

# HIZO NEO E13 Pizza Oven User Manual

KL43311 | KL43328 | HIZO NEO E13 Pizza Oven | User Manual & Safety Instructions

# HIZO

# NEO

*13" ELECTRIC PIZZA OVEN  
DUAL ZONE DIGITAL CONTROL*



# Safety Instructions

KL43311 | KL43328 | HIZO NEO E13 Pizza Oven | Safety Instructions

## Technical Specifications


### 13" Electric Pizza Oven | Dual Zone Digital Control

MODEL	HIZO-E13-A-NEO
VOLTAGE	220-240V ~ 50/60Hz
POWER	1800-2140W
TEMPERATURE	100°C~450°C
DIMENSIONS	600x520x280 (DxWxH)

## Safety Instructions

Indicates that the marked area can be hot and should not be touched without taking care



 **Warning** Improper use of the grounding plug can result in electric shock. To prevent electric shock, unplug before cleaning

DO NOT touch hot surfaces. Use handles or knobs

Remove and safely discard all packing materials immediately upon unpacking to eliminate a choking hazard for young children

DO NOT immerse cord, plug or oven body in water or other liquid to protect against electric shock

Close supervision is necessary when any appliance is used by or near children. Keep the appliance and its cord out of reach of children

DO NOT use this appliance for anything other than its intended use. Misuse may cause injury.

DO NOT use this appliance near the edge of a counter or table. Ensure the surface is stable, level, dry, heat-resistant and clean.

DO NOT use oils/fats, such as butter, olive oil, and margarine, when cooking over 260°C to avoid the risk of smoke and property damage due to smoke.

DO NOT use this appliance on (or close to) a hot gas or electric burner.

DO NOT let the power cord hang over the edge of a table or counter, touch hot surfaces or become knotted or tangled.

Unplug from outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts, and before cleaning the appliance.

DO NOT operate the appliance with a damaged cord or plug, or after the appliance malfunctions or has been damaged in any manner.

DO NOT lay cooking utensils, pans or dishes on the glass door.

DO NOT store any item on top of the oven when in operation.

Extreme caution must be used when moving appliance containing hot oil or other hot liquids.

Keep the oven clean and DO NOT allow excess grease or ash to collect inside. Doing so significantly increases the chances of a grease fire and additional smoke which taint the flavor of the food.

When choosing a place to use your oven, make sure there is room for adequate ventilation **on all sides.**

DO NOT cover any part of the oven with metal foil. This will cause overheating of the oven.

DO NOT rest anything on the door once open. Avoid items dropping onto the inside of the door.


This appliance can't be used or cleaned by children and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge.


Children shall not play with the appliance.

Refer here for user maintenance.

Refer here for cleaning surfaces in contact with food.

### **Household use only**

 If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

 The appliance is not intended to be operated by means of an external timer or separate remote-control system.

This appliance is intended to be used in household and similar applications such as:

- staff kitchen areas in shops, offices and other working environments;

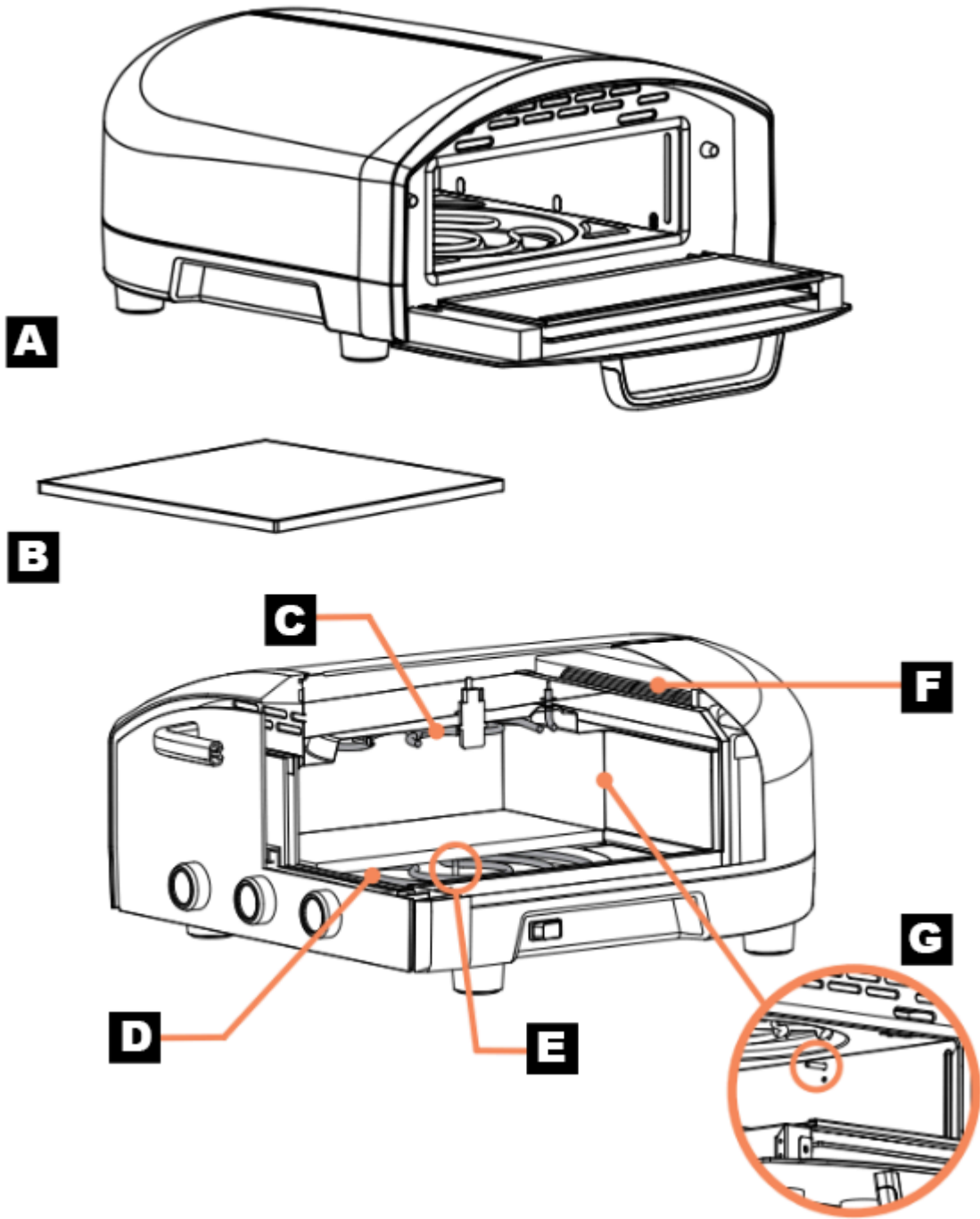
-farm houses;

-by clients in hotels, motels and other residential type environments;

-bed and breakfast type environments.

# Parts & Accessories

KL43311 | KL43328 | HIZO NEO E13 Pizza Oven | Parts & Accessories

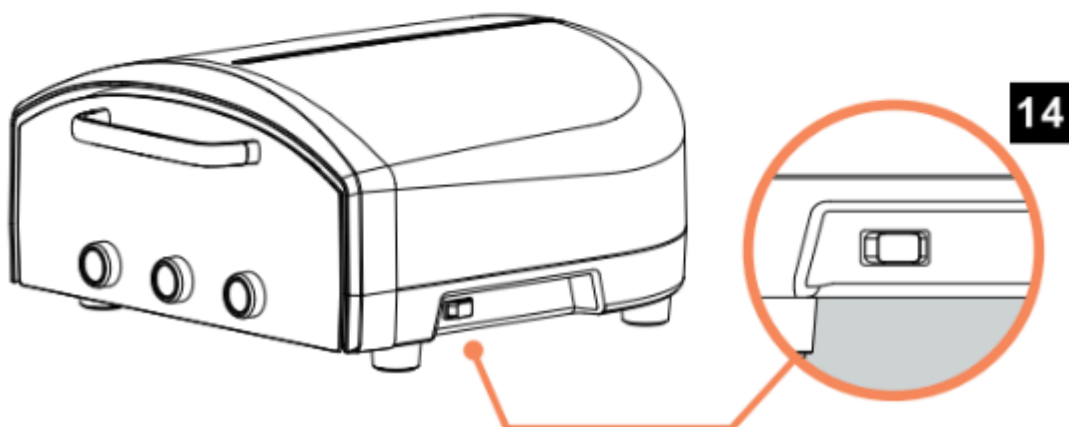
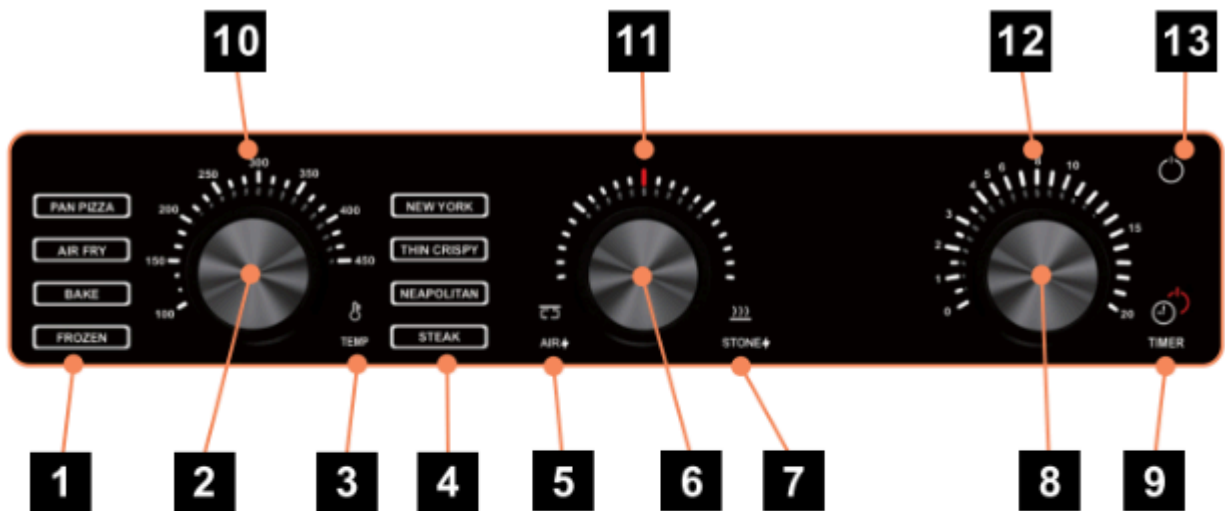


Parts Diagram

### Parts List

<b>A</b>	Electric Pizza Oven	<b>E</b>	Lower Sensor
<b>B</b>	Pizza Stone	<b>F</b>	Cooling Fan
<b>C</b>	Upper Heating Unit	<b>G</b>	Upper Sensor
<b>D</b>	Lower Heating Unit		

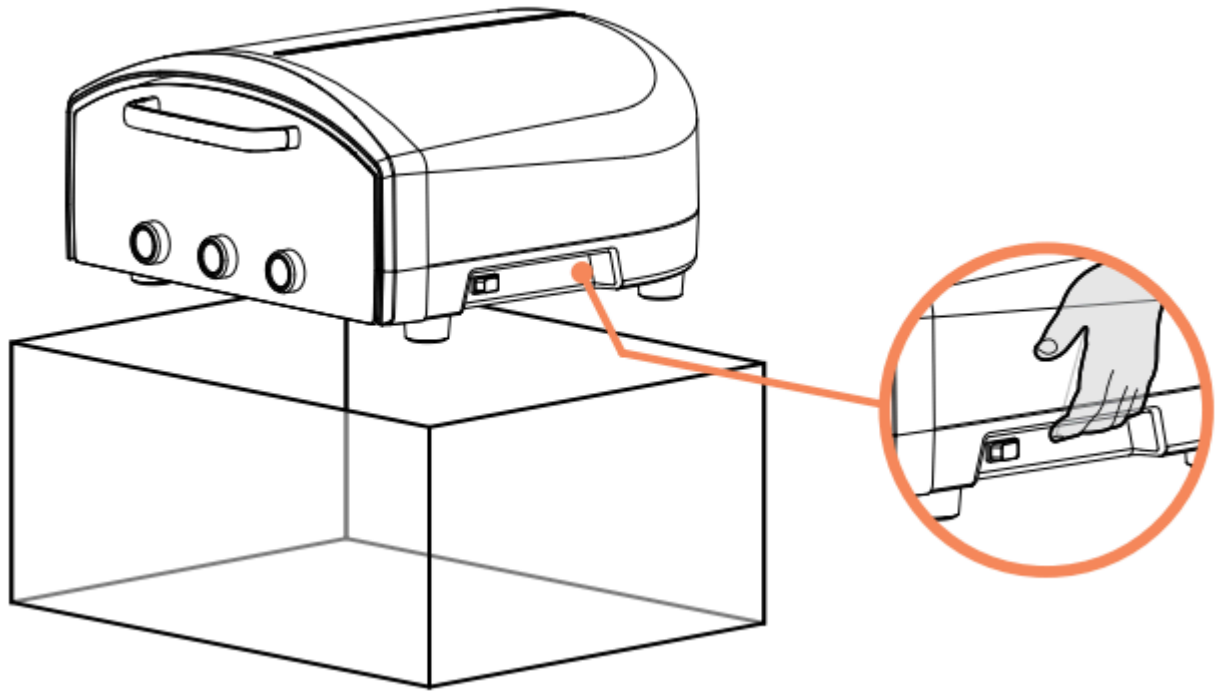
### Control Panel & Switch



1. Left Preset Mode Display
2. Temperature Knob
3. Temperature Icon
4. Right Preset Mode Display
5. Air Power Icon
6. Power Knob
7. Stone Power Icon
  
8. Timer Knob
9. Timer Icon
10. Temperature Dial
11. Power rate Dial
12. Timer Dial
13. Power Icon (Touch Control)
14. ON/OFF Switch ``

# Quick Start Guide

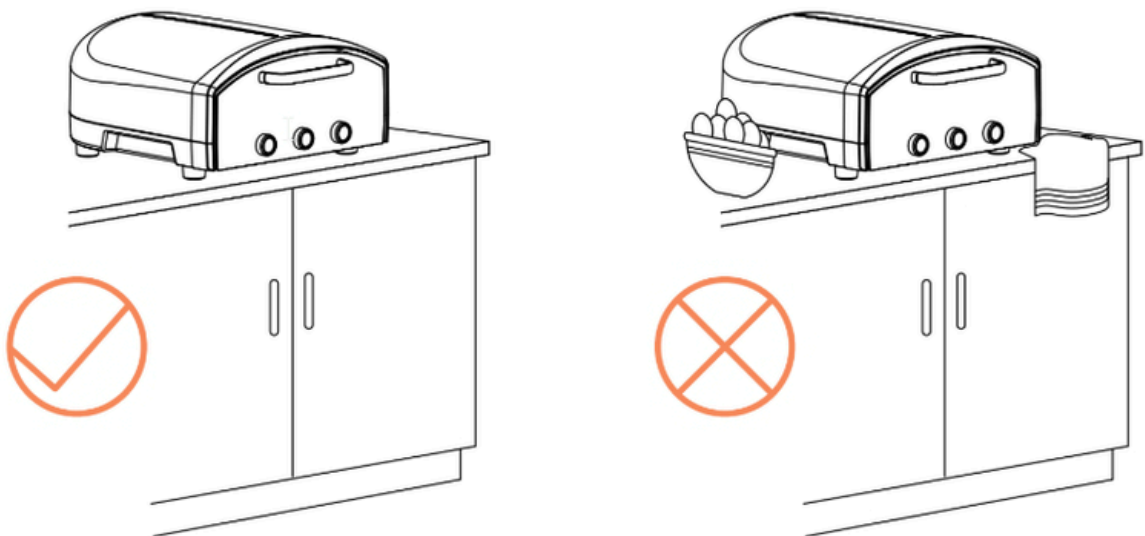
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Remove oven from packaging

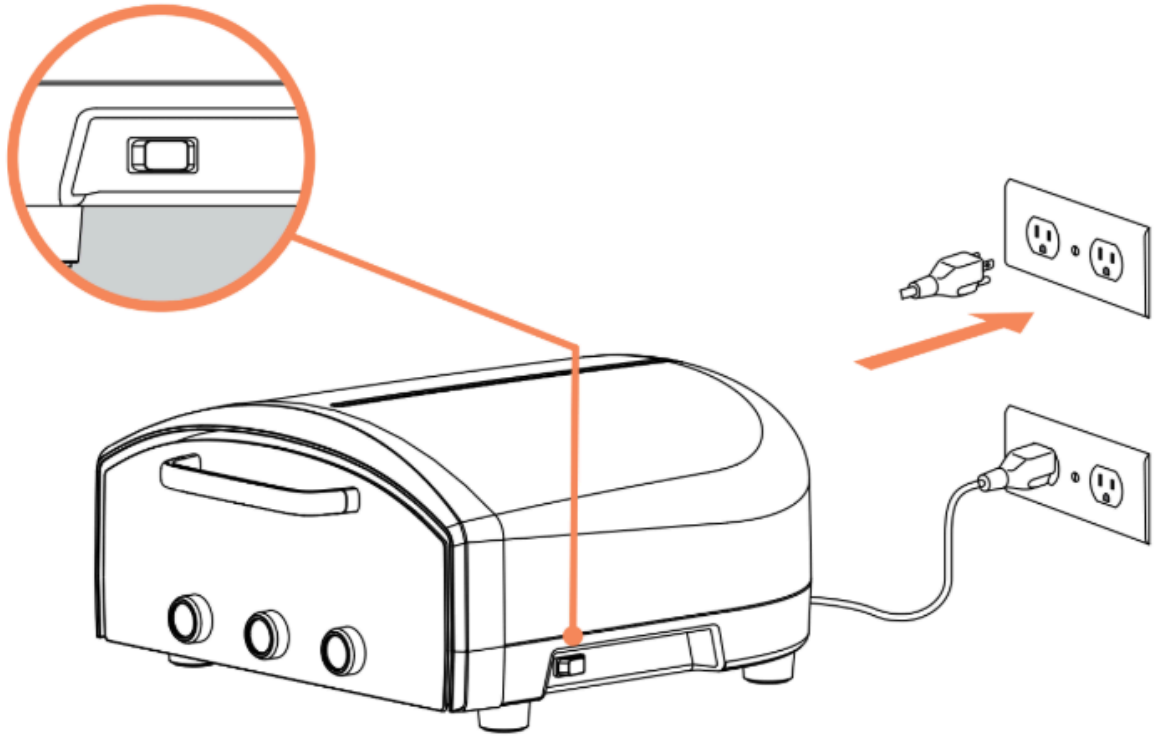
1

Take your oven out of the packing using the handholds on the side of the oven



2

Set the product on the surface that is stable, level, dry, heat resistant and clean allowing for safe operation.



3

**Make sure ON/OFF Switch is in the OFF position before plugging the pizza oven into a power outlet.**

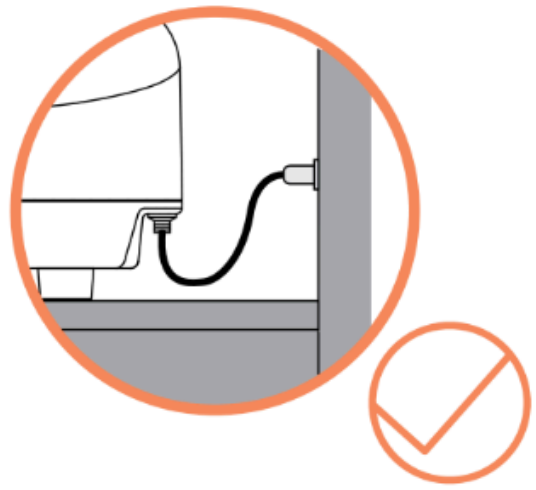
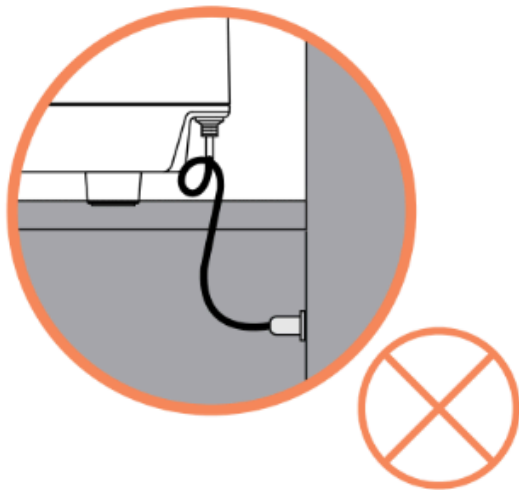
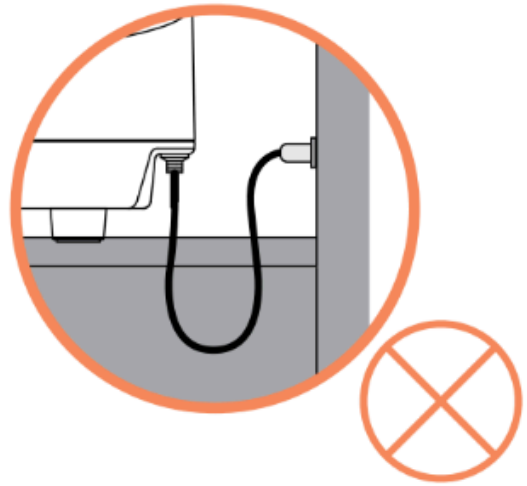
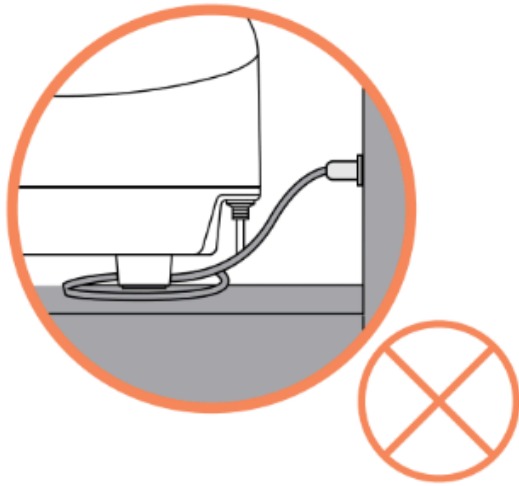
**CAUTION:** This Oven is designed to be used with 220-240V outlets only. If you using an extension cord, make sure that its marked electrical rating is at least as per the appliance's electrical rating (2140W).

### **POWER SUPPLY LEAD**

A short power supply lead is provided to reduce the hazards of entanglement or tripping over a longer cord. Longer detachable power-supply cords or extension cords may be used if care is exercised in their use.

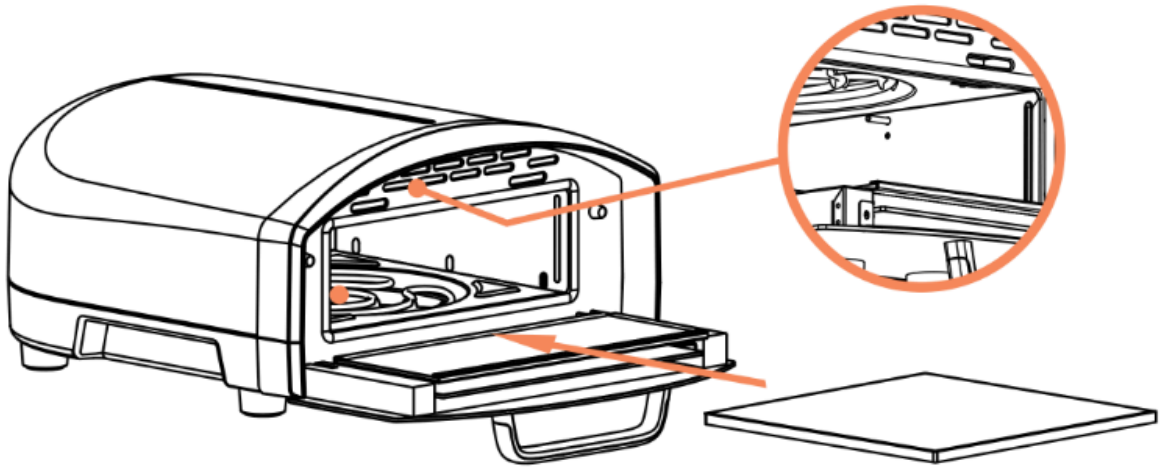
If an extension cord is used:

- The marked electrical rating of the extension lead should be at least as great as the electric rating of the appliance.
- The lead should be arranged so that it will not drape over the countertop or tabletop where it can be pulled on by children or tripped over unintentionally.
- If the appliance is of the grounded type, the extension lead should be a grounded-type 3-wire lead.
- Outdoor extension leads should be used with outdoor use products and are surface marked with the suffix letter "W" and with a tag stating "Suitable for use with outdoor appliances." The connection to an extension cord should be kept dry and off the ground.



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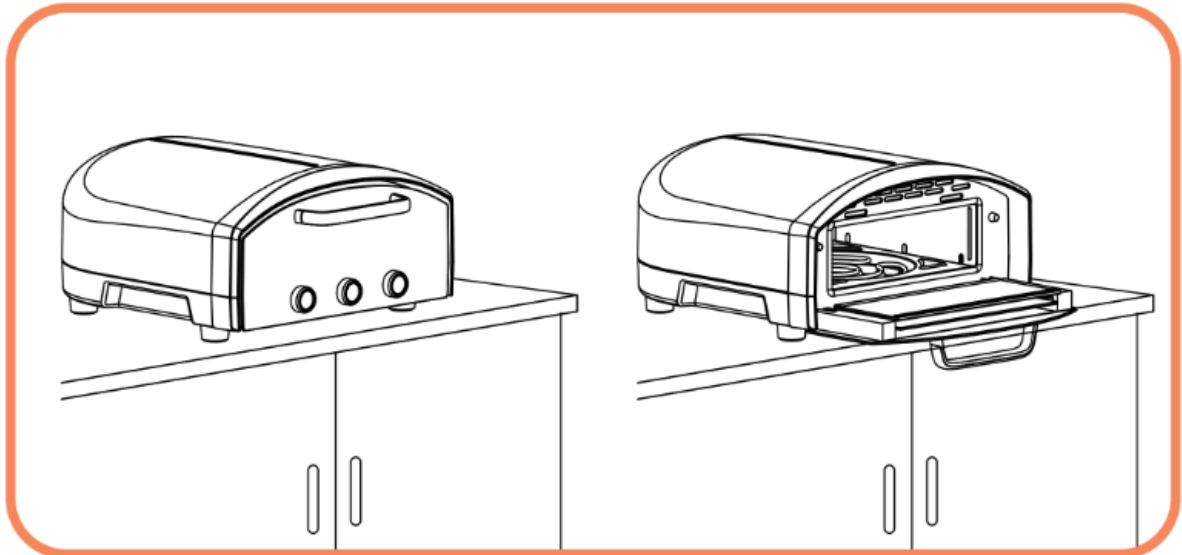
Make sure the cable doesn't run under the appliance or drape over the edge of the countertop or tabletop where it can be pulled on or tripped over. Do not use outlet below countertop surface.



5

Take the pizza stone out of its packaging and slide it carefully into the oven

**!** **CAUTION:** This oven comes with two temperature sensors on the side wall and the bottom of the oven's cavity. Avoid hitting the temperature sensors when placing the pizza stone into inside of the oven.



6

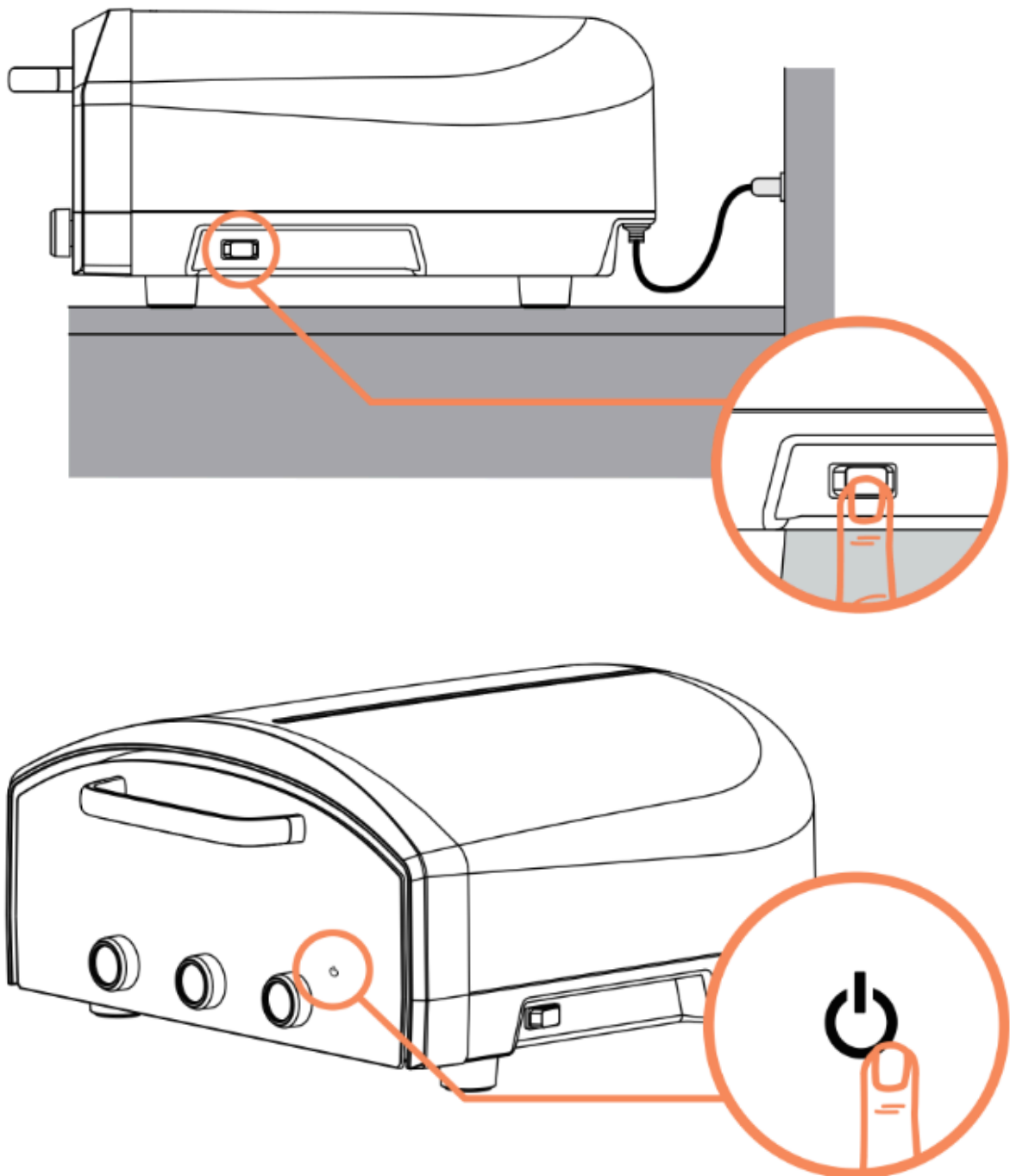
**Make sure there is space around the product to allow for safe operation.**

Make sure there is enough space on the right hand side to access the ON/OFF Switch.

Make sure there is sufficient clearance at the front to allow the oven's door to fully open.

The area above the oven should be clear.

DO NOT place oven inside an enclosed space.



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## Power On

Turn on the ON/OFF Switch on the side. The Power Icon light will come on and the oven will enter Standby Mode.

Touch the Power Icon to quit Standby Mode and activate Preset Mode Display

8

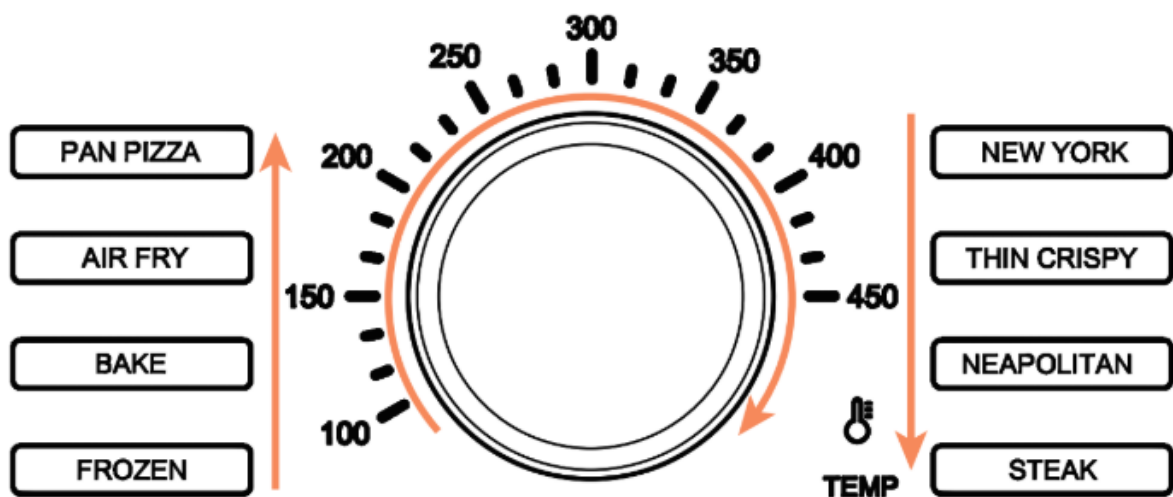
## Power Off

Touch the Power Icon on the front panel of the oven to power off the oven. The oven will switch into Standby Mode. In standby mode the oven fans continue to run in order to rapidly cool the oven and its electronics. Please wait until it cools down fully.

**⚠ WARNING:** Before turning off the ON/OFF switch or disconnecting from the outlet, let the oven cool down fully in Standby Mode. This will take around 10 minutes.

**⚠ WARNING:** Before moving the oven, leave oven to cool for at least 90 minutes.

**NOTE:** If the oven hasn't been used for 45 minutes, it will switch into Standby Mode to conserve energy and will automatically enter a cool-down cycle.

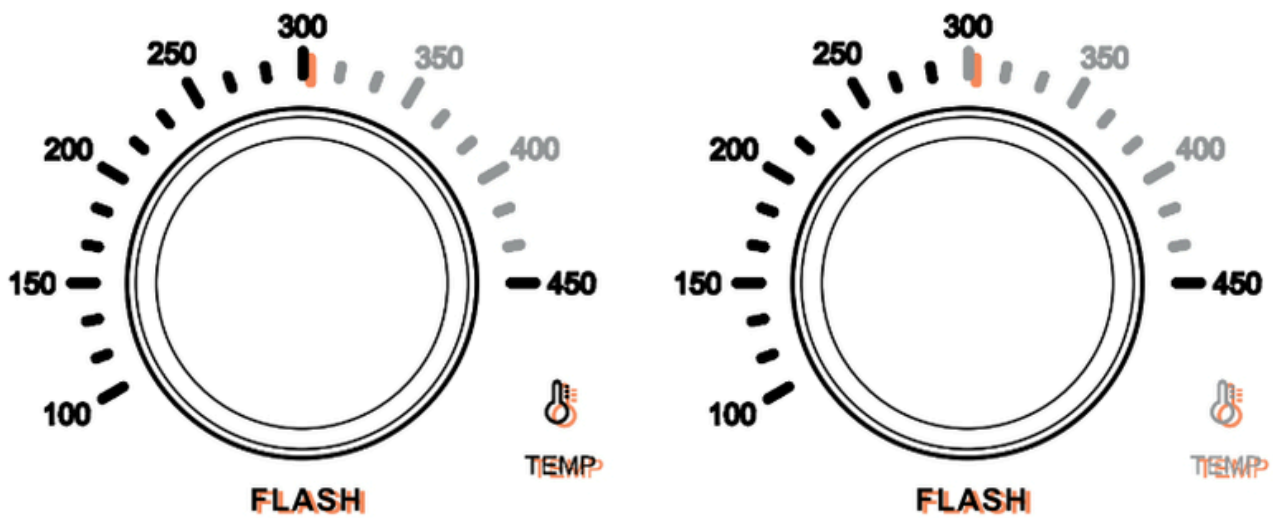


## TEMPERATURE KNOB

1. Rotate the Temperature Knob clockwise to select the Preset Mode you want.

2. Once the desired temperature or Mode is selected the oven will begin preheating.
3. To activate Manual Mode, keep rotating the Temperature Knob to select your ideal target temperature. Clockwise to increase the target temperature or anticlockwise to decrease the target temperature.
4. In Manual Mode, the temperature can be set from 100°C to 450°C (Min to Max)

**NOTE:** For safety every time the target temperature is reached the alarm will sound as a reminder



### Reading The Temperature Display

1. The Temperature Icon and Current Temperature will flash during heating.
2. The Target Temperature will be a single solid bar on the display.
3. The flashing Scale or Figure shows Current Temperature.
4. Behind the Current Temperature, solid scales and figures show the progress to Target Temperature during heating up.
5. After reaching Target Temperature all scales and figures will be solid, and oven will beep to indicate it is ready for cooking.

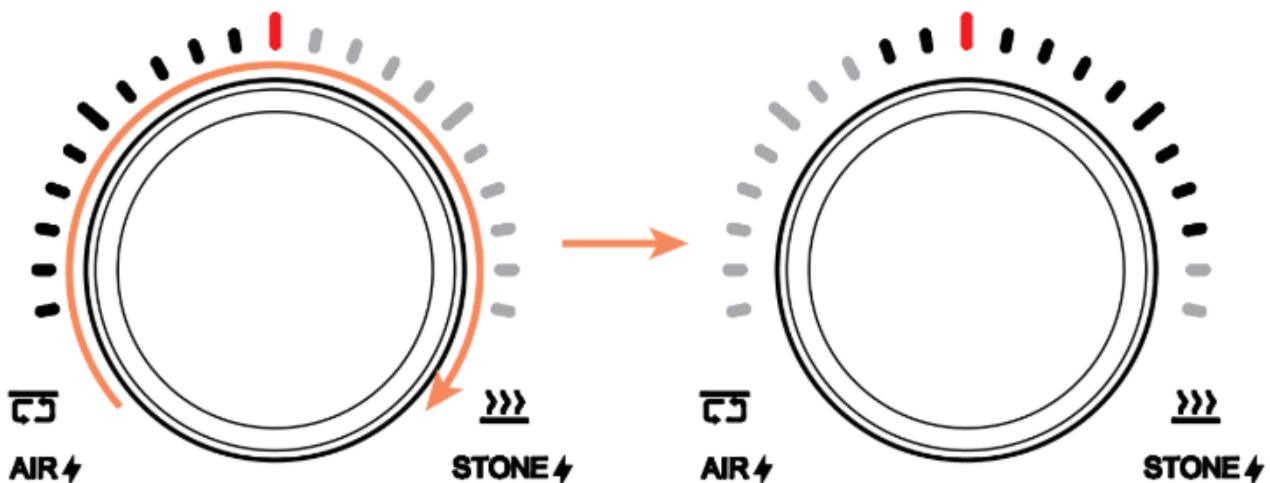
## Over Or Under Temperature Alerts

1. To monitor the oven's temperature and performance, the oven will sound a long alarm for several seconds if the temperature drops or exceeds the set temperature during operation.
2. When the temperature drops below the set temperature, the oven elements will turn back on to heat up. The Current Temperature display will flash until it reaches the Target Temperature.
3. When over temperature, the oven will stop heating up until the Target Temperature is reached. If safe and in a closely supervised situation, opening the door helps with decreasing the temperature inside.

**CAUTION:** The inner surfaces of the door can be extremely hot! Only use the handle when opening and closing the door.

**WARNING:** Close supervision is necessary when any appliance is used by or near children. Keep the appliance and its lead out of reach of children.

4. The oven always automatically adjusts its power to keep Target Temperature.
5. After reaching Target Temperature all scales and figures will be solid, and oven will beep and is ready for cooking.

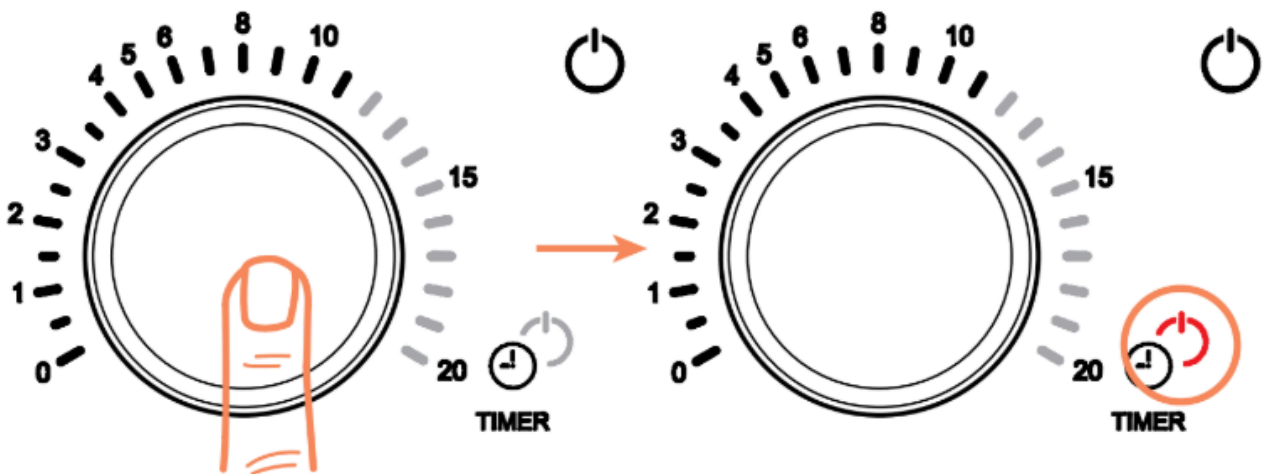


## POWER KNOB

The Power Knob in the middle shifts power between the top heat elements of air and the bottom heat element (pizza stone). This can be adjusted to suit cooking style and desired cooking outcome.

1. Rotate the Power Knob clockwise to increase the power to the bottom element (pizza stone) and decrease power to the top element (oven air temperature).
2. Rotate the Power Knob anticlockwise to increase the power to the top element (oven air temperature) and decrease power to the bottom element (pizza stone)
3. The Power Balance Adjustment can be adjusted at any point during cooking.

**NOTE:** The Power Balance will be set automatically when using the preset temperature modes. If setting this manually to achieve the desired outcome some experimentation may be required to achieve the best combination of heat and power output.



## OFF-DELAY FUNCTION

**NOTE:** This function works in conjunction with the Timer.

The Off-Delay Function will turn the oven off once the timer has completed.

1. Press and hold **Timer Knob** for 3 seconds to activate the OFF-DELAY function. The Red Power Icon Timer Icon will illuminate when the Off-Delay Function is activated.

2. When timer countdown complete, the oven will quit the current Mode and return to Standby Mode. Both elements will turn off.
  3. Press and hold Timer Knob for 3 seconds again to deactivate OFF-DELAY function. The Red Power Icon will turn off.
- 

## TIMER KNOB

**NOTE:** The Timer function is independent of the oven operation. When the timer finishes counting down, the oven will beep and will keep operating to maintaining the target temperature. You can activate the **OFF-DELAY** Function to link **Timer** function with the **Power Switch**. When the **OFF- DELAY** function is activated, the oven will turn back into Standby Mode after finishing the timer countdown.

1. Rotate the **Timer Knob** clockwise to increase the length of the timer (up to 20 minutes).
2. Rotate the **Timer Knob** anticlockwise to decrease the length of the timer.
3. The Timer allows you to choose 30 second increments when timer duration is under 4 minutes to allow better accuracy when cooking pizza.
4. Press the **Timer Knob** to confirm or cancel the timer function.
5. Timer scales and figures will be flash when shifting timer. Timer will be confirmed if there is inactivity for 3 seconds.
6. The oven will always alarm with "beep" when finishing countdown. Pressing or slightly rotating timer knob will stop the alarm and activate timer function to ready mode again.

# Cooking Functions

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The HIZO NEO E13 has several pre-programmed cooking modes. When selected, the oven will set the temperature and element power to suitable levels for various cooking methods/outcomes

## **PAN PIZZA (233°C)**

PAN PIZZA mode is set to 233°C. It is mainly for a thick, golden crust, crisp on the bottom, and loaded with toppings style pizza in an aluminum baking pan - think Sicilian, Chicago style etc. The user can adjust the cooking time according to the pizza size and fillings/toppings.

## **AIR FRY (235°C)**

AIRFRY mode is set to 235°C. It can be used to cook fried food, like French fries, chicken wings, chicken nuggets, etc. This mode can has balanced power settings . Therefore, the users do not need to flip the food, which is usually required by the traditional airfryer.

## **BAKE (200°C)**

BAKE mode is set to 200°C. In Bake mode, the top and bottom element power levels can be freely adjusted by the user to suit different pastries/cakes etc. Do not place oil or baking paper directly in the baking stone. Using the correct cookware/bakeware is required.

## **FROZEN**

FROZEN Mode is designed for easy preparation of Ready To Eat frozen meals such as frozen pizza. When cooking the frozen food, please remove all the packing before you put the frozen food in to the oven. The frozen food should be put on a suitable plate or pan, not on the pizza stone directly. This can help keep the pizza stone clean.

## NEW YORK (266°C)

NEW YORK PIZZA mode is set to 266°C. This traditional NEW YORK pizza style comes with chewy but crisp and tender texture and foldable slices. There are many topping options for New York style pizza - more ingredients require higher temperatures than pan pizza. The user can adjust the cooking time according to the pizza size and toppings.

**Tips:** Avoid ingredients with high water content. Increase the cooking time if more ingredients are used.

## THIN CRISPY (238°C)

THIN & CRISPY PIZZA mode is set to 283°C. It is a type of uniformly thin crispy pizza with sauce typically spread to the very outside and toppings right up to the edge. The user can adjust the cooking time according to the pizza size and toppings. **Tip 1:** put the sauce and ingredients evenly on the flattened dough to help prevent dough bubbles forming during cooking..

**Tip 2:** You can bake the flattened dough to be half cooked in around 2 minutes. Remember to flip the dough and press it during baking to avoid the dough bubbles. Then put the sauce and ingredients evenly on the half cooked dough. Finish cooking for around 1:30 minutes. By doing this, the dough will be thinner and crispier.

## NEAPOLITAN (433°C)

"NEAPOLITAN" PIZZA mode is set to 433°C. Famous for its airy and light crust with distinct blisters and leopard spotting produced (traditionally) by the high heat of a wood-fired oven. In this mode the oven provides more temperature compensation during cooking to help bake the perfect Neapolitan pizza, which requires very high temperatures and short cooking times. The higher the temperature, the more difficult it is to make a good pizza. To achieve the perfect Neapolitan pizza can require practice and perseverance. The user can adjust the cooking time according to the pizza size and toppings. Typically Neapolitan pizzas cook in 2 minutes or less.

## **STEAK (300°C)**

"STEAK" mode is set to 300°C. The user can adjust the cooking time according to the steak size and cut. Tips: It is very important to choose heat-resistant cookingware for high temperatures, such as cast iron plates or pans, because high temperatures can damage the coating of some non heat-resistant cookingware. The cast iron plate (or similar) should be put in the oven at the beginning of preheating to ensure it gets hot enough. When preheating finishes, place the steak on the cast iron plate and cook, flipping once, until the desired level of 'doneness' is reached. You decide the cooking time according to the degree of cooking that you like.

## **MANUAL**

MANUAL mode is reached by rotating the knob past the Preset options. The user can choose a temperature from 100°C to 450°C and can adjust the working power of top and bottom heating according to different food, cooking styles and personal preference. This enables you to fully customise how the oven functions. Considering this degree of customisation, MANUAL mode is recommended for the experienced cook or users who can operate the oven well.

# Settings Guide

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MODE	TEMPERATURE	TOP ELEMENT (AIR) POWER	BOTTOM ELEMENT (STONE) POWER	TIMER SETTING
<b>FROZEN</b>	200°C	5	5	20' 00"
<b>BAKE</b>	200°C		9	18' 00"
<b>AIR FRY</b>	250°C	3	7	12' 00"
<b>PAN PIZZA</b>	233°C	6	4	08' 00"
<b>NEW YORK</b>	266°C	6	4	07' 00"
<b>THIN CRISPY</b>	283°C	2	8	04' 00"
<b>NEAPOLITAN</b>	433°C	9		01' 30"
<b>STEAK</b>	300°C	10	0	
<b>MANUAL</b>	100 - 450 °C	10-0	0-10	00'30" - 20'00"

# Troubleshooting

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- ✓ Uncooked pizza sticks to peel

## LIKELY CAUSE

Not enough flour on bottom; pizza sat too long on peel; too many toppings

## SOLUTION

Ensure the dough is well floured. Make sure the dough can move freely on bench/peel. Add more flour to base if it doesn't slide around. Keeping the toppings light makes pizza easier to launch. Do not let the topped pizza sit on the peel for more than 2 minutes as the moisture in your dough will cause it to stick. Use quick, short movements to swiftly pull the peel back after placing the pizza on the stone.

- ✓ Oven smokes excessively during baking

## LIKELY CAUSE

Too much flour on the stone; oils/fats cause smoke.

## SOLUTION

Use just enough flour on your base to prevent the pizza from sticking to the peel. Excess flour burns and creates smoke inside the oven. Also do not open door excessively during baking pizza. Do not use oils/fats when cooking over 260°C.

- ✓ Pizza's base is raw, but toppings are burnt

**LIKELY CAUSE**

Too much heat to the top element; Thicker pizza also with more toppings.

**SOLUTION**

Use the **Power Knob** to decrease power to the top and increase power to the bottom. Note that thicker pizza with more toppings need lower oven temperatures and longer times to cook.

- ✓ Pizza base is undercooked

**LIKELY CAUSE**

Stone not hot enough; Base is too thick

**SOLUTION**

Try making the base thinner. For Neapolitan pizza, stretch out the base until you can all but see through the dough. For thicker base pizza, decrease the target temperature, increase the power on the bottom and increase the length of cooking time.

- ✓ Pizza base is overcooked/burnt.

**LIKELY CAUSE**

The stone is too hot. Too much flour between pizza base and stone.

**SOLUTION**

To bake thicker pizzas, use lower temperatures and increasing cooking times help to get good results. If the pizza base is undercooked it is necessary to stretch the base thinner and to use as little flour as possible in high temperature pizza cooking. Many pizzaiolos use semolina flour to launch pizzas.

- ✓ Food catches on fire

**LIKELY CAUSE**

Food is overcooked; Excess flour or baked-on food on stone; Oils/fats can cause fire.

**SOLUTION**

Cook for a longer time at a lower temperature. Do not use oils/fats such as butter, olive oil and margarine over 260°C. Excess flour and burnt food on the stone can ignite at high temperatures. If this happens, keep the door closed and the flames will extinguish themselves. If flames are not extinguished within a few seconds, unplug the unit.

- ✓ The oven makes noise after it is turned off

**LIKELY CAUSE**

The cooling fans are turned on

**SOLUTION**

This is normal. The oven has built in cooling fans to protect the electronics due to the high heat that can be generated during use. After the oven is turned off but still plugged in, the fans will run automatically to help cool the oven to a safe temperature. Please do not unplug the oven until it is sufficiently cool and the fans have turned off.

- ✓ The oven does not turn off automatically when the timer is finished

**LIKELY CAUSE**

Oven's **OFF-DELAY** function is not activated.

**SOLUTION**

The oven is designed to cook continuously. It does not turn off when the timer finishes. You can press and hold the **Timer Knob** to activate the **OFF-DELAY** function. In this function, the oven will turn off and switch back into Standby mode to cool down automatically *after* timer countdown has finished.

# Cleaning & Maintenance

KL43311 | KL43328 | HIZO NEO E13 Pizza Oven | Cleaning & Maintenance

## PIZZA STONE

1. Allow the pizza stone to cool completely before cleaning.
  2. DO NOT use the pizza stone over an open flame.
  3. DO NOT cool the stone with water or use it when damp.
  4. DO NOT use a metal spatula or knife, as these can scratch the stone.
  5. DO NOT place frozen foods onto the stone if using temperatures in excess of 150°C. Avoid extreme temperature changes to the stone.
  6. DO NOT apply oil to the stone.
  7. DO NOT get the stone wet or immerse it in water, which could damage the stone. The stone is NOT dishwasher safe.
  8. CAUTION: The stone is very hot during use and stays hot for a long time after use.
  9. The stone is fragile and can break if bumped or dropped.
  10. Wait until the stone and the oven fully cool down, then carefully slide the stone out of the oven and gently remove any loose or large burnt debris and ash. If needed, flip the stone over to brush off the underside.
  11. Gently flip it over and slide it back into the oven. The debris on the underside of the stone will burn away the next time you use the oven.
  12. Only store the pizza stone inside the oven keeping in dry, cool and clean condition. DO NOT store food or other items in the oven cavity.
  13. It is important to remove as much debris/stuck-on food from stone as possible to minimize smoking. Keep your stone clean helps the dough make good contact with the stone during cooking.
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## OVEN INTERIOR AND EXTERIOR

1. Store your oven indoors in dry conditions when not in use.

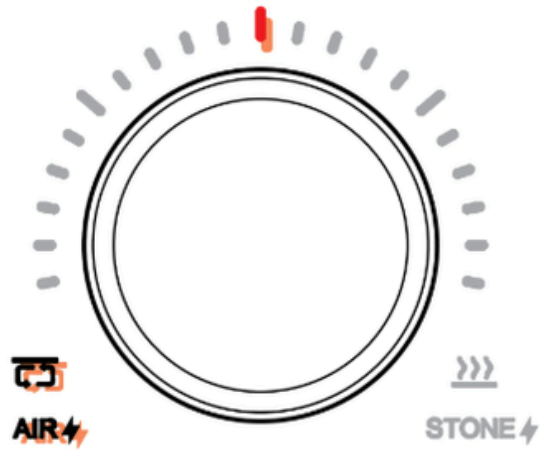
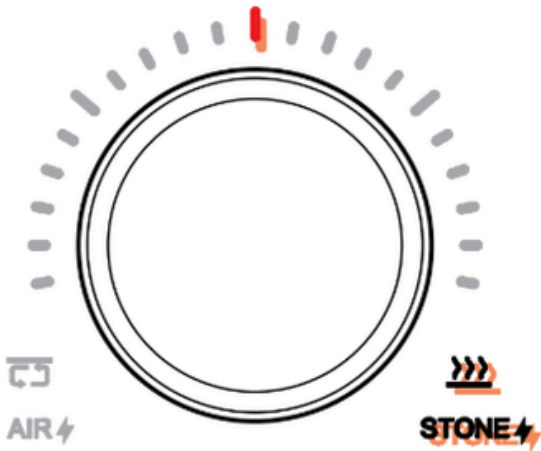
2. DO NOT lean on or put items on top of oven. Doing so could damage oven.
  3. Keep your oven clean while in storage.
  4. Unplug from outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts, and before cleaning the appliance.
  5. DO NOT clean with metal scouring pads or oven cleaners because they will damage the oven. Pieces can break off the pad and touch electrical parts, creating a risk of electric shock.
  6. To clean the outside of your pizza oven, wait until it's cool, unplug it and use a lightly damp cloth to wipe the oven body. Dry with a clean towel right away.
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## **GLASS DOOR**

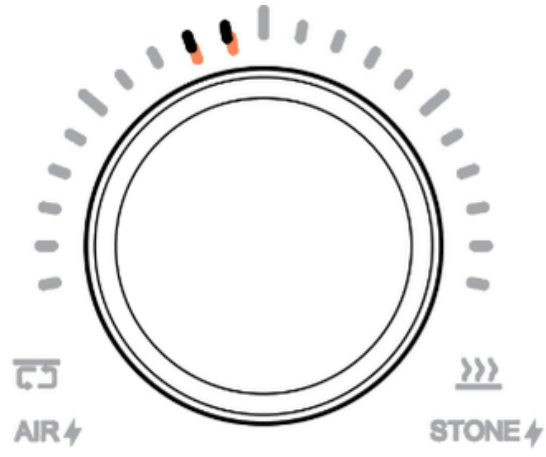
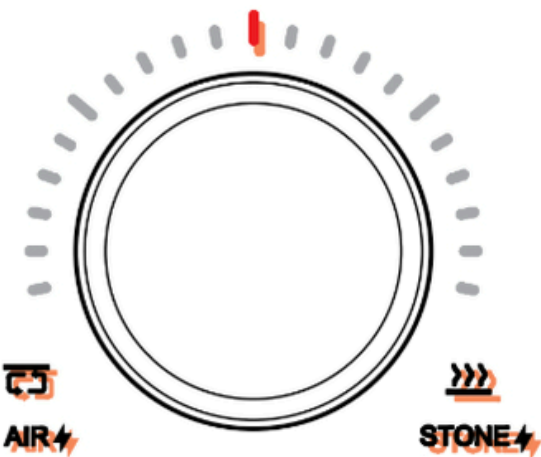
1. DO NOT lay cooking utensils, pans or dishes on the glass door.
2. Wait until oven is completely cool before cleaning the glass door.
3. You can remove grease using dry paper towels or a dry cloth. For more thorough cleaning, use warm, soapy water.
4. Make sure the glass door, pizza stone and oven is completely dry before turning it on to use again.

# Error Codes

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ERROR 1	ERROR 2
<p><b>Stone Over Temperature</b></p> <p>On Power Knob display, Red Scale and Stone Power Icon flash.</p> <p>Long alarm sounds.</p>	<p><b>Air Over Temperature</b></p> <p>On Power Knob display, Red Scale and Air Power Icon flash.</p> <p>Long alarm sounds.</p>



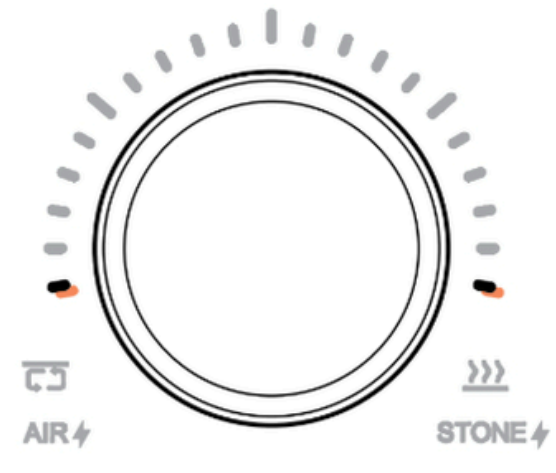
ERROR 3	ERROR 4
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<p><b>Air &amp; Stone Over Temperature</b></p> <p>On Power ` Knob display, Red Scale, Stone and Air Power Icons flash.</p> <p>Long alarm sounds.</p>	<p><b>PCB Top Temperature Sensor Open Circuit</b></p> <p>On Power Knob display, the left side two short scales flash.</p> <p>Long alarm sounds.</p>
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ERROR 5	ERROR 6
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<p><b>PCB Bottom Temperature Sensor Open Circuit</b></p> <p>On Power Knob display, Red Scale, Stone and Air Power Icons flash.</p> <p>Long alarm sounds.</p>	<p><b>PCB Top Temperature Sensor Open Circuit</b></p> <p>On Power Knob display, the left side long white scale flashes.</p> <p>Long alarm sounds.</p>
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## ERROR 7

## ERROR 8

**PCB Bottom Temperature Sensor Short Circuit****PCB Communications Fault**

On Power Knob display, the Right side long white scale flashes.

Long alarm sounds.

On Power Knob display, the lower Left side white scale and a lower Right side white scale flash. Long alarm sounds.