



# OWNER'S MANUAL

**Indoor Hearth Oven**

ENGLISH / FRANÇAIS

# TABLE OF CONTENTS

<b>MODEL INFORMATION</b> .....	2
<b>CONSUMER SUPPORT</b> .....	3
<b>SAFETY INFORMATION</b> .....	4
<b>OVEN SETUP</b> .....	6
<b>WIFI CONNECT</b> .....	7
<b>COOKING INSTRUCTIONS</b> .....	8
Before You Cook .....	8
While You are Cooking .....	8
After Cooking .....	8
Pizza Cooking Procedure .....	9
Pizza Baking Tips .....	9
Preparing to Cook Foods Other than Pizza .....	10
Cooking Procedure for Foods Other than Pizza .....	11
Creating a Custom Profile or Modifying Existing Profile .....	12
Settings .....	13
Oven Air Vents .....	13
Cookware .....	13
<b>CARE AND CLEANING</b> .....	14
Cleaning Outside .....	14
Cleaning Inside .....	14
<b>TROUBLESHOOTING</b> .....	16
<b>LIMITED WARRANTY</b> .....	17

## MODEL INFORMATION

### MODEL NUMBERS

ZEP30FR

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### WRITE DOWN THE MODEL AND SERIAL NUMBERS

You'll see them on a label on the left hand side of the bottom panel, below the power button.

Use these numbers in any correspondence or service calls concerning your appliance.

**Please write these numbers here:**

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Model Number

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Serial Number

# CONSUMER SUPPORT

## MONOGRAM WEBSITE

Have a question or need assistance with your appliance? Try the Monogram website 24 hours a day, any day of the year! You can also shop for more great Monogram products and take advantage of all our on-line support services designed for your convenience. In the US: [monogram.com](http://monogram.com).

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## REGISTER YOUR APPLIANCE

Register your new appliance on-line at your convenience! Timely product registration will allow for enhanced communication and prompt service under the terms of your warranty, should the need arise. You may also mail in the pre-printed registration card included in the packing material. In the US: [monogram.com/register](http://monogram.com/register).

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## SCHEDULE SERVICE

Expert Monogram repair service is only one step away from your door. To request service in the US, visit our website at [monogram.com/contact](http://monogram.com/contact) or call 800.444.1845.

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## REMOTE CONNECTIVITY

For assistance with wireless network connectivity (for models with remote enable), visit our website at [monogram.com/connect](http://monogram.com/connect) or call 800.444.1845.

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## PARTS AND ACCESSORIES

Individuals qualified to service their own appliances can have parts or accessories sent directly to their homes (VISA, MasterCard and Discover cards are accepted). Order on-line today 24 hours every day. In the US: [monogram.com/use-and-care/parts](http://monogram.com/use-and-care/parts) or call 800.444.1845.

**Instructions contained in this manual cover procedures to be performed by any user. Other servicing generally should be referred to qualified service personnel. Caution must be exercised, since improper servicing may cause unsafe operation.**

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## CONTACT US

If you are not satisfied with the service you receive from Monogram, contact us on our website with all the details including your phone number, or write to:

In the US: General Manager, Customer Relations | Monogram Appliances, Appliance Park | Louisville, KY 40225  
[monogram.com/contact](http://monogram.com/contact) or call 800.444.1845.

# IMPORTANT SAFETY INFORMATION

## READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

### **▲WARNING**

Read all safety instructions before using the product. Failure to follow these instructions may result in fire, electrical shock, serious injury or death.

Use this appliance for its intended purpose as described in this owner's manual.

Be sure your appliance is properly installed and grounded by a qualified installer in accordance with the provided installation instructions.

### **▲WARNING**

**Follow these instructions to prevent risk of fire.**

- DO NOT leave oven unattended during use.
- DO NOT add oil to the hearth stone before use, which can ignite. DO NOT attempt to fry or cook foods in oil.
- DO NOT let cooking grease accumulate in or near oven. Before use, remove grease and food soils from the oven.
- DO NOT leave paper products or other combustible materials in or near oven.
- If items inside the oven cavity ignite, leave the materials in the oven and turn the oven off. DO NOT disconnect the power cord. DO NOT shut off power at the fuse or circuit breaker panel.
- A fire may occur if the oven is covered or contacting flammable materials including pot holders, linens, wall coverings, curtains, drapes and gasoline or other flammable vapors and liquids.
- Never wear loose-fitting or hanging garments while using the appliance. These garments may ignite if they contact hot surfaces.
- To prevent a risk of serious burn and property damage, DO NOT use water on grease fires. Never pick up a flaming pan. DO NOT attempt to remove flaming foods from the oven.
- DO NOT attempt to extinguish a fire in the oven. The flame containment door will activate to extinguish any fire. DO NOT touch the flame containment door or any oven surfaces following a fire. These surfaces can be very hot. Follow all instructions on the display panel.
- DO NOT reach into the oven unless wearing heat resistant oven gloves or mitts.
- Use only supplied pizza peel to remove pizza from the oven cavity.
- Never use your appliance for warming or heating the room.
- DO NOT touch the heating elements or the interior surface of the oven. These surfaces may be hot enough to burn even though they are dark in color. During and after use, DO NOT touch or let clothing or other flammable materials contact any interior area of the oven; allow sufficient time for cooling first.
- DO NOT heat unopened food containers. Pressure could build up and the container could burst, causing injury.
- DO NOT use any type of foil or liner to cover the oven bottom or anywhere in the oven. Oven liners can trap heat or melt, resulting in damage to the product and risk of shock, smoke or fire.
- DO NOT use oven cleaners. No commercial oven cleaner or oven liner protective coating of any kind should be used in or around any part of the oven.
- Be sure all controls are turned off and the appliance is cool before using any type of aerosol cleaner or cooking spray on or around the appliance. The chemical that produces the spraying action could, in the presence of heat, ignite or cause metal parts to corrode.
- Keep the oven vent unobstructed. DO NOT place items on top of the oven.
- This appliance is not for use by children - children should not be left alone or unattended in an area where an appliance is in use. They should never be allowed to climb, sit or stand on any part of the appliance.
- DO NOT block oven main opening during warm-up or while cooking.

## READ AND SAVE THESE INSTRUCTIONS

# IMPORTANT SAFETY INFORMATION

## READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

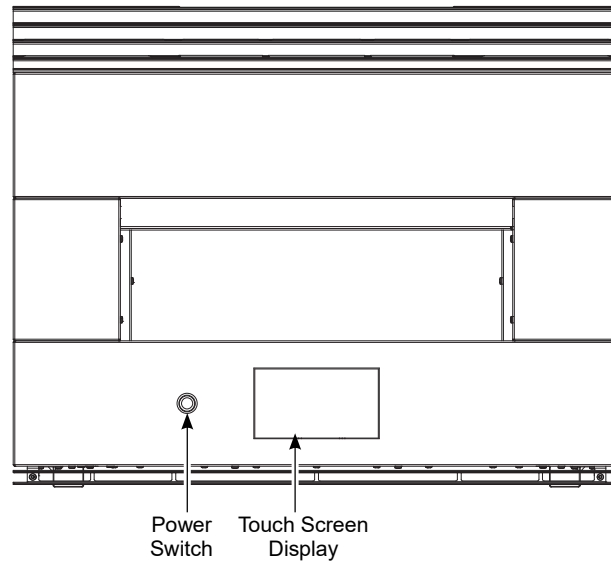
- **⚠ CAUTION** Do not store items of interest to children in cabinets above the oven - children climbing on the oven to reach items could be seriously injured.
- Do not attempt to repair or replace any part of your oven. All servicing must be performed by a qualified technician.
- Before performing any service, disconnect the power supply at the household distribution panel by removing the fuse or switching off the circuit breaker.

### PROPER DISPOSAL OF YOUR APPLIANCE

Dispose of or recycle your appliance in accordance with Federal and Local Regulations. Contact your local authorities for the environmentally safe disposal or recycling of your appliance.

## READ AND SAVE THESE INSTRUCTIONS

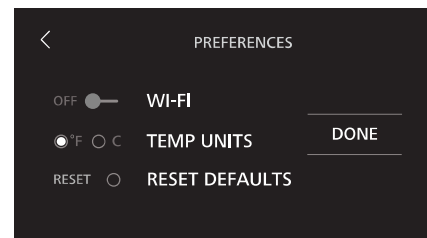
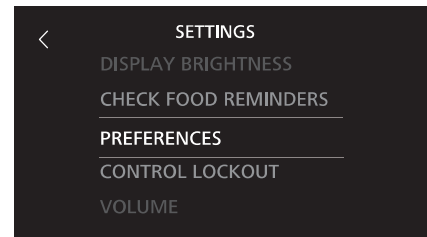
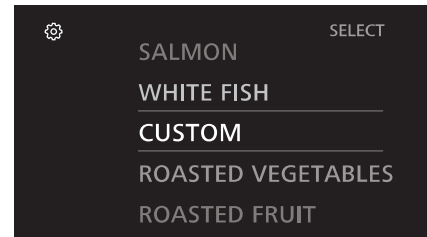
# OVEN SETUP



## To connect to your local Wi-Fi network please use the following procedure:

1. Download the Smart HQ App from the App Store on your mobile device. If you don't already have one, create a new account.
2. Turn the oven ON by pressing the **Power Switch**.
3. Enter settings by touching the gear icon in the upper left corner of the home screen.
4. Scroll to select **Preferences**.
5. Enable WiFi by touching the slider.
6. Finish by touching the **Done** pad.
7. Open the Smart HQ App and select "Add new appliance". Follow the in-app instructions to complete the setup process.

**NOTE:** Wi-Fi functionality DOES NOT enable remote operation of the oven.



# WiFi CONNECT

## Monogram WiFi Connect:

### Monogram WiFi Connect Enabled

Your hearth oven is **Monogram WiFi Connect Enabled**. A WiFi communication card is built into the product allowing it to communicate with your Smart Phone for remote monitoring and notifications. Please visit [monogram.com/connect](http://monogram.com/connect) to learn more about connected appliance features, and to learn what connected appliance Apps will work with your Smart Phone.

**WiFi Connectivity:** For assistance with the appliance or the network connectivity (for models that are WiFi enabled), please call **800.220.6899**.

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## REGULATORY INFORMATION

### FCC/IC Compliance Statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

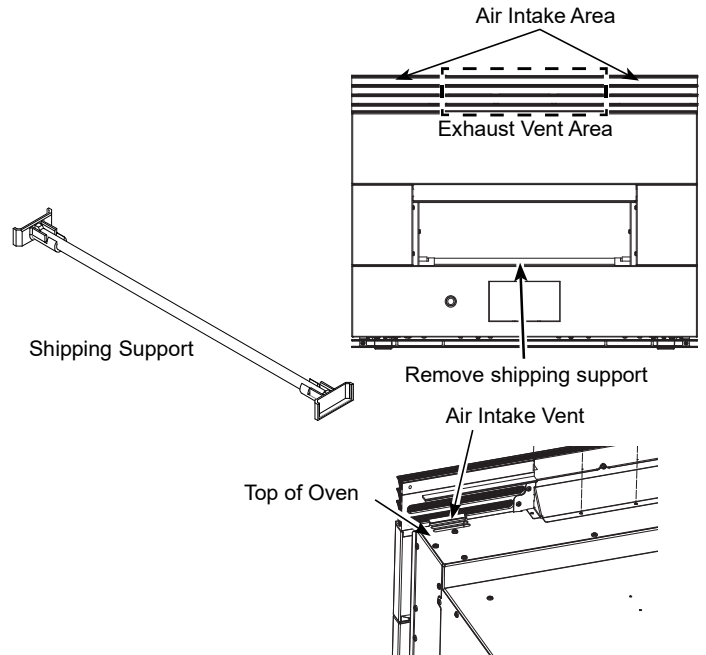
**Labeling:** Changes or modifications to this unit not expressly approved by the manufacturer could void the user's authority to operate the equipment.

# COOKING INSTRUCTIONS

## BEFORE YOU COOK

Before you begin cooking with the Monogram Indoor Hearth Oven:

- **Inspect the oven cavity to ensure it is free of objects or debris. Verify that the installer has removed the wooden shipping supports.**
- Verify the exhaust vent on top of the oven is unobstructed. Never place items on top of the oven.
- Verify that all protective film has been removed.
- Verify there are no tripping hazards in front of the oven. The hearth oven requires at least four (4) feet of clearance in front of the oven.
- Do not wear loose-fitting clothing, especially loose sleeves, while operating the oven.

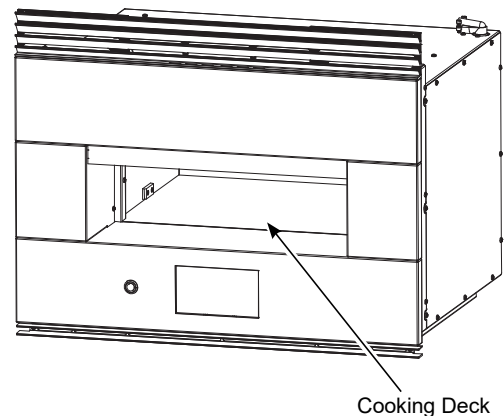


## WHILE YOU ARE COOKING

- **Always keep an eye on items cooking in the oven. Never leave the room while the oven is in use.**
- Never reach into the oven with bare hands. Always use long-handled pizza peels and cleaning tools. While cooking foods other than pizza, always wear heat resistant oven gloves or mitts that fully cover your wrists.
- Use caution while transporting hot food. Hot food items and utensils can cause serious burns to yourself or those around you.
- Keep the cooking deck clean. Use the brass bristled cleaning brush while wearing insulated gloves to remove debris. Failure to clean the cooking deck may result in excess smoke.
- **Do not use brass bristled cleaning brush on stainless steel surfaces. The brush will scratch these surfaces.**
- Remove food items immediately after they have completed cooking. The oven will remain hot even after the timer reaches zero or power is turned off.

## AFTER COOKING

- Turn off oven. Even though the oven is not on, the cooling fan will remain on for some time and the cooking deck may remain hot for several hours after the oven is turned off.
- Clean the cooking deck with the included cleaning brush by gently scraping the top surface of the stone to loosen any baked-on residue. Brush any crumbs to the front edge of the deck where they can be wiped off with a damp cloth when cool. **NOTE:** Do not attempt to clean any of the heating elements. All heating elements are self-cleaning. Never use any liquids to clean the inside of the oven, including the cooking deck.
- Do not use brass bristled cleaning brush on stainless steel surfaces. The brush will scratch these surfaces.
- Never reach into the oven with bare hands. Always use long-handled cooking or cleaning tools and wear heat resistant gloves or mitts that fully cover your wrists.





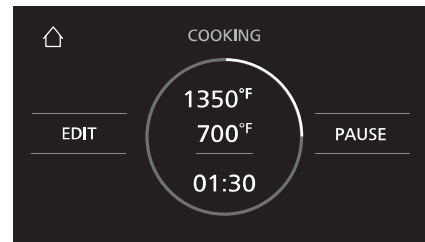
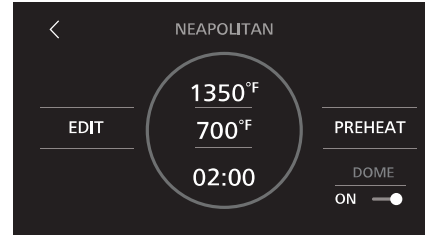
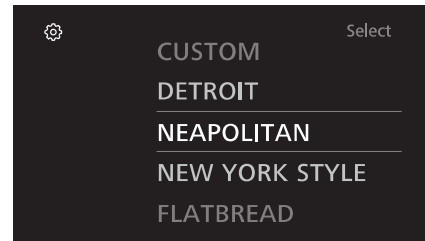
# COOKING INSTRUCTIONS

## PIZZA COOKING PROCEDURE

1. Turn power ON by pressing the **Power Switch**.
2. Select a pre-set cooking profile. Some pre-set cooking profiles include Detroit, Flatbread, Neapolitan, New York, and Custom. For instructions explaining how to setup a custom profile, please see the Creating a Custom Profile section.
3. Touch **Preheat** to begin heating the oven. Pre-heating varies by profile, but typically lasts about 20 minutes. The progress indicator on the display will allow you to monitor pre-heating status and a chime will sound when pre-heating is complete.
4. Insert pizza using the **wooden** pizza peel and touch **Start** to begin cooking timer. Halfway through the cooking cycle, a reminder chime will sound indicating it is time to rotate the pizza using the **metal** pizza peel. When the pizza is almost done cooking, a second reminder chime will sound. At this time, pizza is almost ready for removal. When timer is complete remove the pizza from oven using the **metal** pizza peel.
5. When you are done with your cooking session, turn the power OFF using the **Power Switch**.

**NOTE:** Cooking timer and reminders may be modified based on personal preference. For instructions on customizing cooking profiles, see the Creating a Custom Profile section.

**NOTE:** The oven may remain hot for several hours after the power has been turned off. The fan will remain ON for up to 50 minutes in cool down mode.



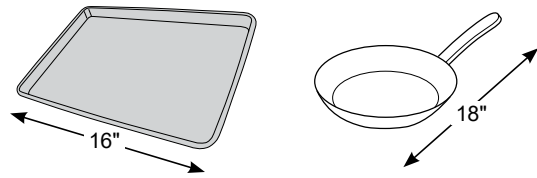
## PIZZA BAKING TIPS

- Add a dusting of flour or cornmeal to the peel to help the pizza slide off.
- Do not add excess amounts of flour to the peel. Doing so may create smoke.
- Do not overload toppings. This can result in soggy crust.
- Do not place a frozen pizza into the oven. Pizza must be room temperature in order to cook properly.
- Use the wooden peel to insert an uncooked pizza.
- Use the metal peel for rotating and removing pizzas.
- Avoid letting the pizza contact the back or sides of the oven.
- Rotate the pizza halfway through the cycle.
- Ensure cooking deck is free of food debris before inserting a pizza.
- Only cook one pizza at a time.

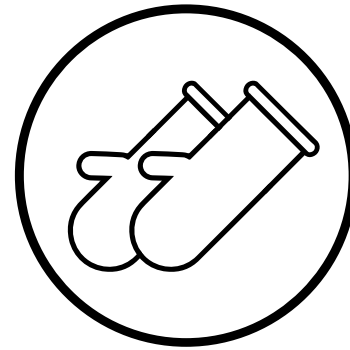
# COOKING INSTRUCTIONS

## PREPARING TO COOK FOODS OTHER THAN PIZZA

1. Prior to cooking, determine which cookware will be used. The cookware, including the handle, must be oven and broiler safe. Cookware with a non-stick coating should not be used. Make sure the cookware completely fits within the oven cavity. The maximum length for a rectangular piece of cookware should not exceed 16 inches. The length of a skillet with an extended handle should not exceed 18 inches.



2. Locate the oven gloves or mitts that will be used. Always use two hands to place food into and remove from the oven, making sure protection is worn on both hands. Oven gloves or mitts must be heat resistant and should fully cover your wrists.



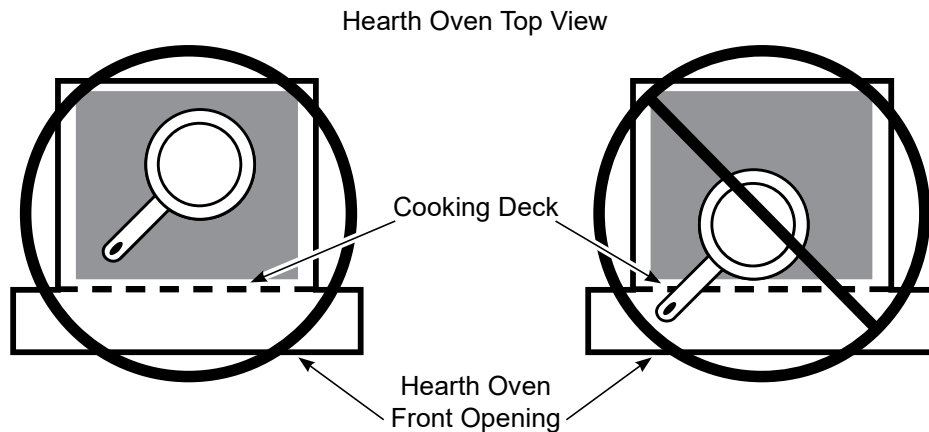
**CAUTION** Oven mitts or gloves made exclusively of cotton do not offer the same protection as those made from synthetic materials, such as silicone. Cotton may also get scorched from coming in contact with a piece of hot cookware.

**CAUTION** Do not use towels or pot holders when reaching into the oven. Hands and wrists should be fully covered with oven gloves or mitts to prevent burns from the heating elements or oven surfaces.



3. Prior to cooking, determine where the cookware will be placed after it is removed from the oven. The cookware will be very hot and must be placed on a heat resistant surface.

**WARNING** DO NOT let any cooking utensil extend past the front edge of the cooking deck. Doing so will interfere with the proper operation of the fire containment door.



# COOKING INSTRUCTIONS

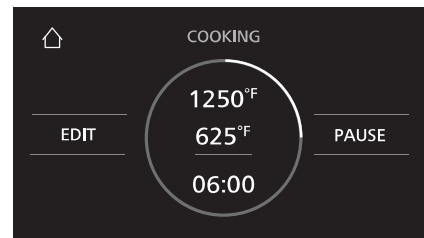
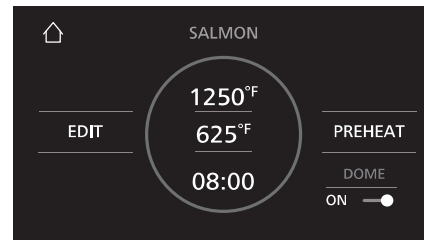
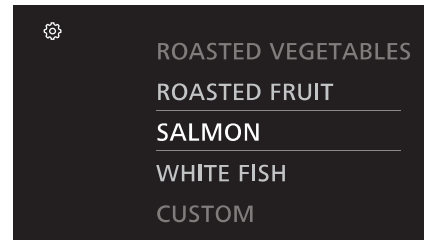
## COOKING PROCEDURE FOR FOODS OTHER THAN PIZZA

1. Turn power ON by pressing the **Power Switch**.
2. Select a pre-set cooking profile. Some pre-set cooking profiles include Roasted Vegetables, Roasted Fruit, Salmon, White Fish and Custom. For instructions explaining how to set up a custom profile, please see the Creating a Custom Profile section.
3. Touch Preheat to begin heating the oven. Preheating varies by profile, but typically lasts about 20 minutes. The progress indicator on the display will allow you to monitor pre-heating status, and a chime will sound when pre-heating is complete.
4. Insert the food to be cooked with the proper cookware and touch Start to begin the cooking timer. See the Preparing to Cook Foods Other Than Pizza section for details on cookware approved for usage and proper placement. Halfway through the cooking cycle, a reminder chime will sound indicating that it is time to rotate your food. When the food is almost done cooking, a second reminder chime will sound. At this time, your food is almost ready for removal. When timer is complete, remove the food from the oven using oven gloves or mitts. See Preparing to Cook Foods Other Than Pizza section for details on oven gloves and mitts approved for usage.

**NOTE:** Cooking timer and reminders may be modified based on personal preference. For instructions on customizing cooking profiles, see the Creating a Custom Profile section.

5. When you are done with your cooking session, turn the power OFF using the Power Switch.

**NOTE:** The oven may remain hot for several hours after the power has been turned off. The fan will remain ON for up to 50 minutes in cool down mode.

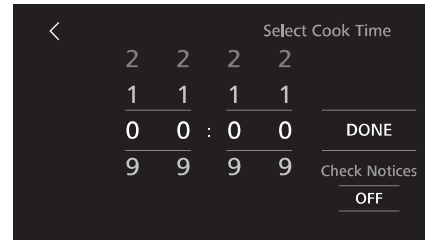
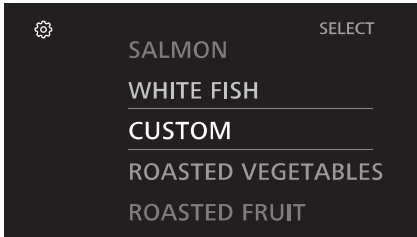


# COOKING INSTRUCTIONS

## CREATING A CUSTOM PROFILE OR MODIFYING EXISTING PROFILE

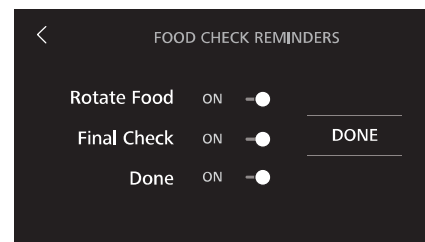
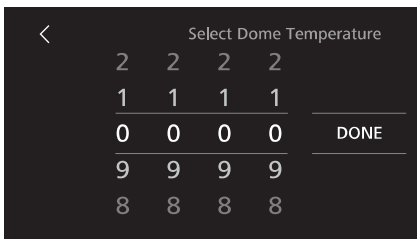
1. Select **Custom** cooking profile to create a NEW custom profile. To modify an existing profile, select the profile you wish to modify.
5. Set desired Cook Time using the scroll wheels, then select **Done**.

2. Touch **Edit** to begin the customization sequence.

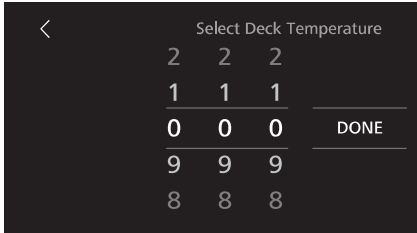


3. Adjust Dome Temperature using the scroll wheels, then select **Done**.

6. Toggle reminders by touching the slider, then select **Done**. You are ready to use your custom settings!



4. Adjust Deck Temperature using the scroll wheels, then select **Done**.



# COOKING INSTRUCTIONS

## SETTINGS

Hearth oven settings can be adjusted by selecting the gear icon in the upper left corner of the home screen.

### Temperature Units

The oven control is set to display Fahrenheit temperatures (F), but you can change it to display Celsius temperatures (C).

### Sound Volume

Sound volume can be adjusted higher or lower as desired.

### Display Brightness

Brightness can be adjusted higher or lower as desired.

### Control Lockout

Oven control can be locked. A passcode is required to lock and unlock the control.

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## OVEN AIR VENTS

Never block the vents (air openings) of the hearth oven. They provide the air inlet and outlet that are necessary for the oven to keep cool and operate properly. Air openings are located at the top and bottom. Blocking the oven opening will deploy the flame containment system and disable the oven. A service professional will then need to reset the oven.

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## COOKWARE

The material, finish, and size of cookware affect baking performance.

### For best results, use the following guidelines:

- Thin or medium crust pizza including Neapolitan and New York: Cook directly on cooking deck.
- Detroit style deep dish: Cook in a Detroit style rectangular pan.
- Flatbread: Cook directly on cooking deck.
- Dark, coated, and dull cookware absorbs heat more readily than light, shiny cookware. Pans that absorb heat more readily can result in a darker, crispier, and thicker crust.
- Keep cookware clean to promote even heating.

# CARE AND CLEANING

## CLEANING OUTSIDE

Be sure electrical power is off and all surfaces are cool before cleaning any part of the oven.

### Control Panel

Wipe the control panel after each use of the oven with a damp cloth. For cleaning, use a soft cloth dampened with mild soap and water or a 50/50 solution of vinegar and water. Polish dry with a soft cloth.

Do not use abrasive cleansers, strong liquid cleansers, plastic scouring pads or oven pads on the control panel – they will damage the finish. Avoid spraying cleaners onto the control panel.

### Stainless Steel Surfaces

Do not use a steel wool pad; it will scratch the surface.

Do not use the brass bristled brush; it will scratch the surface.

To clean the stainless steel surface, use warm sudsy water or a stainless steel cleaner or polish. Always wipe the surface in the direction of the brush lines. Follow the cleaner instructions for cleaning the stainless steel surface.

Cleaners with oxalic acid such as Bar Keepers Friend Soft Cleanser™ will remove surface rust, tarnish and small blemishes. Use only a liquid cleanser free of grit and rub in the direction of the brush lines with a damp, soft sponge.

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## CLEANING INSIDE

Be sure electrical power is off and all surfaces are cool before cleaning any part of the oven.

### Cooking Deck

Never reach into the oven with bare hands. Always use long-handled cooking and cleaning tools, always wear heat resistant oven gloves or mitts that fully cover your wrists.

Do not use cleaning brush on stainless steel surfaces; the brush will scratch these surfaces.

To clean the cooking deck, use the included cleaning brush to gently scrape the top surface of the stone to loosen any baked-on residue. Brush any crumbs to the front edge of the deck where they can be wiped off with a damp cloth.

**NOTE:** The cooking deck and interior walls will typically change color with use. This is normal.

Never use spray cleaners inside the oven.

# NOTES

# TROUBLESHOOTING

Save time and money! Review the chart below first and you may not need to call for service.

<b>Problem</b>	<b>Possible Cause</b>	<b>What To Do</b>
<b>Food does not cook properly</b>	Oven controls improperly set.	See the Cooking Instructions section.
	Incorrect cookware or cookware of improper size being used.	See the Cookware section.
	Oven temperature needs adjustment.	See the Special Features section.
	Ingredient substitution	Substituting ingredients can change the recipe outcome.
	Room temperature should be over 60°F	Increase room temperature.
<b>Oven temperature too hot or too cold</b>	Oven temperature needs adjustment.	See the Special Features section.
<b>Oven does not work or appears not to work</b>	A fuse in your home may be blown or the circuit breaker tripped.	Replace the fuse or reset the circuit breaker.
	Oven controls improperly set.	See the Using the Oven section.
<b>“Crackling” or “popping” sound</b>	This is the sound of the metal heating and cooling during both the cooking and cleaning functions.	This is normal.
<b>Why is my range making a “clicking” noise when using my oven?</b>	Your hearth oven has been designed to maintain a tighter control over your oven's temperature. You may hear your oven's heating elements “click” on and off more frequently than in standard ovens to achieve better results during cooking cycles.	This is normal.
<b>Sometimes the oven takes longer to preheat to the same temperature</b>	Cookware or food in oven.	The cookware or food in the oven will cause the oven to take longer to preheat. Remove items to reduce preheat time.
<b>Excessive smoking during cooking cycle</b>	Excessive food debris or flour.	Touch the <b>Cancel/Off</b> pad. Open the windows to rid the room of smoke. Once the oven has cooled, wipe up the excess soil.
<b>Display goes blank</b>	A fuse in your home may be blown or the circuit breaker tripped.	Replace the fuse or reset the circuit breaker.
<b>“Burning” or “oily” odor emitting from the vent</b>	This is normal in a new oven and will disappear in time.	This is normal.
<b>Strong odor</b>	An odor from the oven insulation is normal for the first few times the oven is used.	This is temporary and will go away after several uses.



# LIMITED WARRANTY

## Monogram.com

All warranty service is provided by our Factory Service Centers, or an authorized Customer Care® technician. To schedule service, call 800.444.1845 or visit us online at [monogram.com/contact](http://monogram.com/contact). In Canada, call 800.561.3344 or visit [monogram.ca](http://monogram.ca).

Servicing your appliance may require the use of the onboard data port for diagnostics. This gives the factory service technician the ability to quickly diagnose any issues with your appliance and helps Monogram improve its products by providing Monogram with information on your appliance. If you do not want your appliance data to be sent to Monogram, please advise your technician not to submit the data to Monogram at the time of service.

For the period of	Monogram Appliances will replace
Limited two-year warranty	For two years from date of original purchase, we will provide, free of charge, parts and service labor in your home to repair or replace <b>any part of the oven</b> that fails because of a manufacturing defect.

### What Monogram will not cover:

- Service trips to your home to teach you how to use the product.
- Improper installation, delivery, or maintenance.
- Failure of the product if it is abused, misused, modified, or used for other than the intended purpose or used commercially.
- Replacement of house fuses or resetting of circuit breakers.
- Damage to the product caused by accident, fire, floods, or acts of God.
- Damage to finish, such as surface rust, tarnish, or small blemishes not reported within 48 hours of delivery.
- Incidental or consequential damage caused by possible defects with this appliance.
- Damage caused after delivery.
- Product not accessible to provide required service.
- Service to repair or replace light bulbs, except for LED lamps.
- Resetting of the fire containment door deployed due to misuse.

### EXCLUSION OF IMPLIED WARRANTIES

Your sole and exclusive remedy is product repair as provided in this Limited Warranty. Any implied warranties, including the implied warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law.

This limited warranty is extended to the original purchaser and any succeeding owner for products purchased for home use within the USA. If the product is located in an area where service by an Authorized Servicer is not available, you may be responsible for a trip charge or you may be required to bring the product to an Authorized Service location. In Alaska, the limited warranty excludes the cost of shipping or service calls to your home.

Some states do not allow the exclusion or limitation of incidental or consequential damages. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. To know what your legal rights are, consult your local or state consumer affairs office or your state's Attorney General.

**Warrantor: GE Appliances, a Haier company**  
**Louisville KY,40225**

Staple your receipt here. Proof of the original purchase date is needed to obtain service under the warranty.