INSTALLATION,USE & CARE MANUAL

for Drop-in Induction Unit

P304IX & P365IX

IMPORTANT: Save this manual for the local electrical inspector's use.

INSTALLER: Please leave this manual with the unit for the owner. OWNER:

Please keep this manual for future reference. IMPORTANT: Local codes vary.

Installation, electrical connections and

grounding must comply with all applicable codes.

OBSERVE ALL GOVERNING CODES AND ORDINANCES.

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 liquid in the vicinity of this or any other appliance.

Installation and service must be performed by a qualified installer, service agency or the gas supplier.

Read this instruction booklet before installing and using the appliance.

The manufacturer will not be responsible for any damage to property or to persons caused by incorrect installation or improper use of the appliance.

The manufacturer reserves the right to make changes to its products when considered necessary and useful, without affecting the essential safety and operating characteristics.

This appliance has been designed for non-professional, domestic use only.

WARNING

NEVER use this appliance as a space heater to heat or warm the room. Doing so may resul in carbon monoxide poisoning.

WARRANTY AND SERVICE

All Bertazzoni products are covered by a 2 years parts and labor warranty.

Service on all Bertazzoni products shall be carried out by factory-trained professionals only.

For warranty service please contact Customer Service at the numbers indicated below.

CUSTOMER SERVICE

English/Spanish hotline (866) 905-0010

French hotline (800) 561-7625

Fax (714) 428-0040

Email BERTAZZONIHELP@SERVICEPOWER.COM

Mailing address

SERVICEPOWER

1503 South Coast drive

Suite 320

Costa Mesa CA 92626

REPLACEMENT PARTS

Only Bertazzoni replacement parts may be used in performing service on the appliance.

Replacement parts are available from factory authorized parts distributors.

INDEX:

IMPORTANT SAFETY INSTRUCTIONS

1 - Proper Installation - Be sure your appliance is properly grounded and installed by a qualified technician.

2 - Never Use your Appliance for Warming or Heating the Room.

3 - Do Not Leave Children Alone - Children should not be left alone or unattended in an area where appliance is in use. They should never be allowed to sit or stand on any part of the appliance.

4 - Wear Proper Apparel - Loose-fitting or hanging garments should never be worn while using the appliance.

5 - User Servicing - Do not repair or replace any part of the appliance unless specifically recommended in the manual. All other servicing should be referred to a qualified technician.

6 - Storage in or on Appliance - Flammable materials should not be stored near surface units.

7 - Do Not Use Water on Grease Fires - Smother fire or flame or use dry chemical or foam-type extinguisher.

8 - Use Only Dry Potholders - Moist or damp potholders on hot surfaces may result in burns from steam. Do not let potholder touch hot heating elements. Do not use a towel or other bulky cloth.

9 - Use Proper Pan Size - This appliance is equipped with several, differently sized, induction elements. Select cookware having flat bottoms, large enough to cover the surface unit heating element. Proper size pots and pans will also improve efficiency.

10 - DO NOT TOUCH SURFACE UNITS OR AREAS NEAR UNITS - Surface units may be hot even though they are dark in color. Areas near surface units may become hot enough to cause burns.

11. Do Not Heat Unopened Food Containers - Build-up of pressure may cause container to burst and result in injury..

12. Never Leave Surface Units Unattended at High Heat Settings - Boil-over causes smoking and greasy spillovers that may ignite.

13. Do not use aluminum foil, aluminum liners or aluminum containers on the unit.

14. COOKWARE HANDLES SHOULD BE TURNED INWARD AND NOT EXTEND OVER ADJACENT HEATING ELEMENTS - To reduce the risk of burns, and spillage due to unintentional contact with the cookware, the handle of a pot or a pan should be positioned so that it is turned inward, and does not extend over adjacent surface units.

15. DO NOT COOK ON BROKEN COOKTOP - If cooktop should break, cleaning solutions and spillovers may penetrate the broken cooktop and create a risk of electric shock. Contact an authorized service agent immediatel

16. CLEAN COOKTOP WITH CAUTIONl - If a wet sponge or cloth is used to wipe spills on a hot cooking area, be careful to avoid steam burns. Some cleaners can produce noxious fumes if applied to a hot surface.

Before Installation

If receiving the unit from a transportation company, it is customer's obligation to inspect the package and note any damage on the delivery receipt. After delivery have your induction cooktop carefully unpacked, and again check for any visible damage. If you find any damage on the unit at this point, immediately inform your dealer or distributor. Although the responsibility for shipping lies with the carrier, your dealer/distributor will assist you with your claim.

If the unit is not supposed to be installed for some time, you should keep it in its original packaging, stored in a dry and safe place.

Read through the section of this manual which pertains to installation, and make sure that all of the requirements are met. Ensure that your electric power supply is correct.

Before you install the unit, you should take a moment to write down the information from your nameplate and fill-out the Form on page 19, for future after-sale servicing needs . This information will be required every time you call for any service on your unit.

Installation

To install the cooktop, cut out a rectangular in the counter as shown on the drawing and table below. Also, ensure that you have a minimum of 10 mm (3/8”) of space in the back of the unit, between the rim and backsplash on your counter (or wall if no backsplash) for ventilation.

A self-adhesive gasket is supplied with your unit. Before setting the cooktop in place install this gasket by sticking it underneath the rim.

Apply the gasket only along the front rim and on both sides. Do not put this gasket on the rim in the back. This gasket will prevent most of the spills from entering the cabinet below and will keep the unit in place. Once the gasket is installed, place the cooktop in the opening, and lay it on the rim. Do this carefully - do not drop the unit into the cut-out. Make sure that the unit. is sitting properly on its rim all around the perimeter.

If your counter is produced from porous materials which tend to swell if in contact with humidity and water, to better protect the cut-out, use proper sealants on the edge which would prevent any penetration of humidity and water.

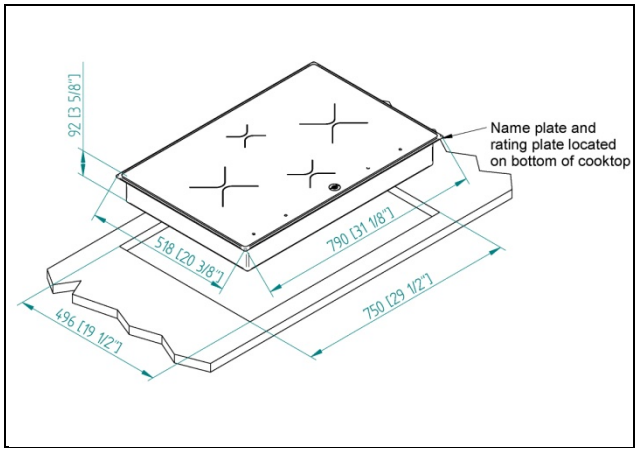
Chamfer all exposed edges of decorative laminates to prevent further chipping.

Radius corners of the cut-out and file them to ensure smooth edges and prevent

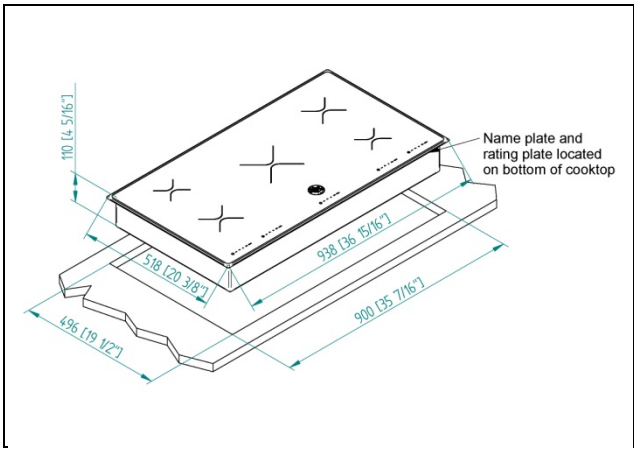
corner cracking.

Rough edges and inside corners which are not rounded as well as forced fits can contribute to cracking of counter top laminate.

P304IX



P365IX



COOKTOP AND CUT-OUT SIZES	Width	Depth	Thickness
Cut-out size P304IX	750mm(29 ½”)	496mm(19 ½”)	142mm(5 5/8”)*
Cut-out size P365IX	900mm(35 7/16”)	496mm(19 ½”)	160mm(6 1/4”)*
Cut-out size P304IX	743mm(29 ¼”)	488mm(19 7/32”)	92mm(3 5/8”)
Cut-out size P365IX	893mm(35 5/32”)	488mm(19 7/32”)	110mm(4 5/16”)
Cut-out size P304IX	790mm(31 1/8”)	518mm(20 3/8”)	10mm(25/64”)
Cut-out size P365IX	938mm(36 15/16”)	518mm(20 3/8”)	10mm(25/64”)

*This dimension includes clearance underneath the unit of 50 mm [2"]

Other Installation Requirements

A minimum vertical clearance of 750 mm [30”] is required between the top of the cooking surface and the bottom of any unprotected combustible material, such as cabinets, wooden trim etc.

In the back, leave a minimum of 10 mm [3/8”] between the cooktop edge and adjacent vertical surfaces (backsplash, wall, high cabinets etc.). This space is needed for the unit to breath properly.

If a downdraft ventilation system is used, a minimum of 6 mm (1/4”) of clearance is required between the rear edge of the cooktop and the downdraft snorkel.

Leave a minimum of 50 mm [2”] underneath the unit for the air intake.

During cooking, the built-in fans inside the cooktop will operate constantly to keep the internal components cool. The air intakes are on the bottom of the cooktop box and the warm air exhausts are located on the back of the rim, as shown on the schematic. If air intake or exhaust is obstructed, cooktop safeties will either diminish the power output or shut down the unit.
We suggest that you should periodically check that there are no objects (dust, paper, etc.) which could obstruct cooling air inlets under your induction cooktop.
Although induction-cooktop heat rejection is minimal and the unit does not create any fumes in operation, such unit must be installed underneath a properly sized ventilation hood for exhausting any smell, vapor and smoke created by cooking itself. Also, a proper downdraft system can be used for ventilation.

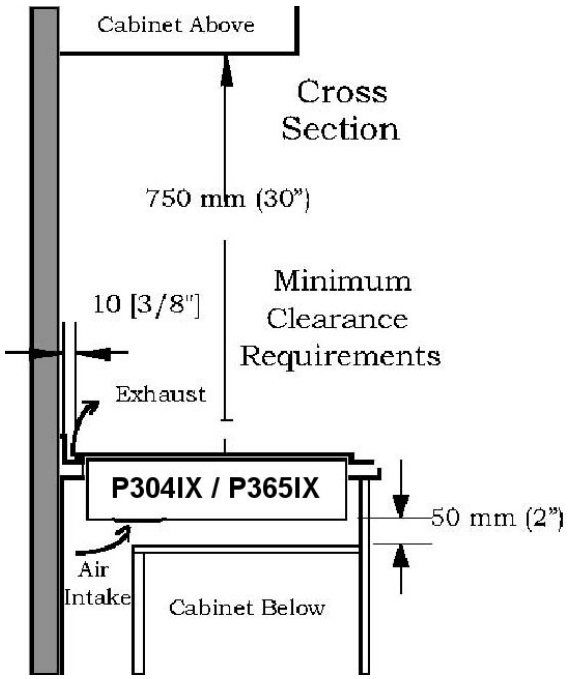
The unit must be installed such that it can be pulled without difficulty out of the cut-out for servicing or cleaning.

Your cooktop must always breath adequately. Make sure that the air inlet and its exhaust are not obstructed.

The unit must not be instlled above a washing machine, a refrigerator or a deep-freezer box.

To eliminate the risk of burns or fire by reaching over heated surface units should be avoided.

Never glue, silicon or wedge the units inside its cut-out



Electrical Connection

P304IX cooktop electrical characteristics are:

Operating voltage..... 240 V~ 60 Hz
Total energy consumption..... 7200 W
Connect to ..... 240 V, 60 Hz, 2 Pole+G, 40 A (min) supply, (3 conductors #10 AWG)

P365IX cooktop electrical characteristics are:

Operating voltage..... 240 V~ 60 Hz
Total energy consumption..... 9600 W
Connect to ..... 240 V, 60 Hz, 2 Pole+G, 50 A (min) supply, (3 conductors #8 AWG)

Black wire: connect to L1 (hot)

Red wire: connect to L2 (hot)

Green wire: connect to GND (ground)

Electrical wiring information

An adequate electrical supply must be provided for this unit. All wire connections and grounding must be done in accordance with local electrical codes, or if these codes are not established, then with the National Electrical Code, ANSI/NFPA No. 70 in the US , or with the Canadian Electrical Code, CAN/CSA C22.1, in Canada.

This unit comes equipped with three connection wires in a flexible conduit. The conduit must be routed and properly connected to an approved owner-supplied electrical wall junction box. An approved connector must be used for connecting the conduit to the junction box. A three wire, 2pole, 240 V, 60 Hz service with minimum 40 A circuit protector must be provided. The red and the black wire from the unit are to be connected to the service (”hot”) wires, and the green wire is to be connected to the ground conductor.

The owner should mark the circuit protector for the unit and should advise everybody who uses or services the cooktop on its location, so that the power to the unit can be disconnected when necessary.
Once the unit is properly fitted and connected to the electrical power supply, turn the unit on to ensure that all elements and controls are operating well.

Note that your unit is designed for 240 V supply and the manufacturer, its distributors and dealers cannot be held responsible for any unit malfunction due to an inadequate electrical supply (inadequate cable size, low voltage etc). Furthermore, if your residence has only a 208 V supply system, and if the voltage frequently fluctuates, your cooktop may not function properly

It is recommended that the connection to electrical supply be done by a qualified electrician.

If there is any visible physical damage on the conduit and the wires, the unit must not be connected to the mains. A qualified electrician or approved service agent should be called in to replace the wires and the conduit.

Safety Precautions - Read before operating your cooktop

Your induction-cooking unit has been designed for residential use and food preparation, and all of the safety parameters have been designed accordingly.

The unit incorporates numerous safety devices and controls, a few of which will be mentioned below:

- A number of sensors monitor the temperature of the internal components. If any of these sensors senses that the component temperature is above the limit, the power output of the unit will automatically be reduced, allowing the component to cool down. Once this is achieved, the unit will continue to operate normally at the output level set initially by the operator..

- Each induction element is equipped with a sensor which is continuously monitoring the temperature of the bottom of the pan to prevent the pan from overheating.

- Each induction element is equipped with a pan sensing device. This device will not allow the element to turn on unless it senses an inductioncompatible pot or pan on the element covering enough surface area. If no pot/pan is detected, the digital display will flash indicating that there is no power on the element. Once an inductioncompatible piece of cookware is sitting properly on the element, the digital display will become steady, and the cookware will start heating up. Note that a small object as a fork, a spoon, a piece of jewelry, etc. will not be mistaken for a piece of cookware, and it will not trigger this sensor. Moreover, this device will distinguish between pots and pans which are and are not suitable for induction cooking.

If a piece of cookware, which is not suitable for induction cooking, is placed on an element, there will be no power output on the element.

-If an operator leans on a keypad by mistake for more then ten seconds, controls will be disabled and the power to the section turned off. This occurrence is called 'long press' and when it happens, dashes ("-") signs will appear on the display. This will also happen if there is an accumulation of liquid on the keypad area, or if a damp cloth is left sitting on the keypad. The section will become operational again once the spill or the object/hand is removed, and the element turned back on.

We reserve the right to make any changes to internal components, as well as, to make any (cosmetic) modifications on the outside in an effort to improve our products.

This unit does not contain any asbestos or asbestos based components.

This unit has been tested and certified under FCC part 15 and CFR Title 47, Part 18 for electromagnetic interference.

Users with pacemakers or defibrilators must consult with their pacemaker manufacturer or their physician prior to using this cooktop which incorporates an induction heating source.

If a crack appears in the glass surface, disconnect the unit immediately to avoid any risk of electric shock. If the unit is connected directly to supply inside a junction box, then disconnect its breaker, or remove fuses manually.
Do not use your cook-top until the glass top has been replaced.

When cooking, never use aluminum foil, never place products wrapped in aluminum foil or products deep-frozen in aluminum packs on the cooktop. Aluminum foil could melt and damage the vitroceramic glass beyond repair.

The Principle of Induction

When an induction element, also called: ‘a heating zone’ or simply: ‘a coil’ - is switched on, the appropriate piece of cookware used, and a desired level of heating power selected, the electronic circuit unit (‘induction generator’ or ‘inverter’) powers up the induction element which creates a magnetic field. This magnetic field continuously changes in terms of frequency and intensity, and this creates induced ‘eddy’ currents in the bottom of the pot or pan and ultimately results in heat. The heat is transferred directly to the food being cooked.

Thus, induction heat makes the cookware a direct source of heat, featuring high level of efficiency with **extremely low energy loss** and **unparalleled heating level control.**

With induction cooking there is very little ‘**heating inertia’**. Induction cooking elements do not incorporate a heat generating element, unlike convectional electric rings, halogen or radiant elements etc, therefore, heat levels can be changed very quickly.

For induction, energy efficiency is within a range of 90-95%, compared with 55-65% for conventional and radiant element, or 45% - 55% for gas fueled burners. The energy efficiency contributes to substantial energy savings, both beneficial to the owner as well as the environment.

Induction cooking elements are sensitive to the cookware type being used :

- If there is no cookware placed on the element, or if the cookware is not of induction grade, there will be no power emitted by the element.

- If the the piece of cookware is placed partially on the element, or if it is smaller than the element, the internal sensors will reduce power to the element.

- If the pot/pan is fully removed from the element, the power output will be instantaneously reduced to ‘0’. The controls will turn the element off after a minute, unless the piece is returned onto the element.

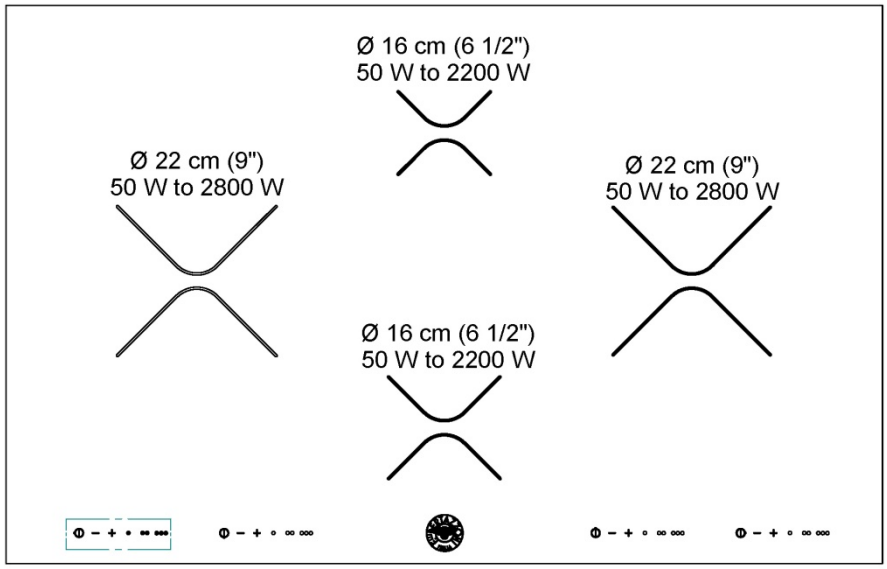
When compared to other methods of cooking, induction cooking has a very low level of ambient heat, thus making cooking more pleasurable, with a reduced need for ventilation.

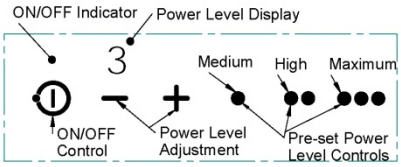
Finally, the vitroceramic glass as a cooking surface barely becomes hot and this makes cleaning much easier.

When using induction elements, some cookware may produce faint humming sound. This is a normal occurrence. The noise is a result of vibrations caused by induced currents.

Glass top, Elements size and controls

P304IX





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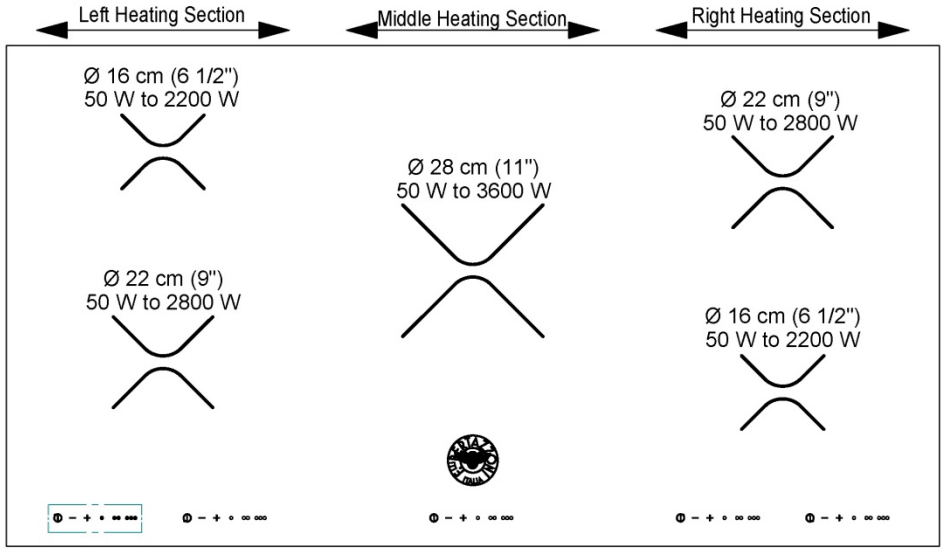
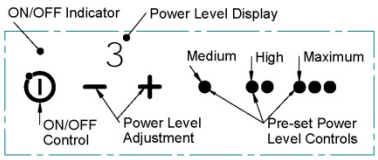




Controls and operations

Operating the Unit

This cooktop is equipped with touch sensitive controls. This means that the control sensors installed under the glass, can quickly identify the presence of an object (e.g. your fingertip on the glass) in their proximity and initiate a command to the unit's circuits.

The positions of these sensors are indicated by appropriate symbols on the glass surface of the keyboard area.

Again, to be able to use the unit, cookware suitable for induction cooking is required.

Turning Element ON

To start, put a piece of cookware on the element, which you would like to use. Then locate the set of controls for this element. This is indicated by a small dot on the ON/OFF symbol - ellipse - on the glass top.
To turn the element ON place a finger on the ON/OFF symbol. The ON indicator above this symbol will light up, and a "0" should appear on the digital power display.
Now the element is ready for you to adjust the power output. Note, that if you do not select a power level for the element, it will turn itself off automatically after ten seconds.

Power Output Adjustment

The power output level is shown on the digital display and it can be adjusted by either:

- Touching the '**+**' or the '**-**' symbol on the control. The setting would change in single increments from 0 to 12; or
- Touching preset power levels indicated by '6', '10' and '12' on the keypad. By using these controls, the power can be adjusted to:

- ● level **6 = MEDIUM**
- ●● level **10 = HIGH**
- ●●● level **12 = MAXIMUM**

Turning Element OFF

Turn the element off by touching the "ON/OFF" symbol on the keypad. The LED digital display will turn off.

Heating Zones, Element Sizes and Cookware Model P304IX

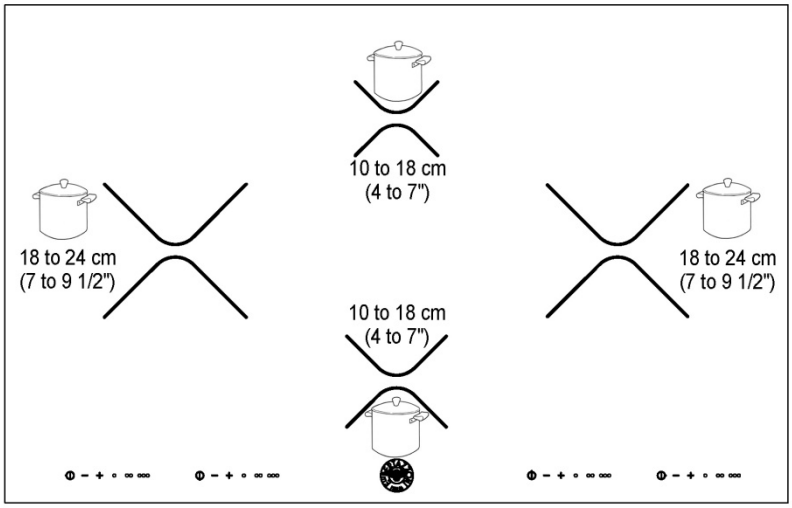
Your cooktop is equipped with four induction elements (coils) in two heating sections. The element sizes are shown on the top view of the cooktop.

-Left heating section: with a 22 cm (9”) element on the left and a 16 cm (6 1/2”) element in the center front; and

-Right heating section: with a 16 cm (6 1/2”) element in the center rear and a 22 cm (9”) element on the right.
To better utilize the unit, please refer to the information below on the recommended size of the pot/pan to use on any particular element. The factory recommends use of:

- round cookware 10 - 18 cm (4 - 7”) in diameter on 16 cm (6 1/2”) element; and

- round cookware 18 - 24 cm (7 - 9 1/2”) in diameter on 22 cm (9”) element.



Power and Power Sharing Model P304IX

The two heating sections are powered by two independent induction inverters of 3.6 kW (max) each - one inverter for each heating section. Two elements in a heating section share the power of one inverter. Thus, the 22 cm (9”) element and the 16 cm (6 1/2”) in the left heating zone when theyoperate at the same time share the power of a 3.6 kW generator.

If only one element is employed, it can be utilized at its maximum power, but as soon as the other element is turned on, the controls adjust the power on this element automatically for ‘power sharing’.
This power sharing is administered by unit’s microprocessors, which will alternate power between the two elements. When two elements share power of one inverter, some faint clicking can be heard.

The automatic power level change is shown on the digital display. The controls are set in such a manner that the last instruction (command) given to an inverter is always a priority.

The same applies to the elements in the right heating section.

Heating Zones, Element Sizes and Cookware
Model P365IX

Your cooktop is equipped with five induction elements in three heating sections. The element sizes are shown on the top view of the cooktop.

-Left heating section: with a 22 cm (9”) element in the front and a 16 cm (6 1/2”) element in the rear;

-Middle heating section with a 28 cm (11”) element; and

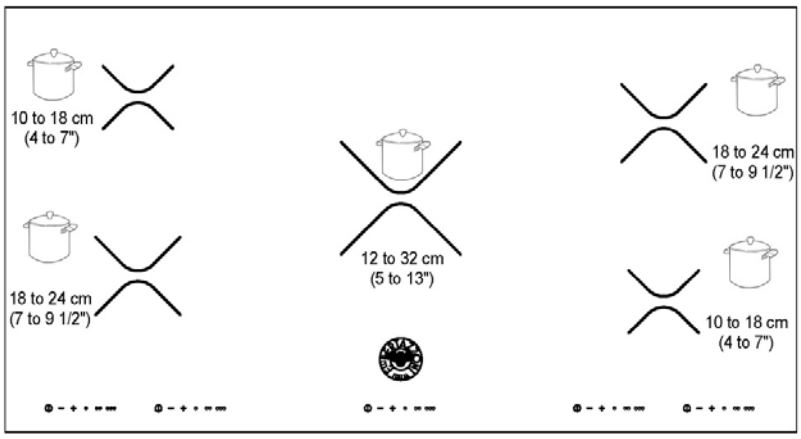
-Right heating section: with a 16 cm (6 1/2”) element in the front and a 22 cm (9”) element in the rear.

To better utilize the unit, please refer to the information below on the recommended size of the pot/pan to use on any particular element. The factory recommends use of:

- round cookware, 10 - 18 cm (4 - 7”) in diameter on 16 cm (6 1/2”) element;

- round cookware, 18 - 24 cm (7 - 9 1/2”) in diameter on 22 cm (9”) element; and

-round cookware, 12 - 32 cm (5 - 13”) in diameter on 28 cm (11”) element.



Power and Power Sharing Model P365IX

The three heating sections are powered by three independent induction inverters (generators). The maximum power of inverters powering the elements on the left and the right is 3.0 kW. The maximum power of the inverter in the middle is 3.6 kW.
Note that two elements in each heating section share the power of one inverter. Thus, the 22 cm (9”) coil and the 16 cm (6 1/2”) in the left heating zone share the power of their 3.0 kW inverter. If only one element is employed, it can be utilized at its maximum power, but as soon as the other element is turned on, the controls adjust the power on the first element automatically for ‘power sharing’. The automatic power level change is shown on the digital display.
The controls are set in such a manner that the last instruction (command) given to an inverter is always a priority. This power sharing is administered by unit’s microprocessors, which will alternate power between the two elements. When two elements share power of one inverter, some faint clicking can be heard.

The same applies to the elements in the right heating section. Also, the middle heating section has an element with two concentric coils, and the power sharing occurs between the inner and the outer coil.

Cookware for Your Induction Unit

Induced current can be created only in materials which have magnetic properties. Thus, cookware for use with an induction unit must be made from a ferromagnetic material or have inserts with magnetic properties. Your household may already have cookware suitable for induction cooking, and you may test any pot/pan with an induction element. Incorporated controls are able to recognize a suitable piece of cookware. To perform a cookware test:

-Turn on an element and adjust the power to any level. The digital power display will start flashing.

-Place your pot/pan on the element. If the piece being tested is suitable for induction cooking, the display will become steady. However, if it keeps flashing, such cookware cannot be used on your induction unit.

-If the pot/pan is empty, remove it from the element immediately after you have done test and turn the element OFF.

Another simple test to determine if a piece of cookware can be used on an induction cooktop is the 'magnet test'. Use a small magnet and place it on the pot/pan. If the magnet sticks to it, the piece will work with induction.

Cookware compatible with induction are:

- Cookware made of enamel coated steel with or without a non-stick coating.
- Cast iron cookware with or without enamel coated base.
- Stainless steel pots and pans designed for induction cookware.

Note:

In most cases, stainless steel used for cookware is non-magnetic and unsuitable for induction cooking. Most manufacturers make such pots and pans in layers for better heat distribution, and a number of them can be used with induction. To make sure if a stainless steel cookware can be used, perform the cookware test.

Use of cookware with enamel coated base will prevent the glass top of your unit from getting scratched.

Pots and pans which do not have flat bottoms can still be used, but should not be overly deformed, otherwise,performance will be hindered.

Cookware made from glass, ceramic, earthenware, aluminum, copper pots and pans as well as non-magnetic stainless steel cookware, are not suitable for induction cooking.

Never leave an empty piece of cookware on an induction heating element for more then a few seconds. If an empty pot/pan is left on an element at full power, the temperature may increase rapidly, the safeties not engage, and this may damage your cookware, the cooktop, and could result in injury or damage to your property.

Cookware with thick flat bases should be chosen to benefit from even heat distribution.

Matching Pots & Pans with Elements, etc.

Small elements,16 cm (6 1/2”), are best utilized:
- With small cookware - but normally not smaller then 10 cm (4”);
- For slow cooking and simmering (sauces, creams, etc.);
- For cooking small quantities of food.

Medium elements, 22 cm (9”), are primarily designed for day-to-day cooking needs and most commonly used pans -18 to 25 cm (7 to 9 1/2”) in diameter.

Large 28 cm (11”) element is designed to adapt to any pot/pan from 12 to 32 cm (5 to 13”) in diameter and to automatically adjust the power.
This feature enables:

-Optimal power output for the size of the pot/pan.

-Even heat distribution and homogenous cooking temperature throughout the pot/pan.

The larger heating element is best used for cooking large portions of food, or large pieces of fish (e.g.sole), or meat (steaks), as well as a good quantity of small pieces of food (fillets, tournedos, bits of breaded fish, etc.) Using this element, the food will be cooked evenly.

When cooking large quantities of food, it is always better to use a large diameter pot/pan covering the element. Thus, better and more efficient heat distribution will be achieved and food will be cooked evenly.

When using a large pot/pan on the center element, the best results will be obtained if the pan covers the whole circumference of this burner. If the cookware only covers a portion of the outer element - this element consists of two concentric coils/elements - then the performance of the element will not be as efficient and impressive.

To Do or Not To Do

You must:

- Always place your cookware in such a way that its center is aligned with the centre of the element.

- Avoid hitting the vitroceramic glass with cookware or any hard objects. The glass surface is highly resistant but not unbreakable.

- Pick-up your cookware when moving them around. Do not slide them and avoid excessive rubbing of the top, as this leave scratches and erase the markings .

- Avoid using cookware with rough or deformed bottoms.

- Avoid leaving any metal cooking accessories, knives and forks, or metal objects on the cooktop. They may get hot if left close to any heating element in use.

- Avoid storing flammable products in the cabinets under your cooktop.

- Never leave an empty pot/pan on an induction heating element, even when the element is turned OFF.

- Only use maximum power for boiling and frying.

- Never try heating up a closed can.

- Avoid preheating your non-stick pans (e.g. with teflon coating) at maximum heat.

- Avoid storing solid and heavy items in the cabinets above your cooktop.They may accidentally be dropped and damage the glass top.

Your cooktop must never be used as a storage space or a surface for piling up of any material.

Do not connect any appliances to the plugs above or near to the induction cooktop; connection cable insulation can melt if in contact with heat, and this may result in an injury and a property damage.

Cleaning Recommendations

Cleaning of an induction cooktop is easy. Read and follow these recommendations:

TYPE OF STAIN	WHAT TO DO	ACCESSORIES or AGENTS EMPLOYED
Minor	Soak the area to be cleaned with soapy water, then wipe it.	Cleaning sponges & mild detergents
Accumulated burnt-on stains	Soak the area to be cleaned with warm soapy water. Use a special scraper for vitroceramic glass to remove grease and food particles. Finish off with a cleaning sponge, then wipe it clean.	Cleaning sponges, mild detergents and cleaning agents for vitroceramic glass
Rings and traces of lime scale	Apply warm white vinegar on the stain. Let it sit, then wipe off with a soft cloth. OR Use a commercial cleaner on affected area. Note that such cleaner may leave stains on stainless steel frame, thus protect exposed stainless steel.	Cleaning cloth, white vinegar, or diluted descaling agent.
Burnt-on stains following sugar spillage, melted aluminum or plastic.	- Apply special vitroceramic glass cleaner on the surface, preferably one which contains silicone (protective action).let it sit, then finish off with a cleaning sponge, then wipe it clean.	Vitroceramic cleaning agents and sponge.

Allowable: Non-abrasive Paste - Ordinary Sponge or Special Sponge for Delicate Items

Not allowable: Abrasive-backed sponge - Powder

Troubleshooting

You have doubts about whether your cooktop is working correctly this does not necessarily mean there is a breakdown. Nevertheless, check the following points

PROBLEMS	POSSIBLE CAUSES	WHAT SHOULD YOU DO?
When you switch the unit on the supply-line breaker trips off or the supply-line fuse burn	Your unit may be connected incorrectly, or there is an internal problem	Have the connection checked first, if ok contact your service agent.
When you switch on, only one side of the cooktop works	There is an internal problem with the unit.	Contact your service agent
The fans keep running for a few minutes afther the units has been switched off	The electronics are cooling down	This is a normal occurrence
The top of the unit is always warm (even when it is switched off)	The electronic components are under power and they create heat	This is a normal occurrence
Your cooktop makes a faint clicking noise when in operation	This noise occurs when the power is being shared between two induction elements	This is a normal occurrence
The unit doesn't work at all	There may be a power supply or internal problem	Check your beakers /fuses/connection cable If ok contact your service agents
After turning an element ON, and having a pot /pan placed on the element, there is no heat and the digital indicator continues flashing	The pot/pan you are trying to use is not suitable with induction cooking or its diameters is under 10 cm (4")	Use another piece of cookware suitable for induction cooking
Cookware makes noise during cooking	Your cookware create noise from vibrations caused by induced current	Under high power this phenomenon is normal with some types of pots and pans. There is no danger for the cooktop
The cooktop gives off a smell when first used for cooking	A new unit	Use each heating element for an hour with a pan filled with water

Servicing of an induction unit is to be done by an authorized service agent. Contact your dealer for the service location closest to your residence. Never try servicing the unit yourself.

If any crack on the vitroceramic glass can be noticed, or the glass is broken DO NOT USE THE UNIT. Disconnect the electrical supply to the unit by tripping the breaker off (if the unit is hardwired to the supply) or just unplug the unit (if there is a plug on the supply cable).