



# **INSTRUCTION MANUAL**

## **GAS COOKTOP**

### **EMPV-30GC5B70C-GX**

Distributed by:

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Read the instructions before installing or using this appliance.

This appliance shall be installed in accordance with the regulations in force and only used in a well-ventilated space.

The installation must conform with local codes or, in the absence of local codes, with the National Fuel Gas Code, ANSI Z223.1/NFPA 54 or, in Canada, the Natural Gas and Propane Installation Code, CSA B149.1.

The appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the National Electrical Code, NFPA 70 or the Canadian Electric Code, CSA C22.1-02.

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# **IMPORTANT SAFETY INFORMATION**

## **READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE**

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If the information in these instructions 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.



### **NEVER OPERATE THE TOP COOKING SECTION OF THIS APPLIANCE UNATTENDED**

- Failure to follow this warning statement could result in fire, explosion, or burn hazard that could cause property damage, personal injury, or death.
  - If a fire should occur, keep away from the appliance and immediately call your fire department.
- DO NOT ATTEMPT TO EXTINGUISH AN OIL/ GREASE FIRE WITH WATER.**



### **IN THE EVENT OF A FIRE, TAKE THE FOLLOWING STEPS TO PREVENT INJURY AND FIRE SPREADING**

- Do not use water on grease fires. Never pick up a flaming pan. Turn the controls off. Smother a flaming pan on a surface unit by covering the pan completely with a well-fitting lid, cookie sheet or flat tray. Use a multipurpose dry chemical or foam-type fire extinguisher.



**NEVER** use this appliance as a space heat or warm the room. Doing so may result in carbon monoxide poisoning and overheating of the oven.

# IMPORTANT SAFETY INFORMATION

## READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

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### GENERAL SAFETY INSTRUCTIONS

- Use this appliance for its intended purpose as described in this owner's manual.
- It is dangerous to store stuff in cabinet areas above appliance.
- Have your cooktop installed and properly grounded by a qualified installer in accordance with the provided installation instructions.
- Any adjustment and service should be performed only by a qualified gas cooktop installer or service technician. Do not attempt to repair or replace any part of your cooktop unless it is specifically recommended in this manual.
- Your cooktop is shipped from the factory set for use with natural gas. It can be converted for use with propane gas. If required, these adjustments must be made by a qualified technician in accordance with the installation instructions and local codes. The agency performing this work assumes responsibility for the conversion.
- Have the installer show you the location of the cooktop gas shut-off valve and how to turn it off if necessary.
- Plug your cooktop into a 120-volt grounded outlet only. Do not remove the round grounding prong from the plug. If in doubt about the grounding of the home electrical system, it is your responsibility and obligation to have an ungrounded outlet replaced with a properly grounded, three prong outlet in accordance with the National Electrical Code. Do not use an extension cord with this appliance.
- Before performing any service, unplug the cooktop or disconnect the power supply at the household distribution panel by removing the fuse or switching off the circuit breaker.
- Be sure all packing materials are removed from the cooktop before operating to prevent ignition of these materials.
- Avoid scratching or impacting cooktop or control panel. Doing so may lead to glass breakage. Do not cook on a product with broken glass. Shock, fire, or cuts may occur. Contact a qualified technician immediately.
- Do not leave children alone or unattended in an area where an appliance is in use. They should never be allowed to climb, sit or stand on any part of the appliance.
- Do not store items of interest to children in cabinets above a cooktop-children climbing on the cooktop to reach items could be seriously injured.
- Be careful not to touch hot surfaces of the cooktop.
- Do not heat unopened food containers. Pressure could build up and the container could burst, causing an injury.

# Installation

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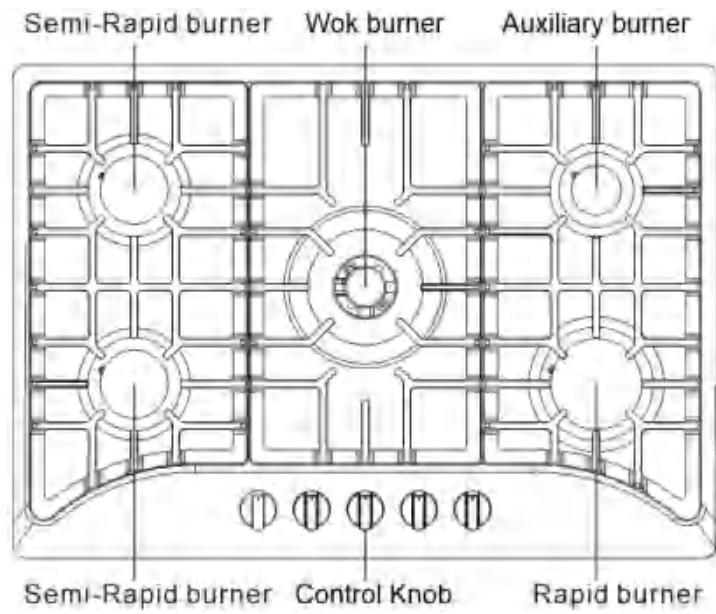
- Prior to installation, ensure that the local distribution conditions (nature of the gas and gas pressure) and the adjustment of the appliance are compatible.
- The adjustment conditions for this appliance are stated on the label (or data plate).
- This appliance is not connected to a combustion products evacuation device. It shall be installed and connected in accordance with current installation regulations. Particular attention shall be given to the relevant requirements regarding ventilation. Read the instructions before installing or using this appliance.
- The appliance must be isolated from the gas supply piping system by closing its individual manual shut-off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psi (3.5 kPa).
- This appliance must be installed and serviced by a competent person.
- This appliance shall be installed in accordance with the regulations in force and only used in a well ventilate space.
- Remove all packaging before using the gas cooktop.
- Ensure that the gas and complies with the type stated on the rating label.
- Do not attempt to modify the gas cooktop in any way.

## When Use

- This gas cooktop is intended for domestic cooking only. It is not designed for commercial or industrial purposes.
- When in use a gas cooking appliance will produce heat and moisture in the room in which it has been installed. Ensure there is a continuous air supply, keeping air vents in good condition or installing a cooker hood with a venting hose.
- When using the gas cooktop for a long period of time, the ventilation should be improved, by opening a window or increasing the extractor speed.
- Do not use gas cooktop if it is in contact with water. Do not operate the gas cooktop with wet hands.
- Ensure the control knobs are in the closed position when not in use.
- In the event of the burner flames being accidentally extinguished, turn off the burner control and do not attempt to re-ignite the burner for at least 1 min.

# Cooktop Description

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EMPV-30GC5B70C-G

# Technical Data

Gas type	NG: Manifold pressure 4" W.C.P.		Propane: Manifold pressure 10" W.C.P.	
	Injector diameter(mm)	Btu/hr	Injector diameter(mm)	Btu/hr
Wok burner	2.38	20000	1.30	20000
Rapid burner	1.55	10500	0.96	10500
Semi-Rapid burner	1.35	8000	0.85	8000
Auxiliary burner	0.97	4500	0.65	4500

## Operation

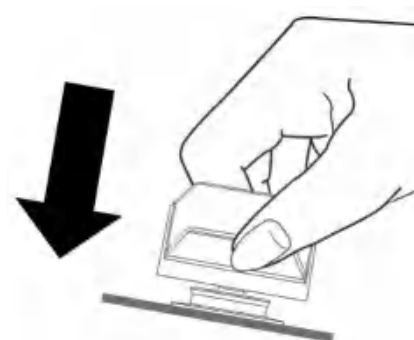
### Lighting a Surface Burner



Burners should be operated only when covered by cookware. Burner flames not covered by cookware present a risk of fire or clothing ignition. Never let flames extend beyond the sides of the cookware.

Failure to comply may result in serious injury.

- Make sure all burners are in their correct locations and fully assembled before attempting to operate any burner.
- Select a burner and find its control knob. Push the knob in and turn it to the LITE position.
- You will hear a clicking noise the sound of the electric spark igniting the burner. When one burner is turned to LITE, all burners will spark. Sparking will continue as long as the knob remains at LITE. Once gas is ignited, turn the knob to adjust the flame size.



Push the control knob in and turn it to the LITE position.

Figure 1



## ⚠ CAUTION

If in case of a power failure or failure of the ignition, a match or lighting device can be used. Care must be taken when using this method.

The device shall not be operated for more than 15s. If after 15s the burner has not lit, stop operating the device and open the compartment door and/ or wait at least 1 min before attempting a further ignition of the burner.

In the event of the burner flames being accidentally extinguished, turn off the burner control and do not attempt to reignite the burner for at least 1 min.

### Description:

1. Burner cap
2. Burner crown
3. Burner base
4. Thermocouple
5. Ignition electrode

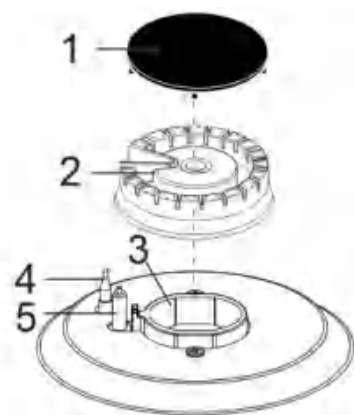


Figure 2

- Accessible parts may be hot when the grill is in use. Young children should be kept away.
- As shown in Figure 2, place the burner onto the burner base one by one and stuck, rotate left and right to check if the burners are in place, the burner is placed correctly when it cannot be rotated. Finally center placed the burner cap on the burner.
- If you cannot light the flame even after several attempts, check the "cap" and "crown". if they are in the correct position. To put the flame out, turn the knob to the symbol "OFF".

## Selecting a Flame Size

Watch the flame, not the knob, as you adjust heat. When rapid heating is desired, the flame size should match the size of the cookware you are using. Flames larger than the bottom of the cookware will not heat faster and may be hazardous.



Figure 3

**WARNING:** As soon as a liquid starts boiling, turn down the flame so that it will barely keep the liquid simmering. If the control knobs become difficult to turn, please contact your local service center.

**WARNING:** Users could not use the cooking vessels on the hotplate that overlap its edges.

**WARNING:** All burner caps can't be dislocated installation, otherwise it will lead to flash back on the upper aluminum seats and cause the upper aluminum seats to melt and deform, see below figures for correctly placing the burner caps.



Figure 4

## Cooktop Cookware

**Aluminum:** Medium-weight cookware is recommended because it heats quickly and evenly. Most foods brown evenly in an aluminum skillet. Use saucepans with tightfitting lids when cooking with minimum amounts of water.

**Stainless Steel:** This metal alone has poor heating properties and is usually combined with copper, aluminum or other metals for improved heat distribution. Combination metal skillets usually work satisfactorily if they are used with medium heat or as the manufacturer recommends.

**Glass:** There are two types of glass cookware those for oven use only and those for surface burner cooking (saucepans, coffee and teapots). Glass conducts heat very slowly.

**Heatproof Glass Ceramic:** Can be used for either surface or oven cooking. It conducts heat very slowly and cools very slowly. Check the cookware manufacturer's directions to be sure it can be used on gas surface burners.

## Cookware Size

- Set the cooktop to a high flame when using a large diameter cookware and low flame when using small diameter cookware.
- Generally, wide/shallow cookware will heat quicker and cook more evenly than narrow/tall ones.
- Using oversized cookware may cause the flames to spread out and damage the surrounding countertop or other countertop appliances. The proper cookware size will also improve efficiency.

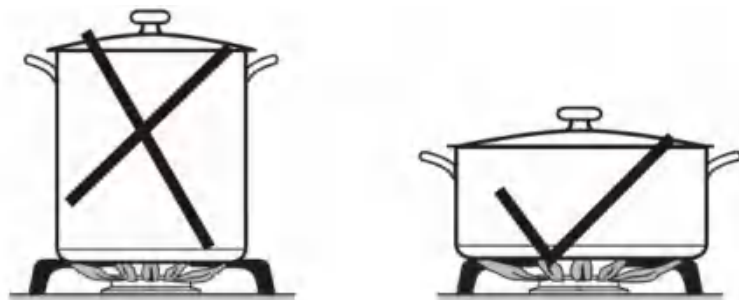


Figure 5

To ensure maximum burner efficiency, you had better use pots and pans with a flat bottom fitting the size of the burner used (see table).

Do not use rim based or convex-based vessels on the hotplate burners.

<b>Burner</b>	<b>NG Diameter</b>	<b>Propane Diameter</b>
Wok burner	12"/305mm	12"/305mm
Rapid burner	9"/229 mm	9"/229 mm
Semi rapid burner	7"/178mm	7"/178mm
Auxiliary burner	7"/178mm	7"/178mm

# Maintenance and Cleaning

**⚠ CAUTION** Before any maintenance or cleaning can be carried out, you must DISCONNECT the gas cooktop from the electricity supply.

The gas cooktop is best cleaned while it is still warm; as spillage can be removed more easily than if it is left to cool.

## Cleaning Knobs

- For easier cleaning, the control knobs may be removed by pulling them directly upwards once the knobs are in the OFF position. The knobs can be washed by hand with soap and water or in a dishwasher.
- To replace knobs after cleaning, align the hole on the knob backside with the gas valve shaft and push downward until the knob is securely fastened.



Pull the knob straight up off the stem.

Figure 6

## Cleaning Cooktop Surface

Do not use oven cleaners, abrasive cleansers, strong liquid cleansers, steel wool, plastic scouring pads, or cleaning powders on the cooktop surface. Clean with a mild soap and water or a 50/50 solution of vinegar and water. Rinse with clean water and dry with a soft cloth. When cleaning surfaces, make sure that they are at room temperature and not in direct sunlight.

Spillage of marinades, fruit juices, tomato sauces and basting liquids containing acids may cause discoloration and should be wiped up as soon as hot surfaces cool, then clean and rinse.

### Stainless Steel Surfaces (on some models)

- Do not use a steel wool pad; it will scratch the surface.
- To clean the stainless steel surface, use warm sudsy water or a stainless steel cleaner or polish. Always wipe the surface in the direction of the grain. Follow the cleaner instructions for cleaning the stainless steel surface.
- Cleaners with oxalic acid such as Bar Keepers Friend Soft Cleanser™ will remove surface rust, tarnish and small blemishes. Use only a liquid cleanser free of grit and rub in the direction of the brush lines with a damp, soft sponge.

### Glass Surface (on some models)

1. Before using the cooktop for the first time, clean it with a ceramic cooktop cleaner. This helps protect the top and makes cleanup easier.
2. Regular use of a ceramic cooktop cleaner will help keep the cooktop looking new.
3. Shake the cleaning cream well. Apply a few drops of a ceramic cooktop cleaner directly to the cooktop.

4. Use a paper towel or a non-scratch cleaning pad for ceramic cooktops to clean the entire cooktop surface.
5. Use a dry cloth or paper towel to remove all cleaning residue. No need to rinse.

## Cleaning Burner Grates

Grates should be washed in hot, soapy water and rinsed with clean water. To soften burned-on food, place grates in a solution containing ¼-cup of household ammonia for several hours. Afterward, scrub grates with a plastic scouring pad soaked in hot, soapy water. Rinse well and dry.

## Burners

The burner caps and crowns can be removed for cleaning. Wash the burner caps and crowns using hot soapy water, and remove marks with a mild paste cleaner. A well moistened soap impregnated steel wool pad can be used with caution, if the marks are particularly difficult to remove. After cleaning, be sure to wipe dry with a soft cloth.

## Ignition electrode

The electric ignition is obtained through a ceramic "electrode" and a metal electrode. Keep these components very clean, to avoid lighting difficulties, and check that the burner crown holes are not obstructed.

## Thermocouple

The thermocouple is very crucial for cutting gas supply in case of flame out during cooking, be sure to keep them in very clean condition.

Leak testing of the appliance shall be conducted according to the manufacturer's instructions.

Maintenance instructions suggesting (We suggest to clean it every six months.):

1. Keeping appliance area clear and free from combustible materials, gasoline, and other flammable vapors and liquids.
2. Not obstructing the flow of combustion and ventilation air.
3. Visually checking pilot(s) and burner flames, with pictorial representation.
  - Remove the utensil supports.
  - Light burners.
  - Turn knobs from MAX to MIN, Check the flame status, the flame in MIN position should be smaller than in MAX position, as figure shown below.
  - Always check flame before each use, see TROUBLESHOOTING if any abnormal status found.



Figure 7

# Installation Guide

The cooktops may be located in a kitchen, a kitchen/diner or bed sitting room, but not in a bathroom, shower room or garage.

Before making the cut out in the worktop ensure that there is a minimum distance of 2-1/2" between the rear edge of the cooktops and the wall. A minimum distance of 6" must be left between the side edges of the cooktops and any adjacent cabinets or walls. The minimum distance combustible material can be fitted above the cooktops in line with the edges of the cooktops is 18". If it is fitted below 18" a space of 1.97" must be allowed from the edges of the cooktops. The minimum distance combustible material can be fitted directly above the cooktops is 30". Maximum depth for the overhead cabinets is 13". The minimum distance from the front edge of the cooktop to the front edge of the countertop should be 2-1/2". (see Figure 8).

Notice that a horizontal separation below the base of the hotplate is needed.

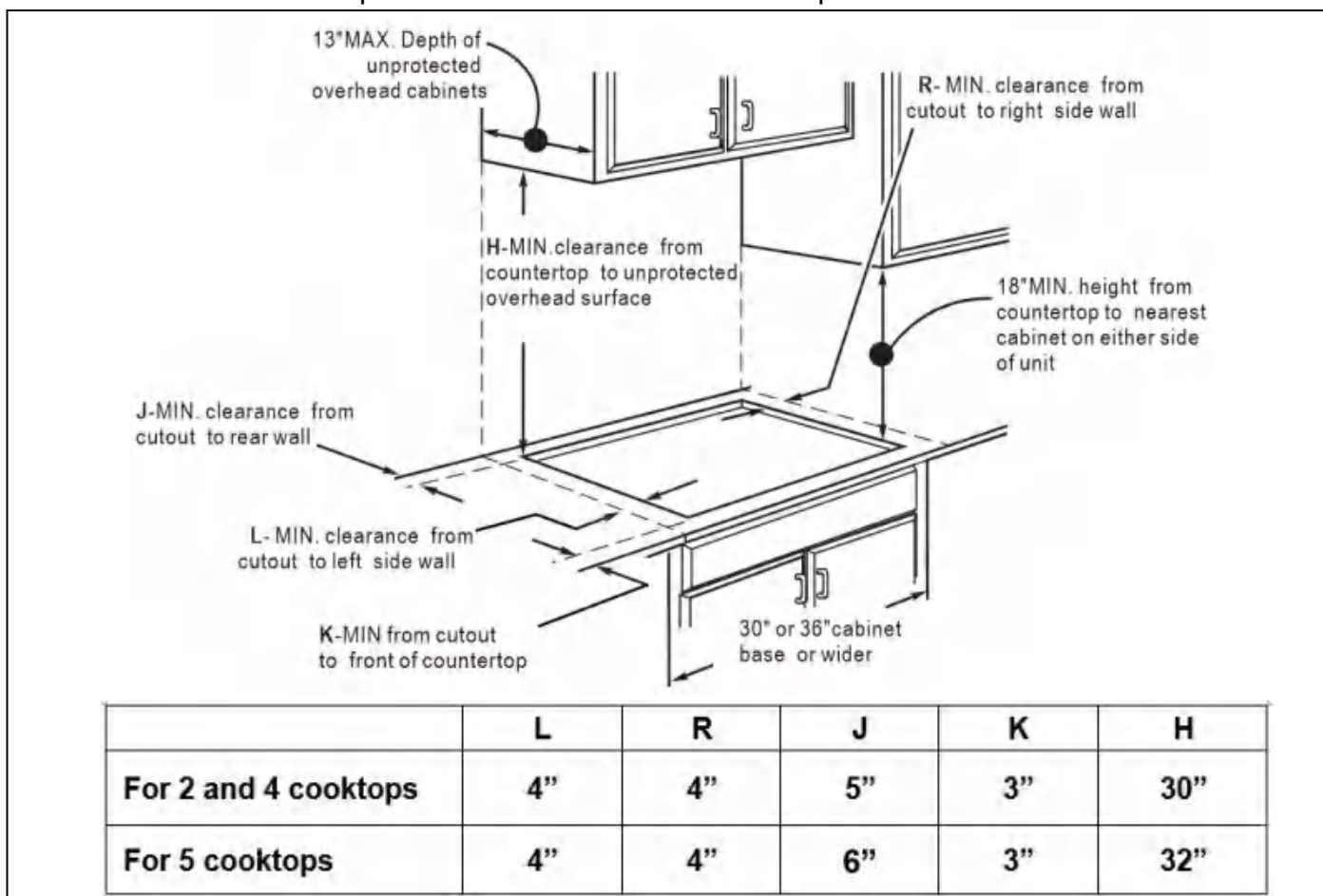


Figure 8

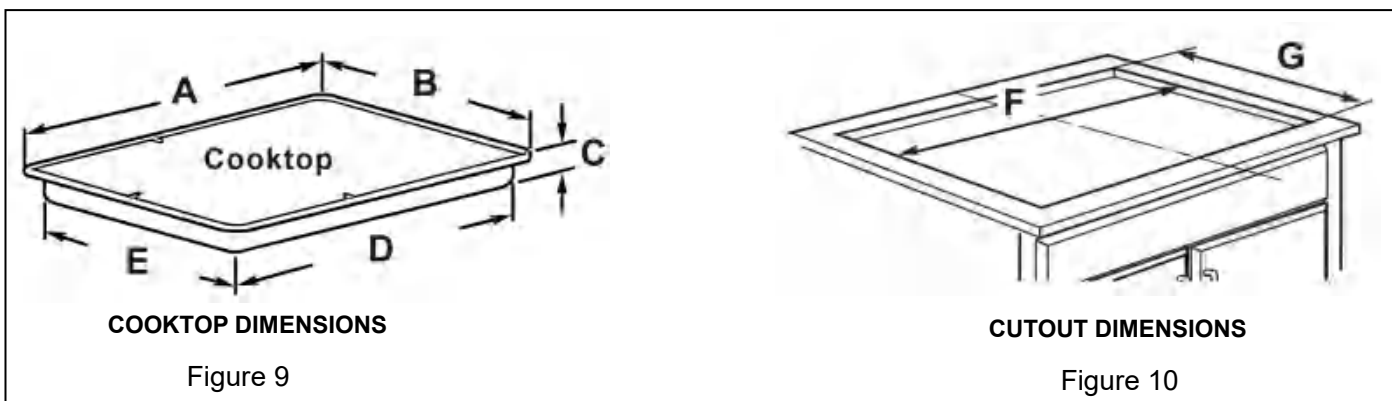


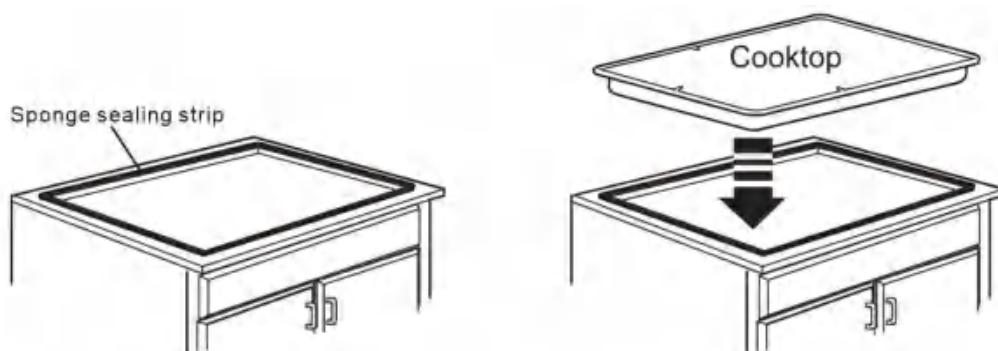
Figure 9

Figure 10

COOKTOP DIMENSIONS (mm/inch)					
Model	A. Width	B. Depth	C. Height	D. Bottom Case Width	E. Bottom Case Depth
EMPV-12GC29	305(12)	533(21)	61.5(2.42)	265(10.43)	483(19)
EMPV-30GC5B70C-GX	762(30)	533(21)	48.5(1.90)	711(28)	483(19)
EMPV-30GC21-GX	762(30)	533(21)	48.5(1.90)	711(28)	483(19)
EMPV-30GC63-GX	762(30)	533(21)	48.5(1.90)	711(28)	483(19)
EMPV-30GC26-GX	762(30)	533(21)	55(2.17)	711(28)	483(19)
EMPV-36GC65-GX	915(36)	533(21)	48.5(1.90)	855(33.66)	483(19)
EMPV-36GC61-GX	915(36)	533(21)	48.5(1.90)	855(33.66)	483(19)
EMPV-36GC23-GX	915(36)	533(21)	48.5(1.90)	855(33.66)	483(19)
EMPV-36GC27-GX	915(36)	533(21)	55(2.17)	855(33.66)	483(19)
CUTOUT DIMENSIONS (mm/inch)					
	F. Width		G. Depth		
Model	Minimum	Maximum	Minimum	Maximum	
EMPV-12GC29	280(11.02)	285(11.22)	498(19.61)	503(19.80)	
EMPV-30GC5B70C-GX	726(28.58)	731(28.78)	498(19.61)	503(19.80)	
EMPV-30GC21-GX	726(28.58)	731(28.78)	498(19.61)	503(19.80)	
EMPV-30GC63-GX	726(28.58)	731(28.78)	498(19.61)	503(19.80)	
EMPV-30GC26-GX	726(28.58)	731(28.78)	498(19.61)	503(19.80)	
EMPV-36GC65-GX	870(34.25)	875(34.45)	498(19.61)	503(19.80)	
EMPV-36GC61-GX	870(34.25)	875(34.45)	498(19.61)	503(19.80)	
EMPV-36GC23-GX	870(34.25)	875(34.45)	498(19.61)	503(19.80)	
EMPV-36GC27-GX	870(34.25)	875(34.45)	498(19.61)	503(19.80)	

### Sponges sealing strip Installation

Please make sure the sponge sealing tape is properly attached to the edge of the cut-out.



## GAS SUPPLY



Explosion Hazard: Do not exceed 25 ft-lbs of torque when making gas line connections. Overtightening may crack the pressure regulator resulting in fire or explosion hazard.

### Gas Pressure Regulator

You must use the gas pressure regulator supplied with this range. For proper operations the inlet pressure to the regulator should be as follows!

#### Gas Type Manifold pressure:

Natural gas pressure at 4" of Water Column.

Propane gas pressure at 10" of Water Column.

Maximum Gas Supply Pressure: 14" of Water Column.

#### Gas supply pressure for checking regulator setting:

Natural gas pressure at 5" of Water Column.

Propane gas pressure at 11" of Water Column.

- A. 1/2" NPT male pipe thread
- B. Regulator provided with unit:
  - Outlet - 1/2" NPT female pipe thread
  - Inlet - 1/2" NPT female pipe thread
- C. Adapter
- D. Flexible connector
- E. Adapter
- F. Manual shut-off valve
- G. Gas pipe 1/2" or 3/4"

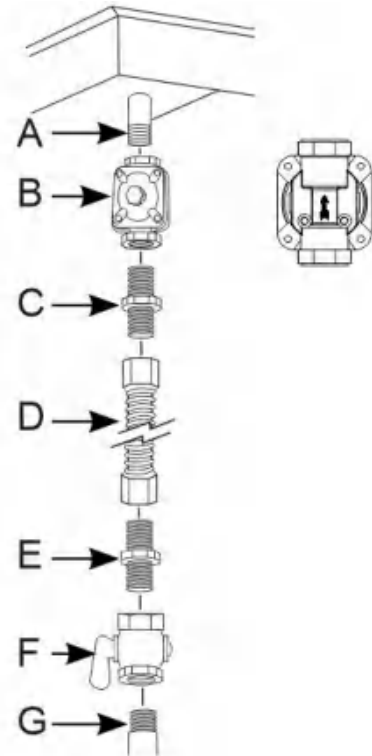
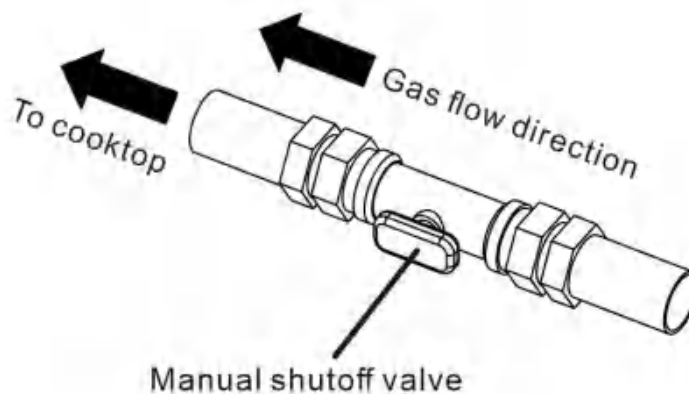


Figure 11

**Note:** The supply line must be equipped with an approved manual shut off valve.

This valve should be located in the same room as the cooktop and should be in a location that allows ease of opening and closing. Do not block access to the shutoff valve. The valve is for turning on or shutting off gas to the appliance.





## ELECTRICAL CONNECTIONS



This appliance 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.

**Electrical Requirements**-120-volt, 60 Hertz, properly grounded circuit protected by a 15-amp or 20-amp circuit breaker or time delay fuse. It is recommended that a separate circuit serving only this cooktop be provided.

**NOTE:** Use of automatic, wireless, or wired external switches that shut off power to the appliance are not recommended for this product.

### Grounding

The power cord of this appliance is equipped with a three-prong (grounding) plug which plugs into a standard three-prong grounding wall receptacle to minimize the possibility of electric shock hazard from this appliance.

The customer should have the wall receptacle and circuit checked by a qualified electrician to make sure the receptacle is properly grounded.

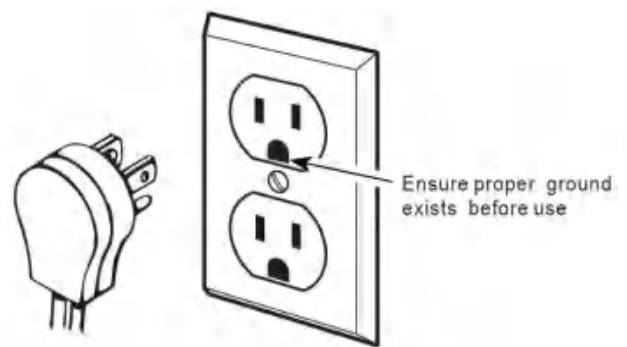
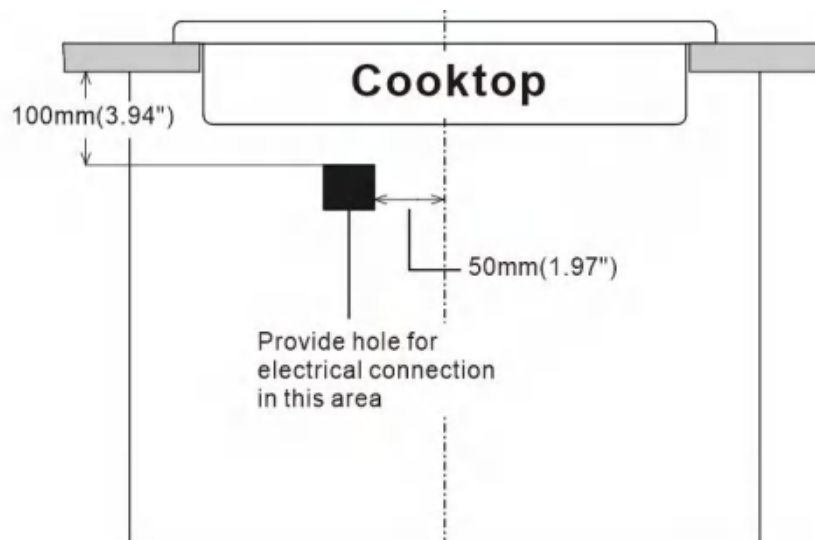


Figure 12

Where a standard two-prong wall receptacle is encountered, it is the personal responsibility and obligation of the customer to have it replaced with a properly grounded three-prong wall receptacle.



## Circuit diagram

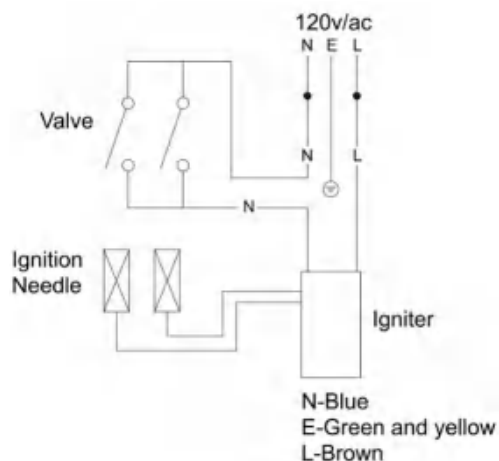


Figure 13

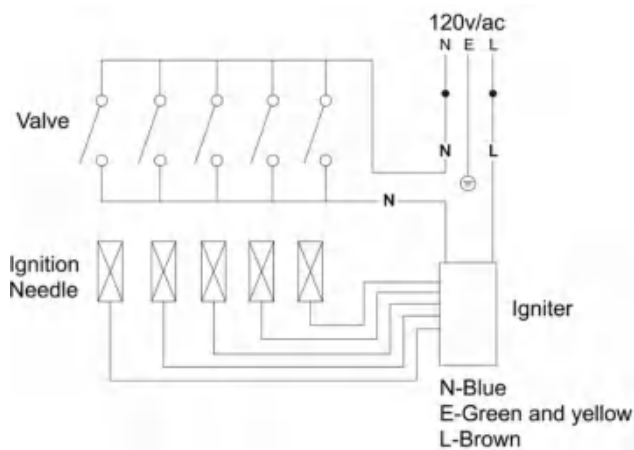


Figure 15

## Converting To Type Of Propane



This appliance can be used with Propane and Natural gas. It is shipped from the factory adjusted for use with Natural gas: Conversion orifices are located in accessories package. Follow the instructions packaged with the orifices for gas conversion.

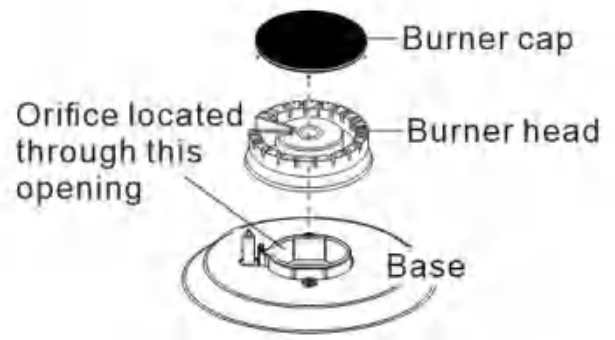
The pressure regulator and the burner orifices are set for natural gas. To use propane (LP) gas, the regulator and burner orifices must be converted.

Do not operate the cooktop when using propane (LP) gas before converting the pressure regulator and burner orifices for propane (LP) gas use. Failure to do so could cause high flames and toxic fumes which can result in serious injury.

**⚠ CAUTION**

**Save the orifices removed from the appliance for future use.**

1. Air supply valve and cooktop valve need to be closed, unplug the power plug for AC model.
2. When the gas pressure regulator is in NG state and need to be converted to Propane regulator, and then counter clock wise unscrew the marked NG threaded rod, reverse the threaded rod, turn the LP arrow upwards and tighten it to the screw cap, then install the cap back to the gas pressure regulator. The gas pressure regulator gas conversion needs to be used with the accessory kit.
3. Remove the burners, burner caps, and screw out the injector from the burner bases. Then install those injector in the Conversion Kit bag to each burner base correspondingly. Save the orifices removed from the appliance for future use.
4. Input inlet pressure of 11 in w.c. (2740 Pa), coat the injector joints and the gas pressure regulator joints with moderate amounts of soapy water, there shall be no bubbling.
5. Place the burner, burner cap, check if the position between the ignition pin and the burner is correct, and then open the valve, AC model plugged in the power plug.
6. Test the outlet pressure, the pressure is required to be  $10 \pm 1$  in w.c. If it cannot meet the scope of the requirements, need to unscrew the pressure regulator nut as Fig.16, rotate slightly to adjust the white plastic parts inside the pressure regulator.
7. Ignition test requires that the burner can be lit in 5 seconds normally, after 1 minute the flame is stable, there should be no lifted flame and yellow fire.



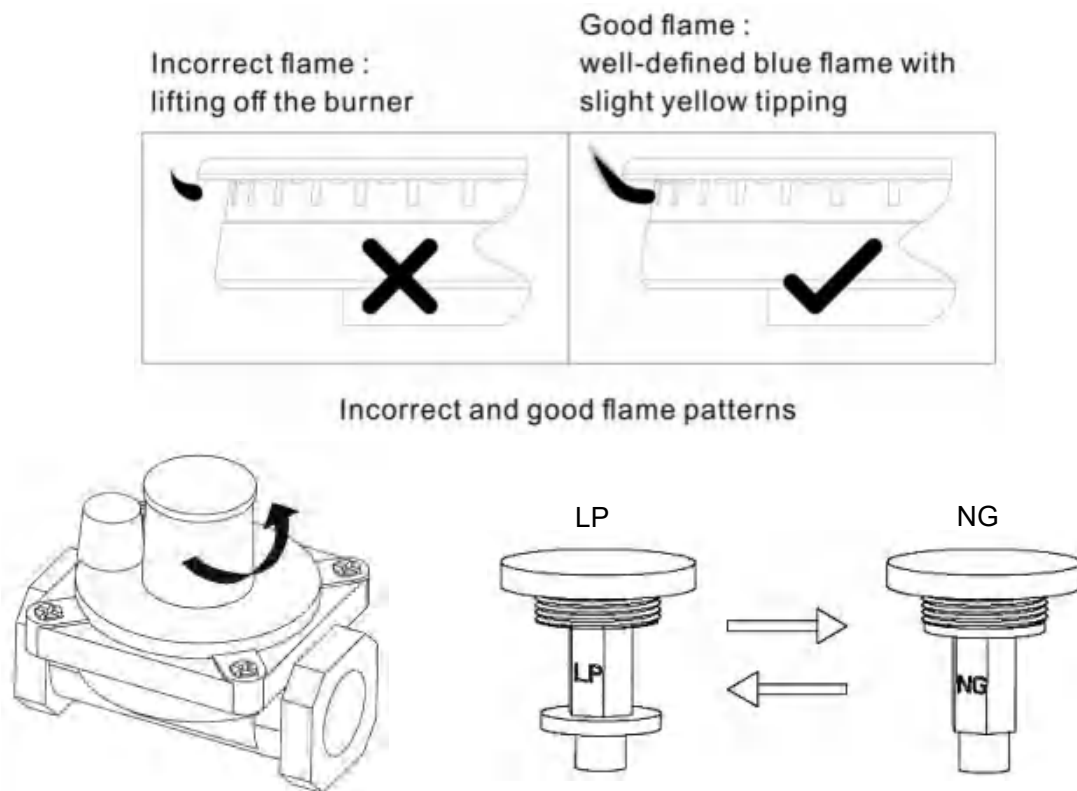
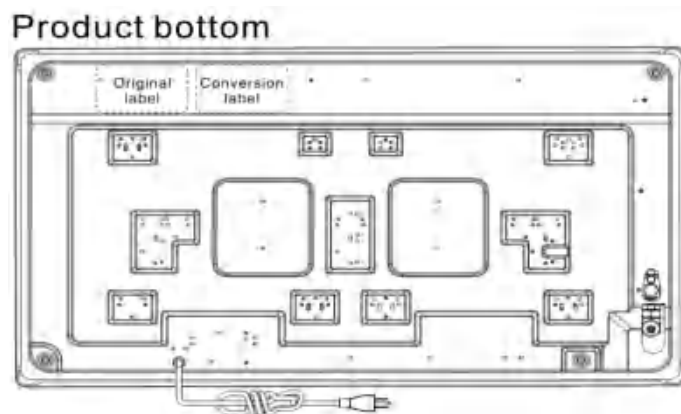


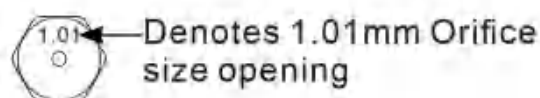
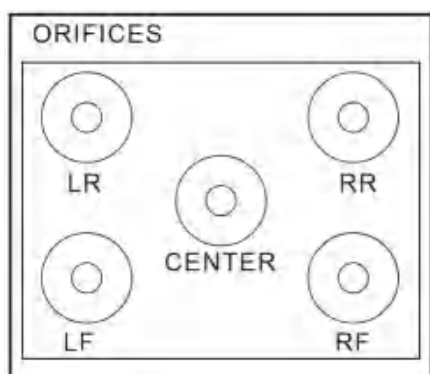
Figure 16

8. Similarly, when use in NG status, turn the marked NG arrow upwards and tighten it to the screw cap (see Figure 16). Repeat the above operation. The outlet pressure requires to be  $4 \pm 1$  in w.c.
9. After the conversion is completed, the conversion label in the accessory bag needs to be attached next to the original label.



This conversion kit shall be installed by a qualified service agency in accordance with the manufacturer's instructions and all applicable codes and requirements of the authority having jurisdiction. If the information in these instructions is not followed exactly, a fire, explosion or production of carbon monoxide may result causing property damage, personal injury or loss of life. The qualified service agency is responsible for the proper installation of this kit. The installation is not proper and complete until the operation of the converted appliance is checked as specified in the manufacturer's instructions supplied with the kit. Complete parts list identifying all components provided in the kit.

Gas type	NG: Manifold pressure 4" W.C.P.		Propane: Manifold pressure 10" W.C.P.	
	Injector diameter(mm)	Btu/hr	Injector diameter(mm)	Btu/hr
Wok burner	2.38	20000	1.30	20000
Rapid burner	1.55	10500	0.96	10500
Semi-Rapid burner	1.35	8000	0.85	8000
Auxiliary burner	0.97	4500	0.65	4500



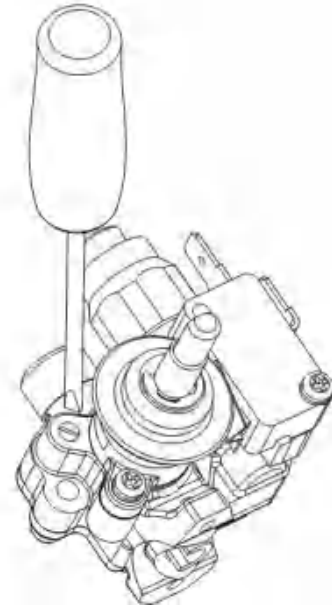
## Converting To Type Of GN

1. When the gas pressure regulator is in LP state and need to be converted to NG regulator, and then counter clock wise unscrew the marked Propane threaded rod, reverse the threaded rod, turn the NG arrow upwards and tighten it to the screw cap, then install the cap back to the gas pressure regulator. (see Figure 16)
2. Remove the burners, burner caps, and screw out the LP injector from the burner bases. Then install those NG injector in the Conversion Kit bag to each burner base correspondingly. Save the orifices removed from the appliance for future use.
3. Test the outlet pressure, the pressure is required to be  $4 \pm 1$  in w.c. If it cannot meet the scope of the requirements, need to unscrew the pressure regulator nut as Fig.16, rotate slightly to adjust the white plastic parts inside the pressure regulator.
4. Ignition test requires that the burner can be lit in 5 seconds normally, after 1 minute the flame is stable, there should be no lifted flame and yellow fire.

## Adjusting low flame setting on cooktop burners

Low setting adjustments must be made with 4 other burners in operation on a medium setting. This procedure prevents the low flame from being set too low, resulting in the flame being extinguished when other burners are turned on.

1. Turn on surface burners to medium setting.
2. Turn the knob on the burner being adjusted to "LO".
3. Remove the panel and use a small flat head screwdriver to clockwise rotate the adjusting nut next to the valve body, as shown in the figure. Rotate clockwise as much as possible while maintaining flame stability. Repeat the above steps for all valves.
4. If flame appears too low or unstable, slowly turn adjustment screw counterclockwise until a stable flame exists for each burner.
5. Additionally, for each burner being adjusted, quickly open and close the cabinet doors while observing the flame. If flame is extinguished, turn adjustment screw counterclockwise for a larger flame. Repeat door openings until flame is stable.



# Trouble Shooting

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Control knobs will not turn	Knob isn't pushed down.	To turn from the <b>OFF</b> position, push the knob down and then turn.
No spark when control knob depressed	No power.	Check plugged in and switched on. Check mains circuit breaker.
	Loose sparker cable.	Check the spark cable if loose.
	Burner not aligned properly.	Remove and re-fit burner.
Burners do not light	Plug on cooktop is not completely inserted in the electrical outlet.	Make sure electrical plug is plugged into a live, properly grounded outlet.
	Gas supply not connected or turned on.	Check gas supply valve on.
	A fuse in your home may be blown or the circuit breaker tripped.	Replace the fuse or reset the circuit breaker.
	Burner not aligned properly. Burner ports blocked.	Remove and re-fit burner.
	Gas regulator installation direction faulty.	Reverse the direction to reinstall.
Burner goes out when control knob released	Flame safeguard not activated.	Re-light, allow more time for flame safeguard to activate.
	Flame safeguard faulty connection or broken.	Check the thermocouple cable connection if loosen or broken.
Uneven flame pattern or slight flame lifting	Burner ports blocked or burner dislocation.	Remove, clean and replace burner. Reassemble the burner.
At minimum flame setting the flame is too high	Turndown control setting incorrect.	Adjust the minimum screw.
Small flame on High setting	Gas supply pressure low.	Check the gas supply if run out.
	Incorrect injector fitted.	Check the injector if correct.
	Blocked injector or gas supply tube.	Check the injector and gas supply tube if blocked.
	Incorrect utensil size.	Choose a suitable utensil.
Flame too high on High setting	Incorrect injector fitted.	Check injector if correct and replace it.
	Incorrect utensil size.	Choose a suitable utensil.
Flame tips are very yellow	Incorrect gas supply type or incorrect gas regulator.	Check the gas supply type and gas regulator if correct.



Simply fill in the fields below and print form. Send Completed Form to:

Customer Service:(888)-682-8882

Empava Appliances Inc.

Warranty/ Registration Dept.

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