

Convotherm Installation Programs and Kits

Convotherm, Welbilt's RISE and Factory Authorized Servicer (FAS) will arrange and oversee the complete installation and startup process. Installation services and kits are net priced and nondiscountable. Customer should indicate their preferred Welbilt Authorized Service Agent for installation on the PO otherwise Welbilt RISE will select an Authorized Service Agent for the install.

Standard installation pricing Includes:

- Travel to and from installation location by Factory Authorized Servicer (FAS) - **up to 200 miles round trip**
- Professionally reviewed and managed install process
- Delivery of purchased equipment (6 & 10 shelf combis only) from FAS facility to site.
- Uncrating of purchased equipment
- Inspection of purchased equipment prior to install
- Assembly of purchased equipment
- Placement of unit on floor, stand, or table/counter top
- Leveling of unit
- Connection of existing utilities within 3 feet of unit
- Operational/functional test
- Disposal of new equipment packaging and dunnage
- Operator functional training by local Convotherm rep

If more than 2 combis are to be installed in a single location and during the same FAS trip, please order installation as follows: 1- 1st unit installation and 2nd unit for the remaining combis to be installed. For example, if 4 combis are to be installed, order 1 – 1st unit and 3- 2nd units.

Service Start-Up Check

FAS Start up verifies proper installation and starts warranty coverage. Start up services are free with the purchase of Convotherm Installation

Contact RISE for Start Up: Rise.callcenter@welbilt.com

Standard installation pricing does not include:

- Pre-installation site survey (required*)
- Installation kit (recommended)
- Installation of water filtration, stacking kit, hood are additional charges as shown below
- Final connections for new construction or remodel projects that are managed by on on site GC
- FAS travel over 200 miles round trip or locations that require visitor security screening
- Special licensing and permits
- Installation outside normal business hours
- Site modifications*
- Some installation locations will require additional materials to be purchased by customer
- In the event that pre-installation site survey or installation visit is aborted due to the site not being ready, the customer will be required to pay the FAS directly for any additional labor and travel charges for subsequent visits.
- Disposal of old equipment

* To confirm that the site is ready for installation. If modifications are required prior to installation, the customer, dealer, and rep will be notified.

Costs to modify site are the responsibility of the dealer and / or customer and are NOT included in the prices shown below.

Roll – in /Floor model combis must be shipped direct to the site due to size of equipment. FAS will meet the shipment at the install site and transport it to the installation location.

Get the best performance from your Convotherm from day one:

Pre-Installation Site Survey — The FAS site survey is intended to verify that the Convotherm oven can be set in place and connected to final utilities. It is not a consultation or advisory service to determine what is required for site compliance. Customers must refer to the product specification sheet and consult the appropriate licensed trades to ensure all utilities and conditions meet installation requirements.

Factory-Authorized Installation — completed by trained Convotherm service providers to guarantee correct setup. Includes a Mechanical Start-Up to verify that all systems operate safely and efficiently. Failure to complete a FAS start up will invalidate any warranty claims related to improper installation.

Protect Your Investment — using authorized installation services ensures full compliance with Convotherm installation requirements and maintains warranty coverage.

Installation Requirements (General Overview)

Before installation, it is essential that all site utilities and conditions are properly prepared to support the selected Convotherm equipment.

Utility Compatibility

New equipment must match the installation site's current utilities. The installation site must provide the appropriate utilities, ready for final connection as specified on the Convotherm specification sheet — including electrical supply, water, drain, gas (if applicable), ventilation, and network connections. All utilities must comply with local building and safety codes and be correctly sized and terminated within 3 feet of the equipment. Floor drain must be located within 12 feet of the oven, but not directly beneath it. Preferred location is 12-24" outside right rear of oven. Failure to meet these requirements may result in additional charges for a return visit.

Qualified Connections

Local regulations may require that electrical, plumbing, gas, or ventilation connections be completed by licensed professionals. Any such services are the responsibility of the customer and may be subject to additional costs.

Water Filtration

The water filtration system must be installed in an accessible area that allows for cartridge replacement and is free from open flame, heat, or steam sources. Water quality must meet Convotherm's published specifications; non-compliance may void the product warranty. Please refer to water treatment manufacturer's spec sheet.

Floor and Leveling

The unit must be installed on a level, non-combustable, stable surface. For models equipped with casters, the floor must be smooth, level, and capable of supporting the full weight of the equipment when in operation.

Clearances

Final placement must comply with the minimum clearance requirements for ventilation, heat exposure, and service access as outlined in the product documentation. A minimum of 20" on the left side is recommended to allow proper service access and to avoid additional costs if the unit must be moved for maintenance or repair. (Clearance requirement can be reduced to 2" with Convotherm heat shield)

Site Readiness and Responsibility

Convotherm or its authorized service partners may conduct a site readiness assessment at the customer's facility. This assessment is intended to identify issues that can be observed through reasonable visual inspection. Convotherm is under no obligation to move, disassemble, or remove existing equipment, panels, covers, or architectural elements to complete the assessment.

The customer is solely responsible for ensuring that all utilities, connections, and site conditions comply with Convotherm's installation requirements. Any deficiencies or nonconformities identified during the assessment or installation must be corrected by the customer at their own expense before Convotherm or its authorized service partners are required to proceed with installation or startup.

Convotherm/RISE Responsibilities:

- Managing the process from order receipt through installation.
- Managing receipt of site contact information.
- Alerting the FAS partner that an installation has been purchased and a site survey is required.
- Receiving and storing all pre-installation, installation, and start-up paperwork.

End User Responsibilities:

- End user / dealer will fill out **Pre-Sales Site Readiness Survey** (see bottom right corner - select or scan QR code)
- The end user is responsible for supplying all materials required for installation. It is strongly recommended that a Convotherm Installation Kit be purchased, as it includes most items needed for a standard installation. Customers may choose to provide their own materials or purchase them directly from a Factory Authorized Servicer (FAS).
- Any services not included in the Convotherm installation program must be arranged with the FAS and paid for by the end-user
- The end user must ensure a clear, unobstructed path to the final location. Additional charges may apply if this condition is not met.
- All existing and final utility connections must comply with applicable federal, state, and local codes.
- A potable cold water supply line that meets the water quality specifications listed on the product data sheet is required. A water analysis from the supply line must be completed prior to purchase.
- End user / dealer must verify site is ready before FAS site survey is dispatched
- RISE must be contacted directly to schedule factory authorized startup (Commissioning) to activate warranty

Utility Connection Requirements:

- One dedicated circuit per oven with a junction box or electrical disconnect positioned within 3' of unit, with proper voltage and amperage for the oven.
- Two cold-water inlets per oven – drinking quality within 3 feet of where each appliance will be installed.
- If applicable, one dedicated 3/4" gas supply line within 3' with a 3/4" NPT pipe connection with a shut-off valve (per oven) of where each appliance(s) will be installed.
- Normal required water operating pressure (22-87), installed RO systems require 60 psi incoming pressure. For Convotherm mini required operating pressure is 43.5-87
- Gas operating pressure (must be correct gas type for the combi): Natural gas: 7-11 WC, Liquid Propane: 11-14 WC

Aligned REP Responsibilities:

- Customer use and operational training upon installation:
 - Teach the basics of using your Convotherm oven
 - Review cleaning and maintenance procedures
 - Explanation of the Convotherm warranty and provide a technical service contact.

Pre-Sales Site Readiness Survey:

To ensure your site meets specifications to facilitate a trouble-free installation process, use our user-friendly, online Pre-Sale Site Readiness Survey



Installation Services and Kits

FAS INSTALLATION Services

Installation of First Unit

- **11000115824** - 6.10 mini, 10.10; 6.06/6.10, 10.20 mini pro
- **11000115826** - 6.10, 6.20, 10.10, 10.20
- **11000115828** - 20.10, 20.20

Installation of Second or More Units at the same location and at same time

- **11000115825** - 6.10 mini, 10.10; 6.06/6.10, 10.20 mini pro
- **11000115827** - 6.10, 6.20, 10.10, 10.20
- **11000115829** - 20.10, 20.20

Additional Installation Products

- **11000115830** - Pre-installation site survey (required)
- **11000115831** - Stacking Kit Installation (per stack)
- **11000115832** - Condensation hood installation
- **11000115833** - Water filtration installation*
- **11000115834** - Installation for 5, and 10 ga. RO systems*
- **11000115835** - Installation for 16 and 50 gal. RO systems*
- **11000115837** - Removal and disposal of each combi oven (or similar size equipment) from installation location
- **11000115869** - Extended Travel / High Security Location. Required for locations beyond the 200 miles round trip and or that require visitor security screening

Installation kits

Installation kits are non-discountable

- **11000115806** - Installation kit for 6.10, 6.20, 10.10, Electric- DWV Copper
- **11000115805** - Installation kit for 6.10, 6.20, 10.10, Gas - DWV Copper
- **11000115817** - Installation kit for 10.20, 20.10, 20.20, Electric - DWV Copper
- **11000115819** - Installation kit for 10.20, Gas - DWV Copper
- **11000115816** - Installation kit for 20.10, 20.20, Gas - DWV Copper
- **11000115890** - Installation kit for 6.10 & 10.10 mini electric DWV Copper

* only for filtration systems purchased through
Convotherm on same purchase order