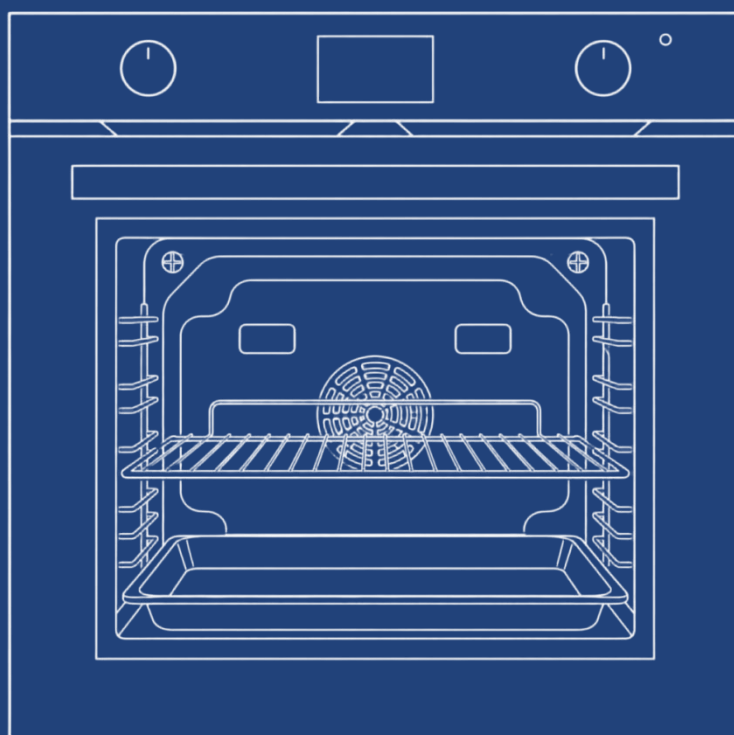




INSTRUCTION MANUAL

ELECTRONIC OVEN



MODEL: EB-80ERC6-8BC82VI

Read this manual. Follow all safety rules and operating instructions before first using of this electronic oven.

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IMPORTANT:
TEST BEFORE INSTALLATION!

- Conduct a power and basic function test immediately after unpacking and BEFORE installation.
- This step verifies the device arrived undamaged during shipping.

NOTE: Please install only after testing to avoid disassembly costs.

SUPPORT EMAIL:

service02@vikiohome.com

Response guaranteed within 24 hours on business days.

Toll-Free: 1-888-213-4550 / 1-888-214-0999

Monday-Friday, 9:00 AM- 5:00 PM

IMPORTANT SAFETY INSTRUCTIONS

Dear VIKIO HOME oven users,

Thank you for choosing VIKIO HOME. Please read this manual carefully before installation to ensure you will install this oven correctly, as well as ensure correct usage and maintenance.

WARNING: To reduce the risk of fire, electrical shock, injury to persons, or damage when using the oven follow all basic precautions including (but not limited to) the following:

- Proper Installation – Ensure the oven is properly installed and grounded by a qualified technician.
- Never use the oven for warming or heating the room.
- Do not leave children alone—Children should not be left alone or unattended where the oven is in use. They should never be allowed to sit or stand on any part of the oven.
- Wear Proper Apparel—Loose-fitting or hanging clothing should never be worn while using the oven.
- User repair—Do not repair or replace any part of the oven unless specifically told to by this manual. All other repairs/replacement of parts should be done by a qualified technician.
- Oven storage—Do not store any flammable materials or valuable items in the oven.
- Do not use water on grease fires—Instead, smother the fire, use dry chemicals or use a foam-type extinguisher.
- Use only dry potholders—Moist or damp potholders on hot surfaces may result in burns from steam. Do not let the potholder touch any hot heating elements and do not use a towel or other bulky cloth.
- Use care when opening the door—Let hot air or steam escape before removing or replacing any food within.
- Do not heat unopened food containers. Pressure buildup may cause the container to burst and result in injury.
- Keep the oven vent ducts unobstructed.
- Oven rack placement—Always place the oven racks in their desired locations while oven is cool; if a rack must be moved while the oven is hot, do not let the potholder contact the hot heating element in the oven.
- **DO NOT TOUCH THE HEATING ELEMENTS OR INTERIOR SURFACES OF THE OVEN** - The heating elements may be hot even though they have gone dark, as interior surfaces of an oven become hot enough to cause burns. Do not touch, or let clothing/other flammable materials touch, any of the heating elements or interior surfaces of the oven until they have had sufficient time to cool. Other surfaces of the oven may become hot enough to cause burns as well; this includes oven vent openings, surfaces near these openings, oven doors, and oven door windows.
- This device is designed for non-professional home use, and its functions should not be changed at-will.
- The electrical system of this equipment can only be used safely if it is properly grounded.
- The manufacturer is not responsible for any damage caused by incorrect installation or unreasonable use of this oven.

CAUTION: When you first turn on the oven, you may notice a strong, unpleasant odor; this is normal and is caused by the adhesive used on the insulation boards around the oven heating up for the first time. If you experience this, it's important to be patient and wait until the smoke dissipates before placing any food in the oven. In addition, never roast or bake anything directly on the oven base, as this could damage the oven.

The following items are potentially dangerous and appropriate measures must be taken to keep them out of the reach of children and the disabled:

- Controls and general appliances.
- Packaging, such as bags, polystyrene, nails, etc.
- Electrical appliances when they are no longer in use, especially potentially hazardous parts.

Avoid the Following Situations:

- Touching the oven while wet.
- Using the oven while barefoot.
- Yanking the appliance or power cord to unplug it from the power outlet.
- Blocking ventilation or cooling slots.
- Allowing power supply cords of other appliances to come into contact with the hot parts of the oven.
- Exposing the oven to atmospheric agents such as rain or sunshine.
- Using the oven to store items.
- Using flammable liquids near the oven.
- Using adapters, multiple sockets or extension cords to connect the oven with a power outlet.
- Attempt to install or repair the oven without the assistance of qualified personnel.



Warning: Accessible parts become hot during use; to avoid burns and scalds, keep children away from the oven. This oven will become hot in use; do not touch the heating elements in the oven.

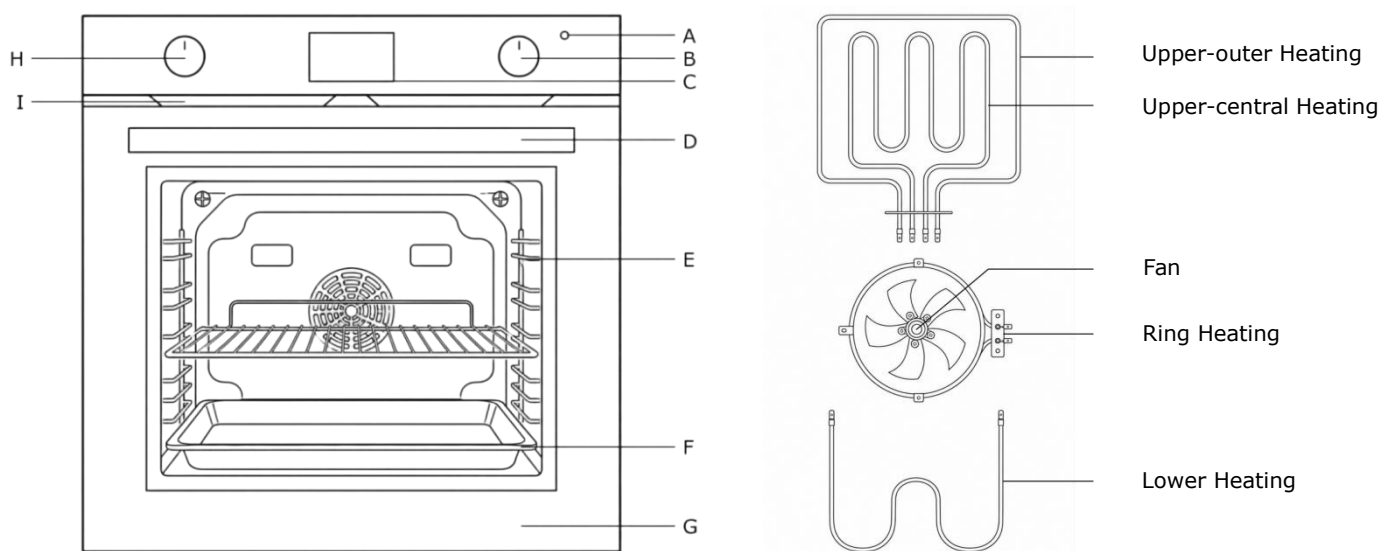


Important: Do not use abrasive cleaners or sharp metal scrapers to clean the glass door, as they will scratch the surface and possibly cause it to shatter.

CLOSE-UP VIEW

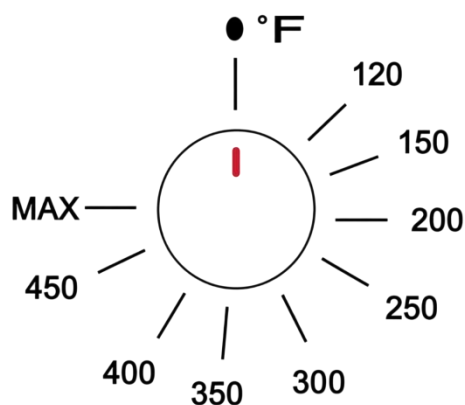
Dimensions	Cut Out	Capacity
23.4"L×23.4"W×21.5"H	22.05"L×23.19"W×21.65"H	2.8 cu. ft.

Voltage/Frequency	Rated Power	Max Temperature
208~240V / 60Hz	2,420-3,220 W	480°F



- A. Heating indicator light
- B. **Temperature control knob**
- C. **Timer control panel**
- D. Handle
- E. Oven rack
- F. Dripping pan or baking sheet
- G. Oven Door (3-ply glass)
- H. **Function knob**
- I. Ventilation grill

B. Temperature control knob



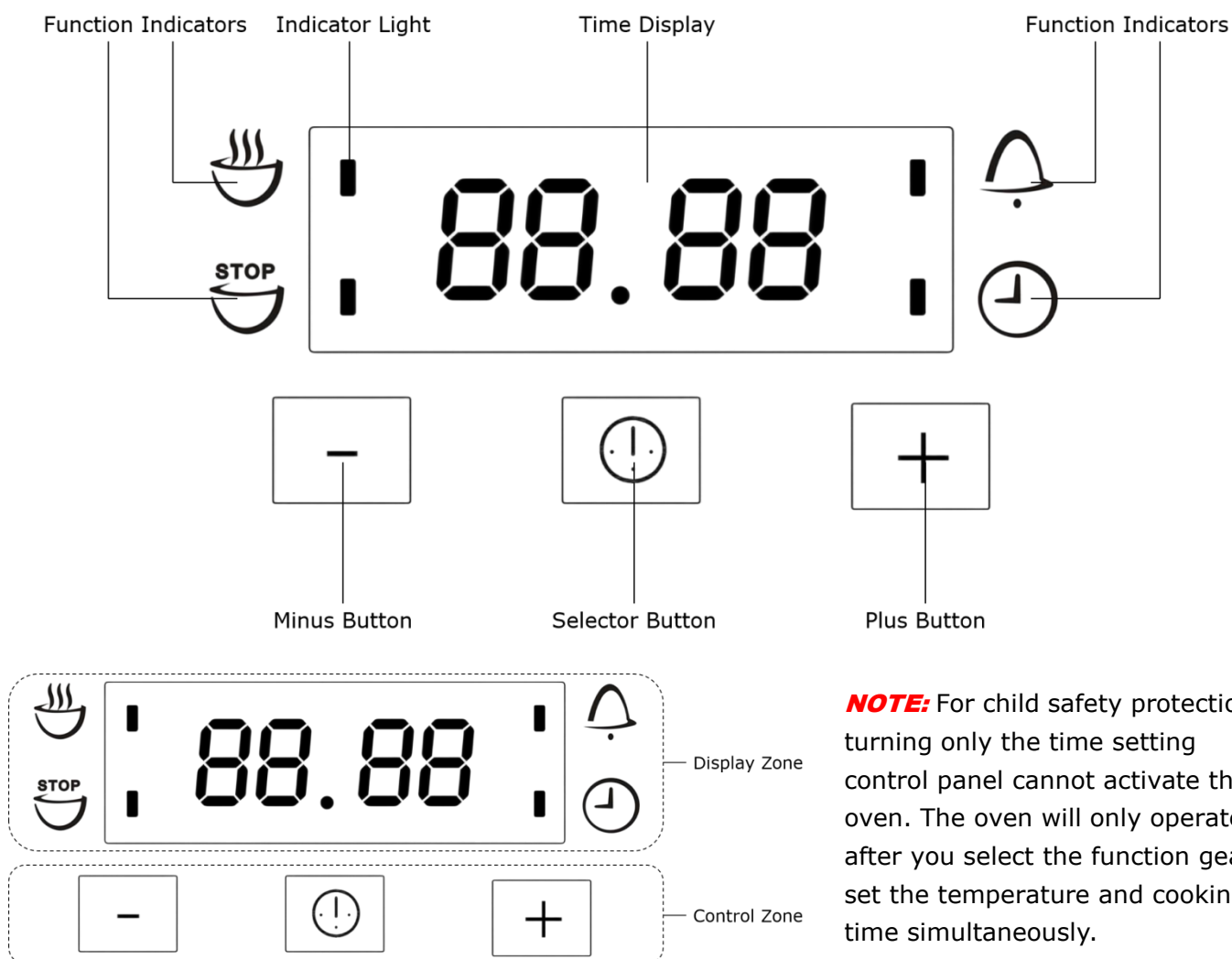
The stated temperature range is 0-450°F, with allowance for a bit more.

NOTE: The temperature difference between the actual temperature and the set temperature is $\pm 59^\circ\text{F}$.

NOTE: For child safety, turning only the temperature knob will not activate the oven. The oven will only operate after you select the function, then set the temperature and cooking time simultaneously.

NOTE: The heating indicator light will turn off once the oven reaches the preset temperature.

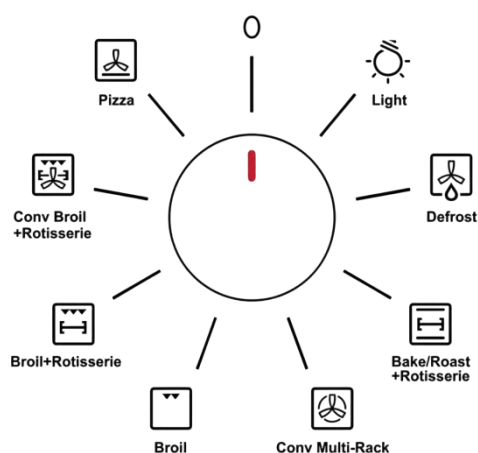
C.Timer control panel



	Cooking Time Set a time for how long the oven will cook for. The oven will stop cooking automatically when the timer expires. For example, if the local time is 12:00, and you set the timer for 30 minutes then the oven will stop cooking at 12:30.
	The End of Cooking Time This function lets you set the real-world end time for cooking. The oven will automatically stop cooking once the preset time of day is reached. For example, let's say the required cooking time is 30 minutes, and you set cooking to stop at 13:00; in this case, the Oven will start cooking at 12:30, cook for 30 minutes, and stop cooking at 13:00.
	Alarm time Sets a countdown that will trigger an alarm after the time has elapsed. This function does not affect the operation of the oven.
	Local Time Set the time of day for your location. All timed cooking functions of the oven operate based on this set local time.

H.Function knob

	Upper-outer Heating		Rotisserie
	Upper-central Heating		Ring Heating
	Upper-outer & central-Heating		Fan
	Lower Heating		Light



NOTE: For child safety, turning only the function knob will not activate the oven. The oven will only operate after you select the function, then set the temperature and cooking time simultaneously.

HOW TO USE

NOTE: For child safety, the oven will only operate after you select the function, then set the temperature and cooking time simultaneously.

FOR EXAMPLE:

If you want to bake pizza at 350°F for 30 minutes:

1. Adjust the oven rack levels as needed.
2. Turn the function knob to select the Pizza functionality.
3. Turn the temperature control knob to select 350°F.
4. Place the pizza in the oven.
5. Set the cooking time at 30 minutes.
6. The oven will shut off automatically after 30 minutes.

If the local time is 12:00, you want to bake pizza at 350° F for 30 minutes and you want the oven stop baking at 13:00:

1. Adjust the oven rack levels as needed.
2. Turn the function knob to select the Pizza functionality.
3. Turn the temperature control knob to select 350°F.
4. Place the pizza in the oven.
5. Set the cooking time for 30 minutes.
6. Set the cooking time to end at 13:00.
7. The oven will start baking at 12:30, bake for 30 minutes and stop baking at 13:00.

Functionality selection

	Light Turns on the oven's interior light to illuminate the inside for placing dishes; the oven will not heat at this time.
	Defrost Circulates room-temperature air inside the cavity for rapid thawing; the oven will not generate heat during this process. Suitable for: Thaw frozen meat, seafood and dough ingredients
	Bake/Roast+Rotisserie Both the upper-outer heating element and lower heating element will activate in this mode. You may choose to use the rotisserie spit or not; the rotisserie rotation system remains operational regardless. Suitable for: Whole chicken, whole turkey, roast pork, large roasted joints
	Convection Multi-rack The rear ring heating element and fan will operate in this mode. Suitable for: Multi-tray baking of cookies, pastries, side dishes, batch roasting
	Broil The upper-central heating element will operate in this mode. Suitable for: Small poultry, vegetable roasting, browning cooked meats, small skewers
	Broil+Rotisserie Both the upper-central heating element and upper-outer heating element will operate in this mode. You may choose to use the rotisserie spit or not; the rotisserie rotation system remains operational regardless. Suitable for: Whole chicken, whole duck, large roasted meat, skewers
	Convection Broil+Rotisserie Both the upper-central heating element, upper-outer heating element and the fan will operate in this mode. You may choose to use the rotisserie spit or not; the rotisserie rotation system remains operational regardless. Suitable for: Whole chicken, whole duck, roasts of beef, pork, lamb
	Pizza The lower heating element and the fan will operate in this mode. Suitable for: Pizza, flatbread, tarts, crusty bottomed baked foods

How to use the timer

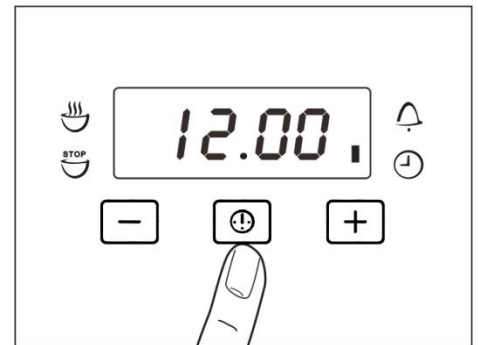
Change the local time 🕒

Note: When the oven has been connected to the electrical supply or when there has been a power cut, the time functionality indicator "🕒" flashes automatically.

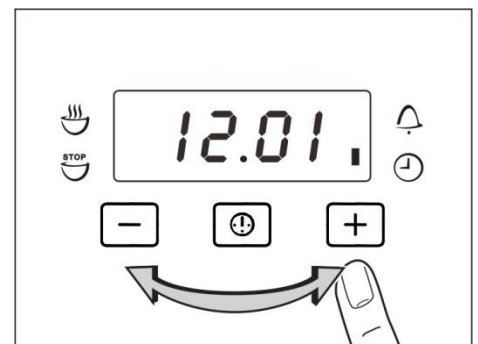
Note: The time can only be changed if neither of the automatic functions have been set (Cook Time "👨‍🍳" or End Time "🛑").

Important: All time-related operations rely on the local time displayed on the oven. Please ensure the correct local time is set on the oven before use.

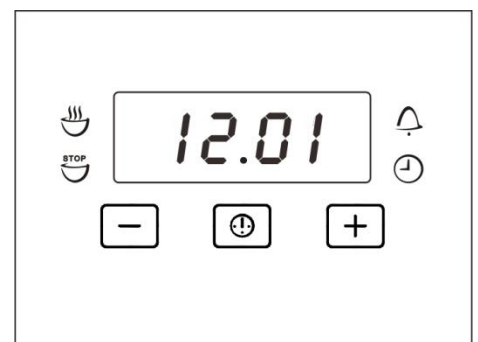
1. To change the time that has already been set, press the Selection "🕒" button repeatedly, until the Time functionality indicator flashes.



2. Set the current time using the " + " or " - " buttons.



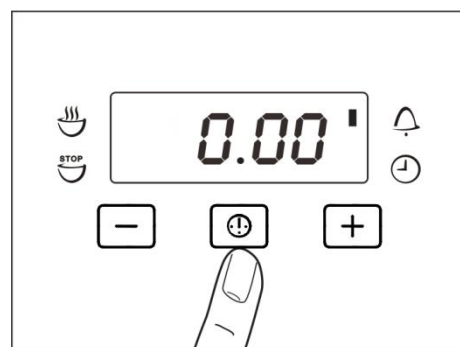
3. After around 5 seconds, the flashing will stop and the clock will show the time you set. The oven is now ready for use.



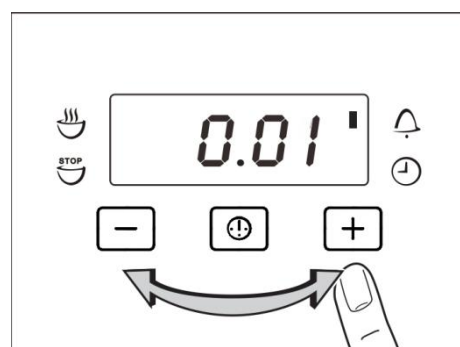
Alarm

Note: Select this function to set an alarm without affecting oven operation.

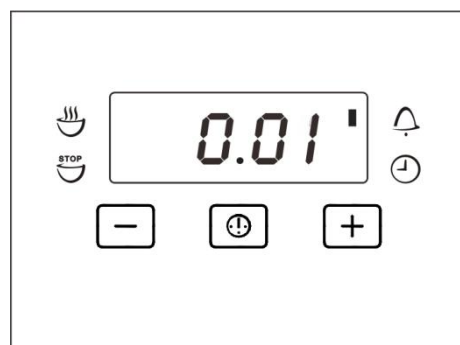
1. Press the Selection "" button repeatedly, until the Alarm functionality "" indicator.



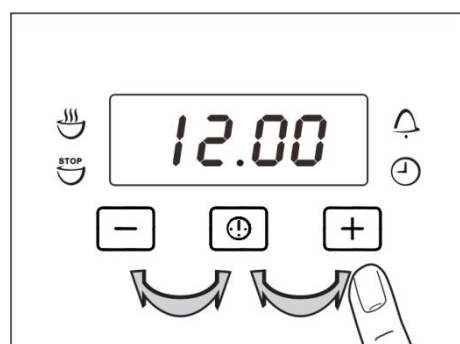
2. Using the "+" or "-" buttons, set the required countdown (Max: 2 hours, 30 minutes).



3. After around 5 seconds, the display will show the remaining time and the Alarm functionality "" will light up.



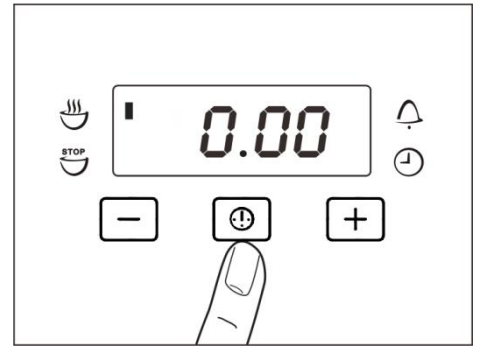
4. When the set time has elapsed, the Alarm functionality indicator will flash and an acoustic signal sound will play for 2 minutes. Press any button to switch off the signal.



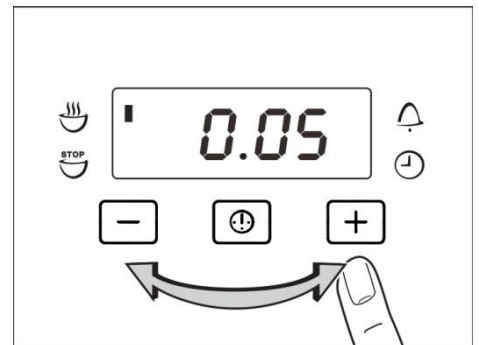
Cooking time

Note: Select this function to set the oven cooking time.

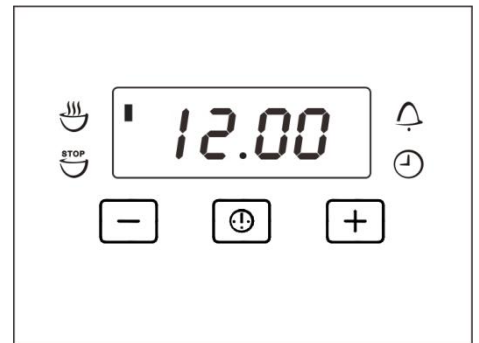
1. Press the Selection " " button repeatedly, until the Cooking Time functionality " " indicator.



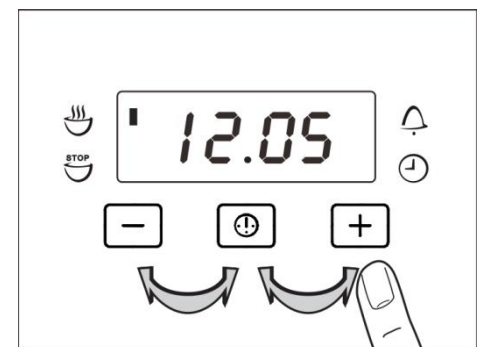
2. Using the " + " or " - " buttons to set the required cooking time.



3. After around 5 seconds, the display will show the set time. The function indicator " " will light up.



4. When the time has elapsed, the functionality indicator will flash, a sound will play for 2 minutes and the oven will switch itself off. Press any button to switch off the sound and the functionality.



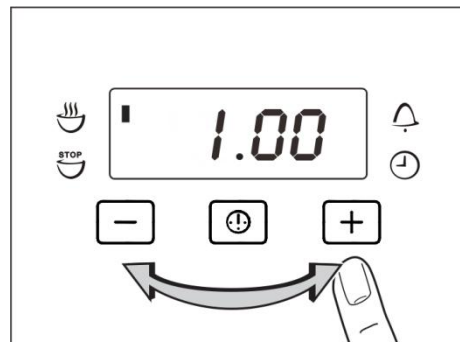
The end of cooking time

Note: You can use this function if you want the oven to stop heating at a specific time.

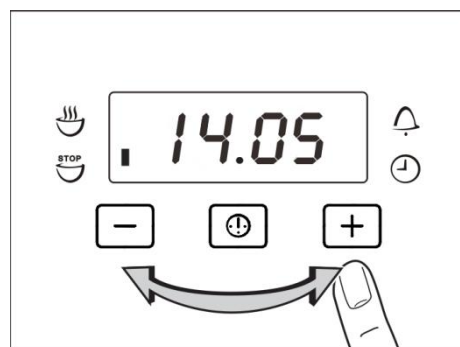
Note: To set "The end of cooking time", you must first configure the "Cooking time".

1. Use the "Cooking time " functionality to set the period of time that the dish requires to cook.

In this example, the "Cooking time " is set for 1 hour.



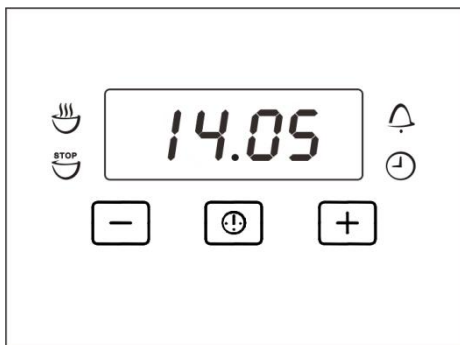
2. Using the function "The end of cooking time " functionality to set the time for when cooking finishes.
In this example, "The end of cooking time " is set at 14:05.



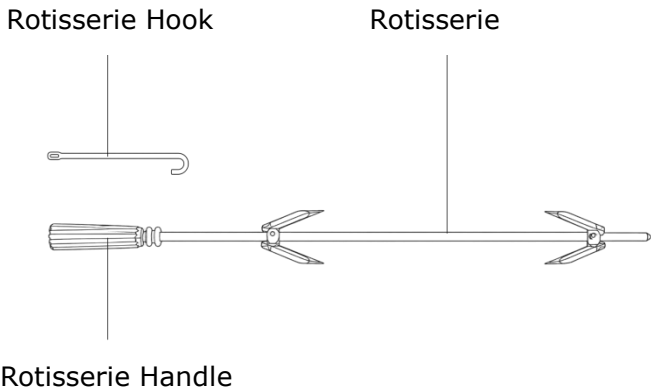
3. Both the "" and "" functionality indicators will light up and the time will be shown on the display.
In this example, the local time is 12:00.
Then the oven will start cooking at 13:05, cook for 1 hour, and stop cooking at 14:05.



4. When the time has elapsed, the functionality indicator will flash, a sound will play for 2 minutes and the oven will switch itself off. Press any button to switch off the sound and the functionality.

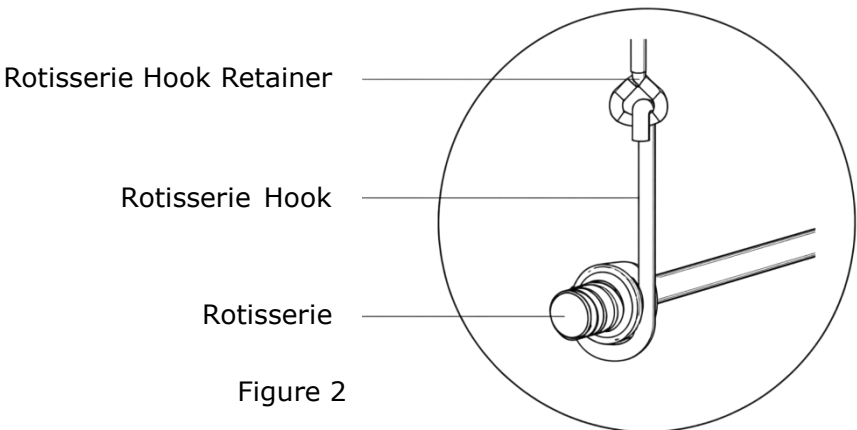
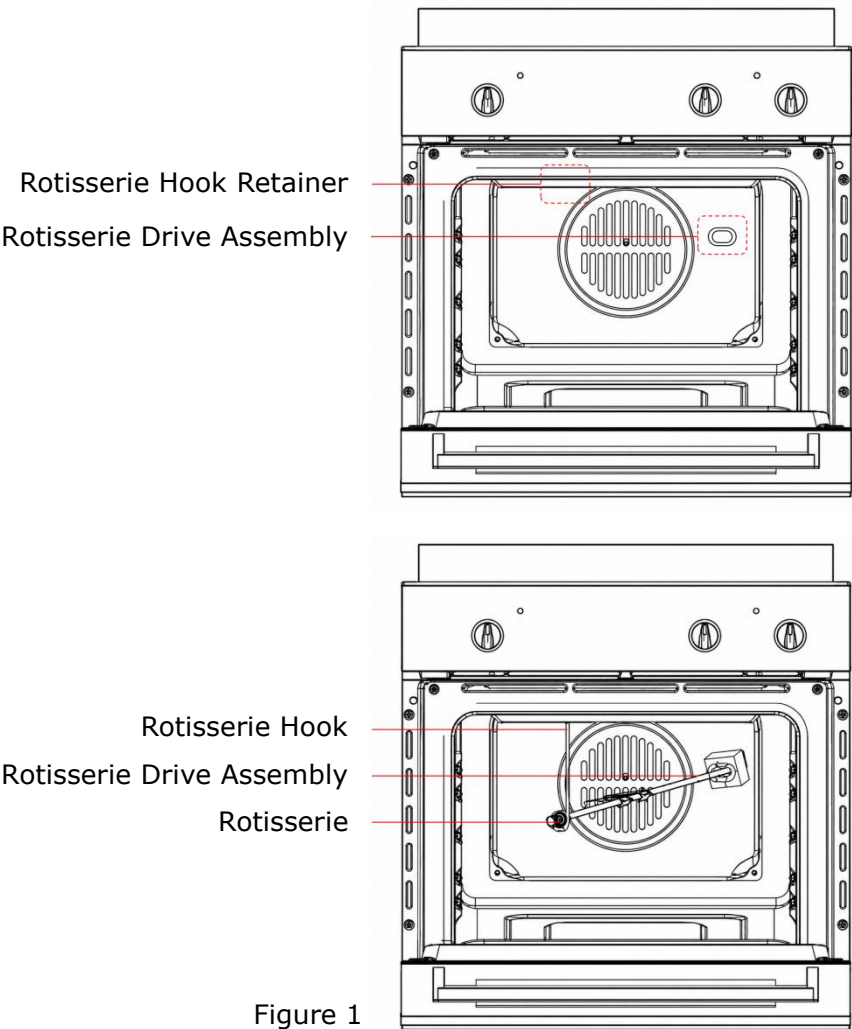


How to use the Rotisserie



If you wish to cook food using the rotisserie, the following three components are required:

- Rotisserie Hook
- Rotisserie
- Rotisserie Handle



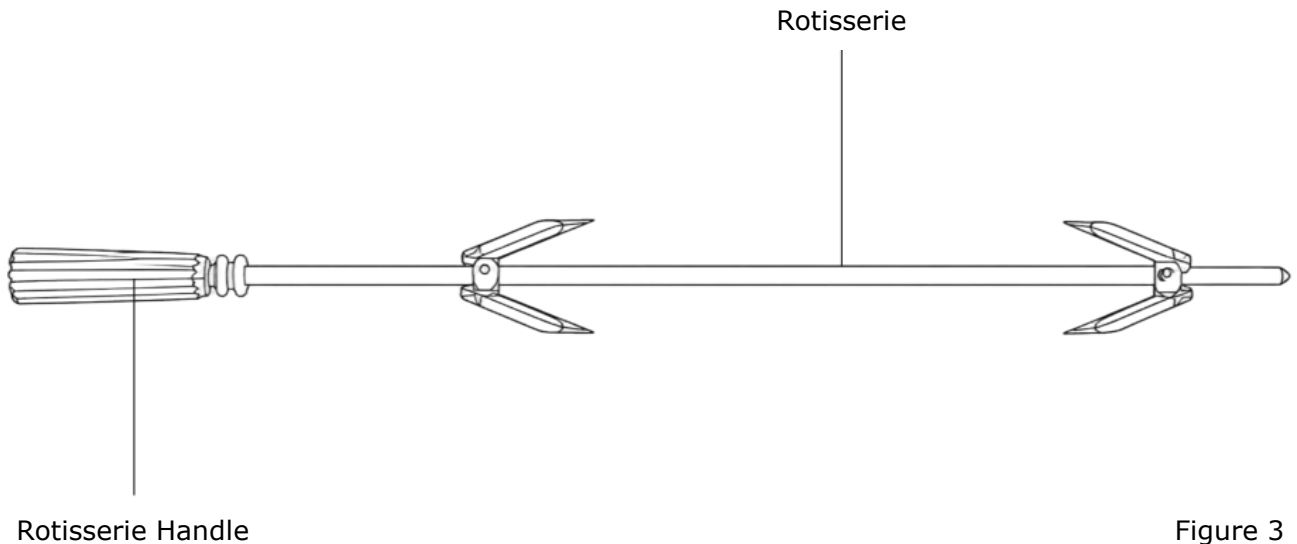


Figure 3

1. Secure the Rotisserie Hook onto the Rotisserie Hook Retainer. (Figure 1)
2. Insert the pointed end of the Rotisserie into the Rotisserie Drive Assembly. (Figure 1)
3. Secure the other end of the Rotisserie onto the Rotisserie Hook. (Figure 2)
4. Use the Rotisserie Handle to remove the rotisserie after use to avoid burns. (Figure 3)

WARNING: The rotisserie has sharp points. Handle with care during use.

WARNING: Do not allow children to play with the rotisserie.

ELECTRICAL CONNECTION

WARNING: Before wiring the oven, carefully read the following instructions. Improper wiring may result in personal injury or have fatal consequences.

Before electrical connection

In the case that the power cable directly connects to the electrical box, a suitable omnipolar switch or a creepage protection device must be inserted.

Before connecting to the mains, make sure that:

- The electrical counter, the safety valve, the feeding line and the socket are able to withstand the maximum power input required on the rating plate.
- The supply system is regularly grounded.
- The socket or the omnipolar switch can easily be reached after the installation of the oven
- After carrying out the connection to the power supply, keep the cable away from any hot surface of the oven.
- No reducers, flow dividers, or adaptors that can cause overheating/burning are in use.
- The manufacturer is not liable for any direct/indirect damage caused by faulty installation operations carried out by unqualified personnel, as well as those not complying with the local and general regulations.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities; it is also not intended for use by those with a lack of experience and knowledge, unless they have been given supervision/instruction concerning use of this oven by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the oven.
- The oven becomes hot during use; care should be taken to avoid touching heating elements inside the oven.
- **WARNING:** Accessible parts may become hot during use; young children should be kept away to avoid burns.
- 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 hazardous situation.
- The oven must be switched off before removing the guard; after cleaning, the guard must be replaced in accordance with the instructions.

WARNING

- Before replacing any parts, make sure the oven is turned off to prevent electrical shock.
- Accessible parts may become hot during use. Children should be kept away.
- Do not use harsh, abrasive cleaners or sharp metal scrapers to clean the oven door glass, since they can scratch the surface. This may result in the glass shattering.
- A steam cleaner is not to be used.
- Fixed wiring must be protected.
- The door should be situated more than 337/16" above the floor after installation of the oven.
- Means for disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.
- The oven must not be installed behind a decorative door in order to avoid overheating.

Electrical connection

Voltage and frequency of power supply:		
Voltage	Frequency	Rated Power
208-240V	60Hz	2,420-3,220 W

IMPORTANT

- Electrical grounding is required on this appliance.
- Do not connect the oven to the electrical supply until it is permanently grounded.
- Disconnect power to the junction box before making the electrical connection.
- This appliance must be connected to a grounded, metallic, permanent wiring system; a grounding connector connecting to the grounding terminal or wire lead on the appliance is also acceptable.
- Do not use a gas supply line for grounding the appliance.
- The oven must be hardwired (directly wired) to an approved junction box.
- A plug and receptacle is NOT PERMITTED.
- DO NOT shorten the flexible conduit; the conduit must be securely connected directly to the junction box with a cable connector.
- You will need to purchase an appropriate conduit connector to complete the connection to the junction box.
- Wire connections should be made by an electrician or qualified technician only, and must follow all local codes.
- **A 16-A fuse or circuit-breaker is required.** It is recommended to install a dedicated circuit for your oven.

Circuit Condition

This appliance is a 4-wire unit. Household power supply falls into two configurations; please wire accordingly based on your home's circuit conditions:

Red wire: hot wire

Black wire: hot wire

White wire: neutral wire

Green wire: ground wire

- 3-wire circuit (2 hot wires + 1 neutral wire, no grounding wire) -Fig.1
- 4-wire circuit (2 hot wires + 1 neutral wire + 1 grounding wire) -Fig.2

Note: Strip the wire insulation to expose approximately ½" of conductor.

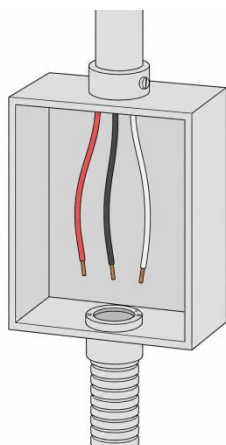


Figure 1

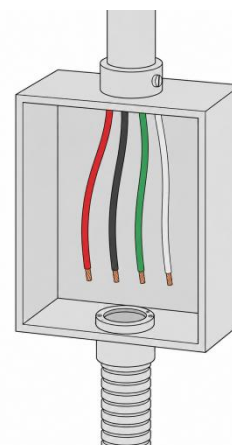


Figure 2

Connection Operation

Figure 1

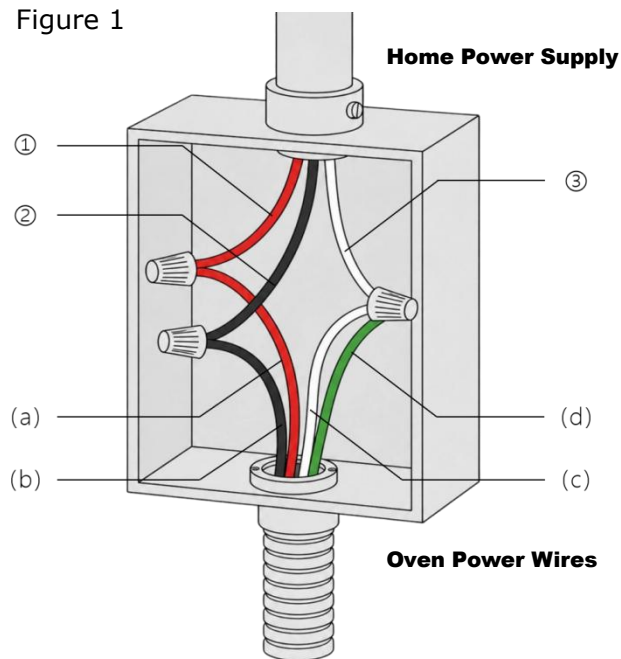
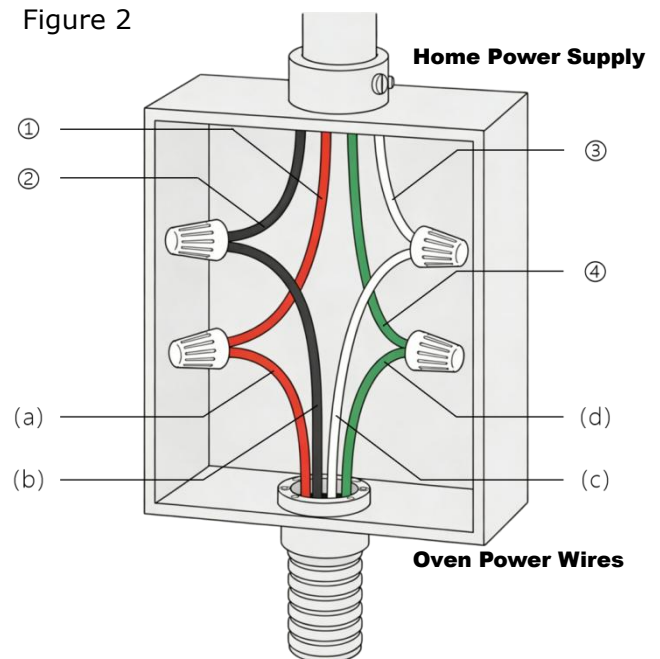


Figure 2



■ 3-wire circuit connection (Figure 1)

IMPORTANT: Use the 3-wire cable from the home power supply where local codes permit a 3-wire connection.

1. Connect the red wire from the oven (a) to the red wire from the household circuit (①) with UL-listed wire connectors.
2. Connect the black wire from the oven (b) to the black wire from the household circuit (②) with UL-listed wire connectors.
3. Join the white wire (c) and green wire (d) from the oven together with the white wire from the household circuit (③) using UL-listed wire connectors.

■ 4-wire circuit connection (Figure 2)

IMPORTANT: Use the 4-wire cable from the home power supply in the U.S. where local codes do not allow grounding through neutral, New Branch circuit installations (1996 NEC), mobile homes / recreational vehicles, new construction projects and in Canada.

1. Connect the red wire from the oven (a) to the red wire from the household circuit (①) with UL-listed wire connectors.
2. Connect the black wire from the oven (b) to the black wire from the household circuit (②) with UL-listed wire connectors.
3. Connect the white wire from the oven (c) to the white wire from the household circuit (③) with UL-listed wire connectors.
4. Connect the green wire from the oven (d) to the green wire from the household circuit (④) with UL-listed wire connectors.

WARNING: All wiring work must be performed by qualified technicians. Do not attempt to perform this wiring yourself. Improper wiring may result in electrical shock or fatal injury.

INSTALLATION

IMPORTANT: Unplug your oven before performing installation or maintenance. Installation should be performed by a qualified professional according to the instructions. Please note that the manufacturer does not take responsible for any harm/damage to persons, animals or objects resulting from incorrect installation.

NOTE: When pairing the oven with a stovetop, it is important to carefully follow the instructions provided in the booklet accompanying the stovetop. Also, the oven should be installed according to the recommended dimensions for efficient air circulation.

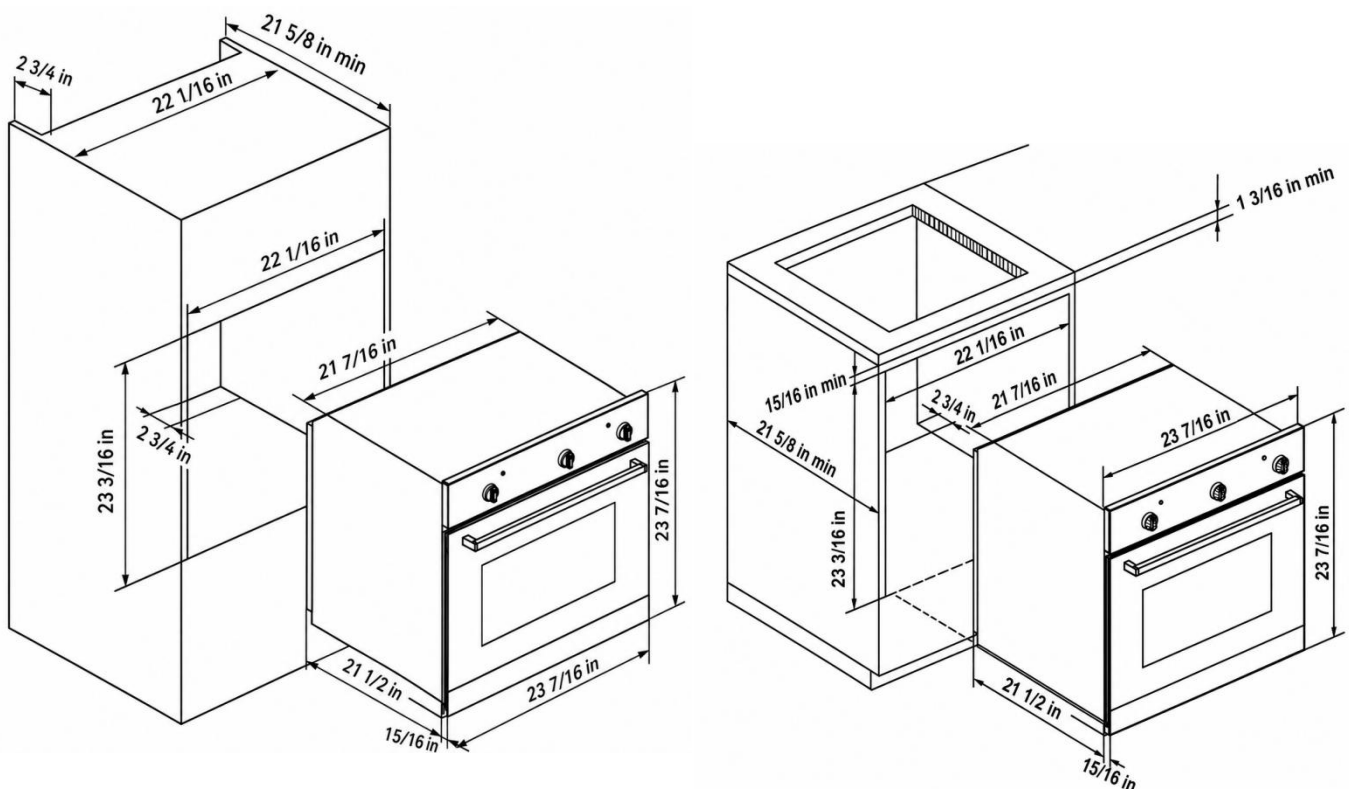
WARNING

- To ensure your built-in oven functions properly, it's important to have the right type of cabinets in place. The adjacent furniture panels must be heat-resistant, particularly if they are made of wood veneers. The adhesive used should be able to withstand temperatures of at least 250°F (120°C) to prevent deformation or detachment. By taking these precautions, you can ensure your oven operates effectively and safely.
- For your safety, do not touch electrical components once the device is installed.
- All protective parts provided cannot be fixed in a non-removable way.
- Ensure the appliance is turned off before replacing the lamp to avoid the possibility of electrical shock.

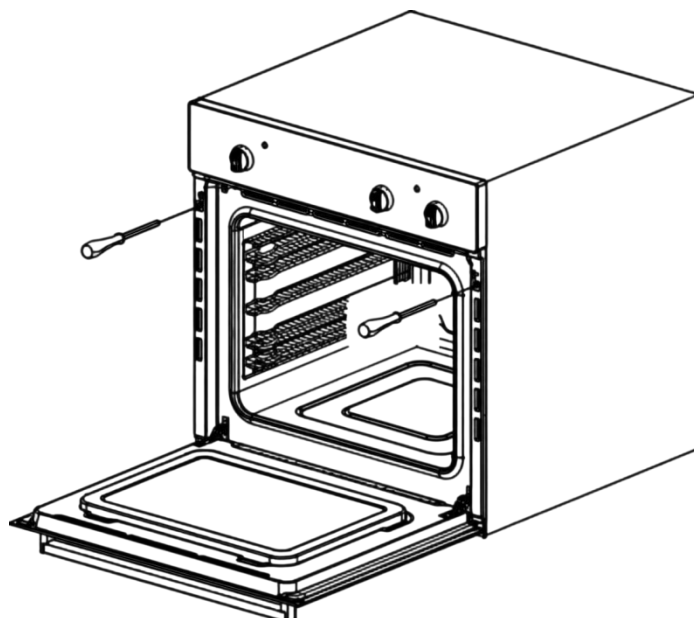
Opening Dimensions (General tolerance)

Width: $22\frac{1}{16} \pm \frac{1}{16}$ "

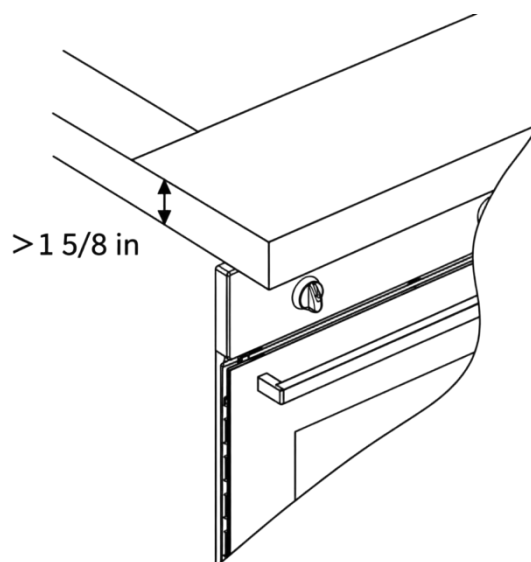
Height: $23\frac{3}{16} + 0 \sim \frac{1}{8}$ "



After installing the oven, fasten it with screws as illustrated.



If a gas stove needs to be installed above the wall oven, the distance between them should be $> 1\frac{5}{8}"$.



NOTE: There should be at least $2\frac{3}{4}"$ of clearance behind the panel where the oven is installed.

HOW TO MAINTAIN YOUR OVEN

IMPORTANT: This appliance is only for household use, don't use it outdoors!

IMPORTANT: Unplug your oven before cleaning or maintenance.

To extend the life of your oven, it must be cleaned regularly as follows:

- Do not use steam equipment to clean the oven.
- To protect against the risk of electrical shock, do not immerse the oven, cord or plug in liquid; in addition, do not sprinkle water to clean the oven.
- Don't clean the oven while it is still hot. The inside and external surface of the oven should preferably be cleaned with a damp cloth when it has cooled down.
- If you use your oven for an extended period of time, condensation may form. Dry it by using a soft cloth.
- There are rubber seals around the oven opening to ensure it works perfectly; the condition of these seals needs to be checked regularly. Avoid using abrasive products for cleaning the seals; if the seals are damaged, please contact the nearest after-sales service center. It is recommended you avoid using the oven until it has been repaired.
- Never put aluminum foil on the bottom of the oven, as heat buildup can interfere with cooking and even damage the enamel.
- Clear the glass door with a damp cloth and dry it with a soft cloth.
- Do not use harsh abrasive cleaners or sharp metal scrapers to clean the oven door glass, since they can scratch the surface; this may result in the glass shattering.
- If you decide to no longer use the oven, you should unplug and disconnect the power cord so that it cannot be used; abandoned appliances can be a safety risk because children often play with them.
- This product must not be disposed of with regular household waste; disposal of electrical and electronic equipment must be carried out in a place authorized for recycling electrical products.

How to remove the oven door

WARNING: Remove the door only when the oven has fully cooled to avoid burns.

1. Fully open the oven door (Figure 1).
2. Push up the oven door locking mechanism to unlock (Figure 1).
3. Move the oven door to the position shown in Figure 2.
4. Grasp both ends of the oven door, lift it gently upward to disengage from the fixtures, then tilt and pull it downward to remove (refer to the video for detailed operations).

①

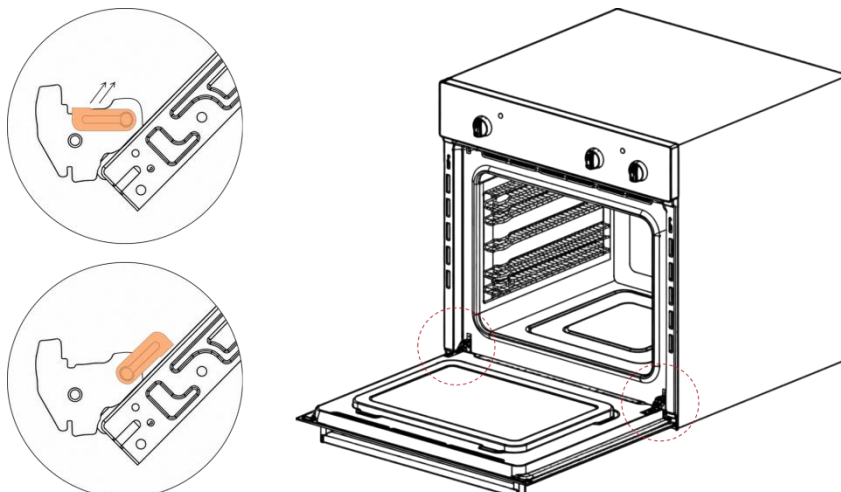


Figure 1

②

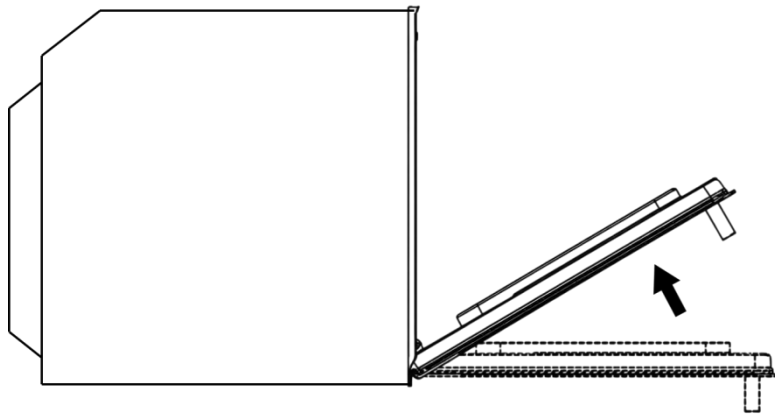


Figure 2

③

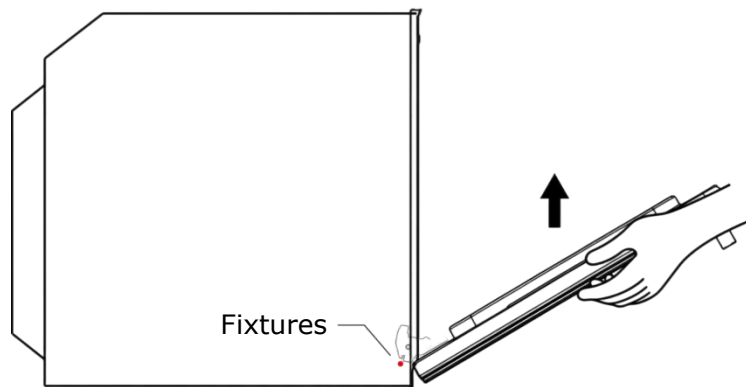


Figure 3

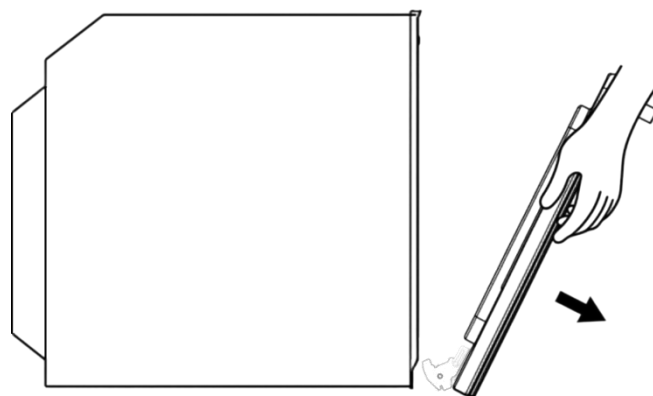


Figure 4



Scan the QR code for instructions on how to remove the oven door.

How to remove the oven door glass

The oven door consists of three layers of glass, with each layer having a flow-through top and bottom. During operation, air circulates through the door to prevent the outer pane from becoming hot. If condensation occurs between the glass panes, the door can be removed for cleaning purposes.

To remove the door, please follow the instructions below:

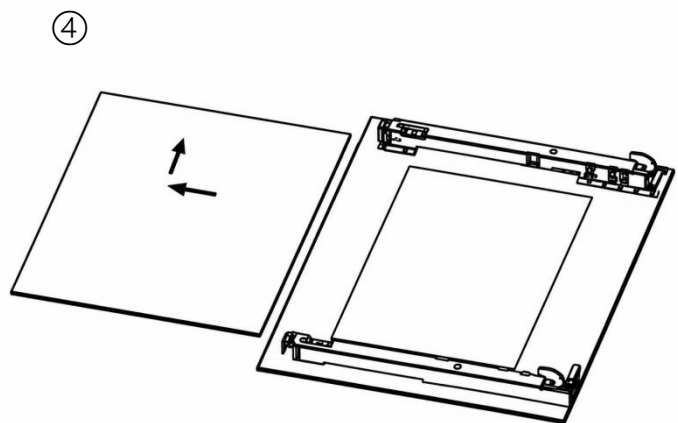
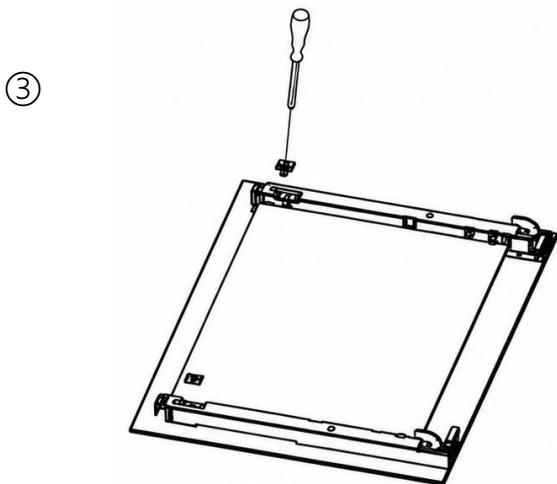
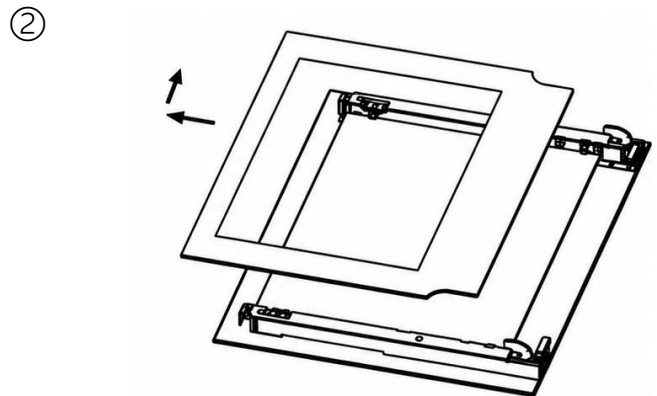
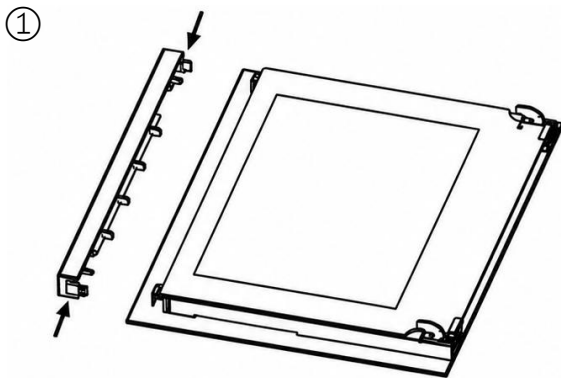
NOTE: Place the oven door on a protective surface like a tablecloth to prevent scratches.

NOTE: Ensure that the door handle lines up with the table's edge and that the glass lies flat to prevent shattering during cleaning.

NOTE: Clean the glass and other parts using a damp microfiber cloth, a clean sponge, or a hot water solution with a small amount of detergent.

NOTE: Dry everything with a soft cloth.

1. Press the buttons on the left and right sides of the door and remove the top rail.
2. Slowly remove the inner glass.
3. Loosen the clips.
4. Remove the middle glass.



How to replace the oven light

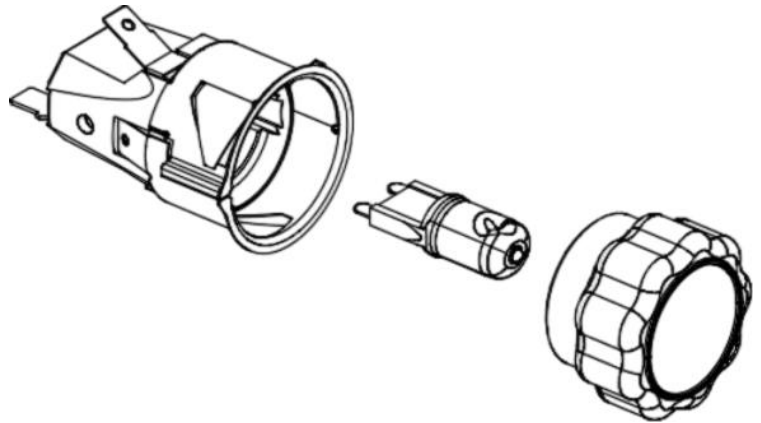
WARNING: Ensure the oven is disconnected from the power outlet before replacing the lamp. Improper operation may cause electrical shock, which could be fatal!

WARNING: Do not operate the device with a damaged power cord or plug; if the oven has a damaged power cord or plug, return the oven to the nearest authorized service center for inspection and repair.

1. Disconnect power to the oven.
2. Rotate and remove the oven lamp glass cover.
3. Remove the oven lamp and replace it with a halogen lamp rated for temperatures above 570°F.
4. Rotate and reinstall the oven lamp glass cover.
5. Reconnect power to the oven.

Lamp Specification:

- Voltage: AC 220~240V
- Wattage: 25W
- Socket: G9



TROUBLESHOOTING

NOTE: To save time and money, you may quickly resolve certain issues by referring to the section below.

Cause	Reason	Solution
The top of your baked food is overcooked/burnt, while the base is undercooked	Not enough heat from the bottom	✓ Use the natural convection position ✓ Use deeper cake tins ✓ Lower the temperature ✓ Put the backing tray on a lower rack
Food base overcooked/burnt while the top remains undercooked	Excessive heat from the bottom	✓ Use the natural convection position ✓ Use lower side tins ✓ Lower the temperature ✓ Put the backing tray on a higher rack
Fully cooked surface but undercooked interior	Temperature is too high	Lower the temp and increase the cooking time
Sufficient surface browning but your food is overly dry	Temperature is too low	Increase the temp and lower the cooking time

If your problem cannot be solved, please contact Vikio via the email address below to get your issue solved as soon as possible:

service02@vikiohome.com

help02@vikiokitchen.com

DISCLAIMER

- Carefully inspect all items for damage upon delivery.
- Note any damage on the freight bill or delivery receipt, then obtain the carrier agent's name and signature.
- Once items are accepted, the customer assumes responsibility for their safe storage and handling.
- Report any damages to the carrier and file a claim immediately—failure to do so may result in a claim denial. The carrier will provide the necessary claim forms.
- Damages during return shipping are not covered under the warranty. Customers must insure returns with the shipping company.
- If your oven is damaged in transit, contact Vikio Home within 14 days of delivery to report the issue. Vikio Home will assist in filing a damage claim and investigating.
- Inspect package contents carefully upon receipt. Notify Vikio Home of any damage or missing parts within 14 days. Claims made after this period will not be accepted.
- All products are thoroughly tested and carefully packed before shipment. Returned products must be in good working condition; this includes all original parts, documentation, and packaging (cartons and fillers).
- A 10% restocking fee applies to all approved returns.
- Returns or exchanges will not be accepted if the unit has been installed, and may be rejected if parts are missing.
- Inspect the oven for damage or defects before installation. Appearance flaws discovered after installation that do not affect performance are not covered by the warranty for returns or exchanges.
- Service visits are not covered under warranty and will incur a service charge.

CONTACT INFORMATION

- If you require assistance, please contact Vikio Home. Have your order number and oven model ready, as this information is necessary to process your request.
- For replacement parts, it's strongly recommend to only use genuine Vikio Home's parts. Our accessories and parts are specifically engineered and designed for Vikio Home's products.
- Each part undergoes rigorous testing to ensure maximum durability and reliability, offering a perfect factory match in appearance and functionality tailored to your specific model.

SUPPORT EMAIL:

service02@vikihome.com

help02@vikiokitchen.com

WARRANTY

TO OBTAIN SERVICE UNDER WARRANTY: You must present proof of the original purchase date. Please provide an original, dated proof of purchase (sales receipt/invoice) to obtain service under warranty.

One-year parts warranty

For one year from the date of original purchase, Vikio Home will provide free replacement parts or components that fail due to manufacturing defects, excluding consumable items.

Subject to the conditions and limitations below, Vikio Home will replace any product part found defective due to improper workmanship or materials.

Replacement parts or products will be provided on an exchange basis and may be new or refurbished to be functionally equivalent to new.

Warranty exclusions

- This warranty does not cover damage caused by negligence, improper installation, accidents, abuse, misuse, natural disasters, insufficient / excessive electrical supply, abnormal mechanical / environmental conditions, unauthorized disassembly, repair, modification, or failure to follow installation instructions.
- This warranty does not cover natural wear of finishes. Damage caused by improper maintenance, use of corrosive / abrasive cleaning products (including pads and oven cleaners), or physical damage—such as chips, dents, cracks due to abuse / misuse / freight damage or improper installation—are excluded.
- Damage caused by accidents, fire, floods, or other acts of God are not covered. Vikio Home and its distributors/resellers are not liable for any property loss or costs associated with the removal, servicing, installation, or diagnosis of problems with this product.
- This warranty is also void if the product is used commercially/for purposes other than its intended use, improperly connected to equipment from other manufacturers, or repaired/modified by anyone other than Vikio Home.
- Finally, this limited warranty is void if the original identification information has been altered/removed/obliterated, if the product has not been handled/packaged correctly or if it has been sold as second-hand.

This warranty is valid only in Canada and the United States and is non-transferable, applying solely to the original purchaser. It does not extend to subsequent owners. Any implied warranties, including fitness for purpose and merchantability, are limited to the duration of the express warranty, starting from the original purchase date. No warranties apply beyond this period.

Please save these instructions.