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## ELECTRIC COOKTOP

### Use & Care Guide

In the U.S.A., for questions about features, operation, performance, parts, accessories or service, call: 1-800-253-1301.

In Canada, for product-related questions call: 1-800-461-5681, for parts, accessories, installation and service call: 1-800-807-6777

or visit our website at...  
[www.whirlpool.com](http://www.whirlpool.com) or [www.whirlpool.com/canada](http://www.whirlpool.com/canada)

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## TABLE DE CUISSON ÉLECTRIQUE

### Guide d'utilisation et d'entretien

Au Canada, pour des questions concernant le produit, composez le 1-800-461-5681, pour pièces, accessoires, installation ou service le 1-800-807-6777

ou visitez notre site web à  
[www.whirlpool.com/canada](http://www.whirlpool.com/canada)

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MODELS/MODÈLES

RCC3024

GJC3034

GJC3634

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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.

**SAVE THESE INSTRUCTIONS**

## IMPORTANT SAFETY INSTRUCTIONS

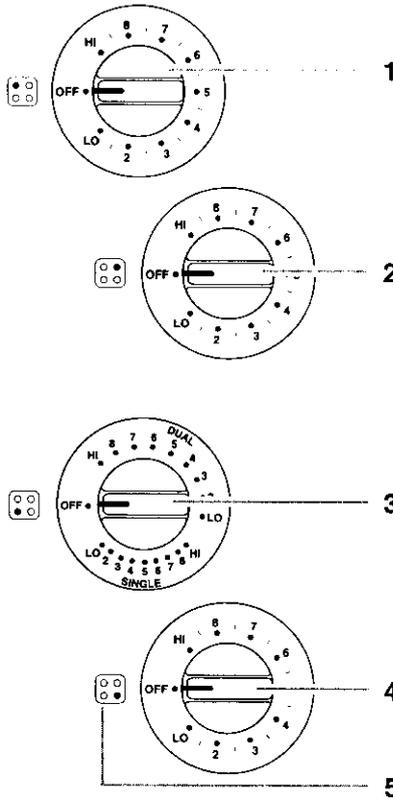
- Utensil Handles Should Be Turned Inward and Not Extend Over Adjacent Surface Units – To reduce the risk of burns, ignition of flammable materials, and spillage due to unintentional contact with the utensil, the handle of a utensil should be positioned so that it is turned inward, and does not extend 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.

**SAVE THESE INSTRUCTIONS**

# PARTS AND FEATURES

This manual covers different models. The cooktop you have purchased may have some or all of the items listed. The locations and appearances of the features shown here may not match your model.

## Control Panel

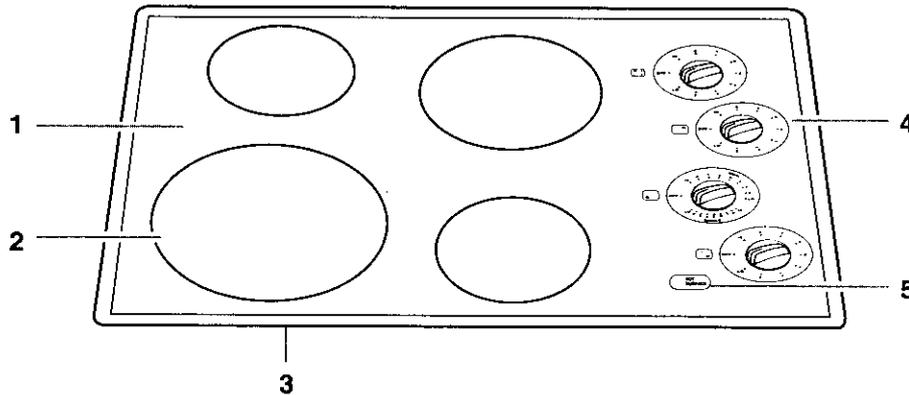


- 1. Left Rear Control Knob
- 2. Right Rear Control Knob

- 3. Left Front Control Knob  
(Dual Watt Element on some models)

- 4. Right Front Control Knob
- 5. Surface Cooking Area Locator

## Cooktop



- 1. Ceramic Glass Cooktop
- 2. Surface Cooking Area  
(Dual Watt Element on some models)

- 3. Model and Serial Number Plate  
(located on outside bottom of cooktop)

- 4. Control Panel
- 5. Hot Surface Indicator Light

# COOKTOP USE

## Cooktop Controls

### **⚠ WARNING**



#### **Fire Hazard**

**Turn off all controls when done cooking.  
Failure to do so can result in death or fire.**

The control knobs can be set anywhere between HI and LO. Push in and turn to setting. The surface cooking area locator shows which element is turned on. Use the following chart as a guide when setting heat levels.

SETTING	RECOMMENDED USE
<b>HI</b>	<ul style="list-style-type: none"> <li>■ Start food cooking.</li> <li>■ Bring liquid to a boil.</li> </ul>
<b>6-8 [MED- HI]</b>	<ul style="list-style-type: none"> <li>■ Hold a rapid boil.</li> <li>■ Quickly brown or sear food.</li> </ul>
<b>5 [MED]</b>	<ul style="list-style-type: none"> <li>■ Maintain a slow boil.</li> <li>■ Fry or sauté foods.</li> <li>■ Cook soups, sauces and gravies.</li> </ul>
<b>2-4 [MED- LO]</b>	<ul style="list-style-type: none"> <li>■ Stew or steam food.</li> <li>■ Simmer.</li> </ul>
<b>LO</b>	<ul style="list-style-type: none"> <li>■ Keep food warm.</li> <li>■ Melt chocolate or butter.</li> </ul>
<b>ACCU SIMMER® setting</b> (on some models)	<ul style="list-style-type: none"> <li>■ Precise simmer control.</li> </ul>
<b>Dual Watt Element</b> (on some ceramic glass models)	<ul style="list-style-type: none"> <li>■ Home canning.</li> <li>■ Large diameter cookware.</li> <li>■ Large quantities of food.</li> </ul>
<b>Keep Warm Element</b> (on some ceramic glass models)	<ul style="list-style-type: none"> <li>■ Keep cooked foods warm.</li> </ul>

**REMEMBER:** When cooktop is in use, the entire cooktop area may become hot.

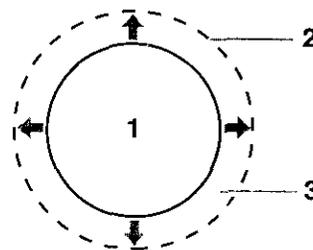
## Ceramic Glass

The surface cooking area will glow red when an element is on. It will cycle on and off, at all settings, to maintain the selected heat level.

It is normal for the surface of white ceramic glass to appear to change color when surface cooking areas are hot. As the glass cools, it will return to its original color.

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

- Do not store jars or cans above the cooktop. Dropping a heavy or hard object on the cooktop could crack it.
- 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.
- Clean up sugary spills and soils as soon as hot surface indicator light goes off. If not wiped up while warm, surface pitting can occur.
- Lift pots and pans on and off the cooktop. Sliding pots, pans and skillets that have aluminum or copper bases could leave permanent scratches and marks on the cooktop.
- Do not cook popcorn in prepackaged aluminum containers on the cooktop. It could leave aluminum marks that cannot be removed completely.
- Do not allow objects that could melt, like plastic or aluminum foil, to touch any part of the entire cooktop.
- Do not use the cooktop as a cutting board.
- Use cookware about the same size as the surface cooking area. Cookware should not extend more than 1 in. (2.5 cm) outside the area.



1. Surface Cooking Area  
2. Cookware/Canner  
3. 1" (2.5 cm) Maximum Overhang

- 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 rotating the ruler, no space or light should be visible between it and the cookware.
- Cookware designed with slightly indented bottoms or small expansion channels can be used.
- Make sure the bottoms of pots and pans are clean and dry before using them. Residue and water can leave deposits when heated.
- Do not cook foods directly on the cooktop.

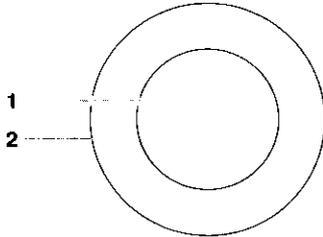
## Hot Surface Indicator Light (under ceramic glass)

The hot surface indicator light will glow as long as any surface cooking area is too hot to touch, even after the surface cooking area(s) is turned off.



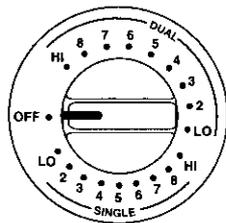
## Dual Watt Element

(on some models)



1. Single size
2. Dual size

The Dual Watt Element is located on the left front surface cooking area. Use single size for average-size cookware and average quantities of food. Use dual size for home canning, large diameter cookware and large quantities of food.



### To Use SINGLE Size:

1. Push in and turn knob counterclockwise from the OFF position to the SINGLE zone anywhere between HI and LO.
2. Push in and turn knob to OFF when finished.

### To Use DUAL Size:

1. Push in and turn knob clockwise from the OFF position to the DUAL zone anywhere between HI and LO.
2. Push in and turn knob to OFF when finished.

## Home Canning

When canning for long periods, alternate the use of surface cooking areas, elements or surface burners between batches. This allows time for the most recently used areas to cool.

- Center the canner on the grate or largest surface cooking area or element. Canners should not extend more than 1 in. (2.5 cm) outside the cooking area.
- Do not place canner on two surface cooking areas, elements or surface burners at the same time.
- On ceramic glass models, only use flat-bottomed canners.
- On coil element models, the installation of a Canning Unit Kit is recommended. If not installed, the life of the coil element will be shortened. See "Assistance or Service" for ordering instructions.
- For more information, contact your local U.S. Government Agricultural Department Extension Office. In Canada, contact Agriculture Canada. Companies who manufacture home canning products can also offer assistance.

## Cookware

**IMPORTANT:** Never leave empty cookware on a hot surface cooking area, element or surface burner.

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

Cookware material is a factor in how quickly and evenly heat is transferred, which affects cooking results. A non-stick finish has the same characteristics as its base material. For example, aluminum cookware with a non-stick finish will take on the properties of aluminum.

Use the following chart as a guide for cookware material characteristics.

COOKWARE	CHARACTERISTICS
*Aluminum	<ul style="list-style-type: none"> <li>■ Heats quickly and evenly.</li> <li>■ Suitable for all types of cooking.</li> <li>■ Medium or heavy thickness is best for most cooking tasks.</li> </ul>
Cast iron	<ul style="list-style-type: none"> <li>■ Heats slowly and evenly.</li> <li>■ Good for browning and frying.</li> <li>■ Maintains heat for slow cooking.</li> <li>■ Rough surfaces may scratch cooktop.</li> </ul>
Ceramic or Ceramic glass	<ul style="list-style-type: none"> <li>■ Follow manufacturer's instructions.</li> <li>■ Rough surfaces may scratch cooktop.</li> <li>■ Heats slowly, but unevenly.</li> <li>■ Ideal results on low to medium heat settings.</li> </ul>
*Copper	<ul style="list-style-type: none"> <li>■ Heats very quickly and evenly.</li> </ul>
Earthenware	<ul style="list-style-type: none"> <li>■ Follow manufacturer's instructions.</li> <li>■ Use on low heat settings.</li> </ul>
Porcelain enamel-on-steel or cast iron	<ul style="list-style-type: none"> <li>■ See stainless steel or cast iron.</li> </ul>
Stainless steel	<ul style="list-style-type: none"> <li>■ Heats quickly, but unevenly.</li> <li>■ A core or base of aluminum or copper on stainless steel provides even heating.</li> </ul>

\*Aluminum and copper may be used as a core or base in cookware. When used as a base it can leave permanent marks on the cooktop or grates.

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# COOKTOP CARE

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## 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.

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### STAINLESS STEEL (on some models)

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Do not use soap-filled scouring pads, abrasive cleaners, Cooktop Polishing Creme, steel-wool pads, gritty wash cloths or some paper towels. Damage may occur.

Rub in direction of grain to avoid damaging.

- **Stainless Steel Cleaner & Polish (not included):**  
See "Assistance or Service" section to order.
- **Liquid detergent or all-purpose cleaner:**  
Rinse with clean water and dry with soft, lint-free cloth.
- **Vinegar for hard water spots**

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### CERAMIC GLASS

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Do not use steel wool, abrasive powder cleansers, chlorine bleach, rust remover or ammonia because damage may occur.

Always wipe with a clean, wet cloth or sponge and dry thoroughly to prevent streaking and staining.

Cooktop Polishing Creme is recommended regularly to help prevent scratches, pitting and abrasions and to condition the cooktop, and can be ordered as an accessory. See "Assistance or Service" to order.

A Cooktop Scraper is also recommended for stubborn soils, and can be ordered as an accessory. See "Assistance or Service" to order.

#### Light to moderate soil

- **Paper towels or clean damp sponge:**  
Clean while the cooktop is still warm. You may want to wear oven mitts while doing so.

#### Sugary spills (jellies, candy, syrup)

- **Cooktop Scraper:**  
Clean while the cooktop is still warm. You may want to wear oven mitts while doing so.
- **Cooktop Polishing Creme and clean damp paper towel:**  
Clean as soon as cooktop has cooled down. Rub creme into surface with a damp paper towel or soft cloth. Continue rubbing until white film disappears.

#### Heavy soil, dark streaks, specks and discoloration

- **Cooktop Polishing Creme or non-abrasive cleanser:**  
Rub product into soil with a damp paper towel or soft cloth. Continue rubbing until white film disappears.

#### Burned-on soil

- **Cooktop Polishing Creme and Cooktop Scraper:**  
Rub creme into soil with damp paper towel. Hold scraper as flat as possible on surface and scrape. Repeat for stubborn spots. Polish entire cooktop with creme and paper towel.

#### Metal marks from aluminum and copper

- **Cooktop Polishing Creme:**  
Clean as soon as cooktop has cooled down. Rub creme into surface with a damp paper towel or soft cloth. Continue rubbing until white film disappears. The marks will not totally disappear but after many cleanings become less noticeable.

#### Tiny scratches and abrasions

- **Cooktop Polishing Creme:**  
Rub creme into surface with a damp paper towel or soft cloth. Continue rubbing until white film disappears. Scratches and abrasions do not affect cooking performance and after many cleanings become less noticeable.

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### COOKTOP CONTROLS

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Do not use steel wool, abrasive cleansers or oven cleaner.

Do not soak knobs.

When replacing knobs, make sure knobs are in the OFF position.

On some models, do not remove seals under knobs.

- **Soap and water or dishwasher:**  
Pull knobs straight away from control panel to remove.

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# TROUBLESHOOTING

Try the solutions suggested here first in order to avoid the cost of an unnecessary service call.

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### Nothing will operate

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- **Has a household fuse been blown or has the circuit breaker been tripped?**  
Replace the fuse or reset the circuit.
- **Is the appliance wired properly?**  
See Installation Instructions.

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### Cooktop will not operate

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- **Is the control knob set correctly?**  
Push in knob before turning to a setting.

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### Excessive heat around cookware on cooktop

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- **Is the cookware the proper size?**  
Use cookware about the same size as the surface cooking area, element or surface burner. Cookware should not extend more than 1 in. (2.5 cm) outside the cooking area.

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### Cooktop cooking results not what expected

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- **Is the proper cookware being used?**  
See "Cookware" section.
- **Is the control knob set to the proper heat level?**  
See "Cooktop Controls" section.
- **Is the appliance level?**  
Level the appliance. See the Installation Instructions.

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# ASSISTANCE OR SERVICE

Before calling for assistance or service, please check "Troubleshooting." It may save you the cost of a service call. If you still need help, follow the instructions below.

When calling, please know the purchase date and the complete model and serial number of your appliance. This information will help us to better respond to your request.

## If you need replacement parts

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

To locate FSP® replacement parts in your area, call our Customer Interaction Center telephone number or your nearest Whirlpool designated service center.

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## In the U.S.A.

Call the Whirlpool Customer Interaction Center toll free: **1-800-253-1301**.

### Our consultants provide assistance with:

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

To locate the Whirlpool designated service company in your area, you can also look in your telephone directory Yellow Pages.

### For further assistance

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

Whirlpool Brand Home Appliances  
Customer Interaction Center  
553 Benson Road  
Benton Harbor, MI 49022-2692

Please include a daytime phone number in your correspondence.

## Accessories U.S.A

To order accessories, call the Whirlpool Customer Interaction Center toll free at **1-800-442-9991** and follow the menu prompts. Or visit our website at [www.whirlpool.com](http://www.whirlpool.com) and click on "Buy Accessories Online".

### Cooktop Polishing Creme

(ceramic glass models)

Order Part #4392916

### Cooktop Scraper

(ceramic glass models)

Order Part #3183488

### Stainless Steel Cleaner & Polish

(stainless steel models)

Order Part #4396095

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## In Canada

For product related questions, please call the Inglis Limited Customer Interaction Center toll free:

**1-800-461-5681** 8:30 a.m. - 5:30 p.m. (EST)

### Our consultants provide assistance with:

- Features and specifications on our full line of appliances.
- Referrals to local dealers.

### For parts, accessories and service in Canada

Call **1-800-807-6777**. Inglis Limited designated service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in Canada.

### For further assistance

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

Customer Interaction Center  
Inglis Limited  
1901 Minnesota Court  
Mississauga, Ontario L5N 3A7

Please include a daytime phone number in your correspondence.

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# WHIRLPOOL® CERAMIC COOKTOP AND RANGE WARRANTY

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## FULL ONE-YEAR WARRANTY

For one year from the date of purchase, when this appliance is operated and maintained according to instructions attached to or furnished with the product, Whirlpool Corporation will pay for FSP® replacement parts and repair labor to correct defects in materials or workmanship. Service must be provided by a Whirlpool designated service company.

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## FIVE-YEAR WARRANTY

**On ceramic glass ranges and ceramic glass cooktops**, in the second through fifth years from the date of purchase, when this appliance is operated and maintained according to instructions attached to or furnished with the product, Whirlpool Corporation will pay for FSP® replacement parts for the CLEANTOP® ceramic glass cooktop.

Whirlpool Corporation warrants that the ceramic glass cooktop will not discolor, the cooktop pattern will not wear off, the rubber seal between the ceramic glass cooktop and porcelain edge will not crack, the ceramic glass cooktop will not crack due to thermal shock and the surface unit elements will not burn out. Service must be provided by a Whirlpool designated service company.

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### Whirlpool Corporation will not pay for:

1. Service calls to correct the installation of your appliance, to instruct you how to use your appliance, to replace house fuses or correct house wiring, or to replace owner-accessible light bulbs.
  2. Repairs when your appliance is used in other than normal, single-family household use.
  3. Pickup and delivery. Your appliance is designed to be repaired in the home.
  4. Damage resulting from accident, alteration, misuse, abuse, fire, flood, improper installation, acts of God or use of products not approved by Whirlpool Corporation or Inglis Limited.
  5. Repairs to CLEANTOP® ceramic glass cooktop if it has not been cared for as recommended in the Use and Care Guide.
  6. Repairs to parts or systems resulting from unauthorized modifications made to the appliance.
  7. Replacement parts or repair labor costs for units operated outside the United States or Canada.
  8. In Canada, travel or transportation expenses for customers who reside in remote areas.
  9. Any labor costs during limited warranties.
- 

### WHIRLPOOL CORPORATION AND INGLIS LIMITED SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion or limitation may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state or province to province.

**Outside the 50 United States and Canada, this warranty does not apply. Contact your authorized Whirlpool dealer to determine if another warranty applies.**

If you need service, first see the "Troubleshooting" section of this book. After checking "Troubleshooting," additional help can be found by checking the "Assistance or Service" section or by calling the Whirlpool Customer Interaction Center, **1-800-253-1301** (toll-free), from anywhere in the U.S.A. For parts and service in Canada, please call **1-800-807-6777**. For product related questions in Canada, please call **1-800-461-5681**.

5/00

**Keep this book and your sales slip together for future reference. You must provide proof of purchase or installation date for in-warranty service.**

Write down the following information about your appliance to better help you obtain assistance or service if you ever need it. You will need to know your complete model number and serial number. You can find this information on the model and serial number label/plate, located on your appliance as shown in the "Parts and Features" section.

Dealer name \_\_\_\_\_

Address \_\_\_\_\_

Phone number \_\_\_\_\_

Model number \_\_\_\_\_

Serial number \_\_\_\_\_

Purchase date \_\_\_\_\_

**8284862**

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