

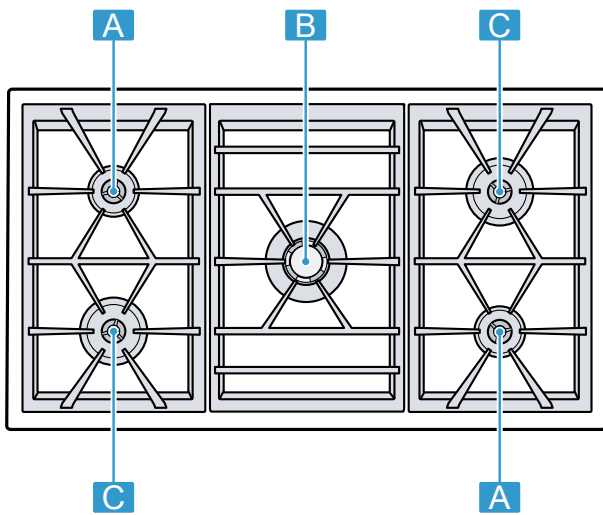
**Gaggenau**

en Information for Use

# **VG491115F**

# **VG491215**

Built-in gas hob



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**A** Standard-output burner 2.0 kW

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**B** Wok burner 5.8 kW

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**C** High-output burner 4.0 kW

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## 1 Safety

Observe the following safety instructions.

### 1.1 General information

- Read this instruction manual carefully.
- Keep the instruction manual and the product information safe for future reference or for the next owner.
- Do not connect the appliance if it has been damaged in transit.

### 1.2 Intended use

The appliance can only be used safely if it is correctly installed according to the safety instructions. The installer is responsible for ensuring that the appliance works perfectly at its installation location.

Only use this appliance:

- To prepare meals and drinks.
- Under supervision. Never leave the appliance unattended when cooking for short periods.
- In a private household and in a domestic environment.
- up to an altitude of max. 2000 m above sea level.

Do not use the appliance:

- On boats or in vehicles.
- as a room heater.
- with an external timer or a remote control.

- Outdoors.

Call the after-sales service if you want to convert your appliance to a different type of gas.

### 1.3 Restriction on user group

This appliance may be used by children aged 8 or over and by people who have reduced physical, sensory or mental abilities or inadequate experience and/or knowledge, provided that they are supervised or have been instructed on how to use the appliance safely and have understood the resulting dangers.

Do not let children play with the appliance. Children must not perform cleaning or user maintenance unless they are at least 15 years old and are being supervised.

Keep children under the age of 8 years away from the appliance and power cable.

### 1.4 Safe use

#### **WARNING – Risk of explosion!**

Escaping gas may cause an explosion. WHAT TO DO IF YOU SMELL GAS OR IF THERE ARE 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 operate any light switches or appliance switches.
- ▶ Do not pull any plugs out of any 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.

Escaping gas may cause an explosion. Small amounts of gas can collect over a longer period of time and ignite.

- ▶ Close the safety valve for the gas supply when the appliance is out of use for prolonged periods.

Escaping gas may cause an explosion. 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.

- ▶ Always use liquefied gas bottles in an upright position.

### **⚠ WARNING – Risk of poisoning!**

The use of a gas cooking appliance results in the production of heat, moisture and products of combustion in the room in which it is installed. Ensure that the kitchen is well ventilated especially when the appliance is in use.

- ▶ Prolonged intensive use of the appliance may require additional ventilation, for example the increasing of mechanical ventilation where present, additional ventilation to safely remove the products of combustion to outside (external) air whilst also providing room air changes with additional ventilation.
- ▶ Consult a professional before installation of the additional ventilation.

### **⚠ WARNING – Risk of fire!**

Leaving fat or oil cooking on an unattended hob can be dangerous and may lead to fires.

- ▶ Never leave hot oil or fat unattended.
- ▶ Never attempt to extinguish a fire using water; instead, switch off the appliance and then cover with a lid or a fire blanket.

The appliance becomes very hot.

- ▶ Never place flammable objects on the cooktop or in its immediate vicinity.
- ▶ Never store any objects on the cooktop.

The appliance will become hot.

- ▶ Do not keep combustible objects or aerosol cans in drawers directly underneath the hob.
- ▶ Never store or use combustible materials (e.g. spray cans or cleaning agents) under the appliance or in its immediate vicinity.

Hob covers can cause accidents, for example due to overheating, catching fire or materials shattering.

- ▶ Do not use hob covers.

When gas burners are in operation without any cookware placed on them, they can build up a lot of heat. The extractor hood above it may become damaged or catch fire.

- ▶ Only operate the gas burners with cookware on them.

The appliance becomes very hot, fabrics and other objects may ignite.

- ▶ Keep fabrics (e.g. garments or curtains) away from the flames.
- ▶ Never reach over the flames.
- ▶ Do not place combustible objects (e.g. tea towels or newspapers) on, next to or behind the appliance.

Escaping gas may ignite.

- ▶ If the burner does not ignite after 15 seconds, turn the control knob to the "Off" position and open the door or window in the room. Do not attempt to re-ignite the burner for at least one minute.
- ▶ In the event of the burner flames being accidentally extinguished, turn off the burner control. Do not attempt to re-ignite the burner for at least one minute.

Food may catch fire.

- ▶ The cooking process must be monitored. A short process must be monitored continuously.

### **⚠ WARNING – Risk of burns!**

The accessible parts can become hot during operation.

- ▶ Small children should be kept away from the appliance.

Hob protective grilles may cause accidents.

- ▶ Never use hob protective grilles.

Empty cookware becomes extremely hot when set on gas burners that are operating.

- ▶ Never heat up empty cookware.

The appliance becomes hot during operation.

- ▶ Allow the appliance to cool down before cleaning.

### **⚠ WARNING – Risk of electric shock!**

Improper repairs are dangerous.

- ▶ Repairs to the appliance should only be carried out by trained specialist staff.
- ▶ Only use genuine spare parts when repairing the appliance.
- ▶ If the power cord or the appliance power cable of this appliance is damaged, it must be replaced with a special power cord or special appliance power cable, which is available from the manufacturer or its Customer Service.

If the appliance or the power cord is damaged, this is dangerous.

- ▶ Never operate a damaged appliance.
- ▶ Never pull on the power cord to unplug the appliance. Always unplug the appliance at the mains.
- ▶ If the appliance or the power cord is damaged, immediately unplug the power cord or switch off the fuse in the fuse box and turn off the gas supply.
- ▶ Call customer services. → Page 17

An ingress of moisture can cause an electric shock.

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

The insulation on cables of electrical appliances may melt if it touches hot parts of the appliance.

- ▶ Never bring electrical appliance cables into contact with hot parts of the appliance.

### **⚠ WARNING – Risk of injury!**

Faults or damage to the appliance and repairs that have not been carried out correctly are dangerous.

- ▶ Never switch on the appliance if there is a fault with it.
- ▶ If the appliance is faulty, unplug the mains plug or switch off the fuse in the fuse box. Shut off the gas supply and call the after sales service.
- ▶ Always have repairs carried out to the appliance and damaged gas lines replaced by trained, specialist personnel.

Cookware that is not the right size, or that is damaged or incorrectly positioned may cause serious injuries.

- ▶ See the notes on cookware.

When switching on the burner, sparks are generated in the ignition plugs.

- ▶ Never touch the ignition plugs while the burner is being lit.

### **⚠ WARNING – Risk of suffocation!**

Children may put packaging material over their heads or wrap themselves up in it and suffocate.

- ▶ Keep packaging material away from children.
- ▶ Do not let children play with packaging material.

Children may breathe in or swallow small parts, causing them to suffocate.

- ▶ Keep small parts away from children.
- ▶ Do not let children play with small parts.

## **2 Preventing material damage**

### **ATTENTION!**

A build-up of heat may damage the appliance.

- ▶ Never cover the stainless steel hob, for example with aluminium foil or oven protectors.
- ▶ Only use the accessories specified.

Heat can cause damage to adjacent appliances or kitchen units. If the appliance is in operation for an extended period, heat and moisture will be generated.

- ▶ Open a window or switch on an extractor hood leading to the outside.

A build-up of heat may damage the appliance.

- ▶ Do not heat roasters, frying pans or grill stones using more than one burner at a time.

If a control knob is in the wrong position, this could lead to malfunctions.

- ▶ Always turn the control knobs to the "Off" position when the appliance is not being used.

## **3 Environmental protection and saving energy**

### **3.1 Disposing of packaging**

The packaging materials are environmentally compatible and can be recycled.

- ▶ Sort the individual components by type and dispose of them separately.

### **3.2 Saving energy**

If you follow these instructions, your appliance will use less energy.

Choose a burner roughly the same size as your pan. Centre the cookware on the hob.

**Tip:** Cookware manufacturers often give the upper diameter of the saucepan. It is often larger than the base diameter.

- Unsuitable cookware or incompletely covered cooking zones consume a lot of energy.

Cover saucepans with suitable lids.

- Cooking without a lid consumes considerably more energy.

Lift lids as infrequently as possible.

- When you lift the lid, a lot of energy escapes.

Use a glass lid.

- You can see into the pan through a glass lid without having to lift it.

Use cookware that is suitable for the quantity of food.

- Large items of cookware containing little food need more energy to heat up.

Cook with only a little water.

- The more water that is contained in the cookware, the more energy is required to heat it up.

Turn down to a lower power level early on.

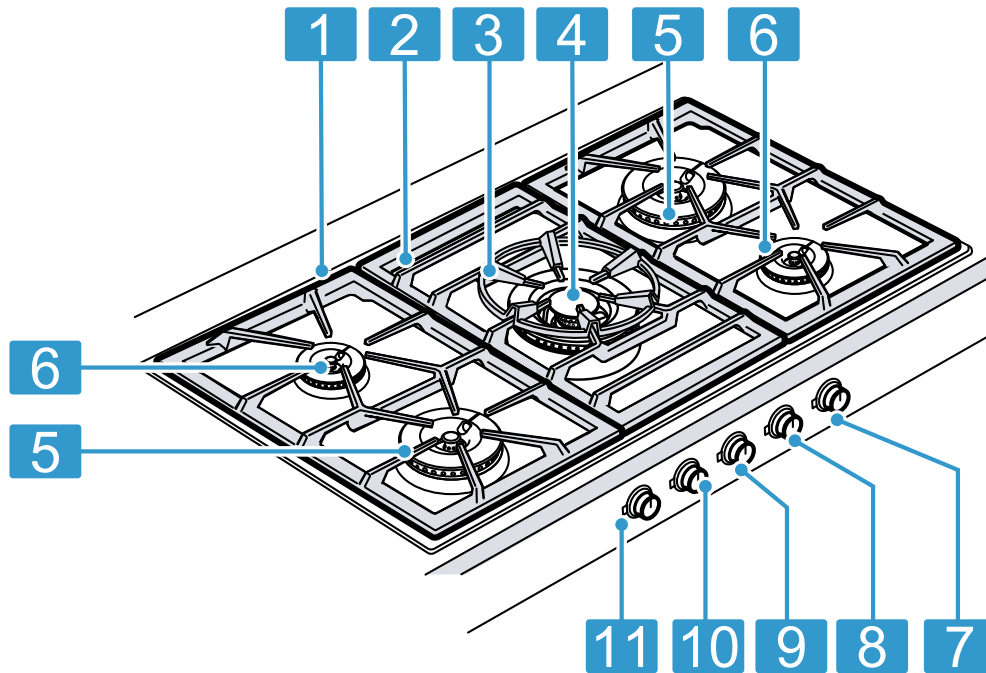
- If you use an ongoing power level that is too high, you will waste energy.

Product Information according (EU) 66/2014 can be found on the attached appliance pass and online on the product page for your appliance.

## 4 Familiarising yourself with your appliance

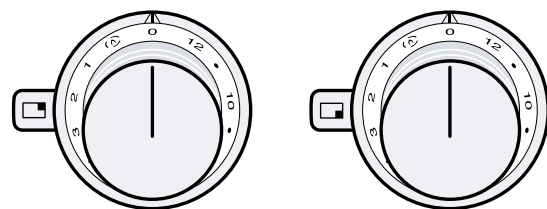
### 4.1 Appliance

You can find an overview of the parts of your appliance here.



|    |   |
|----|---|
| 1  | Ventilation openings below the pan supports |
| 2  | Pan support                                 |
| 3  | Wok ring                                    |
| 4  | Wok burner                                  |
| 5  | High-output burner                          |
| 6  | Standard-output burner                      |
| 7  | Control knob, front right cooking zone      |
| 8  | Control knob, rear right cooking zone       |
| 9  | Control knob, centre cooking zone, wok      |
| 10 | Control knob, rear left cooking zone        |
| 11 | Control knob, front left cooking zone       |

The markings on each of the control knobs show which burner they operate and the power level (from 1 to 12 or Simmer setting (♂)).





Control knob

|  |                           |
|--|---------------------------|
|  | Front left cooking zone   |
|  | Rear left cooking zone    |
|  | Centre cooking zone (wok) |
|  | Rear right hotplate       |

### 4.2 Control elements

You can use the controls to configure all functions of your appliance and to obtain information about the operating status.

|  |                          |
|--|--------------------------|
|  | Front right cooking zone |
|  | Simmer setting           |

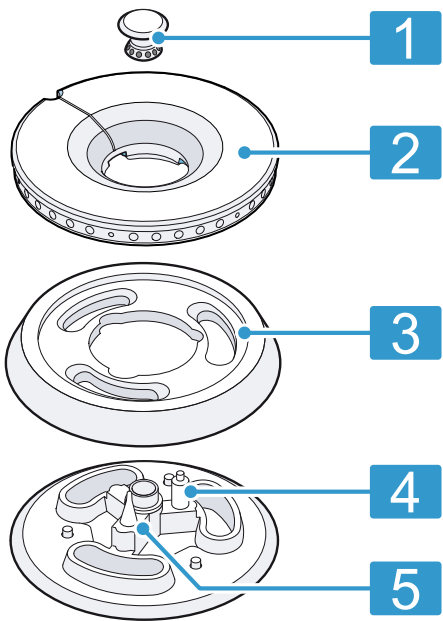
4.3 Indicator on the illuminated ring

Each control knob is encircled by an illuminated ring with various display functions.

| Display   | Name   |
|---|--|
| Off   | Appliance OFF  |
| Lights up: Orange                                     | Appliance ON   |
| Flashing: Orange                                      | Appliance OFF<br>Residual heat indicator   |
| Flashing alternately: Orange and white                | Safety switch-off function, power failure  |
| Flashing alternately: Yellow and magenta              | Appliance fault.<br>Call customer service.   |
| Lights up: Green for a few seconds, then turns yellow | The appliance is initialising during initial connection or following a power failure |

4.4 Individual parts of the high-output burner

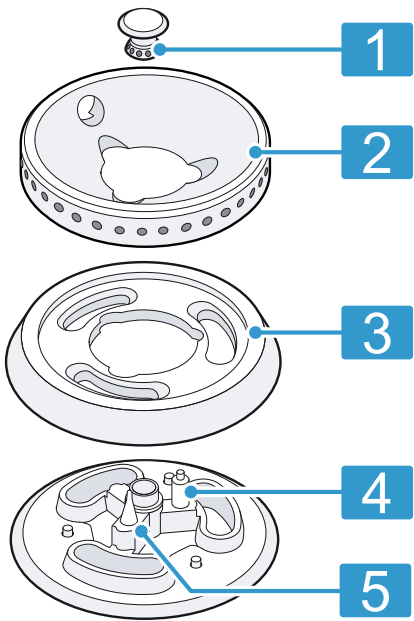
You can find an overview of the parts of the high-output burner here.



|   |                                       |
|---|---------------------------------------|
| 1 | Burner cover                          |
| 2 | Burner ring                           |
| 3 | Burner head                           |
| 4 | Ignition plug                         |
| 5 | Thermocouple for the flame monitoring |

4.5 Individual parts of the standard-output burner

You can find an overview of the parts of the standard-output burner here.

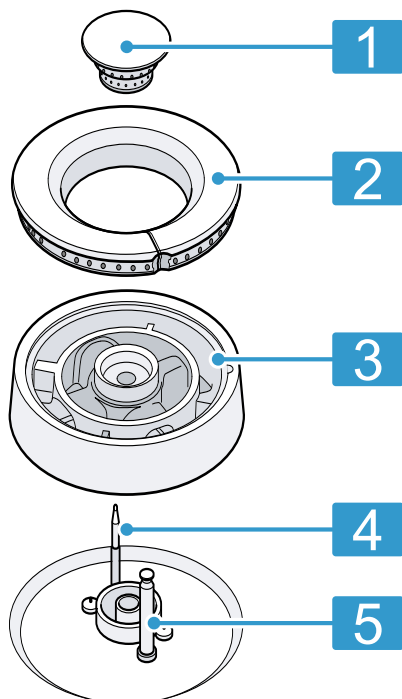


|   |                                       |
|---|---------------------------------------|
| 1 | Burner cover                          |
| 2 | Burner ring                           |
| 3 | Burner head                           |
| 4 | Ignition plug                         |
| 5 | Thermocouple for the flame monitoring |



## 4.6 Individual parts of the wok burner

You can find an overview of the parts of the wok burner here.



|   |                                       |
|---|---------------------------------------|
| 1 | Burner cover                          |
| 2 | Burner ring                           |
| 3 | Burner head                           |
| 4 | Thermocouple for the flame monitoring |
| 5 | Ignition plug                         |

## 4.7 Residual heat indicator

After switching off the appliance, the illuminated ring on the control knob slowly flashes until the appliance has cooled enough for it to be safe to touch.

## 4.8 Automatic switch-off

For your protection, the appliance is equipped with an automatic switch-off function. The appliance is automatically switched off if it has been in operation for an extended period. How long the appliance waits before switching itself off depends on the setting: Setting 12 = 1 hour, setting 1 = 4 hours. The illuminated ring behind the control knob flashes orange and white alternately.

# 5 Accessories

You can buy accessories from the after-sales service, from specialist retailers or online. Only use original accessories, as these have been specifically designed for your appliance.

Accessories vary from one appliance to another. When purchasing accessories, always quote the exact product number (E no.) of your appliance. → *Page 17*  
You can find out which accessories are available for your appliance in our catalogue, in the online shop or from our after-sales service.

[www.gaggenau.com](http://www.gaggenau.com)

| Accessories      | Use  |
|------------------|--|
| Wok pan WP400001 | Recommended accessories for the wok burner made of multi-layer material. With a rounded bottom and handle, 36 cm diameter, 6 litres, height 10 cm. |

# 6 Before using for the first time

Clean the appliance and accessories.

## 6.1 Placing burner parts in their correct positions

- Fit all of the burner parts in their correct positions.  
→ *"Positioning wok burner parts", Page 11*  
→ *"Fitting the burner parts for the standard-output*

*burner", Page 11*

→ *"Fitting the burner parts for the high-output burner", Page 11*

## 6.2 Do not cover ventilation openings

- Do not cover the ventilation openings on the rear of the gas cooktop.  
→ *"Familiarising yourself with your appliance", Page 7*

# 7 Cookware

This information has been provided to help you save energy and avoid damaging your cookware.

## 7.1 Suitable cookware

| Burner                 | Maximum pan base diameter | Minimum pan base diameter |
|------------------------|---------------------------|---------------------------|
| Standard-output burner | 240 mm                    | 90 mm                     |
| High-output burner     | 280 mm                    | 90 mm                     |
| Wok burner             | 320 mm                    | 160 mm                    |

## 7.2 Using cookware

The selection and positioning of the cookware affects the safety and energy efficiency of your appliance.

**⚠ WARNING – Risk of fire!**

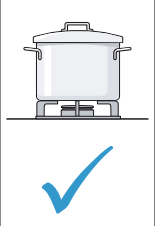
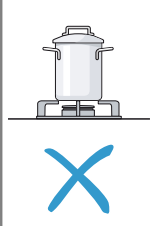
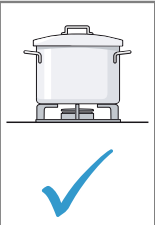
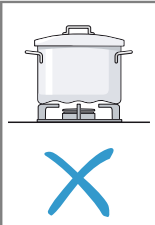
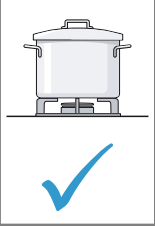
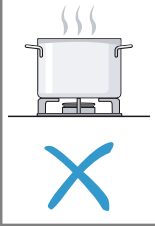
Flammable objects may ignite.

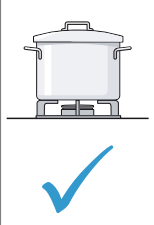
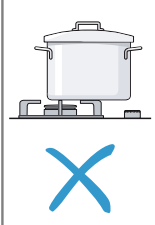
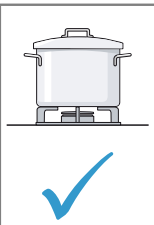
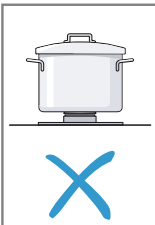
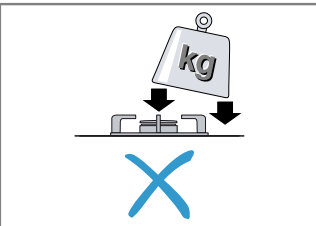
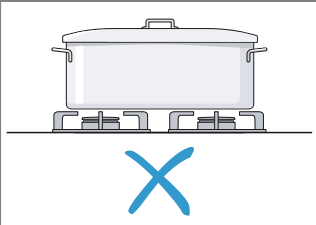
- ▶ Maintain a distance of at least 50 mm between the cookware and flammable objects.

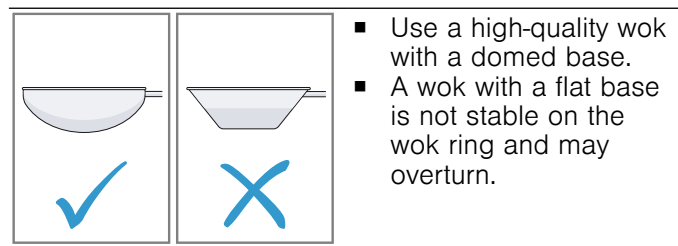
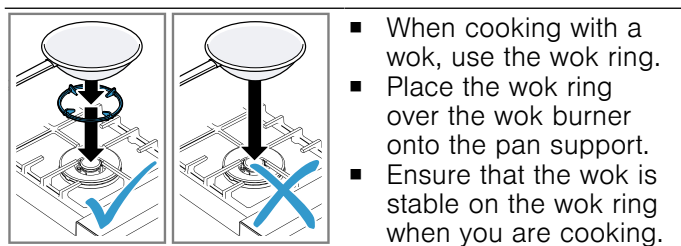
**⚠ WARNING – Risk of injury!**

An incorrectly positioned wok may cause injuries. The wok is not stable and may overturn.

- ▶ Use the wok only on the wok burner and the wok ring. Never set the wok ring and wok on the stand-ard output burner and high-output burner.

|  |   |   |
|--|---|---|
|  |  | <ul style="list-style-type: none"><li>▪ Ensure that the size of the cookware is suitable for the burner size.</li><li>▪ Never use small items of cookware on large burners.</li><li>▪ Ensure that the flame does not touch the sides of the cookware.</li></ul> |
|  |  | <ul style="list-style-type: none"><li>▪ Do not use deformed cookware.</li><li>▪ Deformed cookware is not stable on the hob and may tip over.</li><li>▪ Use cookware with a thick, flat base.</li></ul>  |
|  |  | <ul style="list-style-type: none"><li>▪ Do not cook without a lid.</li><li>▪ Ensure that the lid does not move.</li><li>▪ When cooking without a lid, a large amount of the energy escapes.</li></ul>   |

|  |  |   |
|--|--|---|
|    |   | <ul style="list-style-type: none"><li>▪ Position the cookware in the middle of the burner, otherwise it may tip over.</li><li>▪ Do not position large cookware on the burn-ers close to the con-trols.</li><li>▪ The controls may be damaged due to over-heating.</li></ul>   |
|   |  | <ul style="list-style-type: none"><li>▪ Place the cookware on the pan supports.</li><li>▪ Never place the cook-ware directly on the burner.</li><li>▪ Before using the appli-ance, ensure that the pan supports and the gas burner covers are positioned correctly.</li></ul>   |
|  |  | <ul style="list-style-type: none"><li>▪ Handle the cookware that is on the cooktop carefully.</li><li>▪ Do not bang on the hob.</li><li>▪ Do not place heavy weights on the cook-top.</li></ul>   |
|  |  | <ul style="list-style-type: none"><li>▪ Never use multiple burners to heat up cookware. The build-up of heat that results from this will damage the appliance.</li><li>▪ Do not heat grill stones or paella pans.</li><li>▪ Only use cookware up to the maximum per-missible diameter.<br/>→ "Suitable cookware",<br/>Page 10</li></ul> |

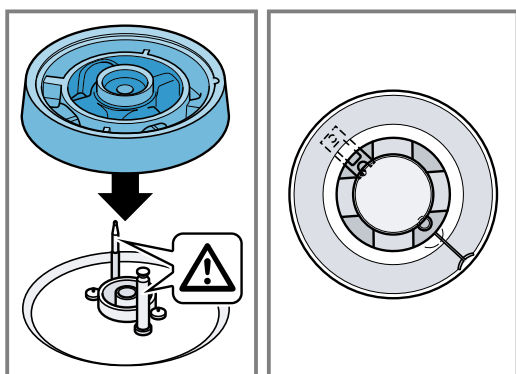


## 8 Basic operation

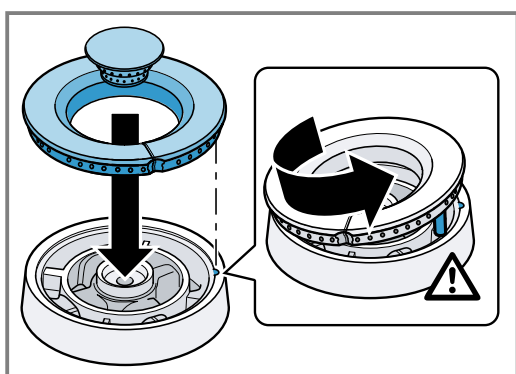
### 8.1 Positioning wok burner parts

You can find out how to correctly position the burner parts here.

1. Ensure that the burner parts are clean and dry.
2. Ensure that the individual parts of the burners are fitted in their exact position and are straight; otherwise, this may result in ignition problems or problems during operation.
3. Fit the burner head such that the thermocouple is positioned in the corresponding recess on the burner head.



4. The locking catch on the burner ring must click into place in the corresponding recess on the burner head.

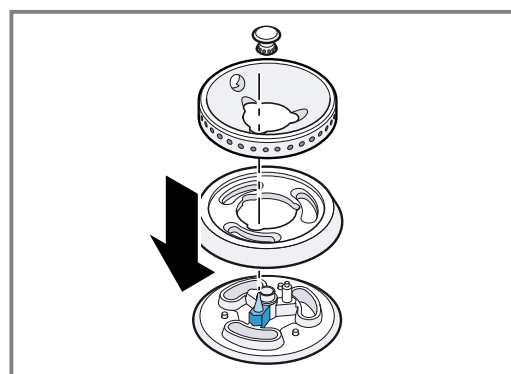


### 8.2 Fitting the burner parts for the standard-output burner

You can find out how to correctly position the burner parts here.

1. Ensure that the burner parts are clean and dry.
2. Ensure that the individual parts of the burners are fitted in their exact position and are straight; otherwise, this may result in ignition problems or problems during operation.

3. Fit the burner head and the burner ring in such a way that the latches on the lower section of the burner click into place in the corresponding slots.



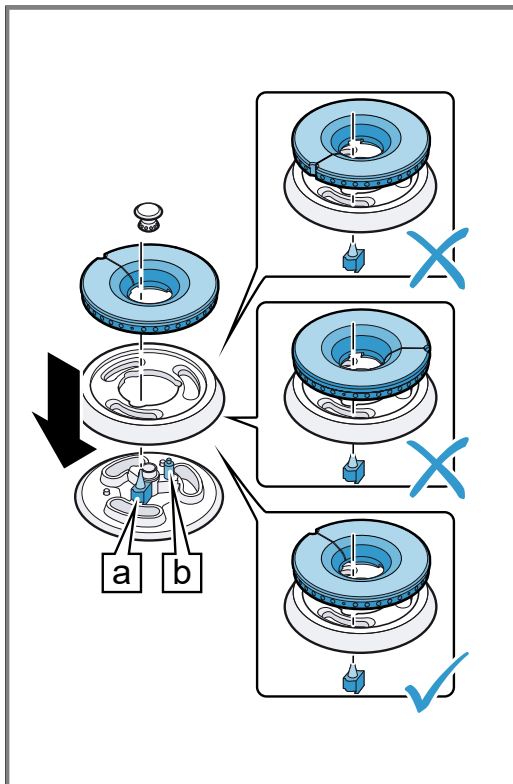
The alignment of the burner head and the burner ring is not important.

### 8.3 Fitting the burner parts for the high-output burner

You can find out how to correctly position the burner parts here.

1. Ensure that the burner parts are clean and dry.
2. Ensure that the individual parts of the burners are fitted in their exact position and are straight; otherwise, this may result in ignition problems or problems during operation.

3. Ensure that the thermocouple **a** and the ignition plug **b** are not located opposite the recess on the burner head.



## 8.4 Using suitable cookware

1. Only use cookware with a suitable diameter.  
→ "Suitable cookware", Page 10
2. Ensure that the cookware does not protrude over the edge of the cooktop.

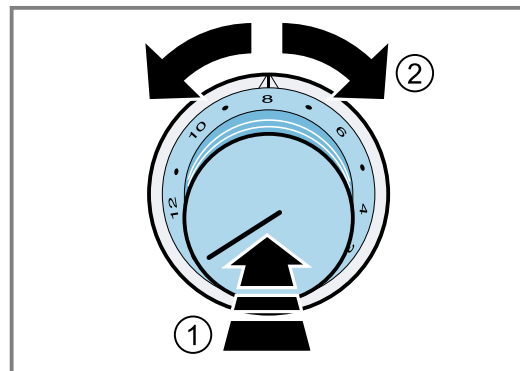
## 8.5 Switching on the appliance

Your gas hob has an automatic quick-ignition function.

**Requirement:** All burner parts of the standard-output burner → Page 11 and the high-output burner → Page 11, the wok burner parts → Page 11, the pan support and the wok ring → Page 10 are positioned correctly.

1. Place suitable cookware on the pan support.  
→ "Suitable cookware", Page 10

2. Push in the control knob for your chosen burner ① and turn it clockwise or anti-clockwise to the power level you require ②.



To optimise ignition between the burner circuits, when switching from power level 3 to power level 4 or a higher power level, the burner switches to maximum power for a short time.

- ✓ The burner ignites automatically.
- ✓ When one burner is ignited, an ignition spark will also be generated at all the other burners.
- ✓ When the gas hob is switched on, this produces a short sound caused by the gas supply opening. This noise is normal.

## 8.6 Switching on the appliance after the safety shut-off

**Requirement:** The safety shut-off has switched off the appliance after prolonged operation.

1. Turn the control knob to 0.
2. Switch the appliance back on again.

## 8.7 Switching on the simmer setting

With the simmer setting, the burner switches the gas flame on and off. The simmer setting allows you to melt chocolate or heat up delicate sauces, for example.

- Turn the control knob to ①.
- ✓ The appliance is switched on or off for a duration of 10 to 50 seconds each time.

## 8.8 Switching off the appliance

- Turn the control knob to 0.
- ✓ The appliance electronics shut off the gas supply.
- ✓ After switching off the appliance, the illuminated ring on the control knob slowly flashes until the appliance has cooled enough for it to be safe to touch.

# 9 Cooking tips

The values given in the recommended settings are only a guide; you may need more or less heat depending on the type and state of the food, as well as the size of the pan and how full it is.

Fat and oil heat up quickly due to the high power level. Fat can ignite and the food may burn.

Food that needs to be cooked for longer should be cooked on the rear cooking zones.

For parboiling, deep-fat frying and searing large quantities of food, it is a good idea to use the high-output burner.

## 9.1 Recommended settings

Your appliance is equipped with a step valve. You can set the required setting from 1 to 12.

| Power level              | Preparing meals  |
|--------------------------|--|
| 12                       | Heating: Water, clear soups<br>Blanching: Vegetables   |
| 10-12                    | Searing: Meat, wok dishes/pan-fried dishes<br>Frying at high temperatures: Meat, potatoes  |
| 7-10                     | Simmering with the lid open: Liquids, pasta  |
| 6-8                      | Baking: Flour-based food<br>Frying at medium temperatures: Chicken, fish   |
| 4-6                      | Frying at low temperatures: Sausages, onions, egg dishes<br>Heating: Vegetables, soups, stews<br>Deep-fat frying: Chips, baked items<br>Poaching with the lid open: Dumplings, boiled sausages |
| 3-4                      | Defrosting: Frozen food<br>Braising: Roulade, joints<br>Steaming: Vegetables   |
| 2-4                      | Simmering with the lid on: Soups, vegetables   |
| Simmer setting – up to 3 | Soaking: Rice, rice pudding, cereals   |
| Simmer setting           | Melting, keeping warm: Chocolate, butter   |

## 9.2 Tips for using a wok

You can find tips for cooking with the wok here. We recommend woks with a domed base. A high-quality wok can be purchased through the customer service, from specialist retailers or online.

→ "Accessories", Page 9

- When cooking with the wok, use only cooking oil that is suitable for heating to high temperatures, such as groundnut oil.
- Cook the ingredients at a high heat, while stirring constantly. Do not cook them for too long. The vegetables should be al dente.
- For stirring the food and for taking it out of the pan, it is best to use a shallow ladle with a long handle made from a heat-resistant material.

## 9.3 Burner recommendation

You can find recommendations here for using the different burners.

For cooking at low temperatures and with a long preparation time, e.g. melting, soaking, baking, select the standard- or high-output burner.

For cooking at high temperatures and with a short preparation time, e.g. warming, deep-fat frying, select the wok burner or the high-output burner.

# 10 Cleaning and servicing

To keep your appliance working efficiently for a long time, it is important to clean and maintain it carefully.

## 10.1 Cleaning products

You can obtain suitable cleaning products from after-sales service or the online shop.

### **WARNING – Risk of electric shock!**

An ingress of moisture can cause an electric shock.

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

### **WARNING – Risk of burns!**

The appliance becomes hot during operation.

- ▶ Allow the appliance to cool down before cleaning.

### **ATTENTION!**

Unsuitable cleaning products may damage the surfaces of the appliance.

- ▶ Do not use harsh or abrasive detergents.
- ▶ Do not use cleaning products with a high alcohol content.
- ▶ Do not use hard scouring pads or cleaning sponges.
- ▶ Only use glass cleaners, glass scrapers or stainless steel care products if recommended in the cleaning instructions for the relevant part.
- ▶ Wash sponge cloths thoroughly before use.

## 10.2 Cleaning the pan support manually

Clean the wok ring in the same way as the pan support.

### **WARNING – Risk of burns!**

The appliance becomes hot during operation.

- ▶ Allow the appliance to cool down before cleaning.

1. Carefully remove the pan support.
2. Soak the pan support in the sink.
3. Clean the pan support using a scrubbing brush and washing-up liquid.  
Clean the area around the rubber buffers carefully so that they do not become detached.
4. Rinse the pan support with clean water.
5. Dry the pan support with a kitchen towel.

## 10.3 Cleaning the pan support in the dishwasher

Clean the wok ring in the same way as the pan support.

### **WARNING – Risk of burns!**

The appliance becomes hot during operation.

- ▶ Allow the appliance to cool down before cleaning.

1. Carefully remove the pan support.
2. Clean in the dishwasher at a maximum temperature of 60 °C.

**Note:** When cleaning in the dishwasher, the pan supports may become discoloured. This discolouration does not affect their usability.

## 10.4 Cleaning the burners

To ensure good performance and safe use throughout their service life, keep the burners clean. Ensure that the openings and slots in the parts of the burner are free of dirt.

### **WARNING – Risk of burns!**

The appliance becomes hot during operation.

- ▶ Allow the appliance to cool down before cleaning.

**Note:** After a long period of use, the brass burner parts become darker due to natural oxidation. This discolouration does not affect their usability.

1. Carefully remove the pan support.
2. Carefully remove the burner parts.
3. Clean the burner parts using a scrubbing brush and washing-up liquid.
4. Rinse the burner parts with clean water.
5. Ensure that the burner parts are completely dry before fitting them; otherwise, there may be ignition problems or problems during operation.

## 10.5 Cleaning the stainless steel surfaces

1. Observe the information regarding the cleaning agents.  
→ "Cleaning products", Page 13
2. Clean using a sponge cloth and hot soapy water in the direction of the finish.
3. Dry with a soft cloth.

4. Apply a thin layer of the stainless steel cleaning product with a soft cloth.

**Tip:** You can obtain stainless steel cleaning products from after-sales service or the online shop.

## 10.6 Cleaning the control knob

### **Notes**

- Do not use a glass scraper.
  - You cannot remove the knob for cleaning.
  - Lemon and vinegar are not suitable for cleaning and may create dull patches.
1. Clean the control knob with warm soapy water and a soft cloth.
  2. Do not use too much water when cleaning.

## 10.7 Using cleaning gel for burnt-on dirt

For hard-to-remove, burnt-on dirt, you can order a cleaning gel from our online shop, from your specialist retailer or via our after-sales service.

1. Follow the instructions on the cleaning product.
2. Remove the pan supports and the burner parts.

### **3. ATTENTION!**

On the burner parts, the controls and the aluminium surfaces, the cleaning gel leads to damage.

- ▶ Only use the cleaning gel on the pan supports and stainless steel surfaces.

Apply the cleaning gel to the burnt-on dirt.

4. If necessary, let the dirt soak overnight.

## 10.8 Keeping the ventilation openings clean

1. Keep the ventilation openings clean.
2. Do not cover the ventilation openings.

# 11 Troubleshooting

You can rectify minor faults on your appliance yourself. Read the troubleshooting information before contacting after-sales service. This will avoid unnecessary costs.

### **WARNING – Risk of injury!**

Improper repairs are dangerous.

- ▶ Repairs to the appliance should only be carried out by trained specialist staff.
- ▶ If the appliance is defective, call Customer Service.  
→ "Customer Service", Page 17

### **WARNING – Risk of electric shock!**

Improper repairs are dangerous.

- ▶ Repairs to the appliance should only be carried out by trained specialist staff.
- ▶ Only use genuine spare parts when repairing the appliance.
- ▶ If the power cord or the appliance power cable of this appliance is damaged, it must be replaced with a special power cord or special appliance power cable, which is available from the manufacturer or its Customer Service.

## 11.1 Malfunctions

| Fault                                   | Cause and troubleshooting                 |
|---|---|
| There is a smell of gas in the kitchen. | The gas cylinder connection is leaking.   |
|   | 1. Ventilate the room.                    |
|   | 2. Check the gas cylinder connection.     |
|   | The gas pipe to the appliance is leaking. |
|   | 1. Ventilate the room.                    |
|   | 2. Call the gas supplier.                 |

| Fault   | Cause and troubleshooting   |
|---|---|
| The appliance is not working.   | The mains plug of the power cord is not plugged in.   |
|   | ▶ Connect the appliance to the power supply.  |
|   | The circuit breaker in the fuse box has tripped.  |
|   | ▶ Check the circuit breaker in the fuse box.  |
|   | There has been a power cut.   |
|   | ▶ Check whether the lighting in your room or other appliances are working.  |
|   | The safety shut-off is activated.   |
|   | <ol style="list-style-type: none"> <li>1. Turn the control knob to 0.</li> <li>2. Switch the appliance back on.</li> </ol>  |
| The burner does not ignite.   | <p>There has been a power cut.</p> <p>The appliance does not work in the event of a power cut.</p>  |
| The burner does not ignite. The illuminated ring is flashing orange and white alternately.  | Power failure in the household: Following a power failure, the appliance will remain switched off for safety reasons.   |
|   | 1. Turn all of the control knobs to 0.  |
|   | 2. Switch the appliance back on as required.  |
|   | The safety shut-off is activated.   |
|   | 1. Turn all of the control knobs to 0.  |
|   | 2. Switch the appliance back on as required.  |
|   | The burner parts are positioned incorrectly.  |
|   | 1. Position the burner parts precisely and evenly.  |
|   | 2. Ensure that the locking catches click into place in the recesses.  |
|   | Burner parts are wet.   |
|   | ▶ Carefully dry the burner parts.   |
|   | Food remnants or dirt are located between the ignition plug and the burner.   |
|   | ▶ Clean the space between the ignition plugs and burners.   |
|   | The safety valve for the gas line is closed.  |
|   | ▶ Open the safety valve for the gas line.   |
|   | The gas cylinder is empty.  |
|   | ▶ Replace the gas cylinder.   |
|   | Air in the gas line following initial connection or a cylinder change.  |
|   | 1. Turn the control knob to 0.  |
|   | 2. Light the burner again.  |
|   | 3. If necessary, repeat the ignition several times.   |
| The burner does not ignite when it is switched on. The illuminated ring behind the control knob is flashing yellow and magenta alternately. | Electronics fault.  |
|   | 1. Turn all of the control knobs to 0.  |
|   | 2. Disconnect the appliance from the mains power supply for one minute by switching off the circuit breaker or pulling out the plug.                                      |
|   | 1. Connect the appliance again.   |
|   | ✓ The illuminated rings around the control knobs light up green for a few seconds and then turn yellow.   |
|   | 2. Wait until the illuminated rings go out.   |
|   | 3. Set any of the control knobs to any power level.   |
|   | 4. Turn the control knob back to 0.   |
|   | 5. Switch on the burner.  |
|   | 6. If the illuminated ring starts flashing yellow and magenta again, call customer service → <i>Page 17</i> .   |
| Burner goes out straight after being ignited.   | Control knob not pressed down long enough.  |
|   | <ol style="list-style-type: none"> <li>1. Keep the control knob pressed down for a few seconds after ignition.</li> <li>2. Press the control knob down firmly.</li> </ol> |
|   | Openings on the burner are soiled.  |
|   | ▶ Clean and dry the openings on the burner.   |
| The burner flame is not uniform.  | The burner parts are positioned incorrectly.  |
|   | 1. Position the burner parts precisely and evenly.  |
|   | 2. Ensure that the locking catches click into place in the recesses.  |
|   | Openings on the burner are soiled.  |
|   | ▶ Clean and dry the openings on the burner.   |

| Fault  | Cause and troubleshooting   |
|--|---|
| The burner flame goes out while the appliance is in operation. The illuminated ring is flashing orange and white alternately.  | <p>Power failure in the household: Following a power failure, the appliance will remain switched off for safety reasons.</p> <ol style="list-style-type: none"> <li>1. Turn all of the control knobs to 0.</li> <li>2. Switch the appliance back on as required.</li> </ol> <hr/> <p>The safety shut-off is activated.</p> <ol style="list-style-type: none"> <li>1. Turn all of the control knobs to 0.</li> <li>2. Switch the appliance back on as required.</li> </ol> <hr/> <p>The gas cylinder is empty.</p> <ul style="list-style-type: none"> <li>► Replace the gas cylinder.</li> </ul> |
| The residual heat indicator flashes even though the appliance has cooled down.   | <p>For safety reasons, the residual heat indicator flashes for approximately 30 minutes, even if the burner was in operation for only a short time.</p> <ul style="list-style-type: none"> <li>► Do not touch the burner while the residual heat indicator is flashing.</li> </ul> <hr/> <p>Longer power cut in the household. After the power cut, the residual heat indicator continues to flash.</p> <ul style="list-style-type: none"> <li>► Do not touch the burner while the residual heat indicator is flashing.</li> </ul>  |
| Burner parts become darker.  | <p>Natural oxidation of brass</p> <ul style="list-style-type: none"> <li>► This is normal. This discolouration does not affect their usability.</li> </ul>  |
| The pan supports are discoloured.  | <p>When cleaning in the dishwasher, the pan supports may become discoloured.</p> <ul style="list-style-type: none"> <li>► This is normal. This discolouration does not affect their usability.</li> </ul>   |
| The appliance does not heat up. After the appliance is switched on, the illuminated rings on all control knobs light up white for 10 seconds, then the illuminated ring on the active control knob lights up orange. | <p>Demo mode is activated.</p> <ul style="list-style-type: none"> <li>► Deactivate the demo mode. → <i>Page 16</i></li> </ul>   |
| The appliance paneling becomes slightly raised at the corners when it is in operation.   | <p>The metal from which the hob is made expands as it heats up.</p> <ul style="list-style-type: none"> <li>► This is normal. It will contract again once it has cooled down.</li> </ul>   |
| There is a noise when the appliance is switched on. The illuminated rings around the control knobs light up green for a few seconds and then turn yellow.  | <p>Each time the mains power is switched on or following a power cut, the appliance starts up the gas valves.</p> <ul style="list-style-type: none"> <li>► Wait until the illuminated rings go out.</li> </ul>  |

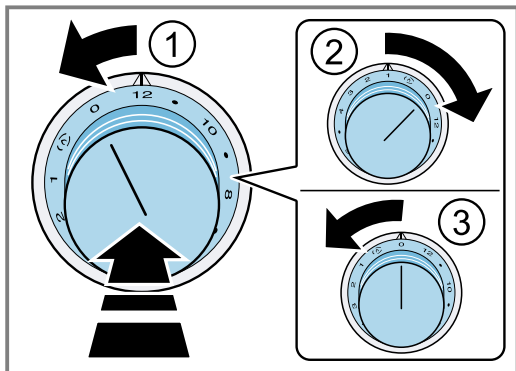
## 11.2 Deactivating demo mode

Demo mode is activated if all of the illuminated rings around the control knobs light up for 10 seconds after the appliance is switched on. The burner does not ignite. The illuminated ring around the active control knob lights up orange.

1. Turn all of the control knobs to 0.
2. Disconnect the appliance from mains power supply.
3. Wait for 30 seconds.
4. Reconnect the appliance.
- ✓ The illuminated rings around the control knobs light up green for a few seconds and then turn yellow.
5. Wait until the illuminated rings go out.

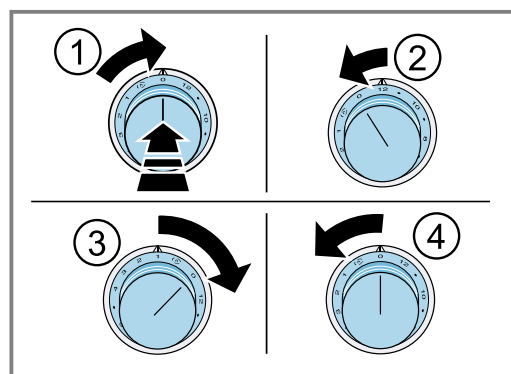


6. Deactivate demo mode within the next 3 minutes. While the control knob is pushed in, carry out the following steps without interruption:
- Turn one of the control knobs anti-clockwise to 12 ①.
  - Turn the same control knob clockwise to 1 ②.
  - Turn the same control knob anti-clockwise to 0 ③.



- ✓ The illuminated ring on the control knob lights up yellow.
7. Turn the same control knob clockwise to 1.
- ✓ The illuminated ring on the control knob lights up green.
8. Wait approximately 5 seconds.

- ✓ The illuminated ring on the control knob lights up yellow.
  - ✓ Demo mode is now deactivated.
9. Push the control knob in. While the control knob is pushed in, carry out the following steps without interruption:
- Turn two notches anti-clockwise to 0 ①.
  - Turn the control knob one notch anti-clockwise to 12 ②.
  - Turn the control knob three notches clockwise to 1 ③.
  - Turn two notches anti-clockwise to 0 ④.



- ✓ The appliance saves the changed settings.
- ✓ The illuminated ring on the control knob goes out.

## 12 Disposal

### 12.1 Disposing of old appliance

Valuable raw materials can be reused by recycling.

1. Unplug the appliance from the mains.
2. Cut through the power cord.
3. Close the main gas tap.
4. Dispose of the appliance in an environmentally friendly manner.  
Information about current disposal methods are available from your specialist dealer or local authority.



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.

## 13 Customer Service

Function-relevant genuine spare parts according to the corresponding Ecodesign Order can be obtained from Customer Service for a period of at least 10 years from the date on which your appliance was placed on the market within the European Economic Area.

**Note:** Under the terms of the manufacturer's warranty the use of Customer Service is free of charge.

Detailed information on the warranty period and terms of warranty in your country is available from our after-sales service, your retailer or on our website.

If you contact Customer Service, you will require the product number (E-Nr.) and the production number (FD) of your appliance.

The contact details for Customer Service can be found in the enclosed Customer Service directory or on our website.

### 13.1 Product number (E-Nr.) and production number (FD)

You can find the product number (E-Nr.) and the production number (FD) on the appliance's rating plate. The rating plate is located on the underside of the appliance.

Make a note of your appliance's details and the Customer Service telephone number to find them again quickly.



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9001798579 en (040830)