

JENNAIR® 24", 30", AND 36" (61.0 CM, 76.2 CM, AND 91.4 CM) TOUCH-ACTIVATED ELECTRONIC INDUCTION COOKTOP

TABLE DE CUISSON PAR INDUCTION AVEC COMMANDES ÉLECTRONIQUES TACTILES JENNAIR® DE 24", 30", AND 36" (61,0 CM, 76,2 CM, AND 91,4 CM)

Use and Care Guide

For questions about features, operation/performance, parts, accessories, or service in the U.S.A.,
call: **1-800-JENNAIR (1-800-536-6247)** or visit our website at **www.jennair.com**.

In Canada, call: **1-800-JENNAIR (1-800-536-6247)** or visit our website at **www.jennair.ca**.

Guide d'utilisation et d'entretien

Au Canada, pour assistance, installation ou service, composez le **1-800-JENNAIR (1-800-536-6247)**
ou visitez notre site web à **www.jennair.ca**.

**IMPORTANT: READ AND SAVE THESE INSTRUCTIONS.
FOR RESIDENTIAL USE ONLY.**

**IMPORTANT : LIRE ET CONSERVER CES INSTRUCTIONS.
POUR UTILISATION RÉSIDENNELLE UNIQUEMENT.**

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COOKTOP SAFETY

Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING."

These words mean:

⚠ DANGER

You can be killed or seriously injured if you don't immediately follow instructions.

⚠ WARNING

You can be killed or seriously injured if you don't follow instructions.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

IMPORTANT SAFETY INSTRUCTIONS

WARNING: To reduce the risk of fire, electrical shock, injury to persons, or damage when using the cooktop, follow basic precautions, including the following:

- **CAUTION:** Do not store items of interest to children in cabinets above a cooktop – Children climbing on the cooktop to reach items could be seriously injured.
- **Proper Installation** – Be sure your cooktop is properly installed and grounded by a qualified technician.
- **Never Use Your Cooktop for Warming or Heating the Room.**
- **Do Not Leave Children Alone** – Children should not be left alone or unattended in area where cooktop is in use. They should never be allowed to sit or stand on any part of the cooktop.
- **Wear Proper Apparel** – Loose-fitting or hanging garments should never be worn while using the cooktop.
- **User Servicing** – Do not repair or replace any part of the cooktop unless specifically recommended in the manual. All other servicing should be referred to a qualified technician.
- **Storage on Cooktop** – Flammable materials should not be stored near surface units.
- **Do Not Use Water on Grease Fires** – Smother fire or flame or use dry chemical or foam-type extinguisher.
- **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.
- **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. During and after use, do not touch, or let clothing or other flammable materials contact surface units or areas near units until they have had sufficient time to cool. Among those areas are the cooktop and surfaces facing the cooktop.
- **Use Proper Pan Size** – This cooktop is equipped with one or more surface units of different size. Select utensils having flat bottoms large enough to cover the surface unit heating element. The use of undersized utensils will expose a portion of the heating element to direct contact and may result in ignition of clothing. Proper relationship of utensil to burner will also improve efficiency.

- **Never Leave Surface Units Unattended at High Heat Settings** – Boilover causes smoking and greasy spillovers that may ignite.
- **Glazed Cooking Utensils** – Only certain types of glass, glass/ceramic, ceramic, earthenware, or other glazed utensils are suitable for cooktop service without breaking due to the sudden change in temperature.
- **Utensil Handles Should Be Turned Inward and Not Extend Over Adjacent Surface Units** – To reduce the risk of burns, ignition of flammable materials, and spillage due to unintentional contact with the utensil, the handle of a utensil should be positioned so that it is turned inward, and does not extend over adjacent surface units.
- **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 a qualified technician immediately.
- **Clean Cooktop With Caution** – If a wet sponge or cloth is used to wipe spills on a hot cooking area, be careful to avoid steam burn. Some cleaners can produce noxious fumes if applied to a hot surface.

For units with ventilating hood –

- **Clean Ventilating Hoods Frequently** – Grease should not be allowed to accumulate on hood or filter.
- **When flaming foods under the hood, turn the fan on.**

For units with coil elements –

- **Make Sure Reflector Pans or Drip Bowls Are in Place** – Absence of these pans or bowls during cooking may subject wiring or components underneath to damage.
- **Protective Liners** – Do not use aluminum foil to line surface unit drip bowls, except as suggested in the manual. Improper installation of these liners may result in a risk of electric shock, or fire.
- **Do Not Soak Removable Heating Elements** - Heating elements should never be immersed in water.

For units with induction cooktop –

- **Do not place metallic objects such as knives, forks, spoons and lids on the cooktop surface since they can get hot.**

SAVE THESE INSTRUCTIONS

This induction cooktop generates and uses ISM frequency energy that heats cookware by using an electromagnetic field. It has been tested and complies with Part 18 of the FCC Rules and Industry Canada ICES-001 for ISM equipment. This induction cooktop meets the FCC requirements to minimize interference with other devices in residential installation.

This induction cooktop may cause interference with television or radio reception. If interference occurs, the user should try to correct the interference by:

- Relocating the receiving antenna of the radio or television.
- Increasing the distance between the cooktop and the receiver.
- Connecting the receiver into a different outlet.

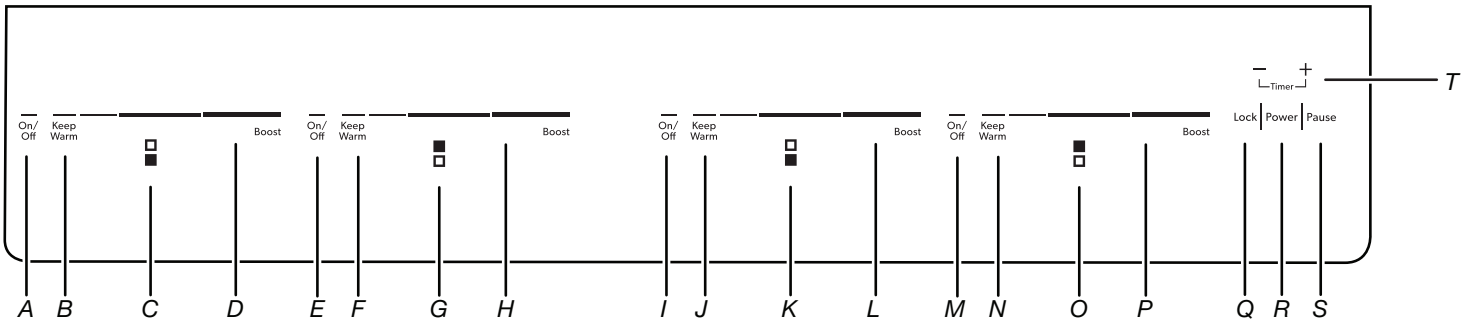
It is the user's responsibility to correct any interference.

NOTE: People with a pacemaker or similar medical device should use care when standing near this induction cooktop while it is on. The electromagnetic field may affect the pacemaker or similar device. Consult your doctor or the manufacturer of the pacemaker or similar medical device for additional information about its effects with electromagnetic fields of the induction cooktop.

This device complies with Part 18 of the FCC Rules.
This device complies with Industry Canada ICES-001.

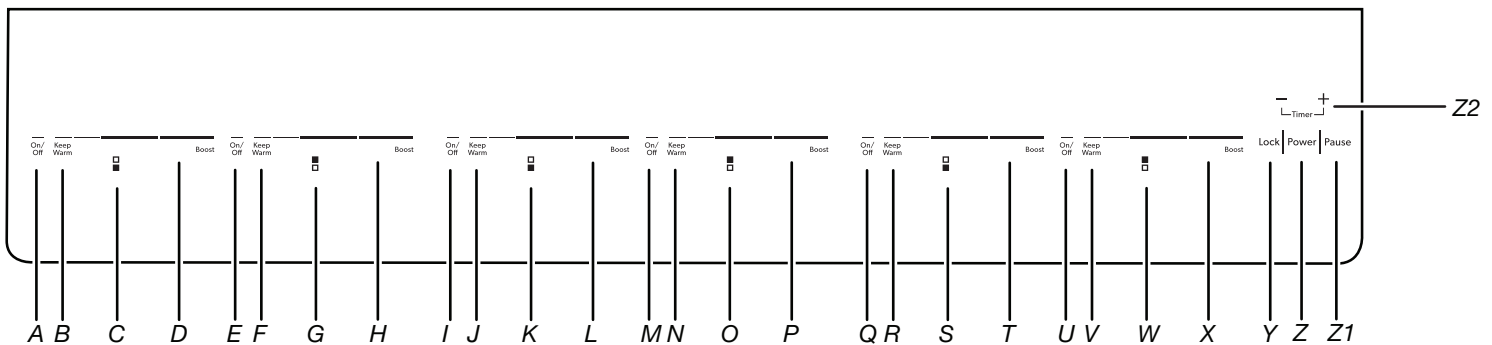
COOKTOP USE

Models JIC4724HB, JIC4730HB, JIC4724HS, JIC4730HS



- | | | |
|---|--|--|
| A. Left Front cooking area On/Off keypad | H. Left Rear power slider | O. Right Rear cooking area indicator |
| B. Left Front cooking area keep warm keypad | I. Right Front cooking area On/Off keypad | P. Right Rear power slider |
| C. Left Front cooking area indicator | J. Right Front cooking area keep warm keypad | Q. Control lock keypad |
| D. Left Front power slider | K. Right Front cooking area indicator | R. Cooktop power On/Off keypad |
| E. Left Rear cooking area On/Off keypad | L. Right Front power slider | S. Cooktop pause keypad |
| F. Left Rear cooking area keep warm keypad | M. Right Rear cooking area On/Off keypad | T. Timer on keypad (increase/decrease) |
| G. Left Rear cooking area indicator | N. Right Rear cooking area keep warm keypad | |

Models JIC4736HB, JIC4736HS



- | | | | | |
|---|---|--|---|---|
| A. Left Front cooking area On/Off keypad | G. Left Rear cooking area indicator | M. Centre Rear cooking area On/Off keypad | S. Right Front cooking area indicator | X. Right Rear power slider |
| B. Left Front cooking area keep warm keypad | H. Left Rear power slider | N. Centre Rear cooking area keep warm keypad | T. Right Front power slider | Y. Control lock keypad |
| C. Left Front cooking area indicator | I. Centre Front cooking area On/Off keypad | O. Centre Rear cooking area indicator | U. Right Rear cooking area On/Off keypad | Z. Cooktop power On/Off keypad |
| D. Left Front power slider | J. Centre Front cooking area keep warm keypad | P. Centre Rear power slider | V. Right Rear cooking area keep warm keypad | Z1. Cooktop pause keypad |
| E. Left Rear cooking area On/Off keypad | K. Centre Front cooking area indicator | Q. Right Front cooking area On/Off keypad | W. Right Rear cooking area indicator | Z2. Timer on keypad (increase/decrease) |
| F. Left Rear cooking area keep warm keypad | L. Centre Front power slider | R. Right Front cooking area keep warm keypad | | |

Induction Cooking

Induction cooking is quite different from traditional forms of cooking. The heat is generated directly in the pan, keeping the cooking surface cooler than a traditional element.

Induction cooking does not lose as much heat as traditional forms because all the heat is created in the pan itself.

The cooktop heats up or cools down quickly after the controls are set. It also stops heating when the pan is removed without turning off the power.

Food spilled on the cooktop surface will not burn because the glass is not heated. Induction cooking allows for immediate cleaning after use because the heat is created in the pan.

Pan size, material (see the "Cookware" section), and positioning are very important to achieve maximum wattage.

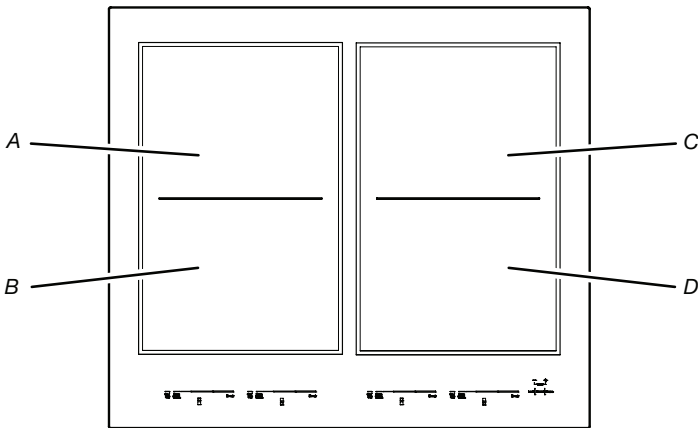
The diameter of the pan's base should be equal to the size of the element.

If the pan is too small, the burner does not sense the pan and will not activate.

Cooktop Controls



The touch-activated electronic controls offer a variety of heat settings for optimal cooking results.



Cooktop Area

- A. Left Rear cooking area C. Right Rear cooking area
B. Left Front cooking area D. Right Front cooking area

To Use

To Turn On the Cooktop:

1. Touch the Power keypad.

The indicator light above the Power keypad will light up to indicate that both cooking areas are ready to be activated.

Inactivity to the control for 10 seconds after the main power has been turned on will automatically turn off power to the cooktop.

To Turn On a Surface Cooking Area (Front or Rear):

1. Touch the On/Off keypad for the desired cooking area. This will turn that cooking area on and the "On" indicator will light up. The current power level will be indicated above the slider.
2. Select a power level from "1" to "b" by touching or sliding on the power slider. The power setting will appear in the cooking area display as you move your finger up or down the slider.
 - The power sliders consist of nine positions plus Keep Warm (U) and Performance Boost (b) positions.
 - If the cooking area power level is at "0" for 10 seconds, the cooking area will automatically turn off.

Display Icon	Function	Description
0	Zero	The cooking area is activated.
1-9	Power level	The cooking area is on at this power level.
Flashing U	No pan detected	No pan, or the pan is not compatible. NOTE: A "U" and a "∩" indicates the bridging of the two elements. Alternating Upside down U and 9 if cookware is detected only rear cooking area (Bridge zone).
HOT	Hot Surface indicator	The cooktop surface is hot.
b	Performance Boost	The Performance Boost function is on.
U	Keep Warm	The Keep Warm function is on.
	Pause	The cooktop zone is paused.
A	Auto Cooking	The Automatic Cooking function is on.
E	Error message	There is an electronic failure.
L	Cooktop Lockout	The cooktop will be locked out, and the cooking areas cannot be turned on by the cooktop touch controls.

Use the following chart as a guide when setting heat levels.

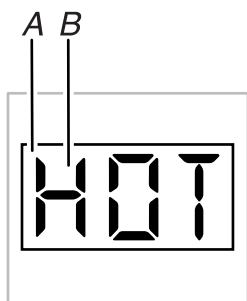
Setting	Recommended Use
b (Boost)	■ Bring liquid to a boil, frying, and roasting.
9	■ Start food cooking, boiling liquid, frying, and roasting.
7-8	■ Quickly brown or sear food.
6-7	■ Hold a rapid boil.
5-6	■ Fry or sauté foods. ■ Cook soups, sauces, and gravies.
4-5	■ Maintain a slow boil. ■ Stew or steam food.
3-5	■ Range of simmer levels for simmering with or without a lid.
2-3	■ Simmer sauces.
1-2	■ Melt chocolate or butter.

To Turn Off:

1. Touch the On/Off keypad to turn off the desired cooking area.

Hot Surface Indicator

“HOT” will appear in the heat setting display as long as any cooking area is too hot to touch. It will continue to display even after the cooking area is turned off.



A. Cooking area display
B. Hot surface indicator

Pan Detection

If the correct type and size of pan is not placed on the chosen cooking area, “U” and the power level chosen will flash in the control display of the cooking area until a pan is detected or the cooking area is turned off.

If a timer is running when a pan is removed, the countdown will continue.

Control Lock

The Control Lock avoids unintended use of the cooking areas.

Control Lock can be activated when power to the cooktop is off. The cooktop will be locked out, and the cooking areas cannot be turned on by the cooktop touch controls.

To Lock Cooktop:

1. Touch the Power keypad. The indicator light above the Power keypad will light up.
2. Touch and hold the Lock and Pause keypads at the same time for 4 seconds. A tone will sound and an “L” will light up in the control and timer display areas, indicating that the cooktop controls are in the lockout position.

The Control Lock function cannot be activated when a cooking area or zone is in use.

To Unlock Cooktop:

1. Touch the Power keypad. The indicator light above the Power keypad will light up and an “L” will light up in the control and timer display areas.
2. While the indicator light and the “L” displays are showing, touch and hold the Lock and Pause keypads at the same time for 4 seconds. A tone will sound and the control and timer display areas will stop showing “L.” The cooktop controls are no longer in the lockout position.

Performance Boost

This function allows you to increase the heat setting level above the maximum heat setting 9 for 10 minutes.

NOTE: Performance Boost is not available when the Bridge function is activated.

The Performance Boost function is available on only one cooking area at a time within a zone. If you attempt to use another cooking area in the same zone, “b” will flash in the first area selected, and then the area will reset to power level 5. The second area selected will remain active with the Performance Boost “b” power for 10 minutes maximum.

To Use:

1. Touch the Power keypad. The indicator light above the Power keypad will light up.
2. Touch the On/Off keypad for the desired cooking area.
3. Touch the Boost keypad or slide the power slider to the right until “b” appears in the display.
4. When finished, slide the power slider to the desired power level to continue cooking or, if done, touch the On/Off keypad to turn the selected cooking area off.

NOTE: The Performance Boost function may automatically deactivate to keep the internal electronic components of the cooktop from becoming too hot.

Keep Warm

⚠ WARNING

Food Poisoning Hazard

Do not let food sit for more than one hour before or after cooking.

Doing so can result in food poisoning or sickness.

The Keep Warm function can be used with all cooking areas. Keep Warm can be used on more than one cooking area at a time. Keep Warm is not recommended for heating cold foods.

To Use:

1. Touch the Power keypad. The indicator light above the Power keypad will light up.
2. Touch the On/Off keypad for the desired cooking area.
3. Touch and slide the power slider one position to the right of “0.” The “U” symbol will appear in the display. This indicates that the Keep Warm function for that cooking area is on.

NOTE: The Keep Warm Function has a maximum duration of 2 hours.

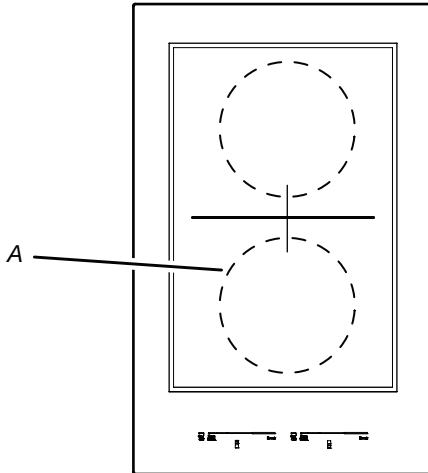
To Turn Off:

Keep Warm can be turned off in two different ways:

1. Use the power slider to set to a heat level.
OR
2. Touch the cooking area On/Off keypad.

Flexible Size Cooking Area

Flexible Cooking Areas - All Cooking Zones



A. Maximum flex cooking area: 8" (20.3 cm) diameter

The Flexible Size Cooking Area offers the flexibility to cook using different sizes of cookware. Cookware sizes can range up to a maximum diameter of 8" (20.3 cm).

Automatic Cooking

All cooking areas have the Automatic Cooking function.

To Start Automatic Cooking:

1. Touch the Power keypad. The indicator light above the Power keypad will light up.
2. Touch or slide the power slider to the desired power level and hold for approximately 3 seconds. The area display will show the selected power level blinking with an "A."

The cooking area will heat at maximum power for a set amount of time that is controlled by the electronic control for the cooking time. After the controlled time is met, the cooking area power will decrease to the desired power level and continue cooking.

To Stop Automatic Cooking:

1. Touch or slide the power slider to a desired power level between "0" and "9." The area display will show the power level selected.

At power levels "1" through "9," the cooking area will continue to operate at the chosen power level. At power level "0," the cooking area will turn off.

Bridge

The Bridge function allows you to use two cooking areas as one extra-large cooking area. The Bridge function can be activated when cooking areas are on or when they are off.

To Turn On the Bridge:

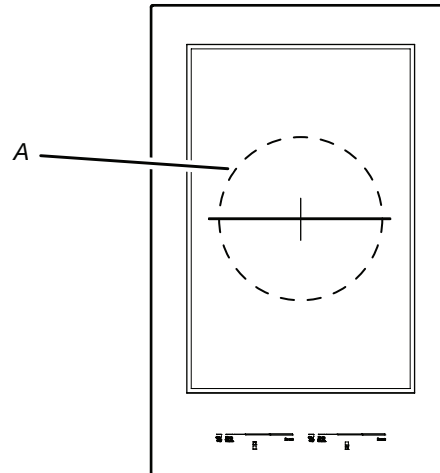
1. Touch the Power keypad. The indicator light above the Power keypad will light up.
2. Turn on either cooking area using the On/Off switch.
3. Touch anywhere on the sliders for both cooking areas at the same time. "U" and "∩" symbols will appear.
4. To increase or decrease the power for the Bridge cooking area, slide the slider of the cooking area showing the power level to the desired power level. Both cooking areas are changed together, but they only use one power slider.

To Turn Off the Bridge:

1. Touch anywhere on the sliders for both cooking areas in the Bridge at the same time. The power level "0" will appear for both cooking areas.
2. Touch or slide the power slider to Off to turn off the desired cooking area.
3. Touch the Power keypad to turn off the cooktop when finished.

The power to the cooktop will automatically turn off 10 seconds after both of the cooking areas are turned off.

When using the Bridge function, cookware can have a maximum diameter of 10" (25.4 cm).



A. Maximum single cookware area: 10" (25.4 cm) diameter

NOTE: The Performance Boost function cannot be used on the cooking areas using the Bridge function.

Pause

The Pause function stops all of the cooking areas in a zone temporarily and allows restarting each cooking area at the same setting.

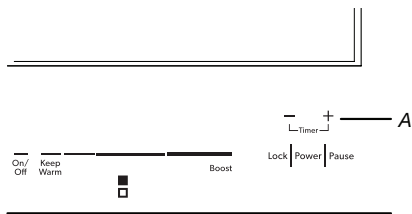
To Use:

1. Touch the Pause keypad. The display light for Pause will turn on and a Pause symbol "I I" will show in the cooktop zone being paused. Both cooking areas in the zone will be paused.

To Turn Off:

1. Cancel the Pause function by touching the Power keypad twice, and then touch the Pause keypad while the display light is flashing. The Pause display light will turn off, the previous cooking area setting(s) will be displayed, and both of the cooking areas in the zone will continue working at their previous power levels.

Timer



A. Timer function symbol

Use the timer to set times up to 1 hour and 59 minutes. The timer is independent of all other control settings. Three timers can be set for each cooktop zone. Repeat the steps below to set additional timers. A timer symbol will appear in the cooktop control display for the cooking areas. The timer(s) will count down and the symbol for the timer with the least amount of time remaining will flash until it reaches "0:00."

To Use:

1. Touch the Timer "+" and "-" keypads at the same time. "0:00" will appear in the timer window.
2. To set the timer for a specific cooking area, make sure the desired cooking area is on. Touch the Timer "+" and "-" keypads at the same time. The timer symbol will light up in the next activated cooking area. Touch the Timer "+" and "-" keypads at the same time again until the timer symbol is lit in the display for the desired cooking area.
3. Touch the Timer "+" keypad to set the desired time up to 1 hour and 59 minutes in the timer window. To decrease the time, touch the "-" keypad.

To Stop a Timer:

1. Make sure the indicator light above the Power keypad is on. If it is not, touch the Power keypad.
2. Touch the Timer "+" and "-" keypads at the same time until the desired timer symbol lights up. The timer will be momentarily paused.
3. While the timer is paused, touch the "-" keypad until "0:00" appears in the timer window. Two tones will sound until you press the Timer "+" and "-" keypads at the same time again.

To Stop Both the Cooking Area and Linked Timer:

1. Make sure the timer symbol for the desired cooking area is lit up. If it is not, touch the Timer "+" and "-" keypads at the same time until it is.
2. Touch the On/Off keypad for the desired cooking area to stop the timer and turn off the cooking area, or touch the Power keypad to stop all timers and turn off the entire cooking zone.

Tones

Tones are audible signals, indicating the following:

One tone

- Valid keypad touch
- Slider is moved to "0" power level.
- Slider is moved to "Boost" power level.

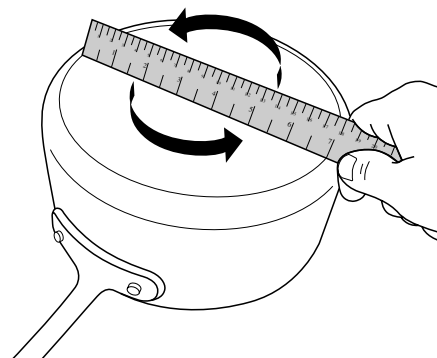
Two tones

- End of timer cycle

Ceramic Glass

Cleaning off the induction cooktop before and after each use will help keep it free from stains and provide the most-even heating. For more information, see the "General Cleaning" section.

- Avoid storing jars or cans above the cooktop. Dropping a heavy or hard object onto the cooktop could crack the cooktop.
- To avoid damage to the cooktop, do not leave a hot lid on the cooktop. As the cooktop cools, air can become trapped between the lid and the cooktop and the ceramic glass could break when the lid is removed.
- For foods containing sugar in any form, clean up all spills and soils as soon as possible. Allow the cooktop to cool down slightly. Then, while wearing oven mitts, remove the spills while the surface is still warm. If sugary spills are allowed to cool down, they can adhere to the cooktop and can cause pitting and permanent marks.
- To avoid scratches, do not slide cookware or bakeware across the cooktop.
- To avoid damage to the cooktop, do not allow objects that could melt, such as plastic or aluminum foil, to touch any part of the entire cooktop.
- To avoid damage to the cooktop, do not use the cooktop as a cutting board.
- Use flat-bottomed cookware for best heat conduction and energy efficiency. Cookware with rounded, warped, ribbed, or dented bottoms could cause uneven heating and poor cooking results.
- Determine flatness by placing the straight edge of a ruler across the bottom of the cookware. While you rotate the ruler, no space or light should be visible between it and the cookware.



- To determine which pan to use on which induction element, measure the bottom of the flat area of your pan. Do not include the sides if they curve up. Use this measurement to help determine which induction element would best fit your pan. Manufacturer measurements listed on pans are usually for the top opening dimension. The flat bottom may be smaller.
- Make sure the bottoms of pots and pans are clean and dry before using them. Residue and water can leave deposits when heated.

Cookware

Only ferromagnetic pans can be used for induction cooking.

Ferromagnetic materials include:

- Enameled steel
- Cast iron
- Stainless steel designed for induction cooking

Non-ferromagnetic materials include:

These types of pans will not work with induction cooking:

- Stainless steel
- Glass
- Ceramic
- Copper or aluminum pans

To find out whether your pans can be used with an induction cooktop, flip the pan over, hold a magnet to the bottom of the pan, and see whether it sticks. If the magnet sticks to the bottom of the pan, the pan is ferromagnetic and can be used for induction cooking.

The number on the surface cooking area heat setting display will flash if no pan is placed on the surface cooking area, the pan is not made of the correct material, or it is not the correct size. It will stop flashing once a suitable pan is placed on the surface cooking area or when the surface cooking area is turned off.

Ideal cookware should have a flat bottom, straight sides, and a well-fitting lid, and the material should be of medium-to-heavy thickness.

Choose the correct pan size for each surface cooking area.

The diameter of the pan's base should correspond to the size of the flexible cooking area or the bridge cooking area. See the "Flexible Size Cooking Area" section or the "Bridge" section for more information.

NOTE: Cookware manufacturers often give the diameter across the top of the pan. This is usually larger than the diameter of the base.

Pans with rough finishes may scratch the cooktop.

COOKTOP CARE

General Cleaning

IMPORTANT: Before cleaning, make sure all controls are off and the cooktop is cool. Always follow label instructions on cleaning products.

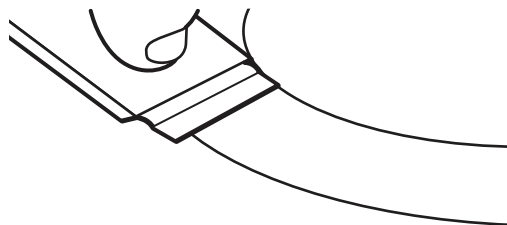
Soap, water, and a soft cloth or sponge are suggested first unless otherwise noted.

CERAMIC GLASS

Cleaning Method:

To avoid damaging the cooktop, do not use steel wool, abrasive powder cleansers, chlorine bleach, rust remover, or ammonia.

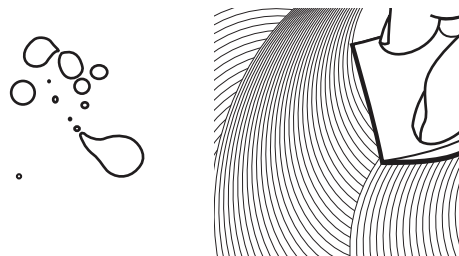
1. Remove food/residue with the Cooktop Scraper.



- For best results, use the Cooktop Scraper while the cooktop is still warm but not hot to the touch. It is recommended to wear an oven mitt while scraping the warm cooktop.
- Hold the Cooktop Scraper at approximately a 45° angle against the glass surface and scrape the residue. It will be necessary to apply pressure in order to remove the residue.

Allow the cooktop to cool down completely before proceeding to Step 2.

2. Apply a few dime-sized drops of Cooktop Cleaner to the affected areas.



- Rub Cooktop Cleaner onto the cooktop surface with the blue Cooktop Cleaning Pad. Some pressure is needed to remove stubborn stains.
 - Allow the cleaner to dry to a white haze before proceeding to Step 3.
3. Polish with a clean, dry cloth or a clean, dry paper towel.



- Repeat steps 1 through 3 as necessary for stubborn or burned-on stains.

The Complete Cooktop Cleaner Kit is available for order and includes the following:

- Cooktop Scraper
- Cooktop Cleaner
- Blue Cooktop Cleaning Pads

See the "Accessories" section for part numbers and information on ordering.

TROUBLESHOOTING

First, try the solutions suggested here. If you need further assistance or more recommendations that may help you avoid a service call, refer to the warranty page or visit producthelp.jennair.com. In Canada, visit www.jennair.ca.

Contact us by mail with any questions or concerns at the address below:

In the U.S.A.:

JennAir Brand Home Appliances
Customer eXperience Center
553 Benson Road
Benton Harbor, MI 49022-2692

In Canada

JennAir Brand Home Appliances
Customer eXperience Centre
200 – 6750 Century Ave.
Mississauga, Ontario L5N 0B7

Please include a daytime phone number in your correspondence.

Problem	Possible Causes and/or Solutions
Nothing will operate	Is the cooktop wired properly? See the Installation Instructions for more information. Has a household fuse blown or has a circuit breaker tripped? Replace the fuse or reset the circuit breaker. If the problem continues, call for service. See the “Warranty” section for contact information.
Cooktop will not operate	Is the cooktop control set correctly? Touch the display area on the control panel to select a cooking surface before selecting a function. Is the “Control Lock” Cooktop Lockout set? See the “Control Lock” section. Has the cooktop turned off by itself? The Power keypad was unintentionally touched or both cooking areas were off for 10 seconds. Touch the Power keypad again. Reset the cooktop.
Excessive heat around cookware on cooktop	Is the cookware the proper size? See the “Flexible Size Cooking Area” section.
Cooktop cooking results not what expected	Is the proper cookware being used? See the “Cookware” section. Is the cooktop control set to the proper heat level? See the “Cooktop Controls” section. Is the cooktop level? Level the cooktop. See the Installation Instructions.
Display shows messages	Is the display flashing when you place a saucepan on an induction surface cooking area? Check that the saucepan is electromagnetic. Check that the diameter of the saucepan is large enough. Center the saucepan on the surface cooking area. Allow the saucepan to cool down in the event that it has become hot when used. Switch the surface cooking area Off, then On again. If the display still does not light up, turn power off at the circuit breaker. Wait 20 seconds and turn power back on. If the display still does not work, call for service. See the “Warranty” section for contact information. Is the Performance Boost function display flashing and switching off? The Performance Boost function will operate only one cooking area in a cooktop zone. If both areas in a cooktop zone are set for Performance Boost, the area set last will continue at the Performance Boost power level and the other cooking area will reset to power level 5. It is possible that the function will switch the surface cooking area to a lower setting to keep the cooktop from overheating. You can continue to use the cooktop if the display is not flashing. Is “E” in the display? The electronics system may be defective. Turn off power at the circuit breaker, wait 20 seconds, and then turn the circuit breaker back on. If the display continues to show “E,” turn off the cooktop and call for service. See the “Warranty” section for contact information.
Operational cooktop sounds	Is there a low humming? This occurs when cooking at high power. The cause of this is the amount of energy that is transmitted from the appliance to the cookware. This sound will quiet or go away when the power is turned down. Is there a crackling? This sound occurs when cookware is used that consists of different materials. The noise is caused by vibrations in the joint faces between the different layers. It may change depending on the amount and type of food being cooked. Is there a fan noise? The electronics require a controlled temperature in order to function reliably. The cooktop is fitted with a fan that runs at various speeds according to the temperature detected. The fan may also continue to run even after the cooktop has been switched off if the temperature it detects is too high.

ASSISTANCE OR SERVICE

If you need service:

Please refer to the warranty.

If you need replacement parts:

If you need to order replacement parts, we recommend that you use only factory specified parts. These factory specified parts will fit right and work right because they are made with the same precision used to build every new JennAir® appliance.

To locate factory specified parts in your area, call us or your nearest JennAir designated service center.

In the U.S.A.

Call the JennAir Customer eXperience Center toll-free: **1-800-JENNAIR (1-800-536-6247)** or visit our website at www.jennair.com.

Our consultants provide assistance with:

- Scheduling of service. JennAir® appliances designated service technicians are trained to fulfill the product warranty and provide after-warranty service anywhere in the United States.
- Features and specifications on our full line of appliances.
- Referrals to local JennAir® appliance dealers.
- Installation information.
- Use and maintenance procedures.
- Accessory and repair parts sales.
- Specialized customer assistance (Spanish speaking, hearing impaired, limited vision, etc.).

For further assistance:

If you need further assistance, you can write to JennAir with any questions or concerns at:

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Accessories

Complete Cooktop Cleaner Kit

(includes cleaner, protectant, protectant applicator, scraper, and cleaner pads)
Order Part Number 31605

Cooktop Protectant

Order Part Number 31463A

Affresh® Cooktop Cleaner

Order Part Number W10355051

Cooktop Cleaning Pads

Order Part Number W10391473

Affresh® Kitchen and Appliance Cleaner

Order Part Number W10355010

Cooktop Scraper

Order Part Number WA906B

Griddle

Order Part Number W11035422

Flat Bottom Wok

Order Part Number W11035423

