



# USER MANUAL

Professional Stone Deck Oven

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# CONTENTS

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Introduction - Page 3

About Us! - Page 4

Installation and Set Up - Page 6

- First-time use: Stone Drying Cycle - Page 7

Baking with the RM24

- Preheating - Page 9
- Steam Injection - Page 9
- Loading and Unloading - Page 10

Baking Guide - Page 11

- Sourdough - Page 12
- Tin Loaves - Page 12
- Rye Loaves - Page 12
- Baguettes - Page 12
- Focaccia - Page 13
- Pastries - Page 13

Cleaning and Maintenance

- After Use Cleaning - Page 14
- Light Bulb Replacement Procedure - Page 14-15
- Oven Door Seal Replacement Procedure - Page 15

Trouble Shooting Contact Us - Page 16-17

Contact Us - Page 17

Technical Specifications - Page 18

Declaration of conformity (CE & UKCA) - Page 19-20



Congratulations on your new Rackmaster RM24 stone deck oven - a perfect choice for the professional and home baker alike!

Designed and built by me, a baking enthusiast, this oven is made to do exactly what you need it to do. Whether you're an experienced baker or just starting your journey with professional bread baking in a micro-bakery, this oven is designed to help you achieve outstanding results. With its precise temperature control, and sturdy construction, the RM24 is perfect for baking everything from crusty sourdough loaves to delicate pastries.

This guide will take you through setup, operation, and maintenance to ensure you get the best out of your oven. By following these steps, you'll soon be producing bakery-quality bread with consistency and ease.

So, pre-heat your oven, get your dough ready and let's get baking!

Thank you  
Campbell Macfarlane  
Director



## RM24: Built for Bakers, by Engineers

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Over two decades ago, Rackmaster Ltd began life as a commercial kitchen fabrication company. One of its founders, Campbell Macfarlane (an experienced engineer with more than 40 years in bespoke fabrication) identified a gap in the market: independent bakeries were underserved when it came to high-quality, custom-built equipment.

Drawing on his extensive engineering background, Campbell transitioned Rackmaster from general fabrication to specializing in bakery equipment, creating solutions tailored for artisan bakers and small-scale operations. From solo bakers working out of compact spaces to growing teams running mid-sized bakeries, Rackmaster has supplied equipment to suit a variety of needs—always with a balance of scale and personal service.

This commitment to thoughtful, user-focused design led to the development of the Rackmaster RM24. Launched in 2024 after years of research and testing, the RM24 is a UK-built, 3-deck stone hearth oven made specifically with microbakers in mind. Its compact design, efficient functionality, and user-friendly controls make it a cornerstone for modern small-batch baking operations, as well as larger scale operations.

Today, Rackmaster continues to support independent bakeries with the same care and innovation that started it all—delivering high-performance equipment with a human touch.



All ovens in the UK (with a few exceptions) will be hand delivered by Campbell. If receiving from abroad, your oven will arrive securely packaged in a fully compliant, industry standard packing crate.

The ovens are 230v single phase requiring connection to a 13 amp plug. It is also recommended to install a timer to enable the oven to automatically turn on for the pre-heat phase. All electrical works will need to be carried out by a qualified electrician.

## **Controls**

- Green button - press in to turn on the oven and lights and depress to turn off.
- Left dial controls the top 2 elements and heats the first stone from above and below.
- Right dial controls the bottom 2 elements and heats the middle and the bottom stones.
- Flue/vent - when opened allows steam to vent from the oven.

## **Stand**

An optional stand for the RM24 is available. This has 3 runners underneath and is mobile. It also includes a pull-out shelf at the top.

## **Starter Pack**

The following 'Starter Pack' accessories are included with each oven purchased and comprises:

- 3 x 457mm x 457mm uncoated aluminum peeled tip trays.
- 3 x 457mm x 457mm x 4mm ply peels.
- 3 x 457mm x 457mm silicone baking sheets
- 1 x 152mm (6") or 203mm (8") #campbellsdoughknife



## Stone Drying Cycle

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As the stones may retain moisture during storage and/or transportation, it is imperative that they undergo a drying cycle to allow any residual moisture to evaporate. Failure to do so could result in the stones splitting or cracking. This only needs to be carried out at initial use and after a long period of storage or inactivity.

### **Stone Drying Procedure**

1. Set all dials to 50°C (120°F) and bake with the door sealed and flue open for 1 hour.
2. Set all dials to 60°C (140°F) and bake with the door sealed and flue open for 1 hour.
3. Set all dials to 70°C (158°F) and bake with the door sealed and flue open for 1 hour.
4. Set all dials to 80°C (176°F) and bake with the door sealed and flue open for 1 hour.
5. Set all dials to 90°C (194°F) and bake with the door sealed and flue open for 1 hour.
6. Set all dials to 100°C (212°F) bake with the door sealed and flue open for 1 hour.
7. Should steam still be present following the final hour cycle, continue at 100°C (212°F) until no steam is visible.



*RackMaster.*



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## Baking in the RM24

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While the RM24 was originally designed with bread baking in mind, its versatility extends far beyond loaves. Thanks to its precise temperature control, even heat distribution, and stone hearth decks, the RM24 is equally at home baking a wide variety of goods. From delicate pastries and buttery croissants to crisp tarts, chewy cookies, and even light, airy macarons—this oven can handle it all. Whether you're perfecting sourdough or experimenting with patisserie, the RM24 provides the consistency and control needed to elevate your craft.

The oven is designed to deliver optimal performance when fully loaded, but it can also be efficiently used with smaller batches by operating just a single deck.

### Pre-Heating

The RM24 will require a 2-2.5hr pre-heat. Turn all dials to 250°C (480°F) leave for the allotted time. Remember to set your dials if you are intending to use a timer.

It is highly recommended that an infrared thermometer is used to measure the temperature of the decks after 2.5 hours, otherwise you may find they are considerably hotter than the light on the dials is indicating.

### Steam Injection

To maximise both space and efficiency, the RM24 does not include a built-in steam injection system. For bakers who require steam, we recommend using a handheld pressure sprayer, which allows you to apply water precisely where needed. **Important: DO NOT spray water directly onto the glass lights, as this may cause damage. Use caution when introducing steam into the oven.**

## Loading & Unloading the RM24

As a guide, the capacity for each deck is 3 x 900 - 1kg loaves (9 total) but this depends on the size of your bread. It is possible to increase the number with smaller loaves but as you familiarize yourself with your oven, you will learn what works best for you.

1. Place the silicone sheets onto the plywood boards.
2. Invert dough onto the silicone sheets.
3. Score the bread.
4. Open the door and lifting the boards, carefully slide dough onto the deck off the boards.
5. Spray as required and close the door with the vent shut.  
**Be sure not to spray the lights.**
6. Once the baking cycle has completed, use the boards to slide under the silicone sheet and lift the bread. Place the bread onto the cooling racks.
7. For tin loaves, tarts etc, carefully place directly onto the decks - if you find they are browning too quickly on the bottom, place a shallow tin or rack underneath to elevate them off the deck.
8. The RM24 will require a reheat cycle for 20 minutes in between bakes.

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# Baking Guide

## Sourdough Bread

### **Maximum Capacity - Three Decks in Use**

1. Pre-heat oven to 250°C (480°F) for 2-2.5hrs with the flue/vent closed.
2. Measure stone deck temperature with an infrared thermometer and when desired temperature is achieved, load bread, spray water as required (**avoiding the lights**) and close the oven door.
3. Bake for 20 minutes - do not adjust the temperature. It is quite normal for steam to escape the oven.
4. After 20 minutes, open the vent and the door to release the steam, close the door and bake for a further 10 minutes or until the desired colour is achieved.

### **Reduced Capacity - One Deck in Use**

1. Pre-heat oven to 250°C (480°F) for 2-2.5hrs with the flue/vent closed.
2. For optimum efficiency, heat all three decks. Measure stone deck temperature with an infrared thermometer and when desired temperature is reached, turn off the bottom 2 decks.
3. Carefully place a tray on the bottom deck and add a jug of boiling water to create additional steam.
4. Load the oven, pour water into the tray on the bottom deck, and spray with water (**avoiding the lights**).
5. Close the oven door and reduce temperature to 230°C (446°F).
6. Bake for 20 minutes and then open the vent and door to release the steam. If water remains in the tray, remove the

## Tin Loaves

1. Pre-heat oven as per the baking guide on previous page.
2. Load tins directly onto the stones and reduce temperature to 230°C (446°F).
3. Spray water as required (**avoiding the lights**), close the door and with the vent closed, bake for 30 minutes.
4. Vent the oven and bake for a further 10 minutes until desired colour is achieved.
5. Follow procedure above for reduced capacity loads but reducing temperature as for full load.

## Rye Loaves

1. Pre-heat oven as per the baking guide on previous page.
2. Load tins directly onto the stones.
3. Spray water as required (**avoiding the lights**), close the door and with the vent closed, bake for 20 minutes.
4. Vent the oven, reduce temperature to 210°C (410°F) and bake for a further 40 minutes until desired colour is achieved.
5. Follow procedure above for reduced capacity loads.

## Baguettes

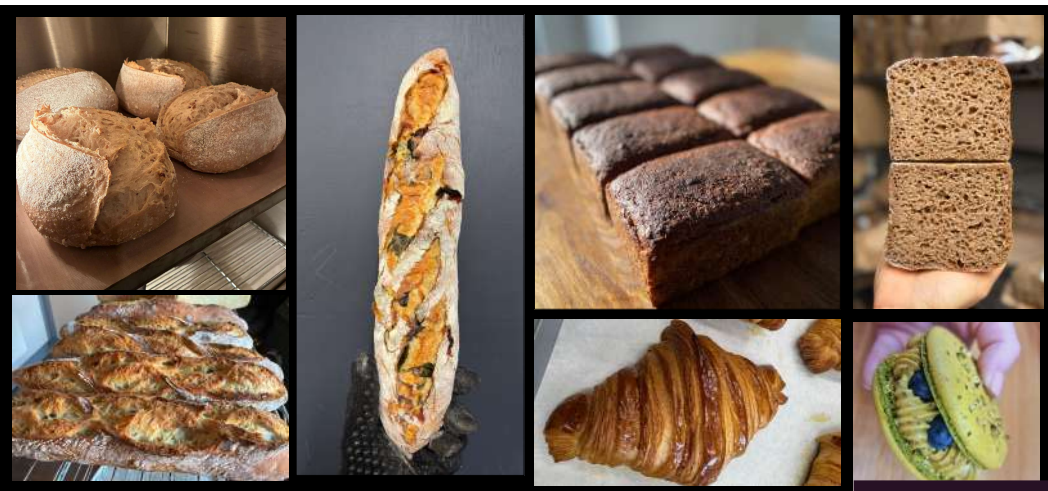
1. Pre-heat oven as per the baking guide on previous page.
2. Load directly onto the stones.
3. Spray water as required (**avoiding the lights**), close the door and with the vent closed, bake for 20 minutes.
4. Follow procedure above for reduced capacity loads.

## Focaccia

1. Pre-heat oven to 270°C (518°F).
2. Load tins directly onto the stones.
3. Spray as required (**avoiding the lights**) and bake for 20 minutes.
4. Follow procedure for reduced capacity loads.

## Pastries

1. Pre-heat oven to 190°C (374°F).
2. Bake for 10 minutes directly on the stones.
3. To prevent the bottoms burning bake for a further 10 minutes off the stones - place a shallow tin or extra large cooling racks onto the stones.





## Cleaning & Maintenance

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To ensure optimal performance, hygiene, and longevity of your Rackmaster, the following is recommended.

### After Use

1. When oven is still warm (**DO NOT TOUCH ANY SURFACES OR INTERIOR**), spray the stones, back and sides, **taking care to avoid the lights**, with a mix of water and bicarbonate of soda - 2 tablespoons mixed with 1 litre of water.
2. When the oven is cold carefully remove any burnt debris. Wipe clean with a soft cloth, and warm water with a mild detergent. Stubborn marks can be removed with a green scouring pad - **NEVER USE STAINLESS STEEL SCOURERS** as these will damage the interior and cause rust.
3. **NEVER USE** commercial oven cleaners so as to avoid cross contamination of your bakes.

### Lamp Replacement Procedure

1. Unplug the oven from the power.
2. **DO NOT UNSCREW FROM INSIDE THE OVEN.** From the outside, remove the outside control panel and then remove insulation as needed.
3. There is a screw fitted retainer that holds the lamp assembly in place. Unscrew this and pull the lamp from its mount.
4. Replace the lamp and reverse the procedure. TAKE CARE NOT TO DISTURB THE WIRING.

**WEAR LATEX GLOVES WHEN HANDLING AND FITTING NEW LAMPS**





## Cleaning & Maintenance

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**Important** - To prevent oils and residue from your skin transferring to the replacement halogen bulb, **wear latex gloves**. Failure to do so could lead to the oils from your skin creating hotspots when the lamp is in use, causing uneven heating which can weaken the glass and potentially lead to it cracking or shattering. The gloves provide a protective barrier, keeping the surface of the lamp clean and ensures it functions safely and efficiently.

Replacement lamps can be purchased at [Easy Light Bulbs](#). The bulb required is a 25w 240v G9 300 clear Osram oven light bulb 66725.

### Seal Replacement Procedure

1. The door seal is held in place with 4 corner pins and top support. Remove the seal by pulling the corners away then remove from the cross support.
2. Check the new seal isn't twisted.
3. Place the short section top and bottom.
4. Insert the corner pins and take care to tuck the seal neatly into the cross support.

For additional maintenance support please contact Rackmaster Ltd on [info@rackmaster.co.uk](mailto:info@rackmaster.co.uk)





# RM24 Troubleshooting Guide

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ISSUE	POTENTIAL CAUSE	SOLUTION
<b>Oven won't turn on</b>	<ul style="list-style-type: none"> <li>• Power not connected</li> <li>• Faulty power switch</li> <li>• Tripped circuit breaker</li> <li>• Check that the oven is plugged in securely</li> <li>• Ensure the power switch is ON</li> <li>• If using a timer, ensure it is operating correctly</li> </ul>	<ul style="list-style-type: none"> <li>• Check and reset the breaker if needed</li> <li>• If using, check timer was set to come on at preset time</li> </ul>
<b>Oven not heating up</b>	<ul style="list-style-type: none"> <li>• Thermostat issue</li> <li>• Heating element failure</li> <li>• Door not fully closed</li> </ul>	<ul style="list-style-type: none"> <li>• Verify set temperature</li> <li>• Listen for relay click (thermostat activating)</li> <li>• Ensure the door is properly latched</li> <li>• Contact Rackmaster for internal faults.</li> </ul>
<b>Uneven baking</b>	<ul style="list-style-type: none"> <li>• Stones not fully heated</li> <li>• Overloaded oven</li> </ul>	<ul style="list-style-type: none"> <li>• Preheat longer to allow stone temperature to stabilise</li> <li>• Avoid crowding the oven</li> </ul>
<b>Excessive smoke</b>	<ul style="list-style-type: none"> <li>• Spilled food or grease on the stones</li> <li>• Burning flour or crumbs</li> <li>• Incorrect cleaning method</li> </ul>	<ul style="list-style-type: none"> <li>• Let oven cool and brush off residue.</li> <li>• Clean as per cleaning and maintenance procedure (Page 14).</li> </ul>
<b>Lights not working</b>	<ul style="list-style-type: none"> <li>• Bulb(s) defective/blown</li> </ul>	<ul style="list-style-type: none"> <li>• Replace bulbs as per the bulb replacement procedure (Page 14-15).</li> </ul>

<p><b>Steam escapes from door and hinges</b></p>		<ul style="list-style-type: none"> <li>• This is not a fault. Steam is meant to vent to ensure there is no excessive pressure build up within the oven</li> </ul>
<p><b>Bread is burning on the bottom</b></p>	<ul style="list-style-type: none"> <li>• Too much moisture on the bottom of the dough</li> <li>• Stone temperature too high</li> </ul>	<ul style="list-style-type: none"> <li>• Do not spray the bottom of the dough or the silicone mats.</li> <li>• Check stone temperature with an infrared thermometer. If too hot, spray the stone directly to cool the stones (<b>taking care to avoid the lights</b>).</li> </ul>
<p><b>Bread browns too quickly on top stone</b></p>	<ul style="list-style-type: none"> <li>• Top element is too hot</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce temperature at steam vent stage</li> </ul>
<p><b>Pastries and cakes are burning on the bottom</b></p>	<ul style="list-style-type: none"> <li>• Stones too hot for the bakes</li> </ul>	<ul style="list-style-type: none"> <li>• Lift off the stones mid bake and place on large cooling racks or shallow tins</li> </ul>

**⚠ When to Call Rackmaster Ltd**

Contact us on [info@rackmaster.co.uk](mailto:info@rackmaster.co.uk) in the event of the following:

- The oven trips breakers repeatedly
- You notice burning smells or exposed wiring
- Temperature control seems erratic



# Technical Specifications – RM24

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**Model:** RM24

**Type:** 3-deck stone hearth oven

**Construction:** Stainless steel exterior with refractory stone decks

**Decks:** 3 baking decks

**Baking Surface (per deck):** 460mm x 460mm

**Total Baking Area:** 0.650m<sup>2</sup>

**External Dimensions (W x D x H):** 590mm x 640mm (including the handle) x 1000mm when not mounted on the stand. The oven, when mounted on the stand, is 1630mm high.

**Power Supply:** 230v 50/60 hertz 13 amp.

**Power Consumption:** 2.7kw per hour

**Temperature Range:** 50°C – 300°C (122°F – 572°F)

**Controls:** Manual thermostats

**Steam System:** Not included – compatible with manual steam injection via pressure sprayer

**Lighting:** Internal lights per deck (**do not spray directly**)

**Weight:** 136kg

**Made in:** United Kingdom



## EU Declaration of Conformity

**Product:** RM24 Oven

**Manufacturer:** Rackmaster Ltd, Unit 5 Russell Court, Russell Gardens, Wickford, Essex, SS11 8QU



*“This Declaration of Conformity is issued under the sole responsibility of Rackmaster Ltd.*

*The object of the declaration is the RM24 as shown to the left”.*

**The object of the declaration described above is in conformity with the relevant Union Harmonization Legislation:**

2014/30/EU, 2011/65/EU, 2014/35/EU

**The relevant harmonized standards applied:**

IEC 60335-1: 2012/A2:2019

IEC 60335-2-36: 2002/A11:2012

EN 55014-1:2021, EN55014-2:2021

EN 61000-3-2:2019

EN61000-3-3:2013+A1:2019

Signed for and on behalf of Rackmaster Ltd, Unit 5 Russell Court, Russell Gardens, Wickford, Essex, SS11 8QU

**Campbell McFarlane**  
**Director**

**Date 12/09/2024**



## Declaration of Conformity

**Product:** RM24 Oven

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**The object of the declaration described above is in conformity with the relevant statutory requirements:**

2012 No 3032, 2016 No 1091, 2016 No 1101

**The relevant designated standards applied:**

IEC 60335-1: 2012/A2:2019

IEC 60335-2-36: 2002/A11:2012

EN 55014-1:2021, EN55014-2:2021

EN 61000-3-2:2019

EN61000-3-3:2014+A1:2019

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**Campbell McFarlane**  
**Director**

**Date 12/09/2024**

## Your Oven - Your Rules!

Every baking environment is unique, and so is every baker. While the RM24 is designed to deliver consistent, high-quality results, it's natural that you'll need time to get to know your oven and discover what works best for you. Factors such as local voltage supply, ambient temperature, and even altitude can subtly influence how the oven behaves in different parts of the world.

The baking guide we've provided is intended as a helpful starting point—not a rigid set of rules. We encourage you to experiment, adapt, and tailor your approach to suit your own recipes, techniques, and preferences. With a little time and practice, you'll develop a rhythm and setup that works perfectly for your baking style.



RackMaster

RM 24

