

# F A Q



## FIND ANSWERS HERE TO FREQUENTLY ASKED QUESTIONS

We've compiled answers to the most commonly asked questions about our premium electric deck ovens. Discover insights on oven specifications, electrical hookup, options, and more. Can't find what you're looking for? Don't hesitate to reach out to our knowledgeable team via phone 800-976-6762, or email [info@pizzamasterUSA.com](mailto:info@pizzamasterUSA.com) for personalized assistance.

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## HOW IS A PIZZAMASTER OVEN DELIVERED AND INSTALLED?

At PizzaMaster, we take exceptional care in delivering and installing your oven to ensure a seamless experience. Your PizzaMaster oven arrives securely packaged in a sturdy carton on a pallet, with the legs and accessories conveniently left uninstalled. Our delivery process is tailored to accommodate your site's access and doorway sizes. Whenever possible, we assemble and install the legs locally before delivery. Once your new oven is assembled, our dedicated team transports the oven to your site and carefully maneuvers it into place, providing a white glove treatment from start to finish.

It's important to note that our delivery and installation service focuses solely on the oven itself and does not include electrical, HVAC, plumbing, or any other utility work. Our commitment is to deliver a fully assembled oven in position, without hookup. For any final connections or additional accommodations required to integrate the oven into your space, we would encourage you to reach out to a PizzaMaster team member for personalized after-market support. Although we rarely hear of issues with our ovens, we have excellent parts and service to keep your oven running strong and optimize your experience.

## WHO PERFORMS ALL THE ELECTRICAL WORK?

Your electrician handles the electrical work. For every PizzaMaster project, electrical work is necessary, tailored to your building and oven setup. Each oven deck requires its own dedicated power cable and circuit breaker. Essentially, your electrician needs to ensure each deck has its own power supply, run the power from each source to the oven location, and connect the power cables to the oven. Connecting the oven involves straightforward electrical tasks, and all ovens come with a wiring diagram for guidance.

## IS IT COSTLY TO RUN A PIZZAMASTER ELECTRIC DECK OVEN?

While electrical costs can vary depending on your location, our customers consistently find that the operational costs of a PizzaMaster oven align well with their budget and output needs. Unlike gas ovens that may require leaving the oven running overnight, our innovative Turbo Start feature eliminates this need. The Turbo Start automatically engages when starting your PizzaMaster oven and will reach the desired temperature within just 30 minutes, saving energy and reducing costs. Additionally, our ovens offer the flexibility to run one deck at a time during slower hours, conserving energy until high-capacity demands necessitate full operation.

If you're interested in learning more about potential energy savings or would like estimates on electric costs specific to your location, don't hesitate to reach out to us. Our team can provide detailed information and run the numbers to help you make an informed decision about the cost-effectiveness of a PizzaMaster oven for your business.

## WHAT IS THE HIGHEST TEMPERATURE A PIZZAMASTER OVEN CAN REACH?

PizzaMaster ovens offer exceptional temperature capabilities, reaching up to an impressive 932°F unlike gas ovens. This high temperature range is ideal for baking high-temperature dishes and ensures that your oven can meet the capacity demands of your pizzeria or restaurant efficiently. Decks with the optional steam system can reach a maximum of 752°F. Countertop ovens standard temperature is 752°F but also can add 932°F option if high temperature baking is needed.

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## WHAT IS THE TURBO START FEATURE AND WHY IS IT BENEFICIAL?

The PizzaMaster Turbo Start is a game-changing feature! It's an exceptional capability that accelerates the oven's heating process, enabling it to swiftly reach your desired temperature. As soon as the oven is powered on, Turbo Mode engages, demanding full power to rapidly elevate the temperature. With this innovative function, a PizzaMaster oven can achieve an impressive 600°F in just 30 minutes, outpacing any other oven on the market. Once the target temperature is attained, Turbo Start seamlessly deactivates, ensuring efficient energy usage.

## WHAT ARE THE VOLTAGE REQUIREMENTS?

Discover the power of flexibility with PizzaMaster ovens, available in multiple voltages and phases including single and three phase 208V and 240V. Also available in 480V three phase + neutral. Ensuring seamless integration into your kitchen, it's imperative that the voltage and phase of your oven align with those of your building. Before placing an order, we strongly advise consulting your electrician or a trusted PizzaMaster service provider to confirm compatibility. This pivotal step is paramount when acquiring your PizzaMaster oven, as attempting to modify your building's electrical conditions to accommodate the oven is not recommended. Mismatched voltage and phase can hinder the oven's performance. Prioritizing this crucial alignment ensures optimal functionality and longevity of your PizzaMaster oven, setting the stage for a seamless culinary experience.

## DO I NEED 3-PHASE POWER WITH A PIZZAMASTER OVEN?

PizzaMaster ovens offer versatility in power requirements, catering to a wide range of kitchen setups. Contrary to common assumptions, PizzaMaster ovens do not exclusively require 3-phase power. Instead, they are available in both 3-phase\* and single-phase power options (208v and 240v), allowing for seamless integration into various electrical systems. Whether your establishment is equipped with single-phase or 3-phase power, PizzaMaster ovens provide the flexibility needed to meet your specific operational needs without imposing additional constraints. Although most commercial buildings include 3-phase power, we recommend you consult your electrician or a trusted PizzaMaster service provider early in the process to help you discover your exact needs.

\*Also available in (480v/3 phase +N)

## DO I NEED A HOOD WITH MY PIZZAMASTER OVEN?

Before diving into the specifics of your PizzaMaster oven setup, it's crucial to consult your local inspector as a first step. While PizzaMaster ovens don't explicitly mandate a hood, we highly recommend a Type 2 hood for optimal ventilation. In the event of spillage or burnt pizzas, our ovens are designed to channel smoke out through the front doors, but without proper exhaust, smoke can linger in your kitchen, posing potential hazards. Moreover, PizzaMaster ovens have undergone rigorous UL testing, demonstrating that grease particle emissions remain below levels necessitating a Type 1 hood or fire suppression system (ansul). Should your inspector require further details, we provide the UL test report for reference. Ultimately, the decision on hood requirements rests with your local inspector, underscoring the importance of consulting them before making any significant decisions regarding your restaurant's setup.

## ARE THERE ELECTRIC REBATES AVAILABLE IN MY AREA?

Several states offer generous energy rebates for businesses transitioning to electric ovens and provide rebates of up to \$2,000 per deck, offering substantial upfront savings. Call us at 800-976-6762 or email [info@pizzamasterUSA.com](mailto:info@pizzamasterUSA.com) for personalized assistance to help you discover how you can optimize your energy usage with PizzaMaster.

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## WHAT IS THE POWER GUARD?

Power Guard is an option that can be added to power two decks with a single power source. This can be very useful when your capacity needs demand a three-deck oven but only have enough electric available for two. For example, a PM933 in 208v/3-phase, a three-deck oven, would typically require three connections with 47 amps per deck. With Power Guard, only two connections with an amp draw of 47 amps would be needed. Despite these tradeoffs, depending on your needs, the benefits of having three decks could outweigh the drawbacks of Power Guard.

## WHAT IS THE REQUIRED CLEARANCE AROUND THE OVEN EXTERIOR?

Understanding the clearance requirements around your PizzaMaster oven is essential for optimal performance and safety. PizzaMaster recommends maintaining 2 inches of clearance around the entire oven to allow for proper ventilation and heat dissipation. However, it's important to note that the electrical panel is located on the right side of the oven. Therefore, if you have any hot equipment such as a range or fryer adjacent to this side, the minimum clearance required increases to 6 inches. This additional space is crucial to prevent heat buildup and ensure safe operation. By adhering to these guidelines, you can create a safe and efficient kitchen environment that maximizes the performance of your PizzaMaster oven.

## CAN I CHANGE OUT THE OVEN DOORS TO OPEN DOWNWARD?

No, the PizzaMaster doors are specifically designed to open upward for ease of use and to minimize the risk of burns and reduce damage and grease buildup on glass. You'll be pleasantly surprised by how effortlessly they operate. These robust doors are engineered with ergonomic handles and oversized bearings, ensuring smooth and easy opening, and closing, and guaranteeing years of trouble-free service.

## DO I NEED TO CLEAN THE GLASS OVEN DOORS?

Yes. All PizzaMaster oven doors come standard with a large, transparent window to give you excellent visibility. Keeping your windows clean allows you to take advantage of the amazing benefit of being able to see your product without opening the door and losing heat. We recommend daily cleaning in the morning when the oven is cold. Apply an oven safe degreaser, vinegar/water solution, or dish soap to a damp non-abrasive sponge. Scrub the entire glass surface and allow to sit for a few minutes. Wipe clean with a towel.

## CAN I BAKE BREAD OR PASTRIES IN A PIZZAMASTER OVEN?

Yes, PizzaMaster ovens are high powered deck ovens that can be used to bake breads and pastries. When you add the optional patented steam system, which can be placed and controlled on one or more decks, you can broaden your options even more. The steam system also comes with a higher baking chamber to accommodate artisan breads. Additionally, a higher chamber can be added without steam system.

Because of the continuous temperature capacity for baking up to 752°F (when steam option is added), which allows you to create high-temperature pizzas like traditional Neapolitan or New York Style Pizza, this is also useful for baked goods like Indian Naan, Arabic Bread, Pita, Flatbreads, and Flamkuchen. PizzaMaster ovens can be used to make crispy, shiny baguettes as well as traditional German or Mediterranean bread, Chinese Char Siu Bao milk bread, Italian delicacies like ciabatta and focaccia, pastries like croissant and danish, or local specialties like baklava. Either with or without the steam feature, the possibilities for baking pastries and breads are unlimited.

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## WHAT IS THE WARRANTY ON A PIZZAMASTER OVEN?

The warranty on a standard PizzaMaster oven is 2 years for parts and 1 year for labor.

## WHERE DO I GET PARTS OR SERVICE IF NEEDED?

### FOR SERVICE:

We partner with CFESA Certified technicians around the country to ensure you have quick access to service right where you need it. Call 866-418-1249, press 2 for parts or 3 for service, or contact us at [service@mpmfeg.com](mailto:service@mpmfeg.com).

### FOR PARTS:

Parts Town is now the exclusive master parts distributor for PizzaMaster in the United States. Customers will benefit from the ability to:

- Get in-stock parts shipped the same day when ordered by 9pm ET Mon-Fri, 4pm ET Saturday
- Shop on the Parts Town website or through the mobile app, both available 24/7
- Find parts quickly using Parts Town ID tools, interactive diagrams, and image texting
- Get support from a knowledgeable team available via phone, email, or live chat

Can't find what you're looking for? Don't hesitate to reach out to our knowledgeable team via phone 800-976-6762, or email [info@pizzamasterUSA.com](mailto:info@pizzamasterUSA.com) for personalized assistance.