven mitt, pan gripper, or other utensil to remove.

Do not turn off Main Disconnect switch or unplug unit immediately after use. Internal fans must cool oven to avoid damage to electrical components.

Locate unit at proper counter height in an area that is convenient for use. Location should be level to prevent unit or its contents from falling accidentally and strong enough to support the weight of the unit and contents.

DO NOT lift unit by platform on front of oven chamber. Staging platform is not designed to support weight of unit. Lift from underneath oven chamber only.

Do not move or relocate unit for cleaning. Unit is bulky and heavy.

Do not place anything on top of unit; doing so may subject personnel to injury or could damage unit.

Do not heat sealed containers or products such as whole eggs in oven. These items may explode.

Use caution and be aware of pinch points when turntable is moving.

Do not store any materials or items inside oven chamber when not in use.

Never use steel pads, wire brushes, or scrapers to clean unit.

Improper cleaning of oven could damage catalyst and will void unit warranty.

Wear protective rubber gloves and protective eyewear when cleaning unit.

# IMPORTANT SAFETY INFORMATION

## NOTICE

Allow a minimum clearance of 1" (25 mm) along the sides and rear of unit for proper ventilation. Do not block or cover any cabinet venting.

Do not cover racks or any other part of oven with metal foil. Airflow restriction will cause oven to overheat.

Do not lay unit on front or back side. Damage to unit could occur.

## NOTICE

Use non-abrasive cleaners and cloths only. Abrasive cleaners and cloths could scratch finish of unit, marring its appearance and making it susceptible to soil accumulation.

Clean unit daily to avoid malfunctions and maintain sanitary operation.

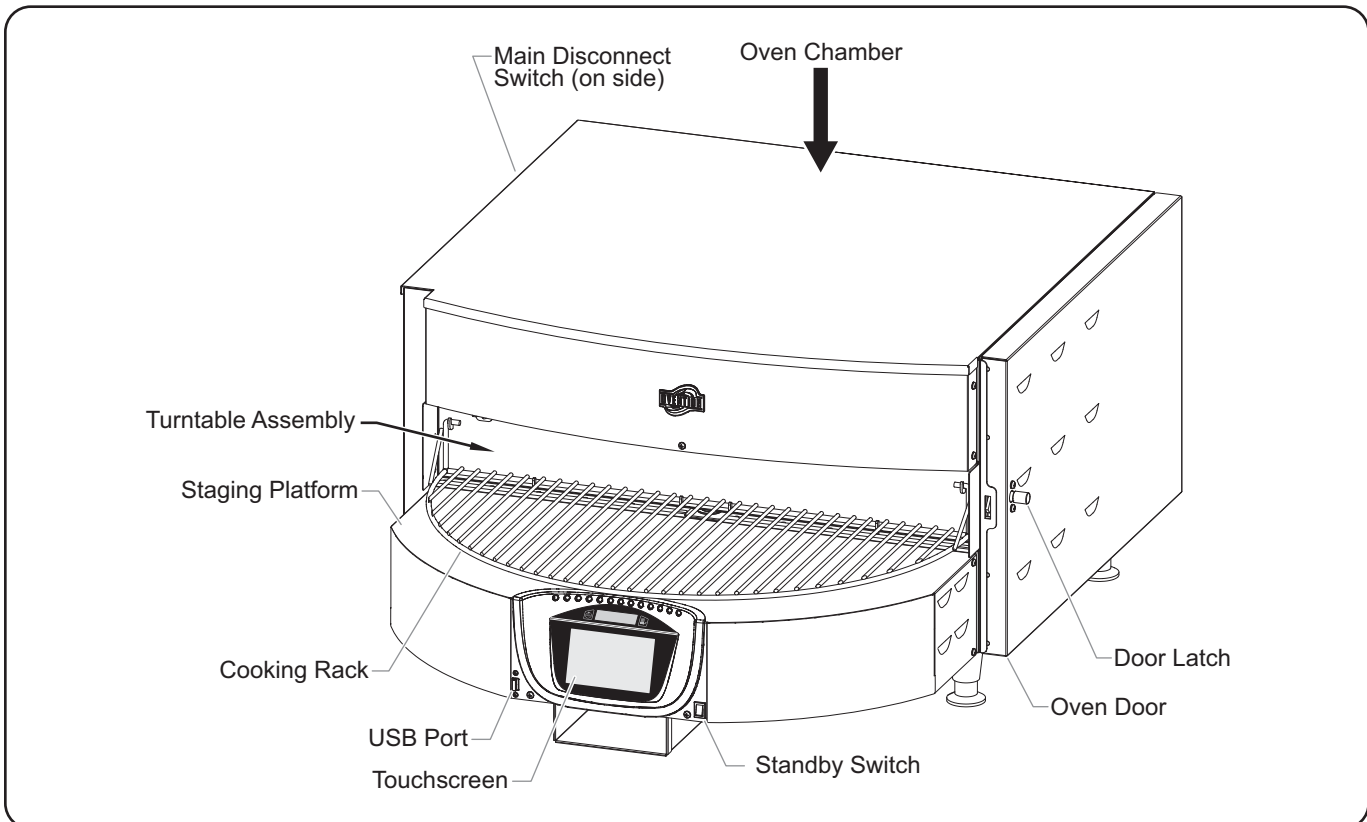
## MODEL DESCRIPTION

### All Models

Ovention® Matchbox® 360 ovens are designed to provide unequalled flexibility in both kitchen and front-of-the-house installations. The variety of menu options, small footprint, low heat escape, and hood-less installation make the Matchbox 360 oven a single solution alternative to multiple pieces of cooking equipment.

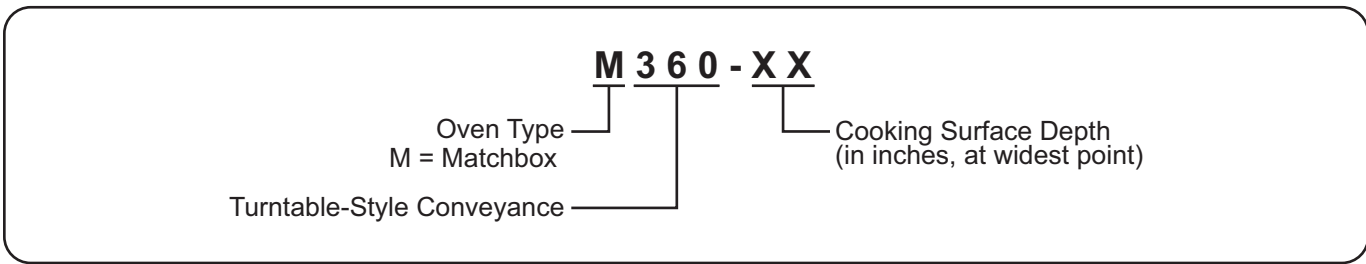
Each Matchbox 360 oven is equipped with dedicated upper and lower heating elements and air blowers. The air blowers direct heated air through upper and lower jet plates inside the oven chamber, above and below the food. A turntable consisting of two separate cooking surfaces rotates the cooking surfaces between the staging platform and oven chamber through the use of a drive motor and gear wheel. When one cooking surface is in the oven chamber, the other is on the outside awaiting the next food item.

Operator controls consist of a touchscreen, two control keys, a Standby switch, and a Main Disconnect switch (Model M360-14 only). A USB port allows the uploading of pre-programmed menu items, installation of software updates, and opportunity for service diagnostics. A 6' (1829 mm) cord and plug set is standard.



Model Description (Model M360-14 shown)

# MODEL DESIGNATION



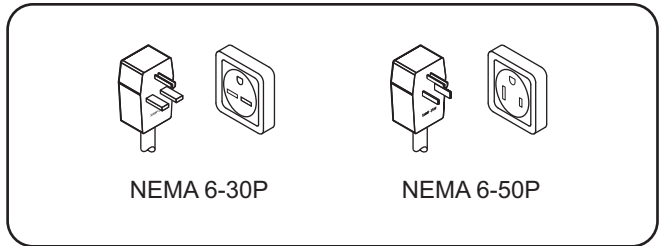
# SPECIFICATIONS

## Plug Configurations

Units are equipped with an electrical cord and plug appropriate for the electrical rating of the unit. Unit must be connected to a dedicated circuit.



**ELECTRIC SHOCK HAZARD:** Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install proper voltage and size electrical receptacle.



Plug Configurations

*NOTE: Receptacle not supplied by Oventon.*

## Electrical Rating Chart

Model	Voltage	Watts	Amps	Phase	Hertz	Plug Configuration	Unit Weight
M360-12	208/240	5200/6720	25/28	1	60	NEMA 6-30P	175 lbs. (79 kg)
M360-14	208/240	6656/8640	32/36	1	60	NEMA 6-50P	211 lbs. (96 kg)

*NOTE: Oventon Matchbox 360 ovens are designed to accept either 208 VAC or 240 VAC. The oven will adjust automatically to the input voltage.*

*NOTE: The specification label is located on the left side of the unit. See the label for the serial number and verification of unit electrical information.*

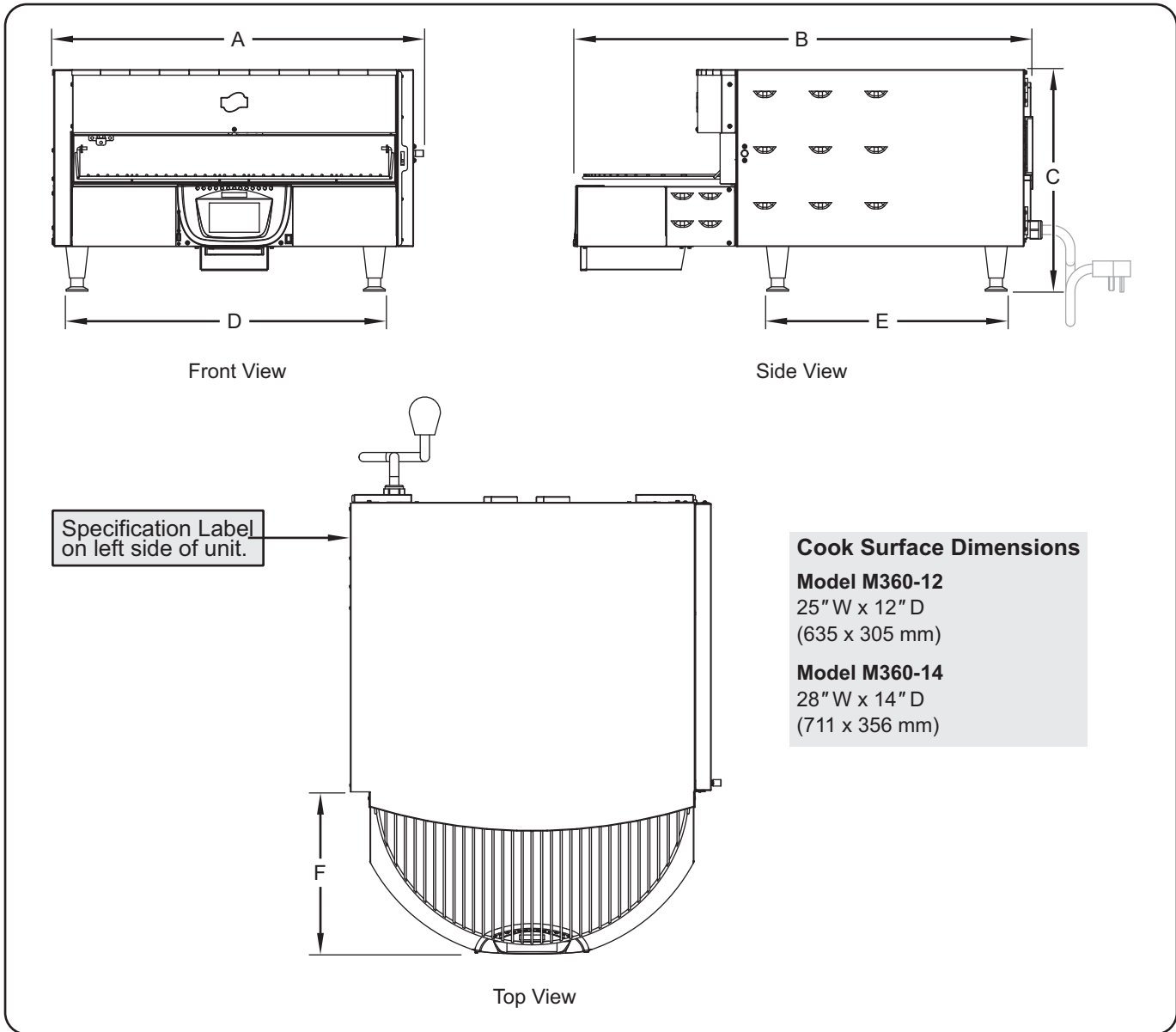
## Temperature Range

The operating temperature range of the oven is 300°–525°F (149°–274°C).

# SPECIFICATIONS

## Dimensions

Model	Width (A)	Depth (B)	Height (C)	Footprint Width (D)	Footprint Depth (E)	Platform Depth (F)
M360-12	29-5/16" (744 mm)	37-1/8" (942 mm)	19-13/16" (503 mm)	26-3/16" (664 mm)	20-7/8" (530 mm)	14" (356 mm)
M360-14	33-1/4" (843 mm)	41-5/16" (1049 mm)	19-15/16" (505 mm)	28-11/16" (728 mm)	21-5/8" (548 mm)	16" (406 mm)



Dimensions (Model M360-14 shown)

## General

Ovention® Matchbox® 360 ovens are shipped with most components pre-assembled. Care should be taken when unpacking the shipping carton to avoid damage to the unit and components enclosed.

### **⚠ WARNING**

**ELECTRIC SHOCK HAZARD: Unit is not weatherproof. Locate unit indoors where ambient air temperature is a minimum of 70°F (21°C).**

**FIRE HAZARD: Do not install unit on or around combustible surfaces. Discoloration or combustion could occur. Unit must be installed in non-combustible surroundings only.**

### **⚠ CAUTION**

Locate unit at proper counter height in an area that is convenient for use. Location should be level to prevent unit or its contents from falling accidentally and strong enough to support the weight of the unit and contents.

### **NOTICE**

Do not lay unit on front or back side. Damage to unit could occur.

*NOTE: Due to the size and weight of the Matchbox 360 oven, use the proper number of people for installation based on the weight of the oven.*

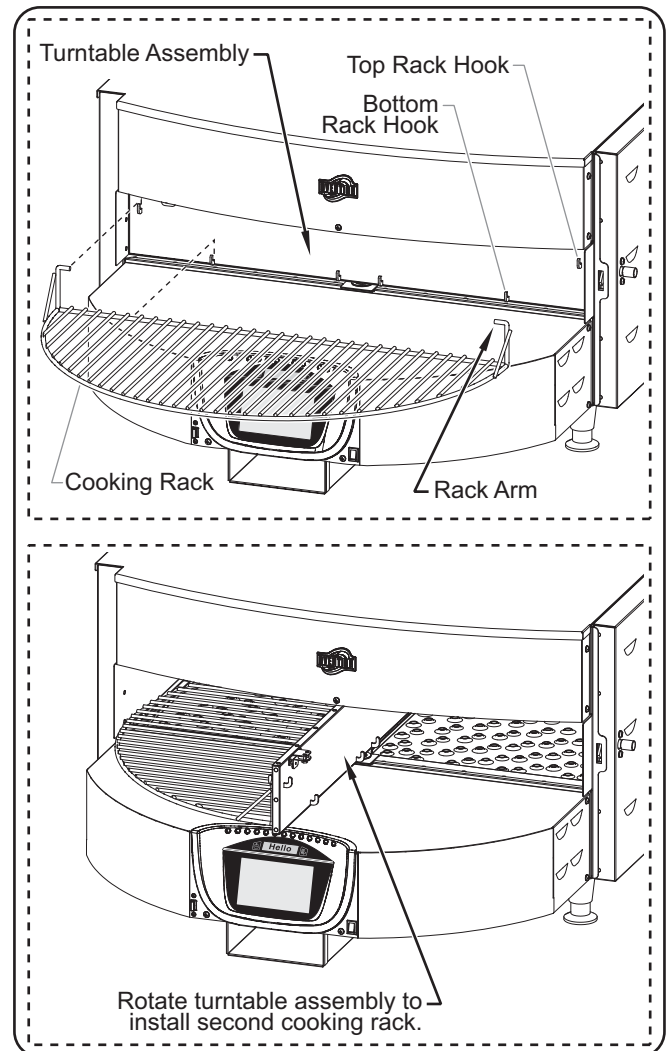
1. Inspect the shipping container for obvious signs of transit damage. If damaged, inform the freight company immediately. **CAUTION! Stop! Do not attempt to use oven if damaged. Contact Ovention for assistance.**
2. Cut and remove the shipping bands from around the oven packaging.
3. Remove tape and protective packaging from all surfaces of the unit.
4. Remove cooking racks from packaging.
5. Inspect the oven for freight damage such as dents in the staging platform or inside the oven chamber. If damaged, inform the freight company immediately.

### **⚠ CAUTION**

**DO NOT lift unit by platform on front of oven chamber. Staging platform is not designed to support weight of unit. Lift from underneath oven chamber only.**

6. Place the unit in the desired location. Make sure to lift from underneath the oven chamber only.
  - Locate the unit in an area where the ambient air temperature is constant and a minimum of 70° F (21° C).
  - Make sure the unit is at the proper counter height in an area convenient for use.
  - Make sure the countertop/table is level and strong enough to support the weight of the unit and food product.
  - Position the unit with a minimum 1" (25 mm) clearance at the back and on either side for proper venting.
  - Make sure all the feet on the bottom of the unit are positioned securely on the countertop/table.

7. Install a cooking rack onto each side of the turntable assembly. The turntable can be rotated manually to install each rack. To install a rack:
  - a. Align the rack arms with the top rack hooks at each end of the turntable assembly.
  - b. Align the straight edge of the rack with the four bottom rack hooks on the turntable assembly.
  - c. Lower the rack into position on the rack hooks. Make sure the rack is positioned securely in each rack hook.



Installing the Cooking Racks

8. Plug the unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. See the SPECIFICATIONS section for details.

*NOTE: The oven is suitable for either 208 VAC or 240 VAC and will adjust automatically to the voltage being supplied.*

# OPERATION

## General

Use the following information and procedures to operate an Ovention® Matchbox® 360 oven.



**WARNING**

Read all safety messages in the **IMPORTANT SAFETY INFORMATION** section before operating this equipment.

In the event of emergency, unplug unit (Model M360-12) or turn OFF Main Disconnect switch (Model M360-14).



**CAUTION**

**BURN HAZARD:** Some exterior surfaces on unit will get hot. Avoid unnecessary contact with unit.

Use caution and be aware of pinch points when turntable is moving.

## Menu Item Information

Matchbox 360 ovens are designed to provide unequalled flexibility and efficiency. Each oven has the capability of storing 1024 custom menu items. Menu items can be organized into Categories that group together similar items, such as different varieties of pizza. A total of 128 Categories can be created, with each Category able to contain 128 specific menu items. All Categories and/or menu items appear on the Main Recipes screen.

*NOTE: It is not necessary to use Categories. The oven can be set up using specific menu items only.*

At initial startup, the Main Recipes screen will show either sample menu items or customer-specific, preloaded menu items. If the Main Recipes screen shows sample menu items, these menu items can be used to help develop specific menu items appropriate for the installation. Refer to the "Programming Menu Items" procedure in this section for instructions on creating menu items.

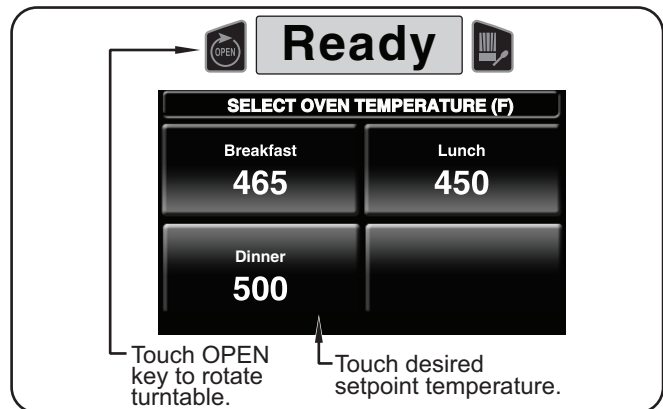
## Startup

1. On Model M360-14, make sure the Main Disconnect switch is in the ON (I) position.
2. Move the Standby switch up to the "On" position.
  - The touchscreen will energize and show the name of the oven and current software version for a few seconds.



Startup Screen

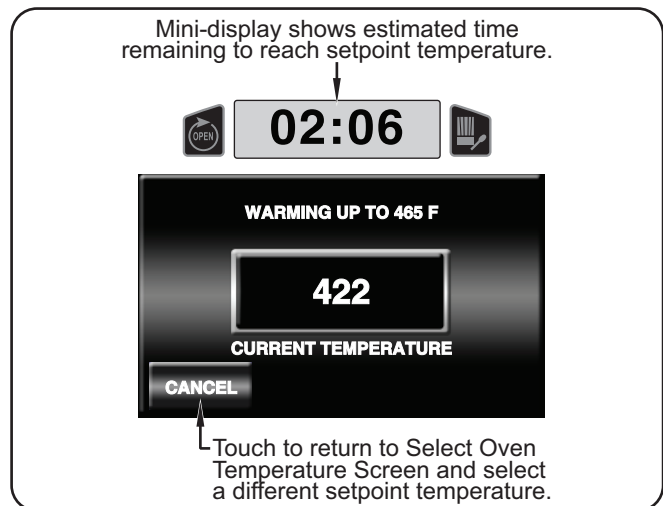
- After the Startup Screen, the Select Oven Temperature screen appears. Three pre-set setpoint temperatures are available on the screen.



Startup Screen

3. Touch the desired setpoint temperature on the touchscreen.

- The oven heaters, air blowers, and cooling fans will start up and the turntable rotates. Allow 10–15 minutes for the oven to reach setpoint temperature.
- The touchscreen shows the selected setpoint temperature and the current cavity temperature.
- The mini-display shows the estimated time remaining to reach setpoint temperature.



Preheat Screen

When the oven reaches setpoint temperature, the oven begins a temperature stabilizing period (a countdown screen appears).



Oven Stabilizing Screen



After the oven temperature stabilizes, the Main Recipes screen appears on the touchscreen. The oven is now ready for cooking.



Main Recipes Screen

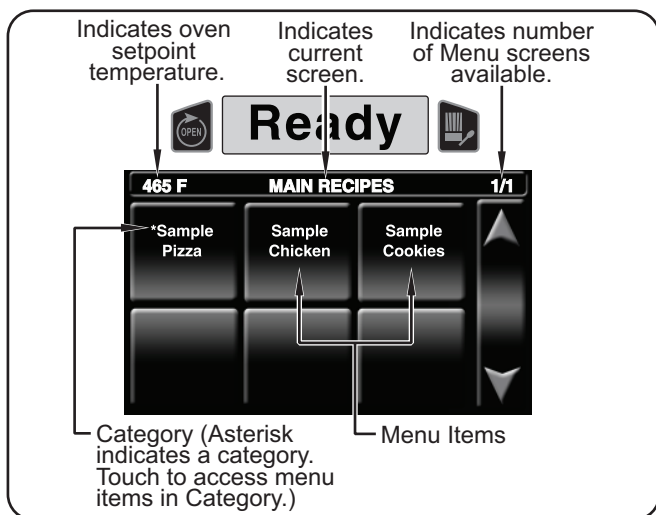
*NOTE: The Menu items shown are for example only. Depending on the configuration of the oven, the Main Recipes screen will show either sample menu items or customer-specific, preloaded menu items.*

## Cooking

Use the following procedures to cook a single item or cook multiple items continuously.

### Single Item Cooking

1. Make sure the oven has reached setpoint temperature. The Main Recipes screen will appear on the touchscreen.

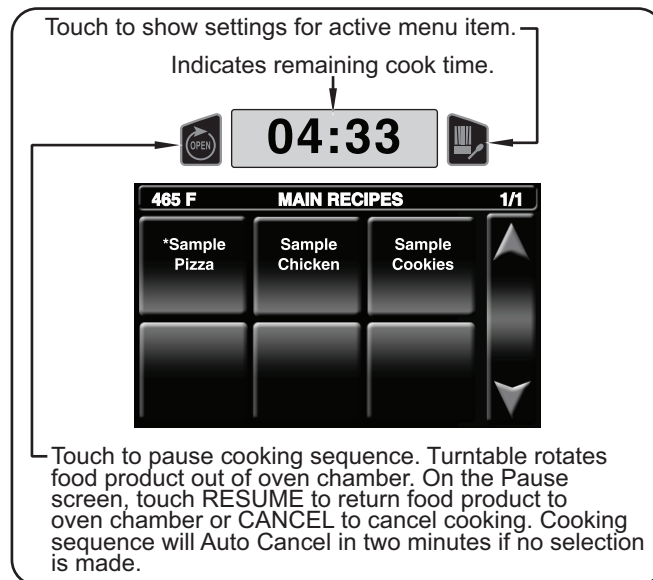


Main Recipes Screen

2. Using a paddle, pan gripper, or other utensil, place the food product onto the cooking surface that is outside of the oven chamber.

3. Touch the desired menu item on the touchscreen.

- The turntable rotates the food product into the oven chamber, and the cooking sequence begins.
- The mini-display shows the remaining cook time for the selected menu item.
- The touchscreen continues to show the Main Recipes screen.



Cooking Screen

- When the cooking sequence is finished, both the touchscreen and mini-display flash "DONE", an audible alert sounds, and the turntable rotates the food product out of the oven chamber.

## CAUTION

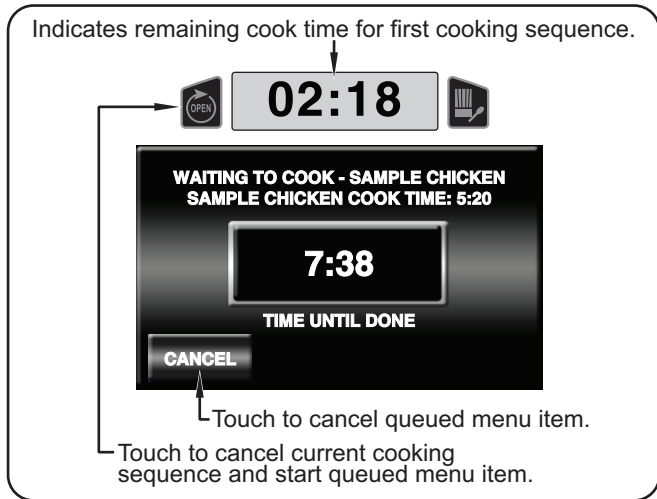
**BURN HAZARD: Pan/tray will be very hot upon removal—use oven mitt, pan gripper, or other utensil to remove.**

4. Using a paddle, pan gripper, or other utensil, remove the cooked food product.

# OPERATION

## Queued Item Cooking (Continuous Cooking)

- Perform steps 1–3 of the “Single Item Cooking” procedure in this section.
  - The turntable rotates the food product into the oven chamber, and the cooking sequence begins.
- Using a paddle, pan gripper, or other utensil, place the next food product onto the opposite cooking surface that is now outside of the oven chamber.
- Touch the desired menu item on the touchscreen.
  - The touchscreen changes to the Queue screen and shows the queued menu item, the queued item cook time, and the total time remaining until the queued item is done.



Queue Screen

- When the first cooking sequence has 10 seconds remaining, the Queue screen flashes yellow to indicate that the turntable is about to move.
  - When the first cooking sequence is complete, both the touchscreen and mini-display flash “DONE”, an audible alert sounds, and the turntable rotates the cooked food product out of the oven chamber while moving the queued food product into the oven chamber.
- Using a paddle, pan gripper, or other utensil, remove the cooked food product.
  - Repeat steps 2–4 of this procedure for continuous queued item cooking.

## Shutdown

- Move the Standby switch down to the “Off” position.
  - The oven heaters and the touchscreen will shut off.
  - The air blowers and cooling fans will continue to operate until the oven chamber temperature drops below 140°F (60°C).



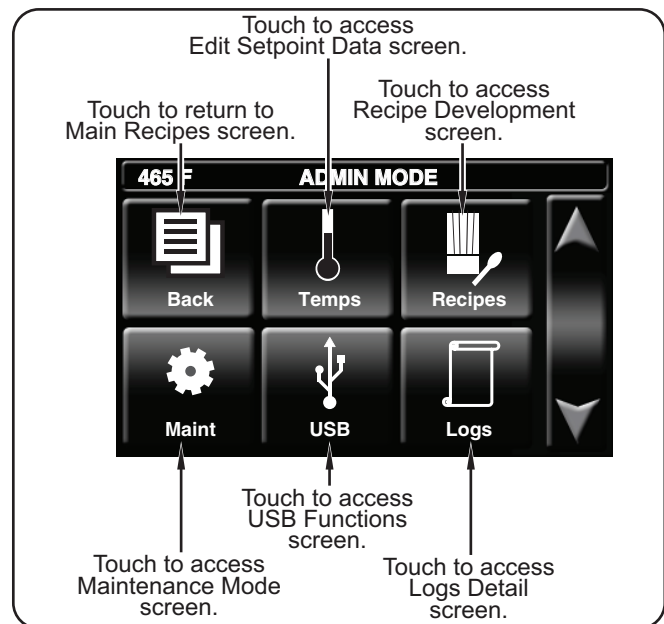
**Do not turn off Main Disconnect switch or unplug unit immediately after use. Internal fans must cool oven to avoid damage to electrical components.**

## Programming Menu Items

Use the following procedures to edit, create, or delete menu items and categories. These procedures require access to password-protected screens and should be performed by authorized personnel only.

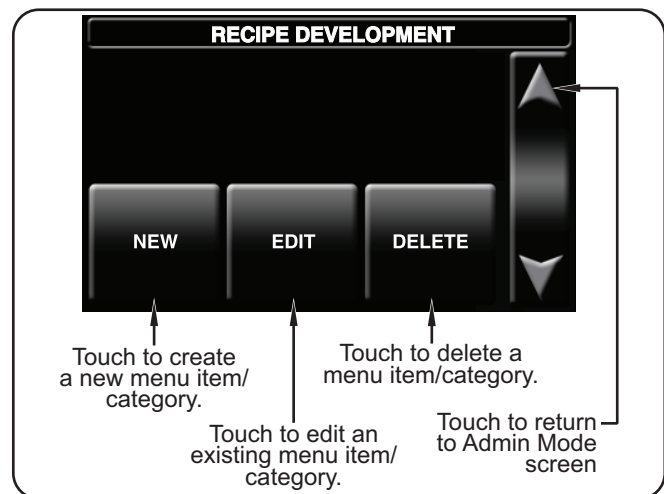
*NOTE: The USB port allows the uploading of pre-programmed menu items from an external USB drive. Refer to the “Uploading from a USB Drive” procedure in this section for details.*

- From the Main Recipes screen, touch the “up” arrow.
  - A password keypad will appear on the touchscreen.
- Input the password using the keypad, and touch ENTER.
  - The Admin Mode screen will appear on the touchscreen.



Admin Mode Screen

- Touch RECIPES to access the Recipe Development screen.

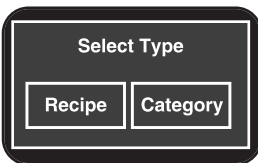


Recipe Development Screen

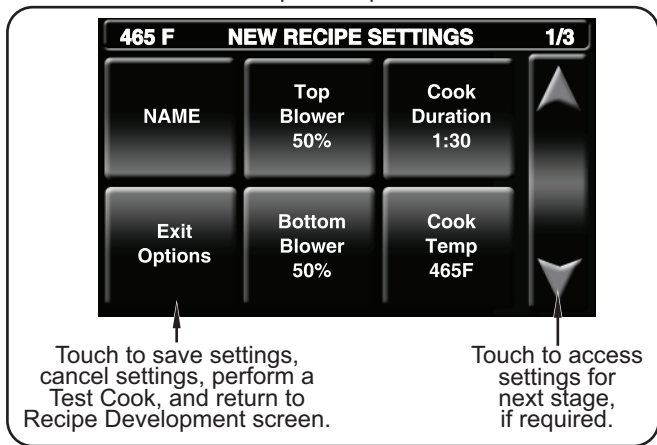
- Touch NEW, EDIT, or DELETE on the Recipe Development screen, depending on the desired function. Then, refer to the appropriate procedure in this section.

## Creating New Menu Items/Categories

1. After touching NEW on the Recipe Development screen, the New Recipe/Category screen will appear. This screen will look like the Main Recipes Screen.
2. Touch an empty box. The "Select Type" window will appear. If no empty boxes are available, touch the "down" arrow to scroll to the next screen.



3. Touch RECIPE to create a new menu item or CATEGORY to create a new category.
  - For new menu items, the New Recipe Settings Screen will appear.
  - For new categories, a keypad appears. Type the name of the new category, then touch ENTER. The Recipe Development screen reappears. To add menu items to the new category:
    - a. Touch NEW on the Recipe Development screen.
    - b. Touch the new category that is now available on the New Recipe/Category screen.
    - c. Touch an empty box in the new category and continue with the next step in this procedure.



New Recipe Settings Screen

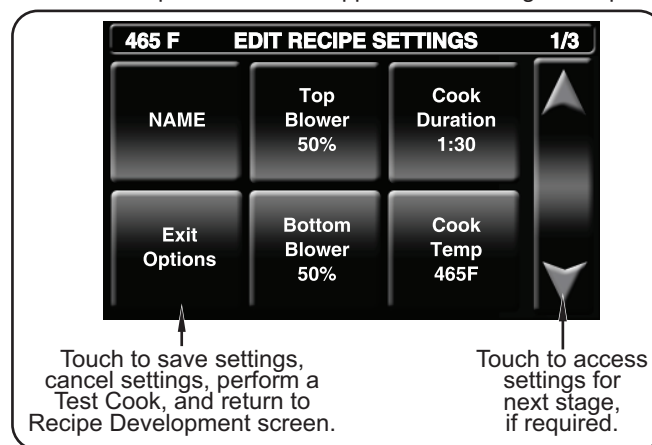
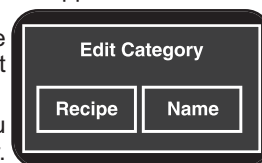
4. Touch each "setting" box on the New Recipe Settings screen to edit the corresponding setting. Settings include item name, top blower percentage, bottom blower percentage, cook duration, and cook temperature.
  - Touching a "setting" box will bring up a keypad specific to the setting. Enter the desired value using the keypad, then touch ENTER to return to the New Recipe Settings screen.
  - Menu item names can have up to 16 characters.
  - Touch the "down" arrow to access the settings for stages 2 and 3. Each menu item can be programmed to have up to three stages, depending on the food product. Stages are programmed with unique settings to create a customized cooking sequence for the menu item.

*NOTE: It is not necessary to create stages for a menu item if it is not required by the food product. If unique stages are not required, leave the cook duration setting for stages 2 and 3 at zero.*

5. When programming is complete, touch EXIT OPTIONS on the New Recipe Settings screen.
  - a. The Recipe Dev Exit Options screen will appear.
  - b. Touch the desired option: EXIT AND SAVE, EXIT (without saving), CONTINUE EDITING, or TEST COOK.
    - If one of the "EXIT" options was touched, the Recipe Development screen appears.
    - To program additional menu items, repeat the appropriate steps of this procedure.
    - If all programming is complete, touch the "up" arrow to return to the Admin Mode screen.

## Editing Menu Items/Categories

1. After touching EDIT on the Recipe Development screen, the Edit Recipe/Category screen will appear. This screen will look like the Main Recipes screen.
2. To edit a menu item, touch the desired menu item, and the Edit Recipe Settings screen will appear.
3. To edit a category, touch the desired category. The "Edit Category" window will appear.
  - Touch RECIPE to edit a menu item in the selected category. Touch the desired menu item, and the Edit Recipe Settings screen will appear. Continue with the next step in this procedure.
  - Touch NAME to rename the selected category using the keypad that appears, then touch ENTER. The Recipe Development screen reappears. Renaming is complete.



Edit Recipe Settings Screen

4. Touch each "setting" box on the Edit Recipe Settings screen to edit the corresponding setting. Settings include item name, top blower percentage, bottom blower percentage, cook duration, and cook temperature.
  - Touching a "setting" box will bring up a keypad specific to the setting. Enter the desired value using the keypad, then touch ENTER to return to the Edit Recipe Settings screen.
  - Menu item names can have up to 16 characters.
  - Touch the "down" arrow to access the settings for stages 2 and 3, if necessary.

*NOTE: It is not necessary to create stages for a menu item if it is not required by the food product. If unique stages are not required, leave the cook duration setting for stages 2 and 3 at zero.*

# OPERATION

5. When editing is complete, touch EXIT OPTIONS on the corresponding Edit Recipe/Category screen.
  - a. The Recipe Dev Exit Options screen will appear.
  - b. Touch the desired option: EXIT AND SAVE, EXIT (without saving), CONTINUE EDITING, or TEST COOK.
    - If one of the “EXIT” options was touched, the Recipe Development screen appears.
    - To edit additional menu items, repeat the appropriate steps of this procedure.
    - If all programming is complete, touch the “up” arrow to return to the Admin Mode screen.

## Deleting Menu Items/Categories

1. After touching DELETE on the Recipe Development screen, the Delete Recipe/Category screen will appear. This screen will look like the Main Recipes screen.
2. Touch the desired menu item or category to delete. The “Delete This Entry?” window will appear.
  - Touch YES to delete the menu item or category. The Recipe Development screen reappears.
  - Touch NO to return to the Recipe Development screen without deleting.
3. When deleting is complete, touch the “up” arrow to return the Admin Mode screen

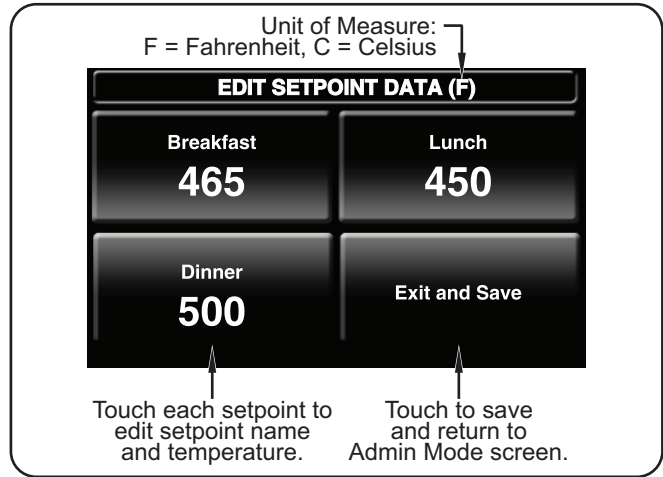


## Editing Setpoint Temperatures

Use the following procedure to edit or create the setpoint temperature(s) available at oven startup. This procedure requires access to password-protected screens and should be performed by authorized personnel only.

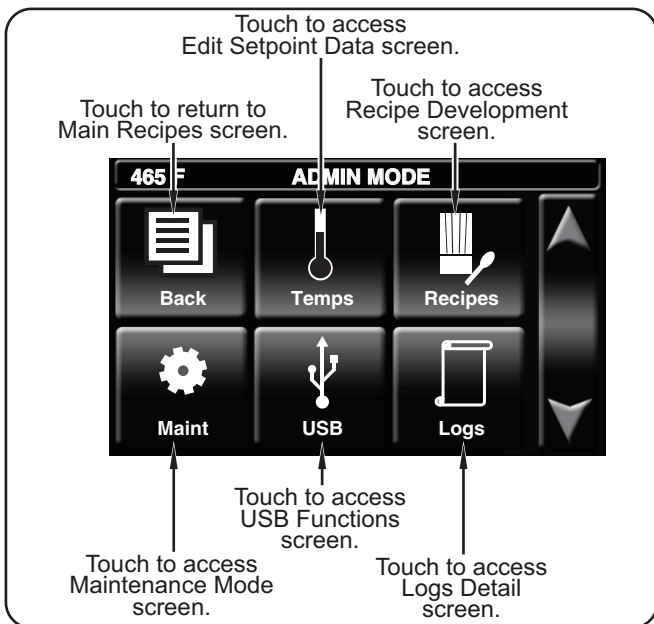
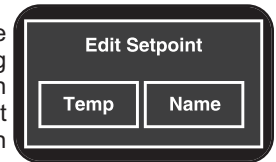
1. From the Main Recipes screen, touch the “up” arrow.
  - A password keypad will appear on the touchscreen.
2. Input the password using the keypad, and touch ENTER.
  - The Admin Mode screen will appear on the touchscreen.

3. Touch TEMPS to access the Edit Setpoint Data screen.
  - The oven can store up to three setpoint temperatures.



Edit Setpoint Data Screen

4. Touch the desired setpoint to edit. The “Edit Setpoint” window will appear.
  - Touch TEMP to edit the setpoint temperature using the keypad that appears, then touch ENTER. The Edit Setpoint Data screen reappears.
  - Touch NAME to edit the setpoint name using the keypad that appears, then touch ENTER. The Edit Setpoint Data screen reappears.
5. Repeat step 4 to edit another setpoint name/temperature.
6. When the setpoint temperature changes are complete, touch EXIT AND SAVE to return to the Admin Mode screen.
  - If programming is complete, touch BACK to return to the Main Recipes screen.

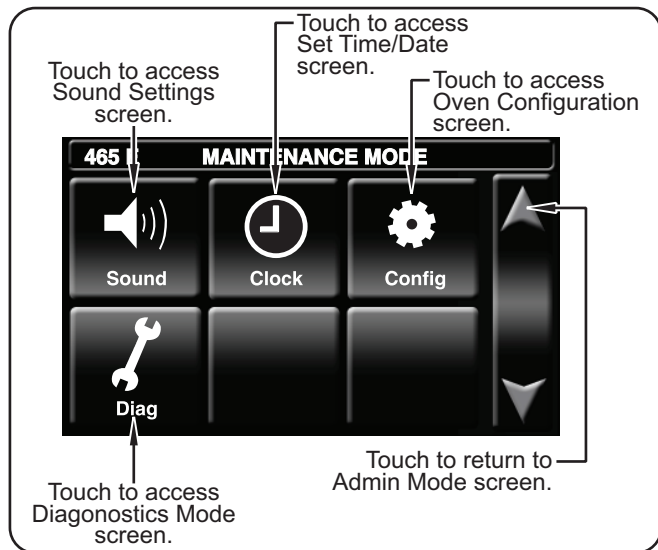


Admin Mode Screen

## Changing Temperature Unit of Measure

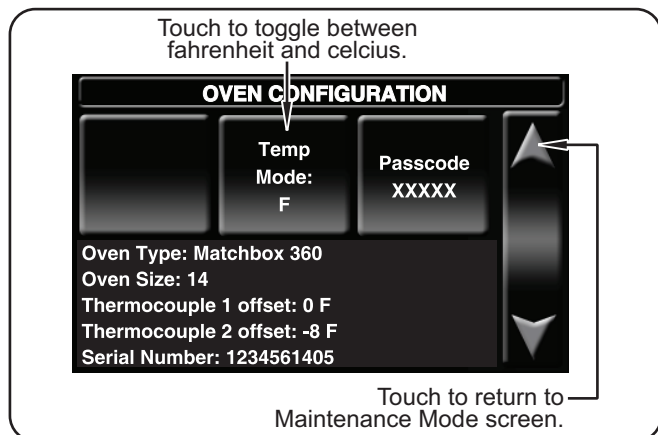
Use the following procedure to change the temperature unit of measure between fahrenheit and celsius. This procedure requires access to password-protected screens and should be performed by authorized personnel only.

- From the Main Recipes screen, touch the “up” arrow.
  - A password keypad will appear on the touchscreen.
- Input the password using the keypad, and touch ENTER.
  - The Admin Mode screen will appear on the touchscreen.
- Touch MAINT to access the Maintenance Mode screen.



Maintenance Mode Screen

- Touch CONFIG on the Maintenance Mode screen. The Oven Configuration screen appears.
- Touch TEMP MODE on the Oven Configuration screen to toggle the unit of measure between fahrenheit and celsius



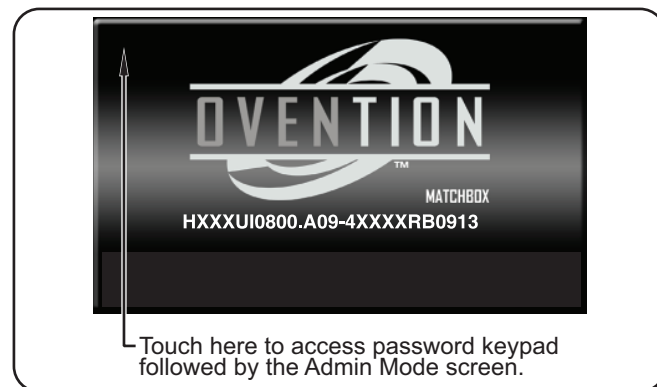
Oven Configuration Screen

## Uploading from a USB Drive

Use the following procedure to upload pre-programmed menu items or firmware updates from an external USB drive. This procedure requires access to password-protected screens and should be performed at oven startup by authorized personnel only.

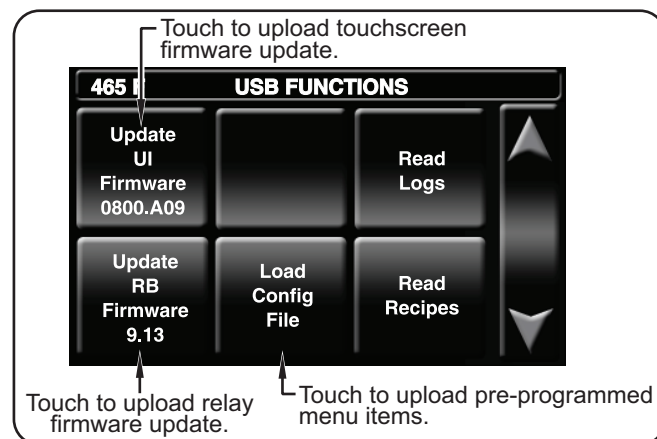
*NOTE: USB drive must have a capacity of 4 GB or less.*

- Remove the cover from the USB port next to the touchscreen, and insert the USB drive into the port.
- Move the Standby switch up to the “On” position.
  - The touchscreen will energize and show the name of the oven and current software version for a few seconds.
- Touch the upper left-hand corner on the touchscreen.
  - A password keypad will appear on the touchscreen.



Startup Screens

- Input the password using the keypad, and touch ENTER.
  - The Admin Mode screen will appear.
- Touch USB to access the USB Functions screen.



USB Functions Screen

- Touch the desired function to begin the corresponding upload.
  - Select the upload file from the list that appears.
  - A screen will appear to indicate that the upload is in progress.
  - When the upload is complete, the oven will restart.
- When the startup screen reappears, remove the USB drive from the USB port, and replace the port cover.
- Perform the normal “Startup” procedure at the beginning of this section to use the oven.

# MAINTENANCE

## General

Ovention® Matchbox® 360 ovens are designed for maximum durability and performance with minimum maintenance.

### WARNING

#### ELECTRIC SHOCK HAZARD:

- Turn off Standby switch, allow unit to cool, and unplug unit/turn OFF Main Disconnect switch before performing any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.
- Do not steam clean or use excessive water on unit.
- This unit is not “jet-proof” construction. Do not use jet-clean spray to clean this unit.
- Do not clean unit when it is energized or hot.
- Do not clean unit with metal scouring pads. Metal pieces can break off pad and touch electrical components, creating risk of electric shock.
- This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.
- Use only Genuine Ovention Replacement Parts when service is required. Failure to use Genuine Ovention Replacement Parts will void all warranties and may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn. Genuine Ovention Replacement Parts are specified to operate safely in the environments in which they are used. Some aftermarket or generic replacement parts do not have the characteristics that will allow them to operate safely in Ovention equipment.

This unit has no “user-serviceable” parts. If service is required on this unit, contact an Authorized Ovention Service Agent or contact the Ovention Hotline at 855-298-6836.

### CAUTION

Do not move or relocate unit for cleaning. Unit is bulky and heavy.

Never use steel pads, wire brushes, or scrapers to clean unit.

Wear protective rubber gloves and protective eyewear when cleaning unit.

Improper cleaning of oven could damage catalyst and will void unit warranty.

#### IMPORTANT NOTE:

Use of cleaning chemicals not approved by Ovention when cleaning the oven chamber will void the warranty.

## Daily Cleaning

To maintain performance and preserve the finish of the Ovention Matchbox 360 oven, clean the unit daily.

### CAUTION

Do not turn off Main Disconnect switch or unplug unit immediately after use. Internal fans must cool oven to avoid damage to electrical components.

### NOTICE

Use non-abrasive cleaners and cloths only. Abrasive cleaners and cloths could scratch finish of unit, marring its appearance and making it susceptible to soil accumulation.

1. Turn off the Standby switch and allow unit to cool. Cooling fans will operate until the oven chamber temperature drops below 140°F (60°C).
2. After the cooling fans shut off, disconnect the unit from the power supply:
  - For Model M360-12, unplug the power cord.
  - For Model M360-14, move the Main Disconnect switch to the OFF (O) position.
3. Remove and discard any remaining food product.
4. Remove and clean each cooking rack using a damp non-abrasive cloth or nylon scouring pad (a non-abrasive cleaner may be used for difficult stains).
5. Remove any spillages using damp paper towel or a non-abrasive cloth.
6. Wipe down all exterior surfaces using a non-abrasive, damp cloth (a non-abrasive cleaner may be used for difficult stains).
7. Wipe dry all surfaces using a non-abrasive, dry cloth.
8. Polish the exterior surfaces of the oven using a good quality stainless steel cleaner.
9. Reinstall the cooking racks (See INSTALLATION section for details).

## Weekly Cleaning

1. Turn off the Standby switch and allow unit to cool. Cooling fans will operate until the oven chamber temperature drops below 140°F (60°C).
2. After the cooling fans shut off, disconnect the unit from the power supply:
  - For Model M360-12, unplug the power cord.
  - For Model M360-14, move the Main Disconnect switch to the OFF (O) position.
3. Remove both cooking racks.

*NOTE: To access both sides of the turntable assembly, the turntable must be moved manually during the procedure. See the “Cleaning the Turntable Assembly” illustration in this procedure for details.*

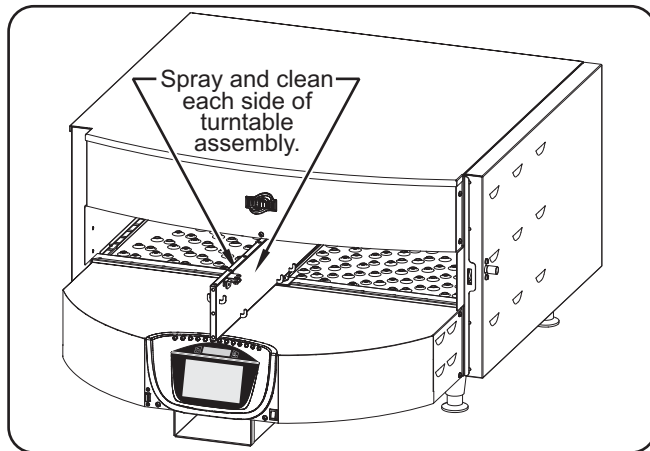
4. Carefully spray Chemco Dirt Buster III Oven Cleaner onto each side of the turntable assembly (see illustration).

*NOTE: Do not spray cleaner directly into the fan opening at the rear inside of the oven chamber.*

5. Using a non-abrasive nylon scouring pad, clean each side of the turntable assembly. Clean any other visible area affected by the grease from cooking as well.

*continued...*

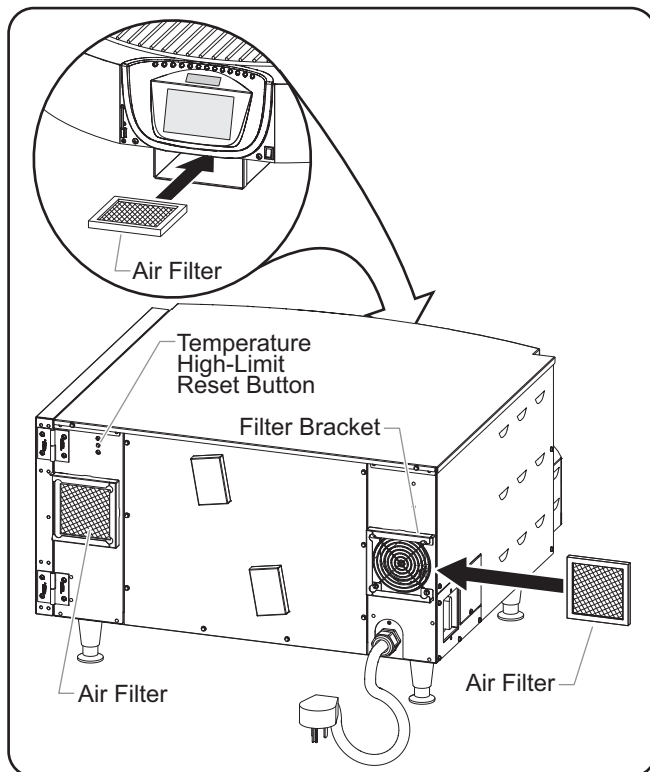
6. Wipe all surfaces clean using a damp, non-abrasive cloth.
7. Wipe dry all surfaces using a non-abrasive, dry cloth.
8. Perform the "Daily Cleaning" procedure in this section.



Cleaning the Turntable Assembly

## Monthly Cleaning

1. Turn off the Standby switch and allow unit to cool. Cooling fans will operate until the oven chamber temperature drops below 140°F (60°C).
2. After the cooling fans shut off, disconnect the unit from the power supply:
  - For Model M360-12, unplug the power cord.
  - For Model M360-14, move the Main Disconnect switch to the OFF (O) position.



Cleaning the Air Filters

3. Remove and clean the two air filters on the back of the oven and the single air filter underneath the control panel.

To remove and clean each filter:

- a. Slide the filter straight out of the filter bracket.
- b. Spray the filter with water and/or soak in soap and water.
- c. Rinse clean and allow the filter to air dry.
- d. When the filter is dry, reinstall the filter into the filter bracket.

4. Remove both cooking racks.

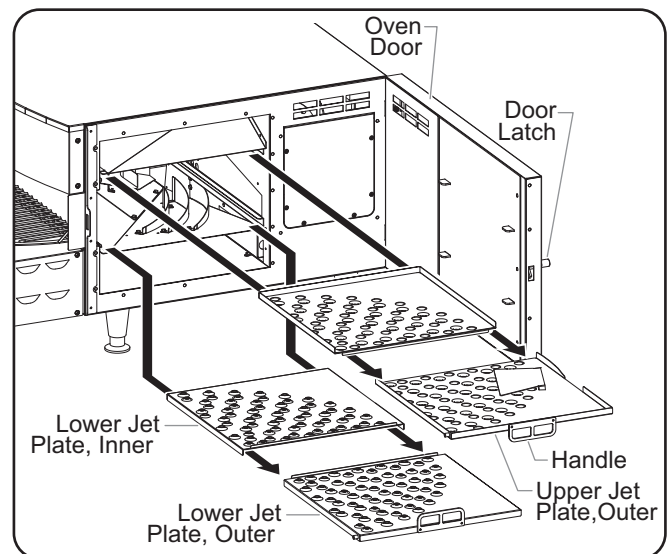
### IMPORTANT NOTE:

Use of cleaning chemicals not approved by Ovention when cleaning the oven chamber will void the warranty.

5. Remove and clean the upper and lower jet plates inside the oven chamber. To clean the jet plates:

*NOTE: If side access to the oven is limited, refer to the "Front Removal of Jet Plates" procedure in this section.*

- a. Turn the door latch counterclockwise to release the latch and open the oven door so that the inside of the oven chamber is exposed.
- b. Remove both upper jet plates and both lower jet plates. Two jets plates are situated side-by-side both above and below the oven chamber. To remove
  - Remove the outer plate by pulling the handle straight out of the oven. Then, remove the inner plate by reaching inside the oven, grabbing the plate, and pulling straight out of the oven.
- c. Spray Chemco Dirt Buster III Oven Cleaner onto both sides of each jet plate. Allow the cleaner to sit for 3–5 minutes.
- d. Using a non-abrasive nylon scouring pad, apply pressure to wipe away grease residue.
- e. Wipe the jet plates clean using a damp, non-abrasive cloth and allow to air dry. Do not reinstall at this time.



Cleaning the Jet Plates

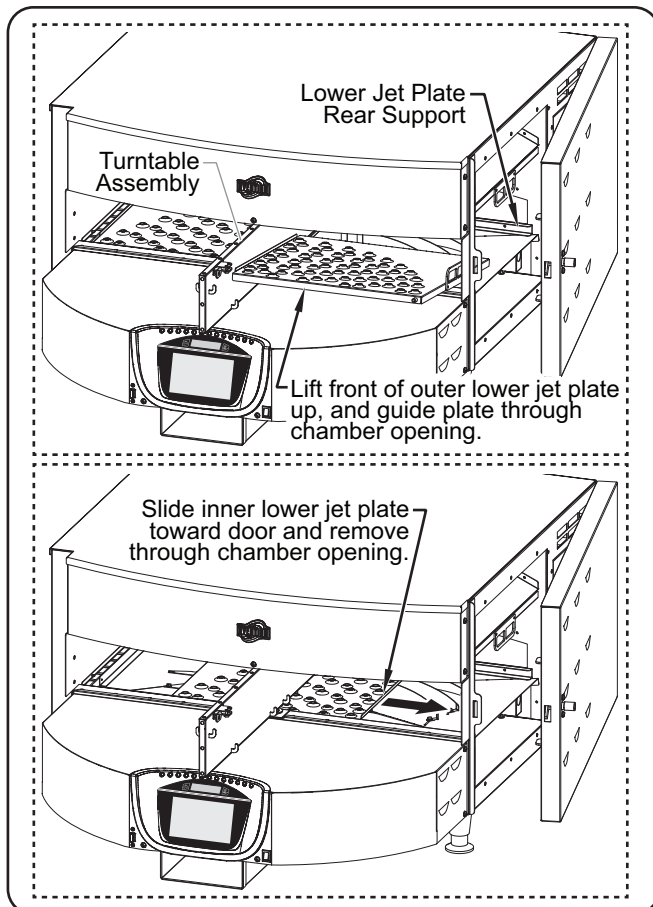
6. Clean the visible areas of the oven chamber using the same procedure as the jet plates (steps "c" through "e" above).
7. Reinstall both upper jet plates and both lower jet plates into the oven chamber.
8. Close the oven door and turn the door latch clockwise to engage and tighten the latch.
9. Perform the "Weekly Cleaning" procedure in this section.

# MAINTENANCE

## Front Removal of Jet Plates

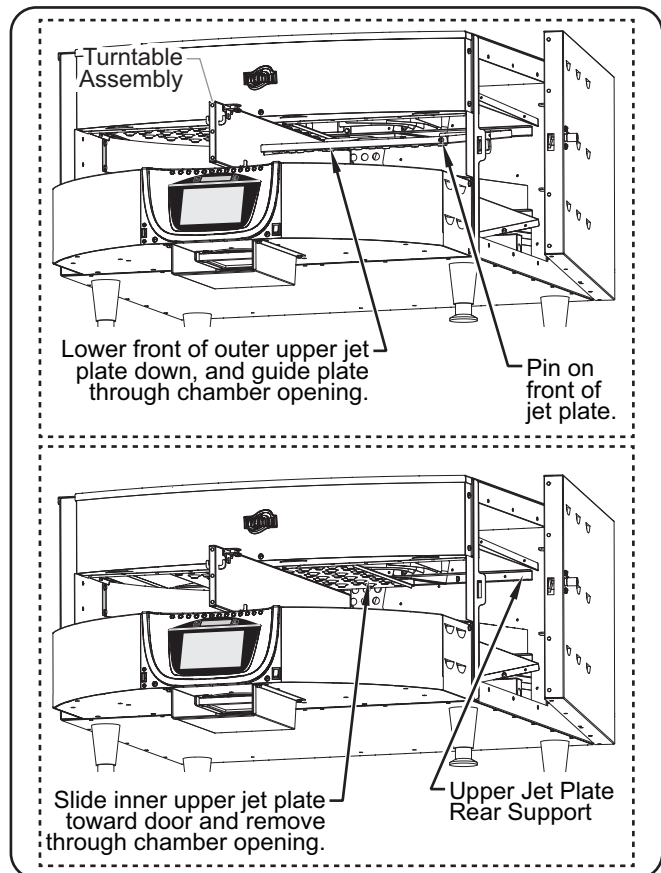
For installations where side access to the oven is limited, the upper and lower jet plates can be removed through the front opening of the unit.

1. Make sure the oven is off and is cool to the touch.
2. Remove the cooking racks from the turntable assembly (See INSTALLATION section for details).
3. Rotate the turntable assembly 90° from its home position so that the oven chamber is accessible from the front of the unit.
4. Turn the door latch counterclockwise to release the latch and open the oven door as far as possible (a few inches is all that is required).
5. Remove both lower jet plates. To remove:
  - a. Slide the outer lower jet plate toward the door approximately two inches so that the left edge clears the turntable assembly.
  - b. Lift the front edge of the jet plate and carefully guide it out of the oven chamber through the front opening.
  - c. Slide the inner lower jet plate toward the door until it reaches the spot where the outer plate was removed. It may be necessary to use both hands, one on each side of the turntable assembly, to guide the jet plate into position.
  - b. Lift the front edge of the jet plate and carefully guide it out of the oven chamber through the front opening.



Removing the Lower Jet Plates

6. Remove both upper jet plates. To remove:
  - a. Slide the outer upper jet plate toward the door approximately one inch until the pin on the front, right side of the plate is free of the jet plate front support.
  - b. Lower the front edge of the jet plate down and carefully guide it out of the oven chamber through the front opening.
  - c. Slide the inner upper jet plate toward the door until it reaches the spot where the outer plate was removed. It may be necessary to use both hands, one on each side of the turntable assembly, to guide the jet plate into position.
  - d. Lower the front edge of the jet plate down and carefully guide it out of the oven chamber through the front opening.



Removing the Upper Jet Plates

7. Reinstall both upper jet plates and both lower jet plates into the oven chamber.
  - To install the upper jet plates, angle the rear of the jet plate up into the rear jet plate support and then lift the front edge of the plate into the front jet plate support. Then, slide the plate to the left into its final position.
  - To install the lower jet plates, angle the rear of the jet plate down into the rear jet plate support and then lower the front edge of the plate into the front jet plate support. Then, slide the plate to the left into its final position.



# TROUBLESHOOTING GUIDE



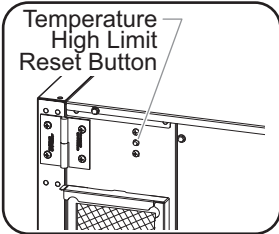
**WARNING**

This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.



**WARNING**

**ELECTRIC SHOCK HAZARD:** Turn off Standby switch, allow unit to cool, and unplug unit/turn OFF Main Disconnect switch before performing any cleaning, adjustments, or maintenance.

Symptom	Probable Cause	Corrective Action
Oven does not operate (blank touchscreen).	Standby switch turned off, Main Disconnect turned OFF (O), or unit unplugged.	Make sure unit is plugged in, Main Disconnect switch is in ON (I) position (Model M360-14 only), and Standby switch is moved up to the "On" position.
	Unit connected to incorrect power supply.	Refer to SPECIFICATIONS section for unit electrical specifications. Contact a qualified electrician to determine and install proper voltage and size electrical receptacle.
Irregular turntable movement.	Loose screw and/or bracket.	Check all screws on turntable system. Tighten screws, if necessary.
	Malfunction of gear and/or turntable system.	Contact Authorized Service Agent or Ovention® Hotline for assistance.
	Incorrect software installed on oven operating system.	Contact Authorized Service Agent or Ovention Hotline for assistance.
Improper cooking of food.	Incorrect setpoint temperature or menu item selection.	Verify desired setpoint temperature and menu item selection. Change to proper settings, if necessary (refer to OPERATION section).
	Jet plate or air flow malfunction.	Contact Authorized Service Agent or Ovention Hotline for assistance.
Oven not heating. 	Temperature High Limit switch has tripped.	Press the Temperature High Limit Reset Button located on the rear, left side of the oven chamber above the air filter. If switch continues to trip, contact Authorized Service Agent or Ovention Hotline for assistance.

*NOTE: To locate an Authorized Ovention Service Agent, access the Ovention website at [www.oventionovens.com](http://www.oventionovens.com) and select the Service & Support tab, or call the Ovention Hotline at 855-298-OVEN(6836).*

# LIMITED WARRANTY

---

## 1. PRODUCT WARRANTY

Ovention®, Inc. (“Ovention”) warrants the products that it manufactures (the “Products”) to be free from defects in materials and workmanship, under normal use and service, for a period of one (1) year from the date of purchase when installed and maintained in accordance with Ovention’s written instructions or 18 months from the date of shipment from Ovention. Buyer must establish the product’s purchase date with Ovention sales representative or by other means satisfactory to Ovention in its sole discretion.

Ovention warrants the following Product components to be free from defects in materials and workmanship from the date of purchase (subject to the foregoing conditions) for the period(s) of time and on the conditions listed below:

- **Ninety (90) Day Parts-Only Warranty:**

Replacement Parts

THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR PATENT OR OTHER INTELLECTUAL PROPERTY RIGHT INFRINGEMENT. Without limiting the generality of the foregoing, SUCH WARRANTIES DO NOT COVER: Damage to touchscreens from abuse or impact; Wear items such as air filters and conveyor belts; Damage to catalyst from use of non-approved cleaning products; Product misuse, tampering or misapplication; improper installation; lack of or improper cleaning; or application of improper voltage.

## 2. LIMITATION OF REMEDIES AND DAMAGES

Ovention’s liability and Buyer’s exclusive remedy hereunder will be limited solely, at Ovention’s option, to repair or replacement by an Ovention-authorized service agency (other than where Buyer is located outside of the United States, Canada, United Kingdom or Australia, in which case Ovention’s liability and Buyer’s exclusive remedy hereunder will be limited solely to replacement of part under warranty) with respect to any claim made within the applicable warranty period referred to above. Ovention reserves the right to accept or reject any such claim in whole or part. Ovention will not accept the return of any Product without prior written approval from Ovention, and all approved returns shall be made at Buyer’s sole expense. OVENTION WILL NOT BE LIABLE, UNDER ANY CIRCUMSTANCES, FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO LABOR COSTS OR LOST PROFITS RESULTING FROM THE USE OF OR INABILITY TO USE THE PRODUCTS OR FROM THE PRODUCTS BEING INCORPORATED IN OR BECOMING A COMPONENT OF ANY OTHER PRODUCT OR GOODS.



Ovention, Inc.  
P.O. Box 340500  
Milwaukee, WI 53234-0500 U.S.A.  
855-298-OVEN(6836)  
[connect@oventionovens.com](mailto:connect@oventionovens.com)  
[partsandservice@oventionovens.com](mailto:partsandservice@oventionovens.com)  
[www.oventionovens.com](http://www.oventionovens.com)



**Need help?**  
Call our 24 hour, toll-free  
**Ovention Hotline**  
**855-298-OVEN(6836)**