

KitchenAid®



KitchenAid® Electric Ceramic Cooktops

MODELS: KECN567Y KECN507Y
KECN560Y

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Call Us With Questions
Or Comments:

1-800-422-1230

Use and Care Guide

A Note To You

Thank you for buying a KitchenAid home appliance.

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

Your safety is important to us.

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

WARNING

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

CAUTION

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

Our Consumer Assistance Center telephone number, 1-800-422-1230, is toll-free, 24 hours a day.

If you ever have a question concerning your home appliance's operation, or if you need service, feel free to call our toll-free Consumer Assistance Center telephone number for help. When calling, you will need to know your appliance's complete model number and serial number. You can find this information on the model and serial number plate (see diagrams on page 5). For your convenience, we have included a handy place below for you to record these numbers. Also, please record the date the product was purchased/installed and the Builder's or Dealer's name, address and phone number. You will need this information if you ever require service. Keep this book and the sales slip together in a safe place for future reference.

IMPORTANT: You must provide proof of purchase or installation date for in-warranty service.

Model Number _____

Builder/Dealer Name _____

Serial Number _____

Address _____

Date Purchased _____

Phone _____

Date Installed _____

Don't forget, KitchenAid offers a full line of quality home appliances.

Built-In Refrigerators

Trash Compactors

Ranges & Cooktops

Freestanding Refrigerators

Hot Water Dispensers

Microwave Ovens

50-Pound Ice Makers

Food Waste Disposers

Washers & Dryers

Dishwashers

Built-In Ovens

Mixers

For more information on these appliances, or the one you have purchased, call our toll-free Consumer Assistance Center telephone number, **1-800-422-1230**.

Important Safety Instructions

⚠ WARNING

To reduce the risk of fire, electrical shock, injury to persons, or damage when using the cooktop, follow basic precautions, including the following:

General

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



- Do not touch surface units or areas near units. Surface units may be hot even though they

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



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

When using the cooktop

- Do not cook on a broken ceramic cooktop. If cooktop should break, cleaning solutions and spillovers may penetrate the broken cooktop and create a risk of electrical shock. Contact a qualified technician immediately.
- Select a pan with a flat bottom that is about the same size as the surface unit. If pan is smaller than the surface unit, some of the heating element will be exposed and may result in the igniting of clothing or potholders. Correct pan size also improves cooking efficiency.
- Check to be sure glass cooking utensils are safe for use on the range. Only certain types of glass, glass-ceramic, ceramic, earthenware or other glazed utensils are suitable for cooktops without breaking due to the sudden change in temperature.
- Never leave surface units unattended at high heat settings. A boilover could result and cause smoking and greasy spillovers that may ignite.



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

Grease

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



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

Care and cleaning

- Clean cooktop with care. Some cleaners can produce noxious fumes if applied to a hot surface. If a wet paper towel is used to wipe spills on a hot cooking area, be careful to avoid steam burns.
- Do not repair or replace any part of the cooktop unless specifically recommended in this manual. All other servicing should be referred to a qualified technician.
- Disconnect the electrical supply before servicing the cooktop.

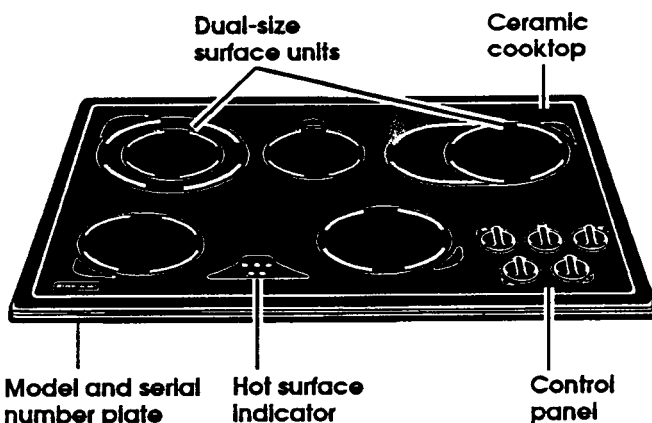
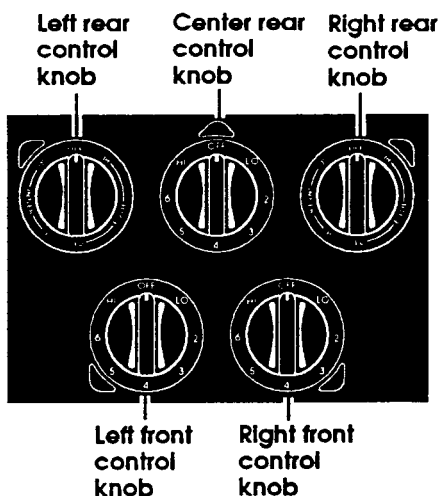
– SAVE THESE INSTRUCTIONS –

Parts And Features

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

36" Models KECN567Y and KECN560Y

Control panel

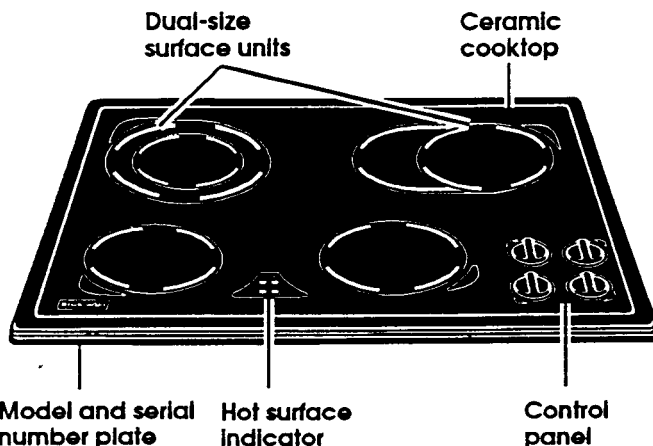
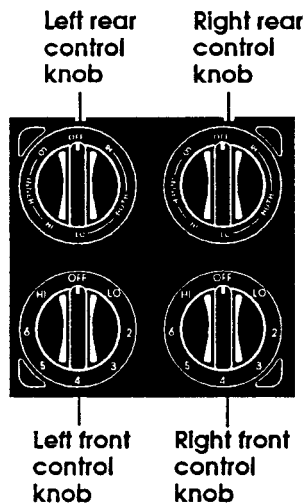


Model and serial number plate (on bottom of burner box)

Model KECN567Y only: Front surface units are halogen.

30" Model KECN507Y

Control panel



Model and serial number plate (on bottom of burner box)

IMPORTANT: Front surface units are halogen.

Using Your Cooktop

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

Using the surface units

Control knobs must be pushed in before turning them to a setting. They can be set anywhere between HI and OFF.

Surface unit markers

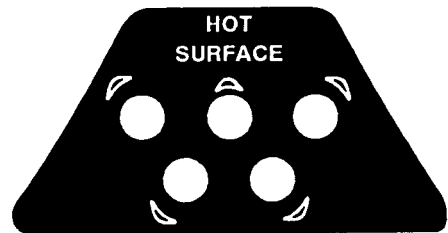
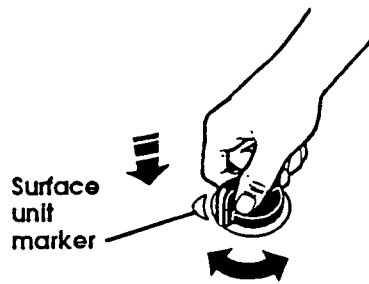
The surface unit marker shows which surface unit is turned on by that knob.

Power on lights

Models KECN567Y and KECN507Y: The area around the control knob will glow when that knob is turned on. **IMPORTANT:** Model KECN560Y has separate Power On Light.

Hot surface indicator lights

The Hot Surface Indicator Lights on the cooktop surface will glow when the surface units get hot. The Indicator Lights will continue to glow as long as the surface units are too hot to touch, even after they are turned off.



Models KECN567Y and KECN560Y shown

⚠ WARNING

Burn and Fire Hazard

Be sure all control knobs are turned to OFF and the Hot Surface Indicator Lights are OFF when you are not cooking.

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

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

SETTING	RECOMMENDED USE
HI	• To start foods cooking. • To bring liquids to a boil.
6-5	• To hold a rapid boil. • To fry chicken or pancakes.
4	• For gravy, pudding and icing. • To cook large amounts of vegetables.
3-2	• To keep food cooking after starting it on a higher setting.
LO	• To keep food warm until ready to serve.

The dual-size surface units

The dual-size surface units, located in the left rear and right rear of your cooktop, heat both small and large cooking utensils. For small cooking utensils, set the control knob from INNER LO to INNER HI (left side of knob) to turn on the inner element only. For large cooking utensils, set the control knob from BOTH LO to BOTH HI (right side of knob) to turn on both the inner and outer elements.

The ceramic cooktop

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

- The ceramic cooktop will take slightly longer to heat up than a coil surface unit. It will also take a little longer to cool down.
- The surface unit will glow red when it is turned on. You will see the element cycling on (glowing red) and off to maintain the proper temperature setting you have selected. You may even see some cycling when the control knob is set at HI.
- On some models, the front surface units feature halogen elements. These elements light up as soon as you turn them on, and are brighter than conventional coil elements.
- Sliding metal pans on the ceramic cooktop surface could leave marks. Clean metal marks using the Cooktop Polishing Creme included with your cooktop. **Remove these marks before using the cooktop again.** Wiping off the cooktop after each use will help keep the surface free from stains and provide the most even heating. See pages 8 and 9 for care and cleaning suggestions.

IMPORTANT: The surface units may smoke slightly and emit a burning odor during the first few hours of use. This is normal. It is caused by the insulation material of the new ceramic cooktop elements and will not occur again.

Home canning information

- Use flat-bottomed canners/pans for best results. Do not use canners/pans with dented or ridged (porcelain enamel-ware) bottoms. They do not make good contact with the surface unit and cause severe overheating which damages the cooktop.
- For best results, use one of the dual-size surface units. Also, use a canner/pan which can be centered over the surface unit and which does not extend more than one inch outside surface unit area. Large diameter canners/pans, if not properly centered, trap heat and can cause damage to the cooktop.
- Do not place canner on two surface units at the same time. Excessive heat build-up will damage the cooktop.
- Start with hot water. This reduces the time the control is set on high. Reduce heat setting to lowest position needed to keep water boiling.
- To prolong the life of the elements:
 - Prepare small batches at a time.
 - Do not use elements for canning all day.

Cookware tips

There is no one brand of cooking utensil that is best for all people. Knowing something about pan materials and construction will help you select the correct cooking utensils for your needs.

- With your hand, feel the bottom of your pans while they are cool for nicks and scratches. Nicks and scratches on pan bottoms will scratch the ceramic cooktop.
- For best results and greater energy efficiency, use only flat-bottomed utensils that may good contact with the surface units. To check the flatness of a utensil:
 - Turn it over and check the bottom of the pan by placing a ruler across it.
 - Rotate the ruler in all directions. There should be no gaps between the pan and the ruler.

IMPORTANT: Woks, canners and teakettles with flat bottoms suitable for use on your cooktop are now available in most houseware stores or departments.

- The pan should have straight sides and a tight-fitting lid.
- Choose medium to heavy gauge (thickness) pans that are fairly lightweight. Remember that a very heavy pan will be even heavier when filled with food.

- The pan material (metal or glass) affects how fast heat transfers from the surface unit through the pan material and how evenly heat spreads over the pan bottom. Choose pans that provide the best cooking results.
- Handles should be made of sturdy, heat-resistant material and be securely attached to the pan.
- Do not leave an empty utensil, or one which has boiled dry, on a hot surface unit. It can overheat and may damage the utensil or surface unit.
- Do not use canners, woks and specialty utensils with rounded, warped, ridged or dented bottoms. These could cause severe overheating which damages the utensil and/or surface unit.

Caring For Your Cooktop

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

⚠ WARNING

Burn and Electrical Shock Hazard

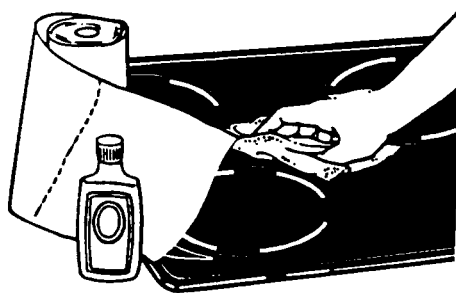
Make sure all controls are OFF and the cooktop is cool before cleaning.

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

Ceramic cooktop

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

Your cooktop has been prepolished at the factory for improved protection and cleanability. The Cooktop Polishing Creme (Included with your unit), paper towels or a sponge, and a single-edge razor blade in a holder is all you need to clean your cooktop. For proper cleaning methods, please review "Cleaning tips" on page 9. Follow them after each use to ensure top performance and to preserve that uniquely elegant look.



⚠ WARNING

Personal Injury Hazard

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

Failure to follow these instructions can result in personal injury.

To avoid damaging the cooktop, follow these instructions:

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

Cleaning tips

What to use:

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

Steps to follow:

1. Most spills can be wiped off easily using a paper towel or clean, damp sponge as soon as Hot Surface Indicator Light(s) go off.
2. Rub Cooktop Polishing Creme into cooked-on soil using a paper towel. If some soil remains, leave some creme on the spot(s) and follow Step 3.
3. Carefully scrape spots with a single-edge razor blade in a holder.
4. Finish by polishing entire cooktop with Cooktop Polishing Creme and a paper towel.

Additional tips:

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

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

KitchenAid
Parts Distribution Center
123 Koomler Drive
LaPorte, IN 46350

OR

Call 1-800-422-1230 to order. You must have a major credit card to order by phone.

Cleaning chart

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

PART	WHAT TO USE	HOW TO CLEAN
Control knobs	Sponge and warm, soapy water	• Turn knobs to OFF and pull straight away from control panel. • Wash, rinse and dry thoroughly. Do not soak. • Replace knobs. Make sure all knobs point to OFF. DO NOT USE steel wool or abrasive cleaners. They may damage the finish of the knobs.
Control panel	Sponge and warm, soapy water OR Paper towel and spray glass cleaner	• Wash, rinse and dry thoroughly. DO NOT USE steel wool or abrasive cleaners. They may damage the finish.
Ceramic cooktop	See pages 8 and 9 for cleaning instructions.	

If You Need Assistance Or Service

If you ever have questions or comments about your appliance, you can call our toll-free Consumer Assistance Center telephone number, 1-800-422-1230, 24 hours a day.

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

1. Before calling for service ...

If your appliance should fail to operate, review the following list before calling your dealer. You could save the cost of a service call.

PROBLEM	CHECK IF	WHAT TO DO
Nothing will operate	The unit is not wired into a live circuit with proper voltage.	Wire the unit into a live circuit with proper voltage. (See Installation Instructions.)
	A household fuse has blown or a circuit breaker has tripped.	Replace household fuse or reset circuit breaker.

PROBLEM	CHECK IF	WHAT TO DO
The surface units will not operate	A household fuse has blown or a circuit breaker has tripped. The control knobs are not being set correctly.	Replace household fuse or reset circuit breaker. Push control knobs in before turning to a setting.
Control knob(s) will not turn	You are not pushing in before turning.	Push control knob(s) in before turning to a setting.
Cooking results are not what you expected	The cooktop is not level. The recipe has never been tested or is not from a reliable source. The pan used is not the correct type or size. Cooking utensil does not fit the surface unit being used. The surface units have not had enough time to warm up before cooking or to cool down after cooking.	Level cooktop. (See Installation Instructions.) Use only tested recipes from a reliable source. Refer to a reliable cookbook or recipe for recommended pan type and size. Pan should be the same size or slightly larger than surface unit being used. Allow more time for surface units to warm up and cool down.

2. If the problem is not due to one of the items listed in Step 1:

- Call KitchenAid Consumer Assistance Center, toll-free:

1-800-422-1230

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

- If you prefer, write to:
Consumer Assistance Center
KitchenAid
P.O. Box 558
St. Joseph, MI 49085-0558
Please include a daytime phone number in your correspondence.

3. If you need service:

- Call your dealer or the repair service he recommends.
- All service should be handled locally by the dealer from whom you purchased the unit or an authorized KitchenAid servicer.
- If you are unable to obtain the name of a local authorized KitchenAid servicer, call our Consumer Assistance Center telephone number (see Step 2).

4. If you are not satisfied with the action taken:

- Contact the Major Appliance Consumer Action Panel (MACAP). MACAP is a group of independent consumer experts that voices consumer views at the highest levels of the major appliance industry.
- Contact MACAP only when the dealer, authorized servicer and KitchenAid have failed to resolve your problem.
Major Appliance Consumer Action Panel
20 North Wacker Drive
Chicago, IL 60606
- MACAP will in turn inform us of your action.

KitchenAid

Ceramic Cooking Product Warranty

LENGTH OF WARRANTY:	KITCHENAID WILL PAY FOR:	KITCHENAID WILL NOT PAY FOR:
ONE YEAR FULL WARRANTY FROM DATE OF INSTALLATION.	Replacement parts and repair labor costs to correct defects in materials or workmanship. Service must be provided by an authorized KitchenAid servicing outlet.	A. Service calls to: 1. Correct the installation of the cooktop. 2. Instruct you how to use the cooktop. 3. Replace house fuses or correct house wiring. B. Repairs when cooktop is used in other than normal home use.
SECOND THROUGH FIFTH YEAR LIMITED WARRANTY FROM DATE OF INSTALLATION.	Replacement parts for any electric element to correct defects in materials or workmanship. Replacement ceramic glass if breakage is due to defects in materials or workmanship.	C. Damage resulting from accident, alteration, misuse, abuse, improper installation or installation not in accordance with local electrical codes. D. Any labor costs during the limited warranty. E. Replace parts or repair labor costs for units operated outside the United States. F. Pickup and delivery. This product is designed to be repaired in the home. G. Repairs to ceramic cooktop if it has not been cared for as recommended in this Use Care Guide. H. Repairs to parts or systems caused by unauthorized modifications made to the appliance.

KITCHENAID DOES NOT ASSUME ANY RESPONSIBILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you.

This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.

If you need service, first see the "Assistance or Service" section of this book. After checking "Assistance or Service," additional help can be found by calling our Consumer Assistance Center telephone number, 1-800-422-1230, from anywhere in the U.S.

KitchenAid
St. Joseph, Michigan, U.S.A. 49085



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