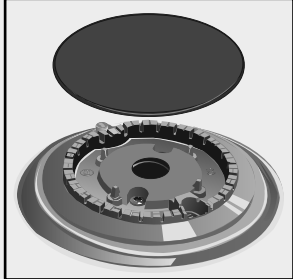


Before You Call for Service - If you have a problem with your cooktop, first review the charts below and you may not need to call for service. It may save you time and money. The charts include common problems and occurrences, items to check and solutions.

PROBLEM	POSSIBLE CAUSES	SOLUTIONS
Burners Continue to Click when First Plugged in	Incorrect house wiring.	Call electrician. Do not use cooktop.
Surface Burners Do Not Light 	Gas is turned off.	Make sure the gas shut-off valve is in the ON position and the gas supply to the house is not shut off.
	Unit is not hooked up to gas supply.	Call gas company.
	Plug is not completely inserted in outlet.	Check the power supply. It should be grounded with the correct polarity. Make sure the unit is plugged in.
	Circuit breaker is tripped.	Check circuit breaker and reset if necessary. Check or replace fuse.
	Burner ports are clogged.	With the cooktop turned off, remove burner caps and use a thin wire or straightened paper clip to unclog.
	Misaligned burner cap.	Make sure the burner caps are properly positioned on the burner base. <i>Burners—see drawing at left.</i>
	Igniter may be wet, damaged or dirty.	Check to be sure igniter is dry. If not, allow to air dry before using. Check for burned-on food or grease. See cleaning chart for cleaning recommendations. Burner will not light if igniter is wet, damaged or dirty.
Clicking Noise – Continuous or Intermittently	Misaligned burner cap.	Make sure the burner caps are properly positioned on the burner base. <i>Burners—see drawing at left.</i>
	Igniter may be wet, damaged or dirty.	Check to be sure igniter is dry. If not, allow to air dry before using. Check for burned-on food or grease. See cleaning chart for cleaning recommendations. Burner will not light if igniter is wet, damaged or dirty.
	Incorrect house wiring.	Call electrician.
Uneven or Too High Flame	Burner ports are clogged.	With the cooktop turned off and burner caps removed use a thin wire or straightened paper clip to unclog.
	Burner may have moisture present.	Turn off burner, cool and dry burner caps and burner base thoroughly.
	Burner cap not replaced correctly.	Make sure the burner caps are properly positioned on the burner base. <i>Burners—see drawing at left.</i>
Uneven Flame	Using Cook 'n Vent (downdraft ventilation).	Flame is pulled to back by downdraft. This is a natural occurrence.
	Installation and conversion may have been improperly done.	Refer to installer of cooktop.
Rubber Feet from Grate Come Off	May have been removed by cleaning. Do not use a grate if the rubber feet are missing or damaged.	Replace feet (part # 416438). To purchase replacement call, 1-877-442-4436. Have model number available.

DURING COOKING

- When using a 18,000 BTU burner, fit the pan to the burner flame. At high, the flame is large for maximum output. When using smaller cookware, adjust the flame to the pan. The flame should not extend beyond the outer edge of the pan. This improves cooking efficiency and prevents possible damage to the cooktop or pan.
- Center the pan over the burner before turning on the burner.
- Use proper cookware—use pans that have flat heavy bottoms that sit level on the grate. Match flame size to pan diameter.
- For cooking charts and setting recommendations, refer to your Use and Care manual.
- Popping noise. An audible “pop” may be heard when the burner is turned off manually.

COOKTOP CLEANING CHART

Be sure that the appliance is turned off and parts are cool before cleaning. Clean after each use to prevent staining. When spills occur, turn off cooktop, allow to cool, and wipe with a soapy cloth or paper towel. **NOTE:** Remove sugar and acidic spills immediately when cool as they deteriorate the enamel on grates and burner caps. Do not use excessive moisture or spray cleaners when cleaning around knobs.

SURFACE	TYPE OF CLEANING	HOW TO CLEAN
Burner Grates	Frequent Cleaning	When cool, wash with hot, soapy water, and plastic mesh pad.
	Stubborn Stains	Use mild abrasive cleanser, such as Bon Ami® or Soft Scrub®, and a plastic mesh pad. If stains are not removed, apply a paste of Soft Scrub®, cover with a damp paper towel and let sit for 30 minutes. Clean with plastic pad, rinse and dry.
	Burned-on Soil	Use a soap-filled scouring pad. Rinse and dry.
Burner Caps	Burned-on Food Spatters or Soils	When cool, clean the food-soiled area with ammonia or a spray cleaner such as Fantastic® or Formula 409® and a damp cloth.
	Stubborn Stains	Use mild abrasive cleanser, such as Bon Ami® or Soft Scrub®, and a plastic mesh pad.
	BE CAREFUL NOT TO GET WATER INTO THE BURNER PORTS. Thoroughly dry before replacing on cooktop. Before using the cooktop after cleaning, check that the burner cap is replaced correctly on the cooktop.	
Burner Base/ underside of Burner Cap	Frequent Cleaning	When cool, wash with hot, soapy water, and plastic mesh pad.
	Stubborn Stains	Use mild abrasive cleanser, such as Bon Ami® or Soft Scrub®, and a plastic mesh pad. A toothbrush can also be used.
Igniters/ Ceramic	Frequent Cleaning	Carefully wipe with cotton swab dampened with water, ammonia or liquid spray cleaner.
	Baked-on Soils	Gently scrape soil off with a toothpick. Avoid excess water on the igniter. A damp igniter will prevent the burner from lighting.
Plastic Indicator Light Lens	Daily Cleaning	Wash with dishwashing detergent and water. Avoid window cleaners, general purpose household cleaners or abrasive cleaners as they may damage the lens.
Stainless Maintop	Frequent Cleaning	Nonabrasive cleaners: Hot water and detergent, Fantastic®, Formula 409®. Rinse and dry immediately.
	Polishing	Stainless Steel Magic® to protect the finish from staining and pitting; enhances appearance.
	Hard Water Spots	Household white vinegar on a cloth or paper towel.
	Stubborn Stains	Mild abrasive cleaners: Kleen King Stainless Steel Liquid Cleaner®, Cameo Aluminum and Stainless Steel Cleaner.® Bon Ami®
	Heat Discoloration	Bar Keepers Friend®

NOTE: When cleaning stainless steel, ALWAYS rub in the direction of the grain to prevent scratching.

The cleaners recommended above indicate cleaner types and do not constitute an endorsement of a particular brand. Use all products according to package directions. **For additional information or service, contact Gaggenau at 1-877-442-4436.**