NGC / NGO oven service check list

Place a check mark in each box if that step is correct and/or the test passed. Pace an X if the step needs attention, adjustment or replacing. ***Report all issues on your invoice****.*

Take Vitals

- ☐ Verify S/N _____
  **does the S/N match the email*
- ☐ Record the fault codes: F1___, F2___, F3___, F4___, F5___, F6___, F7___, F8___
- ☐ Record the incoming voltage _____
  Verify voltage by using your meter on the E.M.I filter
- ☐ Verify correct date & time on the display
  correct if necessary
- ☐ Verify Status indicators are in the correct state in TEST MODE when the door is closed

  NGC: P S M t H I A W

  NGO: P S M t H B T W

Routine Checkup

- ☐ Inspect switches & test for proper PSM sequence
  Ensure proper spacing between S & M. if one or more switch needs replacing, replace all
- ☐ Inspect hinges for wear & tear (over extending, wobbling joint will cause switches to bend)
- ☐ Inspect & test blowers, run a manual test & ensure proper air flow and strength
- ☐ Run mag test and measure amperage at CT wire.
  Ensure that there is no ramping
  - 208VAC 14-16Amps
  - 240VAC 12-15Amps.
- ☐ On an NGO ensure the Stirrer Motor & the Stirrer Shaft are operating properly
- ☐ Ensure that mag fan/s kick on once you run a mag test, inspect for cleanliness, speed and strength
- ☐ Inspect cooling fans for cleanliness, bypass the snap disc to check speed and strength
- ☐ Inspect cook cavity
  - NGC missing I/R Leg, cracked w/g's, arcing metal, buildup, clogged filters, worn Teflon gasket on W/G covers
  - NGO Tray worn coating causing arcing, holes on back wall by the honeycomb, lower jet-plate and rack. Cracked upper jet-plate
- ☐ Run a heater test and measure amperage on each heater independently
  - NGC top heater 16A, I/R element 12A
  - NGO 14.4A each
- ☐ Inspect legs for loose nuts or bent panel, lower front panel for missing stud or broken clips, EC for excessive dust, clogged vents, loose connections, etc.

Diagnose

Note: Further testing might be required once you have determined faulty circuits. Please refer to your service manuals for isolating circuit and troubleshooting tips along with the Slack app. If you need further assistance here is the order in which who to contact.

- ☐ Co-worker
- ☐ TurboChef's Tech support 1 800 908-8726 ext. 9
- ☐ Lead Tech
- ☐ Regional Manager
- ☐ Cody Ginn

NGC / NGO oven service check list

Microwave Isolation

If a blown 20amp fuse is found, please follow these steps to reduce the chances of multiple fuses needed to troubleshoot.

- ☐ Before installing a new 20A fuse, inspect the door switches are opening and closing in sequence.
- ☐ Verify that the Monitor switch indicator is displaying closed.
- ☐ Verify that the Monitor relay is activating and is not shorting out the 20A fuse.
- ☐ Next visually inspect both Microwave circuits for any signs of shorts (burn marks).
- ☐ Look for any loose wires that might be shorting out.
- ☐ Inspect the Mag relay for burnt contacts
- ☐ Run the mag test without the 20A fuse to see if the Mag relay is turning on and off
- ☐ Isolate the circuits before installing the fuse. (unplug and discharge capacitors before isolating)
- ☐ To properly isolate, remove the 3 primary wires off the HV Transformer #2
    - NGC=front one
    - NGO=right one (view the oven from the front)
- ☐ Install the 20A fuse, run a mag test and check amperage at the CT wire
    - Ideally should be getting 6-7 amps for 240VAC
    - 7.5-8.5amps for208VAC
- ☐ If amperage is within specs repeat steps above by isolating the other microwave circuit

Follow up Test

Once all the replacement parts have been installed and have passed a manual test. Run an auto test to ensure all circuits are working properly.

- ☐ Run auto test.
    - NGC from the “off screen” press 4 & 6 simultaneously then press enter. Press self-test and follow the steps on the display
    - NGO from the “off screen” press “I” button. Press the down arrow to take you to “info 2” screen. Next press “Test Mode” and enter the password “9428” “Enter”. Then press “Manufacturing”. Press “Self-Test”. Press “Auto Test” and follow the steps on the screen by opening the oven door slowly. The rest of the test will automatically follow.
- ☐ During auto test measure mag amperage on the CT wire
- ☐ Verify mag fan/s kicks on during mag test and check them for strength
- ☐ Independently measure heater amperage (14.4A each)
- ☐ Once all tests are successfully passed, clear fault codes.
- ☐ Button unit up and turn unit on.
- ☐ Clean work station and return station back to its original setup
- ☐ While unit is warming up, complete the invoice.
- ☐ Before you ask for a signature, verify all cooling fans (5 on NGO, 1 on NGC) have kicked on and check for strength