

ZLINE



# INDUCTION COOKTOP

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Installation Guide  
and Users Manual



ZLINE

Designed in  
LAKE TAHOE, USA

ATTAINABLE LUXURY®



#### REGISTERING YOUR PRODUCT

Please register your ZLINE appliance. Begin the simple registration process by scanning the QR code.

By registering your appliance, you will have easy and accurate access to:

- Technical Support
- Warranty Service
- Tracking your support inquiries

ZLINE Kitchen and Bath provides Attainable Luxury, where the kitchen and bath of your dreams is never out of reach. Through our unique designs and unparalleled quality, we're dedicated to providing you an elevated experience in the heart of your home. With an endless selection of features and finishes, our inspiration is your reality.

ZLINE is fueled by a passion for innovation; A relentless pursuit of bringing the highest end luxury designs and professional features into everyone's homes. Because we continually strive to improve our products, we may change specifications and designs without prior notice.

**⚠ WARNING:** This product can expose you to chemicals including nickel, which is known to the State of California to cause cancer. For more information, go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

# WARRANTY

## COVERAGE

ZLINE Kitchen and Bath range products will be warrantied for one year from the original purchase date for the original purchaser of the product. This warranty covers all parts and labor for necessary repairs if any part of the product proves to be defective in materials or workmanship. The product must be deemed serviceable via troubleshooting with the ZLINE Kitchen and Bath service team. All service on ZLINE Kitchen and Bath range products under the above warranty must be performed by ZLINE approved and certified service, unless otherwise specified by ZLINE Kitchen and Bath. Service will be provided during normal business hours.

## TERMS

This warranty applies only to the original purchaser of a range product installed for normal residential use. This is defined as a single-family, residential dwelling in a non-commercial setting. Commercial settings include but are not limited to: schools, churches, hotels, restaurants, vacation rentals such as Airbnb, day care centers, private clubs, fire stations, common areas in multi-family dwellings, nursing homes, food service locations, and institutional food service locations such as hospitals or correction facilities. This warranty is non-transferable and will not be extended based on the date of installation. The warranty applies only to products installed in the continental United States and the District of Columbia.

Failure to secure certified warranty service per these terms will result in a forfeiture of the remaining warranty. Out of pocket payments will not be reimbursed unless prior approval is received from ZLINE Kitchen and Bath and/or our service contract partner. Unapproved out of pocket payments for service will not be reimbursed. All warranty procedures must be followed to maintain warranty coverage.

Warranty shall not apply and ZLINE Kitchen and Bath is not responsible for damage resulting from negligence, improper maintenance, misuse, abuse, alteration of or tampering with the appliance, accident, natural disaster, improper electric supply, flare-up fires, unauthorized service or repair, improper installation, or installation not in accordance with the instructions contained in the manual, or the local codes.

# WARRANTY

## WHAT IS NOT COVERED

1. Installation or start-up, damages or problems caused by improper installation or use.
2. Service by an unauthorized service providers or damage related to unauthorized service or unauthorized parts.
3. Installation in any commercial or non-residential application.
4. Removal or re-installation cost.
5. Aesthetic damage, scratches, or natural wear caused by normal use.
6. Second-hand, open box products or products purchased from an unauthorized retailer.

**NOTE:** In the event that service is dispatched, and it is discovered that the reported issue is not covered under warranty based on the disclaimers above, the customer will be responsible for all service fees. Failure to pay these fees will result in the forfeiture of remaining warranty coverage.

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# SAFETY INSTRUCTIONS



- Failure to follow these warnings could result in a fire or explosion that causes property damage, personal injury or death. To reduce the risk of fire, electric shock or injury, take the following precautions:
- Before beginning installation, please read these instructions completely and carefully.
- The manufacturer will not be responsible for any damage to property or to persons caused by incorrect installation or improper use of the appliance.
- The manufacturer reserves the right to make changes to its products when considered necessary and useful, without affecting the essential safety and operating characteristics.
- Our induction cooktop has been tested and complies with Part 18 of the FCC Rules for ISM equipment. Product meets the FCC requirements to minimize interference with other devices in residential installation.
- Do not remove permanently affixed labels, warnings, or plates from the product. This may void the warranty.
- Please observe all local, state and national codes and ordinances.

## INTENDED USE

- This appliance is designed for in-household use only.
- Do not use outdoors.
- Do not use the appliance to heat a room.

## CLEANING SAFETY

- Do not use steam cleaners or high-pressure cleaners to clean the cooktop, as this may result in electric shock.

# SAFETY INSTRUCTIONS

## CONDITION OF UNIT

- Do not operate any appliance with a damaged cord or after the appliance malfunctions or has been damaged in any manner. Return appliance to the nearest authorized service facility for examination, repair, or adjustment.
- Do not cook on broken cooktop. If cooktop breaks, cleaning solutions and spillovers may penetrate the broken cooktop and create a risk of electric shock.
- Do not store items of interest to children in cabinets above the cooktop or on the backguard of a cooktop - children climbing on the cooktop to reach items could get seriously injured.

## ENVIRONMENT OF UNIT

- To reduce the risk of fire, do not let any objects (glass, paper, etc.) obstruct the inlet and outlet of your cooktop. To reduce the risk of electric shock, do not mount unit over a sink. To reduce the risk of fire, do not store anything directly on top of the appliance surface when the appliance is in operation.
- Always have a working smoke detector in or near the kitchen.
- Do not leave lids or other metal objects such as knives, forks or spoons on the cooktop. If the cooktop is turned on, these objects can heat up quickly and may cause burns.
- Do not place rough or uneven objects on the units as they may damage the surface. If the cooktop is near a window, ensure that curtains do not blow over or near the unit.
- Do not use the cooktop as a work surface. Certain substances such as salt, sugar, or sand can scratch the glass ceramic surface.
- Do not store hard or pointed objects over the cooktop as they can damage the unit if they fall on top.
- Do not put detergents or flammable materials in the equipment installed under the cooktop.
- While cooking any overflowed fat or oil on the cooktop may ignite. There is a risk of burning and fire; therefore, control the cooking process at all times.
- The use of accessory attachments not recommended by the appliance manufacturer may cause injuries.

## SAFETY INSTRUCTIONS

- Items with a magnetic field such as: radios, televisions, credit cards, cassette tapes etc., can affect the unit.
- The marked electrical rating should be at least as great as the electrical rating on the appliance.
- To prevent accidents and achieve optimal ventilation, allow for sufficient space around the cooking area.
- To reduce risk of burns, ignition of flammable materials, and spillage due to unintentional contact with cookware, the cookware handles should be turned inward and not extend over adjacent heating surface.
- Wear proper apparel - loose fitting or hanging garments should never be worn while using the appliance.

### COOKING SAFETY

- Do not allow aluminum foil, paper or cloth to come in contact with a hot element.
- Avoid preparing food in aluminum foil or plastic containers over the hot cooking zones.
- Protective liners - Do not use aluminum foil to line cooking zone, drip bowls or oven bottoms, except as suggested in the manual. Improper use of these liners may result in a risk of electric shock or fire.
- Do not allow pans to boil dry or empty.
- Never leave the cooktop unattended when in use.
- Always use the proper pot and pan size.
- The use of undersized cookware will expose a portion of the hot element, which can result in ignition of clothing or personal burners.
- Close supervision is necessary when any appliance is used by or near children.
- Do not touch hot surfaces. Use dry pot holders to hold the handles of pots/pans.
- Use only dry potholders - moist or damp potholders on hot surfaces may result in burns from steam. Do not let the potholder touch hot heating elements.
- Do not use a towel or other bulky cloth.
- Always remove the covers on sealed or canned goods and before heating to avoid explosion.
- When the unit is on, do not touch outside the control panel as the surface may contain residual heat. It is important to be aware that the unit's surface will remain hot for a short period of time after use.

## SAFETY INSTRUCTIONS

### POWER CORD SAFETY

- To protect against electric shock, do not immerse cord, or main body in water or any other liquid.
- Do not let cord hang over edge of table or counter.
- Do not allow cord to touch hot surface. A short power supply cord or detachable power supply cord should be used to reduce the risk of becoming entangled in or tripping over a longer cord.
- Always attach plug to appliance first, then plug cord into the wall outlet. To disconnect, turn any control to off, then remove plug from wall outlet.
- The cord should be arranged so that it will not drape over the countertop where it can be pulled on by children or tripped over.

### SERVICE AND REPAIR SAFETY

- Do not repair or replace any part of the appliance unless specifically recommended in the manual. All other services should be referred to a qualified technician.
- There are no user serviceable parts on this appliance. Only an authorized service representative should attempt to service your cooktop.

This product may not be treated as household waste. Instead it should be handed over to the applicable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product.

For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service, or ZLINE Kitchen & Bath.

## SERVICE

### WARRANTY AND SERVICE

All range products carry a one year parts warranty and includes service, if required. If you experience any issues with your product, contact us directly at 1-614-777-5004. The ZLINE customer service team is ready to work with you on resolving your issues and assessing if further service is needed. Service should only be conducted by an industry professional with PRIOR approval from the ZLINE customer service team.

### REPLACEMENT PARTS

Only authorized replacement parts may be used in performing service on this appliance.

Replacement parts are available from ZLINE. **Call 1-614-777-5004.**

## BEFORE INSTALLATION



**WARNING**

**WARNING:** Installation and service must be performed by a qualified installer or service technician.



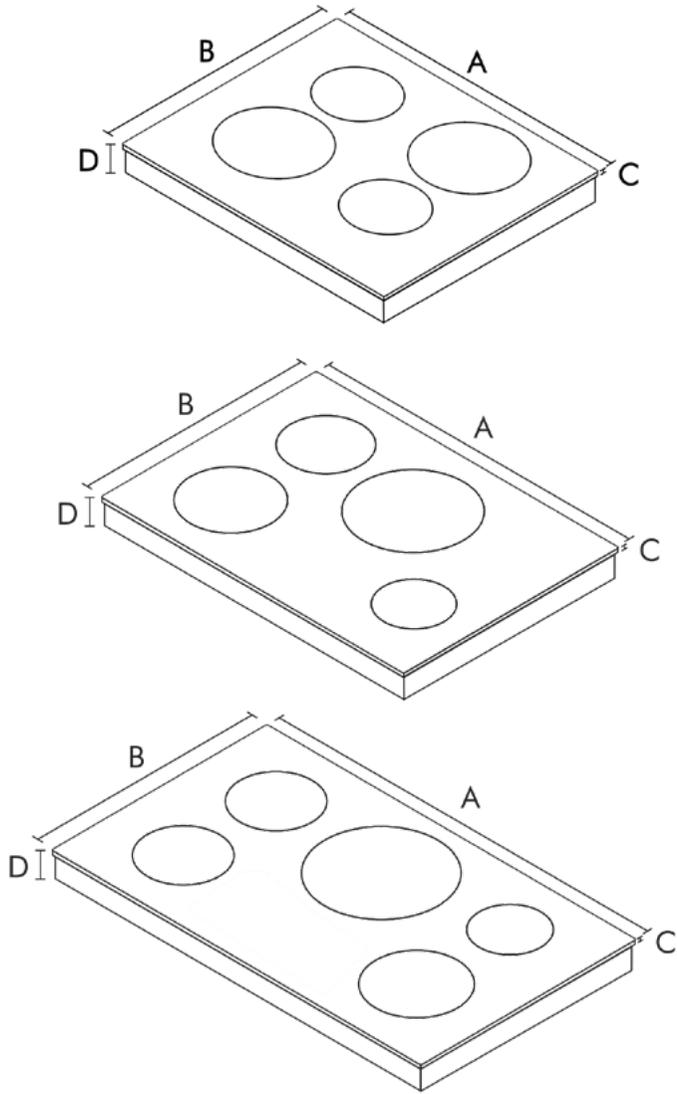
**WARNING**

**WARNING:** Always read and obey all safety information, failure to follow these instructions can be killed or seriously injured.

### BEFORE INSTALLING THE COOKTOP

1. Visually inspect the cooktop for damage. Make sure all cooktop screw are on tight.
2. Record the model and serial number as found on the bottom part of your cooktop. When ordering for parts or making inquiries about your cooktop, be sure to include these numbers from the serial plate.
3. Cutout dimensions of the countertop.
4. Make sure the wall coverings, countertop, and cabinets around the cooktop can withstand heat (up to 200° F) generated by the cooktop.
5. Gently lower the cooktop into the countertop cutout.
6. **NOTE:** Do not seal the cooktop to the countertop. The cooktop must be removable if service is necessary. Instead, use foam tape to ensure that the cooktop is secure.

# BEFORE INSTALLATION



COOKTOP DIMENSIONS			
A. WIDTH	B. DEPTH	C. THICKNESS	D. HEIGHT
24"	20 1/2 "	5/32"	2 1/8"
30"	21"	5/32"	2 1/8"
36"	21"	5/32"	2 1/8"

# BEFORE INSTALLATION

## ELECTRIC POWER RATING

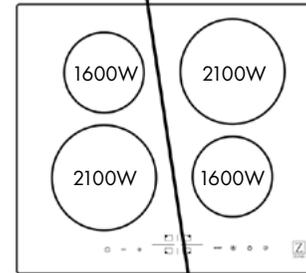
Voltage: 240 volts

Amperage: 40 amps (Model RCIND-24 & RCIND-30)

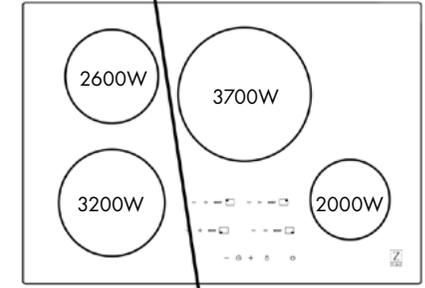
Frequency: 60 Hz

Amperage: 50 amps (Model RCIND-36)

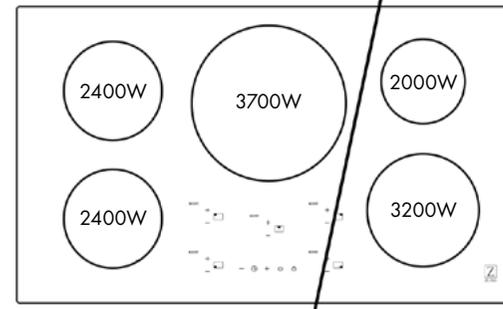
RCIND-24



RCIND-30



RCIND-36



## BEFORE INSTALLATION

The induction cooktop must connect to a separate, grounded wire, single phase. AC only electrical supply with their own circuit breaker. These appliances must be installed in accordance with National Electrical Codes, as well as all state, municipal and local codes. This appliance must be supplied with the proper voltage, frequency, and amperage protected by a properly sized circuit breaker or time delay fuse.

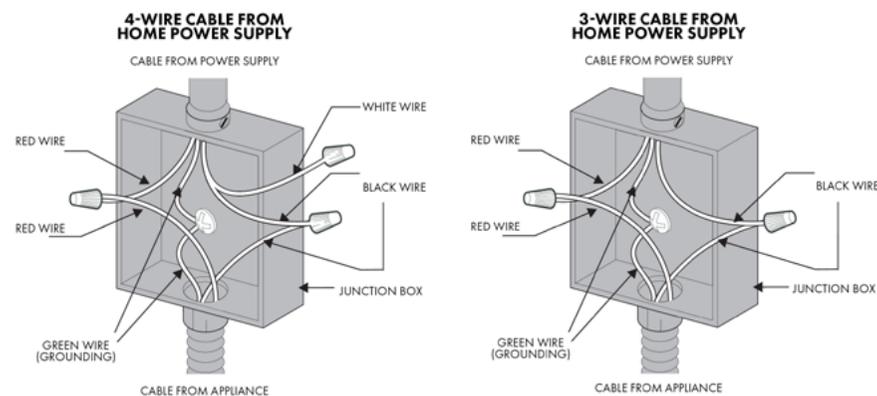
### 3-WIRE CABLE FROM HOME POWER SUPPLY

- **IMPORTANT:** Use the 3-wire cable from Home Power Supply where local codes permit a 3-wire connection

### 4-WIRE CABLE FROM HOME POWER SUPPLY

- **IMPORTANT:** Use the 3-wire cable from Home Power Supply where local codes permit a 3-wire connection.

The cooktop conduit wiring is approved for copper wire connection only, if you have aluminum house wiring, use only special connectors which are approved for joining copper and aluminum wires conform with local codes and ordinances. Follow the electrical connector manufacturer's recommended procedure closely.

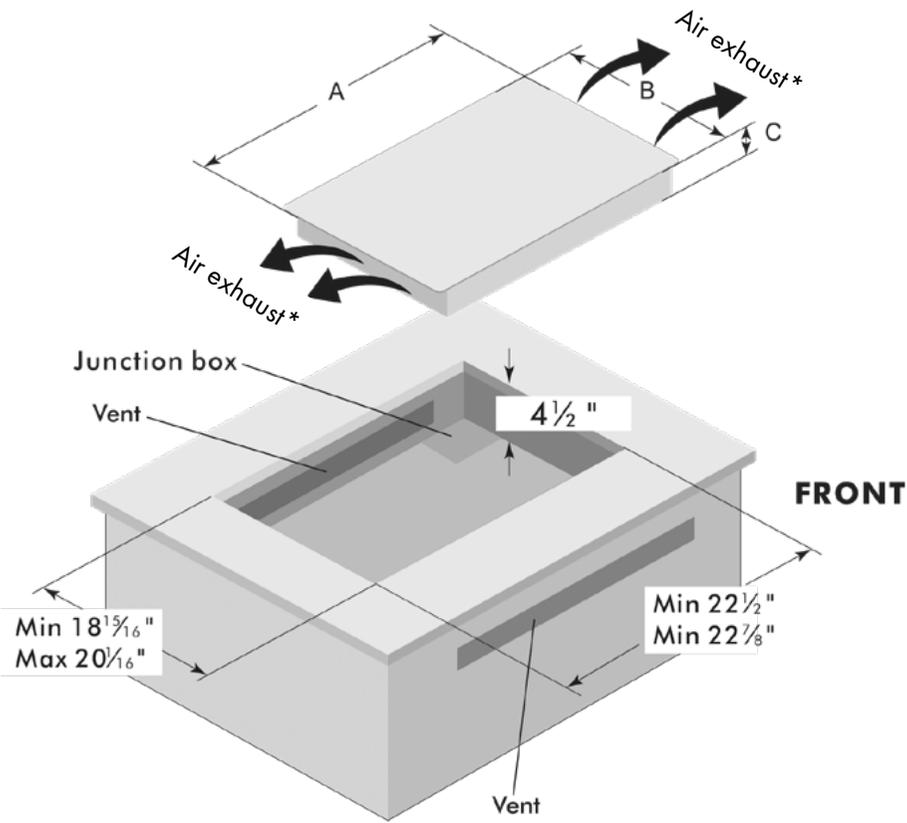


## BEFORE INSTALLATION

### ROOM VENTILATION

The use of this appliance generates heat and humidity in the room where it is installed. Proper ventilation in the room is needed. Make sure the kitchen is equipped with a range hood of appropriate power (400 CFM minimum). Activate the exhaust fan/range hood when possible. Intensive and continuous use of the appliance may require additional ventilation, for example by opening a window.

# INSTALLATION (24")



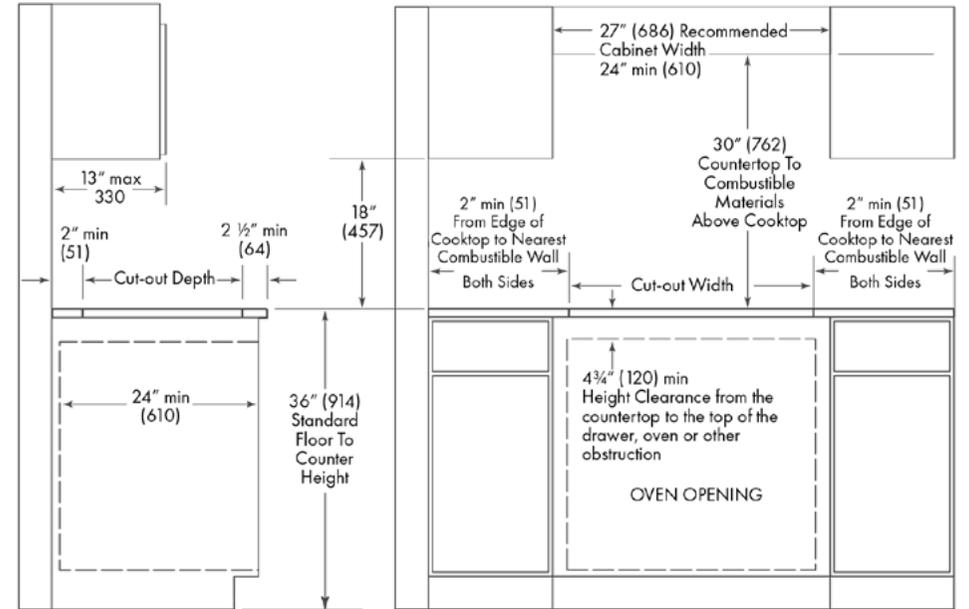
COOKTOP DIMENSIONS		
A. WIDTH	B. DEPTH	C. HEIGHT
24"	20 1/2"	2 1/8"

DO NOT obstruct these areas.

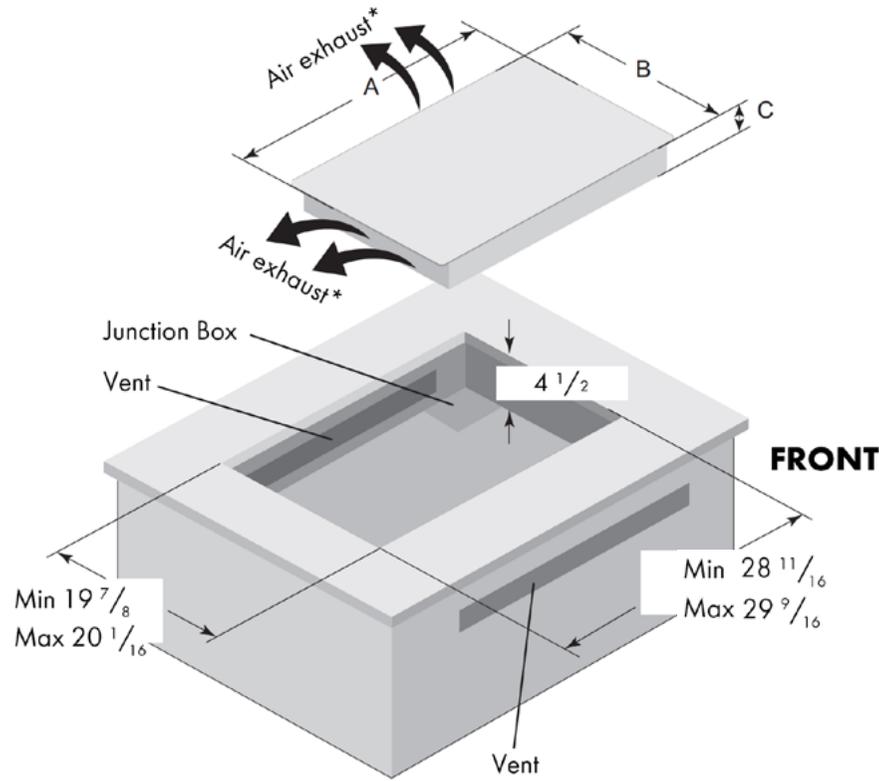
**IMPORTANT:** For proper ventilation, provide a vent under the countertop, in front of the cabinet and in the back of the cabinet. The ventilation opening is to extend the full length of the cooktop cutout.

Junction box approximate location: minimum 4 1/2" below the cooktop.

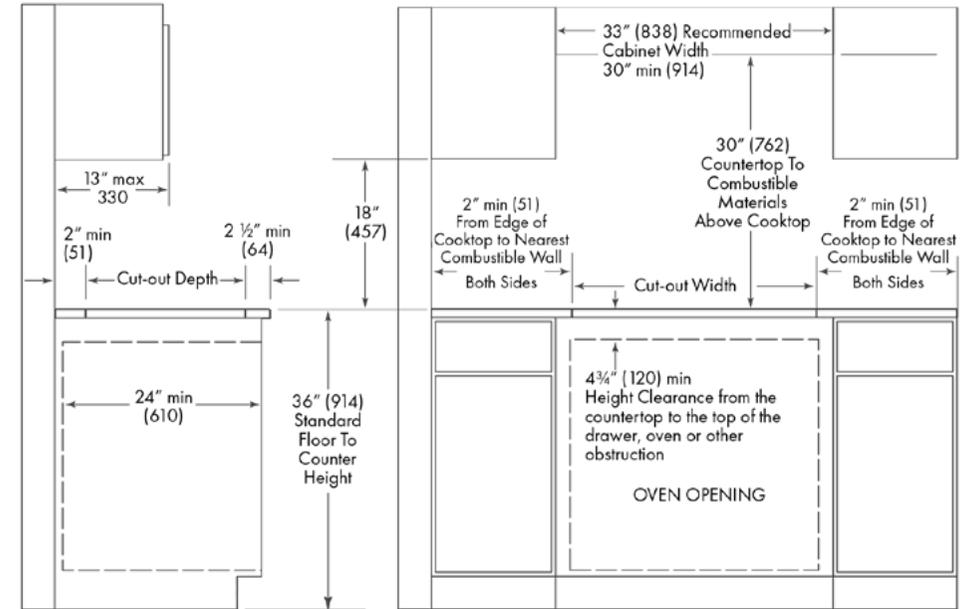
# INSTALLATION (24")



# INSTALLATION (30")



# INSTALLATION (30")



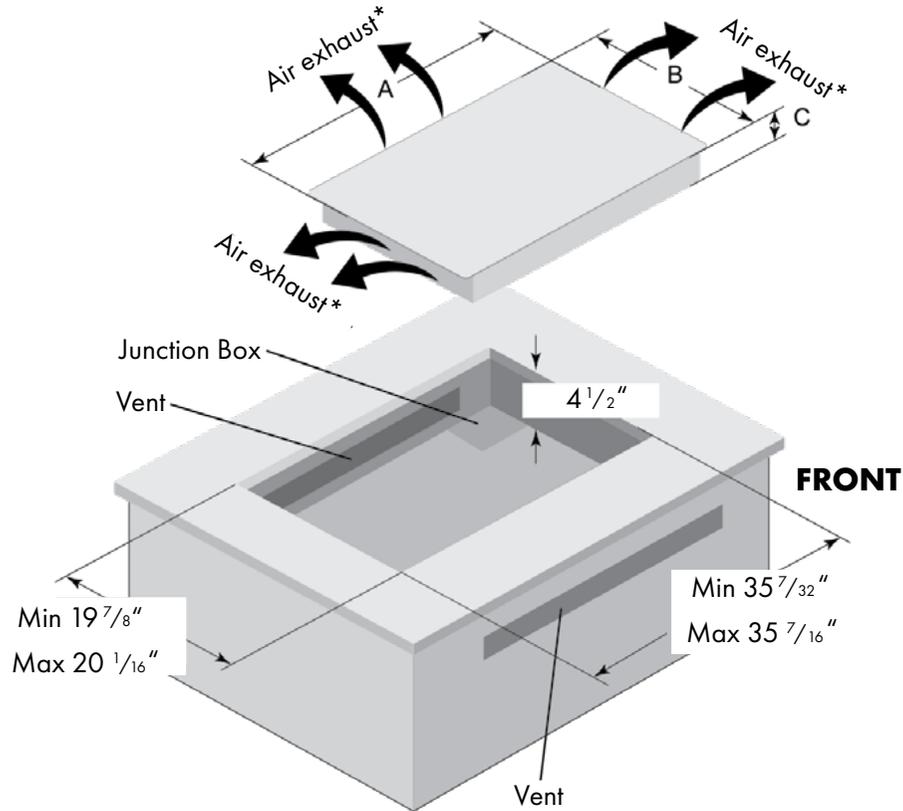
COOKTOP DIMENSIONS		
A. WIDTH	B. DEPTH	C. HEIGHT
30"	21"	2 1/8"

DO NOT obstruct these areas.

**IMPORTANT:** For proper ventilation, provide a vent under the countertop, in front of the cabinet and in the back of the cabinet. The ventilation opening is to extend the full length of the cooktop cutout.

Junction box approximate location: minimum 4 1/2" below the cooktop.

# INSTALLATION (36")



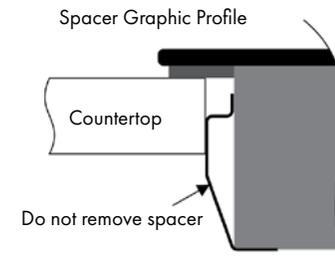
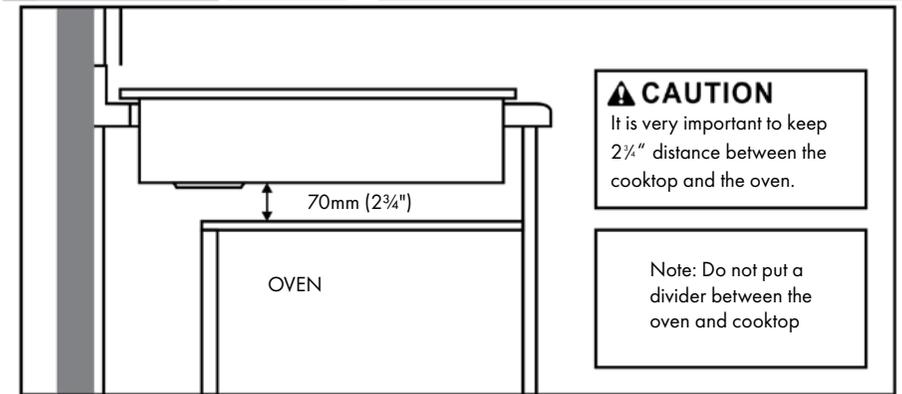
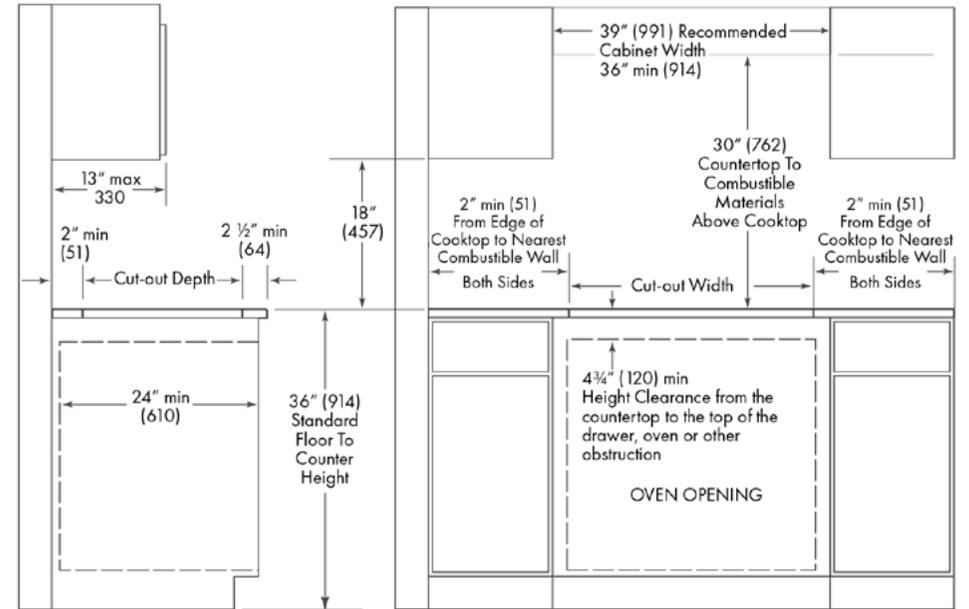
COOKTOP DIMENSIONS		
A. WIDTH	B. DEPTH	C. HEIGHT
36"	21"	2 1/8"

DO NOT obstruct these areas.

**IMPORTANT:** For proper ventilation, provide a vent under the countertop, in front of the cabinet and in the back of the cabinet. The ventilation opening is to extend the full length of the cooktop cutout.

Junction box approximate location: minimum 4 1/2" below the cooktop.

# INSTALLATION (36")



**NOTE:** The cooktops include spacers on both sides to ensure proper airflow once installed. Do not remove the spacers.

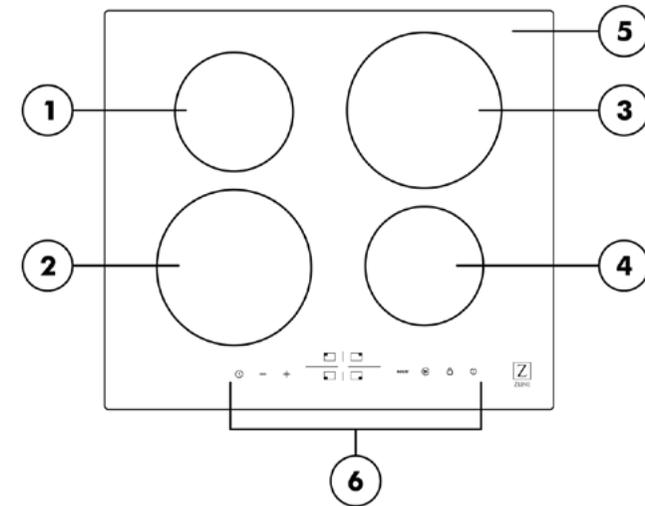
## INSTALLATION

### AFTER INSTALLING THE COOKTOP

1. Remove all the stickers and items from the top of the cooktop surface.
2. Clean cooktop before use. Dry with a soft cloth. See **Maintenance and Cleaning** for reference.
3. Read **Operation**.
4. Turn on the power to the cooktop.
5. Verify all function operation properly.

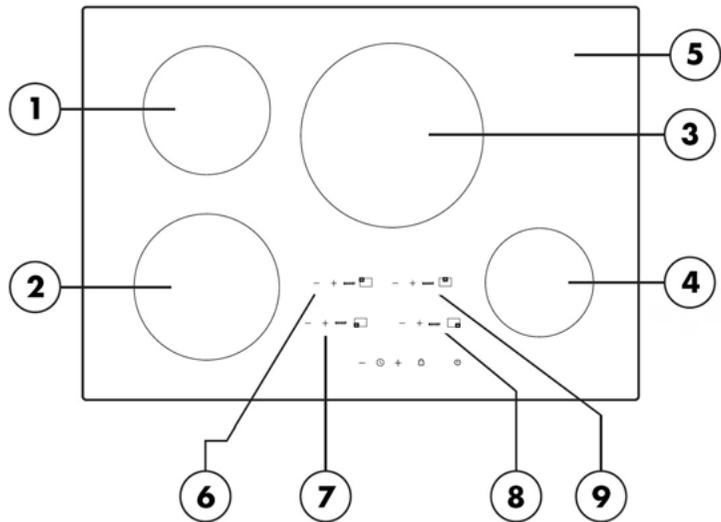
NOTE: If the cooktop does not work or you meet any problem in your operation, please check that the circuit breaker has not tripped or the house has not blown. For more information, please See **Troubleshooting**. If the problem cannot be resolved, call ZLINE at 1-614-777-5004.

## OPERATION



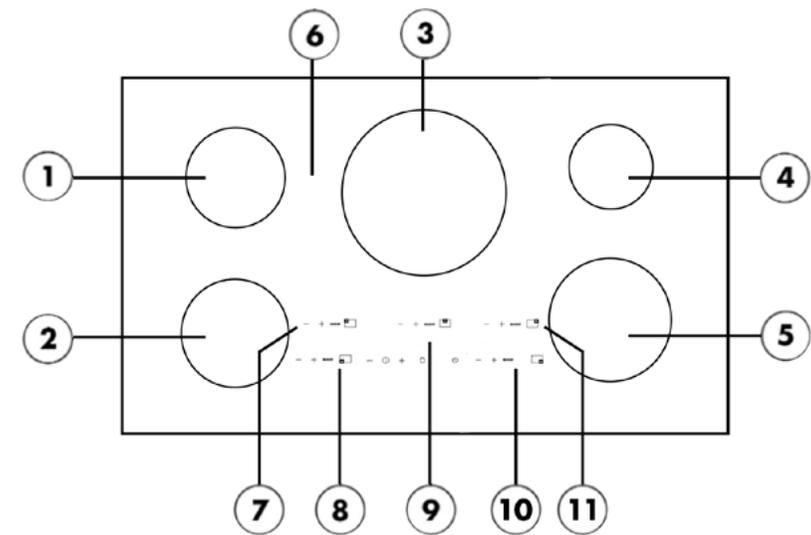
1. Left rear cooking element
2. Left front cooking element
3. Right rear cooking element
4. Right front cooking element
5. Ceramic glass
6. Touch control panel

## OPERATION



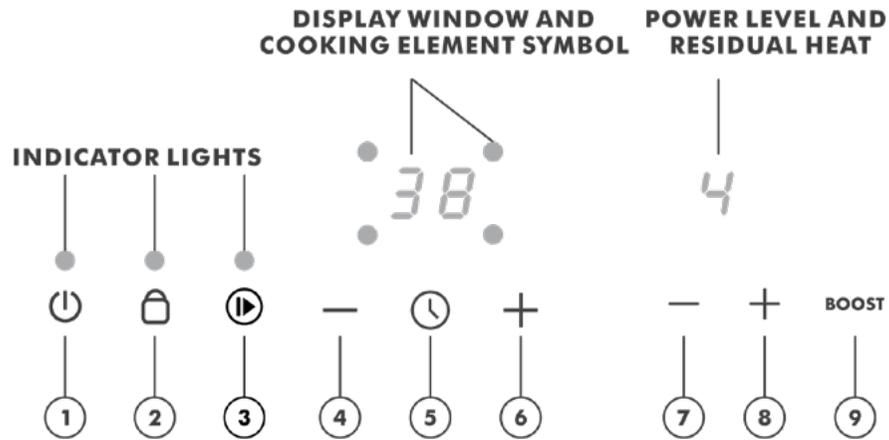
1. Left rear cooking element
2. Left front cooking element
3. Right rear cooking element
4. Right front cooking element
5. Ceramic glass
6. Left rear cooking element control
7. Left front cooking element control
8. Right front cooking element control
9. Right rear cooking element control

## OPERATION



1. Left rear cooking element
2. Left front cooking element
3. Middle cooking element
4. Right rear cooking element
5. Right front cooking element
6. Ceramic glass
7. Left rear cooking element control
8. Left front cooking element control
9. Middle cooking element control
10. Right front cooking element control
11. Right rear cooking element control

# OPERATION



1. Main Power On/Off
2. Control Lock
3. Stop/Go (Only for model RCIND-24)
4. Decrease Timer (minute)
5. Minute Timer
6. Increase Timer (minute)
7. Decrease Power
8. Increase Power
9. Power Boost

DISPLAY	DESCRIPTION
-	No power level
L	Keep Warm
1-9	Power Level
P	Power Boost
H	Element Still Hot
E	Error Message
E0-E9	Error Code

# OPERATION

## CONTROLS LOCK

- Controls Lock is activated when the cooktop is off for 5 minutes
- Controls Lock prevents activation of any sensor key in STANDBY mode. Deactivate the CONTROL LOCK first, then touch the POWER key to turn on the cooktop.



## TO LOCK

- Touch and hold the LOCK button until a beep sounds. The indicator light will light up above the button.

## TO UNLOCK

- Touch and hold the LOCK button until a beep sounds. The indicator light will turn off above the button.

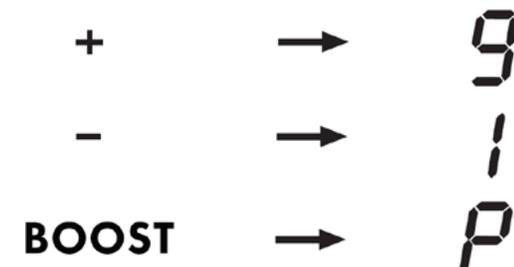


## TO TURN ON THE COOKTOP

- To turn on the cooktop, touch the POWER button.
- The indicator light above the button will light up. If no further action is made, the cooktop will return to STANDBY mode after a few seconds for safety reasons.

## SELECTING/CHANGING THE POWER LEVEL

- To turn one or more cooking zone, place an appropriate pot or pan on the desired cooking zone.
- With the cooktop turned ON, touch the ON/OFF button of the cooking zone. The screen will show "-" indicating that there is no power level set for the zone yet.
- Press the "+" and "-" BUTTON to adjust the power.



# OPERATION

## AUTOMATIC POWER LEVEL CONTROL

- The power level displayed may be different from the actual power level at the power sharing and high temperature range. To prevent the cooktop from overheating, the power level is controlled automatically.

## POWER BOOST MODE

- The POWER BOOST is used to cook at maximum power for a short period of time (maximum 10 minutes).
- This is best recommended for boiling water.
- The power is reduced to level 9 at the end of the maximum time.
- Use the "B" BUTTON to boost the power level to the highest level for 10 minutes. The screen will show a "P" indicating the POWER BOOST.
- To turn off POWER BOOST, touch the "-" key to switch from P to level 9.

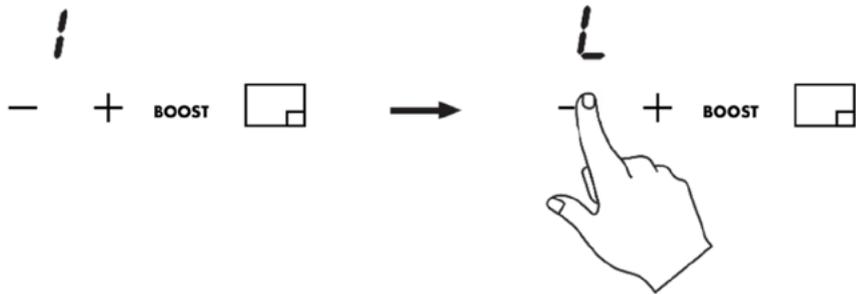
## KEEP WARM MODE

- While in a power level, touch the "-" to enter into "KEEP WARM" mode. The screen will switch from 1 to L.



WARNING

DO NOT leave a pot unattended while in POWER BOOST mode or other high power settings.

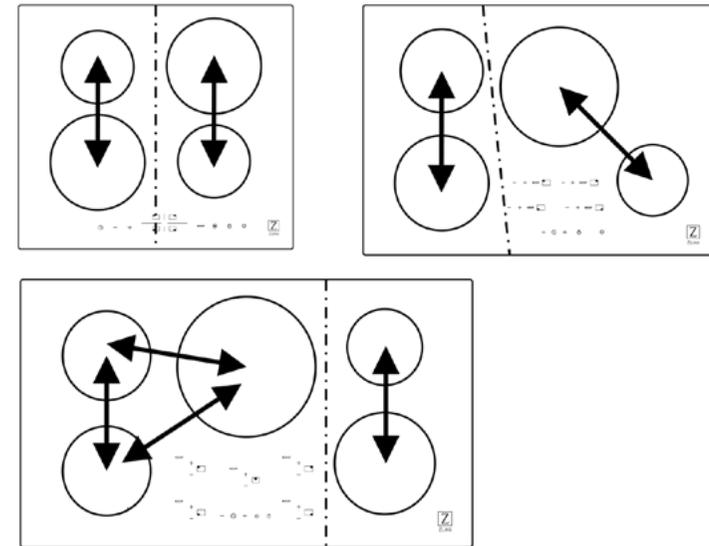


# OPERATION

## POWER SHARING

- Four or five cooktops are divided into two separate cooking areas: the right and left side cooking elements share the power of an inverter.
- Power sharing is activated when the cooking elements that are in the same zone are activated. The controls adjust the power automatically for POWER SHARING. This power sharing is administered by the unit's microprocessors, which will alternate power in one area.

**NOTE:** Remember to select the power setting last for the cooking element you want to maintain at full setting heat. To maintain full setting heat for two items, place one item on an area and place the second item on another area.



## TO TURN OFF THE HEATING ELEMENT

- For 30" (RCIND-30) and 36" (RCIND-36) models, touch the ON/OFF button for the cooking zone.
- For 24" model (RCIND-24), touch the "-" to enter into "KEEP WARM" mode. Then press "-" again to turn off the cooking zone.

## TO TURN OFF THE COOKTOP

- To turn off the cooktop, touch the POWER button.
- The indicator light above the button will turn off.

## OPERATION



### RESIDUAL HEAT INDICATOR

- After using the cooktop, the cooking area will remain hot for a few minutes. The digital display will show an "H" to warn the user that the surface is hot to touch. Wait until the "H" is no longer displayed to clean the unit. You may turn the cooktop on even if the "H" is displayed.

### ONLY FOR 24" MODEL (RCIND-24)

#### STOP/GO

Use the Stop/Go function to 'Pause' the cooktop for Max. 10 minutes while cooking the unit will be automatically switched off if Stop/Go is not touched again within 10 minutes.

#### TO TURN ON

- If one or more cooking zones are active, touch Stop/Go key pad. A "beep" will sound, the indicator light above the Stop/Go will be lit up, and all active digital displays of the cooktop will blink. Any set cooking timers will stop. When "Stop and Go" is deactivated, the countdown will continue.
- If all of the buttons are inactive except for Stop/Go, Lock, ON/OFF and POWER key and no keys are touched within 10 minutes, all of the active cooking zones are automatically switched off.

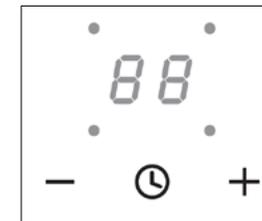
#### TO TURN OFF

Touch Stop/Go key again within 10 minutes. The indicator light above Stop/Go button will turn off and the cooktop continues with the settings that were set before the Stop / Go.

## OPERATION

### TIMER

- A short key press adjusts the time by 1 minute and a long key press by 10 minutes. The automatic timer range from 1 minute - 99 minutes. This is used to automatically turn off the cooktop.
- NOTE:** Seconds are not used in the timer settings.
- The red dot next to the time symbol indicator will illuminate indicating that the cooking elements is selected.



### TO SET TIMER

- While cooking, touch the timer key pad until the time light of the desired cooking element is on. Time digital displays read "00" and blinking.
- Use "+" or "-" key to adjust and set the desired time.
- The timer will begin 5 seconds after setting the timer.
- The display will stop blinking and will stay static on the display.
- The cooking element that the timer was set on will automatically shut off once time runs out.
- If you want to set another burner to a timer, touch timer key to the desired time symbol indicator blinks, repeat the same steps above.
- If you want to check the remaining time for another cooking element, touch the timer until the time symbol indicator for the desired cooking element blinks.
- If more than one switch-off time is programmed, the shortest time remaining will show in the digital display.

### TO CANCEL TIMER

- Touch the Timer until the time symbol indicator for the desired cooking element blinks, then touch the "+" or "-" to set the timer to 00.
- The Time digital display will blink for 5 seconds and then turn off, indicating that the timer of selected cooking element has been cancelled.

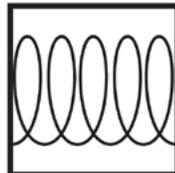
## OPERATION

### COOKWARE NOISE

- Heavier pans such as enameled cast iron, will produce less noise than a lighter stainless steel pan. Light weight cookware may also vibrate. Heavy weight quality cookware is recommended.
- Cookware with irregular or warped bottoms can vibrate audibly on the ceramic glass surface, though again, typically only at high power settings.
- Loose-fitting handles on cookware, typically when rivets are used, can vibrate.
- "Cracking" noise- occurs if the cookware base is made of a different material.
- "Low Humming" noise- occurs when cooking, which is normal particularly at high power settings.
- A "whistling" noise- occurs if both elements are being used at the same time at high settings, and the cookware base is made of a different material.

### COMPATIBLE COOKWARE

- **DO NOT USE** heat-resist glass, ceramic, copper, aluminum pan/pots, round-bottomed cookware, or cookware with a base less than 5 inches.
- Compatible cookware packaging often will have the induction logo



Induction

## MAINTENANCE AND CLEANING

Before using the product for the first time, clean the top to protect and make cleanups easier. Daily use of a ceramic glass cleaner will keep the cooktop looking new with every use.

- Use a ceramic glass cleaner when the cooktop is cool
- Apply a few drops directly to the cooktop and use a paper towel or a soft cleaning pad.
- Use a dry cloth or paper towel to remove all cleaning residue.



WARNING

**NEVER RUN THE COOKTOP UNDER WATER**

### CLEANING BURNED RESIDUE

- Use a ceramic glass cleaner when the cooktop is cool
- Spread a few drops on the burned residue area.
- Use a ceramic glass cleaning pad, rub the residue with pressure as needed.
- Repeat the steps above if any residue remains

### CLEANING HEAVILY BURNED RESIDUE

- Use a ceramic glass cleaner when the cooktop is cool
- Use a single-edge razor blade scraper approximately at a 45° angle against the glass surface, and scrape off the residue.
- After scraping the residue, spread a few drops on the burned residue area and finish off with a ceramic glass cleaner and paper towel.

### METAL MARKS AND SCRATCHES

- For preventative measures, be careful not to slide pots or pans across the cooktop surface. This will leave metal marks. These metal marks are removable using a ceramic glass cleaner with a cleaning pad.
- If pots with a thin overlay of aluminum or copper boil dry, the overlay may leave a black discoloration on the cooktop. This must be removed immediately before using the cooktop or the discoloration will become permanent.
- If cracks or indentations in the glass surface occurs, the cooktop will have to be replaced. Contact us at 1-614-777-5004 for assistance.

# TROUBLESHOOTING



ZLINE Customer Service is available at 1-614-777-5004.

PROBLEM	POSSIBLE CAUSE	SOLUTIONS
Cooktop does not work	Cooktop controls are locked.	<ul style="list-style-type: none"> <li>Make sure the controls lock button is turned off. See page 22.</li> <li>Check the house lights to confirm power outage.</li> </ul>
	Power outage.	
	Installation wire is not plugged in correctly.	
	Circuit breaker tripped or the fuse blown.	
Cooktop does not generate heat	No cookware or improper cookware placement on the cooking element.	<ul style="list-style-type: none"> <li>Make sure that the cookware is centered on the cooking element, and that cookware is also the correct type for induction cooking.</li> <li>The bottom of the cookware must be large enough to cover cooking element completely.</li> <li>Cookware must be flat and centered on the cooking element.</li> <li>Make sure the correct control is turned ON for the cooking element being used.</li> </ul>
	Incorrect cookware size for the selected cooking element.	
	Cookware is not properly resting on the cooking element.	
	Circuit breaker tripped or the fuse blown.	
	Incorrect cooking element selected.	
	No power to cooktop.	
Cooktop turns off while cooking	Cooktop internal heat sensor has detected high temperature inside the cooktop, activating the automatic shut-off.	<ul style="list-style-type: none"> <li>Make sure the cooktop vents are not blocked.</li> <li>The cooktop features an automatic shutoff feature that turns off the entire cooktop if any cooking element has been on continuously for 2 hours.</li> <li>The cooktop control panel may register liquids or objects obstructing the panel, which can cause the cooktop to shut off. Clean up spills or remove objects and restart the unit.</li> </ul>
	Liquid or object on the controls area.	

# TROUBLESHOOTING

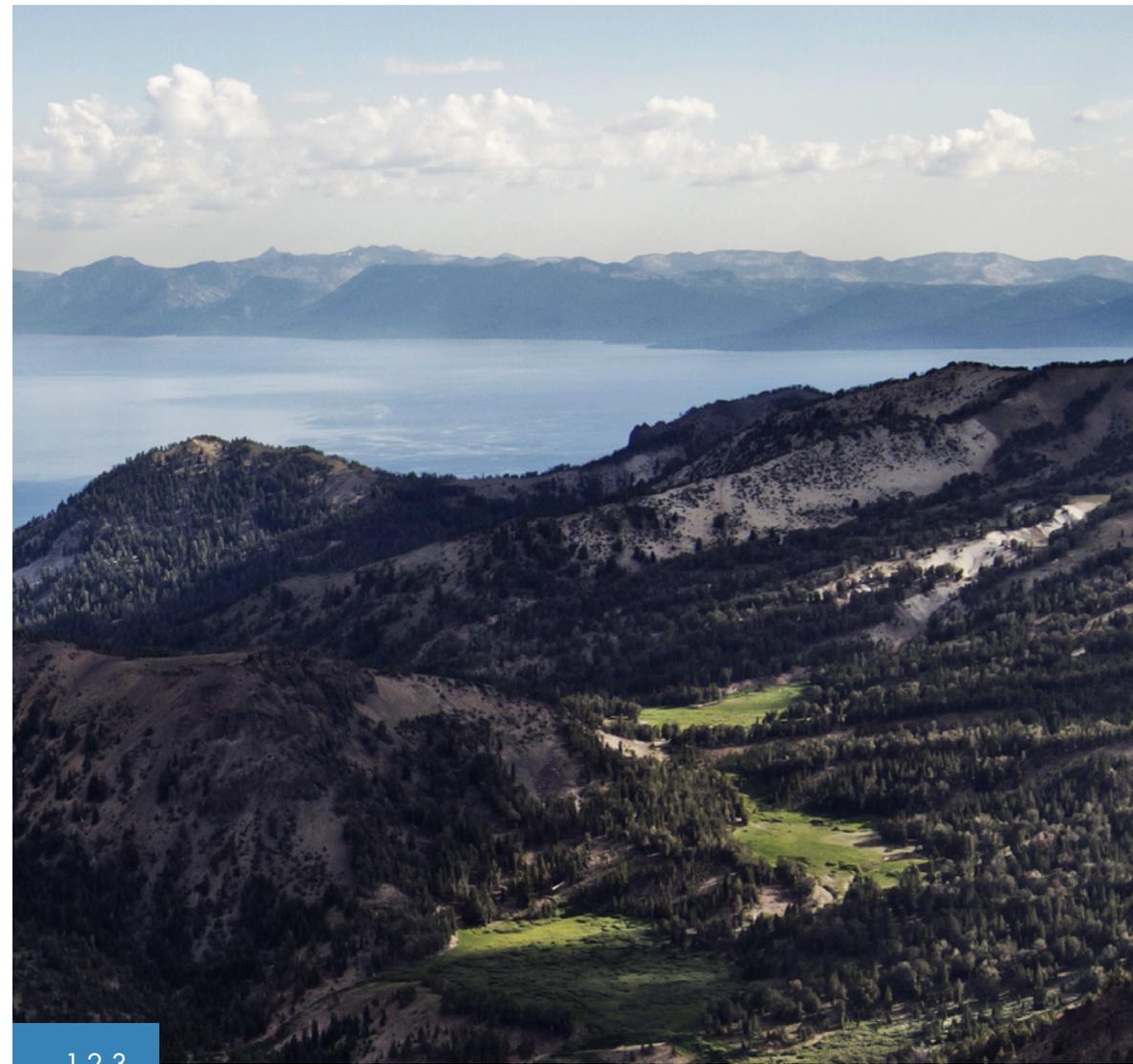
PROBLEM	POSSIBLE CAUSE	SOLUTIONS
Power Boost does not work	Boost function is not available if the adjacent burner is in use and the total power reaches 3700W or 4800W (Right area and left area)	See power sharing on page 24.
The fans keep running after the cooking element has been switched off.	The electronics are shutting down and cooling off.	This is a normal occurrence.
E0	IGBT overheating	Turn off the unit to allow IGBT to cool. Restart the unit after a couple of minutes.
E1	No cookware found or improper placement on the cooking element	Make sure that the cookware is centered on the cooking element, and that it is also induction compatible. See compatible cookware on page 27.
E2	Supplied voltage to cooktop is too low	This may be caused by reduced voltage supply to the house circuit. Be sure that the connections are correct and the supplied voltage.
E3	Supplied voltage to cooktop is too high	This may be caused by increased voltage supply to the house circuit. Be sure that the connections are correct and the supplied voltage.
E7	NTC1 Breakoff	Turn the cooktop off, and pull the plug out for 30 seconds. After, replug and turn on the cooktop. If error still occurs, call for service.
E8	NTC1 Short Circuit	
E9	NTC2 Break off	
EE	NTC2 Short Circuit	

# TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	SOLUTIONS
F (one heating element)	The heating element may be damaged.	Call customer service at 1-614-777-5004.
F (all heating elements)	The connections in the cooktop might be loose. The connections in the cooktop might be damaged.	
Noise	Noises with humming, crackling, and buzzing.	This is a normal occurrence. See cookware noise on page 27.



Need additional information?  
Scan the QR Code to view the most up-to-date version of our user manual and installation guide.



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