



# Use And Care

## G U I D E



**ELECTRIC COOKTOP**

893

**MODELS RC8920XA  
RC8900XA**

# A Note To You

## **Thank you for buying a Whirlpool appliance.**

You have purchased a quality, *world-class* home appliance. Years of engineering experience have gone into its manufacturing. To ensure that you will enjoy many years of trouble-free operation, we have developed this Use and Care Guide. It is full of valuable information on how to operate and maintain your appliance properly and safely. Please read it carefully. Also, please complete and mail the Ownership Registration Card provided with your appliance. This will help us notify you about any new information on your appliance.

## **Your safety is important to us.**

This guide contains safety symbols and statements. Please pay special attention to these symbols and follow any instructions given. Here is a brief explanation of the use of each symbol.

### **⚠ WARNING**

This symbol will help alert you to such dangers as personal injury, burns, fire and electrical shock.

### **⚠ CAUTION**

This symbol will help you avoid actions which could cause product damage (scratches, dents, etc.) and damage to your personal property.

## **Our Consumer Assistance Center number, 1-800-253-1301, is toll-free, 24 hours a day.**

If you ever have a question concerning your appliance's operation, or if you need service, first see "If You Need Assistance Or Service" on page 27. If you need further help, feel free to call our Consumer Assistance Center. When calling, you will need to know your appliance's complete model number and serial number. You can find this information on the model and serial number plate (see diagram on page 6). For your convenience, we have included a handy place below for you to record these numbers the purchase date from the sales slip and your dealer's name and telephone number. Keep this book and the sales slip together in a safe place for future reference.

**Model Number** \_\_\_\_\_

**Dealer Name** \_\_\_\_\_

**Serial Number** \_\_\_\_\_

**Dealer Phone** \_\_\_\_\_

**Purchase Date** \_\_\_\_\_

# 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:

### **General**

- Read all instructions before using the cooktop.
- Install or locate the cooktop only in accordance with the provided Installation Instructions. The cooktop must be installed by a qualified installer. The cooktop must be properly connected to electrical supply and grounded.
- **CAUTION:** Do not store things children might want above the cooktop. Children could be burned or injured while climbing on it.
- Do not leave children alone or unattended in area where the cooktop is in use. They should never be allowed to sit or stand on any part of the cooktop. They could be burned or injured.
- Do not operate the cooktop if it is damaged or not working properly.
- Do not use the cooktop for warming or heating the room. Persons could be burned or injured, or a fire could start.
- Use the cooktop only for its intended use as described in this manual.



- **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 become hot enough to cause burns. During and after use, do not touch, or let clothing or other flammable materials contact surface units or areas near units until they have had sufficient time to cool.

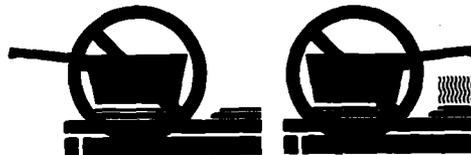


- Do not wear loose or hanging garments when using the cooktop. They could ignite if they touch a hot surface unit and you could be burned.
- Use only dry potholders. Moist or damp potholders on hot surfaces may result in burns from steam. Do not let potholder touch hot surface units. Do not use a towel or bulky cloth for a potholder. It could catch on fire.
- Do not heat unopened containers. They could explode. The hot contents could cause burns and container particles could cause injury.
- Do not store flammable materials on or near the cooktop. The fumes can create an explosion and/or fire hazard.

## When using the cooktop

- For coil elements, make sure the reflector bowls are in place during cooking. Cooking without reflector bowls may subject the wiring and components underneath them to damage.
- For coil elements, do not line reflector bowls with aluminum foil or other liners. Improper installation of these liners may result in a risk of electrical shock or fire.
- Do not cook on ceramic cooktop module if it is broken. If cooktop should break, cleaning solutions and spillovers may penetrate the broken cooktop and create a risk of electrical shock. Contact a qualified technician immediately.
- Select a pan with a flat bottom that is about the same size as the surface unit. If pan is smaller than the surface unit, some of the heating element will be exposed and may result in the igniting of clothing or potholders. Correct pan size also improves cooking efficiency.
- Check to be sure glass cooking utensils are safe for use on the cooktop. Only certain types of glass, glass-ceramic, ceramic, earthenware or other glazed utensils are suitable for cooktops without breaking due to the sudden change in temperature.

- Never leave surface units unattended at high heat settings. A boilover could result and cause smoking and greasy spillovers that may ignite.



- Turn pan handles inward, but not over other surface units. This will help reduce the chance of burns, igniting of flammable materials, and spills due to bumping of the pan.

## Grease

- Grease is flammable. Do not allow grease to collect around cooktop. Wipe spillovers immediately.



- Do not use water on grease fires. Never pick up a flaming pan. Smother flaming pan on range by covering with a well-fitted lid, cookie sheet or flat tray. Flaming grease outside of pan can be extinguished with baking soda or, if available, a multipurpose dry chemical or foam-type extinguisher.

## IMPORTANT SAFETY INSTRUCTIONS

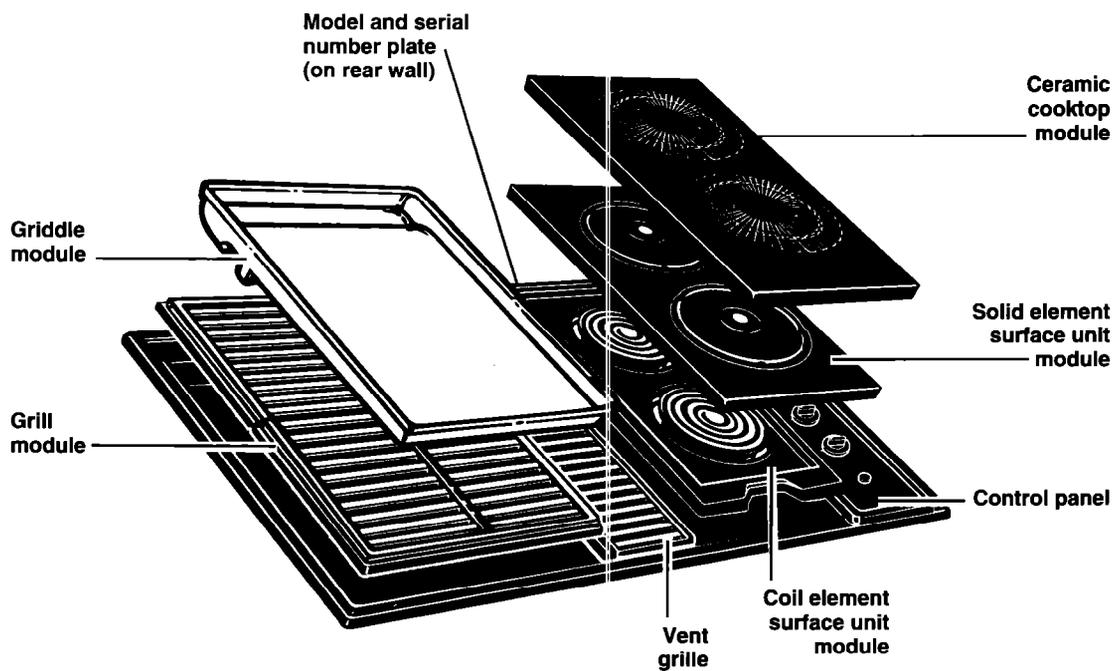
### **Care and cleaning**

- For coil elements do not soak removable heating elements in water. The element will be damaged and shock or fire could result.
- Clean ceramic cooktop with care. Some cleaners can produce noxious fumes if applied to a hot surface. If a wet paper towel is used to wipe spills on a hot cooking area, be careful to avoid steam burns.
- Do not repair or replace any part of the cooktop unless specifically recommended in this manual. All other servicing should be referred to a qualified technician.
- Disconnect the electrical supply before servicing the cooktop.

**– SAVE THESE INSTRUCTIONS –**

# Parts And Features

This section contains captioned illustrations of your cooktop. Use them to become familiar with the location and appearance of all parts and features.



**NOTE:** You must purchase modules separately. Model RC8920XA, however, comes with fixed coil elements on right side. To order modules, contact a Whirlpool<sup>SM</sup> service company or dealer.

# Using Your Cooktop

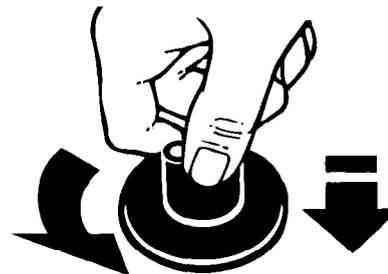
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To obtain the best cooking results possible, you must operate your cooktop properly. This section gives you important information for efficient and safe use of your cooktop.

## Using the surface units

**Push in control knobs before turning** them to a setting. You can set them anywhere between HI and OFF.



### Surface unit and grill markers

The solid dot in the surface unit marker shows which surface unit is turned on by that knob.

The grill marker shows which control knobs operate the grill.

### Surface unit indicator lights

One of the Surface Unit Indicator Lights on the control panel will glow when a surface unit is on.

## **⚠ WARNING**

### **Burn and Fire Hazard**

Be sure all control knobs are turned to OFF and all indicator lights are OFF when you are not cooking.

Someone could be burned or a fire could start if a surface unit is accidentally left ON.

## USING YOUR COOKTOP

Until you get used to the settings, use the following as a guide. For best results, start cooking at the high setting; then turn the control knob down to continue cooking.

SETTING	RECOMMENDED USE
HI	<ul style="list-style-type: none"> <li>To start foods cooking.</li> <li>To bring liquids to a boil.</li> </ul>
MED-HI	<ul style="list-style-type: none"> <li>To hold a rapid boil.</li> <li>To fry chicken or pancakes.</li> <li>On solid elements, turn to LO or MED-LO when sizzle starts.</li> </ul>
MED	<ul style="list-style-type: none"> <li>For gravy, pudding and icing.</li> <li>To cook large amounts of vegetables.</li> <li>On solid elements, turn to LO or MED-LO when sizzle starts.</li> </ul>
MED-LO	<ul style="list-style-type: none"> <li>To keep food cooking after starting it on a higher setting.</li> <li>On solid elements, turn to LO to finish cooking.</li> </ul>
LO	<ul style="list-style-type: none"> <li>To keep food warm until ready to serve.</li> </ul>

### Using the solid element surface unit module

Solid element surface units are made of heavy cast-iron to provide even cooking. Each surface unit has a built-in protective limiter as a safety feature.

#### The limiter senses uneven cooking temperatures when:

- A pan boils dry.
- A pan is removed and the surface unit is left on.
- The bottom of the pan is too large or too small for the surface unit. This will result in longer cooking times.
- The bottom of the pan is rounded, warped, ribbed or dented and does not make full contact with the surface unit.

The limiter will automatically reduce the heat level to provide even cooking temperatures and to protect the surface unit.

**NOTE:** Solid elements stay hot for a long time. Do not use the HI setting for long periods of time or leave pans on hot elements when cooking is done. Burned food and damage to the cookware could result. Use a lower setting to complete the cooking and turn the solid element surface unit off a few minutes before you finish cooking.

**Before placing a pan on solid element surface units for the first time,** heat on HI setting for five minutes. The surface units will give off smoke as the protective coating, applied at the factory, finishes bonding to the surface.

### Using the ceramic glass cooktop module

Cooking on the ceramic glass cooktop is almost the same as cooking on coil surface units. There are, however, a few differences:

- The surface unit will glow red when it is turned on. You will see the element cycling on (glowing red) and off – even on HI setting – to maintain the proper temperature setting you have selected.
- Sliding metal pans on ceramic glass cooktop surface could leave marks. Wiping off the cooktop before and after each use will help keep the surface free from stains and provide the most even heating. See pages 21 and 22 for care and cleaning suggestions.

## Cookware tips

- **Select a pan** that is about the same size as the surface unit.
- **NOTE: For best results and greater energy efficiency**, use only flat-bottomed utensils that make good contact with the surface units. Utensils with rounded, warped, ridged (such as some porcelain enamel-ware) or dented bottoms could cause severe overheating of coil elements, which damages the utensil and/or surface unit.  
Woks, canners and teakettles with flat bottoms suitable for use on your cooktop are now available in most stores that sell housewares.
- **The pan** should have straight sides and a tight-fitting lid.
- **Choose medium to heavy gauge** (thickness) pans that are fairly light-weight.
- **The pan material** (metal or glass) affects how fast heat transfers from the surface unit through the pan material and how evenly heat spreads over the pan bottom. Choose pans that provide the best cooking results.
- **Handles** should be made of sturdy, heat-resistant material and be securely attached to the pan.

### Ceramic cooktop module:

- **With your hand**, feel the bottom of your pans while they are cool for nicks and scratches. Nicks and scratches on pan bottoms will scratch the ceramic glass cooktop.
- **Make sure bottoms** of pans are clean and dry before using on cooktop.
- **Avoid spillovers** on cooktop. Use pans with tall sides.
- **Do not** cook food directly on cooktop.

## CAUTION

### Product Damage Hazard

- On coil elements, if a surface unit stays red for a long time, the bottom of the pan is not flat enough or is too small for the surface unit. Prolonged usage of incorrect utensils can result in damage to the surface unit, cooktop, wiring and surrounding areas. To prevent damage, use correct utensils, start cooking on HI and turn control down to continue cooking.
- Do not leave an empty utensil, or one which has boiled dry, on a hot surface unit. The utensil can overheat and may damage the utensil or surface unit.

## Home canning information

**Solid and coil elements:** The large diameter of most water-bath or pressure canners combined with high heat settings for long periods of time can shorten the life of regular surface units and cause damage to the cooktop.

If you plan to use the coil element cooktop for canning, we recommend the installation of a Canning Kit. Order the kit (Part No. 242905) from your Whirlpool dealer or authorized Whirlpool<sup>SM</sup> service company.

### To protect your cooktop:

- **Use flat-bottomed canners/pans** for best results. Some canners have ribbed bottoms (porcelain enamel-ware) and are not recommended for solid elements. They do not make good contact with the surface unit, causing the limiter to reduce the heat level. This interferes with the canning process.

- **Use the largest surface unit** for best results. **Solid and coil elements:** also, use a canner/pan which can be centered over the surface unit and which does not extend more than one inch outside surface unit area. Large diameter canners/pans, if not properly centered, trap heat and can cause damage to the cooktop.
- **Solid and coil elements:** do not place canner on two surface units at the same time. Too much heat will build up and will damage the cooktop.
- **Start with hot water.** This reduces the time the control is set on high. Reduce heat setting to lowest position needed to keep water boiling.
- **On coil element module, keep reflector bowls clean** for best heat reflection.
- To prolong the life of solid and coil elements:
  - **Prepare small batches** at a time.
  - **Do not use elements** for canning all day.

## Using the grill

### Before you use the grill for the first time:

Wash with warm, soapy water; rinse and dry. Never use a metal scrubbing pad or abrasive cleanser on the grill; these will damage the nonstick surface. After cleaning, **lightly** wipe cooking surface with cooking oil to prevent food from sticking.

### Cooking tips

- **Do not cover** the entire cooking surface with meat. Leave space between the food items to allow smoke and steam to ventilate properly.
- **Meat** with a normally high fat content will produce more smoke and flare-ups, but cook faster than lean meat. Trim fat from meat before placing on the grill to prevent excessive smoke or flare-ups.
- **If meat begins** to cook too quickly, turn the grill control knob to a lower setting.
- **Do not leave** grill unattended.

### WARNING

#### Fire Hazard

Grease can cause excessive flare-ups.

To put out fire:

- Remove food from the grill, turn the grill control to OFF and cover the grill with a large metal pan.
- Make sure the vent system has been switched to ON.
- Do not put water on a grease fire.

#### Product Damage Hazard

The use of metal utensils can scratch the nonstick coating. Only nylon or plastic utensils should be used.

## Grill chart

Preheat 10 minutes on HI for best flavor.

FOOD	CONTROL SETTING	GRILLING TIME (in minutes)		COMMENTS
		FIRST SIDE	SECOND SIDE	
<b>Beef steak</b> (½-¾") • rare • medium • well-done	HI	5	4	
	HI	6	6	
	HI	8	8	
<b>Beef steak</b> (1-1½") • rare • medium • well-done	HI	5-7	5	
	HI	9-11	10	
	HI	12-15	12	
<b>Hamburgers</b>	HI	20-25*		Turn as needed for even cooking.
<b>Hot dogs</b>	HI	12-15*		Turn as needed for even cooking.
<b>Pork chops</b>	HI	25-30*		Turn as needed for even cooking.
<b>Spare ribs, barbecued</b>	HI	50-60*		Brush on barbecue sauce during last 15-20 minutes of cooking, if desired.
<b>Lamb chops</b>	MED-HI	25-35*		Turn as needed for even cooking.
<b>Chicken pieces</b>	HI	45-60*		Turn frequently.
<b>Ham slice</b>	MED-HI	20-25*		Turn as needed for even cooking.
<b>Lobster tails</b>	HI	20-25*		Turn as needed for even cooking.
<b>Garlic bread</b>	HI	2-3*		Butter French bread and sprinkle with garlic salt before grilling.

Grilling times are approximate and may need to be adjusted to individual tastes.

\*Total grilling time.

## Using the griddle

**⚠ WARNING**

**Burn and Fire Hazard**

Be sure the griddle control is off and the griddle is cool and covered when not in use.  
Failure to do so could result in burns or fire.

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**Product Damage Hazard**

- When cleaning griddle, never use a metal scouring pad or abrasive cleanser on the griddle. These will damage the nonstick cooking surface.
- Do not use cookware on the griddle. Use only plastic or nylon kitchen utensils on the griddle. Metal can damage the nonstick cooking surface.

### Before using the griddle for the first time:

1. **Wash** the cooking surface with warm, soapy water. **Rinse and dry.**
2. **After cleaning, lightly wipe** the cooking surface with cooking oil to prevent food from sticking. You don't have to season (grease) the griddle every time you use it. Do not use shortening or butter to season the griddle.
3. **Preheat on HI**, then **turn** control to a lower setting to cook.
4. **Place** food directly on cooking surface.
5. **Turn off** the griddle element when cooking is finished. Leaving element on will damage the griddle.

### Griddle chart

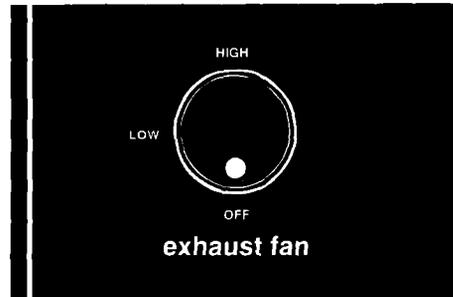
Preheat 10 minutes on HI, then turn to a lower setting to cook.

FOOD	COOK SETTING	GRIDDLING TIME (in minutes)	
		SIDE 1	SIDE 2
Bacon	HI	3	1-2
Pancakes	MED-HI	1½-2	1-2
Pork sausage patty	HI	8	4
Eggs	MED-LO	3	1
Grilled sandwiches	MED-HI	3	3
French toast	MED	3	2-3

Griddling times are approximate and may need to be adjusted to individual tastes.

## Using the vent system

- **Using the cooktop's** built-in downdraft vent fan removes cooking vapors, odor and smoke.
- **The fan will automatically operate** at HIGH speed when the grill module is in use. The fan cannot be manually turned off when the grill module is operating.
- **When using surface units,** turn the Vent Fan Control Knob clockwise to HIGH or LOW. Use HIGH only when doing cooking that produces significant cooking vapors, odor and smoke. You will hear a click when the fan comes on. Turn counterclockwise to turn the fan OFF.
- **The fan filters** must be in place for the fan to operate properly.



### **⚠ WARNING**

#### **Personal Injury Hazard**

Do not put hands in vent box when fan or controls are on. The vent fan system turns on automatically when the grill is used. Turn fan and cooktop controls to OFF.

Failure to do so could result in personal injury.

## Changing the cooktop modules

The cooktop modules will work on both sides of the cooktop. (See page 23 for grill removal instructions and page 15 for optional griddle installation instructions.)

### **⚠ WARNING**

#### **Burn and Electrical Shock Hazard**

Be sure all controls are off and the modules are cool before handling modules.

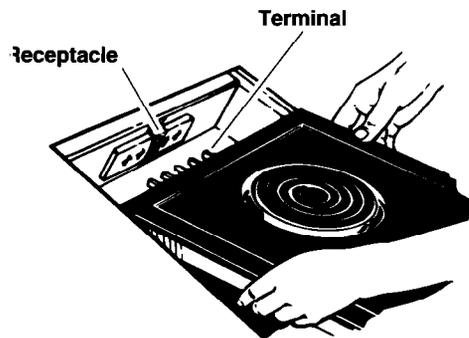
Failure to do so could result in burns or electrical shock.

#### **To remove coil element, solid element and ceramic glass modules:**

1. **Lift** module slightly by the handle.
2. **Pull** module toward you with both hands to unplug it.
3. **Lift** module out of cooktop.

#### **To replace modules:**

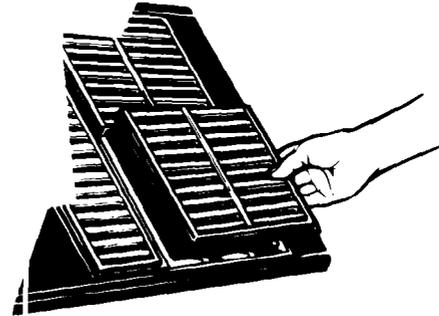
1. **Line up** module terminal with cooktop receptacle.
2. **Push** terminal into receptacle until it is plugged in.
3. **Use** the handle to lower the front of the module.



## Installing optional griddle module

To install:

1. **Remove** the grill sections.



2. **Slide** the griddle into place with drain slot at rear.

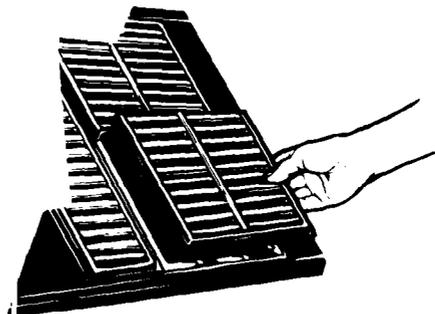


To remove:

1. **Lift** front slightly by both front corners and **set** aside.



2. **Replace** the grill sections.



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### Energy saving tips

Although the energy used for cooking is usually a very small percentage of the total energy used in the home, cooking energy can be used efficiently. Here are some tips to help you save energy when using your cooking product.

- **Use** pans with flat bottoms, straight sides and tight-fitting lids.
- **Match** the pan to the surface unit size.
- **Cook** with a minimum of liquid or fat to help shorten cooking time.
- **Preheat** pans only when recommended and for the shortest time possible.
- **Start** food on higher heat settings, then set surface unit control on low or off to finish cooking. Use retained heat for cooking when possible.
- **Turn on** the surface unit only after placing filled pan on the unit.
- **Plan** your meals for the most efficient use of the cooktop.
- **Keep** reflector bowls clean for best heat reflection.

# Caring For Your Cooktop

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Your cooktop is designed for ease of care. You can do most cleaning with items found around your home. Cleaning your cooktop whenever spills or soiling occurs will help to keep it looking and operating like new.

## ⚠ WARNING

### Burn and Electrical Shock Hazard

Make sure all controls are off and the cooktop is cool before cleaning or servicing.

Failure to do so could result in burns or electrical shock.

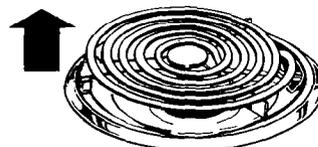
## Removing surface units and reflector bowls

### Removing

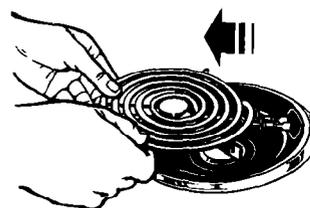
1. **Make sure** all control knobs are turned off and cool before removing surface units and reflector bowls.



2. **Lift** the edge of the unit, opposite the receptacle, just enough to clear the reflector bowl.

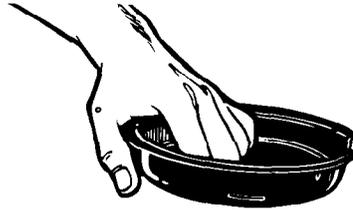


3. **Pull** the surface unit straight away from the receptacle.



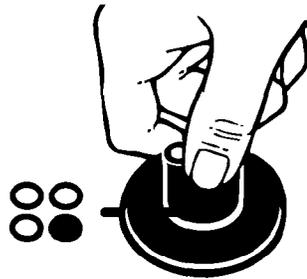
## CARING FOR YOUR COOKTOP

4. **Lift out** the reflector bowl. See “Cleaning chart” on page 26 for cleaning instructions.



### Replacing

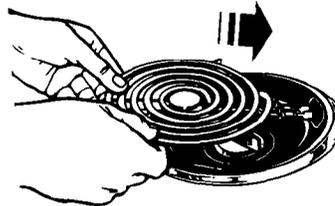
1. **Make sure** all control knobs are turned off and cool before replacing surface units and reflector bowls.



2. **Line up** openings in the reflector bowl with the surface unit receptacle.



3. **Hold** the surface unit as level as possible with the terminal just started into the receptacle.



4. **While pushing** the surface unit terminal into the receptacle, **lift** a little on the edge of the unit nearest the receptacle. When the terminal is pushed into the receptacle as far as it will go, the surface unit will fit into the reflector bowl.



**NOTE:** Reflector bowls reflect heat back to the utensils on the surface units. They also help catch spills. When they are kept clean, they reflect heat better and look new longer.

If a reflector bowl gets discolored, some of your utensils may not be flat enough, or some may be too large for the surface unit. In either case, some of the heat that's meant to go into or around a utensil goes down and heats the reflector bowl. This extra heat can discolor it.

## Cleaning the solid element surface units

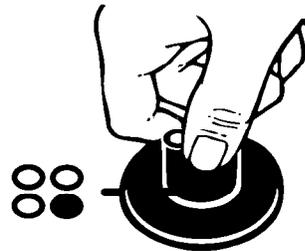
### **⚠ WARNING**

#### **Burn and Electrical Shock Hazard**

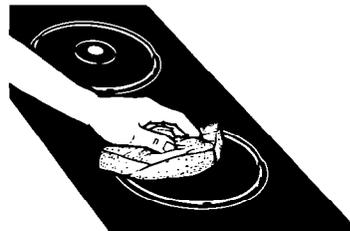
Solid element surface units do not glow red when hot. Make sure all controls are OFF and the range is COOL before cleaning.

Failure to do so can result in burns or electrical shock.

1. **Make sure** all surface units are off and cool.



2. **For best results, wipe off** surface units with a damp sponge and soapy water after each use. **Remove** burned-on food with a soap-filled scrubbing pad. **Rinse well.** The red spot in the center of the surface unit will gradually wash off. This is normal and will not affect the operation of the surface unit.



**NOTE:** Make sure plastic scrubbing pad does not contain metal or abrasive particles. Do not use abrasive cleaners.

## CARING FOR YOUR COOKTOP

3. **IMPORTANT:** Dry the element completely after cleaning. Turn on the element for a few minutes to dry thoroughly. **After the element has cooled, use** a paper towel to apply a thin coat of salt-free oil to the surface units to season and restore the finish. **Wipe** excess oil off stainless steel trim rings. **Then heat** 3-5 minutes. Some smoking may occur; this is normal. If surface units have dark spots caused by grease and food, the oil treatment will improve their appearance, but not eliminate the spots.

**Optional:** You can apply Electrol® dressing to the surface units to improve their appearance.

4. The stainless steel trim rings will yellow from the heat of the surface units and pans. This is normal. The yellowing can be removed by using stainless steel cleaner or Cooktop Polishing Creme on the trim rings.

**To order information for Cooktop Polishing Creme (Part No. 3184477) or Electrol® Dressing (Part No. 814030) write to:**

Whirlpool Corporation  
Attention: Customer Service Department  
1900 Whirlpool Drive  
LaPorte, IN 46350

**OR**

Call **1-800-253-1301** to order. You must have a major credit card to order by phone.



## Cleaning the ceramic cooktop

The ceramic cooktop module is designed for easy care. However, ceramic cooktops need to be maintained differently than standard electric open-coil elements. Foods spilled directly on the cooktop will not burn off as on open-coil elements. Because of this, the surface should be dust-free and soil-free before heating.

Your cooktop has been prepolished at the factory for improved protection and cleanability. The Cooktop Polishing Creme (included with your unit), paper towels or a sponge, and a razor scraper is all you need to clean your cooktop. For proper cleaning methods, please review "Cleaning tips" on page 22. Follow them after each use to ensure top performance and to preserve that uniquely elegant look.



### **⚠ WARNING**

#### **Personal Injury Hazard**

- When removing heavy or sugary spills from the hot cooktop, wear oven mitts to prevent burns.
- Do not use cooktop cleaner on a hot cooktop. The cleaner may produce hazardous fumes or damage the cooktop.
- Do not use the cooktop if cracked or broken.

Failure to follow these instructions can result in personal injury.

#### **To avoid damaging the cooktop, follow these instructions:**

- Remove sugary spills before cooktop cools to prevent pitting.
- Do not use the cooktop as a cutting board.
- Do not allow anything that may melt (such as plastic or aluminum foil) to come in contact with the surface while it is hot.
- Do not use the ceramic cooktop to cook popcorn that comes in prepackaged aluminum containers. The container can leave aluminum marks on the cooktop that cannot be removed completely.
- Do not use steel wool, plastic cleaning pads, abrasive powdered cleansers, chlorine bleach, rust remover, ammonia or glass cleaning products with ammonia. These could damage the cooktop surface.
- Dropping heavy or hard objects on the cooktop can crack it. Be careful with heavy skillets. Do not store jars or cans above the cooktop.

## Cleaning tips

### What to use:

- **Cooktop Polishing Creme with paper towel or clean, damp sponge**—Included with your unit, this creme has been developed especially for cleaning and protecting your cooktop. When using, follow instructions on container.
- **Razor scraper**—Use to remove cooked-on soils from your ceramic cooktop. Razor blades will not scratch your cooktop. **Store razor blades out of reach of children.**

### Steps to follow:

1. **Most spills** can be wiped off easily using a paper towel or clean, damp sponge as soon as surface units are cool.
2. **Rub** Cooktop Polishing Creme into cooked-on soil using a paper towel. If some soil remains, leave some creme on the spot(s) and follow Step 3.
3. **Carefully scrape** spots with the razor scraper.
4. **Finish** by polishing entire cooktop with Cooktop Polishing Creme and a paper towel.

### Additional tips:

- **Sugar spills and soils** (such as jellies and candy syrups) can cause pitting on the cooktop if not removed **while the ceramic surface is still warm**. Remove as soon as possible after the spill occurs.
- **Remove dark streaks, specks and discoloration** with Cooktop Polishing Creme.
- **Remove metal marks** (from copper or aluminum pans) with Cooktop Polishing Creme before heating the cooktop again. If heated before cleaning, metal marks may not come off.
- **Tiny scratches or abrasions do not affect cooking**. In time, these will become less visible as a result of cleaning. To prevent scratches and abrasions, use Cooktop Polishing Creme regularly.
- **Nonabrasive cleanser with damp paper towel or sponge** can be used as an alternative method for removing cooked-on soils. **Always rinse and dry your cooktop** thoroughly after using cleanser to prevent streaking or staining.

To obtain order information for Cooktop Polishing Creme (Part No. 3184477), write to:

Whirlpool Corporation  
Attention: Customer Service Dept.  
1900 Whirlpool Drive  
LaPorte, IN 46350

OR

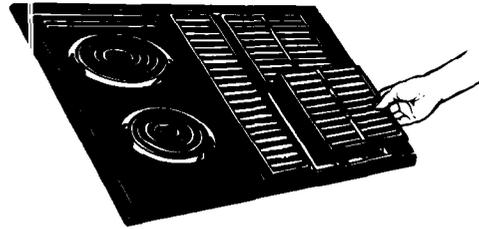
Call 1-800-253-1301 to order. You must have a major credit card to order by phone.

## Cleaning the grill

Food cooked on the grill may spatter. You should clean all parts of the module except the heating element after each use. A soiled heating element cleans itself by burning off spills and spatters.

### To remove grill:

1. **Lift off** grill sections.



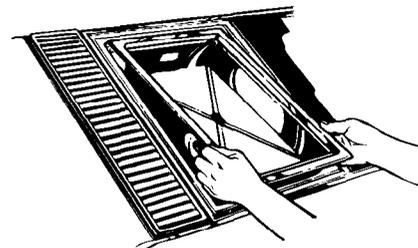
2. **Lift** heating element slightly and **pull** toward you.



3. **Lift out** splatter shield.



4. **Lift and remove** the grease well and grease pan, being careful not to spill fat drippings.



### To clean grill:

1. **Wash** grill sections with warm, soapy water and a nonabrasive plastic scrubbing pad, or **use** a dishwasher.  
**Do not use metal scrubbing pads or abrasive cleansers. They will scratch the nonstick finish.**
2. **Rinse** and **wipe** dry.
3. **Wash** the splatter shield, grease well, grease pan and frame in warm, soapy water. Use a plastic scrubbing pad for heaving soiled areas. You can clean the grease well and grease pan in a dishwasher.
4. **Rinse** and **wipe** dry.

**NOTE:** Do not clean heating element under the grill/griddle. Soil burns off. Do not put in water.

### To replace grill:

1. **Lower** the grease pan and the grease well into opening.
2. **Put in** splatter shield.
3. **Plug** heating element terminal into receptacle.
4. **Place** grill sections over heating element.

## Cleaning the vent system

### **⚠ WARNING**

#### **Personal Injury Hazard**

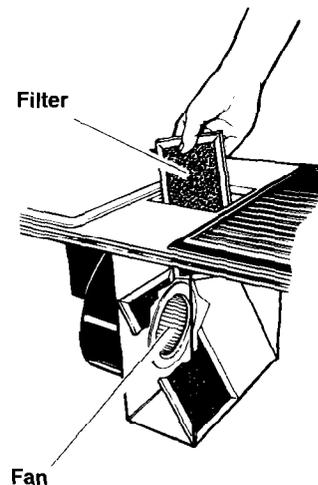
- Disconnect the electrical supply before servicing the cooktop. The wall receptacle is located in the cabinet beneath the cooktop.
- Turn fan and cooktop controls to OFF before cleaning the vent system. The vent fan system turns on automatically when the grill is used. Do not put hand in vent box when fan or controls are on.

Failure to follow these instructions could result in personal injury.

1. **Remove** the vent cover and **wash** in warm, soapy water or **wipe** with a sponge. **Do not use metal scrubbing pads or abrasive cleansers.**
2. **Reach** into vent box and **lift** a filter out. **Turn** slightly to pass filter through vent hole. **Repeat** for second filter. **Wash** in warm, soapy water or dishwasher.
3. **Wipe** in and around the vent box with a sponge. **Clean up** spills with a sponge.
4. **Replace** the filters. **Be sure** the filters rest at an angle over the exhaust fan.
5. **Replace** the vent cover.

**NOTE:** Filters must be in place for the fan to operate properly. Replacement filters can be ordered from a Whirlpool<sup>SM</sup> service company or dealer. Order Part Number 786235 (one pair).

If you are unable to obtain the name of a local authorized Whirlpool service company, call Whirlpool Consumer Assistance Center TOLL-FREE 1-800-253-1301.



## Cleaning chart

Use the following table to help you clean all parts of your cooktop.

PART	WHAT TO USE	HOW TO CLEAN
<b>Control knobs</b>	Sponge and warm, soapy water	<ul style="list-style-type: none"> <li>• Turn knobs to OFF and pull straight away from control panel.</li> <li>• Wash, rinse and dry thoroughly. Do not soak.</li> <li>• Replace knobs. Make sure all knobs point to OFF.</li> </ul> <p>DO NOT USE steel wool or abrasive cleaners. They may damage the finish of the knobs.</p>
<b>Control panel</b>	Sponge and warm, soapy water <b>OR</b> Paper towel and spray glass cleaner	<ul style="list-style-type: none"> <li>• Wash, rinse and dry thoroughly.</li> </ul> <p>DO NOT USE steel wool or abrasive cleaners. They may damage the finish.</p>
<b>Cooktop surface</b>	Sponge and warm, soapy water	<ul style="list-style-type: none"> <li>• Wash, rinse and dry thoroughly. USE nonabrasive, plastic scrubbing pad on heavily soiled areas.</li> <li>• Do not use abrasive or harsh cleansers.</li> </ul> <p><b>NOTE:</b> Do not allow foods containing acids (such as vinegar, tomato or lemon juice) to remain on surface. Acids may remove the glossy finish. Also wipe up milk or egg spills when cooktop is cool.</p>
<b>Coil element surface units</b>		No cleaning is required. Spatters or spills will burn off. <b>Do not</b> immerse in water.
<b>Porcelain enamel reflector bowls</b>	Nonabrasive, plastic scrubbing pad and warm, soapy water <b>OR</b> A dishwasher	<ul style="list-style-type: none"> <li>• Wipe off excess spills.</li> <li>• Wash, rinse and dry thoroughly.</li> <li>• Do not use abrasive or harsh cleansers.</li> </ul>
<b>Griddle</b>	Same as grill. See "Cleaning the grill" on page 23.	<ul style="list-style-type: none"> <li>• Same as grill. See "Cleaning the grill" on page 23.</li> </ul>
<b>Area under cooktop</b>	Sponge and warm, soapy water	<ul style="list-style-type: none"> <li>• Wash, rinse and dry thoroughly.</li> <li>• Do not soak.</li> </ul>

# If You Need Assistance Or Service

This section is designed to help you save the cost of a service call. Part 1 of this section outlines possible problems, their causes, and actions you can take to solve each problem. Parts 2 and 3 tell you what to do if you still need assistance or service. When calling our Consumer Assistance Center for help or calling for service, please provide a detailed description of the problem, your appliance's complete model and serial numbers and the purchase date. (See page 2.) This information will help us respond properly to your request.

## 1. Before calling for assistance ...

Performance problems often result from little things you can find and fix without tools of any kind. Please check the chart below for problems you can fix. It could save you the cost of a service call.

<b>PROBLEM</b>	<b>POSSIBLE CAUSE</b>	<b>SOLUTION</b>
<b>Nothing will operate</b>	The unit is not wired into a live circuit with proper voltage. A household fuse has blown or a circuit breaker has tripped.	Wire the unit into a live circuit with proper voltage. (See Installation Instructions.) Replace household fuse or reset circuit breaker.
<b>The surface units will not operate</b>	A household fuse has blown or a circuit breaker has tripped. You have not plugged in coil element surface units all the way. You are not setting the control knobs correctly.	Replace household fuse or reset circuit breaker. Plug surface units in all the way. (See "Replacing" on page 18.) Push control knobs in before turning to a setting.
<b>The grill does not work properly</b>	You have not left space between food items. You have not preheated the grill for the proper amount of time. Food was partially frozen or very cold before grilling. This will make cooking time longer.	Leave more space between items. Remove food and let grill preheat. Allow for more cooking time.
<b>Control knob(s) will not turn</b>	You are not pushing in before turning.	Push control knob(s) in before turning to a setting.

## IF YOU NEED ASSISTANCE OR SERVICE

PROBLEM	POSSIBLE CAUSE	SOLUTION
<p><b>Venting results are not what you expected</b></p>	<p>Exhaust fan is not turned on. Vent filters are not clean or are not in place. Vent duct or outside opening is blocked. There is a draft in room where cooktop is installed. Meat is not well trimmed.</p>	<p>Turn on exhaust fan. See page 25 for cleaning and replacement instructions. Unblock vent duct or outside opening.  Close door or window causing draft.  Trim off all meat fat.</p>
<p><b>Cooking results are not what you expected</b></p>	<p>The cooktop is not level.  The recipe has never been tested or is not from a reliable source.  The pan used is not the type or size recommended in the recipe.  Cooking utensil does not fit the surface unit being used.</p>	<p>Level cooktop. (See Installation Instructions.) Use only tested recipes from a reliable source.  Refer to a reliable cookbook for recommended pan type and size.  Pan should be the same size or slightly larger than surface unit being used.</p>

## **2. If you need assistance ...**

**Call Whirlpool Consumer Assistance Center telephone number. Dial free from anywhere in the U.S.:**

**1-800-253-1301**

and talk with one of our trained consultants. The consultant can instruct you in how to obtain satisfactory operation from your appliance or, if service is necessary, recommend a qualified service company in your area.

If you prefer, write to:

Mr. William Clark  
Consumer Assistance Representative  
Whirlpool Corporation  
2000 M-63  
Benton Harbor, MI 49022

Please include a daytime phone number in your correspondence.

## **3. If you need service ...**



Whirlpool has a nationwide network of authorized Whirlpool<sup>SM</sup> service companies. Whirlpool service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in the United States. To locate the authorized Whirlpool service company in your area, call our Consumer Assistance Center telephone number (see Step 2) or look in your telephone directory Yellow Pages under:

**• APPLIANCE-HOUSEHOLD-  
MAJOR, SERVICE & REPAIR**

- See: Whirlpool Appliances or  
Authorized Whirlpool Service  
(Example: XYZ Service Co.)

**• WASHING MACHINES &  
DRYERS, SERVICE & REPAIR**

- See: Whirlpool Appliances or  
Authorized Whirlpool Service  
(Example: XYZ Service Co.)

## **4. If you need FSP<sup>®</sup> replacement parts ...**

FSP is a registered trademark of Whirlpool Corporation for quality parts. Look for this symbol of quality whenever you need a replacement part for your Whirlpool appliance. FSP replacement parts will fit right and work right, because they are made to the same exacting specifications used to build every new Whirlpool appliance.

To locate FSP replacement parts in your area, refer to Step 3 above or call the Whirlpool Consumer Assistance Center number in Step 2.

## **5. If you are not satisfied with how the problem was solved ...**

- Contact the Major Appliance Consumer Action Panel (MACAP). MACAP is a group of independent consumer experts that voices consumer views at the highest levels of the major appliance industry.
- Contact MACAP only when the dealer, authorized servicer and Whirlpool have failed to resolve your problem.

Major Appliance Consumer Action Panel  
20 North Wacker Drive  
Chicago, IL 60606

- MACAP will in turn inform us of your action.

# WHIRLPOOL®

## Electric Cooking Product Warranty

LENGTH OF WARRANTY	WHIRLPOOL WILL PAY FOR
<b>FULL ONE-YEAR WARRANTY</b> From Date of Purchase	FSP® replacement parts and repair labor to correct defects in materials or workmanship. Service must be provided by an authorized Whirlpool™ service company.
WHIRLPOOL WILL NOT PAY FOR	
<p><b>A.</b> Service calls to:</p> <ol style="list-style-type: none"> <li>1. Correct the installation of the cooking product.</li> <li>2. Instruct you how to use the cooking product.</li> <li>3. Replace house fuses or correct house wiring.</li> </ol> <p><b>B.</b> Repairs when the cooking product is used in other than normal, single-family household use.</p> <p><b>C.</b> Pickup and delivery. This product is designed to be repaired in the home.</p> <p><b>D.</b> Damage to the cooking product caused by accident, misuse, fire, flood, acts of God or use of products not approved by Whirlpool.</p> <p><b>E.</b> Repairs to parts or systems caused by unauthorized modifications made to the appliance.</p>	

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WHIRLPOOL CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Outside the United States, a different warranty may apply. For details, please contact your authorized Whirlpool distributor or military exchange.

If you need service, first see the "Assistance or Service" section of this book. After checking "Assistance or Service," additional help can be found by calling our Consumer Assistance Center telephone number, **1-800-253-1301**, from anywhere in the U.S.