

GE Monogram®

Use and Care Guide

36" Ceramic Cooktop

*Introduction*

Your new Monogram ceramic cooktop makes an eloquent statement of style, convenience and kitchen planning flexibility. Whether you chose it for its purity of design, assiduous attention to detail—or for both of these reasons—you’ll find that your Monogram ceramic cooktop’s superior blend of form and function will delight you for years to come.

Your Monogram ceramic cooktop was designed to provide the flexibility to blend in with your kitchen cabinetry. Its sleek design can be beautifully integrated into the kitchen.

The information on the following pages will help you operate and maintain your ceramic cooktop properly.

If you have any other questions—please call the GE Answer Center® 800.626.2000.

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*Before using your ceramic cooktop*

Read this guide carefully. It is intended to help you operate and maintain your new ceramic cooktop properly.

Keep it handy for answers to your questions.

If you don’t understand something or need more help, call:

**GE Answer Center®**  
**800.626.2000**  
**24 hours a day, 7 days a week**

*Write down the model & serial numbers*

You’ll find them on a label under the cooktop. These numbers are also on the Consumer Product Ownership Registration Card included in this guide.

**Before sending in this card, please write these numbers here:**

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

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

Use these numbers in any correspondence or service calls concerning your cooktop.

*If you received a damaged cooktop*

Immediately contact the dealer (or builder) that sold you the cooktop.

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*Save time  
& money*

Before you request service, check the Problem Solver in the back of this guide.

It lists causes of minor operating problems that you can correct yourself.

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*If you  
need  
service*

To obtain service, see the Consumer Services page in the back of this guide.

We're proud of our service and want you to be pleased. If for some reason you are not happy with the service you receive, here are three steps to follow for further help.

FIRST, contact the people who serviced your appliance. Explain why you are not pleased. In most cases, this will solve the problem.

NEXT, if you are still not pleased, write all the details—including your phone number—to:

Manager, Consumer Relations  
GE Appliances  
Appliance Park  
Louisville, KY 40225

FINALLY, if your problem is still not resolved, write:

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

# IMPORTANT SAFETY INSTRUCTIONS

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## SAFETY PRECAUTIONS

When using electrical appliances, basic safety precautions should be followed, including the following:

- **Have the installer show you the location of the circuit breaker or fuse.** Mark it for easy reference.
- **Use this appliance only for its intended use** as described in this guide.
- **Be sure your appliance is properly installed and grounded** by a qualified technician in accordance with the provided installation instructions.
- **Do not attempt to repair or replace any part of your cooktop unless it is specifically recommended in this guide.** All other servicing should be referred to a qualified technician.
- **Before performing any service, DISCONNECT THE COOKTOP POWER SUPPLY AT THE HOUSEHOLD DISTRIBUTION PANEL BY REMOVING THE FUSE OR SWITCHING OFF THE CIRCUIT BREAKER.**
- **Do not leave children alone**—children should not be left alone or unattended in an area where an appliance is in use. They should never be allowed to sit or stand on any part of the appliance.
- **Do not allow anyone to climb, stand or hang on the cooktop.**
- **CAUTION: ITEMS OF INTEREST TO CHILDREN SHOULD NOT BE STORED IN CABINETS ABOVE A COOKTOP—CHILDREN CLIMBING ON THE COOKTOP TO REACH ITEMS COULD BE SERIOUSLY INJURED.**
- **Never wear loose-fitting or hanging garments while using the appliance.** Be careful when reaching for items stored in cabinets over the cooktop. Flammable material could be ignited if brought in contact with a hot surface unit and may cause severe burns.
- **Use care when touching the cooktop.** The glass surface of the cooktop will retain heat after the controls have been turned off.
- **For your safety, never use your appliance for warming or heating the room.**
- **Use only dry pot holders**—moist or damp pot holders on hot surfaces may result in burns from steam. Do not let pot holders touch a hot surface unit. Do not use a towel or other bulky cloth in place of a pot holder. Such cloths can catch fire on a hot surface unit.
- **Do not store flammable materials near the cooktop.**
- **Keep the hood and grease filters clean to maintain good venting and to avoid grease fires.**
- **DO NOT STORE OR USE COMBUSTIBLE MATERIALS, GASOLINE OR OTHER FLAMMABLE VAPORS AND LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE.**
- **Do not let cooking grease or other flammable materials accumulate on the cooktop.**
- **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 multi-purpose dry chemical or foam-type fire extinguisher.

Flaming grease outside a pan can be put out by covering it with baking soda or, if available, by using a multi-purpose dry chemical or foam-type fire extinguisher.

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## SAFETY PRECAUTIONS

- **Clean the cooktop with caution.** If a wet sponge or cloth is used to wipe spills on a hot surface unit, be careful to avoid steam burns. Some cleansers can produce noxious fumes if applied to a hot surface.

**NOTE:** We recommend that you avoid wiping any surface unit areas until they have cooled and the indicator light has gone off. Sugar spills are the exception to this. Please see the Glass Cooktop Cleaning section.

When the cooktop is cool, use only the recommended cleaning cream to clean the cooktop.

- **Do not operate the surface units if the glass is broken.** Spillovers or cleaning solution may penetrate a broken cooktop and create a risk of electrical shock. Contact a qualified technician if your glass cooktop breaks.
- **Do not touch the surface units.** These surfaces may be hot enough to burn even though they are dark in color. During and after use, do not touch, or let clothing or other flammable materials contact, the surface units or areas nearby surface units; allow sufficient time for cooling first.

Potentially hot surfaces include the cooktop and areas facing the cooktop.

- **Never leave the surface units unattended at high heat settings.** Boilovers cause smoking and greasy spillovers that may catch on fire.
- **Use proper pan size**—select cookware having flat bottoms large enough to cover the surface unit's heating area. The use of undersized cookware will expose a portion of the surface unit to direct contact and may result in ignition of clothing. Proper relationship of cookware to surface unit will also improve efficiency. See the Cookware Tips section of this guide.
- **When cooking pork,** follow the directions exactly and always cook the meat to an internal temperature of at least 170°F. This assures that, in the remote possibility that trichina may be present in the meat, it will be killed and the meat will be safe to eat.

- **Only certain types of glass, glass-ceramic, earthenware or other glazed containers are suitable for cooktop cooking; others may break because of the sudden change in temperature.**
- **To minimize the possibility of burns,** ignition of flammable materials and spillage, the handle of a container should be turned toward the center of the cooktop without extending over nearby surface units.
- **Always keep combustible wall coverings, curtains or drapes** a safe distance away from your cooktop.
- **Always keep dish towels, dish cloths, pot holders and other linens** a safe distance away from your cooktop.
- **Do not leave paper products, cooking utensils or food on the cooktop when not in use.**
- **Avoid scratching the glass cooktop.** The cooktop can be scratched with items such as sharp instruments, rings or other jewelry and rivets on clothing.
- **Never use the glass cooktop surface as a cutting board.**
- **Do not place or store items on top of the glass cooktop surface when it is not in use.**
- **Be careful when placing spoons or other stirring utensils** on glass cooktop surface when it is in use. They may become hot and could cause burns.
- **Avoid heating an empty pan.** Doing so may damage the cooktop and the pan.
- **Do not allow water, other liquids or grease** to remain on the cooktop or control panel.
- **Always heat fat slowly, and watch as it heats.**
- **Clean only parts listed in this guide.**
- **Keep cooktop clean and free of accumulation of grease or spillovers which may ignite.**

# IMPORTANT SAFETY INSTRUCTIONS

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## *SAFETY PRECAUTIONS*

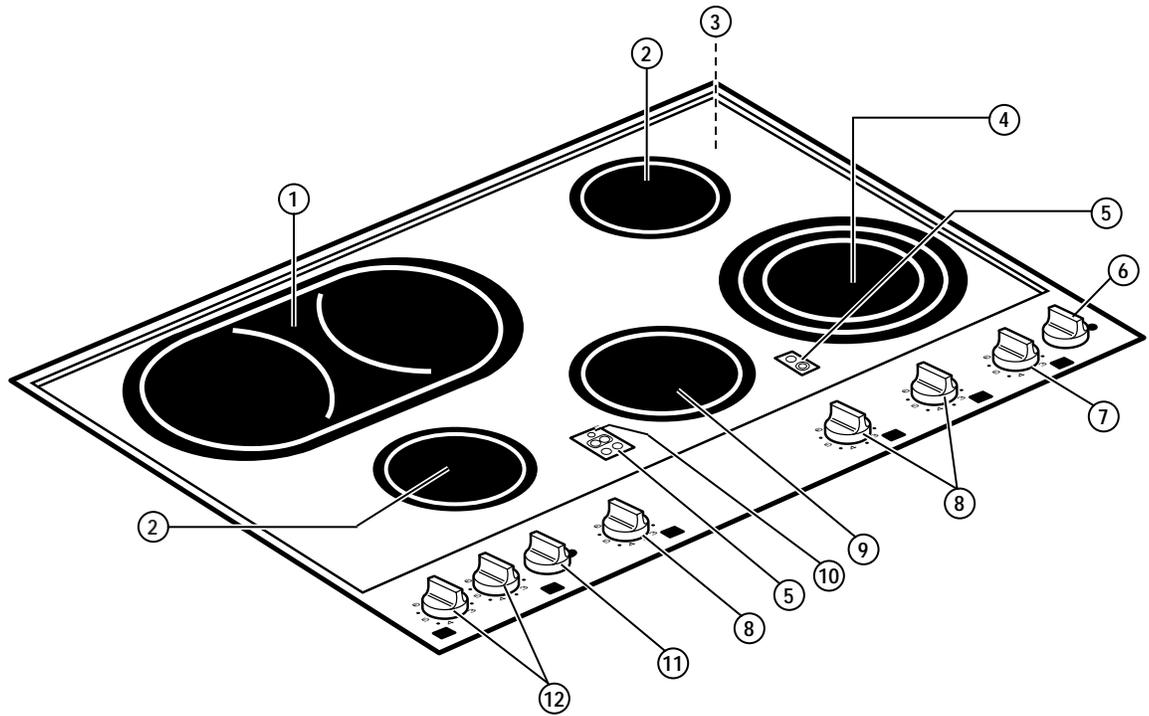
- **To minimize the possibility of burns**, always be certain that the controls for all surface units are at the off position and the entire glass surface is cool before attempting to clean the cooktop.
- **Always keep wooden and plastic utensils and canned food** a safe distance away from your cooktop. They may become hot and could cause burns.
- **Never heat unopened food containers. Pressure buildup may make container burst and cause injury.**
- **Teach children not to play with controls or any other part of the cooktop.**
- **Always turn the surface unit controls off before removing the cookware.**
- **Carefully watch for spillovers or overheating of foods when frying at high or medium high temperatures.**
- **When flaming foods are under the hood, turn the fan off. The fan, if operating, may spread the flame.**
- **Foods for frying should be as dry as possible.** Frost on frozen foods or moisture on fresh foods can cause hot fat to bubble up and over the sides of the pan.
- **Never try to move a pan of hot fat**, especially a deep fat fryer. Wait until the fat is cool.
- **Use little fat for effective shallow or deep fat frying.** Filling the pan too full of fat can cause spillovers when food is added.
- **If a combination of oils or fats will be used in frying**, stir together before heating, or as fats melt slowly.
- **Use a deep fat thermometer whenever possible** to prevent overheating fat beyond the smoking point.
- **Never leave jars or cans of fat drippings on or near your cooktop.**
- **To avoid possible damage to the cooking surface**, do not apply the cleaning cream to the glass surface when it is hot.
- **After cleaning**, use a dry cloth or paper towel to remove all the cleaning cream residue.
- **Read and follow all instructions and warnings on the cleaning cream labels.**

SAVE THESE INSTRUCTIONS

# Features of Your Cooktop

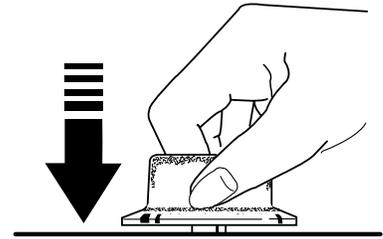
## Ceramic Cooktop

*Design  
information*



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*How to set the controls*



*Note:* Be sure to turn the control knob to off (•) when you finish cooking.

- 1 Grasp the control knob.
- 2 Push in and turn the knob to the desired heat setting.

The control knob must be pushed in and turned from the off (•) position. When the control is in any position other than off (•), it may be rotated without pushing it in.

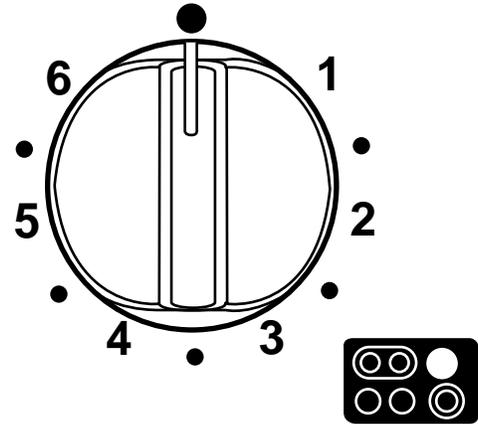
**The Unit On Indicator Light will glow when ANY surface unit is on.**

**A Hot Surface Indicator Light will glow when any surface unit is turned on, and will remain on until the surface is cool enough to touch.**

At both off (•) and high (6) the control “clicks” into position.

In a quiet kitchen, you may hear slight “clicking” sounds—an indication that the heat settings you selected are being maintained.

Switching to higher heat settings always results in a quicker heat change than switching to lower settings.



*Cooking guide for using heat settings*

**High (6)**—Quick start for cooking; brings water to a boil.

**Medium High (4–5)**—Fast fry, pan broil; maintains a fast boil on large amounts of food.

**Medium (3–4)**—Sauté and brown; maintains a slow boil on large amounts of food.

**Medium Low (2–3)**—Cook after starting at high; cooks with little water in covered pan.

**Low (1)**—Steam rice, cereal; maintains serving temperature of most foods. Slow cooking and simmering. At low setting, melt chocolate and butter on small surface unit.

**Cooktop temperatures increase with the number of surface units that are on. With 3 or more units turned on, surface temperatures are high so be careful when touching the cooktop. The hot surface indicator light(s) will remain lit after the surface unit is off until the surface is cool enough to touch.**

**NOTE:**

- At high (6) or medium high (4–5) settings, never leave food unattended. Boilovers cause smoking; greasy spillovers may catch on fire.
- When a surface unit is turned on, the unit can be seen glowing red within a few seconds. The red glow will turn on and off (cycling) to maintain the selected heat setting. With poor cookware, you will see frequent cycling of the unit off and on. Good, flat cookware will minimize the cycling. See the Surface Cookware Tips section.
- It is safe to place hot cookware from the oven or surface on the glass ceramic surface when it is cool.

**CAUTION:** The Hot Surface Indicator Light(s) may remain lit even after the surface unit(s) have been turned off. This is due to heat retention in the unit(s). The light(s) will not turn off until the unit(s) have cooled to a safe temperature. Use caution until the cooktop surface has had time to cool.

## Using the bridge surface unit

The three controls on the left side of the control panel can be used to create an oblong heated area.

Because of its bigger dimensions, larger pans can be used on the bridge surface unit.

Choose pans that match the circle/bridge area as closely as possible.

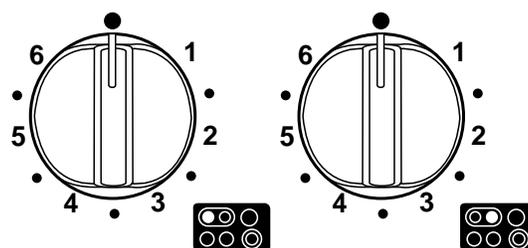
Make sure the pan rests flat on the glass cooktop and it is not resting on the trim. If you notice poor cooking performance, move the pan to make sure it is flat on the cooktop.

You can use each element separately or you can use both elements combined with the bridge element between them.

To use each circular element separately, turn the bridge select knob to “●” then turn either control knob to the desired setting. The controls can be set to any intermediary position required.

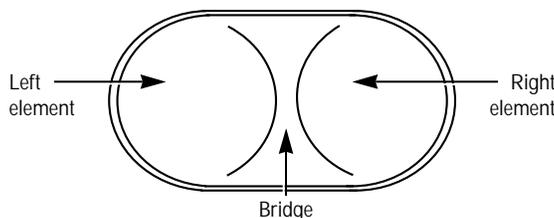
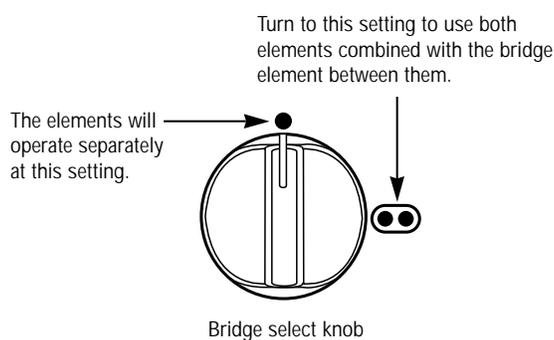
Use the bridge select knob on the right to turn on the bridge between the two elements by turning it to “●●.”

In order to have an even heat distribution, both control knobs should be in the same position when using the bridge.



Control knob for the left side of the bridge.

Control knob for the right side of the bridge.



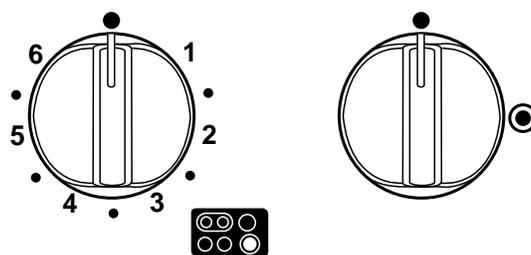
## Dual surface unit and control knob

The dual surface unit has two cooking sizes to select from so you can match the size of the unit to the size of the cookware you are using.

The controls are variable and can be set to any intermediary position required.

To use the large surface unit, turn the coil select knob to the position marked “●”. Push in and turn the control knob to the desired setting. The unit will heat the entire area contained by the larger circle.

To use the small surface unit, turn the coil select knob to the position marked “●”. Push in and turn the control knob to the desired setting. The unit will only heat the area inside the smaller circle.



Control knob for the dual surface unit.

Coil select knob

### Types of cookware

**The following information will help you choose cookware which will give good performance.**

**Stainless Steel:** *recommended*

Especially good with a sandwich clad bottom. The sandwich bottom combines the benefits of stainless steel (appearance, durability and stability) with the advantages of aluminum or copper (heat conduction, even heat distribution).

**Aluminum:** *heavy weight recommended*

Good conductivity. Aluminum residues sometimes appear as scratches on the cooktop, but can be removed if cleaned immediately. Because of its low melting point, thin weight aluminum should not be used.

**Copper Bottom:** *recommended*

Good performance, but copper may leave residues which can appear as scratches. The residues can be removed, as long as the cooktop is cleaned immediately.

However, do not let these pots boil dry. Overheated metal can bond to glass cooktops. An overheated copper bottom pot will leave a residue that will permanently stain the cooktop if not removed immediately.

**Porcelain Enamel Covered Cast Iron:**

*recommended*

Good conductivity. As long as the cookware is covered completely with porcelain enamel, this cookware is recommended. Cast iron retains heat, maximizing energy efficiency, and provides smooth, even heat distribution. Caution is recommended for cast iron cookware that is not completely covered with smooth porcelain enamel, as it may scratch the glass ceramic cooktop.

**Glass-ceramic:** *usable, but not recommended*

Poor performance. May scratch the surface.

**Stoneware:** *usable, but not recommended*

Poor performance. May scratch the surface.

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### How to check pan performance

**Use of correct cookware can affect the cooking performance and cleaning of your cooktop.**

The correct cookware reduces the temperature of the cooktop surface and minimizes the chance of spillovers burning onto the cooktop.

**You must use pans with perfectly flat bottoms.**

Some pans may have curved or rounded bottoms or may be warped. If you are unsure of the flatness of your pans you may do this quick test.

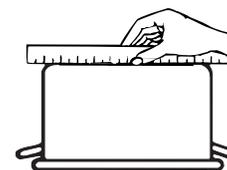
Turn your pan upside down on the countertop, place a ruler flat against the pan surface. The bottom of the pan and the straight edge of the ruler should fit flush against each other all the way across. Turn the ruler a full 360 degrees, checking for any space between the ruler and the bottom of the pan.

Another simple test to determine even heat distribution across the cookware bottom is to put one inch of water in the pan. Bring the water to a boil and observe the location of bubbles as the water starts to boil. Good flat cookware will have an even distribution of bubbles over the bottom surface area of the pan. Bubbles localized in only a portion of the bottom indicate uneven contact of the pan to the surface unit, uneven heat transfer or an unsuitable pan.

Use pans that match the diameter of the surface unit. Cooking performance will not be as good if the cookware is either smaller or larger than the surface unit.



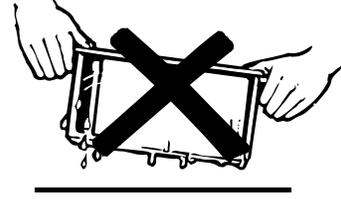
Pans with rounded, curved, ridged or warped bottoms are not recommended.



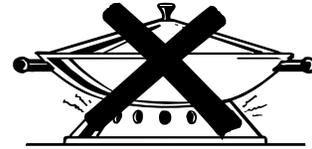
Check pans for flat bottoms by using a straight edge.

*For best results*

- Place only dry pans on the surface units. Do not place lids on the surface units, particularly wet lids.
- Do not use woks that have support rings. This type of wok will not heat on glass surface units.
- We recommend that you use only a flat-bottomed wok. They are available at your local retail store. The bottom of the wok should have the same diameter as the surface unit to insure proper contact.
- Some special cooking procedures require specific cookware such as pressure cookers, deep fat fryers, etc. All cookware must have flat bottoms and be the correct size.



Do not place wet pans on the glass cooktop.



Do not use woks with support rings on the glass cooktop.



Use flat-bottomed woks on the glass cooktop.

*Special cautions for glass cooktops*



- Never cook directly on the glass. Always use cookware.



- Do not slide cookware across the cooktop because it can scratch the glass—**the glass is scratch resistant, not scratch proof.**



- Always place the pan in the center of the surface unit you are cooking on.



- Don't store heavy items above the cooktop. If they drop onto the cooktop, they can cause damage.



- Do not use the surface as a cutting board.

*Observe the following points in canning*

**Note:** Flat-bottomed canners are required for glass cooktops.



Pots that extend beyond 1 inch of the surface unit's circle are not recommended for most surface cooking. However, when canning with water-bath or pressure canner, larger-diameter pots may be used. This is because boiling water temperatures (even under pressure) are not harmful to the cooktop surfaces surrounding the surface units.

**HOWEVER, DO NOT USE LARGE DIAMETER CANNERS OR OTHER LARGE DIAMETER POTS FOR FRYING OR BOILING FOODS OTHER THAN WATER.**

Most syrup or sauce mixtures—and all types of frying—cook at temperatures much higher than boiling water. Such temperatures could eventually harm the glass cooktop surfaces.

- 1 Be sure the canner fits over the center of the surface unit. If your cooktop or its location does not allow the canner to be centered on the surface unit, use smaller diameter pots for good canning results.
- 2 Flat-bottomed canners must be used. Do not use canners with flanged or rippled bottoms (often found in enamelware) because they don't make enough contact with the surface units and take a long time to boil water.
- 3 When canning, use recipes and procedures from reputable sources. Reliable recipes and procedures are available from the manufacturer of your canner; manufacturers of glass jars for canning, such as Ball and Kerr; and the United States Department of Agriculture Extension Service.

4 Remember that canning is a process that generates large amounts of steam. To avoid burns from steam or heat, be careful when canning.

**NOTE:** If your house has low voltage, canning may take longer than expected, even though directions have been carefully followed. The process time will be shortened by:

- (1) using a pressure canner, and
- (2) starting with HOT tap water for fastest heating of large quantities of water.

**CAUTION:**

- **Safe canning requires that harmful microorganisms are destroyed and that the jars are sealed completely. When canning foods in a water-bath canner, a gentle but steady boil must be maintained for the required time. When canning foods in a pressure canner, the pressure must be maintained for the required time.**
- **After you have adjusted the controls, it is very important to make sure the prescribed boil or pressure levels are maintained for the required time.**
- **Since you must make sure to process the canning jars for the prescribed time, with no interruption in processing time, do not can on any cooktop surface unit if your canner is not flat.**

*What is a temperature limiter?*

The cooktop surface units have temperature limiters that prevent the glass cooktop from getting too hot. If the bottom of your canner is not flat, the surface unit can overheat, triggering the temperature limiter to cycle the unit off for a time. This will stop the boil or reduce the pressure in the canner.

The Temperature Limiter may cycle the units off for a time if:

- The pan boils dry.
- The pan bottom is not flat.
- The pan is off center.
- There is no pan on the unit.

# Glass Cooktop Cleaning

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## *Ceramic Cooktop*

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### *General information*

**Before you use the cooktop for the first time, clean it with cleaning cream. This helps protect the top and makes clean-up easier.**

Proper care and cleaning are important so your cooktop will give you efficient and satisfactory service. If soil, mineral deposits from evaporated water spills or metal rub-off from aluminum cookware is not removed, it will burn on the glass cooktop surface and cause permanent discoloration.

Follow these directions carefully in caring for your cooktop to assure safe and proper maintenance.

Be sure electrical power is off before cleaning any part of the cooktop.

Be sure that the surface unit control knobs are turned off and that the entire cooktop is cool before cleaning. (Sugary spillovers and melted plastics are an exception. See the section on Special Care.)

**Do not use a cooktop cleaner on a hot cooktop. The fumes can be hazardous to your health and can chemically attack the glass surface.**

### *Daily cleaning*

Use only a recommended cleaning cream, such as Cerama Brite or Cooktop Cleaning Creme, on the glass cooktop.

### *Normal, light soil*

**1** Rub a few drops (less is better) of the cleaning cream onto soiled area using a damp paper towel. Buff with a dry paper towel until all soil and cream are removed. Frequent cleaning leaves a protective coating which is essential in preventing scratches and abrasions.

**2** Clean the surface with the cleaning cream after each use.

### *Heavy, burned on soil*

**1** Apply a few drops of the cleaning cream to the (cool) soiled area.

**2** Using a damp paper towel, rub the cream into the burned on area. As with any burned on spill, this may require some effort.

**3** Carefully scrape soil with razor scraper. Hold scraper at a 30° angle against the glass cooktop.

**4** If any soil remains, repeat the steps listed above. For additional protection, after all soil has been removed, polish the entire surface with the cleaning cream.

**5** Buff with a dry paper towel.

**NOTE:**

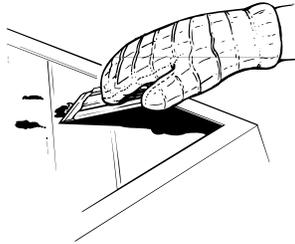
- Be sure to use a new, sharp razor scraper. Do not use a dull or nicked blade.
- **Store the razor scraper out of reach of children.**

# Glass Cooktop Cleaning

*Ceramic Cooktop*

## *Special care*

**Sugary spillovers** (such as jellies, fudge, candy syrups) or **melted plastics** can cause pitting of the surface of your cooktop (not covered by the warranty) unless the spill is removed while still hot. **Special care should be taken when removing hot substances.** Follow these instructions carefully and remove soil while spill is still hot.



*Note:* Using a razor scraper will not damage the surface if the 30° angle is maintained.

- 1 Turn off all surface units affected by the spillover. Remove hot pans.
- 2 Wearing an oven mitt, hold the razor scraper at a 30° angle to the cooktop and scrape hot spill to a cool area outside the surface unit.
- 3 With the spill in a cool area, use a dry paper towel to remove any excess. Any spillover remaining should be left until the surface of the cooktop has cooled.

Do not continue to use the soiled surface unit until all of the spillover has been removed. Follow the steps under Heavy Soil to continue the cleaning process.

## *Precautions*

- If pots with a thin overlay of aluminum, copper or enamel are allowed to boil dry, the overlay may bond with the glass cooktop and leave a black discoloration. This should be removed immediately before heating again or the discoloration may be permanent.
- Water stains (mineral deposits) are removable using the cleaning cream or full strength white vinegar.
- Use of window cleaner may leave an iridescent film on the cooktop. The cleaning cream will remove this discoloration.
- If you slide **aluminum or copper cookware** across the surface of your cooktop, they may leave **metal markings which appear as scratches**. If this should happen, use the razor scraper and cleaning cream to remove these markings. Failure to remove these residues immediately may leave permanent marks.
- Most cleaners contain ammonia, chemicals and abrasives which can damage the surface of your cooktop. **Use only the recommended cleaning cream for proper cleaning and protection of your glass cooktop.**
- **Read and follow all instructions and warnings on the cleaning cream labels.**

## *Future care*

- Do not use dishwashing detergents. They will remove the protective coating and therefore make the cooktop more susceptible to staining.

**To conveniently order more cream and/or scrapers for cleaning your glass cooktop, please call our toll free number:**

<b>National Parts Center</b>	<b>800-626-2002</b>
Cleaner	# WX10X300
Scraper	# WX5X1614
Cream and scraper kit	# WB64X5027

#### *Cooktop seal*

To clean the cooktop seal, let a wet cloth rest on it for a few minutes, then wipe clean. Use a mild detergent if needed. Do not use a knife or any sharp object on the seal because it will cut or damage it.

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#### *Control knobs*

**The control knobs may be removed for easier cleaning.**

**Before removing the knobs for cleaning,** please note that the knobs are in the proper off position. When replacing the knobs, check the off position to insure proper placement.

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#### *Stainless steel trim*

**Do not use a steel wool pad; it will scratch the surface.**

Clean with hot soapy water. Rinse and dry.

If food soil remains, try a general kitchen cleaner, such as Fantastik<sup>®</sup>, Simple Green<sup>®</sup> or Formula 409<sup>®</sup>.

For hard to clean soil use a standard stainless steel cleaner such as Bon-Ami<sup>®</sup>, Cameo<sup>®</sup> or Bar Keepers Friend<sup>®</sup>. Apply cleaner with a damp sponge, rinse thoroughly and dry. Always scrub lightly in the direction of the grain.

After cleaning, use a stainless steel polish such as Stainless Steel Magic<sup>®</sup>.

### Questions?

Use this  
problem  
solver!

PROBLEM	POSSIBLE CAUSE
<b>SURFACE UNITS WILL NOT MAINTAIN A ROLLING BOIL OR FRYING RATE IS NOT FAST ENOUGH</b>	<ul style="list-style-type: none"> <li>You must use pans which are absolutely flat. If light can be seen between the pan bottom and a straight edge, the surface units will not transfer heat properly.</li> <li>Pan bottoms should closely match the diameter of the surface unit selected.</li> </ul>
<b>COOKTOP FEELS HOT</b>	<ul style="list-style-type: none"> <li>The glass cooktop surfaces may seem hotter than you are used to. This is normal. <b>Make sure flat-bottomed pans are used.</b></li> </ul>
<b>FOODS COOK SLOWLY</b>	<ul style="list-style-type: none"> <li>Improper cookware being used. Pan bottoms should be flat, fairly heavy weight and the same diameter as the surface unit selected.</li> </ul>
<b>SURFACE UNITS DO NOT WORK PROPERLY</b>	<ul style="list-style-type: none"> <li>Difficulty may be in the main distribution panel of your house, caused by a blown cooktop-circuit fuse, a tripped cooktop-circuit breaker, the main fuse or the main circuit breaker, depending on the nature of the power supply. If a circuit breaker is involved, reset it. If the control box uses fuses, the cooktop fuse (a cartridge-type) should be changed, <b>BUT ONLY BY SOMEONE FAMILIAR WITH ELECTRICAL CIRCUITS.</b> If after performing one of these procedures, the fuse blows or circuit breaker trips again, call for service.</li> <li><b>NOTE:</b> Apartment tenants or condominium owners should ask their building management to perform this check before calling for service.</li> <li>Cooktop surface unit controls are not properly set, or the wrong control knob is set for the surface unit you are using.</li> </ul>
<b>TINY SCRATCHES (may appear as cracks) OR ABRASIONS ON GLASS COOKTOP SURFACE</b>	<ul style="list-style-type: none"> <li>Incorrect cleaning methods have been used, cookware with rough bottoms has been used, or coarse particles (salt or sand) were between the cookware and the surface of the cooktop. Use recommended cleaning procedures, be sure cookware bottoms and cookware are clean before use, and use cookware with smooth bottoms. Tiny scratches are not removable but will become less visible in time as a result of cleaning.</li> </ul>
<b>METAL MARKINGS (may appear as scratches)</b>	<ul style="list-style-type: none"> <li>Do not slide aluminum cookware across the surface. Use recommended cleaning procedure to remove marks.</li> <li>Incorrect cleaning materials have been used, encrusted boilovers or grease spatters remain on the surface. Use a razor scraper and recommended cleaning procedure.</li> </ul>
<b>DARK STREAKS OR SPECKS</b>	<ul style="list-style-type: none"> <li>Use a razor scraper and recommended cleaning procedure.</li> </ul>
<b>AREAS OF DISCOLORATION ON COOKTOP</b>	<ul style="list-style-type: none"> <li>Marks from aluminum and copper pans as well as mineral deposits from water or food can be removed with the cleaning cream.</li> </ul>
<b>HOT SUGAR MIXTURES/PLASTIC MELTED TO THE SURFACE</b>	<ul style="list-style-type: none"> <li>See the Glass Cooktop Cleaning section.</li> </ul>
<b>FREQUENT CYCLING OFF AND ON OF RADIANT SURFACE UNITS</b>	<ul style="list-style-type: none"> <li>Incorrect cookware used. Use only flat cookware to minimize cycling.</li> </ul>
<b>CONTROL KNOB WILL NOT TURN</b>	<ul style="list-style-type: none"> <li>When the knob is at the off position, it must be pushed in before it can be turned. When the knob is at any other position, it can be turned without being pushed in.</li> </ul>

If you need more help...call, toll free:  
**GE Answer Center®**  
**800.626.2000**  
 consumer information service

*With the purchase of your new Monogram appliance, receive the assurance that if you ever need information or assistance from GE, we'll be there. All you have to do is call—toll-free!*

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## **GE Answer Center®**

**800.626.2000**

Whatever your question about any Monogram major appliance, GE Answer Center® information service is available to help. Your call—and your question—will be answered promptly and courteously. And you can call any time. GE Answer Center® service is open 24 hours a day, 7 days a week.

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## **In-Home Repair Service**

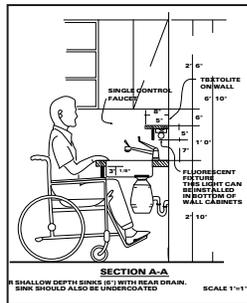
**800-444-1845**

A GE consumer service professional will provide expert repair service, scheduled at a time that's convenient for you. Many GE Consumer Service company-operated locations offer you service today or tomorrow, or at your convenience (7:00 a.m. to 7:00 p.m. weekdays, 9:00 a.m. to 2:00 p.m. Saturdays). Our factory-trained technicians know your appliance inside and out—so most repairs can be handled in just one visit.

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## **For Customers With Special Needs...**

**800.626.2000**



GE offers, free of charge, a brochure to assist in planning a barrier-free kitchen for persons with limited mobility.

Consumers with impaired hearing or speech who have access to a TDD or a conventional teletypewriter may call 800-TDD-GEAC (800-833-4322) to request information or service.

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## **Service Contracts**

**800-626-2224**

You can have the secure feeling that GE Consumer Service will still be there after your warranty expires. Purchase a GE contract while your warranty is still in effect and you'll receive a substantial discount. With a multiple-year contract, you're assured of future service at today's prices.

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## **Parts and Accessories**

**800-626-2002**

Individuals qualified to service their own appliances can have parts or accessories sent directly to their home. The GE parts system provides access to over 47,000 parts...and all GE Genuine Renewal Parts are fully warranted. VISA, MasterCard and Discover cards are accepted.

**User maintenance instructions contained in this guide cover procedures intended to be performed by any user. Other servicing generally should be referred to qualified service personnel. Caution must be exercised, since improper servicing may cause unsafe operation.**

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## ***YOUR MONOGRAM COOKTOP WARRANTY***

***Staple sales slip or cancelled check here. Proof of original purchase date is needed to obtain service under warranty.***

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### ***WHAT IS COVERED***

#### **FULL ONE-YEAR WARRANTY**

For one year from date of original purchase, we will provide, free of charge, parts and service labor in your home to repair or replace **any part of the cooktop** that fails because of a manufacturing defect.

#### **LIMITED ADDITIONAL FOUR-YEAR WARRANTY**

For the second through fifth year from date of original purchase, we will provide, free of charge, a replacement glass cooktop due to:

- Cracking of the glass cooktop due to thermal shock
- Discoloration of the glass cooktop
- Wear off of the pattern on the glass cooktop
- Cracking of the rubber seal between the glass cooktop and the stainless steel edge
- Burn out of any of the surface units

For this limited additional four-year warranty, you pay for the service trip to your home and all service labor charges.

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This warranty is extended to the original purchaser and any succeeding owner for products purchased for ordinary home use in the 48 mainland states, Hawaii and Washington, D.C. In Alaska the warranty is the same except that it is LIMITED because you must pay to ship the product to the service shop or for the service technician's travel costs to your home.

All warranty service will be provided by our Factory Service Centers or by our authorized Customer Care® servicers during normal working hours.

Should your appliance need service, during warranty period or beyond, call 800-444-1845.

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### ***WHAT IS NOT COVERED***

- Service trips to your home to teach you how to use the product.

#### **Read your Use and Care material.**

If you then have any questions about operating the product, please contact your dealer or our Consumer Affairs office at the address below, or call, toll free:

**GE Answer Center®**  
**800.626.2000**  
**consumer information service**

- Replacement of house fuses or resetting of circuit breakers.
- Failure of the product if it is used for other than its intended purpose or used commercially.
- Damage to the glass cooktop caused by the use of cleaners other than the recommended cleaning cream.

- Damage to the glass cooktop caused by hardened spills of sugary materials or melted plastic that are not cleaned according to the directions in the Use and Care Guide.

- Improper installation.

If you have an installation problem, contact your dealer or installer. You are responsible for providing adequate electrical, gas, exhausting and other connecting facilities as described in the Installation Instructions provided with the product.

- Damage to the product caused by accident, fire, floods or acts of God.

**WARRANTOR IS NOT RESPONSIBLE FOR CONSEQUENTIAL DAMAGES.**

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Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above 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.

To know what your legal rights are in your state, consult your local or state consumer affairs office or your state's Attorney General.

**Warrantor: General Electric Company. If further help is needed concerning this warranty, write: Manager—Consumer Affairs, GE Appliances, Louisville, KY 40225**

**Consumer Product  
Ownership Registration**  
Important Mail Today

*GE Appliances*



Place  
1st Class  
Letter  
Stamp  
Here

*General Electric Company*  
Warranty Registration Department  
P.O. Box 34070  
Louisville, KY 40232-4070

# Consumer Product Ownership Registration

Dear Customer:

Thank you for purchasing our product and thank you for placing your confidence in us. We are proud to have you as a customer!

**Follow these three steps to protect your new appliance investment:**

**1** Complete and mail your Consumer Product Ownership Registration today. Have the peace of mind of knowing we can contact you in the unlikely event of a safety modification.

**2** After completing this registration, write your model and serial numbers on page 2 of this guide. You will need this information should you require service. Our service number is 800-444-1845.

**3** Read your "Use and Care Guide" carefully. It will help you operate your new appliance properly. If you have questions, or need more information call the GE Answer Center® 800.626.2000.

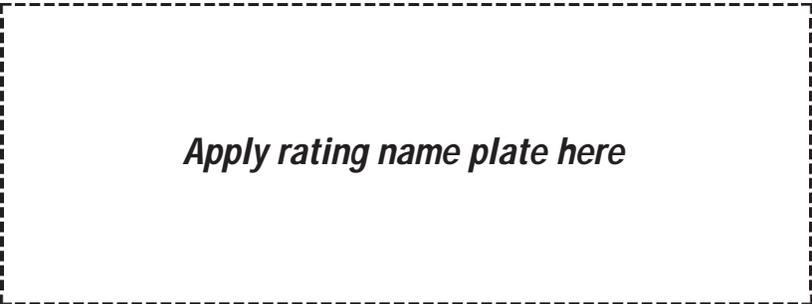
**Important:** To ensure that your product is registered, fold and mail this form. No envelope is needed.

## Consumer Product Ownership Registration



GE Appliances

General Electric Company  
Louisville, Kentucky 40225



*Apply rating name plate here*



Mr.  Ms.  Mrs.  Miss

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Street Address \_\_\_\_\_

Apt. # \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Date Placed In Use Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_ Phone Number \_\_\_\_\_-\_\_\_\_\_-\_\_\_\_\_

CUT HERE



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