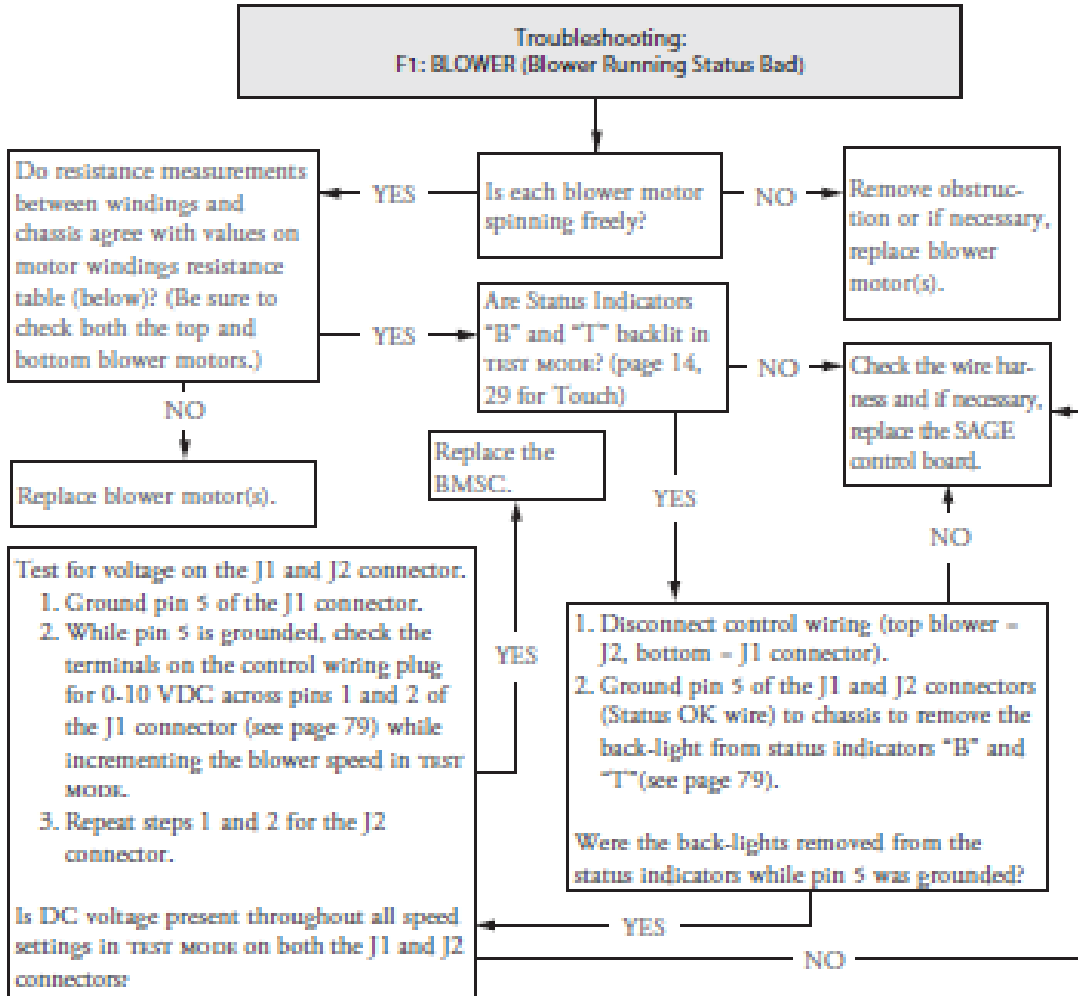


Troubleshooting Flowchart

Fault Code Troubleshooting

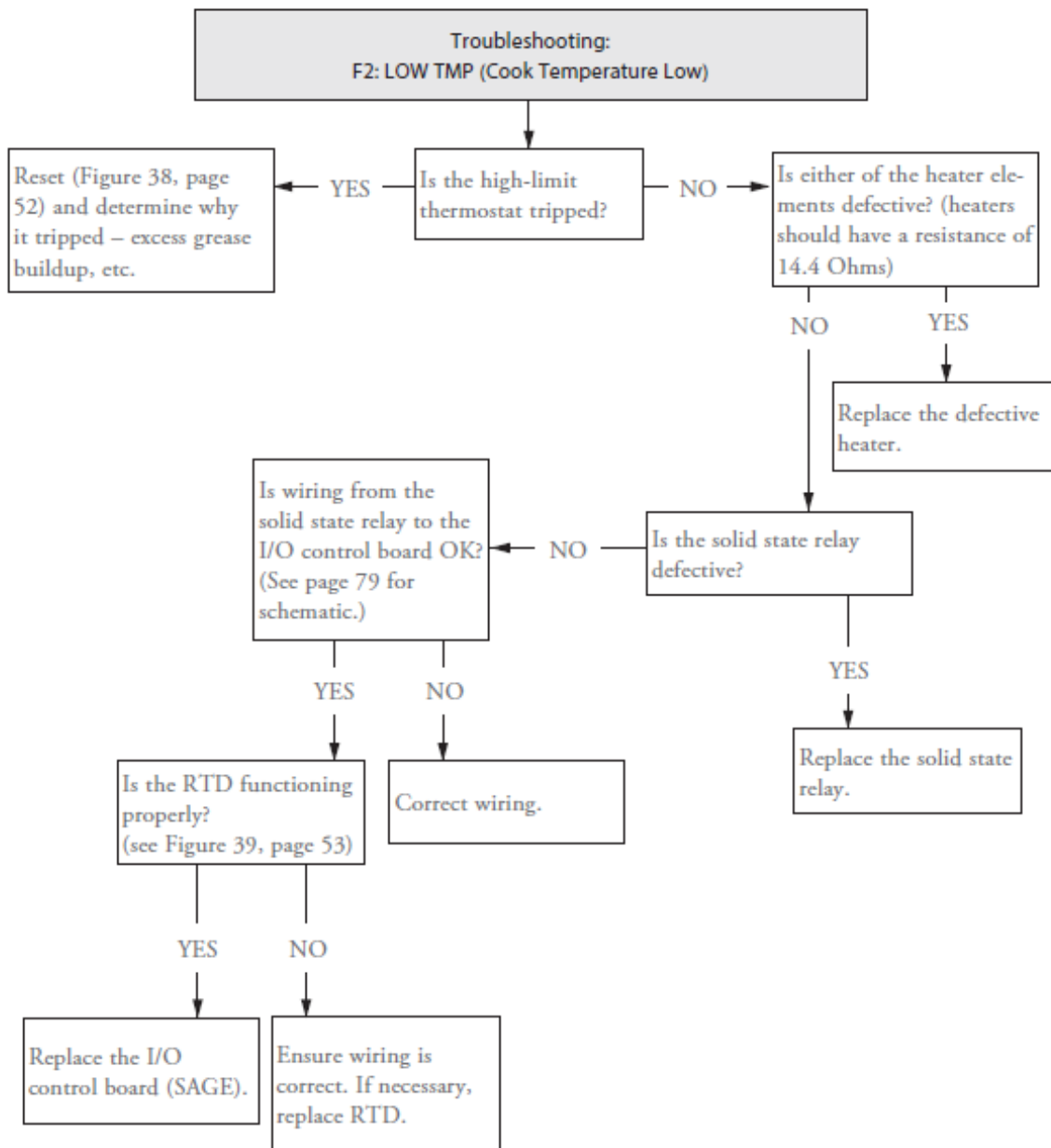
From Test Mode, you can run oven diagnostics and check fault counts. To access Test Mode or turn on Diagnostic mode, see page 14, 29 for Touch. To locate oven components for testing, adjustment, or replacement, see the Appendix.



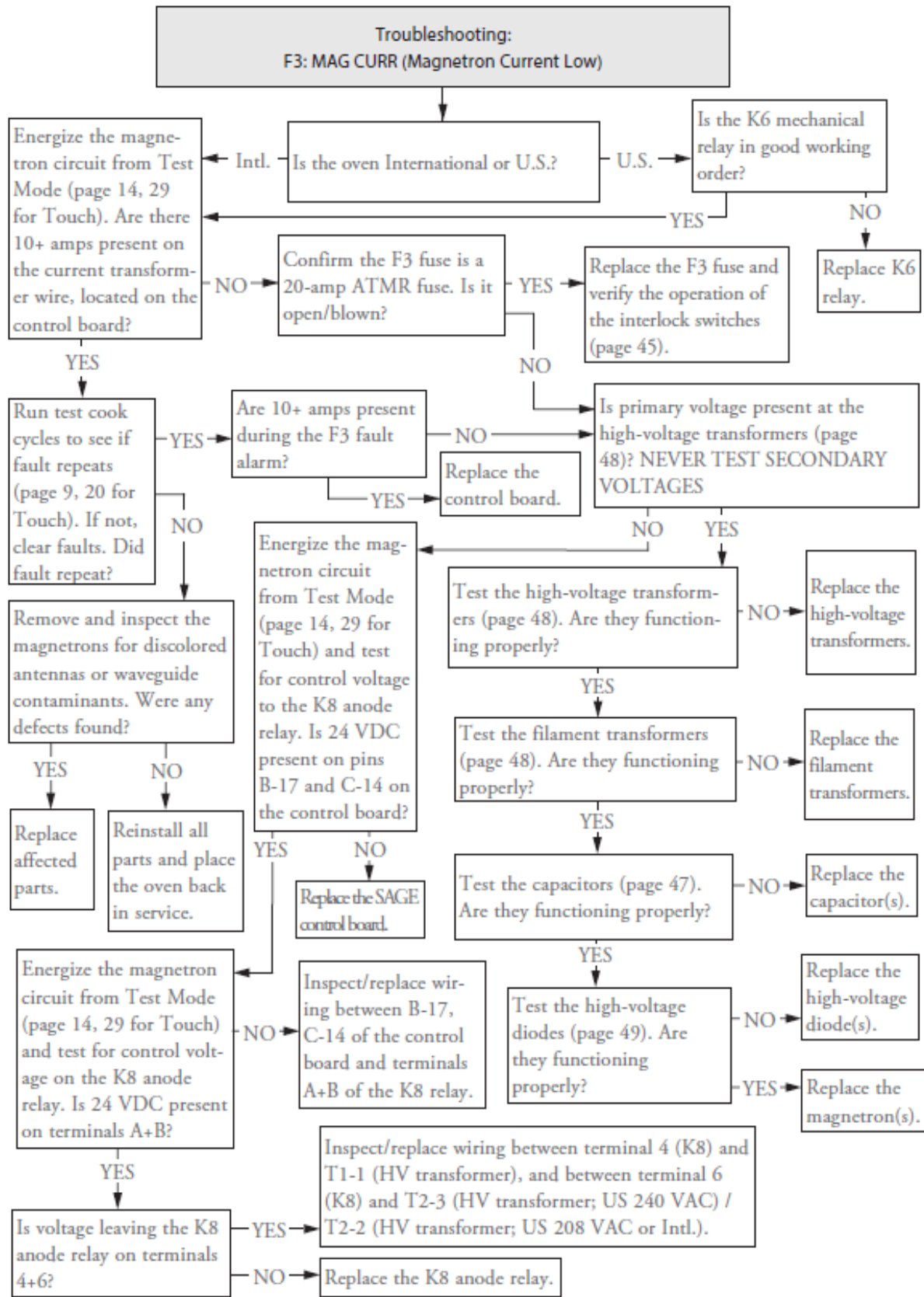
To	From	Description	Expected Resistance
Black	Red	Winding (A-B)	5.9-7.3 Ohms
Black	White	Winding (A-C)	5.9-7.3 Ohms
Red	White	Winding (B-C)	5.9-7.3 Ohms
Black, Red, or White	Green	Windings to Chassis	Open

FIGURE 40- Motor Windings Resistance Table

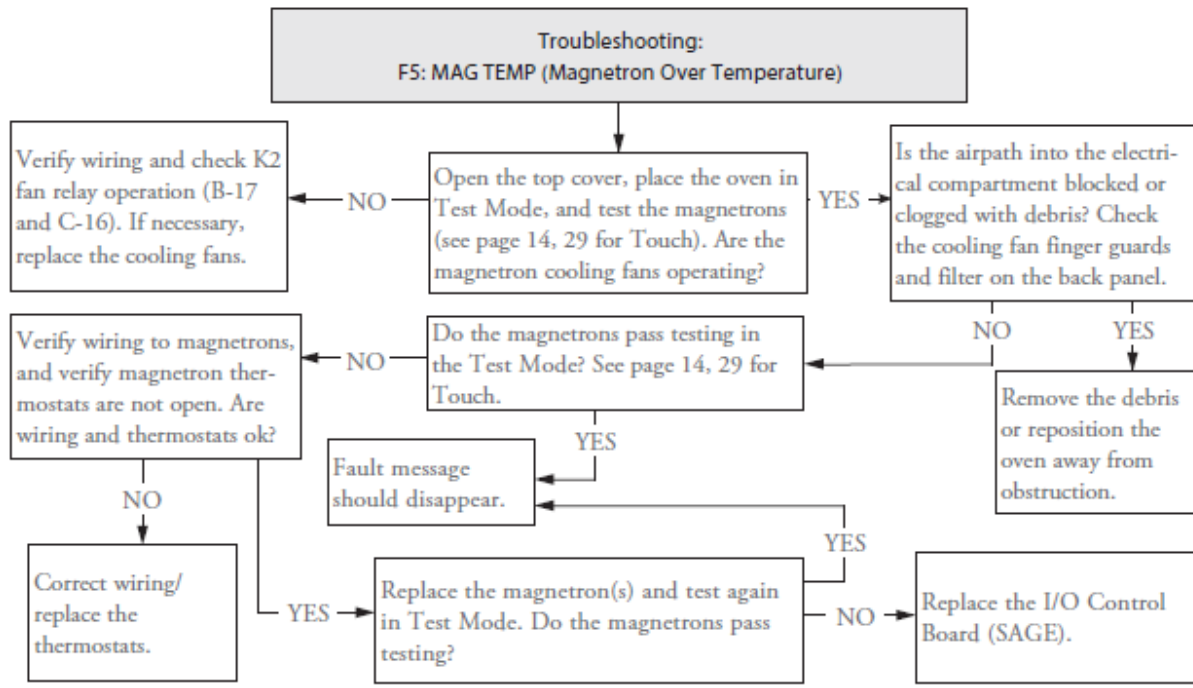
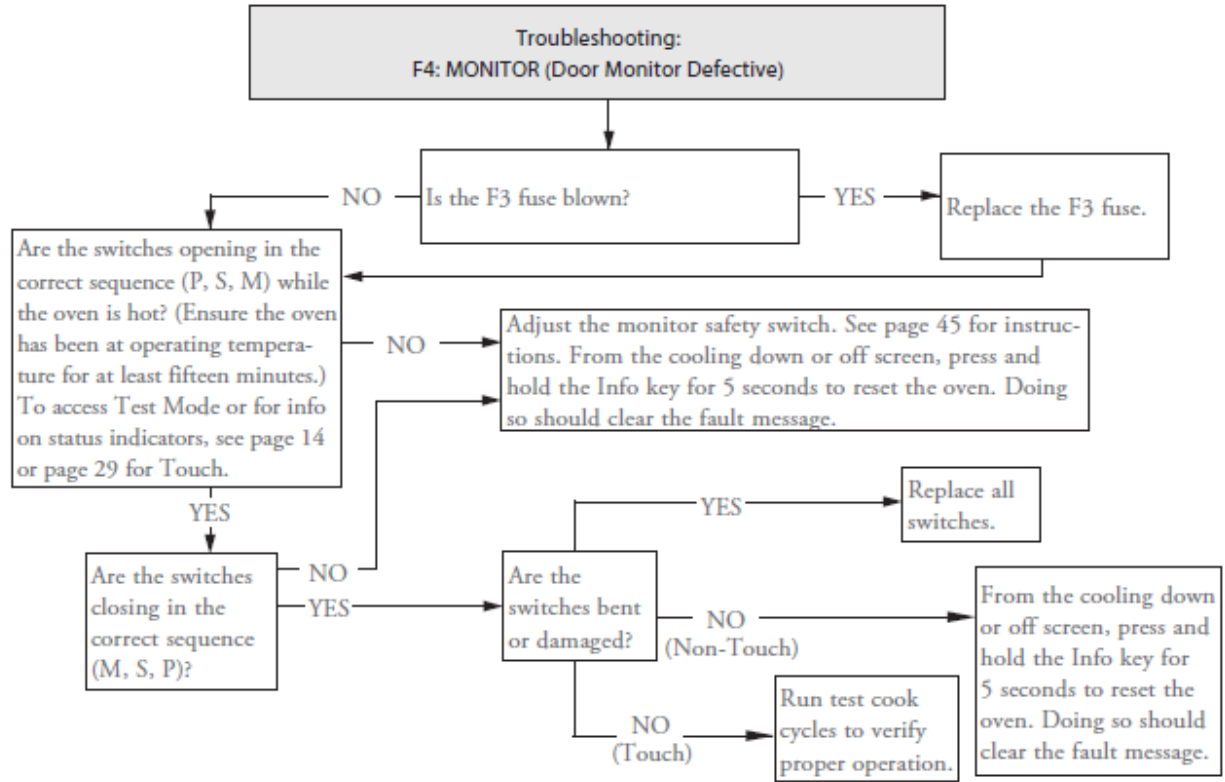
Troubleshooting Flowchart



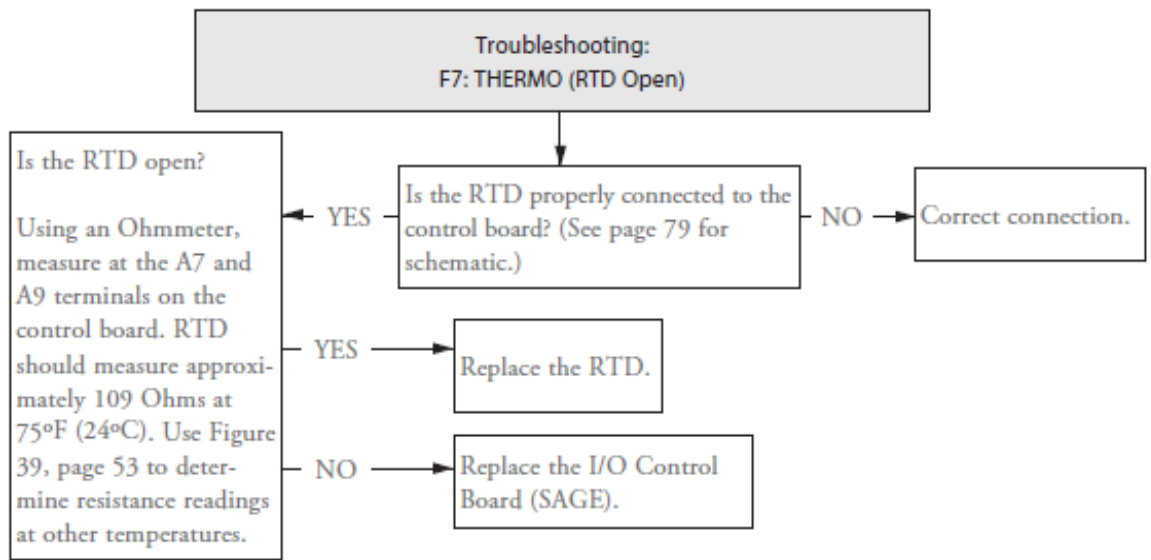
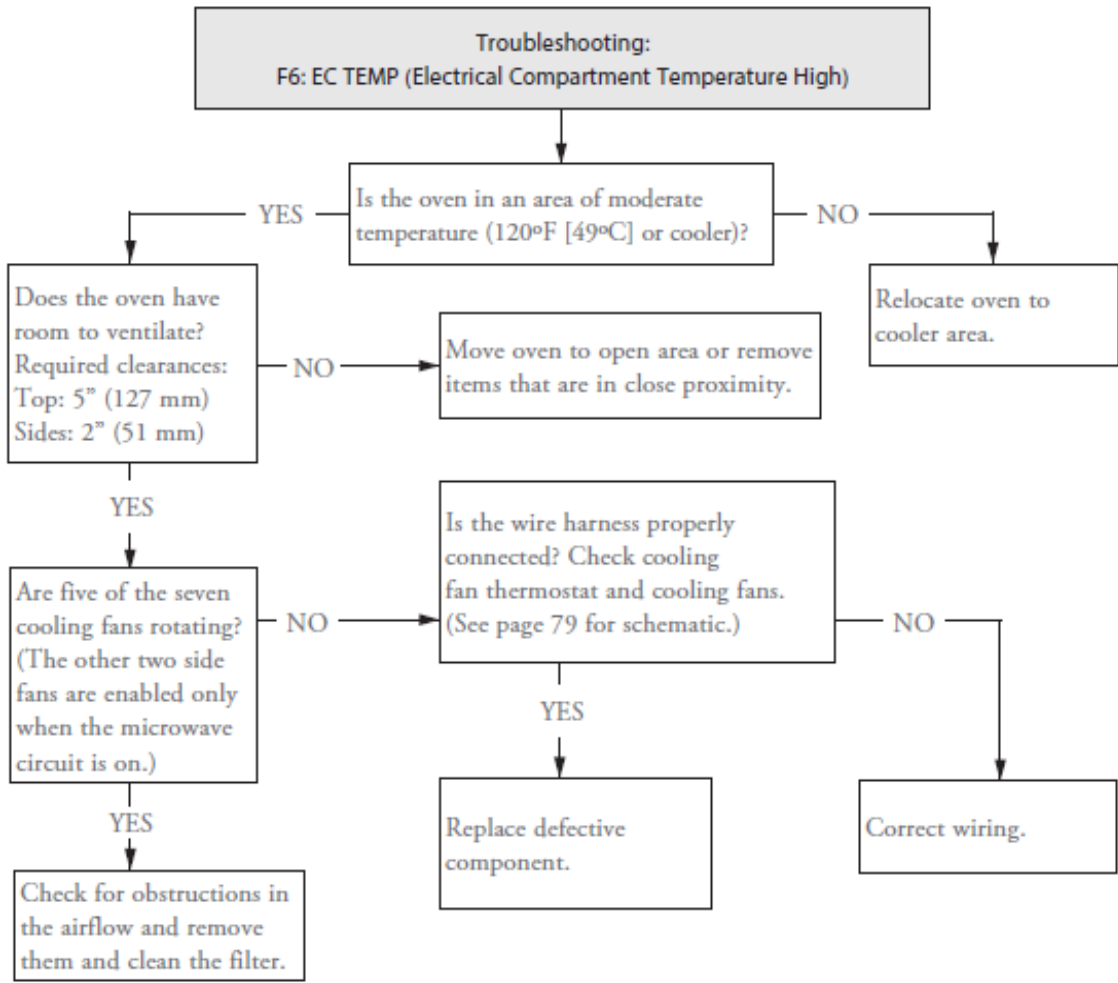
Troubleshooting Flowchart



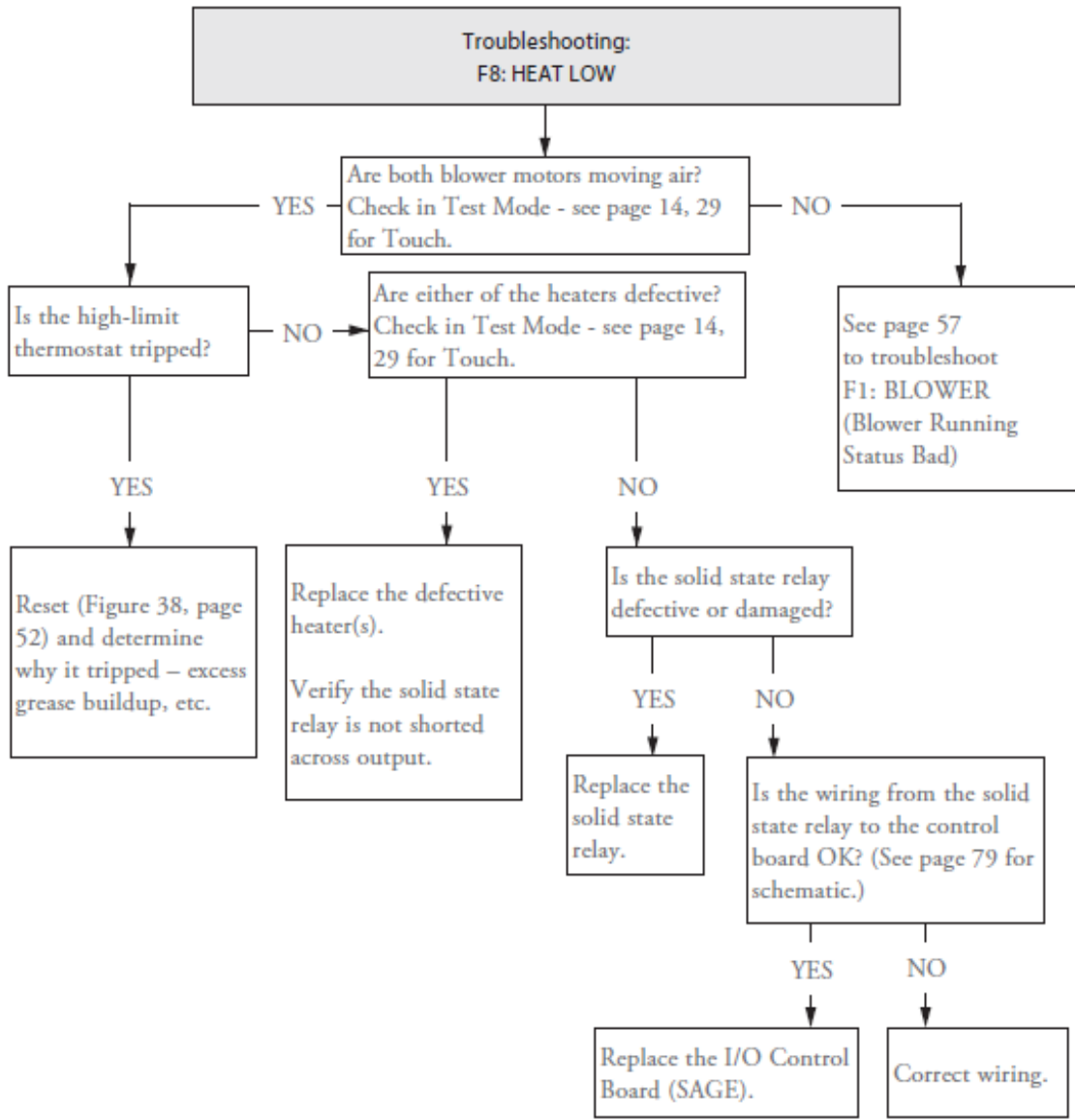
Troubleshooting Flowchart



Troubleshooting Flowchart



Troubleshooting Flowchart

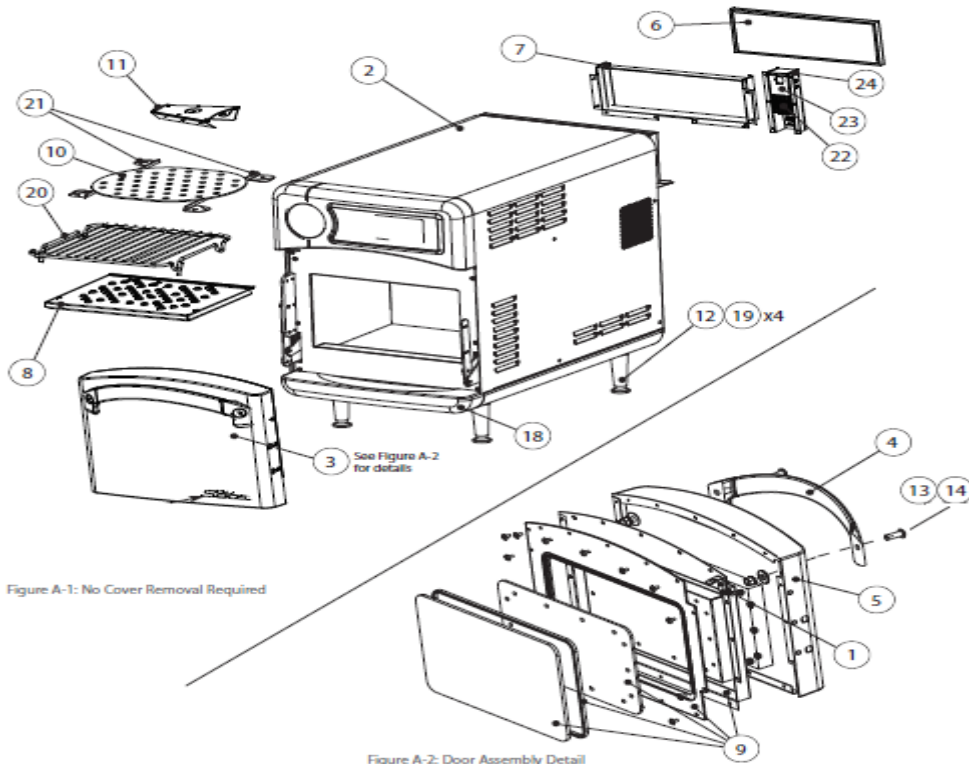


Troubleshooting: F9: CC TEMP (Cook Cavity Temperature High)

If this fault frequently occurs,

- Ensure the oven is cleaned daily (see pages 5-6).
- Determine if large amounts of grease-laden food are being cooked, and if so, recommend smaller portions per cook cycle.

Troubleshooting Flowchart



Part	Description	List	20%
1 NGC-1076-2	Actuator, Door	\$44.28	\$35.42
2 i1-3230-1-T002	Top cover, i1, 3piece, Starbucks	\$115.63	\$92.51
3 i1-3201-2	Service Kit, Oven Door and Packaging (NGO, Starbucks)	\$387.60	\$310.08
4 i1-9459	Door Handle	\$26.79	\$21.43
5 i1-9444	Door Skin (Starbucks)	\$54.42	\$43.54
6 i1-9039	Filter, Air, So'ta Oven,	\$13.33	CONSUMABLE
7 i1-9531-T002	Box, Filter, NGO (Starbucks)	\$5.83	\$4.66
7 i1-9045	Box, Filter, NGO (Side loading bracket)	\$27.16	\$21.73
8 i1-9159	Jetplate, Bottom, with Air Diverter,	\$30.75	CONSUMABLE
9 i1-3201-2	Service Kit, Oven Door and Packaging (NGO, Starbucks)	\$387.60	\$310.08
10 i1-3219	Service kit, i1, Upper Jetplate, Neoceram (All Sota and NGO)	\$369.71	\$295.77
11 i1-3212	Service Kit, Microwave Stirrer Blade	\$51.27	\$41.01
12 100781	Leg, 4 inch (Polished Metal)	\$13.17	\$10.54
13 ENC-1220	Screw, Skt Hd Button, 3/8-16 x 1.00 LG, SS	\$1.08	\$0.86
14 102964	Nut, Keps, 3/8-16, Stl	\$2.07	\$1.66
18 i1-3203-2	Service Kit, NGO, Lower Front Panel (Starbucks)	\$48.48	\$38.78
19 NGC-1187	Pad Abrasive, Non-slip	\$1.07	\$0.86
20 i1-9398	Rack, Standard, So'ta Oven	\$44.08	CONSUMABLE
21 i1-9179	Retainer Guard, Top Jetplate	\$17.49	\$13.99
22 RWD-9191	Foil Pack	\$93.17	\$74.54
23 NGC-1392	Power Cord, Japan, 1 Phase	\$112.09	\$89.67
24 NGC-1397	Power Cord, Japan, 1 Phase	\$112.09	\$89.67

Troubleshooting Flowchart

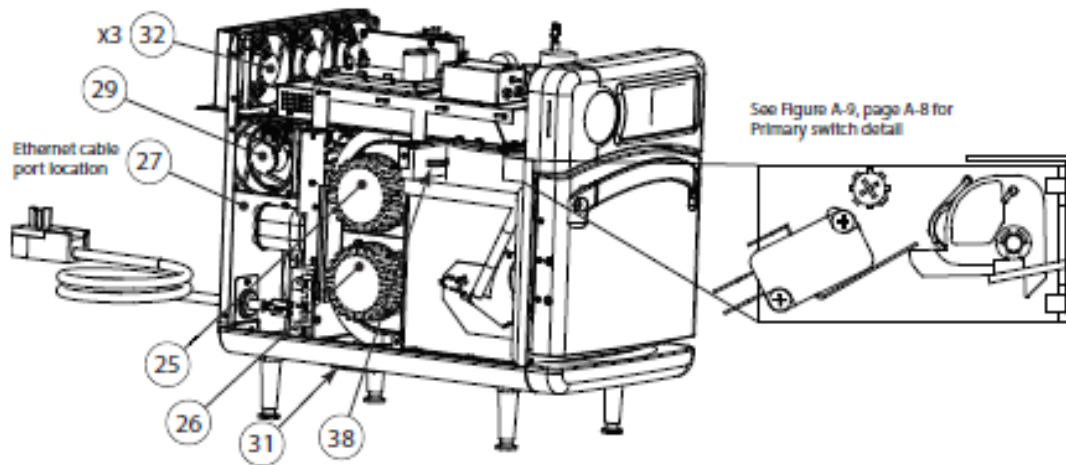


Figure A-3: Outer Shell Removed - Left Side

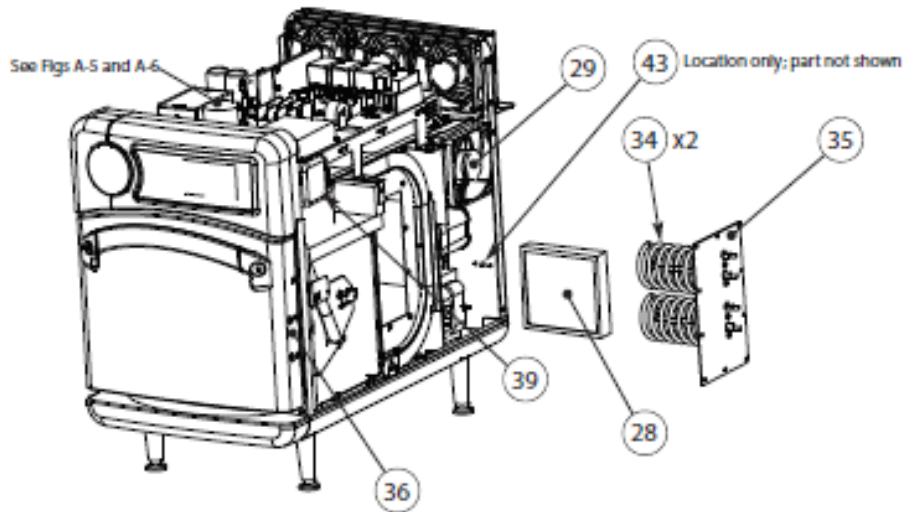
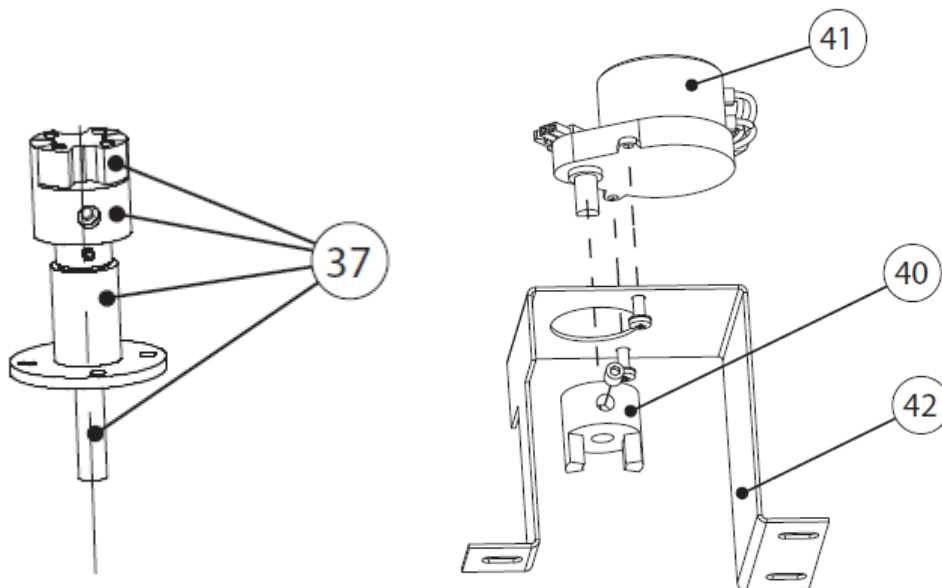


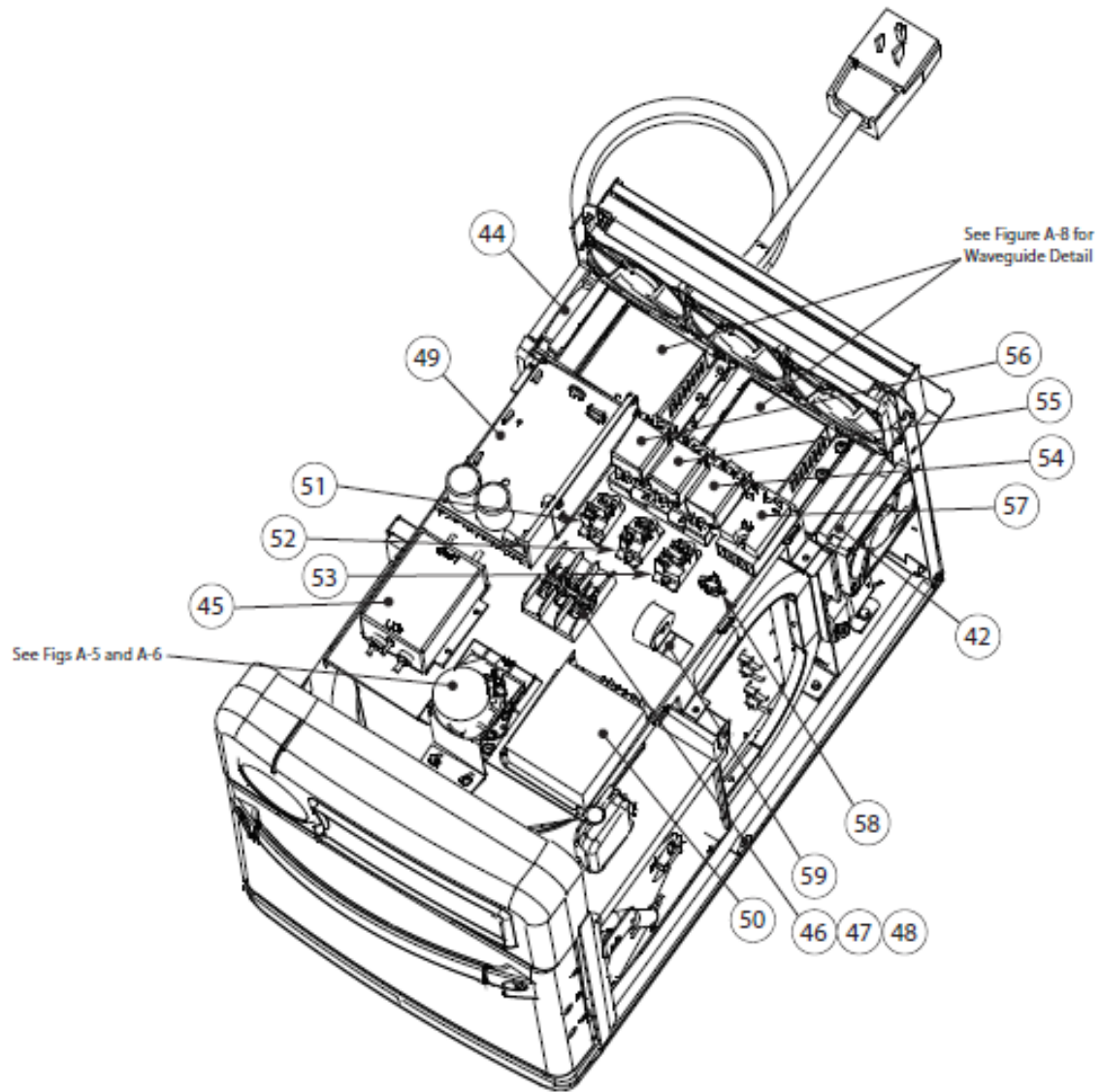
Figure A-4: Outer Shell Removed - Right Side

Troubleshooting Flowchart

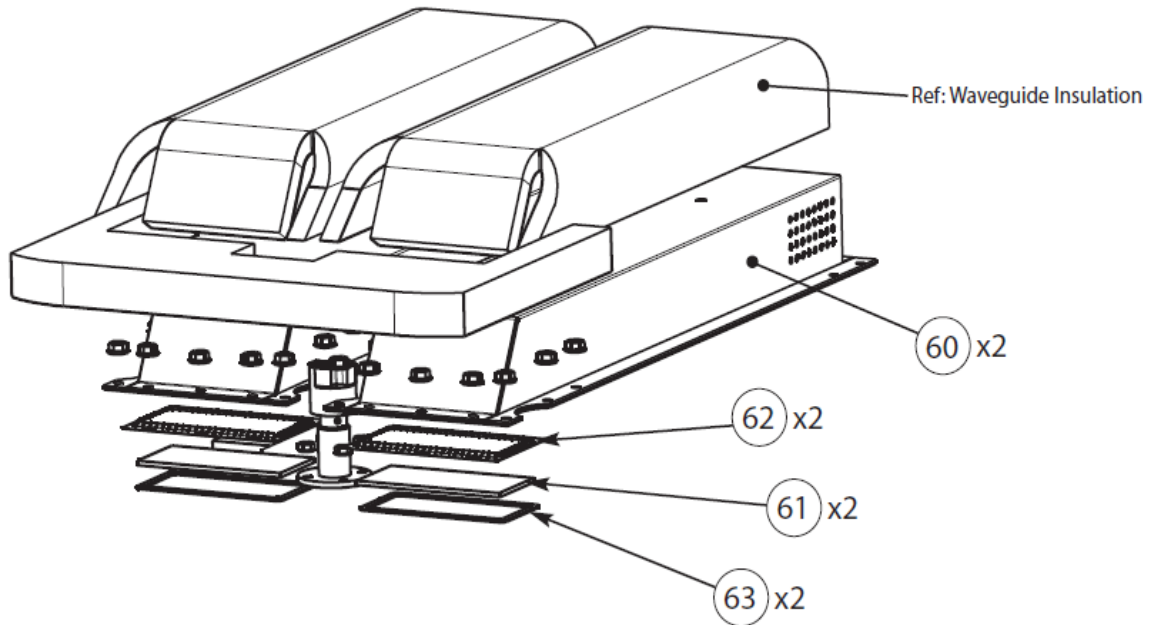


Part	Discription	List	20%
25 i3-3209-3	Service Kit, i3 and i1, Blower Motor, Top, Stainless	\$676.90	\$541.52
26 i3-3209-4	Service Kit, i3 and i1, Blower Motor, Bottom, Stainless	\$676.90	\$541.52
27 100163	Cable, Smart-Card, HHB2 30"	\$8.86	\$7.08
28 i1-9066	Catalytic Converter	\$626.91	\$501.53
29 HHB-3234	Service Kit, Cooling Fan w/Self Tap Screws	\$46.47	\$37.18
30 100757	Fan, Cooling, Axial, w/thermal protection (bottom & lower back NC	\$51.00	\$40.80
31 100757	Fan, Cooling, Axial, w/thermal protection (bottom & lower back NC	\$51.00	\$40.80
32 HHB-3234	Service Kit, Cooling Fan w/Self Tap Screws	\$46.47	\$37.18
33 100087	Finger Guard, Fan	\$3.36	\$2.69
34 i1-9411	Heater Element	\$83.01	\$66.40
35 i3-9379	Heater Element, 3000 Watt 208V; Helical	\$80.20	\$64.16
36 101195	Hole, Plug, Black, 5/8" Dia.	\$1.07	\$0.86
37 i1-3214	Service Kit, Stirrer Shaft Assembly, All NGO/SOTA (4.89" Long)	\$141.38	\$113.10
38 HHC-6517-2	Probe, RTD, 3.0" LG	\$98.08	\$78.47
39 Con-3003	Service Kit, Speaker Replacement, 8 ohm	\$28.81	\$23.05
40 104132	Coupling Hub, 5/16"	\$13.13	\$10.50
41 105108	Motor, Gear, 15 RPM, 230V, 60HZ (i5, i3, NGO Stirrer Motor)	\$191.06	\$152.85
42 i1-9075	Catalytic Converter	\$626.91	\$501.53
43 102075	Thermostat, High Limit, EGO 300C Manual Reset, 3 Pole	\$86.06	\$68.85

Troubleshooting Flowchart

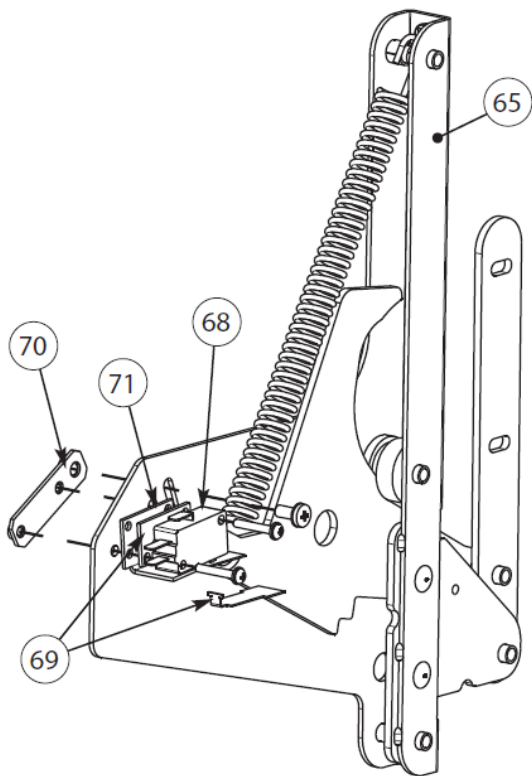
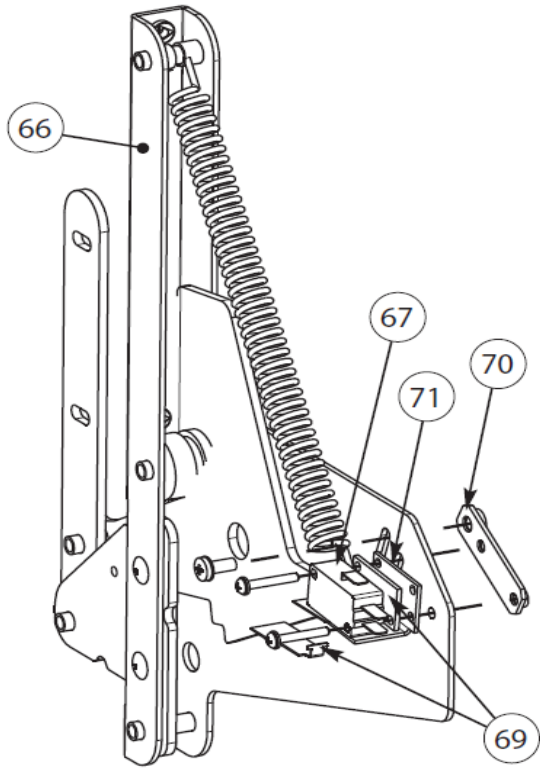


Troubleshooting Flowchart

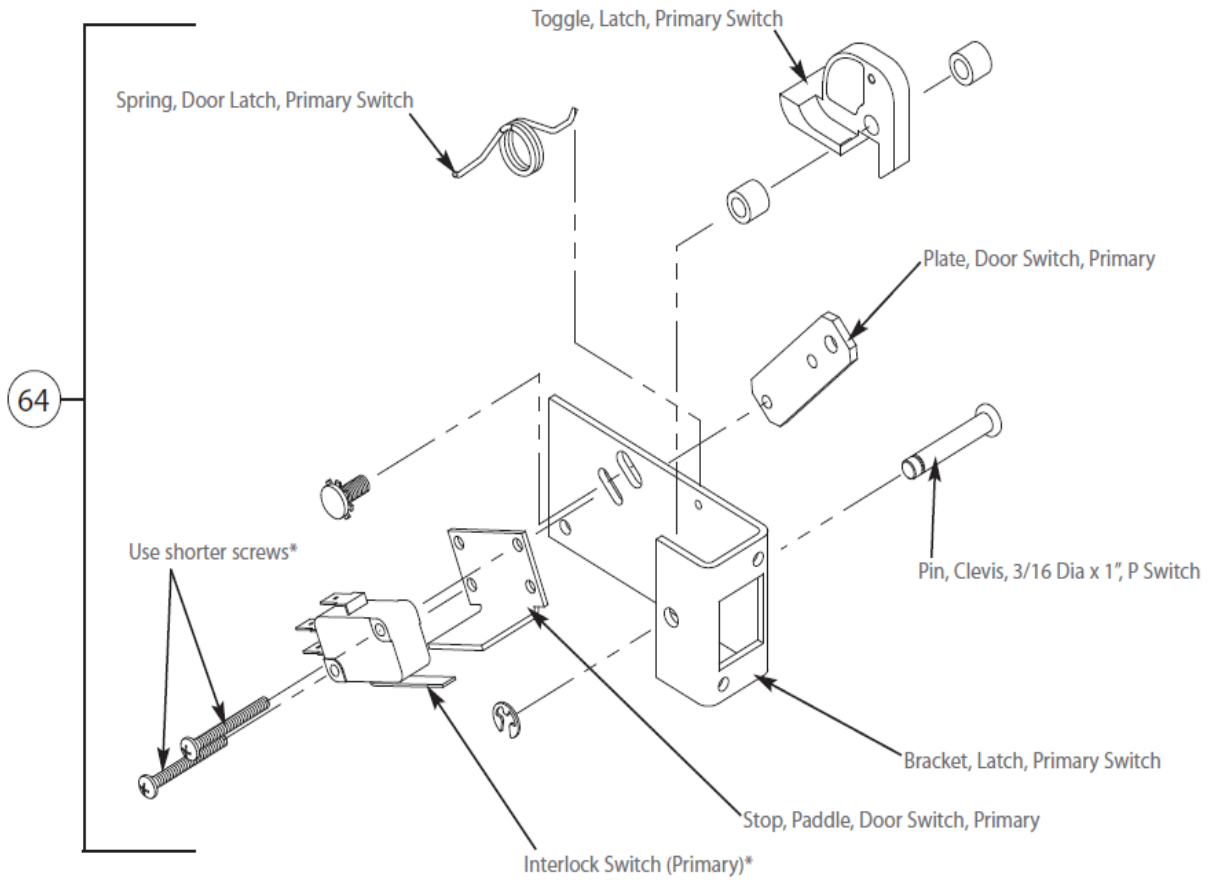


Part	Discription	List	20%
42 i1-9478	Bracket, Mounting, Mag Fan	\$1.84	\$4.39
44 i1-9478	Bracket, Mounting, Mag Fan	\$1.84	\$4.39
45 100548	EMI Filter 40 amp Corcom (Single Phase 50/60HZ)	\$86.87	\$69.50
46 100592	Fuse, Amp 12, ATMR - individual fuse	\$16.81	\$13.45
47 100599	Fuse, Amp 20, ATMR - individual fuse	\$18.96	\$15.17
48 103566	Fuse Block, 3 Pole 30 Amp	\$47.48	\$37.98
49 Con-7039	Controller, Motor, Aspen, Dual Axis	\$1,023.73	\$818.98
50 NGC-3069	Service Kit, Power Supply and Bracket, Meanwell	\$105.45	\$84.36
51 101274	Relay 24VDC, 20A, SP (K3 Relay HHC)(K7 NGC)	\$10.31	\$8.25
52 101274	Relay 24VDC, 20A, SP (K3 Relay HHC)(K7 NGC)	\$10.31	\$8.25
53 101274	Relay 24VDC, 20A, SP (K3 Relay HHC)(K7 NGC)	\$10.31	\$8.25
54 101272	Voltage Relay (NGC 60 HZ non-international)	\$26.17	\$20.94
55 101273	2 Pole Relay	\$27.31	\$21.84
56 101273	2 Pole Relay	\$27.31	\$21.84
57 NGC-3005	Solid State Relay, Dual 40-Amp, Service Kit	\$153.01	\$122.41
58 102086	Thermostat, Snap disk, N.O. Close on Rise 120F	\$6.22	\$4.97
59 Con-7100	Voltage Sense Module (NGC 60 HZ non-international)	\$45.42	\$36.33
60 i1-3202	Service Kit, NGO, Waveguide	\$164.69	\$131.75
61 i1-9701	Cover, Waveguide, NGO/ENC	\$34.68	\$27.74
62 i1-9331	Gasket, Waveguide, Stainless Steel, NGO/ENC	\$27.29	\$21.84
63 i1-9486	Seal, Waveguide, NGO/ENC	\$1.96	\$1.57

Troubleshooting Flowchart

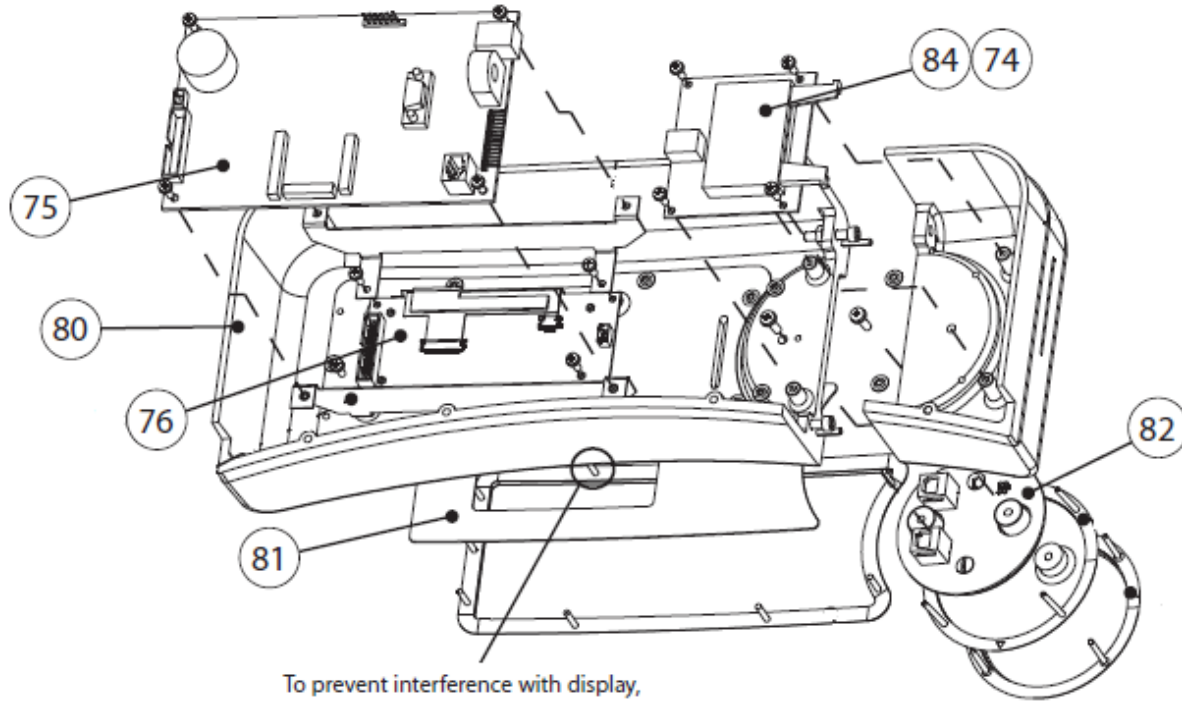


Troubleshooting Flowchart



Part	Discription	List	20%
64 NGC-3033	Service Kit, Primary Door Switch Replacement/w Bracket & Hard	\$113.22	\$90.57
65 i1-3220-1	Service kit, NGO-SOTA, Left Hinge Assembly w/Spring	\$131.41	\$105.13
66 i1-3220-2	Service kit, NGO-SOTA, Right Hinge Assembly w/Spring	\$131.41	\$105.13
67 i1-3207	Service Kit NGO/ENC, Switch Paddle (Secondary & Monitor ONL	\$6.45	\$5.16
68 i1-3207	Service Kit NGO/ENC, Switch Paddle (Secondary & Monitor ONL	\$6.45	\$5.16
69 i1-3207	Service Kit NGO/ENC, Switch Paddle (Secondary & Monitor ONL	\$6.45	\$5.16
70 NGC-1126	Plate, #4-40 Switch Plate	\$4.54	\$3.63
71 NGC-1324	Stop, Paddle, NGC Door Switch	\$1.33	\$1.06
* NGC-1305	Shim Stop	\$3.88	\$3.10

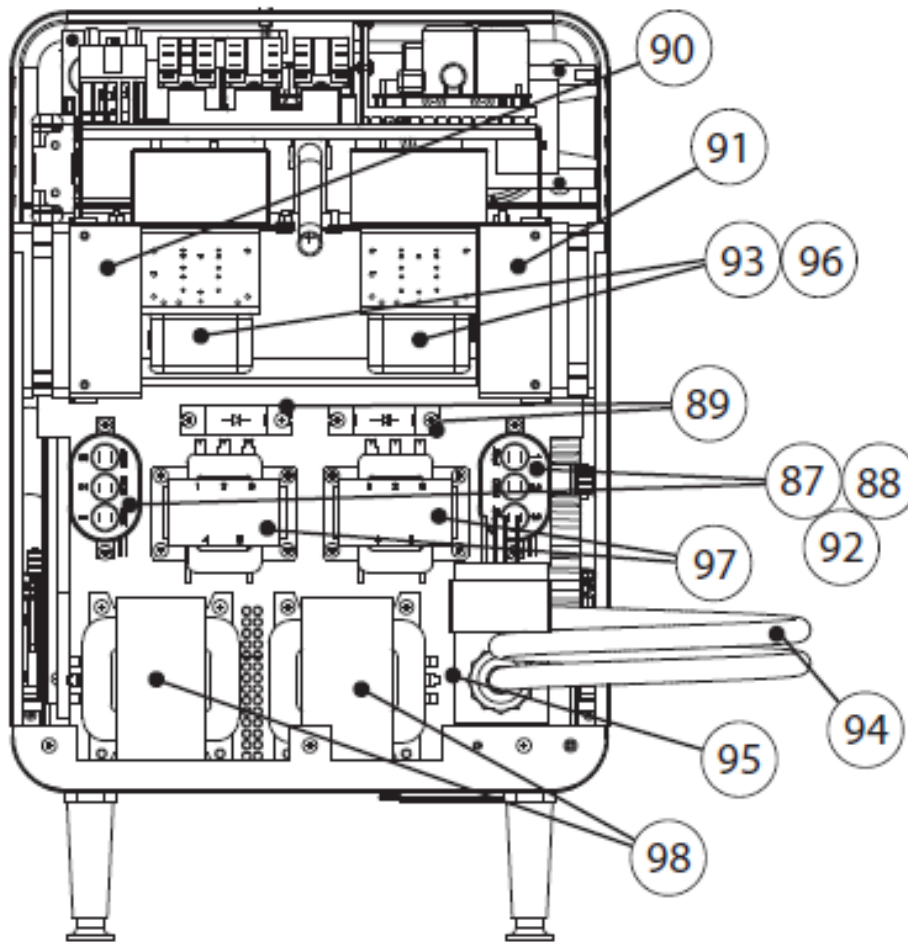
Troubleshooting Flowchart



To prevent interference with display,
do not apply push nut to this prong.

Part	Description	List	20%
74 100182	Cable, Smart Card Reader (ENC - Light Ring to Card Reader)	\$4.48	\$3.58
75 CON-3004-2-2	Service Kit, Control Board, SOTA (See Control Board Listing)	\$503.67	\$402.94
76 ENC-3011	Service Kit, Display, TFT 4.3"	\$410.15	\$328.12
80 i1-3222-2	Service Kit, Control housing, Starbucks (no display)	\$231.57	\$185.25
81 i1-3217-2	Service Kit, Starbucks NGO, Keypad and Trim Bezel	\$89.45	\$71.56
82 i1-3218	Service Kit, Light Ring	\$201.74	\$161.39
84 100506	Smart Card Reader	\$33.53	\$26.82

Troubleshooting Flowchart



Part	Discription	List	20%
87 100232	Capacitor, 0.91uF+0.19uF, Dual, 2500VAC (50/60HZ)	\$37.51	\$30.01
88 100134	Bracket, Capacitor	\$7.01	\$5.60
89 100481	Diode, High Voltage	\$14.10	\$11.28
93 NGC-3015	Magnetron Kit, Service Kit	\$80.71	\$64.56
94 100187	Power Cord Assembly (NEMA 6-30) (Domestic)	\$95.18	\$76.14
95 102049	Block, Terminal, UK6N, Phoenix Contact (Single Pole - Multiphas	\$6.84	\$5.47
96 104228	Thermostat, Magnetron, 270F	\$9.89	\$7.91
97 NGC-3061-1	Kit, Filament, Transformer, w/packaging, 60HZ (Non-Japan)	\$101.22	\$80.98
98 NGC-3062-1	Kit, HV Transformer, w/Packaging, 60HZ (Non-Japan)	\$204.38	\$163.51
100 i1-9174	Wire Harness, Heaters	\$11.74	\$9.39
102 i1-9173	Wire Harness, Transformers	\$24.00	\$19.20

Troubleshooting Flowchart