

# USE AND CARE MANUAL

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# INDUCTION COOKTOP

Models: RNCT304 and RNCT365



Model RNCT365 shown with optional raised vent.

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To Our Valued Customer:

Congratulations on your purchase of the very latest in Dacor® products! Our unique combination of features, style and performance make us The Life of the Kitchen™, and a great addition to your home.

In order to familiarize yourself with the controls, functions and full potential of your new Distinctive Appliance, read this use and care manual thoroughly, beginning with the **Important Safety Instructions** section.

All Dacor appliances are designed and manufactured with quality and pride, while working within the framework of our company value. Should you ever experience a problem with your product, please first check the **Before You Call for Service** section of this manual for guidance. It provides useful suggestions and remedies prior to calling for service.

Valuable customer input helps us to continuously improve our products and services, so please feel free to contact our Customer Service Team for assistance with any of your product support needs.

Dacor Customer Service Team  
14425 Clark Avenue  
City of Industry, CA 91745

Telephone: (800) 793-0093  
Fax: (626) 403-3130  
Hours of Operation: Monday through Friday  
6:00 A.M. to 5:00 P.M. Pacific Time  
Web Site: [www.dacor.com](http://www.dacor.com)

Thank you for choosing Dacor for your home. We are a company built by families for families and we are dedicated to serving yours. We are confident that your new Dacor product will deliver a high level of performance and enjoyment for many years to come.

Sincerely,

*The Dacor Customer Service Team*

# Important Safety Instructions

Installer: Please leave this guide with the appliance.

Consumer: Read this use and care manual completely before operating this appliance. Save it for future reference.

**For warranty and service information, see page 10.**

If you have any questions, call:

Dacor Customer Service  
(800) 793-0093 (U.S.A. and Canada)  
Monday — Friday 6:00 A.M. to 5:00 P.M. Pacific Time

Web site: [www.dacor.com](http://www.dacor.com)

Have the complete model and serial number identification for your cooktop ready. These numbers are located on the product data label located on the bottom of the chassis. Write these numbers below for easy access.

Always contact the Dacor Customer Service Team about problems or situations that you do not understand.

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

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

Date of purchase \_\_\_\_\_

## Important Information About Safety Instructions

### Safety Symbols and Labels

#### **DANGER**

**DANGER** – Immediate hazards that **WILL** result in severe personal injury or death.

#### **WARNING**

**WARNING** – Hazards or unsafe practices that **COULD** result in severe personal injury or death.

#### **CAUTION**

**CAUTION** – Hazards or unsafe practices that **COULD** result in minor personal injury or property damage.

The **Important Safety Instructions** and warnings in this manual are not meant to cover all possible problems and situations that can occur. Use common sense and caution when installing, maintaining or operating this or any other appliance.

Since we continually improve the quality and performance of our products, we may need to make changes to this appliance without updating these instructions.

Visit [www.dacor.com](http://www.dacor.com) to download the latest version of this manual.

#### **DANGER**

**DANGER** – TO REDUCE THE RISK OF INJURY TO PERSONS IN THE EVENT OF A COOKTOP GREASE FIRE:

- SMOTHER FLAMES with a close-fitting lid, cookie sheet or metal tray, then turn off the cooktop. **BE CAREFUL TO PREVENT BURNS.** If the flames do not go out immediately, **EVACUATE AND CALL THE FIRE DEPARTMENT.**
- **NEVER PICK UP A FLAMING PAN** - you may be burned.
- **DO NOT USE WATER**, including wet dish clothes or towels - a violent steam explosion may result.
- Use a fire extinguisher **ONLY** if:
  - ◇ You have a Class ABC extinguisher and you already know how to operate it.
  - ◇ The fire is small and contained in the area where it started.
  - ◇ The fire department is being called.
  - ◇ You can fight the fire with your back to an exit.

#### **WARNING**

Persons with a pacemaker or other medical device should use caution when standing near an induction cooktop when it is in use. The electromagnetic field generated by an induction cooktop may affect operation of a pacemaker or other medical device. Consult your doctor or medical device manufacturer about your particular situation.

#### **WARNING**

**IMPORTANT:** To avoid the possibility of explosion or fire, do not store or use combustible, flammable or explosive vapors and liquids (such as gasoline) inside or in the vicinity of this or any other appliance. Also keep items that could explode, such as aerosol cans away from the cooktop. Do not store flammable or explosive materials in adjacent cabinets or areas.

#### **WARNING**

**WARNING** – **NEVER** use this appliance as a space heater to heat or warm the room.

#### **WARNING**

**WARNING** – **NEVER** cover any slots, holes or passages in the chassis with materials such as aluminum foil. Doing so blocks air flow through the appliance and may create a fire hazard. Aluminum foil linings may also trap heat, causing a fire hazard.

State of California Proposition 65 Warnings:

**WARNING:** This product contains one or more chemicals known to the State of California to cause cancer.

**WARNING:** This product contains one or more chemicals known to the State of California to cause birth defects or other reproductive harm.

## READ AND SAVE THESE INSTRUCTIONS

# Important Safety Instructions

## General Safety Precautions

To reduce the risk of fire, electric shock, serious injury or death when using your cooktop, follow basic safety precautions, including the following:

### **WARNING**

- If you receive a damaged product, immediately contact your dealer or builder. Do not install or use a damaged appliance.
- Use this unit only in the manner intended by the manufacturer. If you have any questions, contact the manufacturer.
- The glass surface is resistant to impact but not unbreakable. If a pan or other object is dropped on it with sufficient force it can crack or pit. Do not operate the cooktop if the ceramic glass top is broken or severely pitted. If the cooktop should break, cleaning solutions and spill-overs may penetrate the broken cooktop and create a risk of electric shock. Contact a qualified technician immediately to replace a damaged/pitted cooktop.
- Make sure that the cooktop has been properly installed and grounded by a qualified installer according to the accompanying installation instructions. Have the installer show you the location of the circuit breaker panel or fuse box so that you know where and how to turn off power to the appliance.
- Do not install, repair or replace any part of the cooktop unless specifically recommended in the literature accompanying it. A qualified service technician must perform all other service.
- Before performing any type of service, make sure that power to the cooktop is turned off at the circuit breaker panel or fuse box.
- Only use the cooktop for cooking tasks expected of a home appliance as outlined in this manual. This appliance is not intended for commercial or industrial use.
- 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 of other flammable materials contact surface units or areas near units until they have had sufficient time to cool. Among these areas are (identification of area - for example, the cooktop, surfaces facing the cooktop, etc.).
- Never allow anyone, including children to sit, stand or climb on any part of the cooktop. Doing so may cause damage, serious injury or death. Do not leave children or pets alone or unattended in the area around the cooktop. Do not allow children to play with the controls or touch other parts of the cooktop.
- Do not store items of interest to children on top of or above the cooktop. Children could be burned or injured while climbing over the appliance.
- Do not heat unopened canned food. Pressure build up may cause the container to burst and cause injury.
- Hold the handle of the utensil to prevent movement when stirring or turning food.

### **WARNING**

- Do not tamper with the controls.
- Do not place or store items that could melt or catch fire on the cooktop, even when it is not in use.
- Do not cover the cooktop with anything except properly selected utensils. Decorative covers may cause a fire hazard or damage to the cooktop if an element is accidentally turned on with the cover in place.
- Do not use the cooktop as a counter to store utensils or other items.
- Clean and maintain the cooktop regularly as instructed in this manual. Keep the cooktop, ventilation filters and range hood free of grease that could catch fire. Clean only the parts specified in this manual. Clean them only in the manner instructed.
- Do not allow plastic items to come in contact with a hot glass surface when it is hot. They can melt or burn and damage the glass surface.
- Do not wear loose or hanging apparel while using the cooktop. Do not allow clothing to come into contact with the top of the cooktop or surrounding areas during and immediately after use.
- Do not hang flammable or heat sensitive objects over the cooktop.
- If the cooktop is near a window, do not use long curtains as window treatment. The curtains could blow over the top and create a fire hazard.
- Never leave surface units unattended at high heat settings. Boil over causes smoking and greasy spill-overs that may ignite.
- Keep flammable items, such as paper, cardboard, plastic and cloth away from hot surfaces. Do not use aluminum foil directly on the glass, it can melt and damage the glass.
- When deep fat frying:
  - ◇ Be certain that the pan is large enough to contain the desired volume of food without overflow caused by the bubbling of the fat. Never leave a deep fat fryer unattended.
  - ◇ Avoid frying moist or frost-covered foods. Foods with high water content may cause spattering or spilling of the hot fat.
  - ◇ Heat fat slowly, and stir together any combination of oils and fats prior to applying heat. Utilize a deep fat frying thermometer to avoid heating the fat to temperatures above the flash point.
  - ◇ Turn on the range hood.
- Use extreme caution if adding water to food in a hot utensil. The steam can cause serious burns or scalds.
- Do leave food on the cooking zones. Boil-overs can cause smoking or greasy spill-overs that can ignite.

# Important Safety Instructions

## **WARNING**

- Do not allow pans to boil dry. Do not turn on the cooktop with empty cookware on the cooking zone. Doing so can damage the pan and/or the cooktop.
- Do not use towels or bulky cloth as potholders.
- Always use potholders when removing cookware from the cooktop. Use only dry potholders. Wet potholders can cause steam burns.
- Use high heat setting only when necessary, and never when not monitoring the utensil. Use low to medium settings to heat oil slowly. Hold the handle of the utensil to prevent movement when stirring or turning food.
- Wipe up all spills on the cooktop.
- Use only the types of cookware specified in this manual. Personal injury or damage may result from the improper use of cookware. Do not use utensils that do not attract and hold a magnet and never use a steel plate or griddle to heat a nonmagnetic utensil, which can cause INJURY or DAMAGE to the cooktop elements and controls.
- Use utensils of the proper size, material and construction for the particular type of cooking task. Utensils need to be large enough to contain the desired quantity of food without boil-overs or spill-overs. Choose pans with easy to hold handles that will stay cool while cooking. Do not use utensils with loose handles. Avoid using pans that are too heavy to lift safely.
- **UTENSIL HANDLES SHOULD BE TURNED INWARD AND NOT EXTEND OVER ADJACENT SURFACE UNITS OR COUNTERS.** To reduce the risk of INJURY and spillage due to unintentional contact with the utensil, the handle of the utensil should be positioned so that it is turned inward, and does not extend over adjacent surface units or counter edges.
- To avoid accidental activation of the cooktop controls, do not place any objects or fluids on or near the cooktop controls.
- Cook meat and poultry thoroughly. Cook meat to an internal temperature of at least 160°F and poultry to an internal temperature of at least 180°F. Cooking to these temperatures usually avoids food-borne illness.
- When an oven that has a self-cleaning feature is installed below the cooktop, it is not recommended that the induction cooktop be used during the oven self clean process.
- Make sure individuals who use the cooktop are able to operate it properly.

## **CAUTION**

- Do not set cookware with sharp edges on the bottom (such as support legs with sharp corners) on the cooktop. Damage to the glass surface may occur.
- Do not allow acids (citrus juices, tomato sauces, etc.) to remain on the cooktop surface. The porcelain finish may stain. Remove any residue from the hot zone with a razor scraper.
- Never use the cooktop surface as a cutting board.
- Do not try to remove heavy spills with a sharp object such as a knife or metal spatula. Sharp objects may scratch the cooktop's surfaces.
- Do not slide cookware across the cooktop. Sliding may damage the finish. Lift utensils to reposition them. Utensils with rough surfaces should be avoided since they can scratch the glass surface.
- Do not place large pots, griddles or grills across two elements. Bridging across two elements will create stress on the cooktop which can result in cracking.
- Non-stick coatings, when heated, can be harmful to birds. Remove birds to a separate, well-ventilated room during cooking.
- To avoid damage to the cooktop, do not place hot cookware on a cold cooktop.

## **IMPORTANT**

This unit has been tested and found to comply with the limits for a class B digital device, pursuant to Part 18 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This appliance generates, uses and can radiate radio frequency energy. If not installed and used in accordance with the accompanying instructions, it may cause harmful interference to radio communications. There is no guarantee that interference will not occur in a particular situation. If this appliance does cause harmful interference to radio or television reception, which can be determined by turning the appliance off and on, you can try to correct the interference using one or more of the following methods:

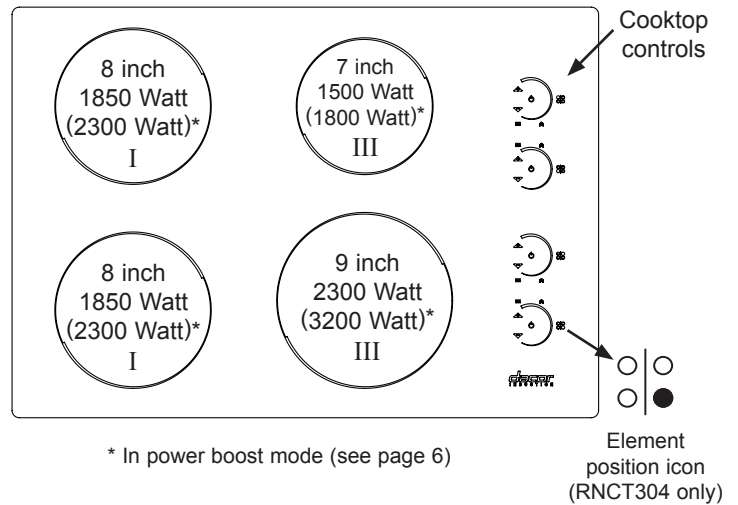
- ◇ Re-orient or relocate the receiving antenna.
- ◇ Increase the distance between the appliance and receiver or antenna.
- ◇ Connect the receiver to a different circuit.



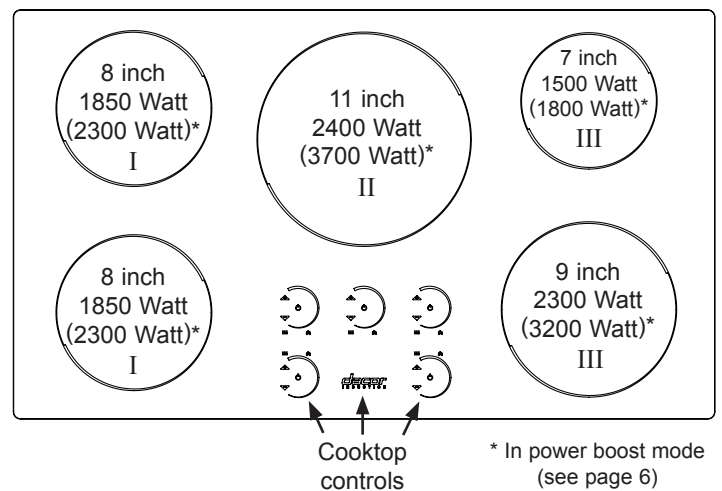
# Cooktop Features

## About the Cooktop

- Induction cooking is totally different from traditional types of cooking. A magnetic induction element below the cooking surface heats utensils (magnetic only) directly. Induction cooking is much more efficient because less energy is lost heating the cooktop itself. Also, food that spills on the cooktop does not burn since the cooktop is much cooler.
- Dacor induction cooktops have 4 or 5 circular cooking zones. Below each cooking zone is the magnetic induction cooking element. Each cooking zone has its own set of controls. The control keys are activated by touching it with your fingertip. Pressing hard is not necessary because the keys are not pressure sensitive. **NOTE:** Spills or cleaning solutions on the keys can cause unwanted operation. Dry the area with a clean cloth and reset the control to correct.
- All of the induction elements under the cooking zones feature temperature limiters to ensure a safe operating temperature for the cooktop. The elements automatically cycle on and off. At higher power settings, the induction element will stay on for longer periods of time.



**RNCT304 Cooktop Layout**



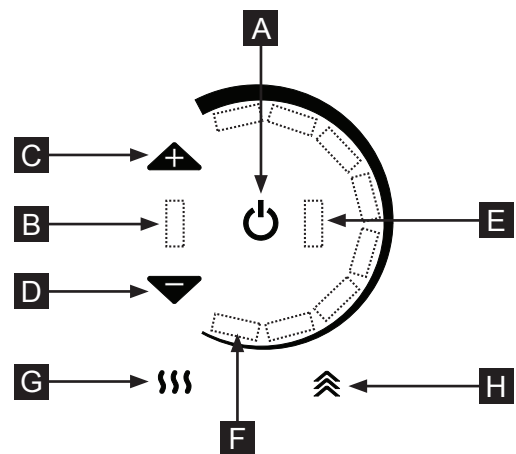
**RNCT365 Cooktop Layout**

I = Group 1    II = Group 2    III = Group 3

## Control Panel

- A** **ON/OFF** Key: Turns on the corresponding cooking zone.
- B** Power Light: Turns on when the indicated cooking zone is on.
- C** Power Level **UP** (▲) Key: Touch this key repeatedly to raise the power level.
- D** Power Level **DOWN** (▼) Key: Touch this key repeatedly to lower the power level.
- E** “No Pan Detected” Light: If a cooking zone is turned on and no pan is detected, this light will come on. Power to the cooking zone shuts off if no pan is detected for 30 seconds. See the facing page for additional conditions that may cause the light to come on.
- F** Power Level Indicator Lights: A series of indicator lights around the circle light up to indicate the current power level (1 to 8).
- G** Residual Heat Indicator Light: Indicates that the corresponding cooking zone is still hot due to heat from hot pots or pans. See page 6 for more details.
- H** Power Boost Indicator Light: This light indicates that power boost is on. See page 6 for more details.

The Dacor induction power management feature regulates the amount of power the elements can draw at the same time. The elements are divided into groups. If you set both controls on the same group to the higher power settings, power to both elements will be reduced slightly and cooking times will be slightly longer. When cooking on two elements at a higher setting, Dacor recommends using an element from one group and an element from another group.



**Control Panel Layout - All Models**

# Cooktop Operation

## Before Using the Cooktop...

- Be sure all packing materials, labels or tape are removed from the cooktop surface.
- Wipe the cooktop with a clean, damp sponge and dry.
- Apply Dacor Cooktop Cleaning Creme, according to the **Care and Cleaning** section.
- During the first uses of the cooktop, you may smell a slight burning odor or see light smoke. These conditions are normal for a new glass ceramic cooktop.
- Be certain that the cookware and glass surfaces are clean and dry before you place a pot or pan on the cooktop and turn on an element.

## Selecting the Proper Cookware

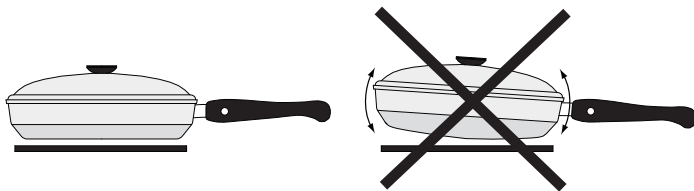
### **WARNING**

Use proper pan size. This appliance is equipped with surface units of different sizes. The cookware must have heavier flat bottoms and the diameter should be large enough to cover the surface unit heating element. The use of under-size utensils will expose a portion of the heating element to direct contact and may result in ignition of clothing. Select cooking utensils that are specifically identified for use with induction cooktop.

- Utensils affect overall safety and cooking performance. It is important to select them carefully. Improperly selected utensils will not cook efficiently or evenly.
- All utensils used on an induction cooktop **MUST** be magnetic (must attract and hold a magnet). Utensils with poor magnetic conduction will not heat properly, may cause vibration or cause the no pan detected light to come on.
- Choose cookware that matches the amount of food being prepared and closely matches the diameter of one of the cooking zones. Use tight fitting lids to retain heat, odors and steam.

### Do not use:

- Cooking utensils that have bottoms that are rounded, convex, concave or are warped.

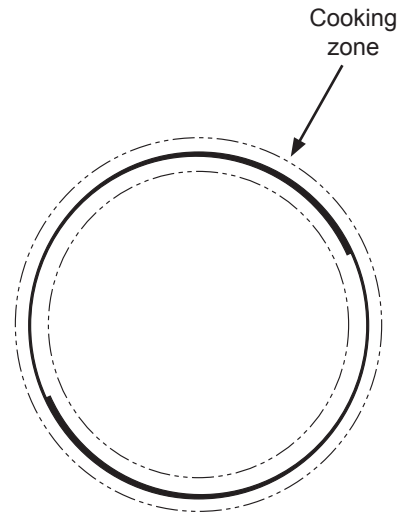


- Utensils made of materials that are poor heat conductors.
- Griddle plates that cover more than one cooking zone.
- Dirty pans or pans with greasy build-up.

## Determine Cookware Size

**IMPORTANT:** Using cookware that is a lot smaller than the cooking zone wastes energy and may cause the “no pan detected” light to come on and shut off power to the cooking zone.

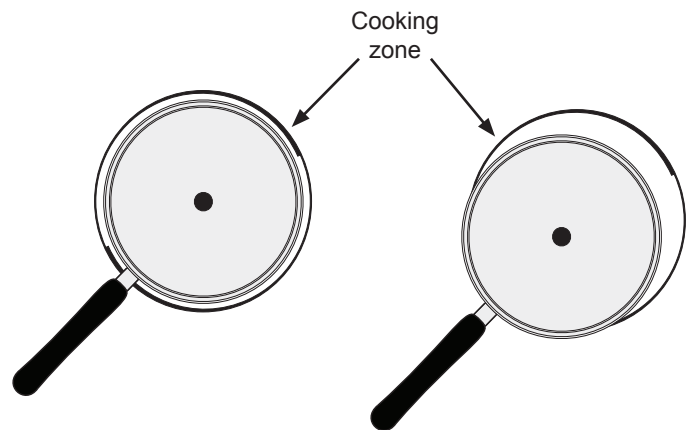
- Do not use cookware that is more than 1/2 inch larger in diameter than the cooking zone being used.
- For optimal performance, use pots or pans that are between 1/2 inch smaller and 1/2 inch larger than the cooking zone being used.



Optimal Pan Size

## Cookware Placement

**IMPORTANT:** Center the cookware in the cooking zone. Cookware that is off center may cause the “no pan detected” light to come on and shut off power to the cooking zone.



Correct

Incorrect

# Cooktop Operation

## Operating the Controls

### **WARNING**

- Turn on the induction cooktop only after placing the cookware on the element.
- Do not leave metallic utensils or lids on the cooking surface since they can become hot or may warp.
- Even though the cooktop itself does not heat, it still becomes hot due to the pots and pans placed on top of it becoming hot.
- For safe operation, know which control adjusts each element (see page 4).

1. Make sure the cooktop surface is clean and dry.
2. Place the pan on the desired cooking zone and center it.
3. Locate the **ON/OFF** key for the selected cooking zone. Touch and hold your finger on the **ON/OFF** key for one second. When the power light turns on, remove your finger.
4. Select the desired power level by touching the **UP** (▲) or **DOWN** (▼) key repeatedly. The more power level lights illuminated, the higher the power.

#### **NOTE:**

- If a power level is not selected within 10 seconds, the control will turn off.
- You can change the power level setting at any time during the cooking process.
- When selecting a power level, you can also hold your finger on the **UP** (▲) or **DOWN** (▼) key until the desired power level is displayed, then remove your finger.

Recommended Settings	
Type of Cooking	Number of Lights
Rapid heat up/rapid rolling boil	8
Low level rolling boil	6 to 7
Frying	7 to 8
General cooking or searing	4 to 7
Simmer	2 to 3
Keep warm*	1

\***CAUTION:** Avoid bacteria growth, keep food above 140°F.

Turn off power to the cooking zone by touching the **ON/OFF** key or simply remove the pan from the cooktop. 30 seconds after removing a pan the control for that cooking zone will shut off automatically. The corresponding residual heat indicator light will remain on until the heat from the hot pan has cooled. **NOTE:** If a pan is placed on the same cooking zone before 30 seconds has elapsed the cooking zone will remain on at the same setting.

## Power Boost

Your induction cooktop is equipped with a power boost feature. Use power boost to bring large quantities of water or food to cooking temperature faster. Power boost increases the induction element power up to 39%, for 10 minutes. **NOTE:** Power boost can only be used on one element group at a time (see cooktop layouts on page 4).

#### **To use power boost:**

1. Make sure the cooktop surface is clean and dry.
2. Place the pan on the desired cooking zone and center it.
3. Locate the **ON/OFF** key for the selected cooking zone. Touch and hold your finger on the **ON/OFF** key for one second. When the power light turns on, remove your finger.
4. Select power level 8 by touching the **DOWN** (▼) key momentarily or by touching the **UP** (▲) key repeatedly.
5. With 8 power lights shown on the control panel, touch the **UP** (▲) key once. The power boost light will come on. It will turn off after about 10 minutes when power boost automatically turns off.

## Cooking Tips

- Practice and experience will ultimately determine the power levels that work best for you. Don't be afraid to experiment to arrive at your own preferred cooking settings. You may want to take notes when you find a setting that works good for a particular food item. There is a blank table in the back of this manual to help.
- There is some variation in the efficiency of pots used. All pots do not behave in exactly the same way since the different metals conduct the electromagnetic waves from the induction elements differently.

## Auto Shut-off Feature

- If the cooktop is on for too long, it will shut-off automatically in the interest of safety. If one of the elements is on for an unusually long period of time, and the control settings are not changed, the cooktop will shut off automatically and the residual heat indicator will light. The amount of time before the cooktop shuts down varies with the power setting and the type of cookware in place on the element.
- The cooktop may be restarted again after shut-off takes place according to the **Operating the Controls** section.



# Care and Cleaning

## Cleaning the Cooktop Surface

### **WARNING**

- Unless otherwise specified, make sure that all cooking zones are cool enough to safely touch before cleaning.
- Always clean the cooktop cautiously. If using a damp sponge or cloth, wait until the cooktop has cooled to prevent steam burns.
- To avoid dangerous fumes and damage to the cooktop, use only the cleaners specified. Use them only as instructed. Do not use abrasive cleaners or scrubbers. They may cause permanent damage.
- When removing heavy spills, use only the included razor blade scraper or a plastic spatula. Do not remove heavy spills with sharp objects like a knife or metal spatula. Using objects other than those specified may scratch the surfaces.

## Cleaners To Avoid

These types of cleaners can discolor, scratch, stain, mark or etch the glass or painted trim:

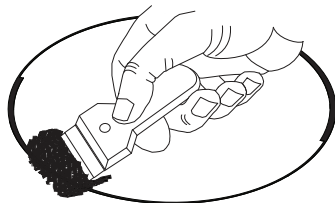
- Glass cleaners containing chlorine bleach or ammonia
- Caustic cleaners, such as oven cleaners
- Abrasive cleaners (i.e. metal scouring pads, Scotch Brite, sponges, S.O.S. pads)
- Powder or liquid cleaners containing chlorine bleach or abrasives/cleaners
- Flammable cleaners

## Special Cleaning Methods

The following applies to the glass surface only:

- **Sugar, syrup, tomato spills** - REMOVE THESE TYPES OF SPILLS IMMEDIATELY, WHILE THE COOKTOP SURFACE IS HOT. USE A PLASTIC SPATULA OR THE INCLUDED RAZOR BLADE SCRAPER ONLY. THIS TYPE OF CLEAN-UP IS THE ONLY ONE THAT IS DONE WHEN THE COOKTOP SURFACE IS HOT! After scraping, allow the cooking surface to cool, then use a dry towel or sponge to wipe up residue.

1. Remove the utensil/pan from the surface and turn the control off. Angle the scraper slightly and push the spill or residue off the heated surface as shown. Do not scratch or gouge.



2. Let the surface cool and remove any residue, then apply the cleaning creme.

### • **Burned on food**

1. Soften using a moist cloth or paper towel over the soil for 20 to 30 minutes.
2. Wipe clean, dry and apply Dacor Cooktop Cleaning Creme (see following section).

- **Metal marks** – Utensils/pans will occasionally leave marks. If the cleaning creme does not remove marks use a mild cleanser (i.e.: Bon Ami) to remove.

Rinse and dry surface and apply Dacor Cooktop Cleaning Creme. **NOTE:** Magnetic stainless steel and porcelain coated steel/iron pans are less likely to leave marks than other types of cookware. Uncoated cast iron pans are more likely to cause marking on the glass. Always avoid sliding cookware across the glass.

### • **Water spots**

1. Apply undiluted white vinegar, rinse and dry.
2. Apply Dacor Cooktop Cleaning Creme.

### • **Scratches**

Scratches cannot be removed. Avoid scratches by using clean pans and removing gritty food spillages quickly. Keep the cooktop clean and apply Dacor Cooktop Cleaning Creme often. Surface scratches will not affect the cooking capability.

## How to use Dacor Cooktop Cleaning Creme

- Regular use of Dacor Cooktop Cleaning Crème on the glass surface will protect the surface and make it easier to remove food soil and water spots.
- To clean the cooktop, be sure it is cool, then apply about 1/4 teaspoon of Dacor Cooktop Cleaning Creme\*, to the ceramic glass surface with a lightly dampened clean cloth. Use a second clean cloth to remove any remaining cleaner residue. Wipe the cooktop surface with a dry cloth to completely eliminate any remaining moisture.

\* See the **Parts and Accessories** section for reorder information.

# Before You Call for Service

## Problem Solution Guide

Before you call for service, please review the potential problems, possible causes and remedies shown in the table.

Problem	Possible Cause	Remedy
Nothing works.	Cooktop is not connected to electrical power.	Have cooktop connected to a proper electrical power supply by a licensed electrician.
	Power supply is off.	Check to make sure the power is turned on at the circuit breaker or fuse box. Check for tripped circuit breaker or blown fuse.
	Power failure.	Call power company.
	High temperature detected inside cooktop.	Be sure the appliance vent holes are not blocked.
Cooktop turns on and/or changes settings unexpectedly.	Fluids, food or cleaning solutions or other objects covering control panel.	Spills/cleaning solutions on control panel can cause unwanted control operation. Dry area with clean cloth, reset control(s) to desired setting. Do not place any objects near the controls.
	Power surge from power source.	A power surge from the power source can cause the cooktop to shut down. Reset controls to resume operation.
	No food or fluid in cooking utensil, can cause cooktop to shut down (safety feature).	Do not put empty cookware on cooktop. Do not allow pans to boil dry.
Cooking zone (induction element) cycles on and off more often than usual.	Utensils not centered on cooking zone.	Re-center cooking utensil.
	Bottom of the cooking utensil is not flat or is convex or concave.	Use flat bottomed utensil.
	The utensil/pan is too small in diameter for the cooking zone being used.	Use a smaller cooking zone or larger utensil.
	Material of utensil is poor heat conductor.	Try a different cooking utensil.
Utensil/cooktop vibrates or buzzes.	Improper utensil used.	Make sure utensil meets requirements on page 5.
	Cooktop or cookware wet or greasy.	Make sure cooktop/cookware is clean and dry before use.
No pan detected light comes on.	No pot or pan placed on cooking zone.	Use proper cookware. See page 5.
	Cookware not magnetic.	
	Cookware curved or warped on bottom.	
	Cookware not centered on cooking zone.	Center cookware on cooking zone as shown on page 5.
	Cookware too small for cooking zone.	Move pot or pan to smaller cooking zone.

# Before You Call for Service

Problem	Possible Cause	Remedy
Food does not heat.	No power.	See nothing works, above.
	Non-magnetic utensil used.	Induction cooktops will not work unless utensil is magnetic. Try another type of utensil.
	No pot or pan placed on cooking zone.	Use proper cookware. See page 5.
	Cookware not magnetic.	
	Cookware curved or warped on bottom.	
	Cookware not centered on cooking zone.	Center cookware on cooking zone as shown on page 5.
	Cookware too small for cooking zone.	Move pot or pan to smaller cooking zone.
	Supply voltage too low.	Have a licensed electrician check supply voltage.
Error code appears on display	An element may have overheated.	Error code E2 indicates that an element has over-heated. Turn off the control and allow the element to cool. Make sure that all cooling vents on the chassis are not blocked and make sure there is nothing covering the top of the cooktop, other than proper utensils. Element should reset after cooling and begin to work again. If element is still not functional, call for service.
	Fluids spilled or items lying on or near the controls may cause an error code to be displayed and the cooktop may turn off.	Clean up any spills and remove any items near the controls.
	Cooktop needs to be reset.	Turn off power to the cooktop, wait 10 seconds then turn power back on to see if the error code clears. If the error code returns, call for service.

## Parts and Accessories

Description	Part Number
Dacor Cooktop Cleaning Creme	A300
Razor blade scraper (Ceran scraper)	82499

To order parts and accessories, contact your Dacor dealer or visit [www.everythingdacor.com](http://www.everythingdacor.com).

# Warranty and Service

## Getting Help

Before you request service:

1. Review the **Before You Call For Service** section of this manual (page 8).
2. Use the helpful tips found in our **Problem Solution Guide**.
3. Become familiar with the warranty terms and conditions of your product.
4. If none of these tips or suggestions resolves your problem, call our Customer Service center at the number below.

Dacor's Customer Service center is available 6:00 A.M. – 5:00 P.M. Pacific Time

For warranty repairs or questions and for Dacor Distinctive Service (DDS) in the US and Canada

Phone: (800) 793-0093, extension 2822

For non-warranty repairs or questions in the US and Canada

Phone: (800) 793-0093, extension 2813

Contact us through our web site at:

[www.dacor.com/contact-us](http://www.dacor.com/contact-us)

## Warranty

### What Is Covered

#### CERTIFICATE OF WARRANTIES

#### DACOR ELECTRIC COOKTOPS

#### **WITHIN THE FIFTY STATES OF THE U.S.A., THE DISTRICT OF COLUMBIA AND CANADA\*:**

#### FULL ONE-YEAR WARRANTY

The warranty applies only to the Dacor appliance sold to the first use purchaser, starting from the date of original retail purchase or closing date for new construction, whichever period is longer. Warranty is valid on products purchased brand new from a Dacor Authorized Dealer or other seller authorized by Dacor.

If your Dacor product fails to function within one year of the original date of purchase, due to a defect in material or workmanship, Dacor will remedy it without charge to you.

All cosmetic damage (such as scratches on stainless steel, paint/porcelain blemishes, etc.) to the product or included accessories must be reported to Dacor within 60 days of the original purchase date to qualify for warranty coverage.

Consumable parts such as filters and light bulbs are not covered and are the responsibility of the purchaser.

#### LIMITATIONS OF COVERAGE

Service will be provided by a Dacor designated service company during regular business hours. Please note service providers are independent entities and are not agents of Dacor.

Dealer display and model home display products with a production date greater than 5 years, products sold "As Is," and products installed for non-residential use, which include but are not limited to religious organizations, fire stations, bed and breakfast and spas carry a one year parts warranty only. All delivery, installation, labor costs and other service fees are the responsibility of the purchaser.

Warranty will be null and void on product that has altered, defaced, or missing serial numbers and tags.

The owner must provide proof of purchase or closing statement for new construction upon request. All Dacor products must be accessible for service.

\*Warranty is null and void if non-ETL or non-CUL approved product is transported from the U.S.A.

# Warranty and Service

## **OUTSIDE THE FIFTY STATES OF THE U.S.A., THE DISTRICT OF COLUMBIA AND CANADA:**

### LIMITED FIRST YEAR WARRANTY

If your Dacor product fails to function within one year of the original date of purchase due to a defect in material or workmanship, Dacor will furnish a new part, F.O.B. factory to replace the defective part.

All delivery, installation, labor costs and other service fees are the responsibility of the purchaser.

## What Is Not Covered

- Slight color variations may be noticed because of differences in painted parts, kitchen lighting, product placement and other factors; this warranty does not apply to color variation.
- Service calls to educate the customer on proper use and care of the product.
- Service fees for travel to islands and remote areas, which include but are not limited to, ferries, toll roads or other travel expenses.
- Consequential or incidental damage, including but not limited to food or medicine loss, time away from work or restaurant meals.
- Failure of the product when used for commercial, business, rental or any application other than for residential consumer use.
- Failure of the product caused by improper product installation.
- Replacement of house fuses, fuse boxes or resetting of circuit breakers.
- Damage to the product caused by accident, fire, flood, power interruption, power surges or other acts of God.
- Liability or responsibility for damage to surrounding property including cabinetry, floors, ceilings and other structures or objects around the product.
- Breakage, discoloration or damage to glass, metal surfaces, plastic components, trim, paint or other cosmetic finish caused by improper usage, care, abuse or neglect.

## Out of Warranty

Should you experience a service issue beyond the standard warranty period, please contact us. Dacor reviews each issue and customer concern to provide the best possible solution based on the circumstances.

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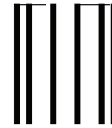
THE REMEDIES PROVIDED IN THE ABOVE EXPRESS WARRANTIES ARE THE SOLE AND EXCLUSIVE REMEDIES. THEREFORE, NO OTHER EXPRESS WARRANTIES ARE MADE, AND OUTSIDE THE FIFTY STATES OF THE UNITED STATES, THE DISTRICT OF COLUMBIA AND CANADA, ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE, ARE LIMITED IN DURATION TO ONE YEAR FROM THE DATE OF ORIGINAL PURCHASE. IN NO EVENT SHALL DACOR BE LIABLE FOR INCIDENTAL EXPENSE OR CONSEQUENTIAL DAMAGES. IN THE EVENT DACOR PREVAILS IN ANY LAWSUIT, DACOR SHALL BE ENTITLED TO REIMBURSEMENT OF ALL COSTS AND EXPENSES, INCLUDING ATTORNEY'S FEES, FROM THE DACOR CUSTOMER. NO WARRANTIES, EXPRESS OR IMPLIED, ARE MADE TO ANY BUYER FOR RESALE.

Some states do not allow limitations on how long an implied warranty lasts, or do not allow the exclusion or limitation of inconsequential damages, therefore the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

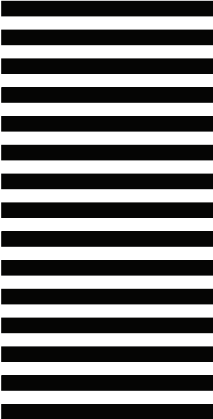


# Notes

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NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO 1600 CITY OF INDUSTRY CA

POSTAGE WILL BE PAID BY ADDRESSEE

**DACOR  
ATTN WARRANTY PROCESSING DEPT  
PO BOX 90070  
CITY OF INDUSTRY CA 91715-9907**





Please visit [www.dacor.com](http://www.dacor.com) to activate your warranty online.

# WARRANTY INFORMATION



### IMPORTANT:

Your warranty will not be activated until you activate it online or return this form to Dacor. If you have purchased more than one Dacor product, please return all forms in one envelope or activate the warranty for each product online.

Please rest assured that under no conditions will Dacor sell your name or any of the information on this form for mailing list purposes. We are very grateful that you have chosen Dacor products for your home and do not consider the sale of such information to be a proper way of expressing our gratitude!

Owner's Name: \_\_\_\_\_  
Last (Please Print or Type) First Middle

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Purchase Date: \_\_\_\_\_ Email: \_\_\_\_\_ Telephone: \_\_\_\_\_

Dealer: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Your willingness to take a few seconds to fill in the section below will be sincerely appreciated. Thank you.

1. How were you **first** exposed to Dacor products? (Please check one only.)

- A. T.V. Cooking Show
- B. Magazine
- C. Appliance Dealer Showroom
- D. Kitchen Dealer Showroom
- E. Home Show
- F. Builder
- G. Architect/Designer
- H. Another Dacor Owner
- I. Model Home
- J. Other \_\_\_\_\_

2. Where did you buy your Dacor appliances?

- A. Appliance Dealer
- B. Kitchen Dealer
- C. Builder Supplier
- D. Builder
- E. Other \_\_\_\_\_

3. For what purpose was the product purchased?

- A. Replacement **only**
- B. Part of a Remodel
- C. New Home
- D. Other \_\_\_\_\_

4. What is your household income?

- A. Under \$75,000
- B. \$75,000 – \$100,000
- C. \$100,000 – \$150,000
- D. \$150,000 – \$200,000
- E. \$200,000 – \$250,000
- F. Over \$250,000

5. What other brands of appliances do you have in your kitchen?

- A. Cooktop \_\_\_\_\_
- B. Oven \_\_\_\_\_
- C. Dishwasher \_\_\_\_\_
- D. Refrigerator \_\_\_\_\_

6. Would you buy or recommend another Dacor product?

- Yes
- No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you very much for your assistance. The information you have provided will be extremely valuable in helping us plan for the future and giving you the support you deserve.



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