

COMBI OVEN FAQ (FREQUENTLY ASKED QUESTIONS)

1. Whom should I contact if I require assistance with troubleshooting?

For all non-emergency questions (e.g. not able to find a recipe)

E-mail: CombiovenFSD@lausd.net

For emergencies (e.g. combi oven not turning on) e-mail:

Jorge Hernandez: Jorge.Hernandez5@lausd.net

Ricardo Miramontes: Ricardo.Miramontes@lausd.net

Albert Gamboa: Albert.Gamboa@lausd.net

For immediate assistance call:

Jorge Hernandez: (323) 441-4526

2. Can I place a trouble call to M&O or call the phone numbers located on the combi oven for repairs?

The district is billed for calls made to technicians. Ovens have a 3-year warranty, inclusive of parts and labor, that starts on the day of installation. Please refer to question 1, so the equipment team can assess the situation and call for repairs.

3. If there is a power outage, will my oven function?

No, the touchscreen controls need power to operate the oven.

4. Can any food services employee operate the combi oven?

Yes, if they have been properly trained.

5. Can I add time if the food has not reached the required temperature?

Yes, additional time **can** be added. Please see the combi oven user manual for step-by-step instructions (page 19).

6. If I am running a cooking program, can I stop it?

Yes, to stop a cooking program you must press and hold the Start/Stop button (about 4 seconds).

7. Do I have to calibrate the probe using the ice water method?

No, the oven auto-calibrates the probe in the outside holder using its sensors, the same way it uses its sensors inside the oven.

8. Can the probe stay outside of the oven at all times?

No, keeping the probe outside the oven will damage the gasket causing heat loss during cooking.

9. A new recipe has been rolled out and we do not have a combi oven recipe available. Can I cook the item in the combi oven using the convection oven recipe?

No, if using the convection oven recipe please use the convection oven. Do not try to cook in the combi oven using the convection oven recipe.

10. Does running a “rinse” cycle use chemicals for sanitation?

A rinse cycle does not substitute for thorough cleaning. A “medium” or “long” wash should be done once a week, or as needed.

11. How often do we need to clean and sanitize the drain pan/catch at the bottom of the trolley?

Daily, to avoid cross-contamination.

12. If I'm running a wash cycle and I need to cook another item, can I stop the wash cycle to continue cooking?

No. The wash/rinse cycle should always be done last.

13. If I run out of detergent for the combi oven, can I use any detergent?

No. The DET & RINSE detergent is specifically made for the combi oven. For ordering information, refer to the SOP on the Food Services Website, under Training and Resources.