

LEARN MORE

For future reference, please make a note of your product model and serial numbers. These numbers can be located on a label on the bottom of the cooktop.

Model Number _____ Serial Number _____

Register your cooktop at www.kitchenaid.com. In Canada, register your cooktop at www.kitchenaid.ca.

Para una versión de estas instrucciones en español, visite www.kitchenaid.com.

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.

WARNING: If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- **WHAT TO DO IF YOU SMELL GAS:**
 - Do not try to light any appliance.
 - Do not touch any electrical switch.
 - Do not use any phone in your building.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency or the gas supplier.

WARNING: Gas leaks cannot always be detected by smell.

Gas suppliers recommend that you use a gas detector approved by UL or CSA.

For more information, contact your gas supplier.

If a gas leak is detected, follow the “What to do if you smell gas” instructions.

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.

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:

- **WARNING:** NEVER use this appliance as a space heater to heat or warm the room. Doing so may result in carbon monoxide poisoning and overheating of the cooktop.
- **CAUTION:** Do not store items of interest to children in cabinets above the cooktop – children climbing on the cooktop to reach items could be seriously injured.
- Proper Installation – The cooktop, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the *National Electrical Code, ANSI/NFPA70* or the *Canadian Electrical Code, Part 1*. Be sure the cooktop is properly installed and grounded by a qualified technician.

- This cooktop is equipped with a three-prong grounding plug for your protection against shock hazard and should be plugged directly into a properly grounded receptacle. Do not cut or remove the grounding prong from this plug.
- Disconnect the electrical supply before servicing the cooktop.
- Injuries may result from the misuse of the cooktop such as stepping, leaning, or sitting on the top surface.
- Maintenance – Keep cooktop area clear and free from combustible materials, gasoline, and other flammable vapors and liquids.
- Storage on the cooktop – Flammable materials should not be stored on or near surface units.
- Top burner flame size should be adjusted so it does not extend beyond the edge of the cooking utensil.

SAVE THESE INSTRUCTIONS

KEY USAGE TIPS

LP Gas Conversion

IMPORTANT: This cooktop is factory set for use with Natural gas. If you wish to use Liquid Propane (LP), call a licensed professional to install the LP gas conversion kit (included).

Placement of Burner Heads and Caps

All burner caps and burner bases should be properly installed BEFORE operating the cooktop. Check that the right size head and cap is on the right size burner.

Refer to the “Assembling Your Cooktop” section for proper burner head placement details.

Lighting the Burners

IMPORTANT: All burners will click/spark when a knob is pushed in.

A burner will light only if the knob is pushed in and then turned counterclockwise to 🔥.

To light the burners:

1. Push in the knob.
2. Turn the knob counterclockwise to 🔥. Wait until you see a flame.
3. Turn the knob anywhere between Hi and Lo to the desired setting.

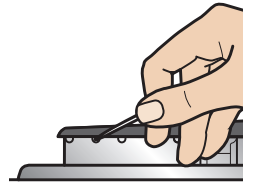
Power failure: In case of a power failure, burners can be lit manually. Hold a lit match near the burner and turn the knob counterclockwise to 🔥.

Cleaning the Burners: Tips

The burners should be kept clean. Spillovers should be cleaned immediately since they can clog the openings in the burners.

IMPORTANT: Before cleaning, make sure all controls are off and the cooktop is cool. For more information, see the “Care and Cleaning” section.

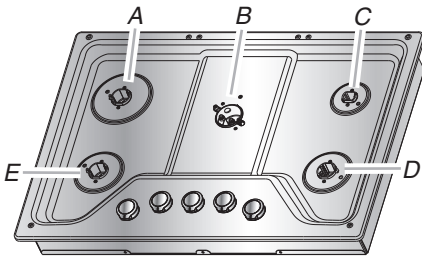
- Remove the burner cap from the base. Clean the burner cap with hot soapy water and then rinse it.
- Remove the burner base and clean the gas tube opening under the base.
- Clean clogged burner ports with a straight pin, needle or small-gauge wire as shown. Do not use a wooden toothpick or clean in the dishwasher.
- Gently clean the igniter with a damp cloth.



ASSEMBLING YOUR COOKTOP

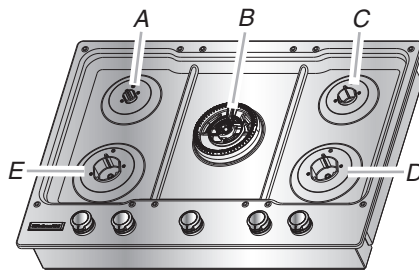
Assembling the Burners

Check your model number. Then refer to the following for information specific to your burners.



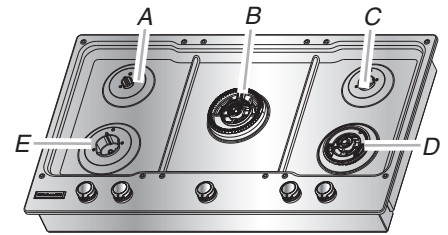
KCGS350ESS and KCGS356ESS

- A. Standard burner
- B. Dual flame burner
- C. Standard burner (Even-Heat™ simmer)
- D. Standard burner
- E. Standard burner



KCGS550ESS and KCGS556ESS

- A. Standard burner (Even-Heat™ simmer)
- B. Dual tier ultra burner
- C. Standard burner
- D. Standard burner
- E. Standard burner

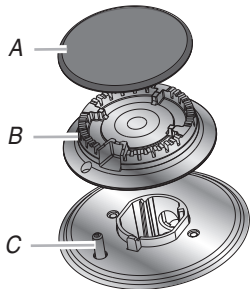


KCGS950ESS and KCGS956ESS

- A. Standard burner (Even-Heat™ simmer)
- B. Dual tier ultra burner
- C. Standard burner
- D. Even-Heat™ torch burner
- E. Standard burner

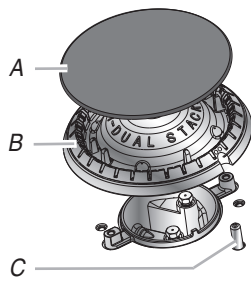
Standard and Dual Flame Burners

- Burner caps and spreaders are included with your cooktop.
- Always match the burner spreader size to the cap size.
- Always line up the hole in the spreader to the electrode.
- The cooktop comes with an extra Melt cap. This is a large cap with "MELT" and "FOR SMALLEST BURNER" printed on it. Use this cap over the small burners, position C on KGCS3 series models and position A on KCGS5 series and KCGS9 series models
- Standard and dual flame burners are similar in assembly. Note that there is no hole in the dual flame burner spreader to insert the electrode. The stacked burner electrode (C) aligns with the semicircle notch in the spreader (B).



Standard Burner

- A. Cap
- B. Spreader
- C. Electrode

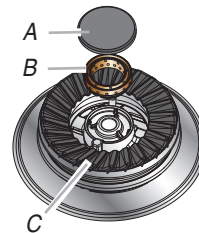


Dual Flame Burner

- A. Cap
- B. Spreader
- C. Electrode

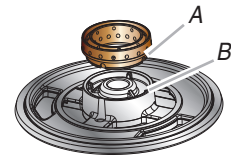
- Install the outer spreader, inner spreader, and inner cap on the Even-Heat™ burner.

IMPORTANT: Align the notches in the inner spreader with the tabs on the Even-Heat™ burner.



Even-Heat™ Burner

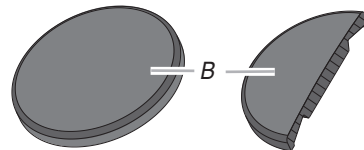
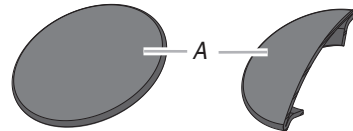
- A. Inner cap
- B. Inner spreader
- C. Outer spreader



Inner Spreader

- A. Inner spreader notch
- B. Burner tabs

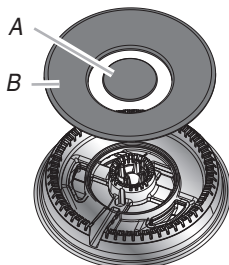
- The cooktop comes with 2 small burner caps, one for the dual tier ultra burner and one for the Even-Heat™ torch burner. Note the differences in the small burner caps:
 - the small dual tier ultra burner cap is thin and hollow.
 - the small Even-Heat™ torch burner cap is thick and solid.



- A. Small dual tier ultra burner cap (center burner)
- B. Small Even-Heat™ torch burner cap (right front burner)

Dual Tier Ultra and Even-Heat™ Torch Burners

- Install the outer and inner caps on the dual tier ultra burner.

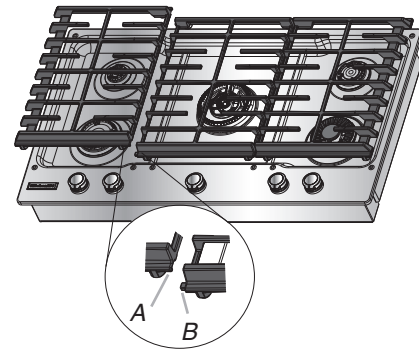


Dual Tier Ultra Burner

- A. Inner cap
- B. Outer cap

Grate Placement

To install the grates, align the feet on the center grate with the indents on the cooktop. Then install the 2 outer grates by aligning the tabs on the center grate with the slots in the outer grates. Be sure to line up the slots and tabs for proper grate alignment.



A. Outer grate slot
B. Center grate tab

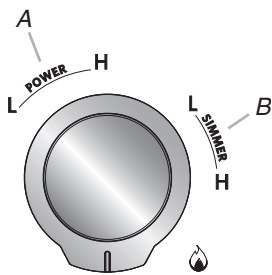
COOKTOP FEATURES

Cooktop Burners

Dual Flame and/or Dual Tier Ultra Burner

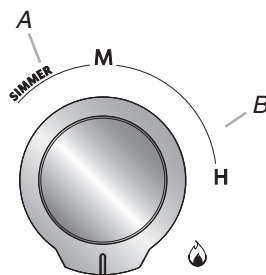
These burners have the flexibility of two burners in one, providing heat ranges from fast boiling to precise simmering.

- **Power:** Select H for preparing large quantities of food or to boil liquids quickly. For best results, rotate the knob to "H" in the "Power" range.
- **Simmer:** Use Simmer to slowly cook foods or to hold a simmer. For best results, rotate the knob to "L" in the "Simmer" range.



Off

Dual Tier Ultra Burner
A. Power range
B. Simmer range



Off

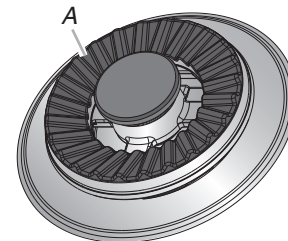
Dual Flame Burner
A. Simmer range
B. Power range

Remove the small burner cap and replace it with the larger Melt cap for delicate simmering. For less delicate simmering, use the small cap.



Even-Heat™ Torch Burner (on KCGS9 series models)

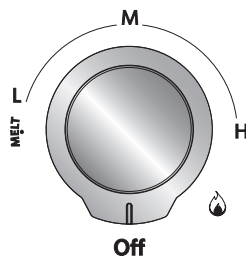
The Even-Heat™ burner has a unique flame spreader that distributes heat evenly across the pan. It also provides two burners in one, the Even-Heat™ burner and a simmer burner.



A. Flame spreader

Even-Heat™ Simmer Burner

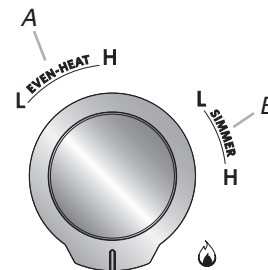
The Even-Heat™ Simmer burner is for simmering sauces. Position the knob between "L" and "H," depending upon the desired simmer level.



Off

For melting chocolate or butter or an even more delicate simmer, the melt cap can be used in place of the standard burner cap on the smallest burner.

- **Even-Heat™:** Select H to boil liquids quickly. For best results, rotate the knob to "H" in the "Even-Heat™" range.
- **Simmer:** Use Simmer to slowly cook foods or to hold a simmer. For best results, rotate the knob to "L" in the "Simmer" range.

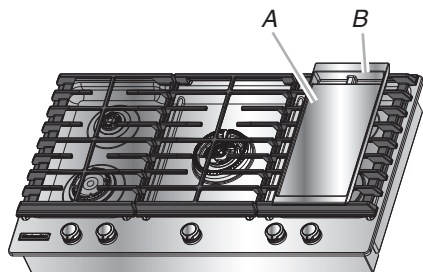


Off

A. Even-Heat™ range
B. Simmer range

Griddle (on KCGS9 series models)

The griddle provides a large surface for cooking meats, pancakes, sandwiches, etc. The drip tray can be located toward the front or back of the cooktop.



A. Griddle
B. Drip tray

The griddle can be used on any of the cooktop grates, but for best performance, use the center burner. Locating tabs in the center bottom of the griddle fit over the grate rails to properly position the griddle.

Brush a thin layer of cooking oil on the griddle surface to keep food from sticking.

IMPORTANT: To avoid damage to the griddle's nonstick finish, do not use nonstick cooking sprays.

For preheating and cooking, use a low to low-medium heat.

A griddle accessory is available for those cooktops that did not come with one. To order, call the KitchenAid Customer eXperience center at **1-800-442-9991** or visit www.kitchenaid.com and click on "Service and Support" and then "Replacement Parts."

In Canada, call **1-800-807-6777** or visit www.kitchenaid.ca.

For KCGS5 series models, order Part Number W10662080.

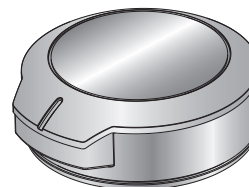
For KCGS3 series models, order Part Number W10685483.

Re-ignition (on KCGS9 series models)

The re-ignition feature will automatically re-ignite the burner flame if it blows out during use. Note that all igniters spark when any single burner is in use.

Lighted Knob (on KCGS9 series models)

A ring of white light beneath the knob will illuminate to indicate that the corresponding burner is in use.



CookShield™ Finish (on KCGS5 and KCGS9 series models)

CookShield™ Finish helps keep your cooktop looking new and bright. CookShield™ preserves stainless steel by protecting it from staining, discoloration and yellowing, while making even baked-on soils easier to clean. Stainless steel with CookShield™ Finish should be cleaned the same way as traditional stainless steel. A soft cloth or non-scratch sponge and warm soapy water will remove most food soils.

CARE AND CLEANING

IMPORTANT: Before cleaning, make sure all controls are off and the cooktop is cool. Soap, water and a soft cloth or sponge are suggested first unless otherwise noted. Food spills containing acids, such as vinegar and tomato, should be cleaned as soon the cooktop is cool. These spills may affect the finish.

Surface Type	Cleaning Recommendation
Control Knobs	The knobs should be cleaned with soap and water. Do not clean knobs in the dishwasher or use abrasive cleaners or steel wool. To remove the knobs, be sure knobs are in the OFF position. Do not remove the seals under the knobs.
Burner Grates	Soap and Water: Use a nonabrasive plastic scrubbing pad and mildly abrasive cleanser, soap and water. Dishwasher: The grates may be cleaned in the dishwasher. Remove any burnt on food prior to placing the grates in the lowest rack in the dishwasher. To avoid chipping, do not bang grates against each other or hard surfaces, such as cast iron cookware. Although the grates are durable, they will gradually lose their shine due to exposure to high temperatures.
Burner Caps	Use a nonabrasive plastic scrubbing pad and mildly abrasive cleanser, soap and water. Do not place caps in the dishwasher or reassemble caps on burners when wet.
Burner Base	The holes in the burner bases must be kept clean for proper ignition and a complete, even flame. Refer to "Cleaning the Burners: Tips" in the "Key Usage" section.
Stainless Steel Cooktop Surface	For best results, use a soft cloth or non-scratch sponge. Rub in direction of the grain to avoid damaging the surface. Use liquid detergent or all-purpose cleaner, such as affresh® Kitchen and Appliance Cleaner, Part Number W10355010 or, for stainless steel cleaning, order affresh® Stainless Steel Cleaner, Part Number W10355016. Do not use scouring pads, abrasive cleaners, cooktop cleaner, steel wool pads, gritty washcloths or abrasive paper towels. To order affresh® cleaners, call the KitchenAid Customer eXperience center at 1-800-442-9991 or visit www.kitchenaid.com and click on "Service and Support" and then "Replacement Parts". In Canada, call 1-800-807-6777 or visit www.kitchenaid.ca .
Griddle	Use soap and water or mild detergent. To avoid damaging the nonstick surface, do not clean the griddle in the dishwasher or use abrasive cleaners.

COOKING WITH YOUR COOKTOP

WARNING



Fire Hazard

Do not let the burner flame extend beyond the edge of the pan.

Turn off all controls when not cooking.

Failure to follow these instructions can result in death or fire.

- **High flame** - Start food cooking, bring water to a boil, pan broiling.
- **Medium flame** - Maintain a slow boil, fry or sauté, thicken sauces, steam, stew.
- **Low flame** - Keep food cooking, simmer, keep food warm.

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

Cookware

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

Rough finishes may scratch the cooktop. Aluminum and copper cookware may be used but may leave permanent marks on the grates or cooktop. Use the chart below as a guide for cookware material.

IMPORTANT: Do not leave empty cookware on a hot surface cooking area or burner.

Selecting the proper flame size

The flame size should match the cookware you are using. Watch the flame, not the knob, to adjust the heat. A flame larger than the bottom of the cookware wastes energy and will heat the handle.

Canning

When canning for long periods, alternate the use of burners between batches to allow time for the most recently used area to cool.

- Center the canner on the gate.
- Do not place the canner on 2 burners at the same time.

For more information, contact your local agricultural department or a company that manufactures home canning products.

PROBLEM SOLVER

First try the solutions suggested here. If you need further assistance or more recommendations that may help you to avoid a service call, refer to the warranty page in this manual and scan the code with your mobile device, or visit https://www.kitchenaid.com/product_help. In Canada, visit <http://www.kitchenaid.ca>

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

In the U.S.A.:

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

In Canada:

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

Please include a daytime phone number in your correspondence.

If you
experience

Recommended Solutions

Nothing will
operate

WARNING



Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

Do not remove ground prong.

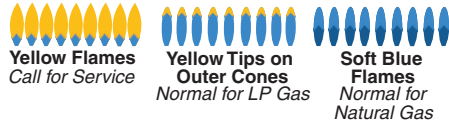

Do not use an adapter.

Do not use an extension cord.

Failure to follow these instructions can result in death, fire, or electrical shock.

Check the following:

- Make sure the power supply cord is plugged into a grounded 3 prong outlet.
- Replace the fuse or reset the circuit breaker. If the problem continues, call an electrician.
- Make sure the cooktop is properly connected to the gas supply. Contact a service technician or refer to the installation instructions.

If you experience	Recommended Solutions	
Burners will not operate	<p>If this is the first time the cooktop is being used, turn on any one of the burner knobs to release air from the gas lines. Be sure the control knob is pushed in before turning to a setting. A burner port (hole) may be clogged or the igniter may need cleaning. Refer to “Cleaning the Burners: Tips” in the “Key Usage Tips” section.</p> <p>Check that the burner base and caps are positioned correctly. Refer to “Placement of Burner Heads and Caps” in the “Key Usage Tips” section.</p>	
Burner flames are uneven, yellow and/or noisy	<p>Compare the flame to the illustrations below. If the flames look like A, call for service. Normal flames look like B or C. If LP (propane) gas is being used, the cooktop may have been converted improperly. Contact a service technician or refer to the “Assistance or Service” section in the Use and Care Guide.</p> <p>A burner port (hole) may be clogged. Refer to “Cleaning the Burners: Tips” in the “Key Usage Tips” section.</p> <p>Check to be sure the burner caps are positioned correctly. Refer to “Placement of Burner Heads and Caps” in the “Key Usage Tips” section.</p>	 <p>Yellow Flames Call for Service</p> <p>Yellow Tips on Outer Cones Normal for LP Gas</p> <p>Soft Blue Flames Normal for Natural Gas</p>
When a knob is pushed, all burners spark	<p>Sparking/clicking of all the burners is normal operation. A burner will light only if the knob is pushed in and turned to the  position.</p>	
Burner is making a popping noise	<p>If the burner is wet or dirty, clean and/or let the burner dry.</p>	
Excessive heat around the cookware on cooktop	<p>Be sure the cookware is approximately the same size as the cooking area and surface burner. Cookware should not extend more than ½" (13 mm) outside the cooking area. Adjust the flame so that it does not wrap around the cookware.</p>	
Cooking results are not what expected	<p>Check the following:</p> <ul style="list-style-type: none"> ■ Be sure the proper cookware is being used. Refer to the “Cooking with Your Cooktop” section. ■ Check the heat level. Refer to “Excessive heat around the cookware on cooktop.” ■ Check the level of the cooktop. Refer to the Installation Instructions. 	
Flame too High or too Low	<p>Ensure the cooktop gas supply is correct (LP or Natural gas). These cooktops come from the factory set for Natural gas. Refer to the Installation Instructions to verify that the pressure regulator is installed correctly and the line pressure and the gas line pressure is correct.</p>	

KITCHENAID® COOKTOP LIMITED WARRANTY

ATTACH YOUR RECEIPT HERE. PROOF OF PURCHASE IS REQUIRED TO OBTAIN WARRANTY SERVICE.

Please have the following information available when you call the Customer eXperience Center:

- Name, address and telephone number
- Model number and serial number
- A clear, detailed description of the problem
- Proof of purchase including dealer or retailer name and address

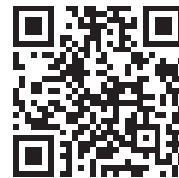
IF YOU NEED SERVICE:

1. Before contacting us to arrange service, please determine whether your product requires repair. Some questions can be addressed without service. Please take a few minutes to review the Troubleshooting or Problem Solver section of the Use and Care Guide, scan the QR code on the right to access additional resources, or visit <http://kitchenaid.custhelp.com>.
2. All warranty service is provided exclusively by our authorized KitchenAid Service Providers. In the U.S. and Canada, direct all requests for warranty service to:

KitchenAid Customer eXperience Center

In the U.S.A., call 1-800-422-1230. In Canada, call 1-800-807-6777.

If outside the 50 United States or Canada, contact your authorized KitchenAid dealer to determine whether another warranty applies.



<http://kitchenaid.custhelp.com>

FIVE YEAR LIMITED WARRANTY

WHAT IS COVERED

FIRST YEAR LIMITED WARRANTY (PARTS AND LABOR)

For one year from the date of purchase, when this major appliance is installed, operated and maintained according to instructions attached to or furnished with the product, KitchenAid brand of Whirlpool Corporation or Whirlpool Canada, LP (hereafter "KitchenAid") will pay for factory specified replacement parts and repair labor to correct defects in materials or workmanship that existed when this major appliance was purchased or, at its sole discretion replace the product. In the event of product replacement, your appliance will be warranted for the remaining term of the original unit's warranty period.

SECOND THROUGH FIFTH YEAR LIMITED WARRANTY (CERTAIN COMPONENT PARTS ONLY - LABOR NOT INCLUDED)

In the second through fifth years from the date of original purchase, when this major appliance is installed, operated and maintained according to instructions attached to or furnished with the product, KitchenAid will pay for factory specified parts for the following components to correct non-cosmetic defects in materials or workmanship in these parts that prevent function of this major appliance and that existed when this major appliance was purchased. This is a limited 5-year warranty on the below named parts only and does not include repair labor.

- Electric element
- Gas burners
- Solid state touch control system parts
- Any cracking of the rubber seal between the ceramic glass cooktop and porcelain edge
- Any cracking due to thermal shock of the ceramic glass cooktop
- Surface unit elements

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. Service must be provided by a KitchenAid designated service company. This limited warranty is valid only in the United States or Canada and applies only when the major appliance is used in the country in which it was purchased. This limited warranty is effective from the date of original consumer purchase. Proof of original purchase date is required to obtain service under this limited warranty.

WHAT IS NOT COVERED

1. Commercial, non-residential or multiple-family use, or use inconsistent with published user, operator or installation instructions.
2. In-home Instruction on how to use your product.
3. Service to correct improper product maintenance or installation, installation not in accordance with electrical or plumbing codes or correction of household electrical or plumbing (i.e. house wiring, fuses or water inlet hoses).
4. Consumable parts (i.e. light bulbs, batteries, air or water filters, etc.).
5. Conversion of your product from natural gas or L.P. gas.
6. Damage from accident, misuse, abuse, fire, floods, acts of God or use with products not approved by KitchenAid.
7. Repairs to parts or systems to correct product damage or defects caused by unauthorized service, alteration or modification of the appliance.
8. Cosmetic damage including scratches, dents, chips, and other damage to appliance finishes unless such damage results from defects in materials and workmanship and is reported to KitchenAid within 30 days.
9. Discoloration, rust or oxidation of surfaces resulting from caustic or corrosive environments including but not limited to high salt concentrations, high moisture or humidity or exposure to chemicals.
10. Food loss due to product failure.
11. Pick-up or delivery. This product is intended for in-home repair.
12. Travel or transportation expenses for service in remote locations where an authorized KitchenAid servicer is not available.
13. Removal or reinstallation of inaccessible appliances or built-in fixtures (i.e. trim, decorative panels, flooring, cabinetry, islands, countertops, drywall, etc.) that interfere with servicing, removal or replacement of the product.
14. Service or parts for appliances with original model/serial numbers removed, altered or not easily determined.

The cost of repair or replacement under these excluded circumstances shall be borne by the customer.

DISCLAIMER OF IMPLIED WARRANTIES

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