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Subject: Surface measurement of the overall volume for an oven cavity

Question:

If an oven has a false bottom to hide an element, should the false bottom be removed in order to measure to the actual bottom of the oven cavity?

If an oven has a reflector plate above the broil element, should it be removed to measure the actual oven cavity?

Answer:

The answer may be found in paragraph 4.1.1:

For the purposes of calculating both overall volume and usable oven space, the volume or space occupied by removable items specified by the manufacturer to be not essential for the operation of the appliance, such as shelves or temperature probes, shall be ignored.

Is it stated in the user instructions that it is permissible to operate the oven without the false bottom or reflector plate in place? If not, they may not be removed when the overall volume is measured.