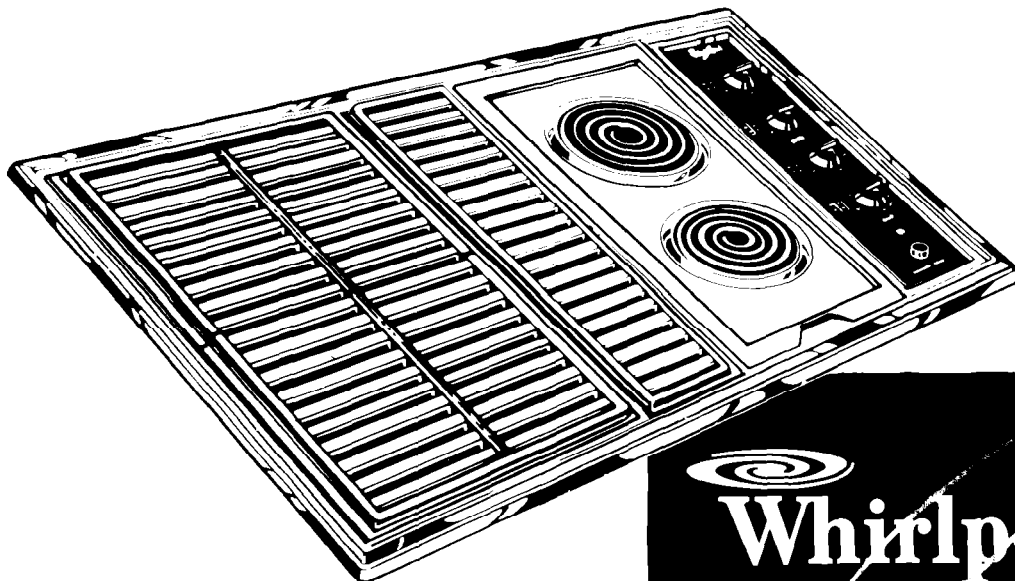


use & care guide



Electric Models
RC8920XRH
RC8950XRH
(Shown with
Optional Coil
Element Module)

**MODULAR
DOWN DRAFT
COOKTOP**

ers Ice Makers, Dishwashers, Built-In Ovens and Surface Units, Ranges, Microwave Ovens, Trash Compactors, Room Air Conditioners, Dehumidifiers, Automatic Washers, Clothes Dryers, Freezers, R



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Before you use your cooktop

Read this Use & Care Guide and the Cooking Guide for important use and safety information.

You are personally responsible for making sure that your cooktop...

- is installed by a qualified installer.
- is properly installed and leveled in a countertop and cabinet that can support the weight.
- is properly connected to the correct electric supply and properly grounded. (See Installation Instructions.)
- is vented according to manufacturer's instructions, with no restrictions.
- is installed in an area protected from the weather.
- is properly maintained.
- is used only for jobs expected of home cooktops.
- is not used by children or anyone unable to operate it properly.
- See Installation Instructions for complete information.

See Cooking Guide for important safety and use information.

IMPORTANT SAFETY INSTRUCTIONS



WARNING: When using your cooktop, follow basic precautions, including the following:

1. **DO NOT** allow children to use or play with any part of the cooktop, or leave them unattended near it. They could be burned or injured.
2. **DO NOT** store things children might want above the cooktop. Children could be burned or injured while climbing on it.
3. **DO NOT** allow anyone to touch hot surface units. Dark colored units can still be hot enough to burn severely.
4. **KEEP** children away from the cooktop when it is on. The cooktop and surrounding area can get hot enough to cause burns.
5. **DO NOT** use the cooktop to heat a room. Persons in the room could be burned or injured or a fire could start.
6. **KEEP** pan handles turned in, but not over another surface unit to avoid burns, injury and to prevent the utensil from being pushed off the cooktop.
7. **DO NOT** use water on grease fires. The fire will spread. Cover fire with large lid or smother with baking soda or salt.
8. **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.
9. **DO NOT** heat unopened containers. They could explode. The hot contents could burn you and container particles could cause injury.
10. **MAKE SURE** control knobs are in the off position when you are finished cooking or when you are not watching to prevent burns.
11. **DO NOT** block the vent system. **DO NOT** put hands in vent box when fan or controls are ON. Injury could result. **Vent filters must be in place for proper safe operation.**

• FOR YOUR SAFETY •

DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS AND LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE. THEY COULD IGNITE CAUSING EXPLOSION AND/OR FIRE.

— SAVE THESE INSTRUCTIONS —

Thank you for buying a Whirlpool appliance. Please complete and mail the Owner Registration Card provided with this product. Then complete the form below. Have this information ready if you need service or call with a question.

- Copy model and serial numbers from plate (see parts and features diagrams) and purchase date from sales slip.
- Keep this book and sales slip together in a handy place.

Model Number _____

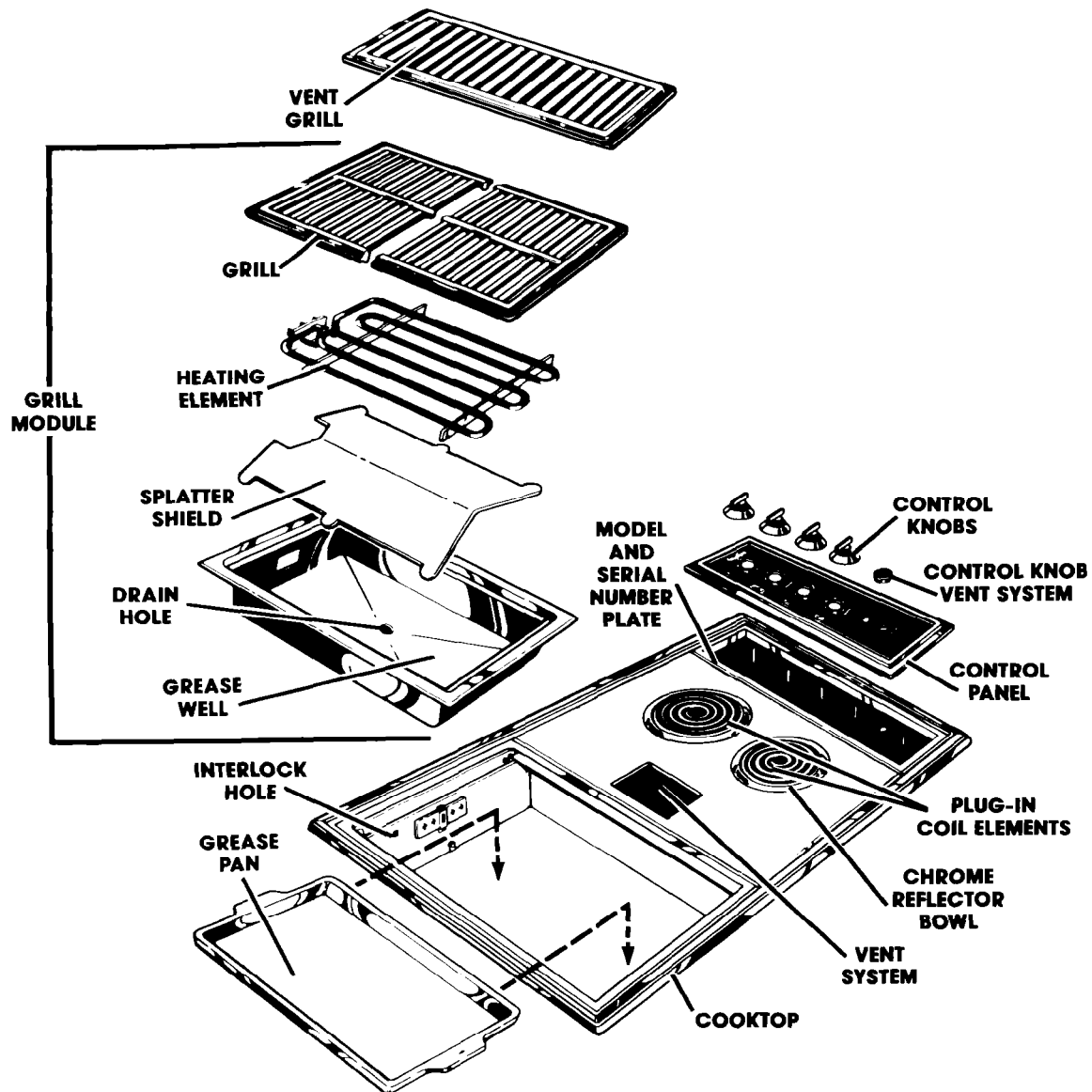
Serial Number _____

Purchase Date _____

Service Company Phone Number _____

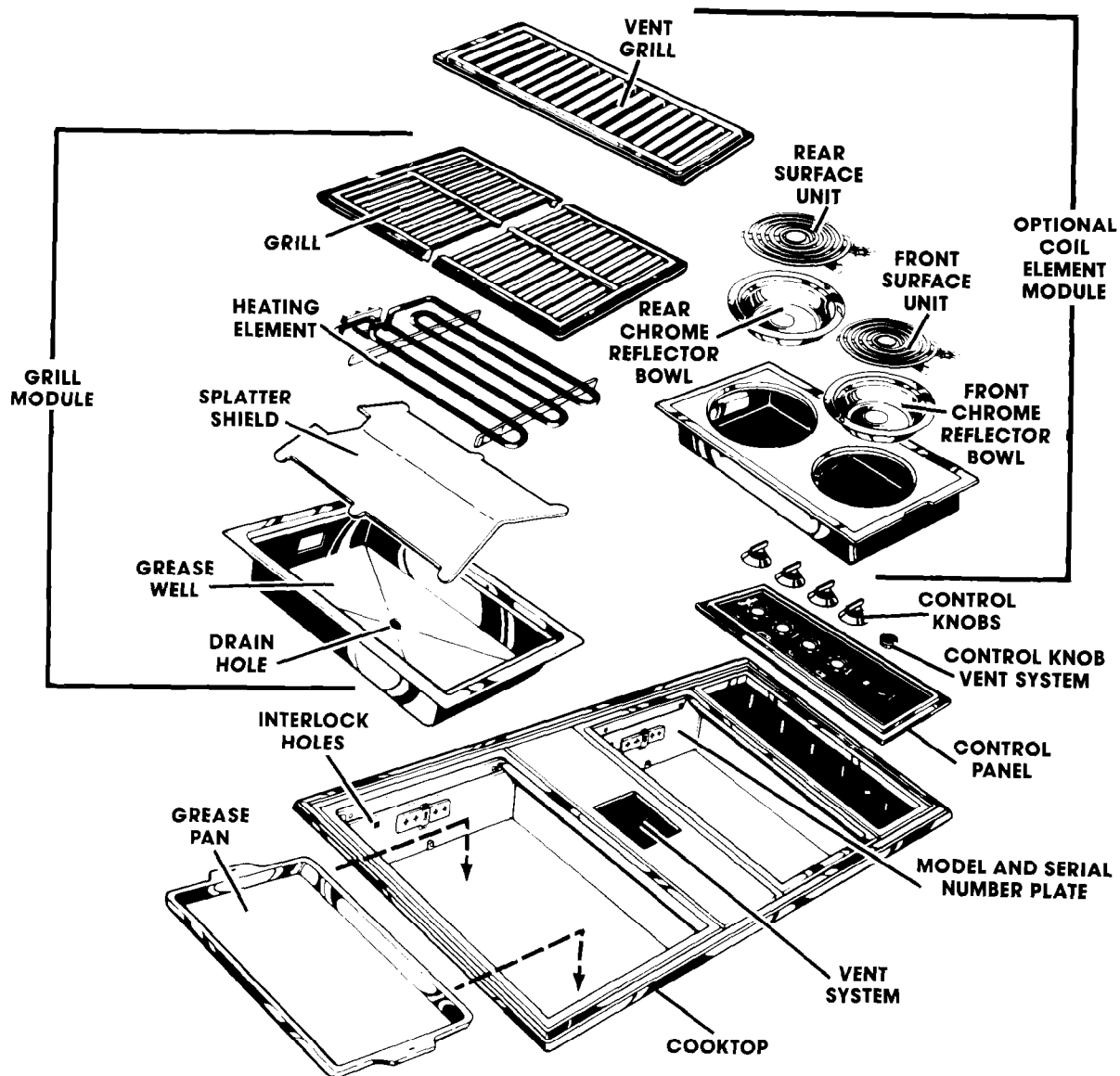
Parts and features

Model RC8920XRH



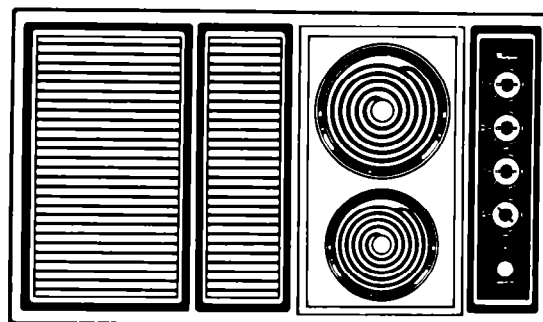
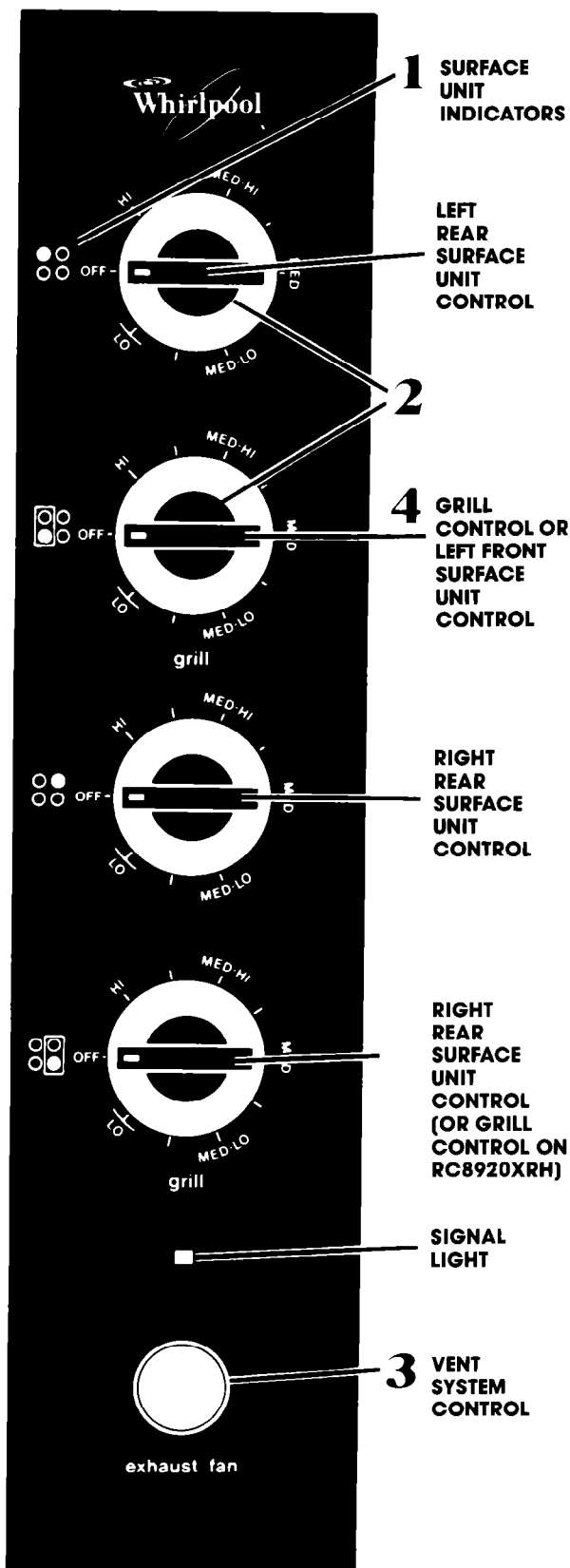
This model comes with a removable grill module on the left side and a non-removable coil element module on the right side. Other modules can be purchased and used in place of the grill module.

Model RC8950XRH



This model comes with a grill module that can be used on either side. Several modules can be purchased and used in the other module opening, or in place of the grill module.

Using your cooktop



1. Using the Control Knobs

Surface Unit Indicators

Surface unit indicators show the surface unit or module operated by that knob.



- The solid dot shows the surface unit that is controlled by that knob.
- The solid box shows that a module, such as a grill, can be controlled by that knob.
- The solid dot inside the box shows the surface unit controlled if a surface unit module is installed.



**PUSH IN
AND TURN**

Control knobs must be pushed in before turning them to a setting. There is a click at HI, LO and OFF, but they can be set anywhere between HI and OFF.

Signal Light

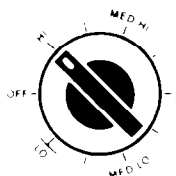
The signal light will glow when any surface unit or module is ON. Be sure the light is OFF when you are not cooking.

NOTE: The grill and griddle modules are operated with the front control knob in the section being used.

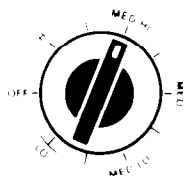
2. Using the Coil Element Module

Use only flat-bottomed utensils for best results and to prevent damage to the cooktop. Specialty items with rounded or ridged bottoms (woks, ridged bottom canners or tea kettles) are not recommended.

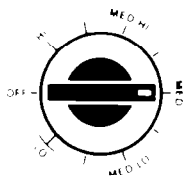
Until you get used to the settings, use the following as a guide.



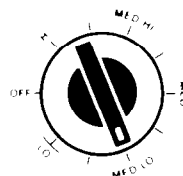
Use HI to start foods cooking or to bring liquids to a boil. **Surface units will not turn red if good contact is made with bottom of pan.**



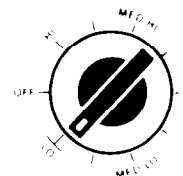
Use MED-HI to hold a rapid boil or to fry chicken or pancakes.



Use MED for gravy, puddings, and icings or to cook large amounts of vegetables.

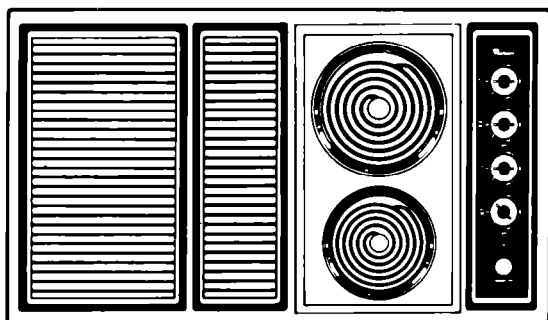


Use MED-LO to keep food cooking after starting it on a higher setting.



Use LO to keep food warm until ready to serve. Set the heat higher or lower within the LO band to keep food at the temperature you want.

3. Using the Vent System



FILTERS MUST BE IN PLACE FOR PROPER SAFE OPERATION.

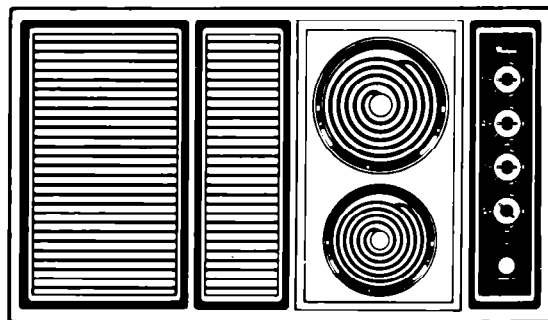
THE EXHAUST FAN SHOULD BE ON FOR MOST COOKING OPERATIONS.

The built-in fan removes cooking vapors, odors and smoke from foods prepared on the cooktop. The fan will always be ON when using the grill module. When using surface units, turn the exhaust fan control knob clockwise to turn the fan ON. Turn counterclockwise to turn the fan OFF.

DO NOT PUT HANDS IN VENT BOX WHEN FAN OR CONTROLS ARE ON. INJURY COULD RESULT.

NOTE: The vent system comes on automatically to vent excess heat when using the grill/griddle.

4. Using the Grill Module



Before using the grill for the first time:

- A.** Wash, rinse and dry grill.
 - Use warm soapy water.
 - **DO NOT** use metal scouring pads or abrasive cleaners. They will damage the non-stick coating on the grill.
- B.** Lightly wipe with cooking oil to prevent meats from sticking.

Approximate Grill Cooking Times

Preheat the grill for 10 minutes on HI.

FOOD	Control Setting	Approximate Cooking Time	
		Side 1	Side 2
Steak (½ -¾)			
Rare	HI	5 Min.	4 Min.
Medium	HI	6 Min.	6 Min.
Well-done	HI	8 Min.	8 Min.
Steak (1-1½)			
Rare	HI	5-7 Min.	5 Min.
Medium	HI	9-11 Min.	10 Min.
Well-done	HI	12-15 Min.	12 Min.

Other: These foods must be turned and rearranged as necessary during cooking to provide even cooking results.

Hamburgers	HI	20-25 Min.	Total
Hot Dogs	HI	12-15 Min.	Total
Pork Chops	HI	25-30 Min.	Total
Spare Ribs, Barbecued *	HI	50-60 Min.	Total
Lamb Chops	MED-HI	25-35 Min.	Total
Chicken Pieces	HI	45-60 Min.	Total
Ham Slice	MED-HI	20-25 Min.	Total
Lobster Tails	HI	20-25 Min.	Total
Garlic Bread	HI	2-3 Min.	Total

* Baste with barbecue sauce last 15-20 minutes.

CAUTION: The use of metal forks and tongs can scratch the non-stick coating. Use with care.

Hints and tips:

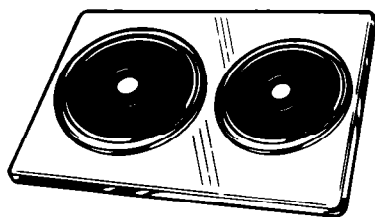
1. Foods cooked on the grill can spatter. It is important to clean all parts after each use. See page 16.
2. The heating element for the grill cleans itself. Do not put in water.
3. Take the grill apart to clean and to remove and store. Do not stack when storing.
4. Do not cover the grill completely with meat. Leave space between the food items to allow proper smoke and steam removal.
5. Use only nylon or plastic utensils. Metal can scratch the non-stick finish.
6. Trim fats from meat before grilling to prevent excessive smoke and flare-up. Meats which normally have a high fat content will produce more smoke and flare-up. Fat meats cook faster than lean meats.
7. If meat begins to cook too quickly, turn the grill control knob to a lower setting.



WARNING: If grease causes excessive flare-ups:

1. Remove food from grill.
2. Turn the grill OFF.
3. Cover the grill with the griddle or a large metal pan.
4. Do not put water on grease fires.

5. Using the Solid Element Module



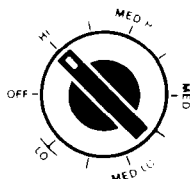
Use only flat-bottomed utensils for best results and to prevent damage to the cooktop. Specialty items with rounded or ridged bottoms (woks, ridged bottom canners or tea kettles) are not recommended. Solid elements are made of heavy cast-iron to provide even cooking. These

elements hold heat longer than conventional type surface units. For best cooking results, use a HIGH setting for a very short period; then use a LOW setting to complete the cooking. Turn the element OFF a few minutes before you are finished cooking.

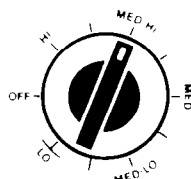
CAUTION: Solid elements stay hot for a long time. Do not use the HI setting for long periods of time or leave pans on hot elements when cooking is done. Burned food and damage to the cookware could result.

NOTE: A protective limiter is built into each solid element. If pan bottoms are not flat, it will sense uneven cooking temperatures and automatically reduce the heat setting. This will result in longer cooking times. See "Cookware" on page 10.

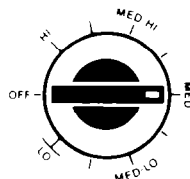
Until you get used to the settings, use the following as a guide.



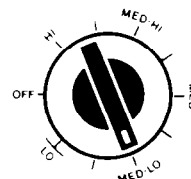
Use HI to start cooking or to bring liquids to a boil. When cooking foods, turn to a LO or MED-LO setting when sizzle starts.



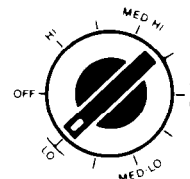
Use MED-HI to hold a rapid boil or to start frying chicken or pancakes. Turn to a LO or MED-LO setting when sizzle starts.



Use MED for gravy, puddings and icings or to cook large amounts of vegetables. Turn to a LO setting to finish cooking.



Use MED-LO to continue cooking after starting at a higher setting.



Use LO to continue cooking after starting at a higher setting, to keep food warm or to melt chocolate or shortening.

6. Using the Optional Griddle Module

Before Using the Griddle for the First Time:

1. Wash, rinse and dry griddle.
 - Use warm soapy water.
 - **DO NOT** use metal scouring pads or abrasive cleaners. They will damage the non-stick coating on the griddle.
2. Lightly wipe with cooking oil to season. You don't have to grease the griddle every time you use it.
 - **DO NOT** use shortening or butter.
3. Preheat on HI, then switch to desired setting.
4. Add food. Use only nylon or plastic utensils. Metal can scratch the non-stick coating.
5. Turn off the element when cooking is finished. Leaving it ON can damage the griddle.

Approximate Griddle Cooking Times

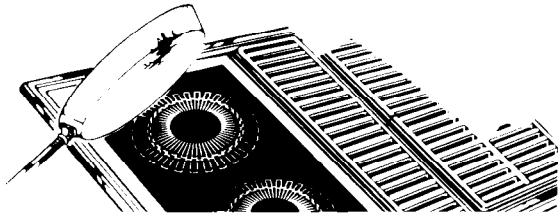
Preheat the griddle for 10 minutes on HI.

Food	Control Setting	Approximate Cooking Time	
		Side 1	Side 2
Sausage Patties	HI	8 Min.	4 Min.
Bacon	HI	3 Min.	1-2 Min.
Ham Slice	MED-HI	6 Min.	5-6 Min.
Hamburger	HI	6 Min.	5 Min.
Fish Sticks	MED	5 Min.	3-4 Min.
Hot Dogs	MED-HI	5 Min.	5 Min.
Buns	MED-HI	3 Min.	Total
French Toast	MED	3 Min.	2-3 Min.
Grilled Sandwiches	MED-HI	3 Min.	3 Min.
Pancakes	MED-HI	1½-2 Min.	1-2 Min.
Eggs	MED-LO	3 Min.	1 Min.

7. Using the Optional Smoothtop Module

Cooking on the optional smoothtop is almost the same as cooking on surface units. There are three differences you should know about:

1. The cookware you use.
2. What to expect.
3. The care and cleaning.

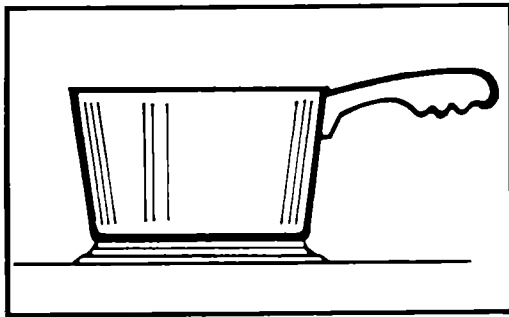


Cooking...

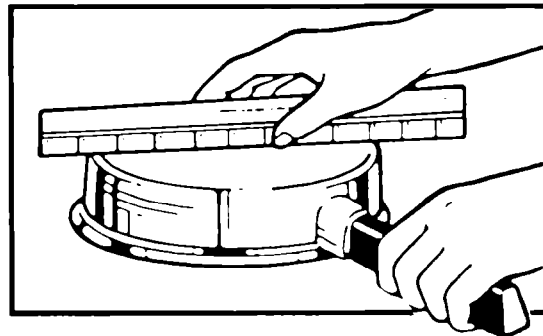
The glass will take longer to heat up than a regular surface unit. It will also take longer to cool down. Turn off the unit a few minutes before you are finished cooking.

- Do not use the smoothtop module for canning.
- Bottoms must be perfectly flat, with NO ridges, rims, patterns, dents, roughness or scratches.
 - Pans with uneven bottoms cause poor cooking results and may damage the smoothtop.
 - Nicks and scratches on a pan can damage the smoothtop.
- Bottoms must be clean. Heating a soiled pan can leave a stain on the smoothtop.
- Sliding aluminum pans or foil, and copper pans, on the smoothtop can leave marks. Aluminum marks can be removed **if they are not heated**. See page 15 for cleaning and caring suggestions.

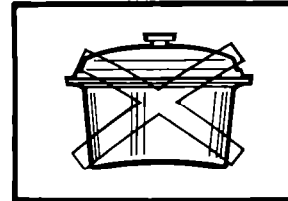
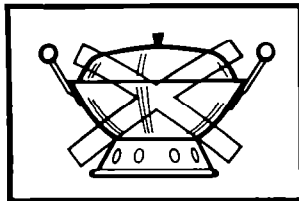
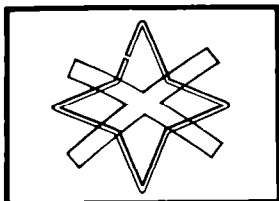
8. Cookware



Pans should be the same size or larger than the elements to prevent boil-overs and hot handles.



Only use pans with flat bottoms. Flat bottoms allow maximum contact between the pans and the elements for fast, even cooking. Pans with uneven bottoms or raised patterns on the bottom are not suitable. Flatness of a pan can be checked by placing an edge of a ruler across it. There should not be space between the ruler edge and the bottom of the pan.



DO NOT USE trivets, woks with skirts or canners with concave or ridged bottoms.

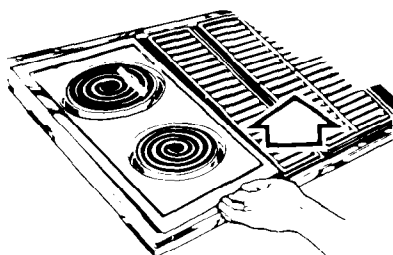
Changing cooktop modules

The cooktop modules will work on either side of the cooktop. **NOTE:** The coil element on the right side of the RC8920XRH cooktop is not removable.

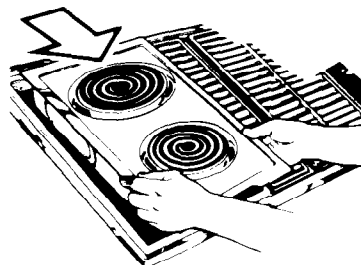
WARNING: To avoid burns and possible electric shock, first make sure all controls are OFF and the modules are COOL before removing or replacing them.

Coil Element, Solid Element and Smoothtop Modules

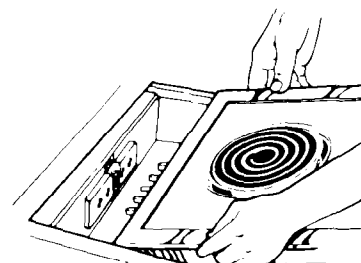
NOTE: On the RC8920XRH cooktop, these optional modules will only fit in the left side.



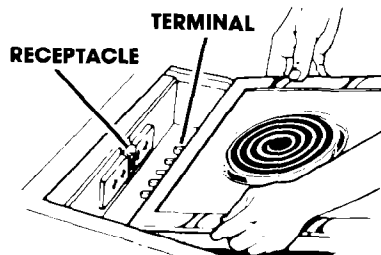
1. To remove, lift slightly by the handle



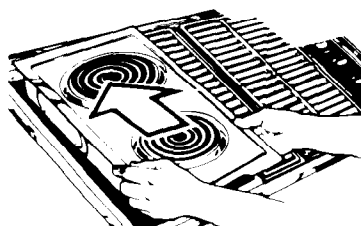
2. With both hands, pull module toward you to unplug it.



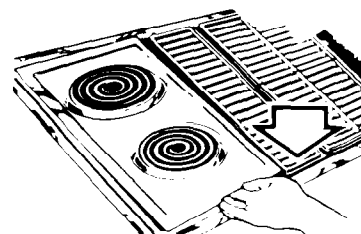
3. Lift out and set aside



1. To replace, line up the terminal with the receptacle.



2. Push terminal into place until it's plugged in.



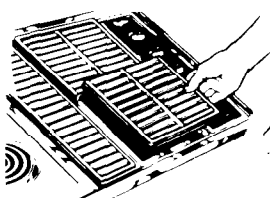
3. Lower the front with the handle.

Grill Module

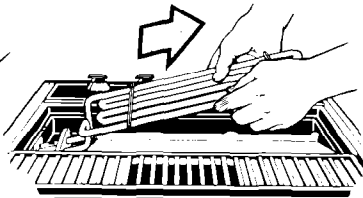
NOTE: On the RC8920XRH cooktop, the grill module will only fit in the left side.



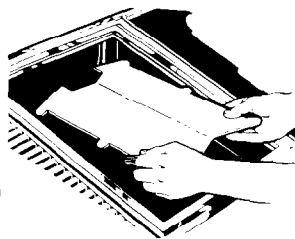
WARNING: To avoid burns and possible electric shock, be sure all modules are OFF and COOL.



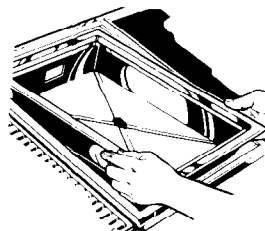
- 1. To remove,**
lift off grills



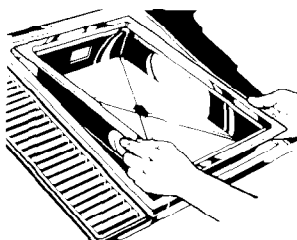
- 2. Lift heating**
element
slightly and
pull toward
you.



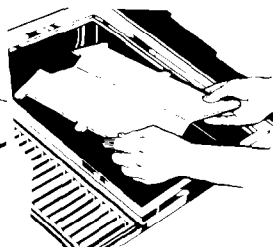
- 3. Lift out splat-**
ter shield.



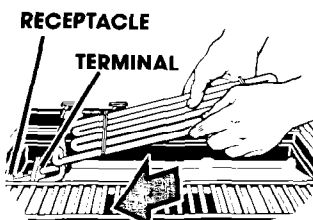
- 4. Lift and re-**
move the
grease well
and grease
pan, being
careful not
to spill fat
drippings.



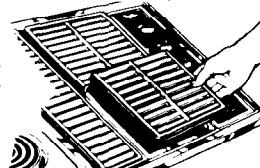
- 1. To replace,**
lower the
grease pan
and the
grease well
into open-
ing.



- 2. Put in splat-**
ter shield.



- 3. Plug heat-**
ing element
terminal into
receptacle



- 4. Place grills**
over heat-
ing element.

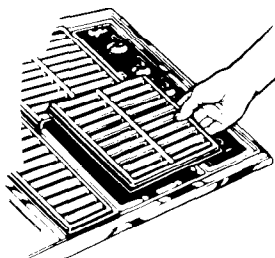
All grill parts must be cleaned after each use to avoid excessive smoke, flare-ups, fat spoilage and odors. See page 16.

Optional Griddle Module

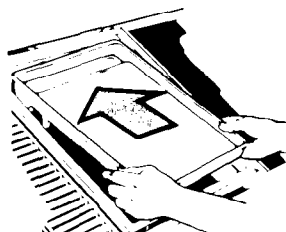
The griddle module is used with the grill module.



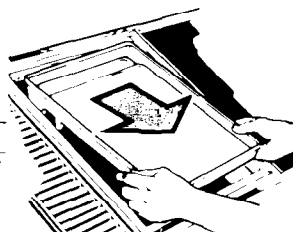
WARNING: To avoid burns and possible electric shock, be sure all modules are OFF and COOL.



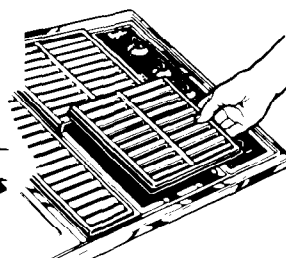
- 1. To install,** remove
the grills



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



- 1. To remove,** lift
front slightly by
both front corners
and set aside.
Note: Make sure
griddle is cool
before removing

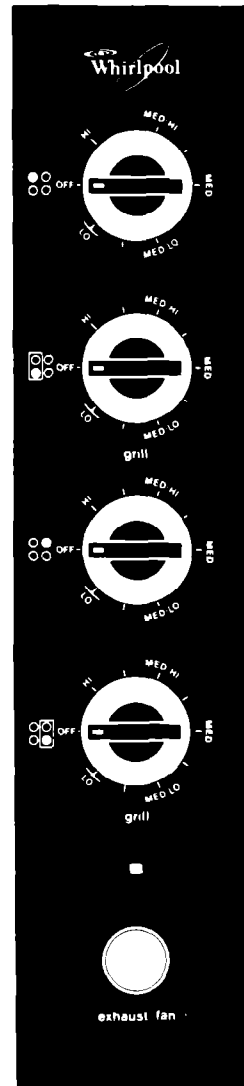


- 2. Replace the grills.**

Cleaning and caring for your cooktop

Control Panel and Knobs

1. **WARNING:** To avoid burns and possible electric shock, be sure all modules are OFF and COOL.
2. Pull control knobs straight off.
3. Use warm soapy water and a soft cloth, or spray glass cleaner, to wipe the control panel. Rinse and wipe dry.
4. Wash control knobs in warm soapy water. Rinse well and dry.
5. Push control knobs straight back on. Make sure they point to OFF.

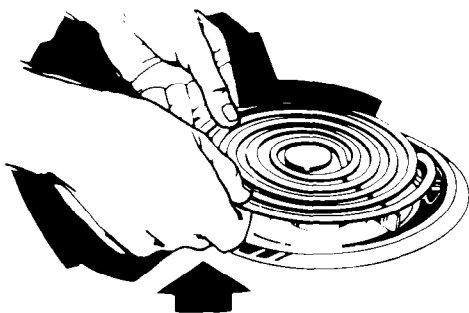


Coil Elements and Reflector Bowls

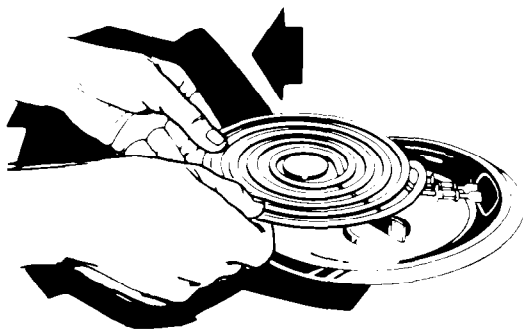
Removing



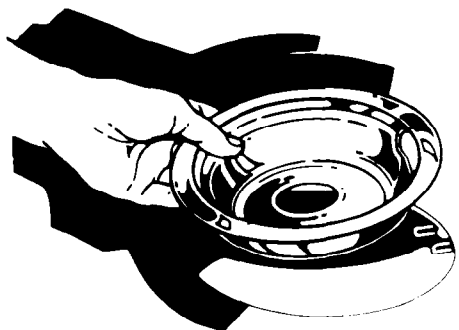
1.  **WARNING: To avoid burns and possible electric shock, be sure elements are OFF and COOL.**



2. Lift the edge of the coil element opposite the receptacle just enough to clear the reflector bowl.



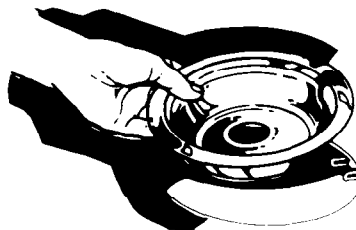
3. Pull the coil element straight away from the receptacle.



4. Lift out the reflector bowl.

Replacing

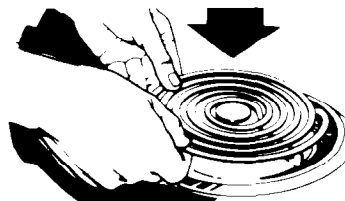
1.  **WARNING: To avoid burns and possible electric shock, be sure elements are OFF.**



2. Line up opening in the reflector bowl with the coil element receptacle.



3. Hold the coil element as level as possible with the terminal just started into the receptacle.



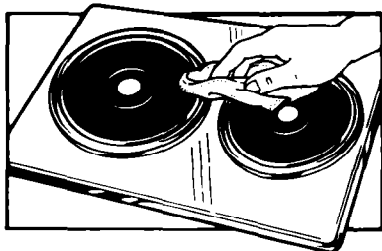
4. While pushing the coil element terminal into the receptacle, lift a little on the edge of the unit nearest the receptacle.
5. When the terminal is pushed into the receptacle as far as it will go, the coil element will fit into the reflector bowl.

CAUTION: Reflector bowls reflect heat back to the utensils on the coil elements. 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 the utensils may not be flat enough, or some may be too large for the coil element. In either case some of the heat that is meant to go into or around a utensil goes down and heats the reflector bowl. This extra heat can discolor it. See Cooking Guide for further information.

 **WARNING: DO NOT LINE THE REFLECTOR BOWLS WITH FOIL. Shock or fire hazard could result.**

Solid Elements

WARNING: Solid elements do not glow red when hot. To avoid burns and possible electric shock, make sure all controls are OFF and the elements are COOL before cleaning.



1. For best results, wipe off solid elements with a damp soft cloth and soapy water after each use. Burned-on food may be removed with a soapy scouring pad. The red spot in the center of the solid elements will gradually wash off. This is normal and will not affect the operation of the surface unit.

2. **IMPORTANT:** After cleaning, apply a thin coat of salt-free oil to the COOL solid elements, then heat 3-5 minutes. It may still smoke slightly when heated. If elements have dark spots caused by grease and food, the oil treatment will improve their appearance but not eliminate the spots.
NOTE: Optional Electrol dressing can be applied to the elements to improve their appearance.

3. The stainless steel trim rings will gradually yellow from the heat of the solid elements and pans. This is normal. The yellowing can be removed by using stainless steel cleaner or Cook Top Polishing Creme on the trim rings.

To obtain order information for Cook Top Polishing Creme (PN 814009) or Electrol dressing (PN 814030), write to:

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

Smoothtop Module

WARNING: Glass surface will not glow red when hot. To avoid burns and possible electric shock, make sure all controls are OFF and the glass surface is COOL before cleaning.

Always clean the smoothtop after each use.

- Wipe the smoothtop surface with a clean, damp paper towel before each use. **Do not use a sponge or cloth. A little leftover soap or soil can stain the smoothtop when heated.**
- Use only clean cookware.
- Avoid spill-overs. Use pans with tall sides.
- **Do not let covers drip on the smoothtop.**
- Wipe up any spills with a wet paper towel, when the unit is cool enough not to steam. **The longer you cook with a spillover on the unit, the harder it will be to remove.**
- Clean off metal marks (from copper or aluminum) right away. If heated they may never come off.

Avoid damage.

- **Do not use the smoothtop as a cutting board.**
- Sugary spills can cause pitting on the surface.
- Spilling cold water on a hot surface may crack it. **Do not use a cracked smoothtop.**
- Dropping heavy or hard objects on the smoothtop can crack it. Be careful with heavy skillets. **Do not store jars or cans above the smoothtop.**

See the special smoothtop cleaning suggestions on page 17.

Cleaning Cooktop Chart



WARNING: To avoid burns and possible electric shock, make sure all controls are OFF and the modules are COOL before removing and cleaning. DO NOT PUT MODULES IN WATER.

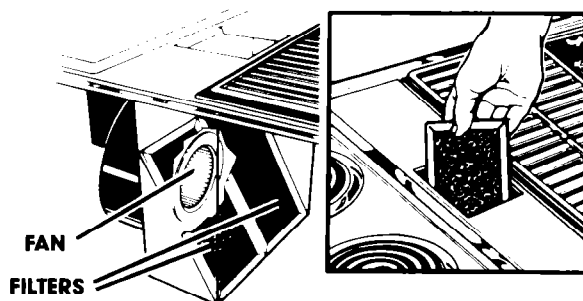
PART	WHAT TO USE	HOW TO CLEAN
Coil Element Module	<u>Heating Element</u> Do not clean.	<ul style="list-style-type: none"> • Soil burns off. • Do not put in water.
	<u>Reflector Bowls</u> Warm soapy water and plastic scouring pad or dishwasher.	<ul style="list-style-type: none"> • Wash, rinse and dry well. • Do not use metal scouring pads or harsh cleansers.
Grill Module	<u>Grill</u> Warm soapy water and plastic scouring pad.	<ul style="list-style-type: none"> • Wash, rinse and dry well. • Do not use metal scouring pads or harsh cleaners.
	<u>Heating Element</u> Do not clean.	<ul style="list-style-type: none"> • Soil burns off. • Do not put in water.
	<u>Splatter Shield</u> Warm soapy water and a soft cloth.	<ul style="list-style-type: none"> • Wash, rinse and dry well. • Use plastic scouring pads for stubborn areas.
	<u>Grease Well and Frame</u> Warm soapy water and plastic scouring pad.	<ul style="list-style-type: none"> • Wash, rinse and dry well. • Clean after each use. • Grease Well is dishwasher safe.
Solid Element Module	<u>Solid Element</u> Warm soapy water and a soft cloth. Soapy scouring pad or scouring powder.	<ul style="list-style-type: none"> • Make sure the cooktop and the elements are cool. • Wipe off the elements after each use. • After each cleaning, heat elements until dry.
	To darken elements or to remove rust spots:	
	Salt-free oil on a soft cloth.	<ul style="list-style-type: none"> • Make sure elements are cool. • After each cleaning, apply thin coat of oil to elements, then heat for 3-5 minutes. Slight smoking of oil will occur.
	Electrol dressing* (PN 814030)	<ul style="list-style-type: none"> • Follow the directions on the dressing. • NOTE: This will improve element appearance, but not eliminate dark spots.
	<u>Trim Rings</u> Stainless steel cleaner or Cook Top Polishing Creme* (PN 814009)	<ul style="list-style-type: none"> • Make sure elements are cool. • Follow directions provided with cleaner or polishing creme.
	NOTE: Yellowing of trim rings is normal from heat of the elements and pans. *To obtain order information, write to: Whirlpool Corporation Attention: Customer Service Dept. 1900 Whirlpool Drive LaPorte, IN 46350	
Griddle Module	Warm soapy water and a soft cloth, plastic scouring pad.	<ul style="list-style-type: none"> • Clean after each use. • Wash, rinse and dry well. • Do not use metal scouring pads or harsh cleansers. • Use plastic scouring pads if needed.

PART	WHAT TO USE	HOW TO CLEAN
Smoothtop Module	Warm soapy water and a soft cloth or paper towel.	<ul style="list-style-type: none"> • Wash, rinse and dry well. • Do not soak in water.
	Vinegar and clean paper towel.	To clean COOL cooktop: <ul style="list-style-type: none"> • For stubborn stains, soak paper towel with vinegar. Rub stained area. If needed, keep vinegar soaked paper towel on stain for 10-15 minutes. Rub off soil. • Rinse and dry well. • Do not use vinegar on metal parts.
	Single-edge razor blade in a holder for hard to remove soil.	<ul style="list-style-type: none"> • For soils not removed with other methods, carefully scrape off the soiled area, then use the above cleaning method. • For sugary spills, remove stain while cooktop is still slightly warm. Remove sugary spills immediately. Reheating may cause glass to pit.
	Cook Top Polishing Creme* (PN 814009) and a clean paper towel.	<ul style="list-style-type: none"> • If desired, use Cook Top Polishing Creme on CLEAN cooktop to add shine and reduce further soiling and to remove metal marks. • Shake well and apply about ½ tablespoon to clean cooktop. Rub and buff with clean paper towel. • Remove metal marks as soon as possible. If metal marks have been heated, removal may not be possible.
	*To obtain order information, write to:	Whirlpool Corporation Attention: Customer Service Dept. 1900 Whirlpool Drive LaPorte, IN 46350
Area Under Modules	Warm soapy water and a soft cloth.	<ul style="list-style-type: none"> • Wash, rinse and dry well. • Do not soak.
Control Panel	Warm soapy water or spray glass cleaner and a soft cloth.	<ul style="list-style-type: none"> • Wash, rinse and dry well. • Do not pour water into the area. • Do not drip water into receptacles.
Control Knobs	Warm soapy water and a soft cloth.	<ul style="list-style-type: none"> • Wash, rinse and dry well. • Do not soak.

Cleaning the Vent System

Before cleaning the vent system, turn the fan and all controls to OFF.

1. To clean, remove the vent grill and wipe clean with a damp cloth or wash in warm soapy water. **Do not use metal scouring pads or harsh cleansers. Do not place in dishwasher.**
2. Lift filters and turn slightly to remove. The filters can be cleaned in warm soapy water or in the dishwasher.
3. Wipe the vent box with a damp cloth to clean. Spills should be sponged out.
4. Install filters, being sure they are angled over the exhaust fan touching at the center.



WARNING: Be sure fan and all controls are OFF before cleaning the vent system. Do not put hand in the vent box if the fan is moving.

If you need service or assistance, we suggest you follow these five steps:

1. Before calling for assistance...

Performance problems often result from little things you can find and fix yourself without tools of any kind.

If nothing operates:

- Is the cooktop wired correctly to a live circuit with the proper voltage? (See Installation Instructions.)
- Have you checked your home's main fuses or circuit breaker box?

If surface units will not operate:

- Have you checked your home's main fuses or circuit breaker box?
- Are surface units plugged in all the way?
- Do the control knobs turn?

If surface unit control knob or knobs will not turn:

- Did you push in before trying to turn?

If cooking results aren't what you expected:

Surface Units

- Is the cooktop level?
- Are you using pans recommended on page 10?
- Are the pans the size called for in the recipe?
- Do the cooking utensils fit the surface unit being used?

Grill

- Did you leave space between the food items?
- Was the grill preheated for the proper amount of time?
- Was food partially frozen or very cold before grilling? Cooking time will be longer.

Solid Elements

- Did you use the HIGH setting for a short time, then use a LOW setting to complete cooking?
- Are you using heavy metal pans?
- Are you using pans with flat bottoms?

If dark spots or rust appear on elements:

- Apply a thin coating of salt-free oil to the COOL elements, then heat for 3-5 minutes. If elements have dark spots, the treatment will improve their appearance, but not eliminate the spots.

If stainless steel trim rings are yellowing:

- Use stainless steel cleaner or Cook Top Polishing Creme (PN 814009) to remove yellowing.

If venting results aren't what you expected:

- Is the exhaust fan turned on?
- Are the cooktop surface units and module parts clean? They must be cleaned after each use.
- Are the vent filters clean and in place? Replacement filters (Part No. 786220) can be ordered from Whirlpool Dealers or TECH-CARE® Service Companies.
- Is the vent duct or outside opening blocked?
- Is there a draft in the room where the cooktop is installed?
- Has the meat fat been well trimmed?

2. If you need assistance*...

Call Whirlpool COOL-LINE® service assistance telephone number. Dial free from anywhere in the U.S.:

1-800-253-1301

and talk with one of our trained consultants. The consultants 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.

3. If you need service*...

Whirlpool has a nationwide network of franchised TECH-CARE® Service Companies. TECH-CARE service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in the United States. To locate TECH-CARE service in your area, call out COOL-LINE service assistance telephone number (see Step 2) or look in your telephone directory Yellow Pages under:

APPLIANCES - HOUSEHOLD - MAJOR - SERVICE & REPAIR	ELECTRICAL APPLIANCES - MAJOR - REPAIRING & PARTS
WHIRLPOOL APPLIANCES FRANCHISED TECH-CARE SERVICE	OR WHIRLPOOL APPLIANCES FRANCHISED TECH-CARE SERVICE
SERVICE COMPANIES	SERVICE COMPANIES
XYZ SERVICE CO. 123 MAPLE	XYZ SERVICE CO. 123 MAPLE
999-9999	999-9999
OR	
WASHING MACHINES, DRYERS & IRONERS - SERVICING	
WHIRLPOOL APPLIANCES FRANCHISED TECH-CARE SERVICE	
SERVICE COMPANIES	
XYZ SERVICE CO. 123 MAPLE	999-9999

4. If you have a problem*...

Call our COOL-LINE service assistance telephone number (see Step 2) and talk with one of our consultants, or if you prefer, write to:

Mr. Donald Skinner
Director of Customer Relations
Whirlpool Corporation
2000 M-63
Benton Harbor, MI 49022

5. If you need FSP® 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 COOL-LINE service assistance number in Step 2.

*If you must call or write, please provide: model number, serial number, date of purchase, and a complete description of the problem. This information is needed in order to better respond to your request for assistance.

WHIRLPOOL® RANGE PRODUCT WARRANTY

ER001

LENGTH OF WARRANTY	WHIRLPOOL WILL PAY FOR
FULL ONE-YEAR WARRANTY From Date of Purchase	FSP* replacement parts and repair labor to correct defects in materials or workmanship. Service must be provided by a franchised TECH-CARE* service company.
WHIRLPOOL WILL NOT PAY FOR	
A. Service calls to: <ol style="list-style-type: none">1. Correct the installation of the range product.2. Instruct you how to use the range product.3. Replace house fuses or correct house wiring or plumbing.4. Replace owner accessible light bulbs. B. Repairs when range product is used in other than normal, single-family household use. C. Pick up and delivery. This product is designed to be repaired in the home. D. Damage to range product caused by accident, misuse, fire, flood, acts of God or use of products not approved by Whirlpool.	

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 franchised Whirlpool distributor or military exchange.



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ers. Dishwashers. Built In Ovens and Surface Units. Ranges. Microwave Ovens. Trash Compactors. Room Air Conditioners. Dehumidifiers. Automatic Washers. Clothes Dryers. Freezers. Refrigerator-f

