



# GARLAND



Installation and operating instructions  
Tim Horton's Combination Oven

*Tim Hortons*®



WARNING

**IMPORTANT INFORMATION  
READ BEFORE USE  
PLEASE SAVE THESE INSTRUCTIONS**



Users are cautioned that maintenance and repairs should be performed by a Garland authorized service agent using genuine Garland replacement parts. Garland will have no obligation with respect to any product that has been improperly installed, adjusted, operated or not maintained in accordance with national and local codes or installation instructions provided with the product, or any product that has its serial number defaced, obliterated or removed, or which has been modified or repaired using unauthorized parts or by unauthorized service agents. For a list of authorized service agents, please refer to the Garland Group Web site at [www.garland-group.com](http://www.garland-group.com). The information contained herein ( including design and parts specifications ) may be superseded and is subject to change without notice.

## PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY

- a) Do not attempt to operate this oven with the door open since open-door operation can result in harmful exposure to microwave energy. It is important not to defeat or tamper with the safety interlocks.
- b) Do not place any object between the oven front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.
- c) Do not operate the oven if it is damaged. It is particularly important that the oven door close properly and that there is no damage to the (1) door ( bent )  
(2) hinges and latches ( broken or loosened )  
(3) door seals and sealing surfaces.
- d) The oven should not be adjusted or repaired by anyone except properly qualified service personnel

1	Introduction .....	2
2	Safety instructions .....	3
3	Installation instructions .....	6
4	Main features .....	8
5	Operating instructions: .....	10
6	MenuKey™: Changing Icon pad programs .....	11
7	Daily cleaning .....	12
8	Problem solving .....	13
9	Technical specification .....	13

PLEASE READ THE FOLLOWING  
SAFETY INSTRUCTIONS CAREFULLY

# IMPORTANT SAFETY INSTRUCTIONS

When using electrical appliances basic safety precautions should be followed, including the following:

**WARNING** To reduce the risk of burns, electric shock, fire, injury to persons, or exposure to excessive microwave energy:

1. Read all instructions before using the appliance.
2. Read and follow the specific "PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY" FOUND ON PAGE 2.
3. This appliance must be grounded. Connect only to a properly grounded outlet.  
See "GROUNDING INSTRUCTIONS" found on page 4.
4. Install or locate this appliance only in accordance with the provided installation instructions
5. Some products such as whole eggs and sealed containers — for example, closed jars — may explode and should not be heated in this oven.
6. Use this appliance only for its intended use as described in the manual. Do not use corrosive chemicals or vapors in this appliance. This type of oven is specifically designed to heat, cook or dry food. It is not designed for industrial or laboratory use.
7. This appliance should not be used by children.
8. Do not operate this appliance if it has a damaged cord or plug, if it is not working properly, or if it has been damaged or dropped.
9. This appliance should be serviced only by qualified service personnel. Contact the nearest authorized service facility for examination, repair or adjustment.
- 10 Do not cover or block any openings on the appliance including air vents/filters and steam outlet.
- 11 Do not store this appliance outdoors. Do not use this product near water — for example, near a kitchen sink, in a wet basement, or near a swimming pool, and the like.
12. Do not immerse the cord or plug in water.
13. Keep the cord away from heated surfaces.
14. Do not let cord hang over edge of table or counter.
15. Either:
  - i)When cleaning surfaces of door and oven that comes together on closing the door, use only mild non-abrasive soaps, or detergents applied with a sponge or soft cloth.
  - ii)When separate cleaning instructions are provided, see door surface cleaning instructions on page 15.
16. To reduce risk of fire in the cavity:
  - i) Do not overcook food. Carefully attend appliance if paper, plastic or other combustible materials are placed inside the oven to facilitate cooking.
  - ii) Remove wire twist-ties from paper or plastic bags before placing bag in oven.

## IMPORTANT

Garland Mealstream Series 5 oven will accommodate ½ size bun/sheet pans. Metal sheet pans may be used when placed on the special vitreous enamel shelf rails ONLY, either in 'Convection only' mode or 'Microwave/Convection' mode.

Place only microwave safe containers on bottom of oven DO NOT place metal trays or containers on the BOTTOM of the oven as arcing may occur.

When using 2 metal sheet pans in 'Microwave/Convection' mode, rotate pans halfway through the cooking cycle to ensure microwave energy completely and evenly reaches each tray. A single tray will not need rotation.

- 
- iii) If materials inside the oven should ignite, keep oven door closed, turn oven off, and disconnect the power cord, or shut off power at the fuse or circuit breaker panel.
  - iv) Do not use the cavity for storage purposes. Do not leave paper products, cooking utensils or food in the cavity when not in use.
17. DO NOT operate using microwave only or combination function without food or liquid inside the oven as this may result in overheating and may cause damage.
  18. NEVER remove the exterior of the oven.
  19. NEVER remove any fixed internal parts of the oven.
  20. NEVER tamper with the control panel, door, seals, or any other part oven.
  21. DO NOT obstruct air vents/filters or steam outlet.
  22. NEVER hang dish towels or cloths on any part of the oven.
  23. If the door seals are damaged, the oven must be repaired by an approved Service Agent.
  24. If the power cable is damaged in any way it MUST be replaced by an approved Service Agent.
  25. When handling hot liquids, foods, and containers, care should be taken to avoid scalds and burns.
  26. When heating liquids using microwave only or combination function, the contents should be stirred prior to heating to avoid eruptive boiling.
  27. Feeding bottles and baby food jars should be opened when heating, the contents stirred or shaken and the temperature checked prior to consumption to avoid burns.
  28. Never use the oven to heat alcohol, e.g. brandy, rum etc. Also, food containing alcohol can more easily catch fire if overheated.
  29. Never attempt to deep fry in the oven.

## SAVE THESE INSTRUCTIONS

# ELECTRICAL INSTALLATION

For all cord connected appliances:

## GROUNDING INSTRUCTIONS

This appliance must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current. This appliance is equipped with a cord having a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.

**WARNING** — Improper use of the grounding can result in the risk of electric shock.

Consult a qualified electrician or Serviceman if the grounding instructions are not completely understood or if doubt exists as to whether the appliance is properly grounded.

Do not use an extension cord. If the power supply cord is too short, have a qualified electrician or serviceman install an outlet near the appliance.

For a permanently connected appliance:

## GROUNDING INSTRUCTIONS

This appliance must be connected to a grounded, metallic, permanent wiring system, or an equipment grounding conductor should be run with the circuit conductors and connected to the equipment grounding terminal or lead on the appliance.

---

## In case of Radio or Television Interference

This equipment generates and uses radio frequency energy and if not installed and operated correctly, in strict accordance with the manufacturer's instructions, may cause harmful interference to authorized radio communication services.

It has been type tested and found to comply with the limits for Part 18.307 conducted emissions for non-consumer equipment and Part 18.309 radiated emissions, which are designed to provide reasonable protection against such interference. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- 1) Re-orientate the receiving antenna.
- 2) Relocate the microwave with respect to the receiver.
- 3) Plug the microwave into a different outlet so that the receiver and microwave are on different branch circuits.

If necessary the user should consult the dealer or an experienced radio/television technician for additional suggestions.

Note: Modifications should only be carried out by the manufacturer or authorized representative to ensure continuing conformance.

# PRECAUTIONS TO BE OBSERVED

1. Read this manual before using your oven.
2. As with all electrical appliances, it is wise to have the electrical connections inspected periodically.
3. The oven interior and door seals should be cleaned frequently, following the instructions described in the CLEANING section.
4. There is no need to switch off your oven after each function but remember to switch off at the end of the day or period of operation.
5. Microwave energy should not be used to dry linen or warm plates.
6. As with any cooking appliance, care should be taken to avoid combustion of the items within the oven.

**If smoke is observed:**

- Switch off
- Isolate from the electrical supply
- Keep door the closed to stifle any flames

7. Ensure food is placed in the centre of the oven cavity for best results.
8. When using the microwave only function, cover the food to prevent splashing the walls of the cavity.
9. Food in combustible plastic or paper containers should only be used in microwave only function and checked frequently to avoid the possibility of ignition.
10. Items should be **unwrapped** when using convection and combination functions.
11. Eggs and whole hard-boiled eggs should **not** be heated using the microwave or combination function as they may explode.
12. Food with a skin, e.g. potatoes, apples, sausages etc. should be pierced before heating.
13. Food should not be heated in a completely sealed container as the build-up of steam may cause it to explode.
14. Excess fat should be removed during 'roasting' and before lifting heavy containers from the oven.
15. In the event of glass breaking or shattering within the oven, ensure that food is totally free of glass particles. If in doubt, dispose of any food that was in the oven at the time of the breakage.

## INSTALLATION

Remove packing material and protective film from the oven.

Check for obvious signs of transit damage.

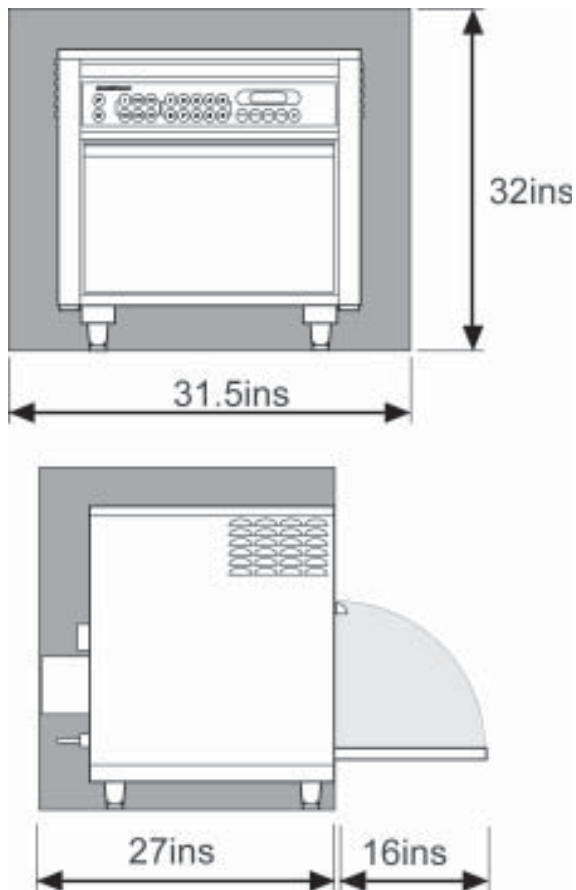
If necessary, inform the freight company IMMEDIATELY.

### LOCATION AND POSITIONING

Choose a site away from major heat sources.

**DO NOT** position so that hot air is drawn in from fryers, grills, griddles, etc.

A heat barrier to the height of the oven must be installed if sited next to a burner, stove or range.



Place the oven on a flat surface that is **LEVEL, STRONG** and **STABLE**.

Allow a minimum clearance of 2 inches (50mm) to the rear, top and each side to allow air to circulate freely.

The air intake is located under each side of the oven, even with the clearance specified above, it is important that airflow is as cool as possible and not pre heated by other appliances such as fryers, grills or griddles.

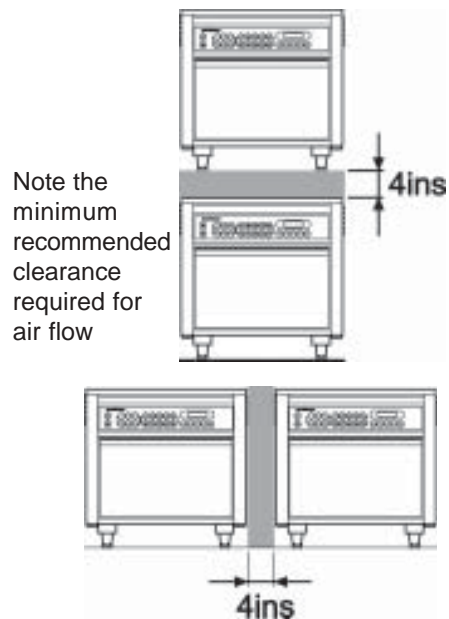
Allow a minimum of 2 inches (50mm) clearance above the oven for hot air to escape.

Allow sufficient clearance, 16 inches (400mm) in front of the oven for the door to open fully

Do not affix labels/stickers to oven other than those applied by the manufacturer

#### Note:

The air intake is located under each side of the oven, even with the clearance specified below it is important that airflow is as cool as possible and not pre-heated by other appliances such as fryers, grills and griddles as this will deteriorate the life and performance of the oven.



Note the minimum recommended clearance required for air flow

Do not stack the oven directly on top of another. Use a separate shelf or double tiered stand.

#### WARNING:

Check that the **AIR FILTERS** are in place prior to operation ( see Main Features )

## SUITABLE COOKING UTENSILS

Manufacturer's instructions should be checked to determine the suitability of individual containers or utensils using each of the cooking functions.

The following chart provides general guidelines:

	combination	convection only	microwave only	
<b>Heat resistant containers</b> Toughened glass Vitreous ceramics Earthenware ( <i>porcelain, crockery, china etc.</i> )	✓ ✓ ✓	✓ ✓ ✓	✓ ✓ ✓	Do not use items with metallic decoration.
<b>Metallic Trays</b> Metallic trays (on oven runners) <b>DO NOT USE ANY OTHER METAL CONTAINERS</b>	✓	✓	✓	Metallic trays may only be used when placed between the vitreous runners on each side of the oven cavity ( See note )
<b>Plastic containers</b> Rigid, boilable, plastic containers	✗	✗	✓	Dual-ovenable plastic containers (up to certain temperatures) are now available. Check manufacturer's instructions before use
<b>Disposables</b> Combustibles (paper, card, etc) Microwave-suitable cling film	✗ ✗	✗ ✗	✓ ✓	Cling film should not come into contact with food.
<b>Other utensils</b> Tie tags Cutlery Temperature probes	✗ ✗ ✗	✗ ✗ ✗	✗ ✗ ✗	No kitchen utensil should be left in food while it is cooking

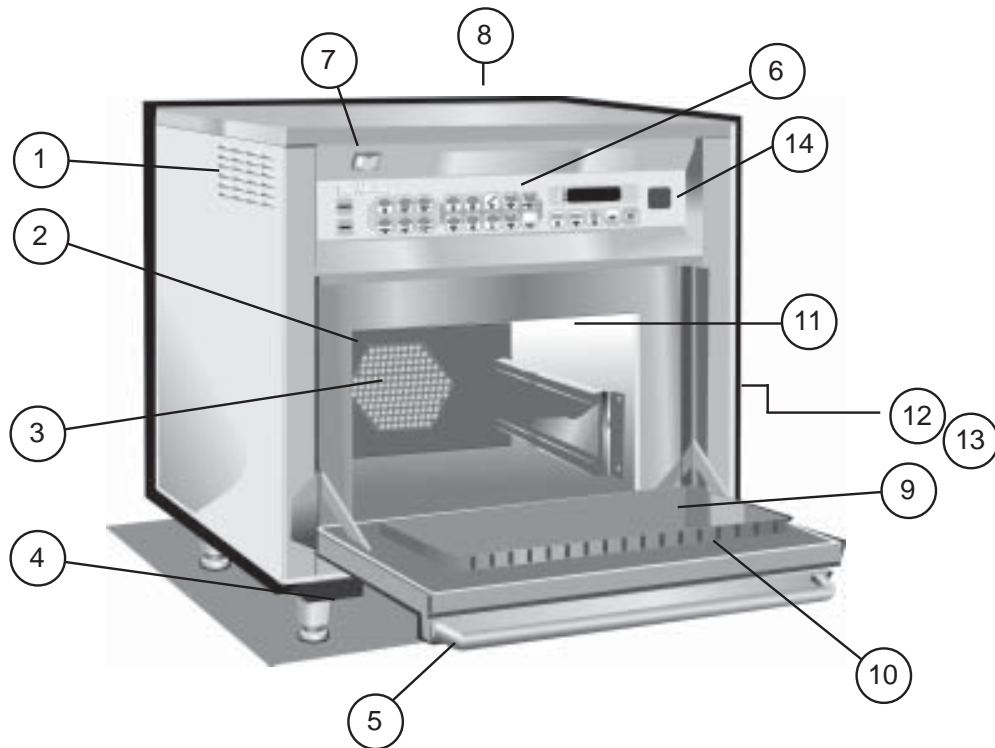
### IMPORTANT

Garland Mealstream Series 5 oven will accommodate ½ size bun/sheet pans. Metal sheet pans may be used when placed on the special vitreous enamel shelf rails ONLY, either in 'Convection only' mode or 'Microwave/Convection' mode.

Place only microwave safe containers on bottom of oven DO NOT place metal trays or containers on the BOTTOM of the oven as arcing may occur.

When using 2 metal sheet pans in 'Microwave/Convection' mode, rotate pans halfway through the cooking cycle to ensure microwave energy completely and evenly reaches each tray. A single tray will not need rotation.

## MAIN FEATURES



### 1 AIR OUTLETS

These vents on the side and rear panels enable air which has been used to cool internal components to escape. It will not allow microwave energy to escape into the environment. They must be kept free from obstruction.

### 2 OVEN CAVITY

The cavity is constructed mainly from stainless steel and vitreous enamelled panel on the door. It must be kept clean ( See CLEANING page 12 ).

### 3 CONVECTION FAN

The fan draws air over the heating elements and into the cavity over the edges of the rear baffle plate, producing perfect heat distribution for combination cooking. The metal grill covering the fan must be kept clean and free of debris (See CLEANING )

### 4 AIR INLET FILTERS (LEFT & RIGHT)

Situated at the left and right hand side of the base at the front. These are part of the ventilation system and must be kept free of obstruction and cleaned on a daily basis.

### 5 DOOR HANDLE

This is a rigid bar which is pulled downwards and towards you to open.

### 6 CONTROL PANEL

See page 9/10.

### 7 ON/OFF SWITCH

When switched ON, the control panel will illuminate. The fan and ventilation system will also operate.

### 8 RATING PLATE

Found on the rear panel, this states the serial number, model type, electrical specifications and Garland's address and telephone number.

### 9 DOOR

This is a precision-made energy barrier with three microwave safety interlocks. It must be kept clean (see CLEANING section ). The door should NOT be used to support heavy dishes.

### 10 DOOR SEALS

These ensure a tight seal around the door. They should be kept clean and checked regularly for signs of damage. At the first sign of wear they should be replaced by a Garland approved Service Agent.

### 11 TEMPERATURE SENSOR

This monitors the temperature inside the oven. Care should be taken when cleaning to prevent damage.

### 12 STEAM VENT (on rear of oven )

This enables steam to escape and prevents build up of condensation. It will not allow microwave energy to escape.

### 13 EXTERNAL STEAM OUTLET ( on rear of oven )

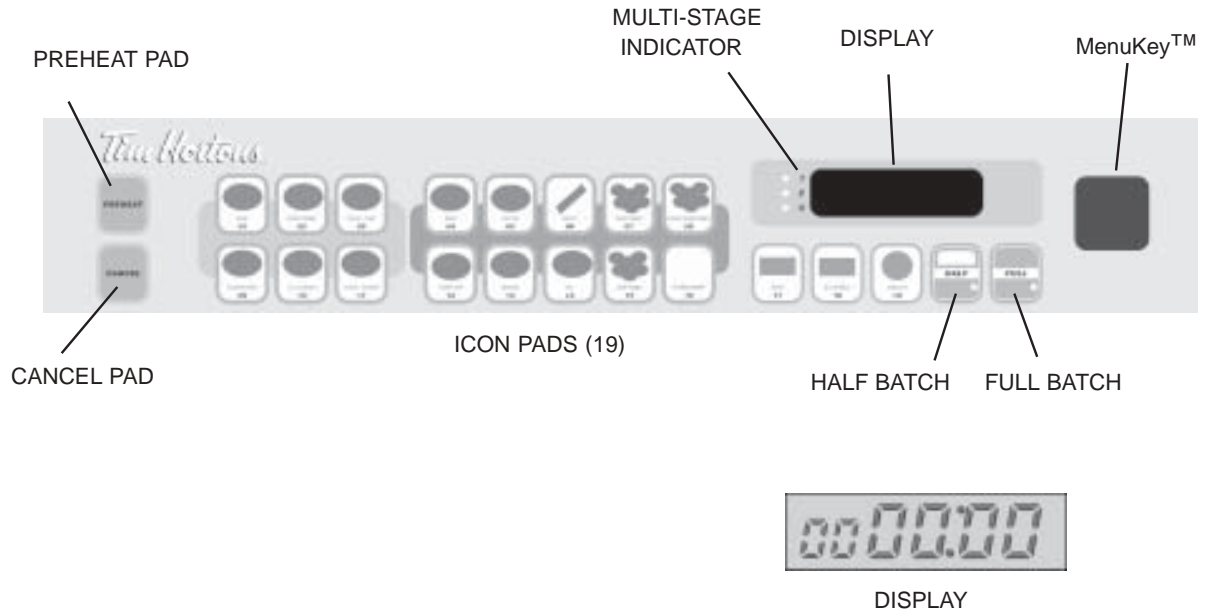
Allows steam from the interior of the oven to escape.

### 14 MenuKey™

Allocates cook programs to the numbered Icon Pads (See page 11 on how to use the MenuKey™ )



## CONTROL PANEL



### ICON PADS

There are 19 Pre-programed pads.

### MenuKey™

Changes all the pre-programed Icon Pads at the turn of a key.

(See Page 11 for MenuKey™ procedure)

### PREHEAT

Starts the oven and preheats the cavity to the average temperature setting of the vend programs.

A flashing 'H' in the Display window indicates the oven is On and heating up. When the oven is at cooking temperature 'H' shows continuously.

### FULL & HALF BATCH PADS

These pads start the cooking program selected with the numbered Icon pad and automatically change the program for a half batch or full batch in the oven.

### CANCEL PAD

Cancels all timed cooking cycles, pre-programmed operations and stops the microwave energy. It does not alter the oven temperature. If the oven is hot, food will continue to cook and should be removed from the oven immediately. This pad will also cancel any incorrect operations.

### PREHEAT PAD

Starts the oven and preheats the cavity to the average program temperature.

### DISPLAY

#### TIME:

Shows the cook program time remaining counts down in 1 second steps during a cooking cycle.

#### ERROR MESSAGES:

See PROBLEM SOLVING Page 13.

#### MenuKey™:

Indicates the Key information see Page11.

### MULTI-STAGE INDICATOR

Indicates the current stage in a multi-stage cooking program.

## OPERATING INSTRUCTIONS:

### WARNING:

**DO NOT APPLY MICROWAVE ENERGY WHEN OVEN IS EMPTY**  
**DO NOT USE THE OVEN WITHOUT**  
**CLEAN AIR FILTERS IN POSITION**

To familiarize yourself with the controls place a bowl containing approximately 2.5 pints of water in the oven.

### WARNING:

The oven stays HOT when the door is opened or when the cooking program is cancelled. The oven will remain at cooking temperature and the food inside the oven will continue to cook

- 1 SWITCH THE OVEN ON**  
The display shows the Key code for the MenuKey™ ( See Page 10 ).



example: Key Code 1

- 2 PRE-HEAT**  
Press the Preheat Pad to heat the oven to cooking temperature.



The 'H' in the display will flash to show the oven is warming up.  
When the H stops flashing the oven is ready to cook.



#### Note:

The oven cavity may take up to 15 minutes to reach cooking temperature from a cold start.



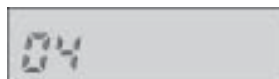
- 3 PLACE FOOD IN THE HOT OVEN**  
Taking all the necessary precautions to ensure you do not burn yourself, place the food into the cavity and close the door.  
Always keep the period that the door is open to a minimum.

- 4 SELECT THE ICON PROGRAM NUMBER PAD**

example: Icon Program 4



The display confirms the program number selected.



- 5 TO START COOKING SELECT THE HALF OR FULL BATCH PAD**

The first cook program stage lights.

The timer then counts down the cooking time.

When the remaining time reaches zero the Program number flashes and an audible signal will be given. Remove the food from the cavity.



- 6 To continue cooking other food products repeat steps 3-5.**

### PREHEAT

The PREHEAT pad switches the convection heaters on and heats the oven to cook temperature. Pressing PREHEAT again switches the heaters off.

### PAUSE

A cook program may be interrupted by opening the oven door.

On opening the door the timer will be held at this point and the display will flash to indicate an interrupted cycle.

TO CONTINUE the cycle close the door, an audible warning sounds as a reminder to press any icon pad to restart the timer.

### E1 ERROR DISPLAY

If the door is open for more than 15 seconds the display will show an E1 error. Close the door and continue as above.

### TO STOP THE COOK PROGRAM

The program may be stopped at any time by pressing the CANCEL PAD



Note: The oven will stay HOT

## MenuKey™ : CHANGING VEND PAD PROGRAMS

The MenuKey™ System automatically changes all the cooking programs on the numbered Icon pads with the turn of a key.

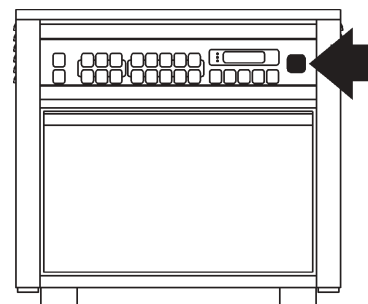
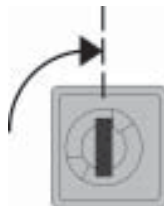


**To change the menus on the oven:**

**1** Ensure the power switch is **off**.



**2** Lift the MenuKey™ cover in the top panel of the oven and put the key in the keyhole. Turn the key clockwise to the stop ( ¼ turn ). **Do not remove the key** at this stage.



**3** Switch the power switch to **on**. The oven will now go through the program download sequence by displaying the following



The Key Code

example:  
Key code 01



The number of programs and each program number on the key.

example:  
38 programs



When the display shows 00:00, the cavity lights up and the fans start.



Remove the key and close the cover and the oven is ready to use with the new programs.

---

**To confirm the download is successful**

Switch off the oven.

Switch on and the display briefly will show the following:

1. The model number.
2. The new key code
3. 0:00 (oven ready to use)

## CLEANING

**For the oven to operate at peak efficiency, the cavity, door and air filters must be kept clean.**

A daily cleaning routine will ensure that you comply with the required hygiene standards and will help to maintain and prolong the efficiency of your oven. Follow the SAFETY INSTRUCTIONS at the beginning of this manual.

- **ALWAYS switch off at the electrical supply and allow oven to cool for at least 20 minutes before cleaning**
- **As required wipe out spillages with disposable paper wipes**
- **NEVER use steel wool, knives or harsh abrasives on any part of the oven**

Faults arising from neglect or misuse including use without clean filters in place are not covered by the guarantee. Service visits as a result of such faults will be chargeable.

**As with all electrical appliances, it is wise to have the electrical connections inspected periodically.**

1. Remove the air filters from each side of the oven by sliding the filter out from the front.
2. Wash in clean, warm soapy water, rinse and pat dry. Slide back into position through slots.

### Cleaning the oven cavity and door

- 1 Remove food particles from the gap between the rear baffle plate and the floor of the oven with a clean, dry brush. ( Location A )

Remove food particles from between the inside edge of the door and the front of the oven floor using a clean, dry brush. ( Location B )

2. Apply non-caustic oven cleaner to interior surfaces except door seals. Leave for the recommended time. Wash off using a clean cloth and plenty of clean, warm water. Dry using a fresh, clean cloth. (Note: the small perforated cylinder is the temperature sensor)
3. Wipe hinges with a clean, damp cloth. DO NOT apply lubricating oil.
4. Wipe door seals carefully with a clean damp cloth. Examine for signs of wear or damage.

### Cleaning the control panel and exterior surfaces

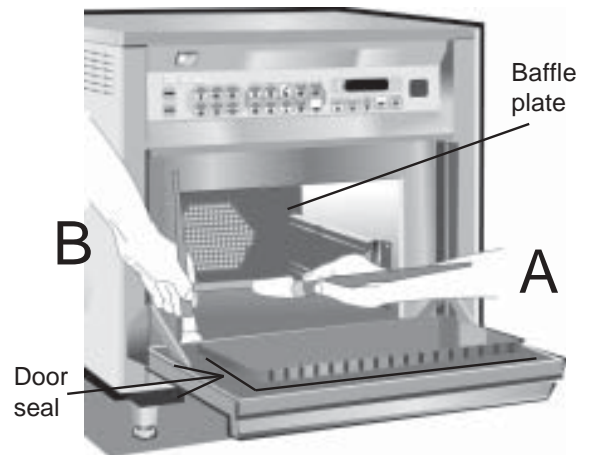
Wipe down regularly with a damp cloth.

### Hints and Tips for stubborn stains in the oven cavity

1. Switch on oven with microwave power only (without heat).
2. Place a container of water ( 2.5 pints, 1.5 litres) into the centre of the oven cavity.
3. Set microwave power to 100%.
4. Set timer to 30 minutes and press start button. At end of steam cycle, wipe out cavity with a clean cloth.



**DO NOT USE THE OVEN WITHOUT CLEAN AIR FILTERS IN POSITION**








If the door seals are damaged, the oven must be repaired by an approved Servicer.

## PROBLEM SOLVING

### Error code display

The Mealstream will identify some of the most common problems by flashing an error message code in the time display window.

Error code display	Fault	Recommended action
	Door not fully shut. Possible electrical fault Oven has overheated	Close door fully. Call Service Agency. Clean air filter and vents Leave oven switched on but not cooking for 4-5 minutes.
	No Program has been assigned to this Icon pad	Press a pad with the required cook program
	Oven not heating up to temperature Possible component failure	Switch off and do not use ISOLATE FROM ELECTRICAL-SUPPLY Call Service Agency.
	Oven cavity is overheating Possible component failure	Switch off and do not use ISOLATE FROM ELECTRICAL-SUPPLY Call Service Agency.
	Oven is not at correct temperature	Remove food. Wait until 'H' light stops flashing in the display and stays illuminated
	The oven is switched on but the control panel does not illuminate and fans do not operate	Check the fuse/circuit breakers and electrical supply (this should be carried out by a qualified electrician).

**Please remember - No servicing or repairs should be carried out other than by an approved Service Agent**

### Technical Specifications

	Height ( inches )	Width ( inches )	Depth ( inches )	Wt. ( lb.s)	Microwave Power output ( watts )	Convection Power output ( kw )
External Dimensions	30.0	29.5	25.0	198	1425	3.0
Manufacturers recommended clearances	32.0	31.5	25.0			

Power supply ( See Product Rating Label )

Model No.	Service Required	
CTM3246015A	2P & G	240V ac 60Hz 25Amp
CTM3206015A		208V ac 60Hz 30amp



Pt No. 32Z3445 Issue 01