

# USE & CARE MANUAL



# BLUESTAR<sup>®</sup>

Unleash Your Inner Chef<sup>®</sup>

Gas Wall Oven  
BWO

750323

## BlueStar® Gas Wall Oven MODELS BWO

THIS APPLIANCE WAS DESIGNED FOR EASE OF INSTALLATION AND OPERATION. HOWEVER, WE RECOMMEND THAT YOU READ ALL SECTIONS OF THIS MANUAL BEFORE YOU BEGIN INSTALLATION. INSTALLATION MUST BE PERFORMED BY AN APPROVED GAS INSTALLER OR GAS SERVICE TECHNICIAN OR THE WARRANTY IS VOID. **IN THE COMMONWEALTH OF MASSACHUSETTS A LICENSED PLUMBER OR GAS FITTER** CAPABLE OF REVIEWING AND PERFORMING THE MANUFACTURER'S INSTALLATION CHECKLIST SHOULD INSTALL THIS APPLIANCE. THE INSTALLATION CHECKLIST IS INCLUDED AT THE REAR OF THIS BOOKLET.

DO NOT REMOVE PERMANENTLY AFFIXED LABELS, WARNINGS OR DATA PLATES FROM YOUR APPLIANCE. THIS MAY VOID THE MANUFACTURER'S WARRANTY AND/OR HINDER EFFECTIVE SERVICING AND MAINTENANCE.

THESE INSTRUCTIONS ARE TO REMAIN WITH THE APPLIANCE AND THE CONSUMER IS TO RETAIN THEM FOR FUTURE REFERENCE.

**WARNING: If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.**

- **Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.**
  
- **WHAT TO DO IF YOU SMELL GAS**
  - **Do not try to light any appliance**
  - **Do not touch or activate any electrical switch**
  - **Do not use any phone in your building**
  - **Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.**
  - **If you cannot reach your gas supplier, call the fire department**
- **Installation and service must be performed by a qualified installer, service agency or the gas supplier.**

GAS-FIRED



NOTE: WARRANTY SERVICE MUST BE PERFORMED BY AN AUTHORIZED SERVICE AGENT. YOU MAY REQUEST WARRANTY SERVICE BY CALLING 800-449-8691. YOU MAY ALSO REQUEST SERVICE VIA THE INTERNET BY SUBMITTING THE SERVICE REQUEST FORM AT [WWW.BLUESTARCOOKING.COM](http://WWW.BLUESTARCOOKING.COM)

**In the Commonwealth of Massachusetts, gas connections must be performed by a licensed plumber or licensed gas fitter.**

### Proposition 65 Warning



**WARNING: THIS PRODUCT CAN EXPOSE YOU TO CHEMICALS INCLUDING CARBON MONOXIDE WHICH IS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. FOR MORE INFORMATION GO TO [WWW.P65Warnings.ca.gov](http://WWW.P65Warnings.ca.gov)**

## **SAFETY INSTRUCTIONS**

To avoid personal injury or property damage, please read and follow these important safety precautions.

1. Before any maintenance or repairs are performed, disconnect the appliance from the electric supply.
2. Your appliance should be installed by a qualified gas installation technician. Have the technician show you the exact location of the gas shutoff valve on the incoming gas line so you know how to turn off the gas if necessary.
3. In the event of a power failure, do not attempt to operate the appliance or light any of the burners. This is a gas fired appliance that employs electrical components such as the ignition and safety devices.
4. Do not attempt to repair or replace any part of this appliance unless specifically instructed to do so by this manual. In-warranty service must be performed by an authorized service agency.
5. Do not store flammable materials on or near the appliance. Keep the appliance area clean and free of combustible materials, gasoline and other flammable vapors and liquids. A check before each use to determine that no hazardous materials are in the area is recommended.
6. The push-to-turn control knobs on this appliance are designed to be child-safe, however, not a guarantee of operation. Children should not be left alone or unattended in the kitchen while the appliance is in use.
7. The ventilation and flue ways of this appliance must remain unobstructed at all times.
8. Do not store items of interest to children near the appliance. Children, as well as adults, should never be allowed to sit, stand, or climb on any part of the appliance. Serious injury may occur.
9. Do not use water on grease fires. Never pick up a flaming pan. It is recommended you purchase a multi-purpose dry chemical or foam-type fire extinguisher for your home. Store it in close proximity to your appliance.
10. For your safety, never use your appliance or any other cooking appliance as a space heater to warm or heat the room.
11. All local and national codes and ordinances must be observed. Installation must conform with local codes. In the absence of such, National Fuel Gas Code ANSI Z223.1 NFPA54 or latest.
12. In Canada: Installation must be in accordance with the current CAN/CGA B149.1&2 Gas Installation Codes and/or local codes.
13. In Massachusetts: All gas products must be installed by a "Massachusetts licensed" plumber or gas fitter. A "T" type handle manual valve must be installed in the gas supply line to the appliance.
14. To avoid personal risk or injury, this unit requires two or more personnel when lifting, handling, or moving this appliance. Do not use the handle or oven door to lift the oven. Remove door before installation to ensure no damage is resulted in lifting of the oven.

### **WARNING!**

**Operation of this product could expose you to carbon monoxide if not adjusted properly. Inhalation of carbon monoxide is known to the state of California to cause birth defects or other reproductive harm.**

### **WARNING!**

**Never cover any slots, holes or passages in the oven bottom or cover an entire rack with materials such as aluminum foil. Doing so blocks air flow through the oven and may cause carbon monoxide poisoning. Aluminum foil linings may also trap heat, causing a fire hazard.**

## **SAFETY INSTRUCTIONS**

### **To Prevent Fire and Smoke Damage**

- Be sure all packing materials are removed from the appliance.
- Keep area around appliance free and clear of all combustible materials, gasoline, and other flammable vapors.
- Many aerosol spray cans be explosive when exposed to heat— Do not store near appliance.
- Many plastics are vulnerable to heat—Do not store near appliance.
- Combustible items like paper, and plastic, can ignite or metals can heat up when exposed to heat can burn and cause harm— Do not pour spirits over hot foods. Do not leave the oven unattended when in operation.

### **In Case Of Fire**

- Turn off appliance and any ventilation if in use to avoid spreading the flames.
- Smother fire or flame by closing the door.
- Do not use water on grease fires. Use baking soda, a dry chemical, or a foam fire extinguisher.
- Grease is flammable and should be handled with caution. Let grease cool before removing. Wipe up all spills and accumulations of grease when cool to the touch.

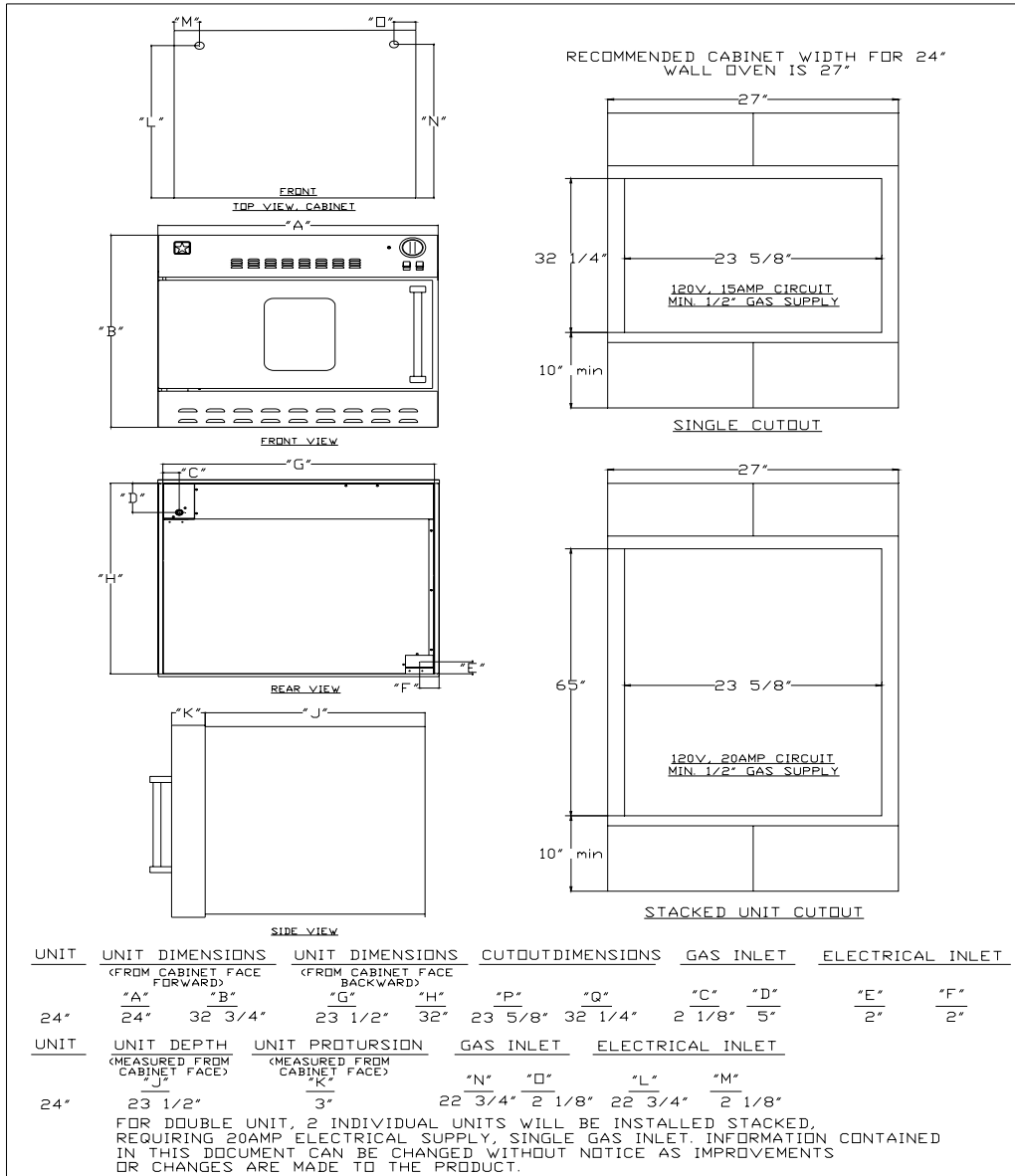
### **WARNING!**

- Never operate this appliance during power failure.
- The use of cabinets for storage above the oven may result in a potential fire or burn hazard.
- The misuse of the oven door; sitting, stepping, or leaning on, can result in hazards or injuries and damage to the product and or user.
- Do not use commercial oven cleaners inside the oven. The use of these cleaners can result in hazardous fumes or may damage the porcelain oven cavity.
- Use only dry, sturdy pot holders. Damp towels or pot holders can create steam and/or ignite.
- Do not drape towels or materials on oven doors. These articles may ignite.
- Always avoid reaching into the oven top to add or remove food. Utilize the motion of the oven racks and handle with care.
- Always follow food manufacturers instructions for food handling and preparation.
- **OVEN WILL GET HOT!** Never touch the inside of the oven cavity or oven burner when in operation. As with any cooking appliance, surfaces will get hot. Personal injury or harm may occur.

## Dimensions of 24" Wall Oven

<b>Built In 24" All Gas Wall Oven</b>	
<u>Description</u>	<u>BWO24AGS</u>
<b>Overall Width</b>	24"
<b>Overall Height</b>	32 3/4"
<b>Overall Depth from Rear</b>	To edge of cabinet face 23 1/2" To end of door 26 1/2"
<b>Cutout Width</b>	23 5/8"
<b>Cutout Height</b>	32 1/4"
<b>Cutout Depth</b>	23 1/2"
<b>Cutout Height from Floor</b>	10"
<b>Gas Requirements</b>	Shipped natural or LP gas, must be specified, Accepts standard residential 1/2"(1.3 cm) beyond 23"
<b>Gas Manifold Pressure</b>	Natural 5.0" W.C.P/Liquid Propane 10" W.C.P
<b>Electrical Requirements</b>	120VAC/60 Hz 4 ft(121.9 cm) 3-wire cord with grounded 3-prong plug attached to product. Flexible cord connector must be 1/2" ID (1.3 cm). Cord must be agency approved for use with household gas ovens.
<b>Maximum Amp Usage</b>	8.0 Amps, recommend a 15 amp circuit
<b>Oven Burner Rating</b>	One 25,000 btu Nat or L.P.
<b>Infrared Broiler Rating</b>	Infrared Broiler 18,000btu Nat or L.P.
<b>Electric Heat Assist Rating</b>	One Electric Heat Element 3,000btu
<b>Oven Interior Width</b>	20 1/4"
<b>Oven Interior Depth</b>	19 3/4"
<b>Oven Interior Height</b>	15"
<b>Oven Volume</b>	3.47 cubic feet
<b>Approximate Weight</b>	250 pounds

## Cut Out Dimensions of 24" Wall Oven

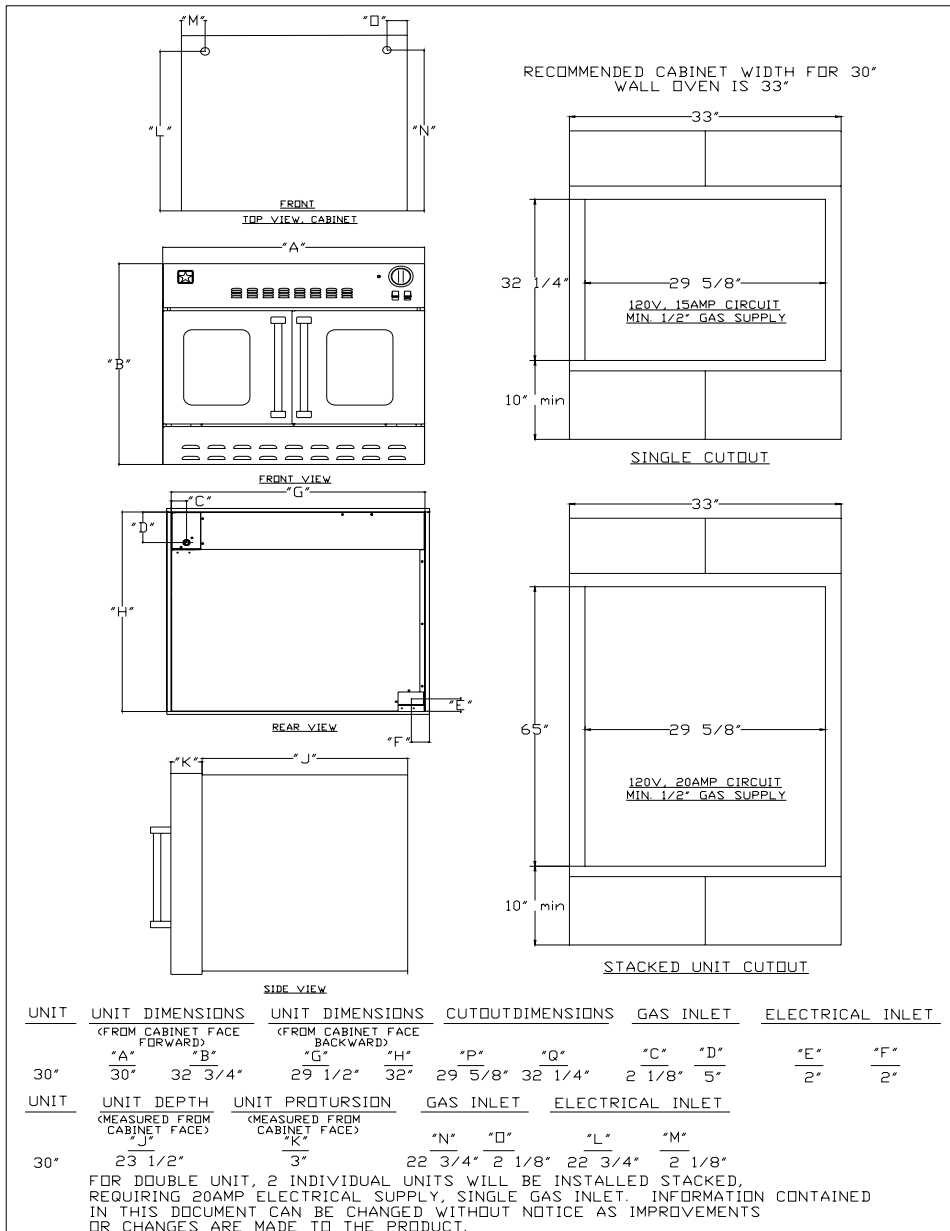


- This unit must vent 36" off of the ground
- This is a built in unit.
- This is a zero clearance unit.
- The grounded electrical socket must be placed above or below cut off
- To prevent possible damage to the cabinets, use only moisture resistant materials and finishes that will withstand temperatures up to 190 degrees F(88 degrees C)

## Dimensions of 30" Wall Oven

<b>Built In 30" All Gas Wall Oven</b>	
<u>Description</u>	<u>BWO30AGS</u>
<b>Overall Width</b>	30"
<b>Overall Height</b>	32 3/4"
<b>Overall Depth from Rear</b>	To edge of cabinet face 23 1/2" To end of door 26 1/2"
<b>Cutout Width</b>	29 5/8"
<b>Cutout Height</b>	32 1/4"
<b>Cutout Depth</b>	23 1/2"
<b>Cutout Height from Floor</b>	10"
<b>Gas Requirements</b>	Shipped natural or LP gas, must be specified, Accepts standard residential 1/2"(1.3 cm) beyond 23"
<b>Gas Manifold Pressure</b>	Natural 5.0 W.C.P/Liquid Propane 10 W.C.P
<b>Electrical Requirements</b>	120VAC/60 Hz 4 ft(121.9 cm) 3-wire cord with grounded 3-prong plug attached to product. Flexible cord connector must be 1/2" ID (1.3 cm). Cord must be agency approved for use with household gas ovens.
<b>Maximum Amp Usage</b>	8.0 Amps, recommend a 15 amp circuit
<b>Oven Burner Rating</b>	One 25,000 btu Nat or L.P.
<b>Infrared Broiler Rating</b>	Infrared Broiler 15,000btu Nat or L.P.
<b>Oven Interior Width</b>	26"
<b>Electric Heat Assist Rating</b>	One Electric Heat Element 3,000btu
<b>Oven Interior Depth</b>	19 3/4"
<b>Oven Interior Height</b>	15"
<b>Oven Volume</b>	4.46 cubic feet
<b>Approximate Weight</b>	300 pounds

## Cut Out Dimensions of 30" Wall Oven



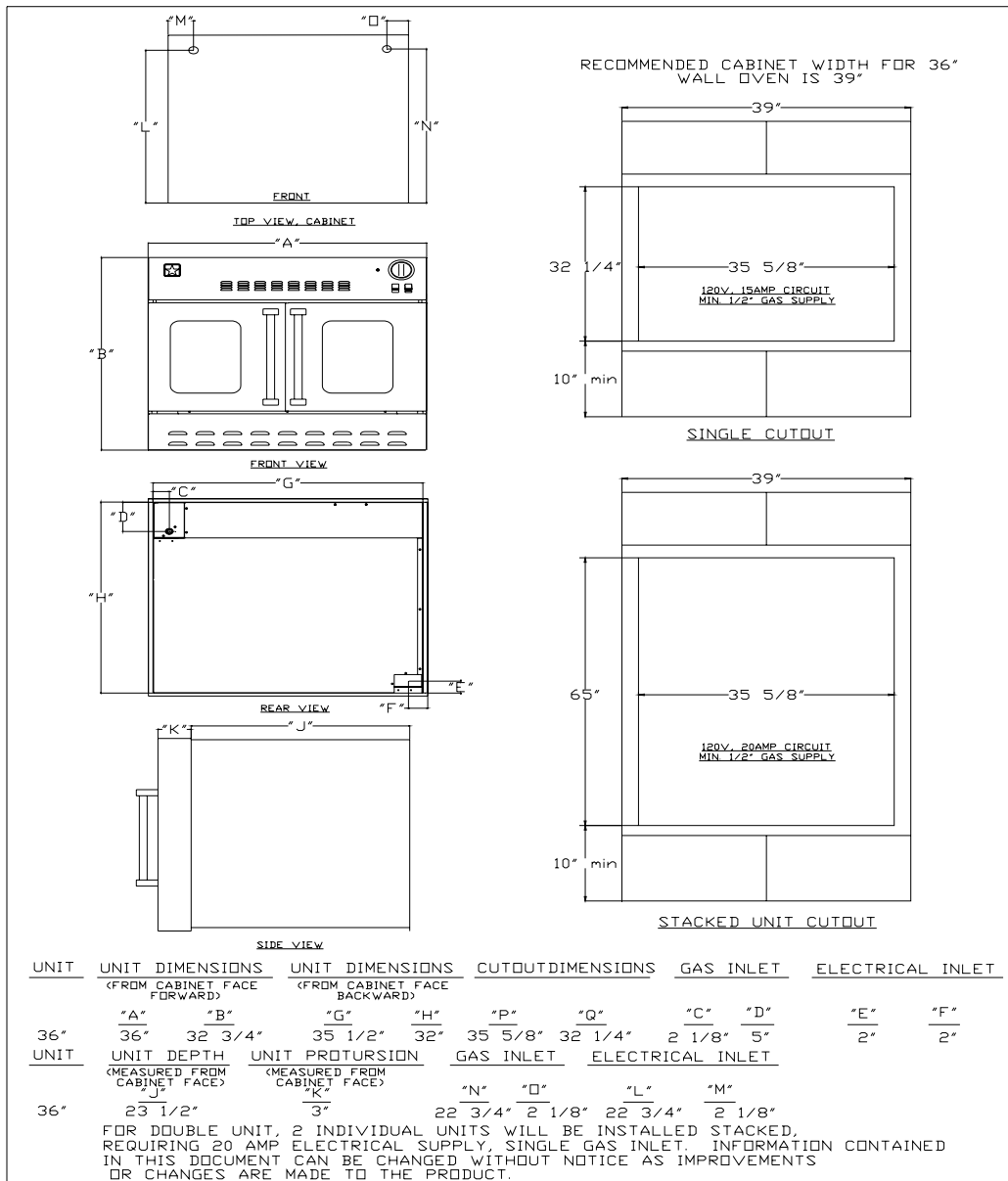
- This unit must vent 36" off of the ground
- This is a built in unit.
- This is a zero clearance unit.
- The grounded electrical socket must be placed above or below cut off
- To prevent possible damage to the cabinets, use only moisture resistant materials and finishes that will withstand temperatures up to 190 degrees F(88 degrees C)



## Dimensions of 36" Wall Oven

<b>Built In 36" All Gas Wall Oven</b>	
<b>Description</b>	<b>BWO36AGS</b>
<b>Overall Width</b>	36"
<b>Overall Height</b>	32 3/4"
<b>Overall Depth from Rear</b>	To edge of cabinet face 23 1/2" To end of door 26 1/2"
<b>Cutout Width</b>	35 5/8"
<b>Cutout Height</b>	32 1/4"
<b>Cutout Depth</b>	23 1/2"
<b>Cutout Height from Floor</b>	10"
<b>Gas Requirements</b>	Shipped natural or LP gas, must be specified, Accepts standard residential 1/2"(1.3 cm) beyond 23"
<b>Gas Manifold Pressure</b>	Natural 5.0 W.C.P/Liquid Propane 10 W.C.P
<b>Electrical Requirements</b>	120VAC/60 Hz 4 ft(121.9 cm) 3-wire cord with grounded 3-prong plug attached to product. Flexible cord connector must be 1/2" ID (1.3 cm). Cord must be agency approved for use with household gas ovens.
<b>Maximum Amp Usage</b>	8.0 Amps, recommend a 15 amp circuit
<b>Oven Burner Rating</b>	One 25,000 btu Nat or L.P.
<b>Infrared Broiler Rating</b>	Infrared Broiler 15,000btu Nat or L.P.
<b>Electric Heat Assist Rating</b>	One Electric Heat Element 3,000btu
<b>Oven Interior Width</b>	29"
<b>Oven Interior Depth</b>	19 3/4"
<b>Oven Interior Height</b>	15"
<b>Oven Volume</b>	4.97 cubic feet
<b>Approximate Weight</b>	350 pounds

## Cut Out Dimensions of 36" Wall Oven



- This unit must vent 36" off of the ground
- This is a built in unit.
- This is a zero clearance unit.
- The grounded electrical socket must be placed above or below cut off
- To prevent possible damage to the cabinets, use only moisture resistant materials and finishes that will withstand temperatures up to 190 degrees F(88 degrees C)

## **INSTALLATION**

### **UNPACKING**

1. Check the package for damage. If any damage is visible you should mark the bill of lading you sign that there may be concealed damage.
2. Ensure the container is upright. If the container is not upright major damage can occur to your appliance. Thoroughly inspect your appliance for damage. If damage is discovered, do not refuse delivery. Contact the dealer and file appropriate freight claims. Save all packaging material. Do not contact the manufacturer. Your appliance was shipped from the dealer you purchased it from. Shipping damage claims are to be resolved between the customer, shipping carrier and dealer. The manufacturer may assist in resolving any such claims, but such assistance does not relieve you of your responsibility.
3. Move the container as close to its installation location as possible. This will reduce moving and handling your appliance once it is out of its shipping container.
4. Cut the straps holding the carton to the pallet. Lift the box directly up and off the appliance. Do not use a hammer. Do not cut the carton with a razor, utility or box cutting knife.
5. Remove and unpack any accessories shipped with your appliance. Make sure no hardware or accessories are left to be disposed of unintentionally.

### **CAUTION!**

- Each gas appliance shall be located with respect to building construction and other equipment to permit access to the appliance. Such access and clearance is necessary for cleaning and servicing.
- Due to its size and weight, a rolling lift jack, air sled or pallet jack should be used to move the appliance into position.
- Do not push against the edges or sides of any appliance in an attempt to slide it into position. Although all metal parts are deburred during the manufacturing process, serious injury could occur if the appliance were to move suddenly while being positioned. We recommend you use gloves during the installation process.
- Do not use the louvered kick panel or oven door handle to push or pull the appliance into position.
- For optimum performance the appliance should be leveled during installation. A carpenter type level should be placed on the unit three ways: side to side; front to back; diagonally.

## INSTALLATION

### GAS CONNECTIONS

1. The installation of this appliance must conform with all applicable local codes. In the absence of local codes, the installation must conform to the latest level of the National Fuel Gas Code, ANSI Z223.1/NFPA 54. In Canada, the installation must be in accordance with the current CAN/CGA B149.1 and B149.2.
2. This appliance can be configured to work with either natural gas or LP gas. Verify that the appliance and the incoming gas supply are compatible. Check the rating plate.
3. The gas supply line must be the same size or larger than the gas inlet of the appliance. Your appliance has either a ½” NPT or ¾” NPT gas inlet connection. We recommend the supply line be ¼” NPT larger than the gas inlet of the appliance.
4. Sealant used on pipe joints must be resistant to LP gas.
5. An installer provided manual shut-off valve must be installed in the gas supply line ahead of the appliance. This shut-off must be easily accessible in case of emergency.
6. All gas cooking equipment must have a pressure regulator on the incoming service line for safe and efficient operation. This appliance is equipped with such a gas pressure regulator. Incoming gas pressure should be checked with a manometer. The correct manifold pressure for natural gas is 5.0” wc. For LP gas the correct manifold pressure is 10” wc.
7. Incoming line pressure upstream of the appliance should be 1.0” wc greater than the operating manifold pressure. Service pressure may fluctuate for a variety of reasons. Under no circumstances should the factory installed regulator be removed or by-passed.
8. ***The factory will include, but not install a pressure regulator*** This regulator will withstand an input pressure of ½ PSI (12” wc). If the incoming pressure exceeds the maximum rating a step-down regulator is required.
9. The appliance and its individual shut-off valve must be disconnected from the gas supply line during any pressure testing in excess of ½ PSI [3.5 kPa].
10. The appliance must be disconnected from the gas supply by closing its individual shut-off during any pressure testing less than ½ PSI [3.5 kPa].
11. Check to see that all installer supplied pipes and fittings are clear of debris, threading chips or other foreign particles before connecting the appliance to the supply line. Such particles will clog orifices and/or valves when pressure is applied. **Service to clean such clogs is not covered by your warranty.**
12. The incoming gas supply is brought from the inlet pipe. This is the only connection required via the installer-supplied shut-off valve.
13. If the appliance is to be installed with flexible couplings and/or a “quick disconnect” the installer must use a commercially approved AGA Design certified flexible connector at least ½” NPT that complies with ANSI Z21.41. In Canada the connector must comply with CAN 16.10-88 and the “quick disconnect” device must comply with CAN 16.19M-79 and installed with a strain relief device.
14. In Massachusetts, this appliance must be installed with a 36” long flexible gas connector
15. Before putting the appliance into service test all gas connections for leaks. Use a

## INSTALLATION

soapy solution. **DO NOT USE AN OPEN FLAME TO CHECK FOR LEAKS.** Such a procedure is dangerous and it may not detect all the small leaks that a soapy solution will.

16. Air shutter adjustments are preset at the factory. These adjustments may need to be redone and/or fine tuned by the installer. These adjustments are normal. They are the responsibility of the qualified installer and are not covered by your warranty.
17. A gas conversion performed in the field may void your warranty. Contact your dealer for information regarding the conversion from one type of gas supply to another.

### **WARNING!**

**This appliance is equipped with a three-pronged grounding plug for your protection against shock hazard and should be plugged directly into a properly grounded receptacle. Do NOT cut or remove the grounding prong from this plug.**

**If the appliance is not grounded or its polarity is reversed severe shock hazards can exist.**

### **IMPORTANT!**

**ALL GAS BURNERS NEED SUFFICIENT AIR TO OPERATE AND LARGE OBJECTS SHOULD NOT BE PLACED IN FRONT OF THIS APPLIANCE WHICH WOULD OBSTRUCT THE AIR FLOW THROUGH THE FRONT.**

### **ELECTRICAL CONNECTIONS**

1. The installation of this appliance must conform with all applicable local codes. In the absence of local codes, the installation must conform to the latest level of the National Electric Code, ANSI/NFPA 70.
2. This appliance is equipped with a standard three prong polarized, NEMA 5-15P line cord to be plugged into a 120Volt 15 Amp outlet.
3. Removing the grounding prong from the plug will void the manufacturer's warranty.
4. The cord exits the appliance at the lower rear toward the left (viewed from front) side.
5. If the electrical supply is not turned on or is interrupted the appliance will not operate.
6. The applicable wiring diagram for this appliance is in the Quick Start Package.
7. The circuit where you plug your appliance must be grounded and polarized.
8. We recommend the circuit for your appliance be a non-GCFI dedicated line.
9. It is recommended that your circuit never include a microwave oven.

## **OPERATION**

### **BEFORE YOU TURN IT ON....**

- As part of the installation protective plastic wrappers on stainless steel surfaces should be removed. These wrappers must be removed before operation.
- New appliances are wiped clean with various cleaners and solvents to remove visible signs of dirt, oil and grease before leaving the factory. After installation, performance checks and adjustments, the appliance should be allowed to heat to burn off any such oils from internal parts. The presence of such coatings is normal as part of the manufacturing process. Follow the Oven Burn-Off Procedure in the Care and Maintenance section of this booklet.
- Removable parts should be washed with hot soapy water, well rinsed and wiped dry.
- Complete and mail your Performance Checklist to validate your warranty.

### **OVEN BURNER**

- Before turning on your oven for the first time perform the Oven Burn-Off Procedure in the Care and Maintenance section of this booklet. Remove the broiler pan, oven racks, rack guides, and wash them with hot soapy water. Thoroughly rinse and dry items and replace them. To light the oven push in and turn the oven knob counter clockwise to the temperature setting you wish to cook at - 150°F to 500°F. The oven igniter will glow brightly. The gas valve will open allowing the flow of gas into the burner. The oven igniter will light the gas coming out of the ports on the burner. This may take up to one minute.
- During the first few minutes of operation a mild condensation may appear on the

internal side of your oven door or the door windows. This is normal and will disappear as the oven warms.

- Allow the oven to pre-heat at least 10 minutes before turning on the convection fan.
- Allow the oven to pre-heat 20 - 30 minutes to be fully to temperature for baking.
- Never place any pan or food for baking directly on the bottom of the oven. Always use a rack in at least the lowest position.
- Center pans on the rack for best hot air circulation around the food. If using multiple pans and the convection fan leave at least one inch of space between them.
- Never let food come in contact with internal oven surfaces.
- Your oven is not a storage compartment. Do not place food or articles in the oven when you are not using it.

### **OVEN BROILER**

- Remove everything from the oven racks.

### **WARNING**

Never cover any slots, holes or passages in the oven bottom or cover an entire rack with any material, such as aluminum foil. Doing so blocks airflow through the oven and may cause carbon monoxide poisoning. Aluminum foil linings may also trap heat creating a fire hazard.

## OPERATION

- Push in and turn the oven thermostat knob counter clockwise to the broil “BR” position.
- Properly position the rack and the food you will broil to the correct distance from the broiler.
- The broiler igniter will begin to glow brightly, the gas valve will open to allow gas flow and the ceramic burners will light. This takes approximately one minute.
- The infrared oven broiler may have an initial bellowing flame that will even out to a blanket of blue flame . After a few minutes the ceramic blocks will begin to glow brightly and radiate infrared heat.
- Once the broiler reaches proper temperature it will cycle on and off.
- It is not necessary to pre-heat the broiler prior to use.
- The oven burner and broiler will not operate at the same time.
- Do NOT use the convection fan while broiling.

### FULL EXTENSION RACK

- Oven comes standard with one full ex-

### **WARNING**

Do not put your face near the infrared broiler when lighting. Keep the door closed during lighting and broiling. Open the door only to insert or remove food.

**NEVER use this appliance as a space heater to heat or warm the room. Doing so may result in carbon monoxide poisoning and overheating of the oven.**

tension rack per cavity This allows you to pull out the rack 100% from the oven cavity for easier loading and unloading of large items.

- This rack is originally located on the bottom position of the rack guides.
- This rack can be moved to the other positions of the rack guides at your convenience.

### To remove rack :

- This should only be performed when the oven is cool and the rack is empty.
- Push the rack fully into the oven.
- Grasp the slides on each side of the rack and lift the front up slightly.
- Pull the rack towards you evenly. There is a tab at the rear of each slide positioned over and under the rack guide wire.
- Once removed the extension rack can be placed at another rack position by reversing the process.

### To replace rack :

- Grasp the slides on each side of the rack. The slides should be fully closed during this procedure. If extended, they can be closed by standing the back end of the rack on the floor.
- With the rack angled upwards, insert the top tab over the rack guide position you wish to use. Tilt down slightly so the bottom tab can be under the wire.
- Push back evenly. If you do not push evenly the slide may bind until you straighten it out.
- When the rack is pushed all the way back, there is a hook at the front of each slide that must go over the front edge of the rack guide wire to lock everything into position.

## CLEANING

### BODY

- All stainless steel and painted parts should be cleaned regularly with hot soapy water.
- Commercially available stainless steel cleaners may be used on stainless steel. Be sure to follow manufacturer's instruction for use.
- **DO NOT** use steel wool or metal pads or other abrasive cleaners. These surfaces are painted or polished and using these products will scratch and damage your finish.
- In extreme conditions use a cloth soaked in hot water to sit on the soiled area to soften the residue and allow it to be safely cleaned off. LIGHT scraping with a rubber or nylon spatula may be used to finish lifting residue off.
- **Do NOT** use a metal knife, spatula or similar or any metal tool to scrape these surfaces.
- **Do NOT** permit citrus or tomato juices to sit and dry on these surfaces. Wipe such spills immediately. Citric acid will discolor stainless steel.

### OVEN

- The oven interior is coated with porcelain enamel. It may be cleaned by using commercially available oven cleaners.
- Be sure to follow manufacturer's instructions for use.
- Insure the cleaning chemical does not come in contact with any painted surfaces on your appliance.
- You may want to line your floor with several layers of newspaper to catch any drips or run-off of cleaning chemicals.

- **NEVER** use ammonia to clean a warm or hot oven. Be sure to well ventilate the area.
- Baked on spills may be loosened with a nylon pad or household cleaner.
- **DO NOT** use steel wool or metal pads to clean the interior oven surface. They may damage or scratch off the enamel coating.
- The door window may be safely cleaned with the same methods.
- Do not rub or scrub on the door gasket material. Damage to the material or the door seal may occur.
- Oven racks and side wall rack guides may be removed for cleaning. If they fit, they are safe to run through your dishwasher.
- The convection oven fan must be cleaned periodically of any food or food particles. Grease build-up may be cleaned with commercial cleaners. Use caution not to cut your self on the edges of the fan blades.
- Do not try and clean the infrared broiler surface, permanent damage may occur.



## **HELPFUL HINTS**

### **OVEN**

- Oven may make banging noises as it heats and cools. This is a normal condition.
- Pre-heat the oven thoroughly before use (20-30 minutes).
- Never use foil to line the oven bottom or oven racks. This will block the heat flow and can create a hazard.
- Never place anything directly on the bottom of the oven cavity. This obstructs the airflow and will cause uneven results.
- Place items on oven racks evenly and centered for even baking.
- When loading the oven, work as quickly as possible to prevent loss of heat.
- When practical, start cooking the lowest temperature product first and gradually work up to the higher temperatures.
- Leave a minimum of one inch between pans on the same rack for even baking.
- Roast meat with the fat side facing up for self-basting and minimal shrinkage.

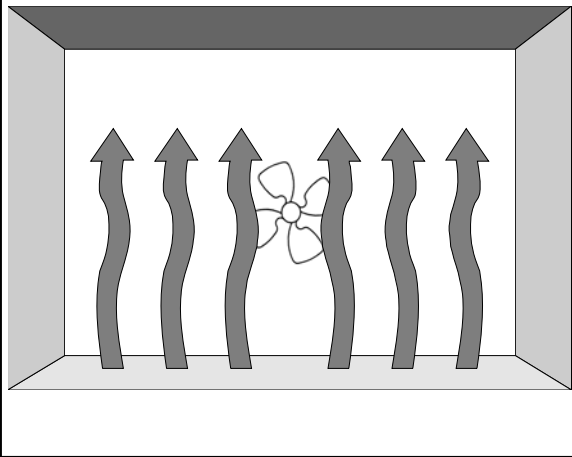
### **CONVECTION OVEN**

- As a general rule, the temperature should be reduced 25°F to 50°F from that used in a standard/conventional oven. Cooking time may also be shorter. We suggest closely monitoring the first batch of each product prepared.
- Cooking times and temperatures will vary depending upon such factors as size of the load, temperature, mixture of products (particularly moisture) and density of products.
- Keep a record of the times, temperature and load sizes you establish for various products. Once you have determined these, they will be similar for succeeding loads.
- Center pans on racks and load each shelf evenly to allow for proper air circulation within the cavity.
- When baking, weigh or measure the product in each pan to assure even cooking.
- Muffin pans should be placed in the oven back to front or with the short side of the pans facing the front. This results in the most evenly baked product.
- When re-thermalizing frozen casseroles, preheat the oven 100° over the suggested temperature. Return the cooking temperature to the normal setting once the oven is loaded. This will help compensate for the introduction of a large frozen mass into the cavity.

## HELPFUL HINTS

### **THERMAL vs. CONVECTION BAKING**

**Thermal baking** refers to the use of traditional heat circulation by means of natural air flow - fan not turned on. In thermal baking, heat is emitted by a burner below the oven cavity. The heat rises through the oven cavity and is transferred to the food and oven interior. The continuous supply of heat from the burner causes the heated air to circulate within the oven.



**You may find that your new oven cooks differently than the one replaced. Use your new oven for a few weeks to become more familiar with the unit. Do not use thermostats such as those found in grocery stores to check your oven temperatures. These thermostats may vary by 40 degrees or more.**

A convection oven is equipped with a motor-driven fan usually located at the rear of the oven cavity. This fan circulates heated air within the oven resulting in even heat distribution and a consistent temperature throughout the cavity. Convection ovens can handle larger loads than standard ovens with a high degree of consistency. In a convection oven, cool air is replaced by hot air quickly and consistently, providing better browning of baked goods and poultry. Meats are seared and self-basted, resulting in more flavor and less shrinkage as well as quicker cooking times.



## HELPFUL HINTS

### **Problems/Solutions**

- If cakes are dark on the sides and not done in the center - *Lower oven temperature*
- If cakes edges are too brown - *Reduce number of pans or lower oven temperature*
- If cakes have light outer color - *Raise oven temperature*
- If cake settles slightly in the center - *Bake longer or raise oven temperature slightly. Do not open the doors too often or for long periods of time*
- If cake ripples - *Overloading pans or batter is too thin*
- If cakes are too coarse - *Lower oven temperature*
- If pies have uneven color - *Reduce number of pies per rack or eliminate use of bake pans*
- If cupcakes crack on top - *Lower oven temperature*
- If meats are browned and not done in the center - *Lower oven temperature and roast longer*
- If meats are well done and browned - *Reduce cooking time*
- If meats develop a hard crust - *Lower oven temperature*
- If rolls have uneven color - *Reduce the number or size of pans*

## **HELPFUL HINTS**

### **Suggested Broiler Settings**

<b>What</b>	<b>How</b>	<b>Where</b>	<b>Temp</b>	<b>Time</b>
<b>Steak</b>	<b>Rare</b>	<b>Top Rack</b>	<b>High</b>	<b>6-8 minutes/side</b>
	<b>Medium</b>	<b>Middle Rack</b>	<b>High</b>	<b>8-10 minutes/ side</b>
<b>Hamburger</b>	<b>Medium</b>	<b>Top Rack</b>	<b>High</b>	<b>6-8 minutes/side</b>
	<b>Medium-Well</b>	<b>Middle Rack</b>	<b>High</b>	<b>8-10 minutes/ side</b>
<b>Fish</b>	<b>1" thick</b>	<b>Middle Rack</b>	<b>Medium-High</b>	<b>10-15 minutes</b>
	<b>1/2 " Thick</b>	<b>Top Rack</b>	<b>Medium-High</b>	<b>8-10 minutes</b>
<b>Chicken</b>	<b>Boneless Breast</b>	<b>Middle Rack</b>	<b>Medium</b>	<b>15 minutes/side</b>
	<b>Leg &amp; Thigh</b>	<b>Lower Rack</b>	<b>Medium</b>	<b>25 minutes/side</b>
<b>Garlic Bread</b>		<b>Lower Rack</b>	<b>Medium</b>	<b>3-5 minutes</b>

## CARE AND MAINTENANCE

### OVEN BURN-OFF PROCEDURE

- As part of installation protective plastic wrappers on stainless steel surfaces should be removed. These wrappers must be removed before operation.
- New appliances are wiped clean with various cleaners and solvents to remove visible signs of dirt, oil and grease before leaving the factory.
- Before turning on your oven for the first time, remove the broiler pan, oven racks, and rack guides and wash them with hot soapy water. Thoroughly rinse and dry items and replace them.
- During initial start-up, after all performance checks and adjustments, the oven should be allowed to heat to burn off any oils or solvents from internal parts. The presence of such coatings is normal as part of the manufacturing process.
- Follow the user instructions to light the oven. Once lit set the temperature adjustment to 300°.
- Allow the oven to pre-heat at least 10 minutes before turning on the convection fan.
- After approximately 30 minutes increase the temperature setting to 450° and allow to heat for another hour.
- During this process a strong odor and/or some smoke may be observed as any oils and solvents on internal parts are burned off. This is the primary reason for the burn-off process.

### NOTICE!

#### AIR SHUTTER ADJUSTMENTS

Air shutter adjustments are preset at the factory. These adjustments may need to be redone and/or fine tuned by the installer. These adjustments are normal. They are the responsibility of the qualified installer and are **not covered** by your warranty.

## CARE AND MAINTENANCE

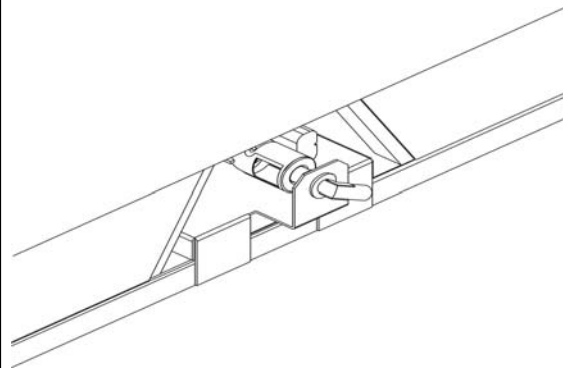
### OVEN BURNER AIR SHUTTER ADJUSTMENT

Before attempting to adjust the oven burner air shutter, insure the following has been checked and is correct:

- Proper gas type - match serial plate
- Proper regulator setting
- Orifice aligned - parallel with the venturi to the burner

After verifying the gas, regulator and orifices adjust the air shutter by:

1. Remove bottom panel from inside oven cavity.
2. Remove lower kick panel held in place by two sheet metal screws
3. Pre-heat oven for 10-15 minutes. **DO NOT** turn on convection oven fan during adjustment procedure
4. Use a screwdriver to loosen the air shutter tightening screw
5. Turn the air shutter as required to adjust the flame - open gap for “lazy” flame, close gap for “lifting” flame.
6. Test burner.
7. If necessary, turn off burner and readjust.
8. Turn off burner, tighten shutter screw and replace kick panel and oven bottom.



### REPLACING OVEN LAMPS

Your oven comes with either one or two oven lights. When changing a burned out lamp it is necessary first to insure the oven is cool. Grasp the clear globe lens and turn counter clock-wise to loosen. Replace the burned out lamp with a 40 watt Appliance style bulb only. Do not use normal lamp bulbs - they are not suited for the higher temperatures of your oven. Replace the clear globe.

## TROUBLESHOOTING

<u>PROBLEM</u>	<u>SOLUTION</u>
LAZY flame—floating, larger in size than normal	Air shutter adjustment.
LIFTING flame—well defined with visible inner core, noisy, gap between burner and flame	Air shutter adjustment.
Oven won't light	Ensure range is plugged in. Ensure gas is turned on - test top burner. Check hot surface igniter for red glow, call for service.
Broiler won't light	Ensure range is plugged in. Ensure gas is turned on - test top burner. Check hot surface igniter for red glow, call for service
Oven light not on	Ensure range is plugged in. Change light bulb - 40 watt Appliance only.
Convection fan doesn't turn	Ensure range is plugged in. Call for service.

## PERFORMANCE CHECKLIST

This checklist has been developed to assure proper installation of your appliance.

To validate your warranty you must mail or submit online this form within 90 days of installation and a copy of your receipt to: Warranty Department, Prizer-Painter Stove Works Inc., 318 June Avenue Blandon, PA 19510 or [www.bluestarcooking.com/support/product-registration/](http://www.bluestarcooking.com/support/product-registration/).

### Customer Information (Please Print)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State, Zip Code: \_\_\_\_\_

E-mail: \_\_\_\_\_

Telephone: \_\_\_\_\_

Dealer: \_\_\_\_\_

### Product Information (Please Print)

Model No: \_\_\_\_\_

Serial No: \_\_\_\_\_

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

Installation Date: \_\_\_\_\_

Installer's Name: \_\_\_\_\_

Company: \_\_\_\_\_

Telephone: \_\_\_\_\_

### CHECK ALL THAT APPLY

#### Appearance and Aesthetics

- Exterior
- Top section
- Oven interior

#### Electrical Connection

- Correct voltage
- Grounded outlet
- Polarized outlet
- No GFCI

#### Installation

- Proximity to cabinets
- Level
- Backguard in place
- Read User Manual
- Review safety instructions

#### Gas Connection

- Verify fuel—\_\_\_\_ Nat \_\_\_\_ LP
- Gas shut-off present and accessible
- Supply line properly sized
- Supply pressure checked
- Operating pressure checked
- All connections checked for leaks

#### Ignition

- Oven Burner
- Infrared Broiler

#### Flame Adjustment

- Oven Burner
- Infrared Broiler

#### Air/Gas Mixture

- Oven Burner
- Infrared Broiler

#### Valve Operation

- Oven Burner
- Infrared Broiler

#### Controls

- Knobs
- Thermostats
- Convection oven fan & switch
- Oven light switch

#### Oven Door

- Alignment
- Door seal
- Hinges



## **LIMITED WARRANTY**

### **BlueStar® Cooking Appliances, BlueStar® Ventilation Hoods, Prizer Hoods® Ventilation Hoods and Abbaka Ventilation hoods and remote blowers**

Before using your Product, please read this Limited Warranty and Arbitration Clause carefully to understand your rights.

This Warranty is provided to you by Prizer-Painter Stove Works, Inc. (“Prizer-Painter”), which warrants the parts of your BlueStar® cooking appliance, BlueStar® ventilation hood, Prizer Hoods® ventilation hood, or Abbaka ventilation hood or remote blower (“Product”), as described below.

This Warranty covers the owner of the residence in which the Product is installed, and his or her spouse (“Owner” or “You”).

#### **Products Covered**

This Warranty applies only to BlueStar® cooking appliances, BlueStar® ventilation hoods, Prizer Hoods® ventilation hoods and Abbaka ventilation hoods and remote blowers purchased in the continental U.S. and Canada on or after April 1, 2019. This Warranty applies only to Product sold by a BlueStar® authorized dealer or Prizer-Painter directly for use in residential properties only. Products must be installed by a qualified, licensed installer. Any service call deemed to be the result of improper installation shall be the responsibility of the owner. This Warranty is also void if the original factory installed serial number is altered or removed from the Product.

#### **Products Not Covered**

This Warranty does not apply to Products installed or used in any commercial or other non-residential property such as, but not limited to, day care facilities, hotels, motels, firehouses and nursing homes. This Warranty does not cover Products installed outside the U.S. or Canada. This Warranty does not apply to gas type conversions on cooking appliances not completed by a certified gas technician, licensed plumber or certified BlueStar® servicers.

#### **Full Two-Year Warranty**

Product Registration is not required to obtain Warranty Coverage but is highly recommended for optimal servicing and affects the length and certain remedies available under the warranty.

If the Product is properly registered within 90 days of Installation Date: For two (2) years from the date that the Product is originally installed, this Warranty covers all parts and labor to repair or replace, at our discretion, any functional component of the Product, that is defective in materials or workmanship. Replacement service will only be provided if and when attempts to repair the Product have been exhausted. Such repair or replacement service must be performed by a factory authorized service agent located within 100 miles roundtrip from the location of the Product. Service will be provided during normal business hours. The Owner will be responsible for any and all costs associated with additional mileage, non-standard service or overtime, and special equipment required to remove the Product so that service may be performed. Prizer-Painter reserves the right to deny warranty coverage for excessive installation delays.

For products not properly registered: For one (1) year from the date that the Product is originally installed, this Warranty covers all parts and labor to repair or replace, at our discretion, any functional component of the Product, that is defective in materials or workmanship. Replacement service will only be provided if and when attempts to repair the Product have been exhausted. Such repair or replacement service must be performed by a

factory authorized service agent located within 100 miles roundtrip from the location of the Product. Service will be provided during normal business hours. The Owner will be responsible for any and all costs associated with additional mileage, non-standard service or overtime, and special equipment required to remove the Product so that service may be performed. Prizer-Painter reserves the right to deny warranty coverage for excessive installation delays.

**Limited Cosmetic Component Warranty:** This Warranty covers the repair or replacement of all cosmetic component flaws for thirty (30) calendar days from the date of delivery of the Product to the owner's home from a BlueStar<sup>®</sup> authorized dealer. Cosmetic components include top grates, ring grates, plate rail, kick panel, body sides, glass, control panel, door panel, back guards, oven seals, front sides of hoods, and hoods strapping. Cosmetic components flaws include visible chips, scratches, dents, provided, however, that cosmetic flaws caused by freight damage are excluded.

**Limited Warranty on Floor Models Not Used For Demonstration:** Floor Models are covered by a one (1) year limited functional parts and related services warranty, with proof of date of installation. There is no cosmetic warranty of any kind for floor models.

**Limited Warranty on Floor Models Used For Demonstration:** Floor Models used for demonstration are covered by a ninety (90) day limited parts warranty only, with proof of date of installation. There is no service or cosmetic warranty of any kind for floor models.

#### **Limited Warranty on Product Refurbished**

Refurbished Products are covered by a six (6) months limited functional parts and labor warranty, with proof of installation, as well as an additional six (6) months limited parts warranty. There is no cosmetic warranty of any kind on Refurbished Product.

#### **Registration**

Registration is strongly recommended. While not necessary to effectuate warranty coverage, it is the best way for Prizer-Painter to communicate with you about important events and also provides additional warranty coverage. TO REGISTER, please fill out the "Performance Checklist and Warranty Form" located online at [www.bluestarcooking.com/support/product-registration](http://www.bluestarcooking.com/support/product-registration). Or mail the form located in the back of the Product Use and Care Manual to: Warranty Department, Prizer-Painter Stove Works, 318 June Avenue, Blandon, PA 19510-9566.

#### **Obtaining Warranty Service**

If a Warranty claim is not submitted as required, such claim will be invalid and will not be honored.

To obtain Warranty service, where applicable, the Owner must call the Service Center (toll free: 1-800-449-8691) or fill out the online form at [www.bluestarcooking.com/service](http://www.bluestarcooking.com/service) to report a warranty claim, and may be required to, at the time, provide (1) the model number of the Product, (2) the serial number of the Product, (3) proof of delivery, (4) a signed installation receipt, (5) a description of the claimed defect, and (6) proof of purchase of the Product, including the original retail receipt or invoice to establish the Warranty Period. Prizer-Painter must be given an opportunity to inspect any Product subject to a warranty claim. All warranty related service repairs must be performed by a factory authorized service agent.

This Limited Warranty gives you specific legal rights, and you may also have other rights that may vary from state to state or province to province.

#### **Out of Warranty Product**

Prizer-Painter is under no obligation, at law otherwise, to provide you with any concessions, including repairs, pro-rates or Product replacement, once this warranty has expired.

### **What Is Not Covered**

This Warranty does not cover, and specifically excludes:

- Damages caused by shipping.
- Damage or repairs to the porcelain igniters, calibrations and normal adjustments after installation and setup, including burner adjustments.
- Normal wear and tear, care, and maintenance of the Product as described in the installation and operating manual, such as cleaning of parts, discoloration of the griddle, rust, gasket materials, ceramic materials, and fuses.
- Damage or repairs caused by alterations or modifications, abuse, excessive force, misuse, neglect, or improper installation, instruction, handling, operation, maintenance or storage.
- Accidental or intentional damage.
- Damage or repairs caused by unauthorized or improper service or repairs.
- Damages or repairs as a result of natural disasters, fires, floods, earthquakes, winds, lightning, corrosive atmosphere, loss of electrical power to the Product for any reason, or other conditions beyond Prizer-Painter's control.
- Damage or repairs caused by alteration for outdoor use.
- Damage or repairs caused by the use of harsh chemicals or cleaning products improperly applied.
- Discolorations to backguards from use of griddle or burners.
- The replacement of a part or Product under this Warranty does not extend the Warranty period.
- If the Product is removed from the property where it was originally installed .
- Slight color variations may be noticed because of differences in painted parts, kitchen lighting, product placement, and other factors; this warranty does not apply to color variations.
- Service calls to educate the customer on proper use and care of the product.
- Failure of the product when used for commercial, business, rental or any application other than for residential consumer use.
- Liability or responsibility for damage to surrounding property including cabinetry, floors, ceilings and other structures or objects around the Product.
- Consequential or incidental damage, including but not limited to food or medicine loss, time away from work or restaurant meals.

This warranty is in lieu of all other express warranties. No employee or representative of Prizer-Painter is authorized to make any modification, extension or addition to this Limited Warranty.

**ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THIS WARRANTY.** Some states and provinces do not allow limitations on implied warranties, so the above limitation may not apply to you.

**THE OWNER AND PRIZER-PAINTER AGREE THAT THE REMEDIES SET OUT HEREIN ARE THE OWNER'S EXCLUSIVE REMEDIES FOR BREACH OF ALL WARRANTIES, EXPRESS OR IMPLIED.**

**WHETHER ANY CLAIM IS BASED ON NEGLIGENCE OR OTHER TORT, BREACH OF WARRANTY OR BREACH OF CONTRACT, OR ANY THEORY, PRIZER-PAINTER SHALL IN NO EVENT BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES,**

**INCLUDING BUT NOT LIMITED TO DAMAGES FOR EXPENSES, SUCH AS, EXTRA UTILITY EXPENSES, SHIPPING COSTS RELATED TO REPAIR OR REPLACEMENT OF ANY PRODUCT OR DAMAGES TO PROPERTY, RESULTING FROM BREACH OF THIS WARRANTY OR ANY IMPLIED WARRANTY.** Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so these provisions may not apply to you.

**Where Can Any Legal Remedies Be Pursued**

Please see the Arbitration Clause and Related Provisions, which affect your legal rights. [Read this Arbitration Clause](#) and its related provisions carefully. The Arbitration Clause is also available on Prizer-Painter's website.

## ARBITRATION CLAUSE

**BlueStar® Cooking Appliances, BlueStar® Ventilation Hoods, Prizer Hoods® Ventilation Hoods and Abbaka Ventilation Hoods and remote blowers**

**ARBITRATION CLAUSE. IMPORTANT. PLEASE REVIEW THIS ARBITRATION CLAUSE. IT AFFECTS YOUR LEGAL RIGHTS. YOU SHOULD ALSO CONSIDER CONSULTING WITH OTHERS ABOUT ARBITRATION BECAUSE THE INFORMATION PROVIDED IS NOT INTENDED TO CONTAIN A COMPLETE EXPLANATION OF THE CONSEQUENCES OF ARBITRATION.**

1. **Parties:** This arbitration clause affects your rights against Prizer-Painter Stove Works, Inc. and any of its affiliates or employees or agents, successors, or assigns, all of whom together are referred to as “we” or “us” for ease of reference.
2. **ARBITRATION REQUIREMENT: EXCEPT AS STATED BELOW, ANY DISPUTE BETWEEN YOU AND ANY OF US SHALL BE DECIDED BY NEUTRAL, BINDING ARBITRATION RATHER THAN IN COURT OR BY JURY TRIAL.** “Dispute” will be given the broadest possible meaning allowable by law. It includes any dispute, claim, or controversy arising from or relating to your purchase of a Prizer-Painter Product, any warranty upon the unit, or the unit’s condition. The arbitrator(s) shall have the exclusive power and jurisdiction to make all procedural and substantive decisions concerning the Dispute including the power to determine the question of arbitrability including the scope or applicability of this Arbitration Clause. The arbitration requirement applies to all claims including those arising out of contract and tort, pursuant to statute, or otherwise.
3. **CLASS-ARBITRATION WAIVER: ARBITRATION IS HANDLED ON AN INDIVIDUAL BASIS. IF A DISPUTE IS ARBITRATED, YOU AND WE EXPRESSLY WAIVE ANY RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US, AND US AGAINST US, OR AS A PRIVATE ATTORNEY GENERAL OR IN ANY OTHER REPRESENTATIVE CAPACITY. YOU AND WE ALSO WAIVE ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.**
4. **Discovery and Other Rights:** Discovery and rights to appeal in arbitration are generally more limited than in a lawsuit. This applies to both you and us. Other rights that you or we would have in court may not be available in arbitration. Please read this Arbitration Clause and consult the rules of the arbitration organizations listed below for more information.
5. **SMALL CLAIMS COURT OPTION: YOU MAY CHOOSE TO LITIGATE ANY DISPUTE BETWEEN YOU AND ANY OF US IN SMALL CLAIMS COURT, RATHER THAN IN ARBITRATION, IF THE DISPUTE MEETS ALL REQUIREMENTS TO BE HEARD IN SMALL CLAIMS COURT.**
6. **OPTING OUT OF THIS ARBITRATION CLAUSE: YOU MAY OPT OUT OF THIS ARBITRATION CLAUSE WITHIN 60 DAYS OF WHEN WARRANTY COVERAGE BEGINS, IF YOU INFORM PRIZER-PAINTER IN WRITING, VIA REGISTERED MAIL (SENT TO PRIZER-PAINTER CONSUMER AFFAIRS , Prizer-Painter Stoveworks, 318 June Avenue Blandon, PA 19510-9566. THAT YOU ARE OPTING OUT.** Please also provide your name, address, product model and serial number and proof of purchase. There is no other procedure to opt out. Opting out of this Arbitration Clause will not affect your other rights under this warranty.
7. **Governing Law:** The procedures and effect of the arbitration clause will be governed by the Federal

Arbitration Act (9 U.S.C. § 1 *et seq.*) rather than by state law concerning arbitration. The law governing your substantive warranty rights and other claims will be the law of the state in which you purchased your Prizer-Painter Product. Any court having jurisdiction may enter judgment on the arbitration award.

8. **Rules of the Arbitration:** If the amount in controversy is less than \$50,000, the arbitration will be decided by a single arbitrator to be appointed according to the rules of the arbitration association that is chosen. If the amount in controversy is greater than or equal to \$50,000, the arbitration will be decided by a panel of three arbitrators. The arbitrator(s) will be chosen pursuant to the rules of the administering arbitration organization. You may choose either of the following arbitration organizations, and its applicable rules: the American Arbitration Association, 1633 Broadway, 10th Floor, New York, NY 10019 ([www.adr.org](http://www.adr.org)), JAMS, 1920 Main Street, Ste. 300, Irvine, CA 92614 ([www.jamsadr.com](http://www.jamsadr.com)), or any other organization that you may choose subject to our approval. These organizations' rules can be obtained by contacting the organization or visiting its website. If the chosen arbitration organization's rules conflict with this Arbitration Clause, the provisions of this Arbitration Clause control. The award of the arbitrator(s) shall be final and binding on all parties.

9. **Location of the Arbitration Hearing:** Unless applicable law provides otherwise, the arbitration hearing will be conducted in the federal judicial district in which you reside.

10. **Costs of the Arbitration:** Each party is responsible for its own attorney, expert and other fees, unless awarded by the arbitrator(s) under applicable law. Prizer-Painter will pay your share of the fees charged by the arbitration organization and arbitrator(s) beyond the first \$200. Where permissible by law, you may be required to reimburse Prizer-Painter for the fees of the arbitration organization and arbitrator(s) in whole or in part by decision of the arbitrator(s) at the discretion of the arbitrator(s).

11. **Survival and Enforceability of this Arbitration Clause:** This Arbitration Clause shall survive the expiration or termination, or any transfer, of the warranty on your unit. If any part of this Arbitration Clause, except waivers of class-action rights, is found to be unenforceable for any reason, the remainder shall remain enforceable. If, in a case in which class-action allegations have been, a waiver of class-action rights is found to be unenforceable with respect to all or some parts of a dispute, the remainder of this Arbitration Clause shall be unenforceable as those parts. Instead, those parts will be severed and proceed in court, with the remaining parts proceeding in arbitration.

12. **Confidentiality.** The arbitrator(s), Prizer-Painter and Owner will maintain confidentiality of the proceedings including but not limited to all information gathered, prepared and presented for purposes of the arbitration relate to the Dispute.

13. **Informal Process to Resolve Disputes.** Our goal is to resolve claims fairly and quickly. For any Dispute that You have against Prizer-Painter, you agree to first contact Prizer-Painter and attempt to resolve the claim informally by sending written notice of your claim by email to [legal@bluestarcooking.com](mailto:legal@bluestarcooking.com). The notice must include (a) your name, address, email address and mobile telephone number; (b) describe the nature and basis of the Dispute; and (c) set forth the specific relief being sought. If You and Prizer-Painter cannot reach an agreement within thirty (30) days after such notice is received, then either party may submit this Dispute to binding arbitration as set forth above or where applicable to small claims court.