



USER MANUAL

PROFESSIONAL CRADLE-ROAST ROTISSERIE OVENS

**NEOGRILL series, featuring:
NEOGRILL N1
NEOGRILL N2**





Dear customer,

You have recently purchased a DOREGRILL rotisserie oven.

Thank you for choosing our equipment. We have been working hard to perfect the reliability, convenience and presentation of our products for over sixty years.

DOREGRILL is consistently at the cutting edge of our field. We pour all our skills and experience into our ovens to ensure that we meet your expectations by striving to combine comfort and safety.

In our range, you can also find a selection of display windows and cooking modules which you can use alongside your rotisserie oven.

In order to familiarize yourself with your new product as quickly as possible and to make the most out of it, please read this user manual carefully. It will enable you to use every function on your oven and extend the product's lifetime.

We are always seeking to meet your expectations in regard to our products. Our technical team is on hand to guide you through installation and start-up, and reply to any questions and suggestions you may have. Please feel free to contact us or visit our website: www.doregrill.com

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We are constantly improving our products and services. To achieve this, we reserve the right to modify any technical, functional or visual characteristics relating to product development.

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INFORMATION FOR THE PRODUCT USER

– **General points**

1.1. Labelling

This piece of equipment complies with all applicable European directives. As such, the EC logo appears on the information panel and a compliance declaration is attached to the present document.

- **Manufacturer name**
- **EC labelling**
- **Equipment model (SERIES)**
- **Machine serial n°**
- **Voltage**
- **Year of manufacture**



Fig. 1 (EC labelling)

This panel is attached to the left hand side of the rotisserie oven, on the bottom of the technical cabinet door (15).

1.1. The importance of the manual

The present set of user instructions aims to provide users of this equipment with all the information they need to make the most out of their rotisserie oven, extend its useable life with regular and appropriate cleaning, solve minor problems and incidents which often do not require specialist intervention, and avoid, by following the warnings and recommendations, any risk of injury to the users.

This manual, valid for the NEOGRILL N1 and NEOGRILL N2 models, is an integral part of our rotisserie ovens, and must remain accessible to the operators.

The manufacturer is not responsible for any damage caused to people, animals or property caused by misuse of the equipment or non-adherence to the rules included in the manual.

IMPORTANT: This equipment is for professional use. As such, and in order to avoid any danger, it must only be used by qualified personnel. It must be installed in compliance with current regulations.

1.1. Guarantee

The manufacturer guarantees that the rotisserie ovens listed have been subject to tests and trials in our workshops.

The guarantee for these rotisserie ovens is **12 (twelve) months**. Please see the Guarantee Certificate attached to your invoice.

The use and/or replacement of components by non-original parts will void the guarantee and release the manufacturer from all responsibility.

1.2. Reserved rights

The reserved rights concerning this "*NEOGRILL series cradle rotisserie oven user manual*" remain the property of the manufacturer. No part of the manual may be reproduced or distributed without prior written authorization by the manufacturer.

2. Technical description

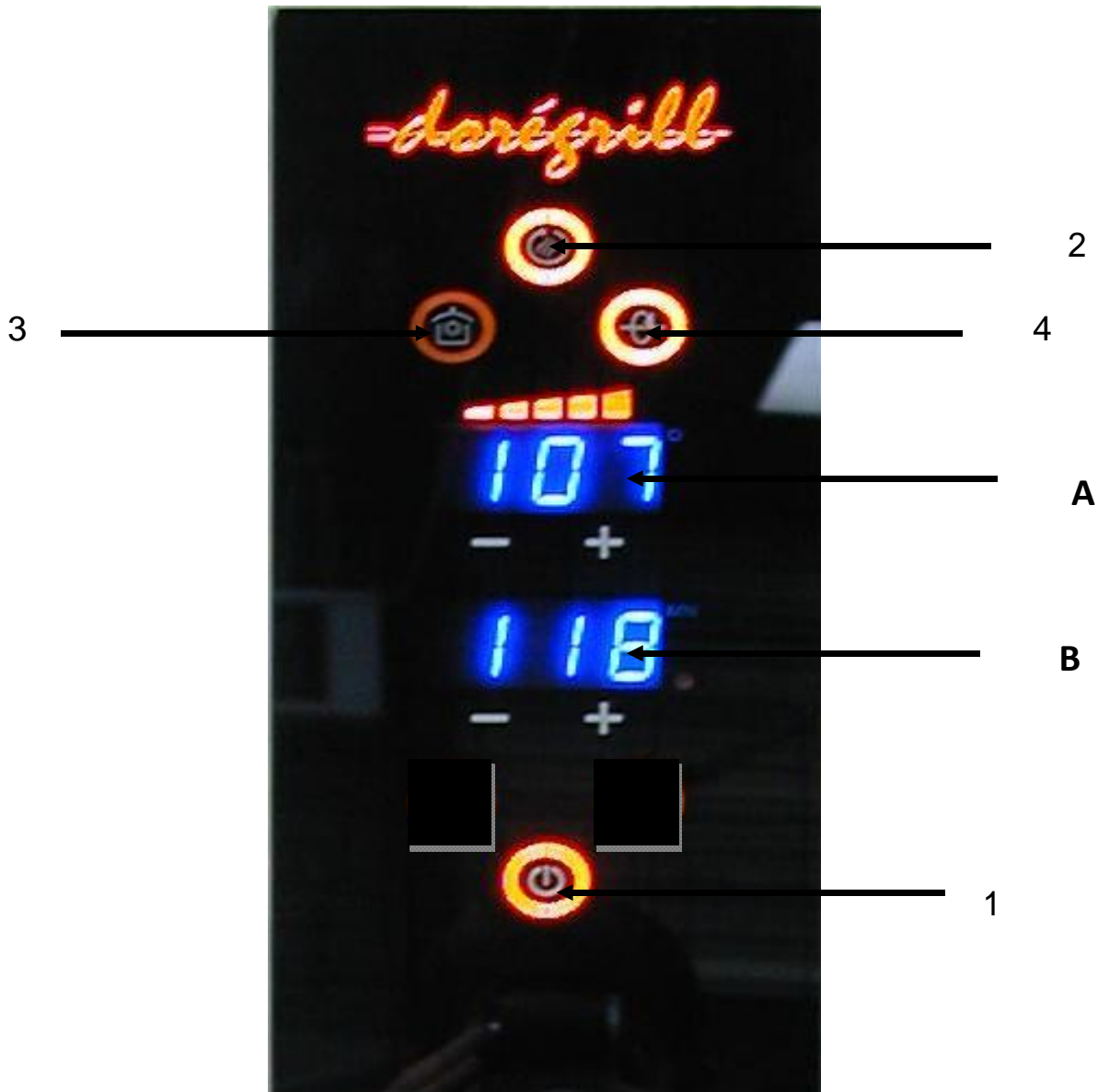
2.1. General description

The rotisserie oven is generally mounted on a trolley (1) fitted with castors (*4 castors, including 2 with brakes*)

It comprises:

- A structure (*raised base, lateral and rear cladding*) made from brushed stainless steel,
- Enameled left and right interior panels,
- Stainless steel *Stand Up®* cradles,
- A removable cradle support to facilitate cleaning,
- On the lower part, a stainless steel fat tray fitted with a drainage tap,
- Two front and rear windows with a black print finish,
- 2 water-resistant quartz lamp-projectors with a maximum power of 300 Watts set into the ceiling and which provide powerful lighting. They are protected by tempered glass screens.
- A control panel

2.2. The control panel



▪ The function buttons

1. Illuminated power button – press the touchscreen button for a few seconds to switch on or off
 2. Illuminated “cooking” button – press the touchscreen button to start the cooking mode: timer on
 3. Illuminated “maintain temperature” button (rotisserie oven maintains the temperature after cooking) – touchscreen button
 4. Illuminated motor rotation button – press the touchscreen button to start the motor
- A – Temperature display. B – Time display



- (+) Temperature graduation indicators (LED). Five different settings. These lights indicate the heating level selected (“cooking” or “maintain temperature” modes)



- Increase the temperature: press this button repeatedly to increase the cooking temperature (maximum: 5 LEDs)
- (-) Decrease the temperature: press this button repeatedly to decrease the cooking temperature (maximum: 1 LED)

- Cooking mode

Number of LEDs	L0	L1	L2	L3	L4	L5
Approximate temperature	45° C	160° C	200° C	230° C	260° C	300° C

- Maintain temperature mode

Important: Cooking adjustment recommendation after a 5 LED factory test

Number of LEDs	L0	L1	L2	L3	L4	L5
Approximate temperature	45° C	75° C	80° C	85° C	90° C	95° C

- **Time display (B)**

- (+) Increase the cooking time: press this button repeatedly to increase the cooking time (*max: 120 minutes*)
- (-) Reduce the cooking time: press this button repeatedly to decrease the cooking time.

2.3. Technical data

The table *Tab. 2* below lists the technical data for our **NEOGRILL** (N1 and N2) model rotisserie ovens.

2.4. Intended use

Our rotisserie ovens are designed to cook meat and poultry as part of the warm product offer of shops and caterers in the food industry

2.5. General precautions

This equipment is not suitable for use by people (including children) with reduced physical, sensory or mental capacities, or by people with insufficient knowledge or experience unless they are supervised or instructed in equipment safety by a person responsible for their safety.

2.6. Electrical diagram

See *illustrated Composition Table*

3. Transport and handling

3.1. Transport and delivery

Our rotisserie ovens are calibrated, tested and checked in our workshops. They are carefully packaged in order to guarantee that they arrive at their destination in the best possible condition.

Once the equipment is unpacked, ensure that it has not been damaged during transport. If this is the case, any damages must be recorded and reported to the transporter. The reservations stipulated in the Delivery Document must be followed, within 48 hours of delivery, by a registered letter to the transporter and the forewarned retailer.

3.2. Unpacking and handling

When unpacking your oven, do not pierce the bubble wrap packing with any object that could damage any of the components.

The oven can be moved around flat surfaces using its castors.

If a forklift truck must be used to lift the oven, it **must** be passed under the roof of the oven, once the FRONT and REAR windows have been kept open.

4. Installation and start-up

4.1. General instructions

The rotisserie oven must be installed (in terms of position and connection) by authorized personnel who have the necessary technical and professional skill to install the oven according to the current standards in the country of use.

4.2. Installation

Unpack the rotisserie oven, cradles and accessories.

Install the rotisserie oven at a safe distance from any combustible material (*wood, plastic, etc.*). In the event that they cannot be removed, they must be protected by insulation.

Important: Leave an air gap of at least 150mm behind and to the sides of the rotisserie oven to ensure sufficient ventilation and protection for nearby equipment and walls, as well as for the oven's tempered glass windows.

4.3. Electrical connection

Check that the available voltage matches the characteristics listed on the information panel at the bottom of the left side of the oven.

The connection **must be made using an earthed 400 V tri-phase plug**. Check that there are no errors in the connection (inversion of earth and neutral, for example).

Refer to the current electrical standards applicable in the country of use.

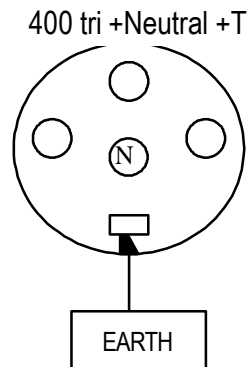
Important: The manufacturer may not be held responsible for any accidents following an absent or faulty earth connection.

Important: It is formally prohibited to place trays or any other object on top of the rotisserie, or to obstruct the exhausts or ventilation zones in any way.

▪ **Preparation**

Voltage required: 400 + Neutral +Earth

230 V Mono (possible as an optional extra for N1)



If the rotisserie oven is destined for outdoor use, **use waterproof plugs and a power shut-off inside the store.**

4.4. Cooking

- Switch the oven on by pressing **button 1** and holding for 3 seconds. Displays A and B will light up.
- Pour **a centimeter (half an inch) of water** into the fat tray, in order to maintain sufficient humidity during cooking.
- Place the chickens in the cradles after pricking and seasoning them.
- Press **button 4** (*The cradle rotation motor will start up*).
- Display the cooking time using the ↑ and ↓ buttons on display B.
- Start the cooking process by pressing **button 2** (*the timer will start*).
- Choose the temperature using the ↑ and ↓ buttons on display A.
(Normally L5 for cooking chickens)
- At the end of the set cooking program, the rotisserie oven will make a beeping sound. It will automatically switch to “Maintain temperature” mode and **button 3** will light up.
- To manually switch the oven to “Maintain temperature” mode, press **button 3**.

Important:

The last program selected in “Cooking” or “Maintain temperature” mode will be stored in the oven’s memory.

- To modify the last program in the memory, use the ↑ and ↓ buttons on display A.
- At the end of the cooking time, you can cancel the “*Maintain temperature*” function and cradle rotation by pressing **buttons 3 and 4**.

5. Maintenance

Important:

Never use a high pressure cleaning system on the product.

Only use “Oven Special” cleaning products which are approved for use on food equipment (1)

The NEOGRILL series rotisserie ovens are designed to simplify the cleaning process:

- The humidity and ventilation reduce the “baked-on” grease effect.
- The enamel helps prevent fat from sticking
- The heating elements located near the top of the oven neutralize most of the smoke associated with rotisserie ovens.
- All of the components can be disassembled for fast, complete and easy cleaning: cradles, enameled interior panels, stainless steel deflectors, fat dray and window guttering.

5.1. Disassembly for cleaning

▪ **Machine interior: accessories**

- Remove the cradles
- Dismantle the cradle support as follows:
 - Stop the motor so the flat section of the drive train on the left is in the vertical position,
 - Lift the central axle until it comes completely away.
- To reassemble, replace the cradle support into its housing, ensuring that it is correctly in position.

Important:

The system is adjusted to incorporate a minimum amount of “play”

- The left and right enameled lateral panels: hooked onto pins
- Stainless steel deflectors behind the lower resistors: **NEVER COVER THESE**

5.2. Reinforced component longevity

All of our reinforced heating elements are “Incoloy” quality.

They are located at the top of the oven, and on the base at the front and rear, under the windows.

¹DECAGRILL, distributed by DOREGRILL is recommended for cleaning your rotisserie oven
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Despite their quality, and taking into consideration the power of new cleaning products, these elements may be damaged or weakened. To avoid premature aging for your equipment, we recommend protecting these elements with aluminum foil while applying your cleaning product.

Before switching the oven back on, carefully wipe the elements with a **wrung out** (no longer wet) sponge to remove all traces of cleaning product.

6. Tempered glass windows – main causes of breakage

6.1. Thermal shock

There must not be a temperature difference greater than 80°C between any two points on the glass. When this occurs, the rupture point is reached and the glass can explode at any moment.
E.g. Cleaning a hot window with a cold sponge.

6.2. Impacts on the glass

When a tempered glass window receives an impact, especially on the edge or the corner, a small piece of glass, often the size of a pin-head, may break off.

After this, the molecular **equilibrium** of the glass is broken. The glass will inevitably break, whether in the hour or within a few days.

This kind of impact may occur when unpacking the equipment, or when the user accidentally strikes the edge of the glass with an accessory (spit, basket, fat tray, etc.) during installation.

6.3. Handling

Ill-timed and frequent movement (e.g. rolling the oven onto the pavement every day) will prematurely weaken the glass surfaces.

Important:

Glass, whether tempered or not, is a fragile material which must be handled with care. It is sensitive to impact, **and in no event can break by itself without one of the aforementioned causes.**



INFORMATION FOR THE PRODUCT INSTALLER

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7. Characteristics

Dimensions	NEOGRILL N1	NEOGRILL N2
Total width	850 mm	1070 mm
Total depth	740 mm	740 mm
Height		
- of the rotisserie unit	780 mm	780 mm
- mounted on the trolley	1600 mm	1600 mm
Total empty weight	85 kg	100 kg
Technical components		
Cradles		
Number	4	4
Useful length	510 mm	730 mm
Drive motors		
Number	1	1
Ambient lamps		
Number	2	2
Voltage, unitary power	230V/300W	230V/300W
Fan		
Number of hot air housing units	1	1
Total system power	6,62 kW	9,02 kW
Voltage	400 V + N + T	400 V + N + T
Power supply cable		
Cross-section	5 x 2,5 mm ²	5 x 2,5 mm ²
Plug: 4 pins + earth	Yes	Yes
Capacity (2)		
Capacity in number of chickens <i>depending on size</i>	16 chickens, upright.	24 chickens, upright.

²These capacities are given as a guideline only and depend on the size of the chickens.



MAINTENANCE

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8. Maintenance / Customer Service

Any interventions on your oven must be performed by a qualified professional.

8.1. Damage identification

The aim of this section is to list the main problems that the user may confront, give the possible causes and provide the resources to solve them without needing outside help.

Defect observed	Possible causes	Solutions
Electrical circuit		
The power indicator light does not light up	- No electrical power	- Connect the plug to the socket. Reset the circuit-breaker and change the fuse on the oven. If the problem persists, contact your installer.
1 ambient lamp is not working	- Defective bulb	- Replace the bulb
The cradles do not turn	- Defective motor	- Call the installer
Very long cooking times	- Defective heating elements	- Check the 3 elements

8.2. Specific repairs

8.2.1. Changing a bulb

This operation can be performed by the user.

Warning: Before changing a hot lamp, wait a few minutes for it to cool down in order to avoid burning yourself.

Disconnect the rotisserie oven's power supply.

With a number 7 Allen key, unscrew the screws and remove the stainless steel frame. Unscrew the unit, remove the defective bulb and replace it with an identical, 300W max bulb. Never hold it in your bare hands; always use paper or a clean cloth. The slightest fingerprint or trace of oil may, when switching it on, render the bulb unusable. If the bulb seems unclean, clean it with alcohol and a soft cloth.

Put the glass screen back in place and replace the stainless steel frame.

8.2.2. Opening the technical cabinet

The technical cabinet is located on the left of the rotisserie oven, behind the control panel. It enables you to access the various components of the electrical circuits.

This operation must only be performed by qualified personnel.

Before opening the housing, disconnect the rotisserie oven from the power supply. Using a screwdriver, undo the screw holding the outer panel in place, then remove it. Once the intervention is finished, it is important to replace this panel and reinsert the screws.



ILLUSTRATED COMPOSITION TABLE

9. Illustrated composition table

9.1. Image 1 – Electrical diagram for NEOGRILL N1