

This Owner's Manual is provided and hosted by [Appliance Factory Parts](#).



# COOKSHACK PZ400 Owner's Manual

[Shop genuine replacement parts for COOKSHACK  
PZ400](#)



[Find Your COOKSHACK Grill Parts - Select From 13 Models](#)

----- Manual continues below -----



# Model PZ400 Pellet Fired Pizza Oven Operator's Manual

Please read this entire manual for installation and use of this pizza oven. Failure to follow these instructions could result in property damage, bodily injury or even death.

Contact local building or fire officials about restrictions and installation inspection requirements in your area.

**SAVE THESE INSTRUCTIONS.**



Version 18.03.19

Rev. Date: 03/19/2018

Serial Number: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Dear Customer,

Thank you for choosing Cookshack!

Your Cookshack PZ400 will produce great pizza. It is easy to operate, clean and maintain. Use this Operator's Manual to familiarize yourself with the oven and its operation. If you have a question or problem not covered in the manual, call us at 1.800.423.0698 Monday through Thursday, 9 a.m.-4 p.m. CST and Friday from 9 a.m.-1 p.m. or email us at [info@cookshack.com](mailto:info@cookshack.com).

This unit is approved by NSF and ETL Listed Commercial Cooking Equipment in both the USA and Canada.

You must observe safe operating practices when using this pizza oven. Cookshack, Inc. assumes no responsibility for results of careless and dangerous operation of Cookshack products. If you do not follow the practices described in the Operator's Manual, all warranties will be null and void.

Read the following instructions thoroughly and completely before using your oven! Observe the instructions carefully. Be certain that you understand completely how it functions before attempting to operate it.

This oven is intended for cooking pizza. It is not intended for any use not specifically described in this manual. Misuse of this pizza oven can result in serious injury and a fire hazard.

With these precautions in mind, enjoy your oven and the delicious pizza it will produce.

Stuart Powell



President and CEO  
Cookshack Inc.

**Find Cookshack, Inc on all your favorite Social Media!**



## Table of Contents

General Safety Instructions .....	4
Included Equipment .....	5
General Installation Instructions .....	5
Location.....	5
Exhaust Systems.....	6
Venting .....	6
Operating Instructions/Start up Guide .....	7
Product Loading Instructions .....	7
Shut Down and Maintenance Procedure.....	7
Electrical Specifications .....	8
Troubleshooting Guide .....	9
Limited Warranty Policy .....	11
Return Merchandise Policy .....	12
PZ400 Illustration.....	14
PZ400 Wiring Diagram .....	15

## General Safety Instructions

**This equipment is designed and sold for commercial use only. Only licensed professionals should work on or service this equipment.**

**A MAJOR CAUSE OF OVEN-RELATED FIRES IS FAILURE TO MAINTAIN REQUIRED CLEARANCES (AIR SPACES) TO COMBUSTIBLE MATERIALS. IT IS OF UTMOST IMPORTANCE THAT THIS OVEN BE INSTALLED ONLY IN ACCORDANCE WITH THESE INSTRUCTIONS.**

- Keep the pizza oven free from combustible materials.
- Never store or use gasoline in the vicinity of this oven.
- Never use gasoline, gasoline-type lantern fuel, kerosene, charcoal lighter fluid or similar liquids to start or "freshen up" a fire in this oven. Keep all such liquids well away from the oven while in use.
- Whenever working on or servicing this unit **ALWAYS** disconnect the power.
- This oven is equipped with a grounded plug for your protection from shock hazard. Always plug this unit directly into a properly grounded receptacle.
- **WARNING!** Exterior surfaces may be **HOT!**
- Make sure all operator personnel are instructed on the proper use of the oven.
- Never leave the oven door open while the oven is running.
- Never use a high-pressure washer around electrical components.

## Included Equipment

Once you have unpackaged your pizza oven, you should find the following standard equipment:

- Heat Deflector
- Pizza Stone
- Operator's Manual
- Pellets
- Legs (pre-installed)

## General Installation Instructions

**Unit must be installed per state and local fire codes and NFPA 96.**

Local Code Officials and a Commercial Kitchen Ventilation Contractor should be consulted prior to installation to determine the need to obtain a permit.

**WARNING!** Unit is HEAVY. Extra care must be taken when unloading and moving.

Provisions must be made for adequate air supply for the oven. If the pizza oven is to be installed in a sealed room or building utilizing exhaust fans, the room must be supplied with a return air system. Return air must be equal or slightly higher than that of the exhausted air. **WARNING!** Do not pack required air spaces with insulation or other materials.

The unit requires a 120 volt, 4-amp circuit and grounded in accordance to your local codes or with the **National Electric Code ANSI/NFPA 70-1990**.

## Location

Installation should be on a level surface.

The unit requires adequate air. Ventilation is required for the proper operation of burner and cooking motors.

Keep the oven free from combustible materials. A good rule of thumb is to allow an 10" clearance space around the oven, however, the minimum spacing requirements from combustible material is 6." For clearance of non-combustible materials, follow these recommended service spacing guidelines:

- Top – 18"
- Left Side – 6" to load pellets
- Right Side- minimum of 8" from the side or 5" from flue
- Back- 6"
- Front – Must have enough room to open door for loading and unloading of product (approximately 30")
- Floor–Keep combustible material 6" beyond each side of the firebox

## Exhaust Systems

The Cookshack PZ400 comes with a standard flue which vents smoke out of the oven (**figure 1**). It is the customer's responsibility to provide a method to move smoke from this exhaust to the outside following applicable local codes (NFPA 96). This system must remain in place any time the unit is operated inside a building.

Adequate makeup air is required for safe operation. See "Venting" for more information. It is your responsibility to maintain essential combustion air at all times during operation.



**Figure 1:** PZ400 Flue

### **\*\*\*IMPORTANT\*\*\* READ CAREFULLY**

Positive Air Flow through the combustion chamber must be maintained for safe and proper operation of the unit.

Burner air flow may be affected by one or a combination of the following.

- Improper flue installation
- Inadequate makeup air for hood system or exhaust fans
- Competing hood systems or ventilation in the building
- Extreme drafts or inadequate clearance.

Please contact Cookshack Customer Service with any questions at **1.800.423.0698** Monday through Thursday, 9 AM to 4 PM CST, Friday 9 AM to 1 PM CST or email us at [info@cookshack.com](mailto:info@cookshack.com).

## Venting

Unit may be installed under a hood in accordance with your local codes. Venting should be installed in accordance with state and local fire codes (NFPA96).

**DO NOT INSTALL A FLUE DAMPER IN THE EXHAUST VENTING SYSTEM OF THIS UNIT.**

**DO NOT CONNECT THIS UNIT TO A FLUE SERVING ANOTHER APPLIANCE.**

## Operating Instructions/Start up Guide

This pizza oven is intended for use as a food cooker.

1. Before starting your unit, check the following:
  - Pellets are loaded in pellet hopper
    - **Only 100% hardwood food-grade pellets** should be used in your pizza oven. Pellets should be no larger than ¼" in diameter and ¾" long. Use of heating fuel pellets can be harmful to both the food you are cooking and your pizza oven.
  - Ensure that the fire pot is clean and clear of ash. Unit may not light if ash is not cleared from the fire pot. Also, not clearing the ash from the fire pot will cause premature failure of the igniter.
  - Check to ensure there is not a buildup of grease in the bottom of the cooking chamber.
2. Make sure the pellet slide is clean.
3. Turn the Main Power Switch to ON.
4. Set the desired cooking temperature. Unit has an automatic ignition system.
5. In the event of igniter system failure, use the following manual lighting instructions WITH OVEN OFF:
  - Pour ½ cup of pellets into the fire pot.
  - Squirt approximately 2 tablespoons of alcohol gel into the fire pot.
  - Ignite with a match. **NOTE: Never attempt to squirt alcohol gel into burning embers. This has the potential for serious injury.**
  - Let the pellets burn for 4 to 5 minutes.
  - Turn the Main Power Switch to On.
  - Set the thermostat to 700°F.
6. Always preheat the pizza oven to at least 500°F prior to cooking. This should take approximately 30 minutes.
7. ALWAYS CLEAN THE FIRE POT BEFORE RESTARTING THE OVEN.

## Product Loading Instructions

The PZ400 Pizza Oven is designed to cook one pizza at a time. Simply place the pizza on the pizza stone and close the oven door. The pizza will take approximately 3 minutes to cook.

## Shut Down and Maintenance Procedure

When you are finished cooking in the oven, lower to the temperature to 170°F and let run for about 10 minutes with the door open before turning the POWER BUTTON off. To properly maintain your oven, consider the following:

- Soot and Fly ash:
  - The products of combustion will contain small particles of fly ash. The fly ash will collect in the exhaust venting system and restrict the flow of the flue gases. Incomplete combustion such as occurs during startup, shutdown, or incorrect operation of the oven will lead to some soot formation which will collect in the exhaust venting system.

Normal maintenance procedures should be performed **after each use**:

- Clean ash from the fire pot and combustion chamber. You can do this with an ash vac once all embers in the fire pot are out.
- Ash should be placed in a metal container with a tight-fitting lid. The closed container of ash should be placed on a noncombustible floor or the ground, well away from all combustible materials, pending final disposal. If the ash is disposed of by burial in soil or otherwise locally dispersed, it should be retained in the closed container until all cinders have thoroughly cooled.
- To clean the pizza stone, simply scrape any food debris from the stone.

Normal maintenance procedures should be performed **each week**:

- Clean the pellet slide periodically to prevent pellet dust buildup – Figure 2.



**Figure 2:** Pellet Slide Cleaning

Normal maintenance procedures should be performed **each year**:

- The exhaust venting system should be inspected at least once every year to determine if cleaning is necessary.

## Electrical Specifications

120 volts, 60 HZ, single phase, 4-amp service required.

The fire pot igniter element, auger motor, and combustion fan total to 400 watts.

## Troubleshooting Guide

This is an initial guide for troubleshooting. If any of the following steps do not correct your issue, contact Cookshack Customer Service at 1.800.423.0698.

<b>Trouble</b>	<b>Probable Cause</b>	<b>Solution</b>
Control panel does not power up	Unit is not plugged into a working outlet (110 VAC)	Check the outlet to ensure it is working or plug into alternate source
Fire goes out during operation	<p>Pellet hopper is empty</p> <p>Auger motor is turning but the auger is not turning</p> <p>Not enough intake air</p>	<p>Inspect hopper and clean pellet dust out and fill with pellets</p> <p>Check shear pin between auger and motor-replace if broken</p> <p>Check auger for binding-clear cause of binding (such as jammed pellets)</p> <p>Check air intake air fan-if not turning, contact Customer Service</p> <p>If fan is turning, refer to installation instructions and verify that the vent pipe is properly installed</p>
Fire does not light	<p>Excessive pellet feed</p> <p>Pellet Hopper is empty</p> <p>Switch on pellet hopper is not in contact with the lid</p>	<p>Pellet auger is not cycling, contact Customer Service</p> <p>Inspect hopper and clean pellet dust out, then fill with pellets</p> <p>Clear pellets so the lid will fully close or adjust</p>

		the switch to make contact with closed hopper lid
	Dirty fire pot	Open firebox and clean fire pot and try to restart unit
	Trouble with igniter	Open pellet hopper lid and push the start button
		Open the firebox and feel over the pot. If the pot is hot, the igniter is fine. If pot is cold, contact Customer Service.
		You can manually light the unit also-see procedure in startup section
	Not enough intake air	Check air intake fan-if not turning, contact Customer Service
		If fan is turning, refer to the installation instructions and verify that the vent pipe is properly installed

## Limited Warranty Policy

Cookshack Pizza Ovens are guaranteed to be free from defects in material and workmanship under normal use and when installed in accordance with factory recommendations. **Warranty is voided unless 100% hardwood food-grade pellets are used.**

This limited warranty includes parts and labor for the first 90 days. Following the 90 day period, the two (2) year limited warranty is for parts only.

Cookshack, Inc.'s obligation under this warranty shall be to repair or replace at its option any part deemed defective upon examination by Cookshack, Inc., or its authorized agent, for a period of two (2) years from the date of sale.

Customer must obtain approval from Cookshack, Inc. before performing any service. Cookshack, Inc. is not responsible for any unauthorized service work.

1. The Limited Warranty extends to the original purchaser only.
2. To make claim or request for the Limited Warranty, the original purchaser must notify Cookshack, Inc. Customer Service for instructions as to the repair or replacement of the defective merchandise prior to attempting or contracting for repair of the oven. (See following page for Return Merchandise Policies).
3. The model number and serial number of the Cookshack Pizza Oven must accompany any request for service to the oven.
4. The Limited Warranty shall not apply if the merchandise has been improperly installed; damaged due to abuse, misuse, misapplication, accident; or as a result of service or modification by any other than an authorized Cookshack, Inc. service agent.

There are no express warranties other than the limited warranty stated herein above. No warranties whether express or implied, including, but not limited to, any implied warranties of merchantability of fitness for a particular purpose, shall extend beyond the respective warranty periods described above.

Cookshack, Inc. shall not be liable for any direct, indirect, special, consequential, incidental, or punitive damages; lost profits or loss of use or interruption of business regardless of the form of action or theory of liability resulting from any defect in or use of the Cookshack pizza oven, accessories and/or heating elements.

Additional information on obtaining service under this Limited Warranty is available on the following page or by contacting a Cookshack, Inc. Customer Service Representative directly at (800)423-0698.

## Return Merchandise Policy

If you have merchandise that you believe is defective and requires repair or replacement:

1. Call Cookshack, Inc. at (800)423-0698. Ask to speak to a Customer Service Representative. Have your Pizza Oven model number and serial number ready.

If you are advised to return the merchandise to the factory for repair or replacement, please observe the following procedures.

2. You will be issued a return number. A Customer Service Representative will issue you a return number and/or mail you an instruction form (called a Return Merchandise Authorization) for returning the merchandise with the return number on it.

All return merchandise must have a return number. Do not return merchandise without a return number.

3. Attach the return number to the merchandise.

If you were sent a Return Merchandise Authorization, attach it to the merchandise you are returning.

If you were issued an RETURN NUMBER by phone and not sent a Return Merchandise Authorization, attach a note to the merchandise with your name, address and RETURN NUMBER.

Print the RETURN NUMBER on the outside of the return packaging.

4. Ship the merchandise back to Cookshack.

Return the merchandise to Cookshack, Inc., shipping prepaid, F.O.B. destination, in the original container or equivalent.

All return merchandise must be shipped to: Cookshack, Inc., 2405 Sykes Blvd., Ponca City, OK, 74601.

You assume the risk of any loss or damage that occurs during transit due to improper packaging of the returned merchandise. Use the original container that the merchandise was shipped in or equivalent.

5. Repair or replacement of merchandise under warranty.

Replacement or repairing defective merchandise is at Cookshack, Inc.'s option.

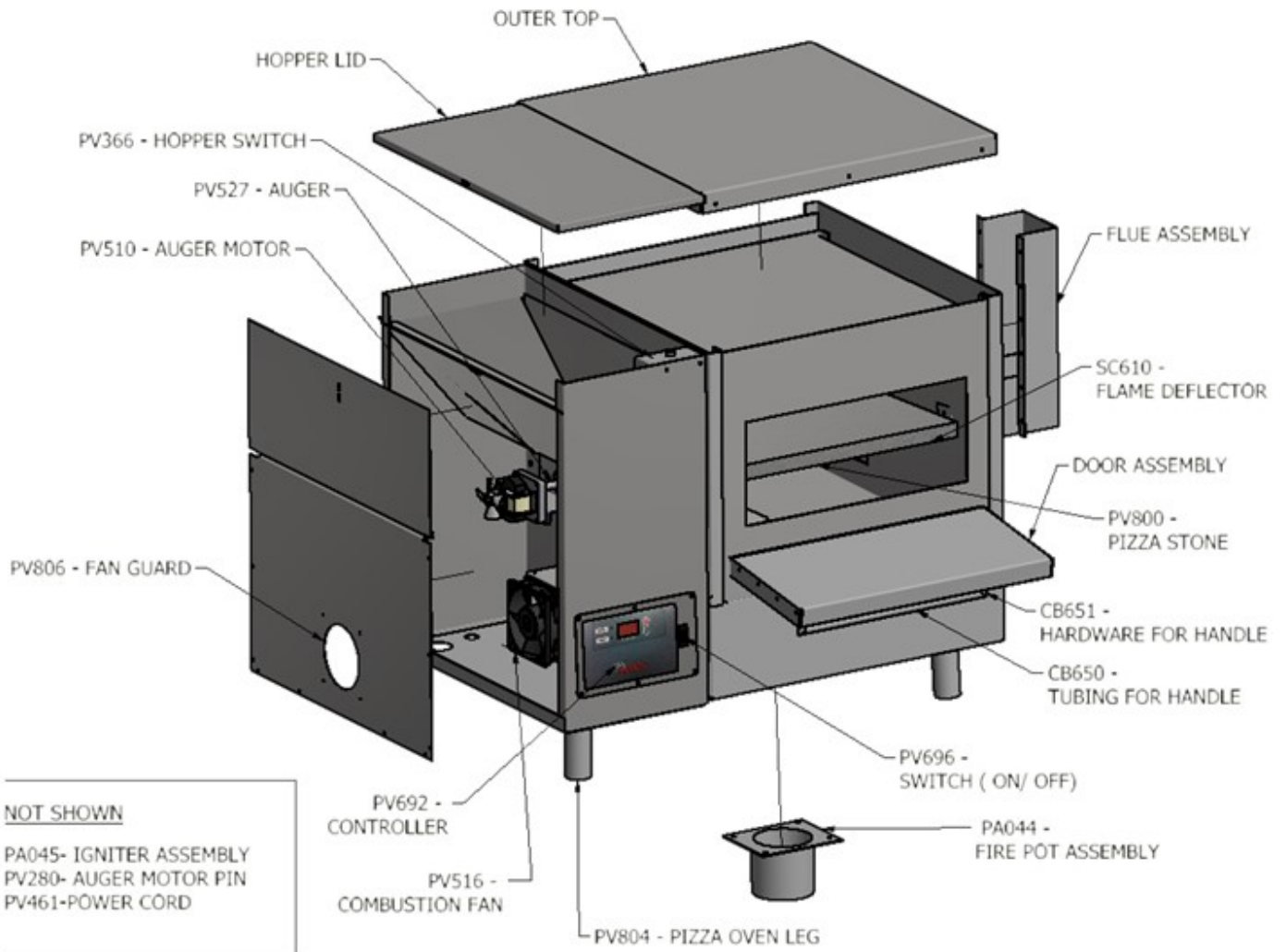
If repair of merchandise is deemed necessary by Cookshack, Inc. you will be instructed as to the necessary arrangements in order to affect the repair of the merchandise.

If replacement merchandise is deemed necessary by Cookshack, Inc. you will be invoiced for the replacement merchandise upon shipment. Credit for merchandise under warranty deemed to be defective by Cookshack, Inc. will be issued upon return of the defective merchandise.

Credit may be denied if the returned merchandise is not found to be defective by Cookshack, Inc.; if it is not under warranty; if it is not received at Cookshack, Inc. 30 days after your RETURN NUMBER is issued; if it is damaged due to abuse, misuse, misapplication or accident; if it has been serviced or modified by any other than an authorized Cookshack, Inc. service agent; is not returned with an RETURN NUMBER; is not in clean condition; is not complete; is damaged or lost in transit.

Replacement merchandise is sent to you via FedEx Ground or common carrier. If you request replacement merchandise to be sent by faster service than FedEx Ground or common carrier you shall incur the cost of shipping.

# PZ400 Illustration



# PZ400 Wiring Diagram

03/06/18

## PZ-400 120 VOLT WIRING DIAGRAM

