



# OPERATOR'S MANUAL

## 68-Inch Conveyor Pizza Ovens

Thank you for purchasing this Vollrath® product! Save this manual for reference and the packaging in case shipping is necessary.

### SAFETY PRECAUTIONS

To help ensure safe use, please read and fully understand this manual and all safety messages before operation!

#### WARNING

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

#### CAUTION

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

**NOTICE:** addresses practices not related to physical injury.

#### **To reduce risk of injury or damage to the unit:**

- Use only grounded electrical outlets matching the nameplate-rated voltage.
- Use unit in a flat, level position.
- Before cleaning, touching, or moving, turn the unit off, allow it to cool, and unplug it; do not touch when in operation.
- Keep unit and power cord away from open flames, electric burners, or excessive heat.
- Attend unit when in use and unplug when not in use.
- Closely supervise unit in public areas and/or around children.
- Only operate undamaged and properly functioning units.
- Do not use an extension cord, power strip, or multi-outlet cord.
- Do not spray unit with liquids or cleaning products.
- Clean the unit exterior with non-abrasive cloths only.
- If the cord is damaged, contact Vollrath Technical Services.

### FUNCTION AND PURPOSE

This unit is intended to bake fresh/raw or frozen dough, par-baked pizzas, and flatbreads in commercial foodservice operations where pizza and other menu items are served. It is not intended to cook deep-dish pizza or raw food, or for use in high-volume pizzerias—nor is it intended for household, industrial or laboratory use.



Models JPO14, JPO18

Item	Model	Description
PO4-20814L-R	JPO14	14"-Wide Left to Right Conveyor, 208V
PO4-20814R-L		14"-Wide Right to Left Conveyor, 208V
PO4-22014L-R		14"-Wide Left to Right Conveyor, 220V
PO4-22014R-L		14"-Wide Right to Left Conveyor, 220V
PO4-24014L-R		14"-Wide Left to Right Conveyor, 240V
PO4-24014R-L		14"-Wide Right to Left Conveyor, 240V
PO4-20818L-R	JPO18	18"-Wide Left to Right Conveyor, 208V
PO4-20818R-L		18"-Wide Right to Left Conveyor, 208V
PO4-22018L-R		18"-Wide Left to Right Conveyor, 220V
PO4-22018R-L		18"-Wide Right to Left Conveyor, 220V
PO4-24018L-R		18"-Wide Left to Right Conveyor, 240V
PO4-24018R-L		18"-Wide Right to Left Conveyor, 240V
Accessories/Kits	Model	Description
351036	JPO14	14"-Wide Dual-Oven Stacking Spacer
351037	JPO18	18"-Wide Dual-Oven Stacking Spacer

### CLEARANCE AND ENVIRONMENT

- Do not place on surfaces or near walls, partitions, or kitchen furniture unless they are made of or clad with non-combustible, heat-insulating material.
- Ovens must not be used near or below curtains and other combustible materials.
- Maximum ambient temperature: 104 °F (40 °C); do not place unit adjacent to other heat-producing appliances.
- Only stack ovens with Vollrath kit 351036 or 351037.

## Ventless Operation

This unit has been UL tested and verified for ventless operation under the following conditions:

- For use with pre-cooked foods such as pizza toppings, sandwiches, and for melting cheese.
- Not for use with raw and/or fatty proteins such as: skin-on bone-in chicken, hamburger meat, or sausages.

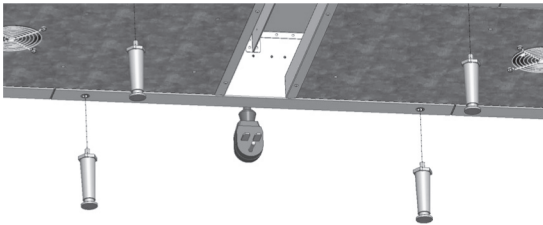
**NOTICE: Based on independent UL testing, this product complies with NFPA96 for ventless operation using the EPA202 test method. Ventless allowance is dependent upon Authority Having Jurisdiction (AHJ) approval.**

## UNPACKING AND INITIAL SETUP

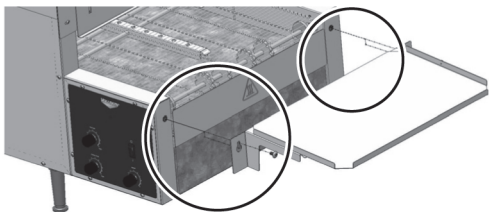
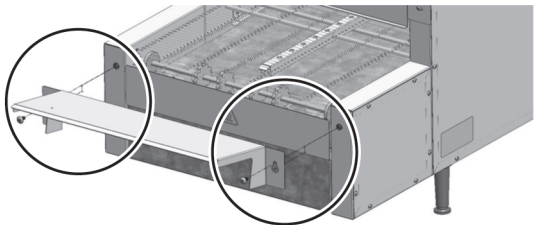
When no longer needed, dispose of packaging and materials in an environmentally responsible manner.

1. Remove packing material, tape, and protective plastic.
2. Clean any glue residue left over from the plastic or tape.
3. Place unit in desired location, on a hard, flat, stable surface.
4. Have one person lift one end of the unit while the other person installs the legs. Repeat for the other side.

**NOTICE: Operate unit only with included legs; use without the legs restricts airflow and will cause the unit to overheat.**



5. Install the load and unload trays to match the conveyor direction. The load tray slants toward the conveyor. The unload tray slants away from the conveyor.




6. Plug unit directly into a properly grounded outlet matching the nameplate voltage.


## FROZEN/FRESH/RAW DOUGH HANDLING TIPS

The following are general tips. Follow instructions specific to your brand of dough or recipe.

- Remove wrapping from frozen dough balls.
- Place dough balls a few inches apart, in a proofing box or on a sheet pan.
- Lightly spray top of dough balls with non-stick cooking spray, then cover with freezer paper.
- Refrigerate dough balls overnight.
- Remove only dough balls needed for a few hours.
- Sprinkle flour, cornmeal, or Pizza Crisp onto a rolling surface.
- Roll dough, from the center and work your way to the edges, turning the dough as you work to create circular shape.
- Use a rolling pin, dough press, or dough sheeter to create the desired size and thickness.
- Place dough into a dark metal or seasoned pizza screen or pan.

**NOTICE: Bake fresh/raw dough on a metal pizza screen or pan; if placed directly on conveyor, it will stick or fall through.**

	<b>CAUTION</b> <b>Burn Hazard.</b> Do not touch cookware, heating surface, food, or metal portions of the unit during operation.
---	--

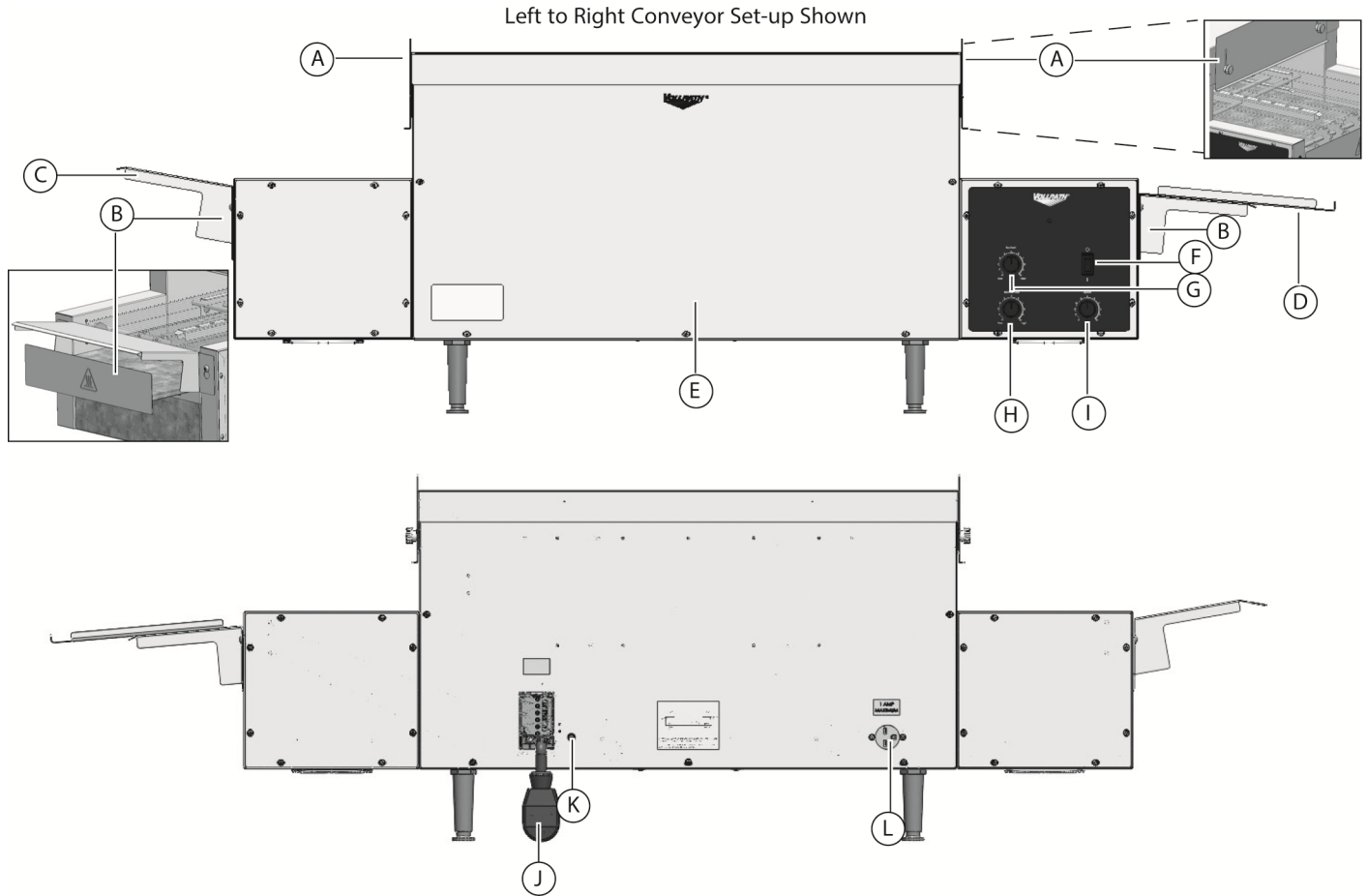
	<b>WARNING</b> <b>Fire Hazard, Injury, or Property Damage.</b> Only use metal pizza screens or pans; paper and cardboard will burn.
---	---

**NOTICE: Dark metal or seasoned metal pans perform best. Shiny metal or aluminum foil will reflect heat away from the pizza and prevent browning.**

## PIZZA ASSEMBLY TIPS

- Spread sauce evenly from the center outward. Leave 1 inch from the edge sauce-free so the crust will brown.
- Space toppings so moisture evaporates and the crust browns.

## FEATURES





- A. Heat Shields—help limit heat loss.
- B. Crumb Trays—catch food that drops inside the unit.
- C. Loading Tray—slants toward the unit; pizzas are placed here when ready to run through the unit.
- D. Unloading Tray—slants away from the unit; it is where your pizza exits when finished.
- E. Reset Button—prevents unit from operating when tripped. See **Troubleshooting** section for details.
- F. On/Off Switch—turns the unit on ( **I** ) or off ( **O** ).
- G. Top-Heat Control Knob—controls temperature of top heating tubes pizza passes under.
- H. Bottom-Heat Control Knob—controls temperature of bottom heating tubes beneath conveyor.
- I. Conveyor Speed Knob—controls time required for pizza to pass through the unit.
- J. Power Cord—supplies electricity to the unit.
- K. Circuit Breaker—provides electrical protection for optional oven-stacker accessory.
- L. Oven Stacker Receptacle—powers the optional stacking accessory.

## BEFORE FIRST USE

1. Clean the unit. See **Daily Cleaning** section for details.

## OPERATION

	<b>CAUTION</b>
	<b>Burn Hazard.</b> Do not touch cookware, heating surface, food, or metal portions of the unit during operation.

	<b>WARNING</b>
	<b>Fire Hazard, Injury, or Property Damage.</b> Only use metal pizza screens or pans; paper or cardboard will burn.
Crumb trays must be installed before operation and in place with each use; help prevent overheating and avoid a fire hazard.	


### Adjust Heat Shields

Adjust these shields to allow pizzas to pass into the oven, and to regulate the amount of heat retained at each end.

Pizza Item	Suggestions
Fresh Dough	Adjust the entry shield all the way down and the exit shield partially down to retain heat.
Par Baked	Adjust entry and exit shields half way down to finish crust and brown the toppings.

### Preheat


1. Plug the unit into a grounded outlet that matches the nameplate-rated voltage.

	<b>CAUTION</b>
	<b>Electrical Shock Hazard.</b> Using voltage other than the nameplate-rated voltage, or modifying the cord or electrical components, will damage the unit, void the warranty, and create a potential fire hazard.

2. Turn the unit on (I).
3. Set the top and bottom temperatures and conveyor speed.  
**Tip:** Set the bottom temperature approximately 75 °F to 100 °F degrees hotter than the top temperature.
4. Preheat unit for 20 minutes.

### Test

	<b>CAUTION</b>
	<b>Burn Hazard.</b> Do not touch cookware, heating surface, food, or metal portions of the unit during operation.

	<b>WARNING</b>
	<b>Fire Hazard, Personal Injury, or Property Damage.</b> Only use metal pizza screens or pans; paper or cardboard will burn.

**NOTICE:** Bake fresh/raw dough on a metal pizza screen or pan; if placed directly on conveyor, it will stick or fall through.

**NOTICE:** Dark metal or seasoned metal screens and pans perform best. Shiny metal or aluminum foil will reflect heat away from the pizza and prevent browning.

1. Place a sample pizza into the unit.
2. Monitor baking and adjust temperatures and conveyor speed to prevent burning; evaluate the results.

### Bake

1. Adjust top and bottom temperatures and conveyor speed based on test results. Allow the new temperature to be reached before loading another pizza; this could require trial and error.

#### Maximum capacity:


JPO14 Models	12" diameter pizzas or multiple smaller pizzas with a combined maximum diameter of 12".
JPO18 Models	16" diameter pizzas or multiple smaller pizzas with a combined maximum diameter of 16".


### If an Item Becomes Stuck

1. Turn the unit off (O).
2. Allow the unit to cool completely, then carefully use tongs to remove the pizza without bumping the heating tubes.

## CLEANING/MAINTENANCE

Contact an authorized service agent for a professional cleaning.

	<b>WARNING</b>
	<b>Electrical Shock Hazard.</b> Keep liquids from entering the unit; this could cause a short circuit or electrical shock. Do not spray the unit, cord, plug, or immerse the unit or components in liquid or foam.

	<b>WARNING</b>
	<b>Burn Hazard.</b> Do not touch cookware, heating surfaces, food, or metal portions of the unit during operation. Allow unit to cool completely before moving or cleaning.

## Daily Cleaning

**NOTICE:** Do not clean the unit with steel wool.

**NOTICE:** Heating tubes do not need cleaning; food will burn off. Elements could look chalky look over time. This does not affect performance.

1. After your last pizza, let the conveyor continue rotating and watch for food that fell in the unit.
2. When debris reaches the front, turn the unit off (O).
3. When the fan stops, unplug the unit and let it cool completely.

4. When cool, use a brush or scrub pad to remove debris.
5. Use a soft cloth dipped in hot soapy water to wipe the exterior and fan air intake under the unit. If needed, wipe with degreaser to prevent buildup.
6. Empty and clean crumb trays.

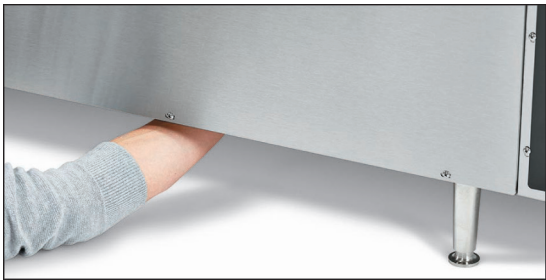
## Special Instructions for Ventless Operation

Clean adjacent surfaces and kitchen equipment at least every other month or more frequently as needed.

### Preventative Maintenance

Contact an authorized service agent for a professional cleaning.

## TROUBLESHOOTING

Problem	Potential Cause	Course of Action
Unit does not heat and conveyor belt does not move.	Unit is not plugged in.	Plug in the unit.
	Unit is not turned on.	Turn the unit on (I).
	The wall breaker might be tripped.	<ol style="list-style-type: none"> <li>1. Inspect for a tripped breaker; reset if needed.</li> <li>2. If breaker was not tripped and for broken heating elements, contact Vollrath Technical Services.</li> </ol>
	The reset might be tripped.	<p>Look under the unit to see if an object is preventing the fan blades of either fan from turning.</p> <ol style="list-style-type: none"> <li>1. Turn the unit off (O), unplug it, and allow it to cool completely (about 30 minutes).</li> <li>2. Remove the object.</li> <li>3. Plug in the unit and turn it on (I).</li> <li>4. Press the reset button.</li> </ol>  <ol style="list-style-type: none"> <li>5. If the problem persists, contact Vollrath Technical Services.</li> </ol>
	Fan might be dirty. Inspect fan blades on both fans to see if they are dirty.	<ol style="list-style-type: none"> <li>1. Turn the unit off (O), unplug it, and allow it to cool completely (about 30 minutes).</li> <li>2. Clean the fan blades.</li> <li>3. Plug in the unit and turn it on (I).</li> <li>4. Press the reset button.</li> <li>5. If the problem persists, contact Vollrath Technical Services.</li> </ol>
Unit heats and the conveyor belt does not move.	There might be a problem with the motor/speed control or drive chain.	Contact Vollrath Technical Services.
Top or bottom heating elements do not heat.	One or more heating elements might have burned out.	Contact Vollrath Technical Services.
	There might be a problem with the top or bottom heat switch.	
Top and/or bottom heat stays on when the power is off (O).	There might be a problem with the relay for the heat control.	Contact Vollrath Technical Services.

Problem	Potential Cause	Course of Action
Unit repeatedly overheats.	Crumb trays are not installed.	Verify crumb trays are installed.
	Fan could be dirty.	Verify fan blades are clean. See instructions above for inspecting and cleaning the fan blades.
	There could be a problem with the fan.	Heat the unit for 10 minutes. If the fan does not run, contact Vollrath Technical Services.
Top unit in a stacked installation suddenly stops working and the fan in the stacker is not running.	The high limit switch could have been triggered in the top unit.	Press the circuit breaker button on the back of the unit. See <b>Features</b> to reset the circuit. If the problem persists, contact Vollrath Technical Services.
	There could be an electrical connection problem in the stacker.	Contact Vollrath Technical Services.
The fan is not running.	There might be a problem with the fan or fan switch.	Run the unit for 10 minutes. If the fan does not run, contact Vollrath Technical Services.
The oven is turned off (O) and the fan is running.	This is normal.	The fan is operating properly and will continue to run until the unit has sufficiently cooled.

## SERVICE AND REPAIR

Serviceable parts are available on [vollrathfoodservice.com](http://vollrathfoodservice.com).

To avoid serious injury or damage, never attempt to repair the unit or replace a damaged power cord yourself. Do not send units directly to The Vollrath Company LLC. Please contact Vollrath Technical Services for instructions.

When contacting Vollrath Technical Services, please be ready with the item number, model number (if applicable), serial number, and proof of purchase showing the date the unit was purchased.

## WARRANTY STATEMENT FOR THE VOLLRATH CO. L.L.C.

This warranty does not apply to products purchased for personal, family or household use, and The Vollrath Company LLC does not offer a written warranty to purchasers for such uses.

The Vollrath Company LLC warrants the products it manufactures or distributes against defects in materials and workmanship as specifically described in our full warranty statement. In all cases, the warranty runs from the date of the end user's original purchase date found on the receipt. Any damages from improper use, abuse, modification, or damage resulting from improper packaging during return shipment for warranty repair will not be covered under warranty.

**Warranted Parts:** The warranty period is 2 years parts, 1 year labor.

**Heater Tubes:** The warranty period is 1 year, including labor. Heater tube glass damage is not covered by this warranty.

For complete warranty information, product registration, and new product announcements, visit [vollrathfoodservice.com](http://vollrathfoodservice.com).



**The Vollrath Company, L.L.C.**  
 1236 North 18th Street  
 Sheboygan, WI 53081-3201 U.S.A.  
 Main Tel: 800.624.2051 or 920.457.4851  
 Main Fax: 800.752.5620 or 920.459.6573  
 Customer Service: 800.628.0830  
 Canada Customer Service: 800.695.8560

Technical Services  
[techservicereps@vollrathco.com](mailto:techservicereps@vollrathco.com)  
 Induction Products: 800.825.6036  
 Countertop Warming Products: 800.354.1970  
 Toasters: 800.309.2250  
 All Other Products: 800.628.0832