

# VG 295

Gas cooktop



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Additional information on products, accessories, replacement parts and services can be found at [www.gaggenau.com](http://www.gaggenau.com) and in the online shop [www.gaggenau-eshop.com](http://www.gaggenau-eshop.com)

## **⚠ Important safety information**

Read these instructions carefully. Only then will you be able to operate your appliance safely and correctly. Retain the instruction manual and installation instructions for future use or for subsequent owners.

This appliance must be installed according to the installation instructions included.

Check the appliance for damage after unpacking it. Do not connect the appliance if it has been damaged in transport.

Only allow a licensed professional to connect the appliance. Damage caused by incorrect connection is not covered under warranty. Call the after-sales service if you want to convert your appliance to a different type of gas.

This appliance is intended for domestic use and the household environment only. This appliance must only be used to prepare food and drinks and must never be used as a heater. Do not leave the appliance unattended during operation. Only use the appliance indoors.

This appliance is intended for use up to a maximum height of 2000 metres above sea level.

This appliance is not intended for operation with an external clock timer or a remote control.

Do not use inappropriate child safety shields or hob guards. These can cause accidents.

This appliance may be used by children over the age of 8 years old and by persons with reduced physical, sensory or mental capabilities or by persons with a lack of experience or knowledge if they are supervised or are instructed by a person responsible for their safety how to use the appliance safely and have understood the associated hazards.

Children must not play with, on, or around the appliance. Children must not clean the appliance or carry out general maintenance unless they are at least 8 years old and are being supervised.

Keep children below the age of 8 years old at a safe distance from the appliance and power cable.

Close the safety valve on the gas supply line if the cooker will not be used for a prolonged period.

## **WHAT TO DO IF YOU SMELL GAS!**

Escaping gas may cause an explosion.

### **If you smell gas or notice any faults in the gas installation:**

- Immediately shut off the gas supply or close the gas cylinder valve.
- Immediately extinguish all naked flames and cigarettes.
- Do not use any light or appliance switches and do not pull any plugs out of sockets. Do not use any telephones or mobile phones within the building.
- Open windows and ventilate the room.
- Call the after-sales service or the gas supplier.

### **Risk of asphyxiation!**

The use of a gas cooker leads to a build-up of heat, moisture and products of combustion in the room where the appliance is installed. Ensure that the installation room is well ventilated. The natural ventilation openings must be kept open or a mechanical ventilation device must be provided (e.g. an extractor hood). Intensive and persistent use of the appliance may mean that it is necessary to have additional ventilation (e.g. opening a window), or more effective ventilation (e.g. operating the existing mechanical ventilation device at a higher setting).

### **Risk of fire!**

- Hot oil and fat can ignite very quickly. Never leave hot fat or oil unattended. Never use water to put out burning oil or fat. Switch off the hotplate. Extinguish flames carefully using a lid, fire blanket or something similar.
- The hotplates become very hot. Never place combustible items on the hob. Never place objects on the hob.
- The appliance becomes very hot and flammable materials could catch fire. Never store or use flammable objects (e.g. spray cans, cleaning agents) under the appliance or in its immediate vicinity. Never place flammable items on or in the appliance.

- When gas hotplates are in operation without any cookware placed on them, they can build up a lot of heat. The appliance and the extractor hood above it may become damaged or be set on fire. Grease residue in the filter of the extractor hood may ignite. Only operate the gas burners with cookware on them.

### **Risk of burns!**

- The appliance becomes hot during operation. Allow the appliance to cool down before cleaning.
- The hotplates and surrounding area (particularly the hob surround, if fitted) become very hot. Never touch the hot surfaces. Keep children at a safe distance.
- The accessible parts become very hot when in operation. Never touch hot parts. Keep children at a safe distance.
- Empty cookware becomes extremely hot when set on a gas hotplate that is in operation. Never heat up empty cookware.
- If the liquefied gas bottle is not upright, liquefied propane/butane can enter the appliance. Intense darting flames may therefore escape from the burners. Components may become damaged and start to leak over time so that gas escapes uncontrollably. Both can cause burns. Always use liquefied gas bottles in an upright position.

### **Risk of injury!**

- Incorrect repairs are dangerous. Repairs may only be carried out, and damaged power and gas lines replaced, by an after-sales engineer trained by us. If the appliance is faulty, unplug the mains plug or switch off the fuse in the fuse box. Shut off the gas supply. Contact the after-sales service.
- Faults or damage to the appliance are dangerous. Never switch on a faulty appliance. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box. Shut off the gas supply. Contact the after-sales service.
- Unsuitable pan sizes, damaged or incorrectly positioned pans can cause serious injury. Observe the instructions which accompany the cookware.

### **Risk of electric shock!**

- Incorrect repairs are dangerous. Repairs may only be carried out by one of our trained after-sales engineers. If the appliance is faulty, unplug the mains plug or switch off the fuse in the fuse box. Contact the after-sales service.
- The cable insulation on electrical appliances may melt when touching hot parts of the appliance. Never bring electrical appliance cables into contact with hot parts of the appliance.
- Do not use any high-pressure cleaners or steam cleaners, which can result in an electric shock.
- Faults or damage to the appliance are dangerous. Never switch on a faulty appliance. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box. Shut off the gas supply. Contact the after-sales service.

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## Causes of damage

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### Caution!

- Heat damage to adjacent appliances or kitchen units: Heat and moisture are produced if the appliance is operated over a prolonged period. Additional ventilation is required. Open windows and switch on an extraction hood which conducts into the open air.
- Appliance damage caused by heat accumulation: Do not heat roasting dishes, pans or grill stones on more than one burner at the same time.
- Malfunction: Always turn control knobs to the OFF position when the appliance is not in operation.

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## Environmental protection

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### Environmentally-friendly disposal

Dispose of packaging in an environmentally-friendly manner.



This appliance is labelled in accordance with European Directive 2012/19/EU concerning used electrical and electronic appliances (waste electrical and electronic equipment - WEEE). The guideline determines the framework for the return and recycling of used appliances as applicable throughout the EU.

### Tips for saving energy

- Use pots or pans which are the right size for each burner.
- Always centre the pot or pan over the burner.
- Do not cook without using a lid and make sure the lid is properly fitted.

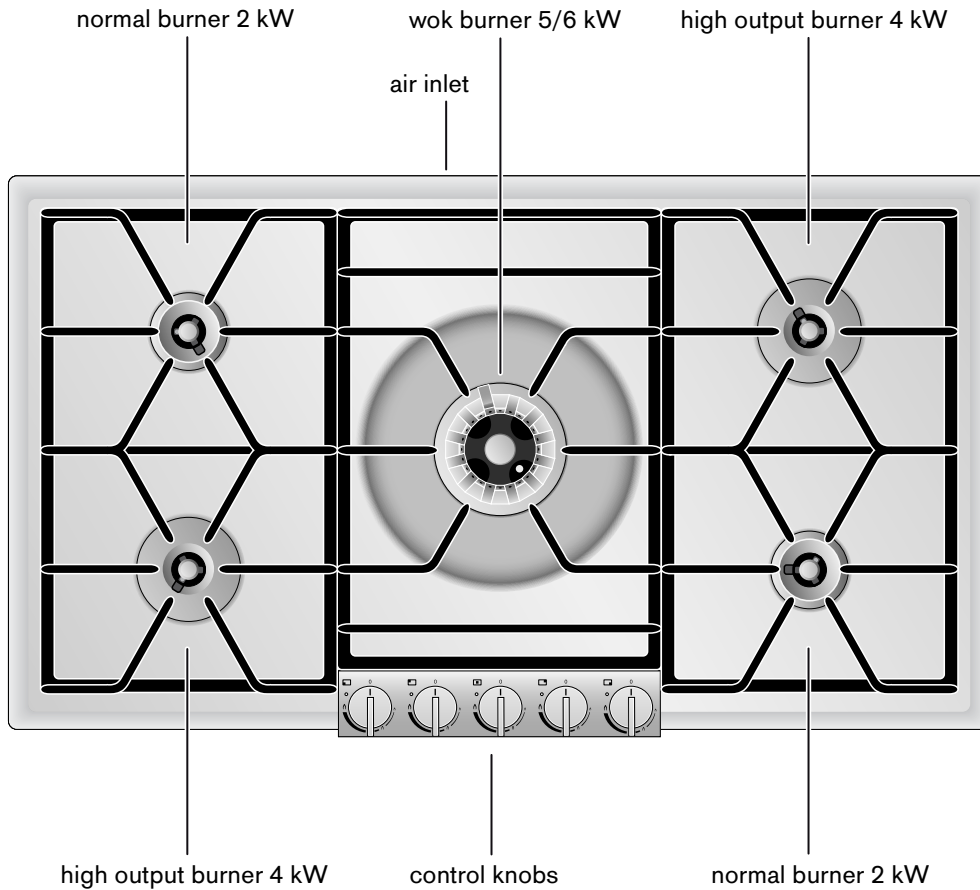
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## Your new appliance

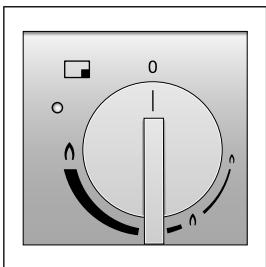
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Your new appliance and its accessories are described in this section.

### Gas cooktop



### Control knob



The markings show the position of the corresponding burner and the setting between high and low heat. The flame setting is infinitely variable between high and low.

### Special accessories

You can order the following special accessories from your specialist dealer:

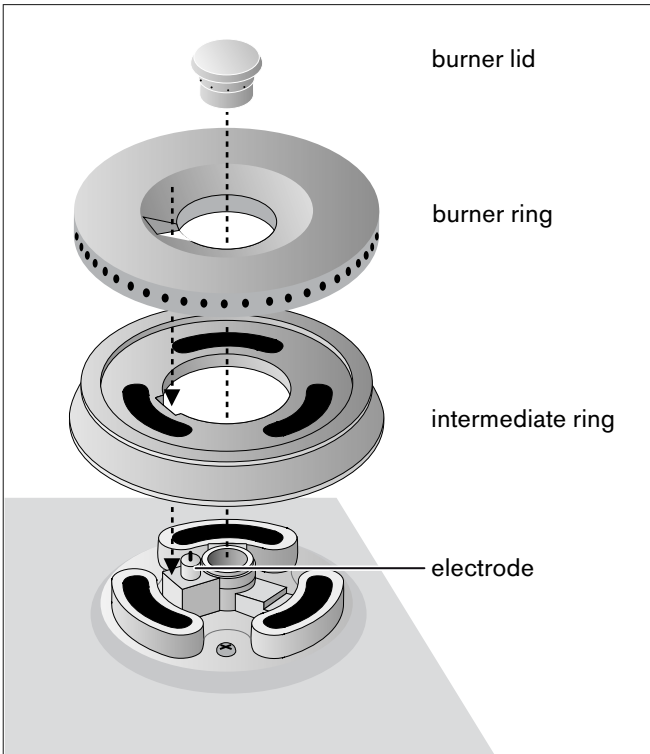
WP 400 001 Multi-layer material wok pan, with curved base and handle, Ø 36 cm, 6 litres volume, 10 cm high.

Only use the accessories as specified. The manufacturer accepts no liability if these accessories are used incorrectly.

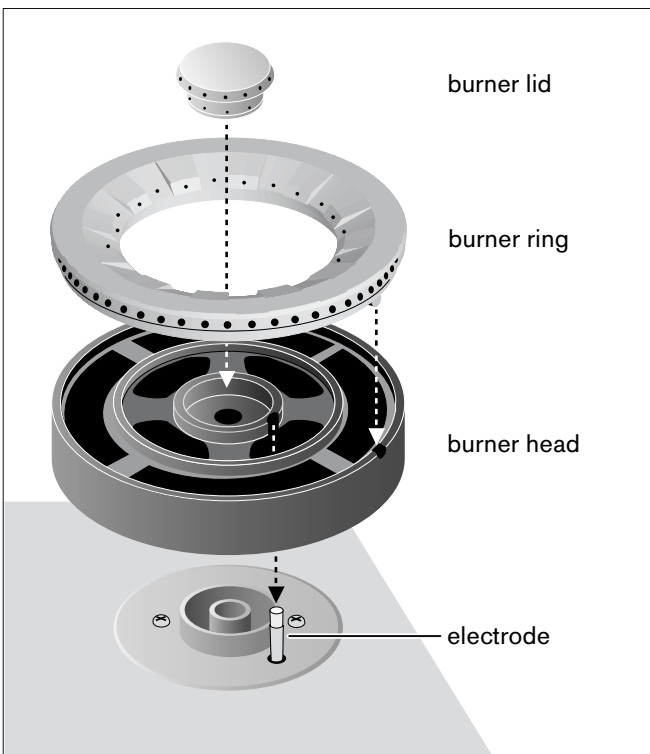
## Burner assembly

Always assemble the burner parts correctly and evenly to avoid faults during ignition or during use. The catching pins must fit in the corresponding grooves.

### Normal burner / high output burner assembly



### Wok burner assembly

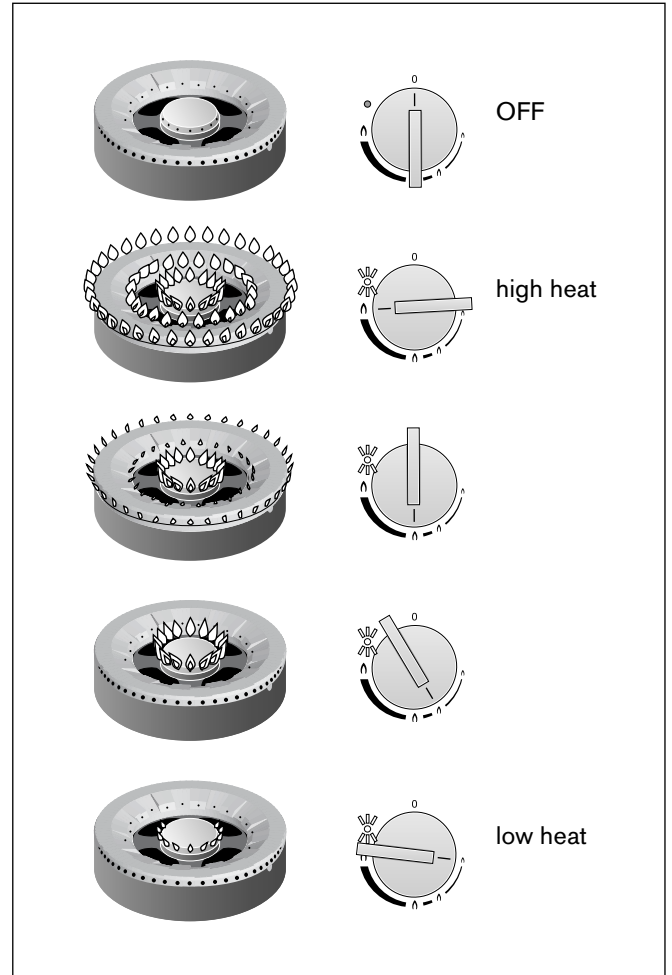


## Operating principle

The gas cooktop features two normal burners (two flame rings), two high output burners (two flame rings) and a wok burner (three flame rings).

The appliance features one-hand operation, automatic fast ignition, electronic flame detection and automatic re-ignition.

The ignition is activated when the control knob is turned. The flame size can be set continuously between high and low.





## Operation

The markings show the position of the corresponding burner and the setting between high and low heat. The flame setting is infinitely variable between high and low heat.

### Notes

- Only light a burner if all pan supports and burner parts are properly assembled.
- Make sure the burners and electrodes are clean and dry.
- Only use the recommended accessories. Do not cover the stainless steel cooktop base (e.g. with aluminium foil).
- Do not cover the air inlet at the back of the cooktop.

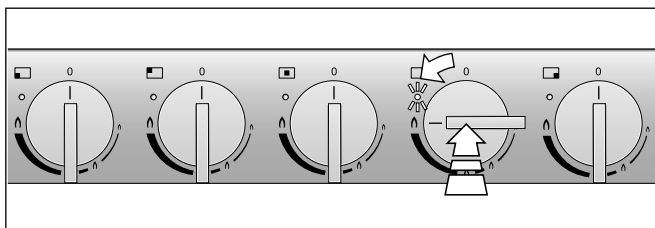
### Caution!

Heat damage to the extractor hood: Always switch on the extractor hood while the gas cooktop is in use. When using several cooking positions select a higher fan level on the extractor hood. Make sure there is a sufficient ventilation of the room.

## Switching on

Your cooktop features automatic fast ignition.

- 1 Place a suitable pot or pan on the corresponding cooking position.
- 2 Press down the corresponding control knob and turn it anticlockwise to the required position. The burner lights automatically.



The flame size can be set continuously between high and low by slowly turning the control knob.

### Notes

- When using large pots or pans you should ignite the burner in the low position.
- Every time the gas hob is switched on, the electronics run an auto test. All electrodes fire and the required burner ignites after a few seconds. When switching on further burners, only the corresponding electrode fires.
- When being switched on, a short sound may be heard when the electronic of the gas hob opens the gas supply valve. This is a normal condition.
- The cooktop cannot be used during a power failure.

## Operation indicator

The operation indicator next to the control knob comes on, if the burner is switched on and the flame burns correctly. If a malfunction occurs the operation indicator will flash.

## Electronic flame detection and automatic re-ignition

For your safety the cooktop features electronic flame monitoring. Should the flame go out during operation (e.g. because of a draught), the appliance will automatically re-ignite the burner.

Should the re-ignition be unsuccessful (e.g. burner is soiled by spilled over food or liquid), all burners are switched off, the indicator lights of the burners that were switched on flash.

Turn all control knobs to the OFF position. The flashing indicator lights will go out except for the affected burner. This indicator will continue to flash for a few seconds.

After the appliance has cooled down sufficiently, check this burner to see if all the burner parts have been assembled correctly. Check if the burner or the electrode has been soiled (see trouble shooting guide).

**Note:** If a malfunction occurs on one burner, you can continue using the remaining burners, however, you must turn all control knobs to the off-position first, before recommencing.

### Please note when switching on the cold appliance on the HIGH setting:

Depending on the gas type and pressure, it is possible that the electrode continues to fire, although there is a flame visible, and then switches off. Turn all control knobs to the OFF position. Then turn the control knob for the required cooking position to any setting except the high position and leave to warm up for 30 to 60 seconds. Then you can continue to use your appliance as usual.

## Switching off

Turn the corresponding control knob clockwise to the OFF position.

The electronics of the appliance will switch the gas supply off, if all control knobs are in the off position.

## Settings table and tips

Cooking level	Cooking method	Examples
High heat $\uparrow$	Boiling	Water
	Searing	Meat
	Heating	Fat, liquids
	Boiling	Soup, sauce
	Blanching	Vegetables
From $\uparrow$ to $\downarrow$	Roasting	Meat, fish, potatoes
	Baking	Pancakes, egg dishes
	Simmering in open pot	Dumplings, sausages, beef for making soup
	Simmering	Sweet sauces, sauces
	Boiling with closed lid	Soup, potatoes
	Steaming	Vegetables, fish
	Stewing	Vegetables, fruit, fish
	Braising	Goulash, roasts, vegetables
Low heat $\downarrow$	Thawing	Frozen foods
	Slow cooking	Rice, pulses
	Reheating	Soup, casserole, vegetables in a sauce

## Tips for cooking and roasting

The values given in the settings table must be looked upon as recommended values. The heat required depends not only on the type and condition of the food, but also the size and contents of the pot.

Due to the high performance of the cooktop, fat and oil will heat up quickly. Never leave the cooktop unattended, fat can ignite, food can burn.

Preferably use the rear cooking zones to prepare meals, that need longer to cook.

Preferably use the high output burners or the wok burner for brief cooking, deep fat frying and searing of large quantities.

## Cooking in the wok

We recommend using a round-bottom wok. You can order a high-quality wok pan as a special accessory (WP 400 001).

Only use oil that is suitable for frying at high temperatures, for example peanut oil.

Fry the food quickly on a high heat while stirring continuously. Vegetables should stay crispy.

Use a heat resistant, flat ladle with a long handle to stir the food and take it out of the wok pan.

## Cookware recommendations

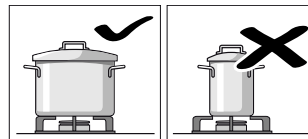
The following tips can help you save energy and avoid damage to your cookware.

## Suitable cooking vessels

Burner	Pot base, recommended diameter	Pot base, minimum diameter
Standard burner	200 - 240 mm	90 mm
High output burner	240 - 280 mm	90 mm
Wok burner	240 - 320 mm	160 mm

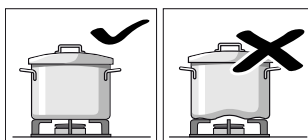
**Pots with a diameter of less than 90 mm or more than 280 mm (320 mm for the Wok burner) should not be used.** When using large pots, pay attention to keeping to a minimum distance of 50 mm between the cooking vessel and combustible surroundings. A minimum distance of 50 mm must be observed between the control knob / control panel and the pot or pan. The pot or pan should not touch the control panel.

## Precautions for use



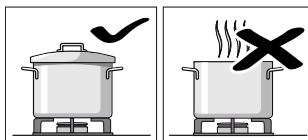
Use pots or pans which are the right size for each burner.

Do not use small pots or pans on large burners. The flame should not touch the sides of the pot.

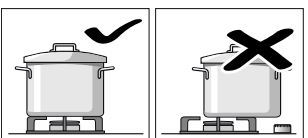


Do not use damaged pots or pans, which do not sit evenly on the cooktop, they may tip over.

Only use pots or pans with a thick, flat base.

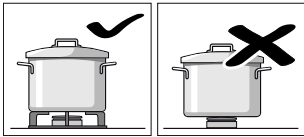


Do not cook without using a lid and make sure the lid is properly fitted. This wastes energy.



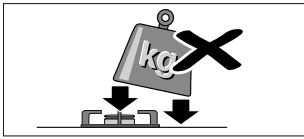
Always centre the pot or pan over the burner, otherwise it could tip over.

Do not place large pots on the burners near the control knobs. These may get damaged by the high temperatures.



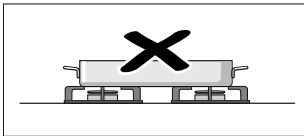
Place the pots or pans on the pan support, never directly on the burner.

Make sure that the pan supports and burner caps are correctly positioned before using the appliance.



Pots or pans should be placed on the cooktop carefully.

Do not strike the cooktop and do not place excessive weight on it.



Do not heat a cooking vessel (e.g. roaster, pan, grill stone) on more than one burner at the same time. The resulting heat accumulation will damage the appliance.

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## Care and cleaning

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In this chapter you will find tips on how to maintain and clean your cooktop correctly.

### **Risk of burns!**

The appliance becomes hot during operation. Allow the appliance to cool down before cleaning.

### **Risk of electric shock!**

Do not use high pressure washers or steam cleaners to clean the appliance.

## Cleaning

Clean the appliance after every use once it has cooled down. Remove spills immediately. Burnt in residues may be difficult to remove.

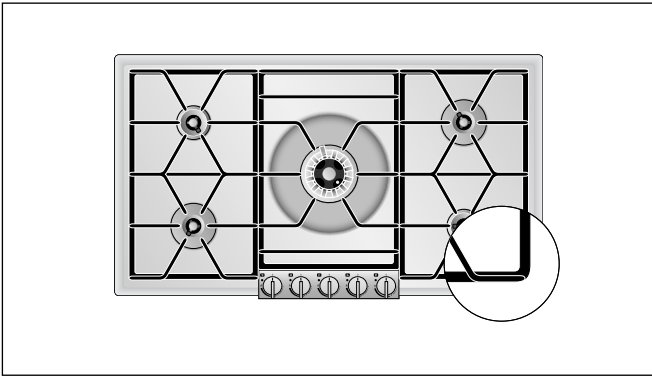
Keep the air inlets at the back of the cooktop clean. Do not cover the air inlets.

The burners (burner lid, burner ring and burner head) will change their color during operation and become darker. This change in color will not influence the use-value.

Cleaning the gas cooktop:

- 1 First lift one of the pot grids on the side with both hands. Then remove the remaining two pot grids.  
**Caution!**  
Be careful not to scratch the stainless steel base.
- 2 Remove the burner lids, burner rings and burner heads. Only clean the burner parts when cold!
- 3 Soak burnt-in remainders in a little water and detergent. This loosens even the most stubborn of soiling. Do not use any abrasive agents and abrasive sponges.
- 4 Only use very little water to clean your cooktop. Be careful that no water enters the burner base.
- 5 As the result of heat development, slight discoloration can appear on the stainless steel surface. Do not attempt to scrape away such discoloration. This damages the surface. Distribute stainless steel care agents uniformly and thinly on the cooktop (not on the control panel!). This will ensure an even surface and will keep your cooktop in a good condition for a long period of time.
- 6 Make sure the burner parts are dry before assembly. Only operate the appliance with all parts dry. Damp burner parts will cause malfunctions when igniting or unstable flames.
- 7 When assembling the burner parts, make sure that the burner ring and burner head are placed in such a way that the catching pin fits in the corresponding groove. Make sure all burner parts are properly fitted and lie evenly flat.

- 8 Important:** Fit the middle pot support first (be careful to center it over the burner) and then the pot supports on the side. The rounded corners of the pot supports on the side must face out to the side. (see picture).

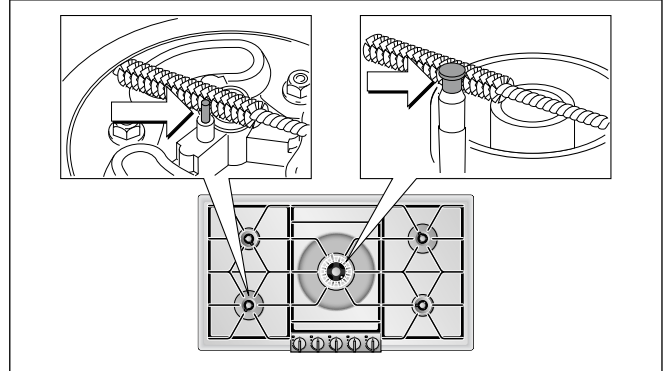


Part/surface	Recommended cleaning method
Stainless steel surfaces	<p>Clean with a soft cloth and some soapy water; polish dry with a soft cloth. Do not use too much water to avoid water entering the appliance.</p> <p>To remove stubborn residues or discoloration because of the heat, you can order a stainless-steel cleaner (order number 00311499) from your specialist retailer or our after-sales service.</p>
Pan support	<p>Carefully take off pan supports for cleaning. Soak in soapy water. Clean with a brush and some detergent.</p> <p>Be careful when cleaning around the rubber rests to ensure they do not come loose.</p> <p>Rinse with clear water. Carefully dry pan support before assembly.</p> <p><b>Do not clean in a dishwasher!</b></p>
Burner lid, burner ring, burner head (brass)	<p>Take burner parts off for cleaning. Clean in soapy water with a cloth and detergent. Use brass polish to retain the original shiny surface of the burner ring and the burner lid.</p> <p>Port openings of the burner ring must be kept free. Be careful not to lose the small parts.</p> <p><b>Do not clean in a dishwasher!</b></p>
Wok burner head (enamel on cast iron)	<p>Clean with detergent and brush. Dry thoroughly before assembly.</p> <p><b>Do not clean in a dishwasher!</b></p>
Control panel	<p>Clean with a soft, moist cloth and some soapy water; do not use too much water. Dry with a soft cloth.</p>
Control knobs	<p>Clean with a soft, moist cloth and some soapy water; do not use too much water.</p> <p><b>Caution!</b></p> <p>Damage to the appliance: Do not pull off the control knobs to clean them.</p>

## Cleaning the electrode

Soiled electrodes may cause malfunctions when igniting or flame monitor disturbance.

If necessary clean with the included brush. Be careful when cleaning electrodes, they are fragile, do not twist or damage. **Do not switch on the cooktop while cleaning.**



## Burnt-on dirt

For hard-to-remove, burnt-on dirt, you can order a gel grill cleaner from your specialist retailer or our after-sales service (item number 00311761). It is suitable for pan supports and the stainless-steel recess. If necessary, let the dirt soak overnight. Follow the instructions on the cleaning agent.

### Caution!

Do not use the gel grill cleaner on the burner parts.

## Burner discoloration

After extended use, the brass burner parts take on a darker colour as a result of the oxidation process that occurs naturally. The discoloration does not affect their serviceability.

## Do not use these cleaners

- Scouring or chemically aggressive cleaners
- Don't allow acidic cleaners (e.g. vinegar, citric acid, etc.) to get on the frame or panel.
- Cleaners containing chlorine or with a high content of alcohol
- Oven cleaner
- Hard and scratchy sponges, brushes or scouring pads
- Thoroughly wash out new sponge cloths before using them.

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## Trouble shooting

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Malfunctions often have simple explanations. Please read the following notes before calling the after-sales service.

Fault	Possible cause	Solution
Burner does not ignite when switched on, operation indicators are off.	No electrical power.	Turn control knob to 0. Check the fuse box if the fuse has tripped.
Burner does not ignite when switched on, operation indicator of the switched on burner is flashing.	Malfunction of the burner or the gas supply.	Turn control knob to 0. <b>Check:</b> <ul style="list-style-type: none"><li>● Are all burner parts correctly assembled?</li><li>● Is the gas shut-off valve open?</li><li>● Is the burner dry and clean?</li><li>● Is there an air pocket in the gas supply line after first installation or changing the LP (propane) gas tank?</li><li>● LP (propane) gas: is the gas tank empty?</li></ul>
Burner goes off during operation, operation indicators go off, only the operation indicator of the affected burner continues to flash for a few seconds.	Malfunction of the burner or the gas supply.	Turn all control knobs to 0. <b>Wait, until the appliance has cooled!</b> <b>Check affected burner:</b> <ul style="list-style-type: none"><li>● Are all burner parts correctly assembled?</li><li>● Is the electrode soiled (food remains) or wet?</li><li>● Is the burner soiled by boiled over food?</li><li>● Check for strong draughts (for example open window behind the cooktop)?</li><li>● LP (propane) gas: is the gas tank empty?</li></ul>
Burners go off during operation, operation indicators go off.	Power cut	Turn all control knobs to 0. Check the power supply. There will be no automatic re-ignition after a power cut.
Burners go off during operation, all operation indicators are flashing.	Overheating protection	Turn all control knobs to 0. Wait, until operation indicators go off.
The kitchen smells of gas.	There may be a leak in the gas cylinder coupling.	Check that the coupling is sound.

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## After-sales service

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In the event of repairs please contact our after-sales service. We are committed to find the best solution also in order to avoid an unnecessary call-out.

Please quote the E number (product number) and the FD number (production number) of your appliance when contacting the after-sales service. The rating plate bearing these numbers can be found on the bottom of the appliance. For future reference you can note the data of your appliance and the telephone number of our after-sales service below.

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E-Nr.	FD-Nr.
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**After-sales service** 

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Please note that calling out an after-sales service technician is not free of charge, even within the warranty period, should the problem result from an operating error.

Please find the contact data of all countries in the enclosed customer service list.

### To book an engineer visit and product advice

**GB** 0344 892 8988

Calls charged at local or mobile rate.

**IE** 01450 2655

0.03 € per minute at peak. Off peak 0.0088 € per minute.

**AU** 1300 368 339

**NZ** 09 477 0492

Trust the expertise of the manufacturer, and rest assured that the repair will be carried out by trained service technicians using original spare parts for your domestic appliance.



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