iwave®
FOODSERVICE SOLUTIONS

Operating Guide for
MiWAVE Models: 1000/1200/1500/1900/COMBI

Installation

Before the iWave® first usage remove all packaging from the outer cabinet, panel, door and cavity.
Ensure the iWave® is plugged into a suitable 13 Amp electrical supply.
Follow instructions as displayed in the systems LED panel.

It's as easy as A, B, C

A. SCAN

Hold food item level, ensure barcode is central to scanner window & raise slowly upwards until the barcode is read.

B. PLACE

Following directions from the LED panel, place food item into the iWave®.

C. PRESS

As directed by the LED display, press START. Countdown display will show cook time remaining & beeps will sound when cooking is complete.

Cleaning

Regular cleaning of the oven cavity is imperative to maintain the iWave® efficiency and reliability. Wash out the cavity daily using a damp sponge, mild washing up water or any non corrosive cleaner, then towel dry. Ensure that the cavity roof is kept clean. Any food deposits or spilt liquids left inside the cavity will cause deterioration to the iWave® performance/reliability and could lead to costly cavity damage. **Please note** this type of damage is not covered under the manufacturers warranty. *ABRASIVE or CAUSTIC CLEANERS MUST NOT BE USED.*

Warranty & Customer Service

In the unlikely event of equipment failure, your iWave® foodservice solution system comes complete with a comprehensive 12 month on site parts and labour warranty. This warranty covers any breakdown due to manufacture defects or failure, it does not cover customer errors or misuse.

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Troubleshooting Guide

To avoid unnecessary down time, please follow these simple checks before calling for Service:

Unit dead?
Is the iWave® plugged into a suitable power socket?
Is the socket working OK, if unsure try another socket?
Has the plug fuse blown?
If the iWave® is plugged into a separate RCD device, has the trip been reset?

If the iWave® is installed on an iWave® trolley system, is the trolley RCD plug connected to a suitable power supply?
Is the socket working OK, if unsure try another socket?
If the iWave® is installed on an iWave® trolley system, is it plugged into a System socket at the rear of the trolley?
If the iWave® is installed on an iWave® trolley system with RCD device, has the trip been reset?

Arcing?
Is the iWave® base, cavity & door clean/free of food debris?

Barcodes not scanning?
Are you following A, B, C instructions as detailed in this guide?
Are your barcodes readable - crisp, clear, flat & uncrumpled?
Is the barcode scanner window clean?
Are you scanning an iWave® Approved Food Supplier barcode?

Food Product Issues?
Please contact your food supplier directly.

To Book a Service Call or for Spares
You will be asked for the Model No & Serial No of your iWave®.
This information can be found on the rating plate at the rear of your iWave®.

Have this information ready then please call 01296 663400

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