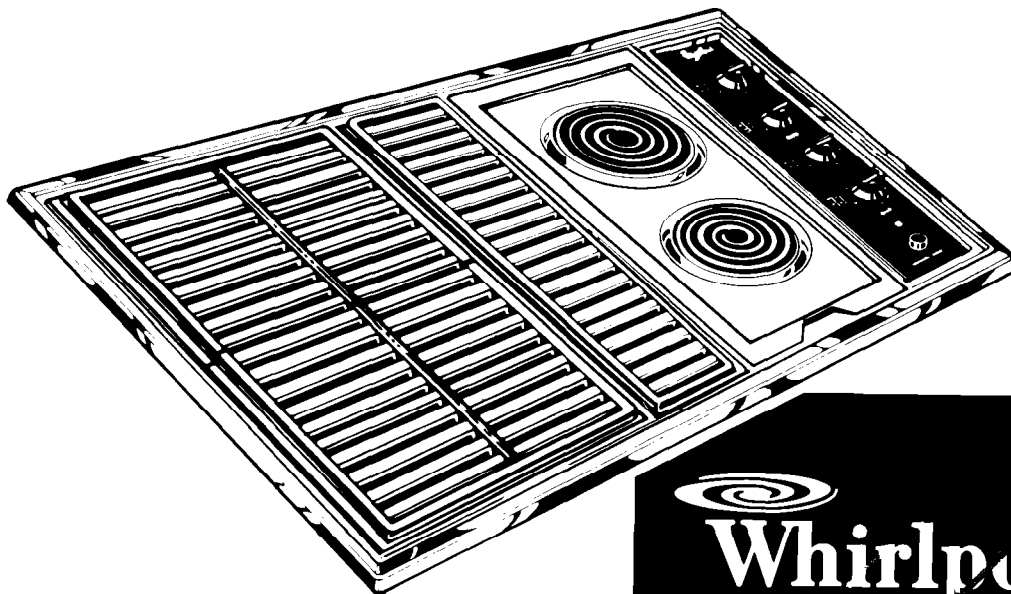


use & care guide

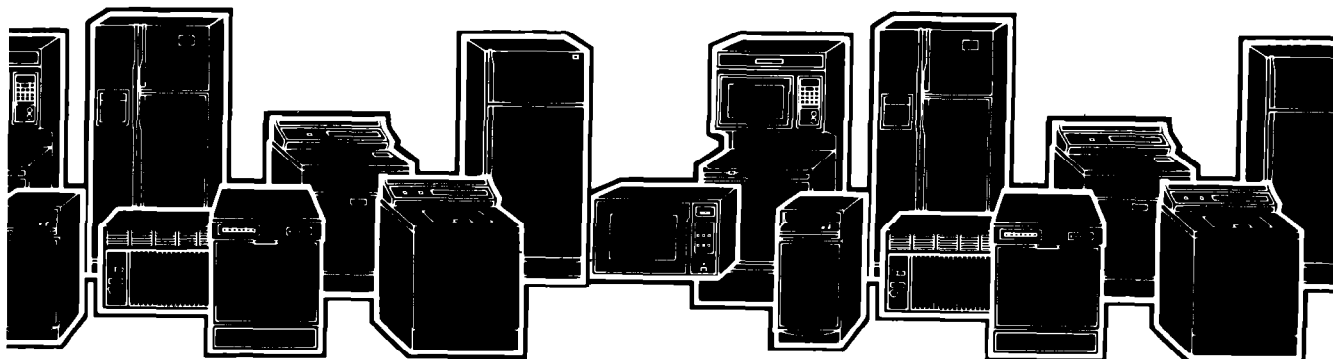


**Electric Models
RC8950XRH
RC8920XRH
(Shown with
Optional Coil
Element Module)**



MODULAR DOWN DRAFT COOKTOP

s, Freezers, Refrigerator-Freezers, Ice Makers, Dishwashers, Built-In Ovens and Surface Units, Ranges, Microwave Ovens, Trash Compactors, Room Air Conditioners, Dehumidifi



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Before you use your cooktop



Read this "Use and Care Guide" carefully 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 installed in an area protected from the weather.
- 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 properly maintained.
- is used only for jobs expected of home cooktops.
- is not used by children or anyone unable to operate it properly.
- See the "Installation Instructions" for complete information.

Important safety instructions

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



DO NOT store things children might want over the cooktop.
DO NOT allow children to use or play with the cooktop, or leave them unattended near it.



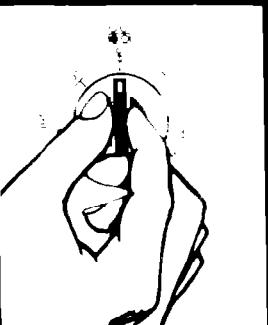
DO NOT touch hot surface units. Dark units can still be hot enough to burn severely.

DO NOT use a cooktop to heat a room.

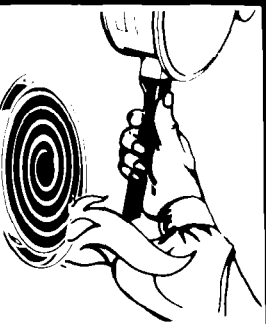


DO NOT line reflector bowl with foil. Shock or fire hazard can result.

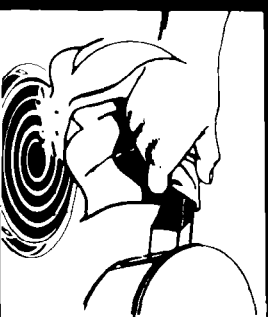
• FOR YOUR SAFETY •
DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS AND LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE.



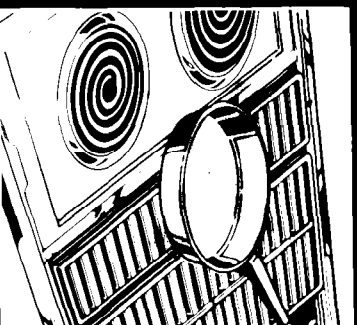
MAKE SURE surface units are off when you are finished, and when you aren't watching.



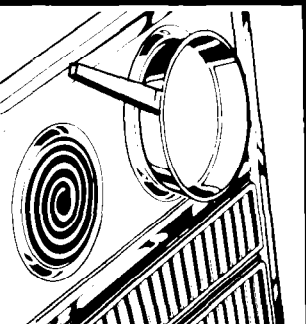
DO NOT wear loose or hanging garments when using the cooktop.



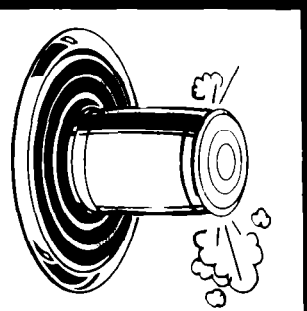
DO NOT use a towel or other bulky cloth as a pot holder.



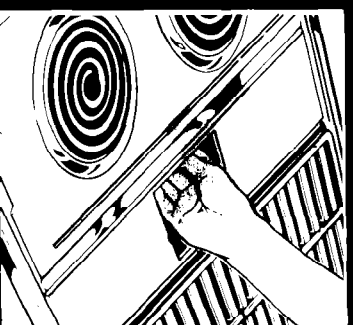
DO NOT block the vent system.
DO NOT soak or immerse removable surface units in water.



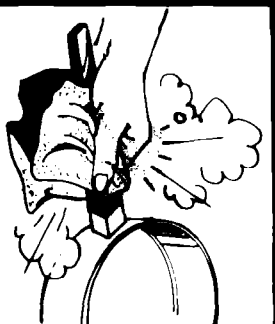
KEEP pan handles turned in, but not over another surface unit.



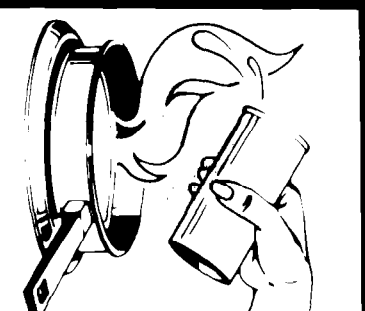
DO NOT heat unopened containers. They can explode.



DO NOT put hands in vent box when fan or controls are ON. Injury could result.



DO NOT use a wet pot holder. Steam burns can result.



DO NOT use water on grease fires.

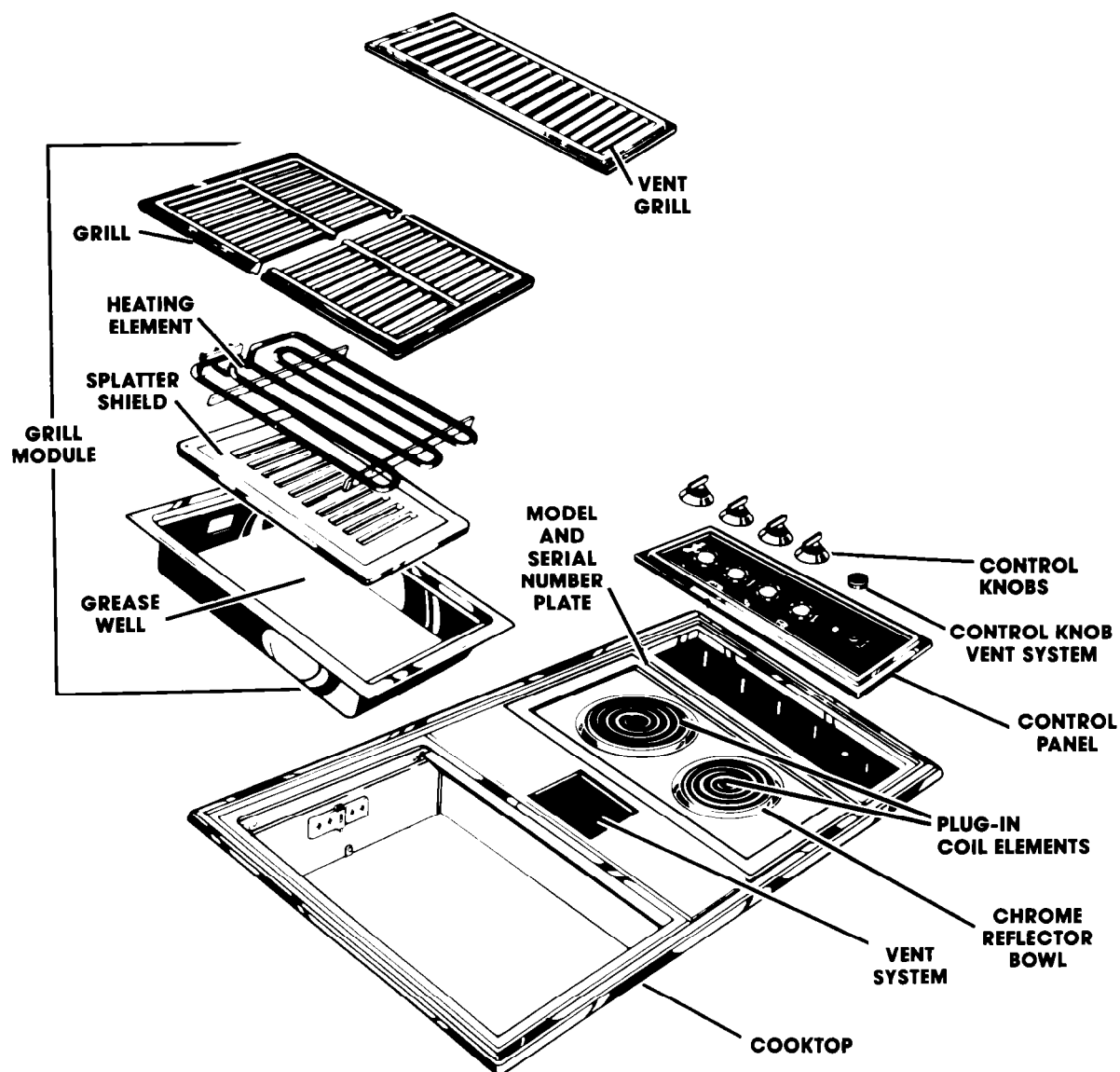
See the "Cooking Guide" for other important Safety Instructions.

VENT FILTERS MUST BE IN PLACE FOR PROPER SAFE OPERATION

— SAVE THESE INSTRUCTIONS —

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.

Copy your Model and Serial Numbers here...

If you need service or call with a question, have this information ready:

1. **Complete** Model and Serial number (under the right module on the back wall.)
2. Purchase date from sales slip.

Copy this information in these spaces. Keep this book, your warranty and sales slip together in a handy place.

Please complete and mail the Owner Registration Card furnished with this product.

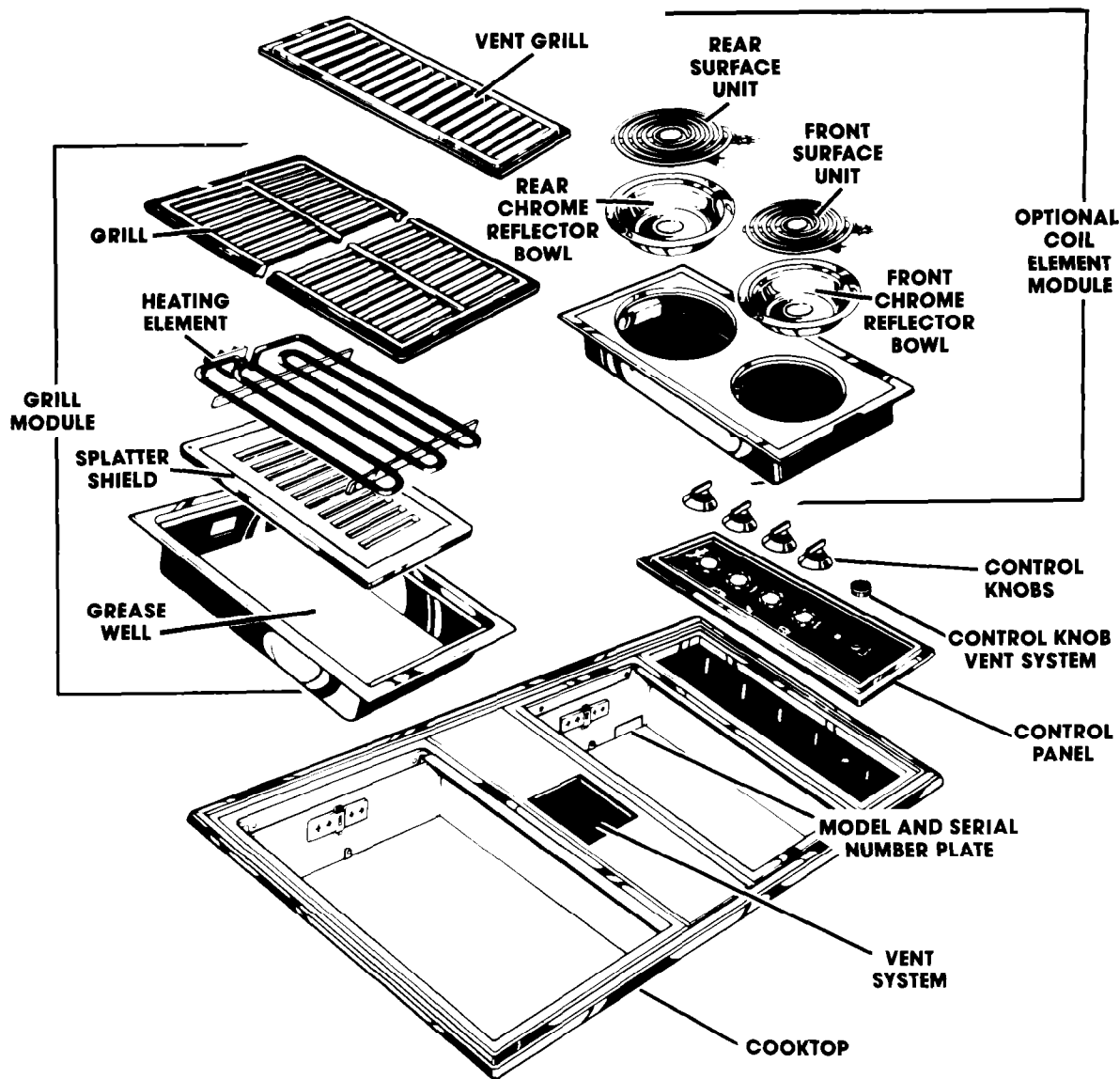
Model Number

Serial Number

Purchase Date

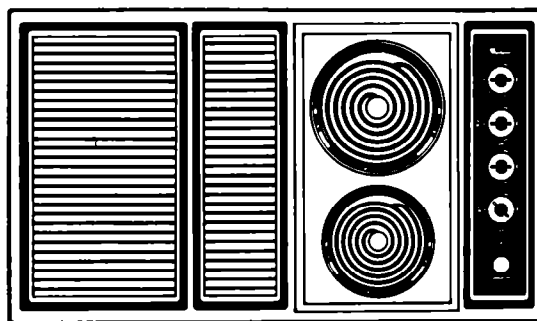
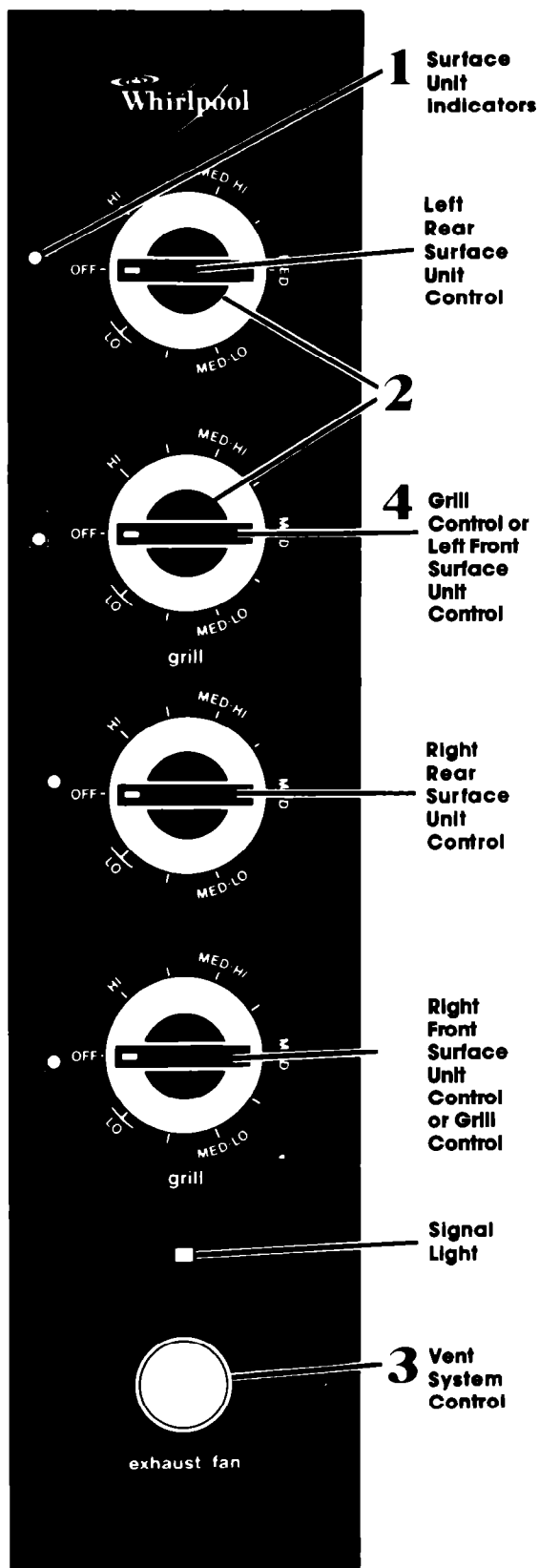
Service Company Phone Number

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



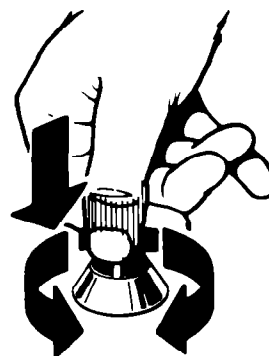
1. Using the control knobs

Surface unit Indicators:

Surface unit indicators show the surface unit or module operated by that control 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
Turn to
setting.**

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.

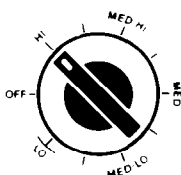
The signal light will glow when any surface unit or module is ON. Be sure the light is OFF when you are not cooking.

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

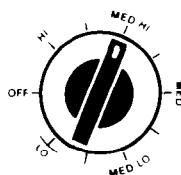
2. Using the coil element module

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.

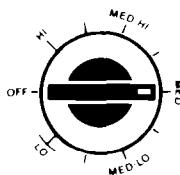
Until you get used to the settings, use the following as a guide.



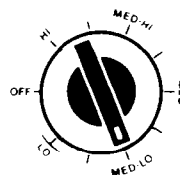
Use HI to start foods cooking or to bring liquids to a boil. **Surface units will not turn red if good contact is made with bottom of pan.**



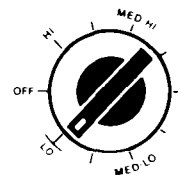
Use MED-HI to hold a rapid boil or to fry chicken or pancakes.



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



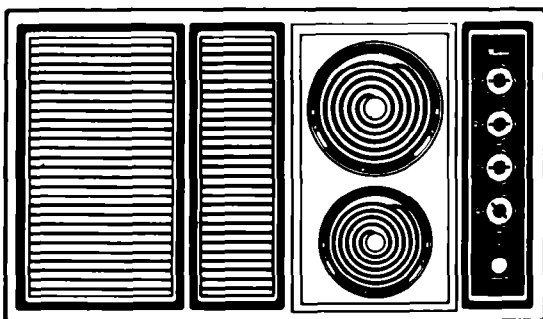
Use MED-LO to keep food cooking after starting it on a higher setting.



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.

CAUTION: The use of HI heat settings for long periods of time can damage surface units and discolor reflector bowls.

3. Using the vent system



FILTERS MUST BE IN PLACE FOR PROPER SAFE OPERATION.

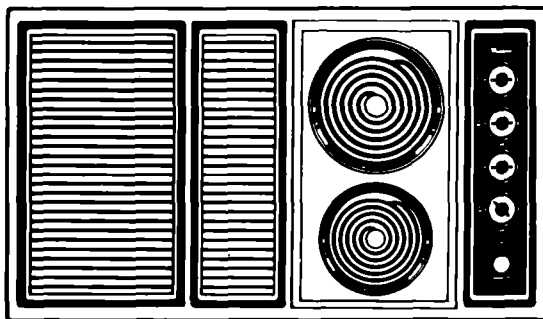
THE EXHAUST FAN SHOULD BE ON FOR MOST COOKING OPERATIONS.

The built-in fan removes cooking vapors, odors and smoke from foods prepared on the cooktop. The fan should always be ON when using the grill module. 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 may come on automatically to vent excess heat when using the cooktop.

4. Using the grill module



Before using the grill for the first time:

- A.** Wash, rinse and dry grill.
 - Use warm sudsy 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 17.
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.

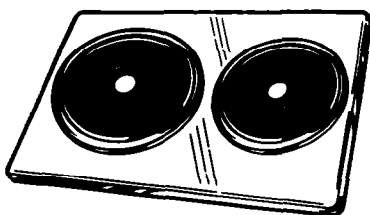


WARNING –

If grease causes excessive flare-ups:

1. Remove food from grill.
2. Turn the grill OFF.
3. Make sure the vent system is ON.
4. Cover the grill with the griddle or a large metal pan.
5. Do not put water on grease fires.

5. Using the solid element module



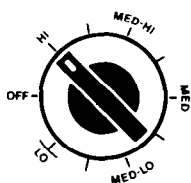
Use only flat-bottomed utensils for best results and to prevent damage to the cooktop. Specialty items with rounded or ridged bottoms (woks, ridged bottom canners or tea kettles) are not recommended. Solid elements are made of heavy cast-iron to provide even cooking. These

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.

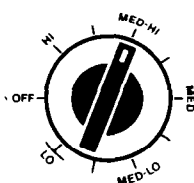
CAUTION: Elements stay hot for a long time. Do not leave pans on hot elements when cooking is done. Burned food and damage to the cookware could result.

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 11.

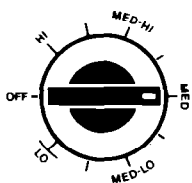
Until you get used to the settings, use the following as a guide.



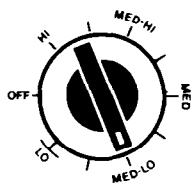
Use **HI** to start cooking or to bring liquids to a boil. When cooking foods, turn to a **LO** or **MED-LO** setting when sizzle starts.



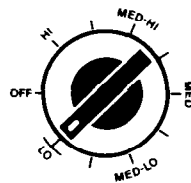
Use **MED-HI** to hold a rapid boil or to start frying chicken or pancakes. Turn to a **LO** or **MED-LO** setting when sizzle starts.



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 sudsy 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.

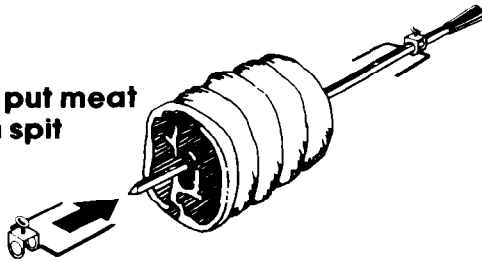
Approximate griddle cooking times

Preheat the griddle for 10 minutes on HI.

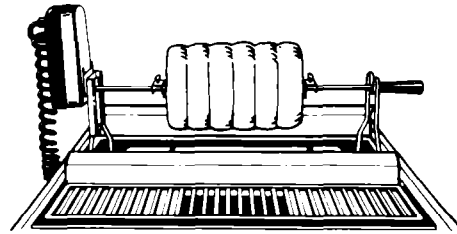
Food	Control Setting	Approximate Cooking Time	
		Side 1	Side 2
Sausage Patties	HI	8 Min.	4 Min.
Bacon	HI	3 Min.	1-2 Min.
Ham Slice	MED-HI	6 Min.	5-6 Min.
Hamburger	HI	6 Min.	5 Min.
Fish Sticks	MED	5 Min.	3-4 Min.
Hot Dogs	MED-HI	5 Min.	5 Min.
Buns	MED-HI	3 Min.	Total
French Toast	MED	3 Min.	2-3 Min.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

To put meat on spit



1. Put fork on the spit pointing away from the handle.
2. Push spit through meat so the weight is balanced around the center.
3. Put the second fork on the spit pointing toward the meat.
4. Push both forks into the meat and tighten the thumbscrews.



5. Push the pointed end of the spit all the way into the motor socket.
6. Put the handle end of the spit into the rack slot.
7. Plug in and turn on the rotisserie motor. Turn on the Grill Module. See chart below for suggested cooking times.

Approximate minimum rotisserie cooking times

No preheat required.

Food	Control Setting	Minutes / Pound*	Internal Temperature
Beef Roast** Well-done	HI	45 Total	170° F
Pork Loin Roast**	MED-HI	65 Total	185° F
Leg of Lamb	HI	45 Total	180° F
Chicken, med.	HI	120 Total	190° F
Cornish Game Hen	MED-HI	60 Total	190° F

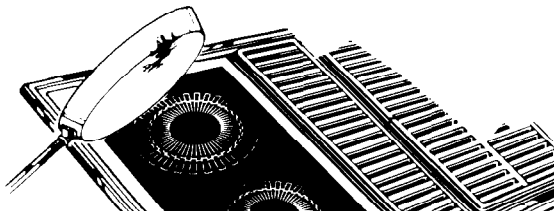
*Be sure grills are removed during rotissing.

**Roasts of approximately 3-3½ pounds are the most suitable for rotissing. Larger roasts will greatly increase cooking times.

8. 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.

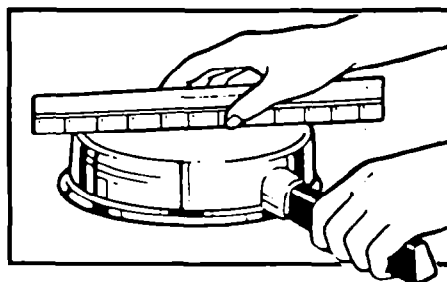
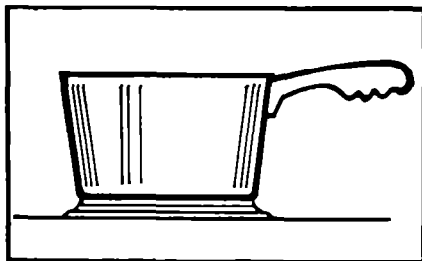


Cooking...

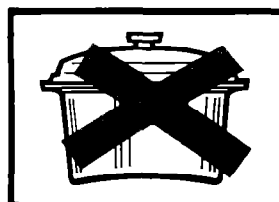
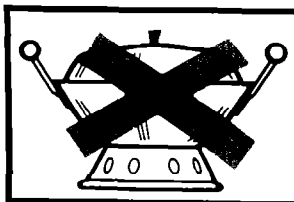
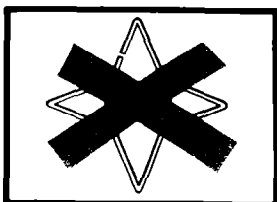
The glass will take longer to heat up than a regular surface unit. It will also take longer to cool down. Turn off the unit a few minutes before you are finished cooking.

- 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 16 for cleaning and caring suggestions.

9. Cookware



Pans should be the same size or larger than the elements to prevent boilovers 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 bottoms.** See illustrations below.



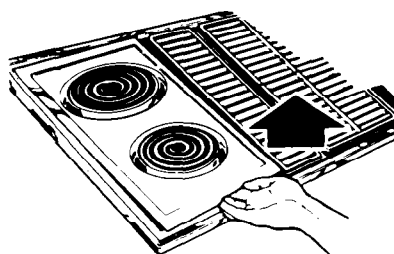
Changing cooktop modules

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

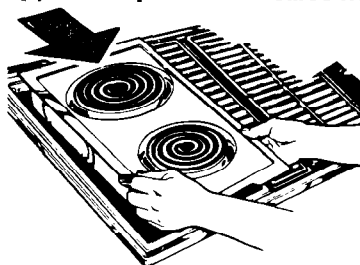
WARNING: To avoid burns and possible electric shock, first make sure all controls are OFF and the modules are COOL before removing or replacing them.

Coil element, solid element and smoothtop modules

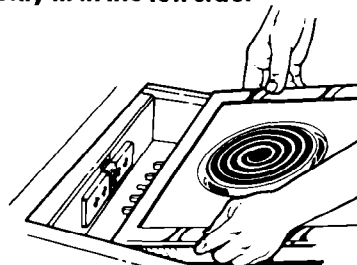
NOTE: On the RC8920XRH cooktop, these optional modules will only fit in the left side.



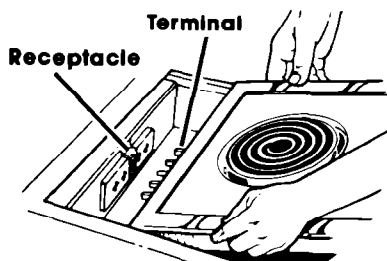
1. To remove, lift slightly by the handle.



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



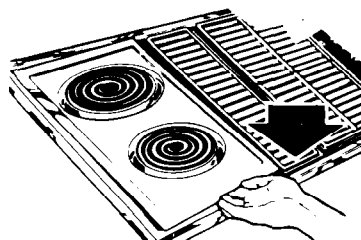
3. Lift out and set aside.



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.

Accessory canning kit (Part no. 242905)

To be used with coil element modules only.

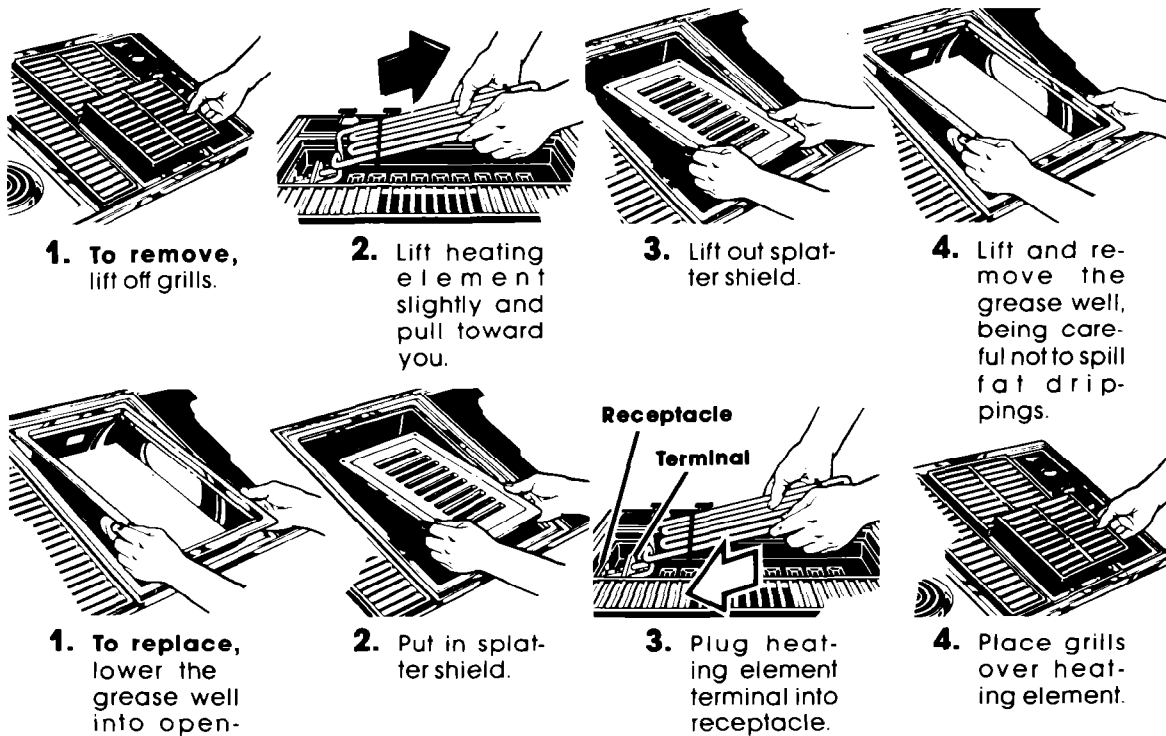
The large diameter of most water-bath or pressure canners combined with high heat settings for long periods of time can shorten the life of regular surface units and cause damage to the cooktop.

If you plan to use the cooktop for canning, we recommend the installation of a Canning Kit. The kit includes one heavy duty 8" surface unit and necessary switches. Order the kit from your Whirlpool Dealer or Tech-Care Service Company.

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.

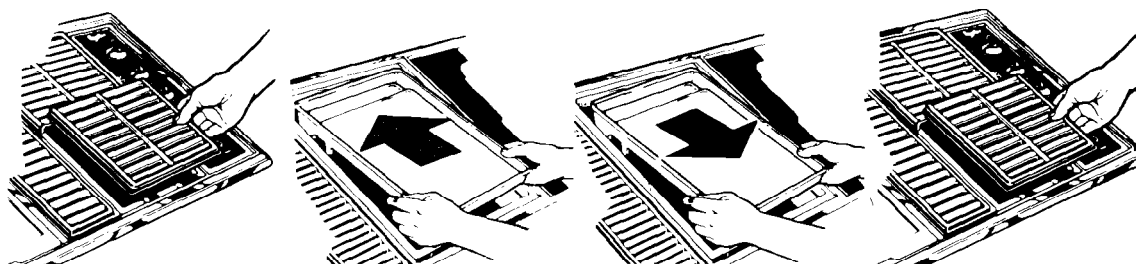


All grill parts must be cleaned after each use to avoid excessive smoke, flare-ups, fat spillage and odors. See page 17.

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**.

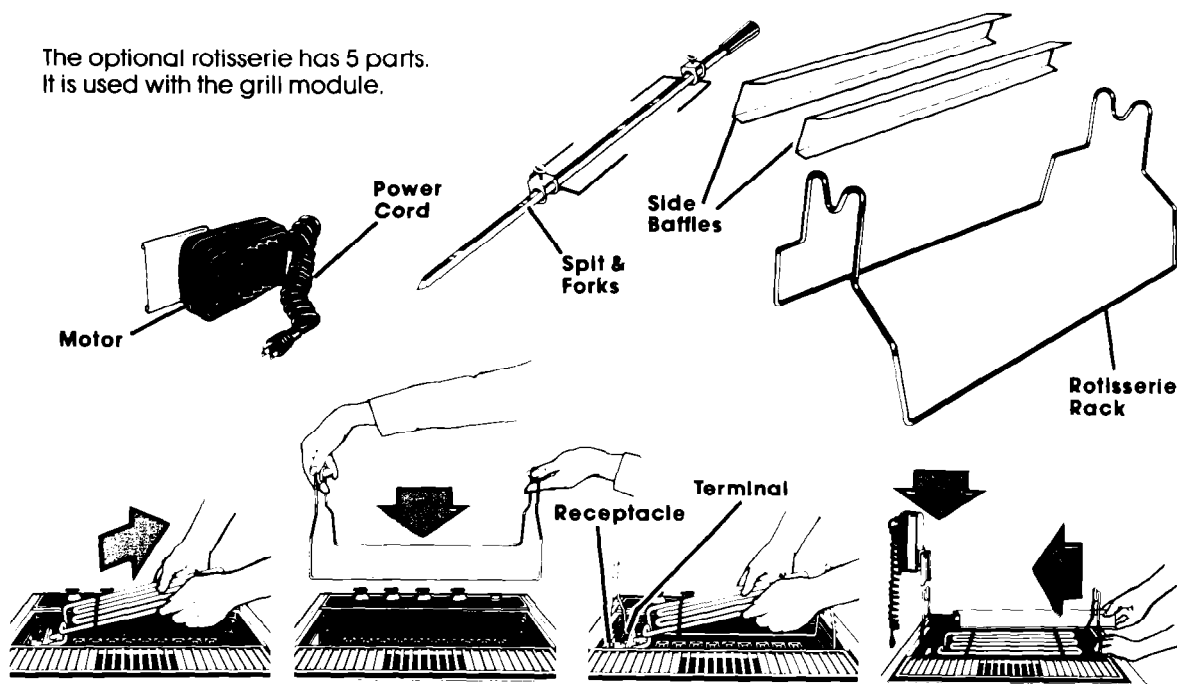


1. To install, remove the grills.
2. Slide the griddle into place with drain slot at rear.
1. To remove, lift front slightly by both front corners and set aside.
Note: Make sure griddle is cool before removing.
2. Replace the grills.

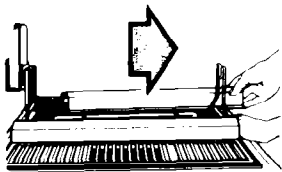
Optional rotisserie

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

The optional rotisserie has 5 parts.
It is used with the grill module.



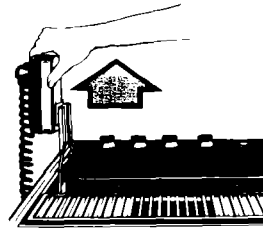
1. To install, remove the grills.
2. Lift and pull out the heating element.
3. Set in rotisserie rack.
4. Plug in the heating element.
5. Lift grease well slightly and slide side baffles into place.
6. Install rotisserie motor as shown.



1. To remove, slide out the side baffles.



2. Lift and pull out the heating element. **Note:** Make sure element is completely cool before removing.



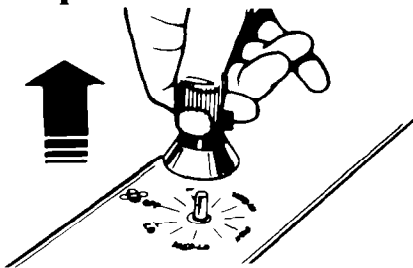
3. Remove motor and rotisserie rack and set aside.



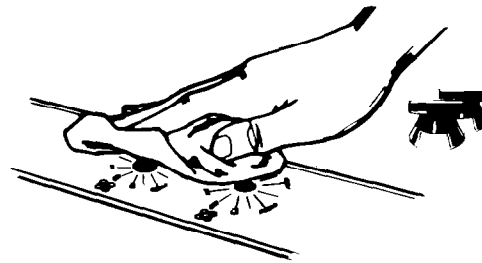
4. Plug in the heating element.
5. Replace grills over heating element.

Cleaning and caring for your cooktop

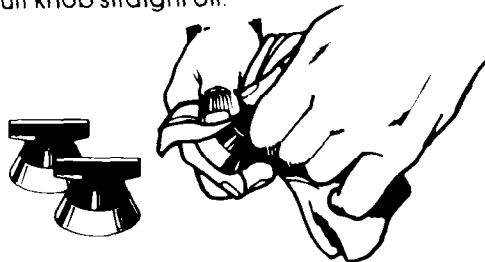
Control panel and knobs



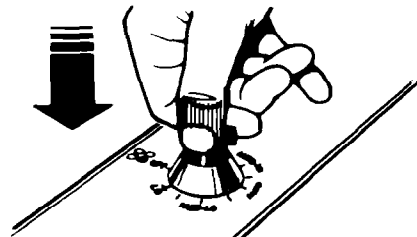
1. First make sure knobs are set on OFF then pull knob straight off.



2. Use warm soapy water and a soft cloth to wipe the panel. Rinse and wipe dry.



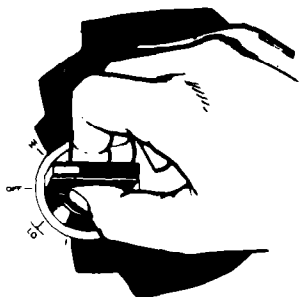
3. Wash knobs in warm soapy water. Rinse well and dry.



4. Push the knobs straight back on. Make sure they point to OFF.

Coil elements and reflector bowls

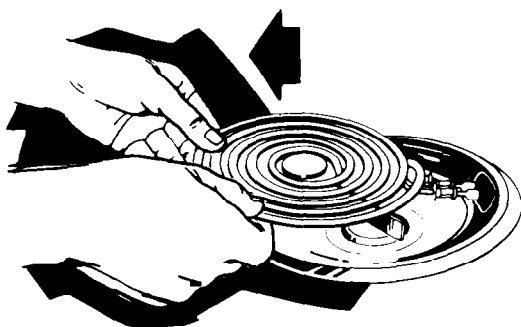
Removing



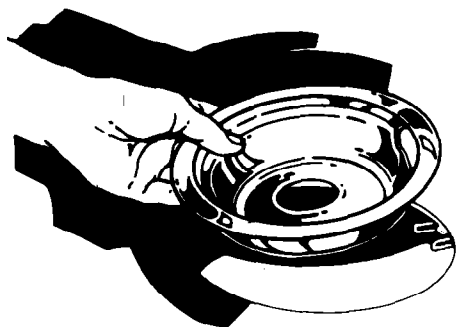
1. Be sure controls are OFF and elements are COOL.



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



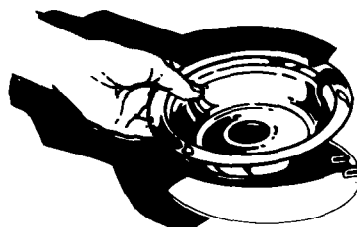
3. Pull the coil element straight away from the receptacle.



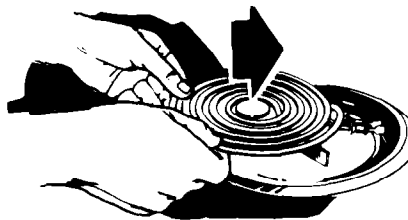
4. Lift out the reflector bowl.

Replacing

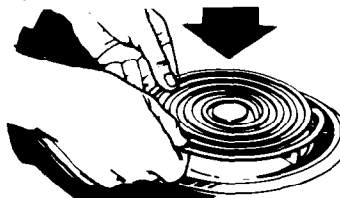
1. Be sure coil elements are OFF.



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.

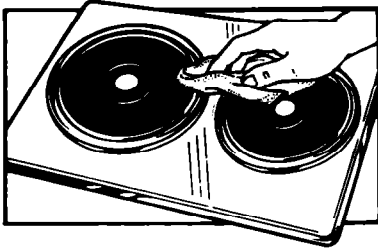
Reflector bowls reflect heat back to the utensils on the coil elements. They also help catch spills. When they are kept clean, they reflect heat better and look new longer.

If a reflector bowl gets discolored, some of the utensils used 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.

WARNING – DO NOT LINE REFLECTOR BOWLS WITH FOIL. Use of foil can cause shock or fire hazard.

Solid elements

WARNING: Elements will 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.



Solid elements are not removable. After each use, wipe off the elements with a damp, soft cloth and soapy water. Burned-on food may be removed with a soapy scouring pad. The red spot in the center of the elements will gradually wash off. This is normal and will not affect the operation of the elements.

IMPORTANT: AFTER EACH CLEANING, HEAT ELEMENTS UNTIL DRY.

To darken elements or to remove rust spots caused by improper drying, apply a thin coat of salt-free oil to the COOL elements, then heat for 3-5 minutes. If elements have dark spots, the oil treatment will improve their appearance but will not eliminate the spots.

The stainless steel spillrings will gradually yellow from the heat of the elements and pans. This is normal. The yellowing can be removed by using stainless steel cleaner on the spillrings.

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 spillovers. 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 18.

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	Heating Element Do not clean.	• Soil burns off. • Do not put in water.
	Reflector Bowls Warm soapy water and plastic scouring pad or dishwasher.	• Wash, rinse and dry well. • Do not use metal scouring pads or harsh cleansers.
Grill Module	Grill Warm soapy water and plastic scouring pad.	• Wash, rinse and dry well. • Do not use metal scouring pads or harsh cleansers.
	Heating Element Do not clean.	• Soil burns off. • Do not put in water.
	Splatter Shield Warm soapy water and a soft cloth.	• Wash, rinse and dry well. • Use plastic scouring pads for stubborn areas.
	Grease Well and Frame Warm soapy water and plastic scouring pad.	• Wash, rinse and dry well. • Clean after each use. • Dishwasher safe.
Solid Element Module	Heat Element Warm soapy water and a soft cloth. Soapy scouring pad.	• Clean after each use. • Scrub off burned on food. After each cleaning, heat elements until dry.
	Damp, soft cloth and salt-free oil.	• To darken elements or to remove rust spots, apply thin coat of oil to the COOL elements. • Heat for 3-5 minutes. • Oil treatment will improve appearance or dark spots, but not eliminate them.
	Spillings Damp, soft cloth and stainless steel cleaner.	• Scrub stainless steel spillings with cleaner to remove yellowing.
Griddle Module	Warm soapy water and a soft cloth; plastic scouring pad.	• Clean after each use. • Wash, rinse and dry well. • Do not use metal scouring pads or harsh cleansers. • Use plastic scouring pads if needed.
Rotisserie	Rack and Spit Warm soapy water and plastic scouring pad.	• Wash, rinse and dry well. • Clean after each use.
	Motor Warm soapy water and a soft cloth.	• Do not put in water. • Unplug before cleaning. • Wipe clean after each use.

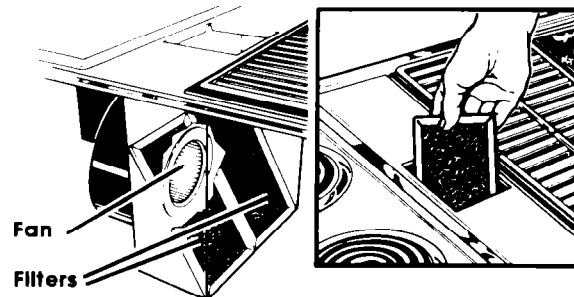
continued on next page

PART	WHAT TO USE	HOW TO CLEAN
Smoothtop Module	Stain cleaning Vinegar and clean paper towel.	• Do not soak in water. • Soak paper towel with vinegar. Rub soiled area. For stubborn soils, 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. • Carefully scrape off the soiled area, then use the above cleaning method.
 Single-edge razor blade in a holder for a very thick soil.		
WARNING: DO NOT USE OVEN CLEANERS, BLEACHES OR RUST STAIN REMOVERS.		
Area Under Modules	Warm soapy water and a soft cloth.	• Wash, rinse and dry well. • Do not pour water into the area. • Do not drip water into receptacles.
Control Panel	Warm soapy water or spray glass cleaner.	• Wash, rinse and dry well. • Follow directions provided with cleaner.
Control Knobs	Warm soapy water and a soft bristle brush.	• 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 four 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 7?
- 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 spillings are yellowing:

- Use stainless steel cleaner 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:

Continental U.S. (800) 253-1301

Michigan (800) 632-2243

Alaska & Hawaii (800) 253-1121

and talk with one of our trained Consultants. The Consultant can instruct you on 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	999-9999	XYZ SERVICE CO 123 MAPLE
	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. Robert Stanley
Division Vice President
Whirlpool Corporation
2000 US-33, North
Benton Harbor, MI 49022

*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.



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