

GE Monogram<sup>®</sup>

Use and Care Guide

Halogen/Radiant  
Cooktop

### Introduction

Your new Monogram halogen/radiant 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 cooktop's superior blend of form and function will delight you for years to come.

Your Monogram 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 cooktop properly.

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

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### Remove packaging tape

To assure no damage is done to the finish of the product, the safest way to remove adhesive left from packaging tape on new appliances is an application of a household liquid dishwashing detergent, mineral oil or cooking oil. Apply with a soft cloth and allow to soak. Wipe dry and then apply an appliance polish to thoroughly clean and protect the surface.

**NOTE:** *The plastic tape must be removed from all chrome trim. It cannot be removed if it is baked on.*

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*Before  
using your  
cooktop*

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

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*Write  
down the  
model &  
serial  
numbers*

You'll find them on a label under the cooktop.

Fill out and return the Consumer Product Registration Card that is packed with this product. If you cannot find it, please send in the duplicate card printed in the back of this guide.

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

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Model Number

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Serial Number

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

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*If you  
received a  
damaged  
cooktop*

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

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*Save time  
& money*

Read this guide. Inside you will find many helpful hints on how to use and maintain your cooktop properly. Just a little preventive care on your part can save you a great deal of time and money over the life of your cooktop.

You'll find many answers to common problems in the Before You Call For Service section. If you review our chart of Troubleshooting Tips first, you may not need to call for service at all.

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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 two 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

# IMPORTANT SAFETY INSTRUCTIONS

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## **WARNING!**

For your safety, the information in this guide must be followed to minimize the risk of fire, electric shock, or to prevent property damage, personal injury, or loss of life.

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## *SAFETY PRECAUTIONS*

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

- Be sure your appliance is properly installed and grounded by a qualified installer in accordance with the provided installation instructions.
- 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.
- 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 hot surface unit and may cause severe burns.
- 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 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.
- For your safety, never use your appliance for warming or heating the room.
- 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 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.

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.

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## *SAFETY PRECAUTIONS*

- Do not operate the halogen/radiant 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 immediately should your glass cooktop become broken.
- Use care when touching the cooktop. The glass surface of the cooktop will retain heat after the controls have been turned off.
- 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.
- Cook meat and poultry thoroughly—meat to at least an INTERNAL temperature of 160°F. and poultry to at least an INTERNAL temperature of 180°F. Cooking to these temperatures usually protects against foodborne illness.
- 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 the guide.
- Never try to move a pan of hot fat, especially a deep fat fryer. Wait until the fat is cool.
- 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 counter unit.
- Always keep dish towels, dish cloths, pot holders and other linens a safe distance away from your counter unit.
- 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 that can melt or catch fire on the glass cooktop, even when it is not being used.
- 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.
- Do not stand on the glass cooktop.
- Keep the cooktop clean and free of accumulation of grease or spillovers which may ignite.
- 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 counter unit. They may become hot and could cause burns.

# IMPORTANT SAFETY INSTRUCTIONS

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## **⚠** *WARNING!* *SAFETY PRECAUTIONS*

- Teach children not to play with controls or any other part of the cooktop.
- Always turn the surface units off before removing the cookware.
- Keep an eye on foods being fried at high or medium high heats.
- When flaming foods under the hood, turn the fan on.
- 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.
- Use little fat for effective shallow or deep-fat frying. Filling the pan too full of fat can cause spillovers when food is added.
- Use 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.
- If a combination of oils or fats will be used in frying, stir together before heating, or as fats melt slowly.
- 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.

*Read and follow this Safety Information carefully.*

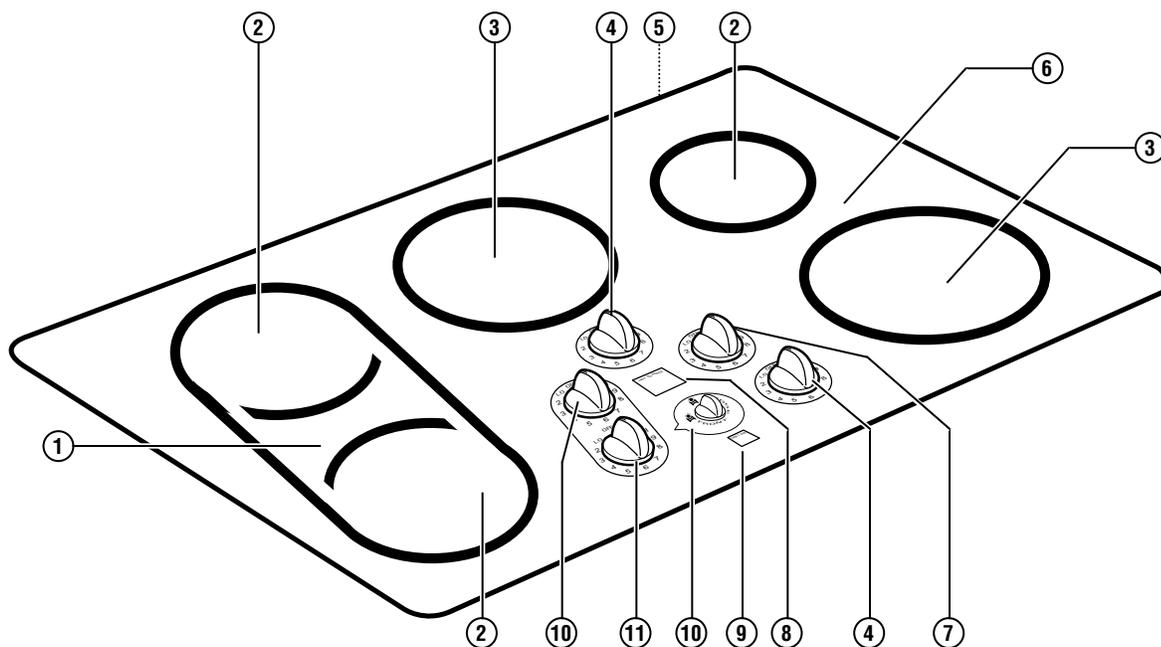
**SAVE THESE INSTRUCTIONS**

# Features of Your Cooktop

*Halogen/Radiant Cooktop*

## Design information

*(Not all features are on all models. Appearance may vary.)*



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## Using Your Cooktop

### Halogen/Radiant Cooktop

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#### *How to set the controls*

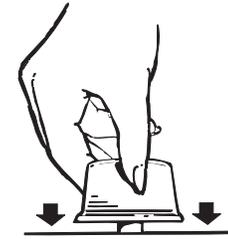
At both **OFF** and **HI** the control “clicks” into position. (The halogen controls click in every position.)

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

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

Be sure you turn the control knob to **OFF** when you finish cooking.

The surface **UNIT ON** indicator light will glow when **ANY** heat on any surface unit is on.



Push the knob in and turn in either direction to the desired heat setting.

#### *Halogen/ radiant surface units*

The halogen/radiant cooktop features heating units beneath a smooth glass ceramic surface. The surface units are shown by outlines on the glass.

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

**NOTE:** *A slight odor is normal when a new cooktop is used for the first time. It is caused by the heating of new parts and insulating materials and will disappear in a short time.*

When a surface unit is turned on, coils beneath the surface unit radiate heat through the glass to the cookware. The red glow of the coils will be visible through the glass. It will take the surface unit a few moments to heat up. The coil cycles on and off to maintain your selected control setting. With poor cookware, you will see frequent cycling of the unit off and on. Good, flat cookware will minimize the cycling.

Use only flat-bottomed cookware. Do not let pots boil dry. Overheated metal can bond to glass cooktop. An overheated copper pot will leave a residue that will permanently stain the glass.

Sliding aluminum cookware across the glass may leave metal marks. These metal marks will appear as small scratches. They can be removed with cleaning cream and a razor scraper.

It is safe to place hot cookware on the glass ceramic surface even when the cooktop is cool.

Avoid sliding pans on the glass cooktop. Pan edges that are even slightly rough or grit on the cooktop can cause scratches on the glass.

Even after the surface units are turned off, the glass ceramic cooktop retains enough heat to continue cooking. To avoid overcooking, remove pans from the surface units when the food is cooked. Avoid placing anything on the surface unit until it has cooled completely.

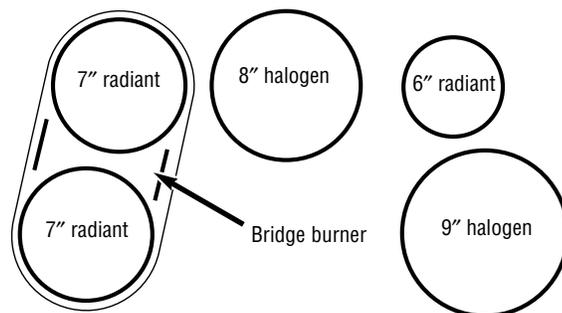
The Hot Surface Lights will stay lit until the cooktop is cooled to approximately 150°F. It is not unusual for the lights to stay lit for 30 minutes.

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*Difference  
between  
halogen and  
radiant  
surface units*

Although the radiant and halogen surface units cook very much alike, there are some differences:

- Halogen units are much brighter than the radiant units. Radiant units have a dull red glow.
- Halogen units have radiant coils in the center that do not glow as brightly as the outer halogen coils.
- The halogen knob clicks in every position. The radiant clicks at **OFF** and **HI**.
- The light of the radiant unit is visible at all “on” settings. The light of the halogen unit will not be visible at the three lowest settings although the unit will still be giving low heat.
- Radiant coils take about 10 seconds longer to glow than halogen units.

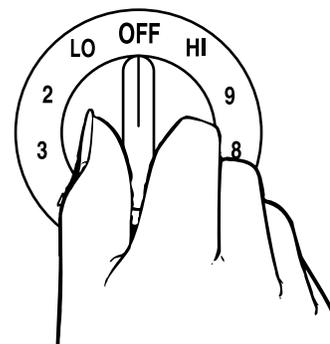


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*Radiant  
surface  
units*

The controls for the radiant surface units can be set anywhere between **LO** and **HI** for an unlimited number of heat settings. With the infinite switch the coil cycles on and off to maintain your selected control setting.

The control knobs must be pushed down to turn from the **OFF** position. When the control knobs are in any position other than off, they may be turned without pushing down.



Be sure you turn the control knob off when you finish cooking.  
You will feel a “click” at the OFF position.

# Using Your Cooktop

## Halogen/Radiant Cooktop

### Using the bridge burner

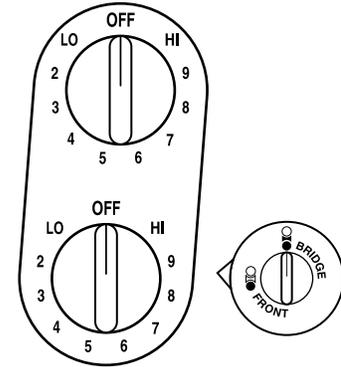
Make sure the pan rests flat on the glass cooktop and it is not resting on the trim. If you notice poor cooking performance, move the pan to make sure it is flat on the cooktop.

When the burner select knob points to **BRIDGE**, the **LEFT** knob controls both the left front surface unit and the bridge area.

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

When the burner select knob points to **FRONT**, the **LEFT** knob controls the left front surface unit only.

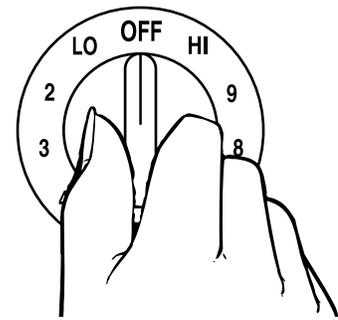
**NOTE:** You can create an oblong heated area by using the left rear unit in addition to the front unit bridge combination.



### Halogen surface units

You may notice that the knobs that operate the halogen surface units are slightly harder to turn than the knobs for the radiant surface units. This is due to the difference in design between the two controls.

- The lowest three settings will produce no visible evidence of the surface unit being on although up to 11% of the total wattage is being generated. On the lowest settings, the percentage of power may not cause the **HOT SURFACE** lights to glow. The **UNIT ON** indicator light will glow when either surface unit is on.
- The surface **UNIT ON** light will glow for all positions except the **OFF** position.
- If the halogen/radiant cooktop is connected to 208 volts, you will notice some increase in cooking times.



The ten-position halogen control produces the following variation in cooking power.

Switch Settings	Position	Brightness of Lamp	Typical Heater Power %
HI	10	Full	100
	9	High	76
	8	High	56
	7	Medium	41
	6	Medium	30
	5	Low	23
	4	Low	16
	3	Invisible	11
	2	Invisible	8
	LO	1	Invisible
OFF	OFF	Invisible	0

### *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*

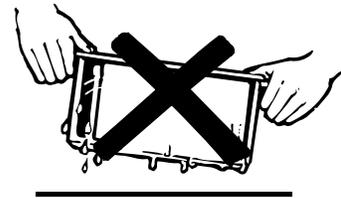
Good conductivity. As long as the cookware is covered completely with porcelain enamel, this cookware is recommended. Cast iron retains heat, maximizing energy efficiency, and provides smooth, even heat distribution. Caution is recommended for cast iron cookware that is not completely covered with smooth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

### *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.

## Cookware Tips

Halogen/Radiant Cooktop

### 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.

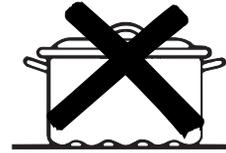
#### You must use pans with perfectly flat bottoms.

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.

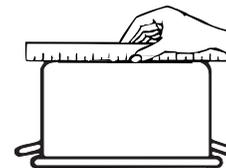
Turn your pan upside down on the countertop, place a ruler flat against the pan surface. The bottom of the pan and the straight edge of the ruler should fit flush against each other all the way across. Turn the ruler a full 360 degrees, checking for any space between the ruler and the bottom of the pan.

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.

### Special cautions for glass cooktops



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



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



· Do not use the surface as a cutting board.



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



· Do not store heavy items above the cooktop. If they drop onto the cooktop, they can cause damage.

*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 brand; 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.

## Care and Cleaning

### Halogen/Radiant Cooktop

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Proper care and cleaning are important so your halogen/radiant 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 that the surface unit control knobs are turned off and that the entire cooktop is cool before cleaning.*

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.

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### Control knobs

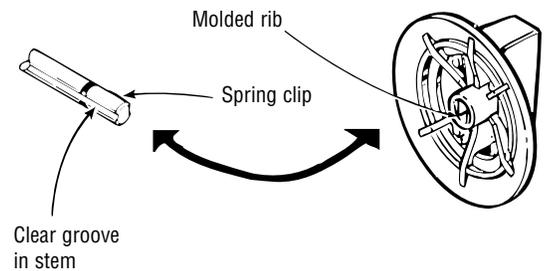
The control knobs may be removed for easier cleaning.

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.

The knob stem has a groove in each side. The groove on one side has a spring clip. The other groove is clear. Check the inside of the knob and find the molded rib.

Wash the knobs in soap and water or a vinegar and hot water solution but do not soak.

Replace the knob by fitting the molded rib inside the knob into the clear groove on the stem.



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### Cooktop frame

Use the same cleaning methods as those described for the glass ceramic top with the exception of using a scraper. Do not scrape the frame as this will damage the metal surface.

# Glass Cooktop Cleaning

*Halogen/Radiant Cooktop*

## *General information*

Clean the glass surface with cleaning cream before you use the cooktop for the first time. Also, clean the glass surface after each use. This helps protect the top and makes clean-up easier.

**To clean the cooktop seal around the edge of the glass,** 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.

## *Normal cleaning*

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

To maintain and protect the surface of your new glass cooktop follow these steps.

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

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

**3.** 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.

## *Heavy, burned on soil*

**1.** Allow the cooktop to cool.

**2.** Apply a few drops of cleaning cream to the cool, soiled area. Spread the cream across the entire soiled area.

**3.** Hold scraper at a 45° angle against the glass ceramic surface. This 45° angle makes the scraping easier.

**4.** Scrape soil with the enclosed razor scraper. Keep small amount of cream on the soil as you scrape. Heavily soiled areas may require repeated applications of cream. It will be necessary to press down on the razor scraper while scraping the soiled area with cooktop cream.

***Be sure to use a new sharp razor scraper. Do not use a dull or nicked blade.***

**5.** If any soil remains, repeat the steps listed above.

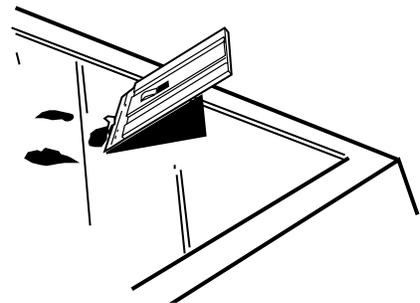
To order more cream and/or scrapers for cleaning your glass cooktop, please call our toll-free number:

**National Parts Center . . . . .800-626-2002**

**Cleaner . . . . .# WX10X300**

**Scraper . . . . .# WX5X1614**

**Cream & scraper kit . . . . .# WB64X5027**



**NOTE:** Using a razor scraper will not damage the surface if the 45° angle is maintained.

### *Special care*

*Our testing shows that if you are cooking high sugar mixtures such as jelly or fudge and have a spillover, permanent damage to the cooktop surface may occur unless the spillover is immediately removed.*

***Be sure to use a new sharp razor scraper.  
Do not use a dull or nicked blade.***

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.***

1. Turn off all surface units affected by the spillover. Remove hot pans.
2. Wearing an oven mitt, hold the razor scraper at a 45° angle to the cooktop. Scrape the 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 Burned-On Soil* to continue the cleaning process.

***NOTE:*** *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.*

## Before You Call For Service...

### *Halogen/Radiant Cooktop*

### *Save time and money!*

*Review the troubleshooting tips on the following pages first and you may not need to call for service.*

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. Make sure flat-bottomed pans are used.</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><i><b>NOTE:</b> Apartment tenants or condominium owners should ask their building management to perform this check before calling for service.</i></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 HALOGEN/RADIANT COOKTOP GLASS SURFACE</b>	<ul style="list-style-type: none"> <li>· Incorrect cleaning methods have been used, cookware with rough bottoms have 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 cracks)</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>

## Before You Call For Service...

*Halogen/Radiant Cooktop*

### *Trouble- shooting tips*

<b>PROBLEM</b>	<b>POSSIBLE CAUSE</b>
<b>AREAS OF DISCOLORATION ON COOKTOP</b>	· Marks from aluminum and copper pans as well as mineral deposits from water or food can be removed with the cleaning cream.
<b>PLASTIC MELTED TO THE SURFACE</b>	· Hot cooktop came into contact with plastic placed on the hot cooktop. See the Special care information in the Glass Cooktop Cleaning section.
<b>PITTING OF THE COOKTOP</b>	· Hot sugar mixture spilled on the cooktop. Call a qualified technician for replacement.
<b>FREQUENT CYCLING OFF AND ON OF SURFACE UNITS</b>	· Incorrect cookware used. Use only flat cookware to minimize cycling.
<b>CONTROL KNOB WILL NOT TURN</b>	· When the knob is at the <b>OFF</b> 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.





**Consumer Product  
Ownership Registration**  
Important Mail Today

***GE Appliances***



Place  
1st Class  
Letter  
Stamp  
Here

***General Electric Company***  
Warranty Registration Department  
P.O. Box 32150  
Louisville, KY 40232-2150

# 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 separate 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 the registration, write your model and serial numbers in 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, mail the separate product registration card. If the separate product registration card is missing, fold and mail the form below. No envelope is needed.

FOLD HERE

## Consumer Product Ownership Registration

**Important Mail Today!**

Product                      Model                      Serial  
**Cooktop**

Mr.  Ms.  Mrs.  Miss

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

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

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

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

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



TAPE CLOSED

*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**

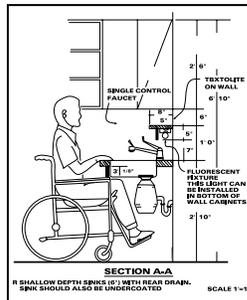
**800-444-1845**

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.

## **YOUR MONOGRAM COOKTOP WARRANTY**

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

### **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.

#### **FULL FIVE-YEAR WARRANTY**

For five years from the date of original purchase, we will provide, free of charge, parts and service labor in your home to repair or replace the 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

- Burn-out of any of the radiant or halogen surface units

.....  
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.

### **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*

- 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.

- Replacement of house fuses or resetting of circuit breakers.

- Damage to the glass cooktop caused by the use of cleaners other than the recommended cleaning cream provided with the product.

- 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.

- Damage to the product due to misuse or abuse.

- Failure of the product if it is used for other than its intended purpose or used commercially.

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

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

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**

Part No. 164D3333P121-2
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Pub No. 49-8886-2
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