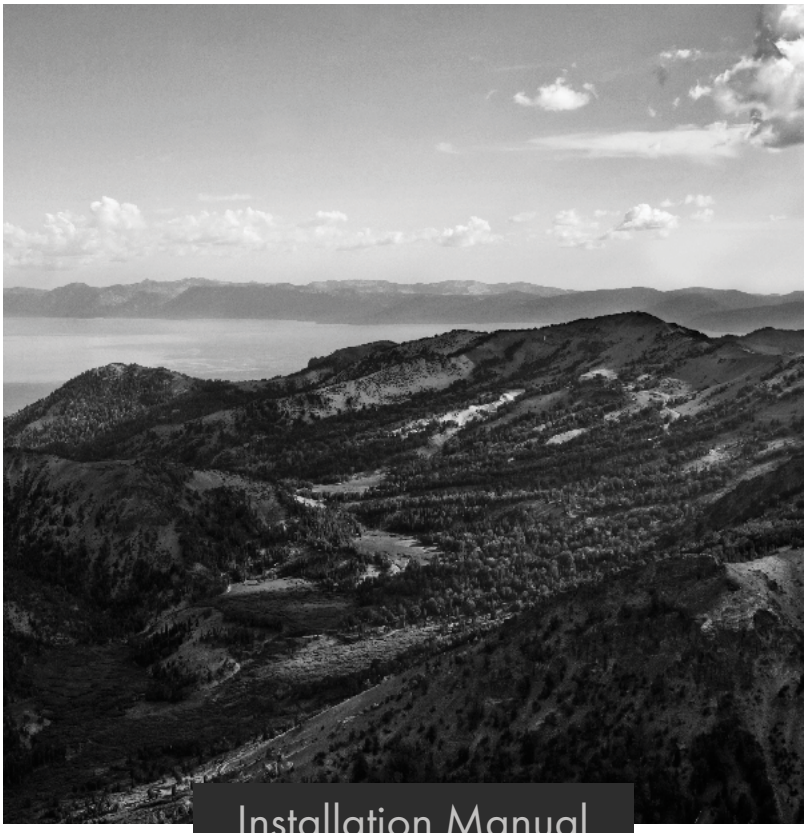
ZLINE

ATTAINABLE **LUXURY®**



Installation Manual

DROP-IN COOKTOPS
RC MODELS

www.zlinekitchen.com



ZLINE Kitchen and Bath provides Attainable Luxury, where the kitchen and bath of your dreams is never out of reach. Through our unique designs and unparalleled quality, we're dedicated to providing you an elevated experience in the heart of your home. With an endless selection of features and finishes, our inspiration is your reality.

ZLINE
ATTAINABLE **LUXURY**®



ZLINE is fueled by a passion for innovation; A relentless pursuit of bringing the highest end luxury designs and professional features into everyone's homes.

Because we continually strive to improve our products, we may change specifications and designs without prior notice.

Scan the QR code to view the most up-to-date version of the Installation Manual and User Manual.

⚠ WARNING: This product can expose you to chemicals including nickel, which is known to the State of California to cause cancer. For more information, go to www.P65Warnings.ca.gov.

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IMPORTANT SAFETY INSTRUCTIONS

GAS SAFETY



WARNING: If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- WHAT TO DO IF YOU SMELL GAS
  - Do not try to light any appliance.
  - Do not touch any electrical switch.
  - Do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency or the gas supplier.



WARNING:

- Never Operate the Top Surface Cooking Section of this Appliance Unattended
- Failure to follow this warning statement could result in fire, explosion, or burn hazard that could cause property damage, personal injury, or death.
- If a fire should occur, keep away from the appliance and immediately call your fire department. DO NOT ATTEMPT TO EXTINGUISH AN OIL/GREASE FIRE WITH WATER.

IMPORTANT SAFETY INSTRUCTIONS



WARNING **If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury, or death.**

- Before beginning installation, please read and follow these important instructions for the safety of your home and the people living in it.
- The manufacturer will not be responsible for any damage to property or to persons caused by incorrect installation, improper use of the appliance, or failure to heed the warnings listed.
- The manufacturer reserves the right to make changes to its products when considered necessary and useful, without affecting the essential safety and operating characteristics.
- This appliance has been designed for non-commercial, domestic use only.
- Please observe all local, state, and national codes and ordinances. Please ensure the range/drop-in cooktop is properly grounded. The plug should always be accessible. Installation must conform with local codes, or in the absence of codes, the National Fuel Gas Code ANSI Z223.1/NFPA 54.
- The installer should leave these instructions with the consumer who should retain for local inspectors' use and for future reference. Electrical installation must be in accordance with the National Electrical Code ANSI/NPA70-latest edition and/or local codes.
- In Massachusetts: Installation must be performed by a "Massachusetts" licensed plumber or gasfitter. A T-handle type manual gas valve must be installed in the gas line connected to this appliance.
- In Canada: Installation must be in accordance with the current CAN/CGA-fe 149.1 natural gas installation code or CAN/CGA-B 149.2 propane installation code and/or local codes. Electrical installation must be in accordance with the current CSA C22.1 Canadian electrical codes Part 1 and/or local codes.
- The installation of appliance designed for manufactured (mobile) home installation must conform with the Manufactured Home Construction and Safety Standard, Title 24CFR, Part 3280 [formerly the Federal Standard for Mobile Home Construction and Safety, Title 24, HUD (Part280)] or with local codes where applicable.
- Installation of any gas-fired equipment should be made by a licensed plumber. A manual gas shut-off valve must be installed in the gas supply line for safety and ease of service.

IMPORTANT SAFETY INFORMATION



WARNING

An air curtain or other overhead range/range top hood, which operates by blowing downward airflow onto the drop-in cooktop, shall not be used/ installed in conjunction with this gas drop-in cooktop.

- Please ensure that the altitude of your home is conducive for the use of gas cooking products. If the product is installed at higher altitudes above sea level, you may experience issues with gas pressure that will affect product performance. Please consult your local gas company for recommendations before purchasing or installing.
- Do not store or use gasoline or any other flammable substances in the vicinity of this or any other appliance.
- NEVER use this appliance as a space heater to heat or warm the room. Doing so may result in carbon monoxide poisoning.
- NEVER cover any slots, holes, or passages. Doing so blocks air flow and may cause carbon monoxide poisoning. Aluminum foil linings may also trap heat, causing a fire hazard.
- If a gas leak is detected, refer to the "WHAT TO DO IF YOU SMELL GAS" alert on page 1.
- Installation and service on this product must be performed by a qualified installer, servicer, or gas supplier.
- Know how to shut off gas supply at the meter and disconnect the electrical power to the appliance at the circuit breaker or fuse box in case of an emergency. Installers should also show appliance owners the location of the appliance gas shut-off valve and how to shut it off if necessary.
- If the appliance is located near a window, NEVER hang long curtains or paper blinds on that window. They could blow over the surface burners and ignite, potentially causing a fire hazard.
- Keep the appliance area clear and free from combustible materials, gasoline, and other flammable vapors and liquids.

BEFORE INSTALLATION

PARTS PROVIDED

- Adhesive sealing strips (4) - see page 8
- Connector brackets (5 for RC30 series, 6 for RC36 series) - see page 8
- Bracket screws (5 for RC30 series, 6 for RC36 series) - see page 8

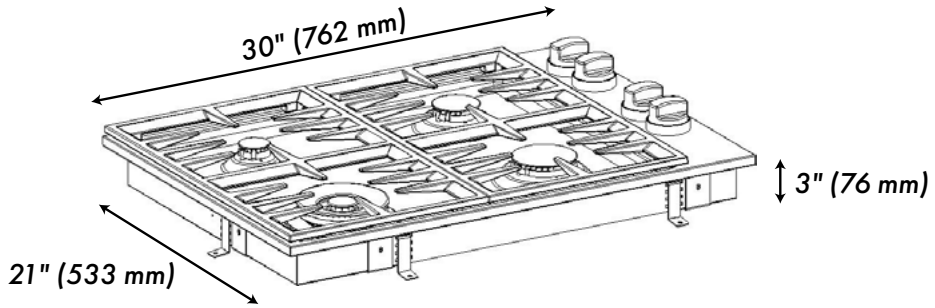
TOOLS NEEDED

- Phillips-head screwdriver - see page 8
- Scissors - see page 8

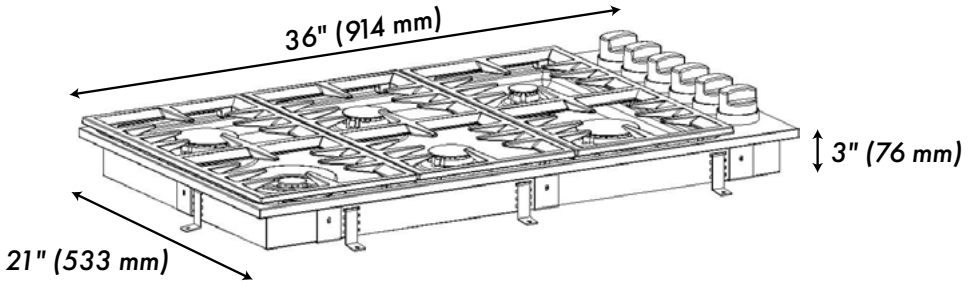
BEFORE INSTALLATION

TECHNICAL PRODUCT DIMENSIONS

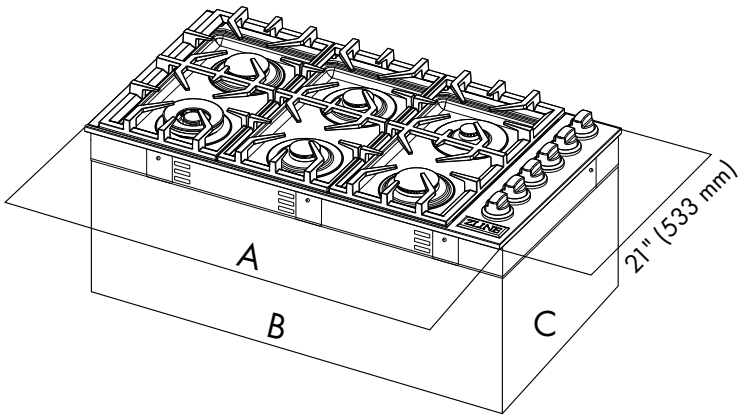
RC30 SERIES

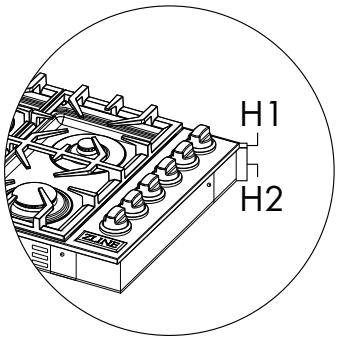


RC36 SERIES



PRODUCT AND RECESS DIMENSIONS

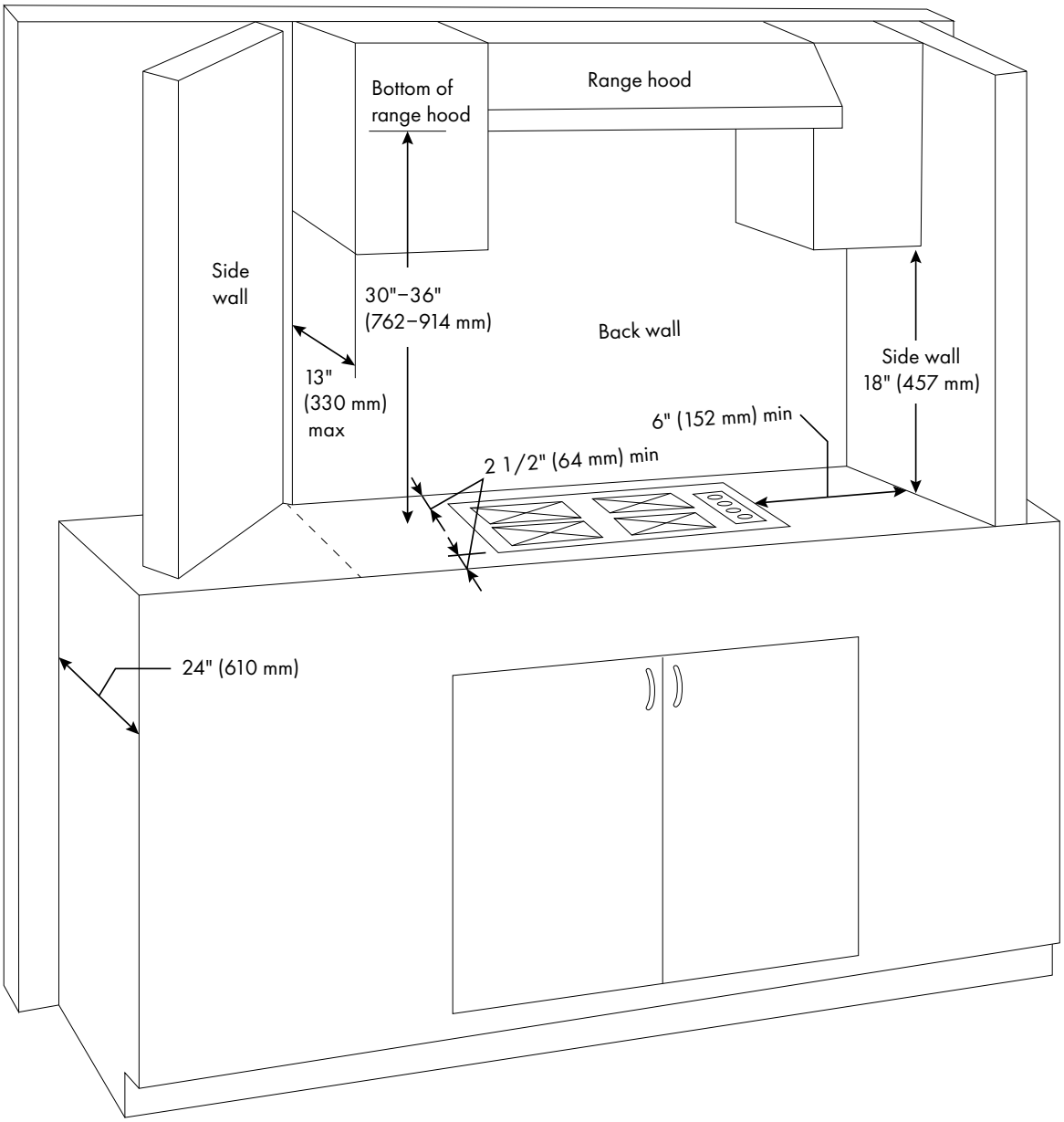




PRODUCT AND RECESS DIMENSIONS					
MODEL	A	B	C	H1	H2
RC30 series	30" (762 mm)	28 3/4" (730 mm)	19 1/2" (495 mm)	1/2" (13 mm)	2 1/2" (64 mm)
RC36 series	36" (914 mm)	34 1/2" (876 mm)	19 1/2" (495 mm)	1/2" (13 mm)	2 1/2" (64 mm)

BEFORE INSTALLATION

CABINET CLEARANCES

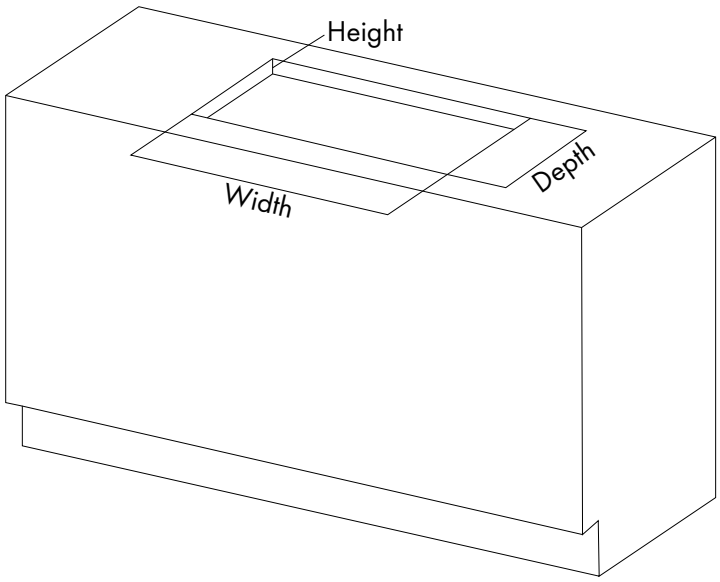


NOTES:

- The dimensions in the diagram above represent minimum clearance to combustible surfaces; no combustible materials are to be located within these areas.
- Since kitchen layouts vary, ZLINE recommends consulting with a professional installer to verify cabinet dimensions, as well as electrical and gas connections, before installing the appliance.

BEFORE INSTALLATION

CUTOUT DIMENSIONS



CUTOUT DIMENSIONS					
	WIDTH		DEPTH		Height
MODEL	MIN	MAX	MIN	MAX	MIN
RC30 series	29" (737 mm)	29 1/2" (749 mm)	19 3/4" (502 mm)	20 1/2" (521 mm)	2 1/2" (64 mm)
RC36 series	34 3/4" (883 mm)	35 1/2" (902 mm)	19 3/4" (502 mm)	20 1/2" (521 mm)	2 1/2" (64 mm)

NOTES:

- For cutout width and depth, installers must adhere to the minimum and maximum range in order for the unit to properly be secured so the top lip of the cooktop rests on the countertop. Be sure to carefully consider these critical dimensions before making an opening in the top surface of your countertop.
- For height, the minimum of 2 1/2" (51 mm) is provided to ensure the unit's bottom recess can fully fit in the cutout below. Installers may have additional cutout space below if they wish.
- While there is no space requirement between the bottom of the drop-in cooktop and combustible surfaces below since the appliance doesn't require ventilation or pull air from the bottom, we recommend a minimum of 1/2" (13 mm).

INSTALLATION

ATTACHING THE DROP-IN COOKTOP

To prevent liquids from accidentally leaking into the underlying storage space, the appliance is equipped with special adhesive sealing strips.

1. Lay out the protective sealing strips along the edges of the opening in the countertop and carefully unpeel the protective stickers while overlapping each strip end (see Figure 1).
2. Use scissors to cut off overlapping edges to ensure the strips are flush at each corner.
3. Insert the drop-in cooktop into the countertop opening and firmly press the top lip of the appliance into place on the sealing strips.
4. The appliance comes with connector brackets and long screws (5 each for RC30 series, 6 for RC36 series). Slide each bracket into the slots on the front and back of the unit, making sure to use the same mounting location to ensure the drop-in cooktop is level (see Figure 2). Mounting location will depend on how deep your cut-out is.
5. Once brackets are inserted properly, tighten each screw by hand so they contact the countertop above and ensure every connection is snug. Then tighten with a Phillips-head screwdriver to secure the unit (see Figure 3).
6. If necessary, trim any part of the sealing strips that may still extend beyond the drop-in cooktop base.

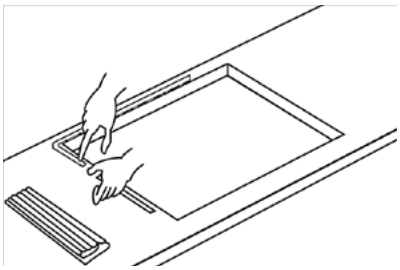


Figure 1

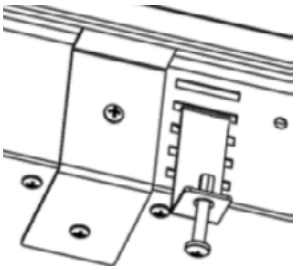


Figure 2

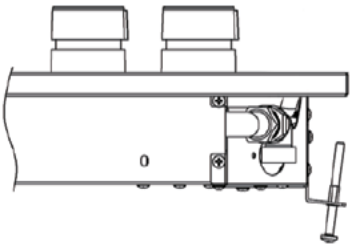


Figure 3

Scan to follow along with a video.

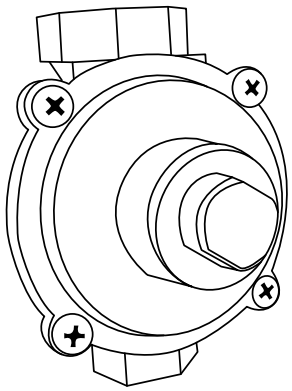
INSTALLATION

GAS SUPPLY

- This appliance shall only be installed by an authorized professional.
- If local codes permit, a flexible metal appliance connection with the new AGA or CGA certified design, 3/4" (19 mm), is recommended for connecting this appliance to the gas supply line. DO NOT bend or damage the flexible connector when moving the appliance.
- This appliance must be used with the pressure regulator provided (see below). The regulator must be properly installed in order to be accessible when the appliance is installed in its final location. The pressure regulator must be set for the type of gas to be used. The pressure regulator has 1/2" (13 mm) connection female pipe thread. The appropriate fitting must be determined based on the size of your gas supply line, the flexible metal connector, and the shut-off valve.
- The appliance must be isolated from the gas supply piping system by closing its individual manual shut-off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 PSI (3.4 kPa).
- All opening holes in the wall and floor, back and under the appliance shall be sealed before installation of the appliance.
- A manual valve shall be installed in an accessible location in the gas line external to the appliance for the purpose of turning on and shutting off the gas to the appliance.

WARNING **Do not use aerosol sprays in the vicinity of this appliance while it is hot.**

Pressure Regulator



INSTALLATION

ROOM VENTILATION

An exhaust fan may be used with the appliance; in each case it shall be installed in conformity with the appropriate national and local standards. Exhaust hood operation may affect other vented appliances; in each case it shall be installed in conformity with the appropriate national and local standards.

TYPE OF GAS

This appliance is shipped from the factory for use with natural gas. For use with liquid propane gas, please follow the conversion procedure described on pages 17–21. A step by step conversion procedure is also included with each set of liquid propane gas orifices.

GAS PRESSURE

- The maximum inlet gas supply pressure incoming to the gas appliance pressure regulator is 1/2 PSI.
- The minimum gas supply pressure for checking the regulator setting shall be at least 1" W.C.P. (0.25 kPa) above the inlet specified manifold pressure to the appliance. This operating pressure is 4" W.C.P. (1 kPa) for natural gas and 10" W.C.P. (2.5 kPa) for liquid propane gas.
- Gas drop-in cooktop requires 6" (152 mm) minimum side wall spacing above the counter height for proper combustion. Please review specific model installation instructions for required dimensions; 30" to 36" (762 mm to 914 mm) between the drop-in cooktop and bottom of the range hood above, 1/4" (6 mm) for sides below countertop height.

NOTE: Please consult your local building codes for variations with installation.

INSTALLATION

GAS CONNECTION

- All gas connections must comply with national and local codes. The gas supply line (service) must be the same size or greater than the inlet line of the appliance. This drop-in cooktop uses a 1/2" NPT (13 mm) inlet. Use appropriate sealant on all pipe joints that are resistant to gas.
- This drop-in cooktop can be used with natural or liquid propane gas. The drop-in cooktop is shipped from the factory for use with natural gas.
- For liquid propane gas household installation, the appliance must be converted by a factory-trained professional, or qualified licensed plumber or gas service company.
- Gas conversion is important for safe and effective use of the appliance. It is the responsibility of the owner of the drop-in cooktop to perform the appropriate gas conversion following the directions of the manufacturer.
- The gas conversion procedure is described in this manual and in the package containing the conversion orifices shipped with every drop-in cooktop.
- Please provide the service person with this manual before work is started on the drop-in cooktop.



WARNING

DO NOT use an open flame when checking for leaks.

NOTE: Leak testing of the appliance shall be conducted according to the manufacturer's instructions. Always check for leaks with a soapy water solution or other acceptable method. Check for gas leakage on all gas connections between inlet gas pipes of the appliance, the gas regulator, and the manual shut-off valve. Bubbles will form with a soapy water solution if there is a leak.

INSTALLATION

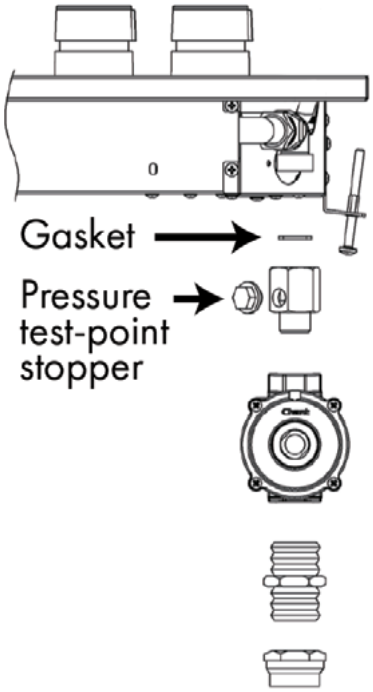


Figure 1

For gas inlet position of the appliance refer to Figures 1 and 2. After installing the gas supply and making all connections check thoroughly for possible leaks. Turn all control knobs on the unit to OFF position. Open the valve on the gas supply. Using a soap and water solution check each gas connection one at a time by brushing the solution over the connection. Presence of bubbles will indicate a leak. Tighten the fitting and re-check for leaks. If it is not possible to correct the leak, replace fitting. Under no circumstances use matches or flame for checking leaks. It is essential that the gasket and the pressure test point stopper are properly installed to avoid gas leakage; see page 15 for installation details.

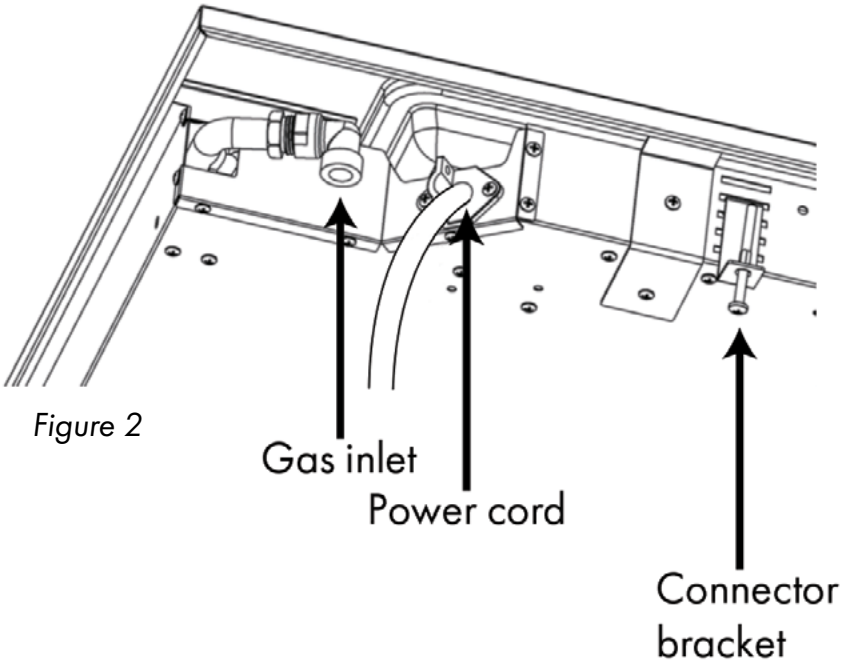


Figure 2

INSTALLATION

OPTIONAL TEST to check inlet pressure of the appliance:

- Disconnect electric power before checking pressure.
- Take off one of the gas burner caps and the relative flame spreader in order to get access to the burner orifice.
- Place the pressure detector directly on the burner orifice, then open the relative burner knob at maximum position keeping it pressed, then measure the outlet pressure from the burner orifice.
- Once pressure is checked, replace the burner cap and flame spreader in the correct and original position and re-connect electric power to the appliance.

- Turn on appliance control knob and light each burner. Check for a clear blue flame without yellow tipping. If burners show any abnormalities check that they are installed properly and in line with the with the appropriate natural gas or liquid propane orifice (see page 17 for details on gas conversion).
- Sometimes, the burners will not ignite immediately and seem to 'blow' slightly when they do ignite. This usually is due to air in the gas lines, which will clear itself within seconds.
- If after following the instructions given, satisfactory performance cannot be obtained, contact the local gas authority for advice and assistance.

Scan to follow along with a video.

INSTALLATION

ELECTRICAL CONNECTION

The appliance shall be connected to a single phase electric line rated at 110-120VAC and 60HZ frequency. The true voltage in most homes is usually within this rating.

ELECTRIC POWER RATING

120V / 60HZ / 15A

ELECTRICAL GROUNDING

Our gas drop-in cooktop is equipped with a three-prong plug for your protection against shock hazard and should be plugged directly into a properly grounded receptacle. Do not cut or remove the prong from this plug.



WARNING **Disconnect electrical power at the circuit breaker box or fuse box before installing the appliance. Provide appropriate ground for the appliance. Use copper conductors only.**

INSTALLATION

MANUAL SHUT-OFF VALVE

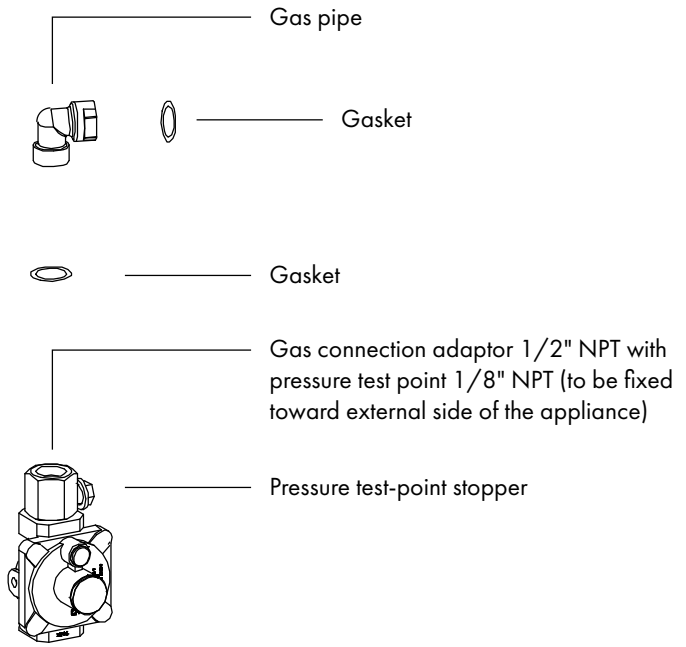
- This valve is not shipped with the appliance and must be provided by the installer.
- The valve must be installed in the gas service line between the gas hook-up on the wall and the appliance inlet, in a position where it can be reached quickly in the event of an emergency.
- **In Massachusetts:** A T-handle type manual gas shut-off valve must be installed in the gas supply line to this appliance.

FLEXIBLE CONNECTIONS

- In case of installation with flexible couplings and/or quick-disconnect fittings, the installer must use a heavy duty, AGA design-certified commercial flexible connector of at least 1/2" (13 mm) NPT with a suitable strain relief in compliance with ANSI Z21.41 and Z21.69 standards.
- **In Massachusetts:** The unit must be installed with a 36" (914 mm) flexible gas connector.
- **In Canada:** Use CAN 1-6, 10-88 metal connectors for gas appliances and CAN 1-6.9, M79 quick disconnect devices for use with gas fuel.

PRESSURE TEST POINT STOPPER VALVE

When attaching the regulator, please use the blue gasket located within the liquid propane gas orifice box. This will need to be placed at the top inside of the threads of the regulator valve, where it connects to the gas rail manifold. If this is not installed properly, gas leaks may occur.



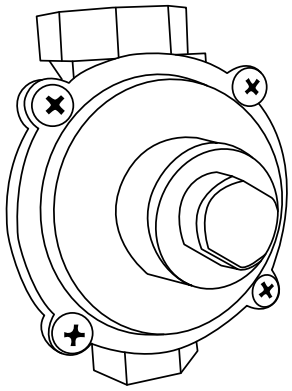
Scan to follow along with a video.

INSTALLATION

PRESSURE REGULATOR

Since service pressure may fluctuate with local demand, every gas cooking appliance must be equipped with a pressure regulator on the incoming service line for safe and efficient operation.

Pressure Regulator



- The pressure regulator shipped with the appliance has two female 1/2" (13 mm) NPT threads.
- The regulator shall be installed properly in order to be accessible when the appliance is installed in its final position.
- Manifold pressure should be checked with a manometer and comply with the values indicated below.
  - Natural gas — 4" W.C.P. (1 kPa)
  - Liquid propane gas — 10" W.C.P. (2.45 kPa)

- Incoming line pressure upstream from the regulator must be 1" W.C.P. higher than the manifold pressure in order to check the regulator.
- The regulator used on this drop-in cooktop can withstand a maximum input pressure of 1/2 PSI (13.8" W.C.P. or 3.5 kPa). If the line pressure exceeds that amount, a step down regulator is required.
- The appliance, its individual shut-off valve, and the pressure regulator must be disconnected from the gas line during any pressure testing of that system at pressures in excess of 1/2 PSI (13.8" W.C.P. or 3.5 kPa).

WARNING **Before carrying out this operation, disconnect the appliance from gas and electricity. Gas conversion shall be conducted by a factory-trained professional.**

INSTALLATION

LIQUID PROPANE CONVERSION PROCEDURE

The gas conversion procedure for this drop-in cooktop includes:

1. Pressure Regulator
2. Surface Burners
3. Flame Adjustment

The conversion is not finished if all steps are not completed. Before performing the gas conversion, locate the package containing the replacement orifices, which has a number indicating its flow diameter printed on the body. Consult the table below for matching orifices to burners.

Save the orifices removed from the appliance for future use.

LPG: Liquid Propane Gas
NG: Natural Gas

Scan to follow along with a video.

WARNING

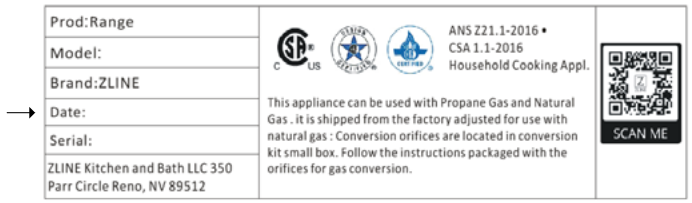
This conversion kit shall be installed by a qualified service agency in accordance with the manufacturer's instructions and all applicable codes and requirements of the authority having jurisdiction. If the information in these instructions is not followed exactly, a fire, explosion or production of carbon monoxide may result causing property damage, personal injury or loss of life. The qualified service agency is responsible for the proper installation of this kit. The installation is not proper and complete until the operation of the converted appliance is checked as specified in the manufacturer's instructions supplied with the kit.

CAUTION

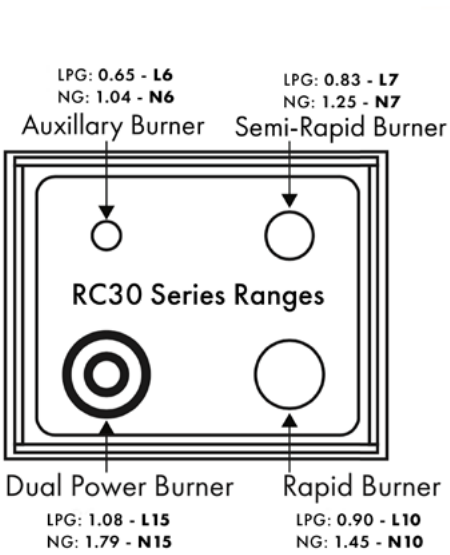
The gas supply shall be shut off prior to disconnecting the electrical power, before proceeding with the conversion.

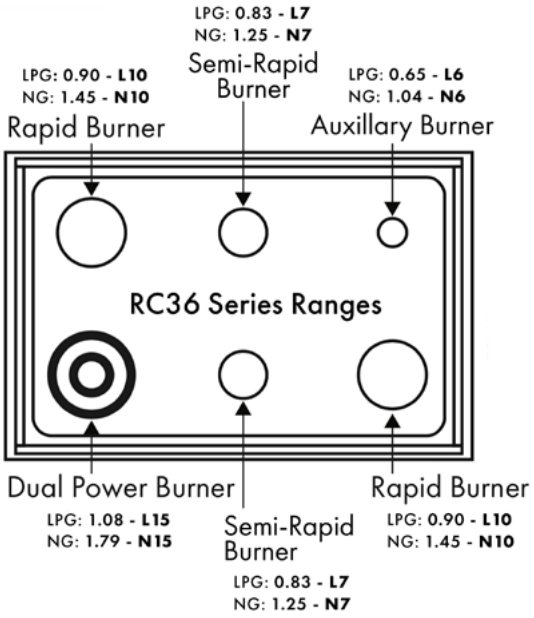
INSTALLATION

Reference the diagrams below if your drop-in cooktop was manufactured before June 2021. To check, reference the rating label on the underside of the product.

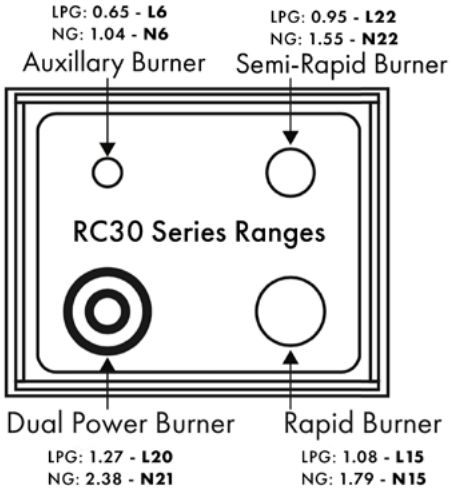


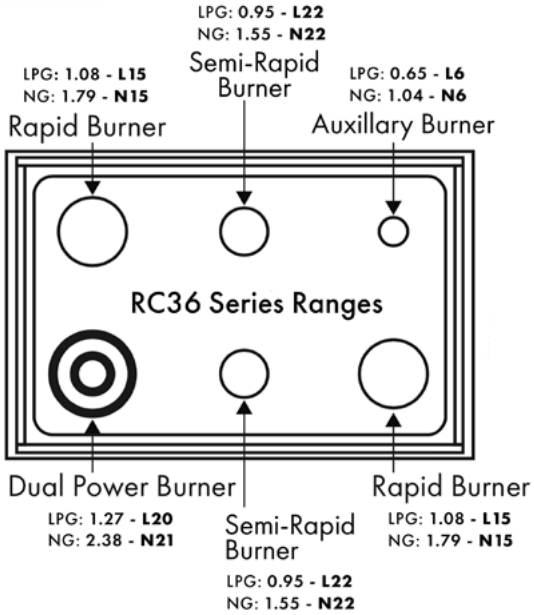
Example label





Reference the diagrams below if your drop-in cooktop was manufactured after June 2021. To check, reference the rating label on the underside of the product.





INSTALLATION

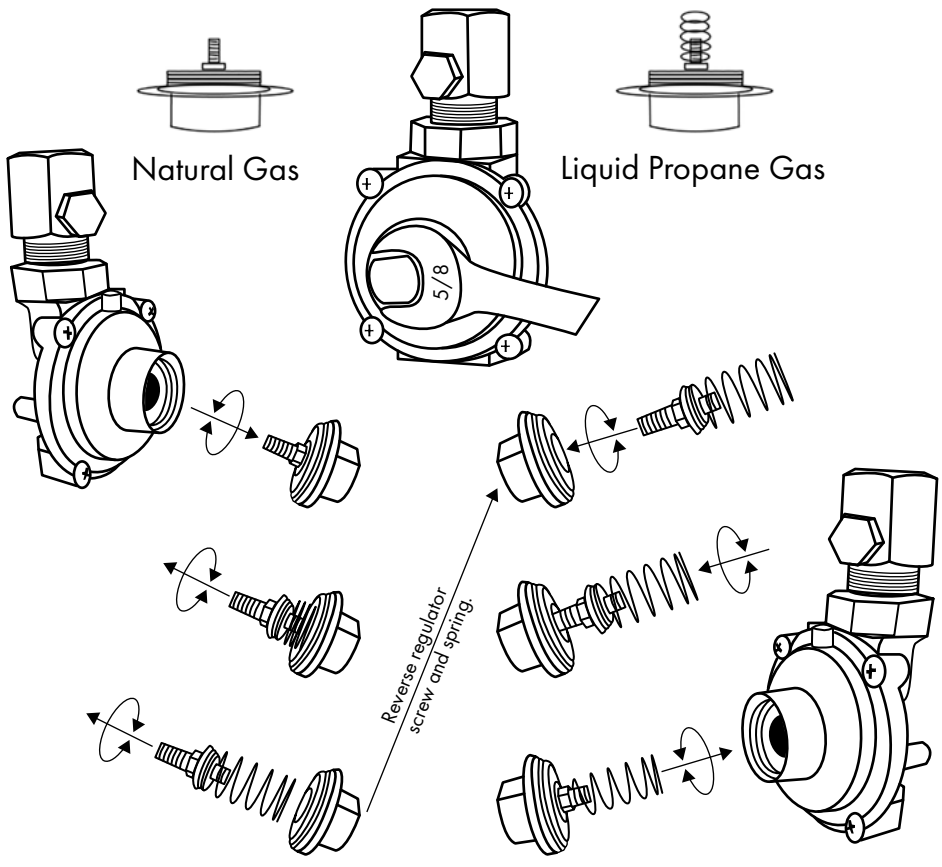
STEP 1: PRESSURE REGULATOR

The pressure regulator supplied with the appliance is a convertible type pressure regulator for use with natural gas at a nominal outlet pressure of 4" W.C.P. (1 kPa) or liquid propane gas at a nominal outlet pressure of 10" W.C.P. (2.5 kPa) and it is pre-assembled from the factory to operate with one of these gas pressures as indicated in the labels affixed on the appliance, package, and instruction booklet.

To convert the regulator for use with other liquid propane gas:

1. Unscrew the front cap of the regulator (as seen below). Inside the cap is a screw. By hand, remove the screw to reveal a spring. Invert the screw back into the cap with the spring on top.
2. With the spring sticking out of the cap, reinstall the cap back onto the regulator.
3. Using a manometer, double check pressure is at 10" W.C.P. (2.5 kPa) If you need to adjust pressure, screw or unscrew the black spacer where the spring is located.

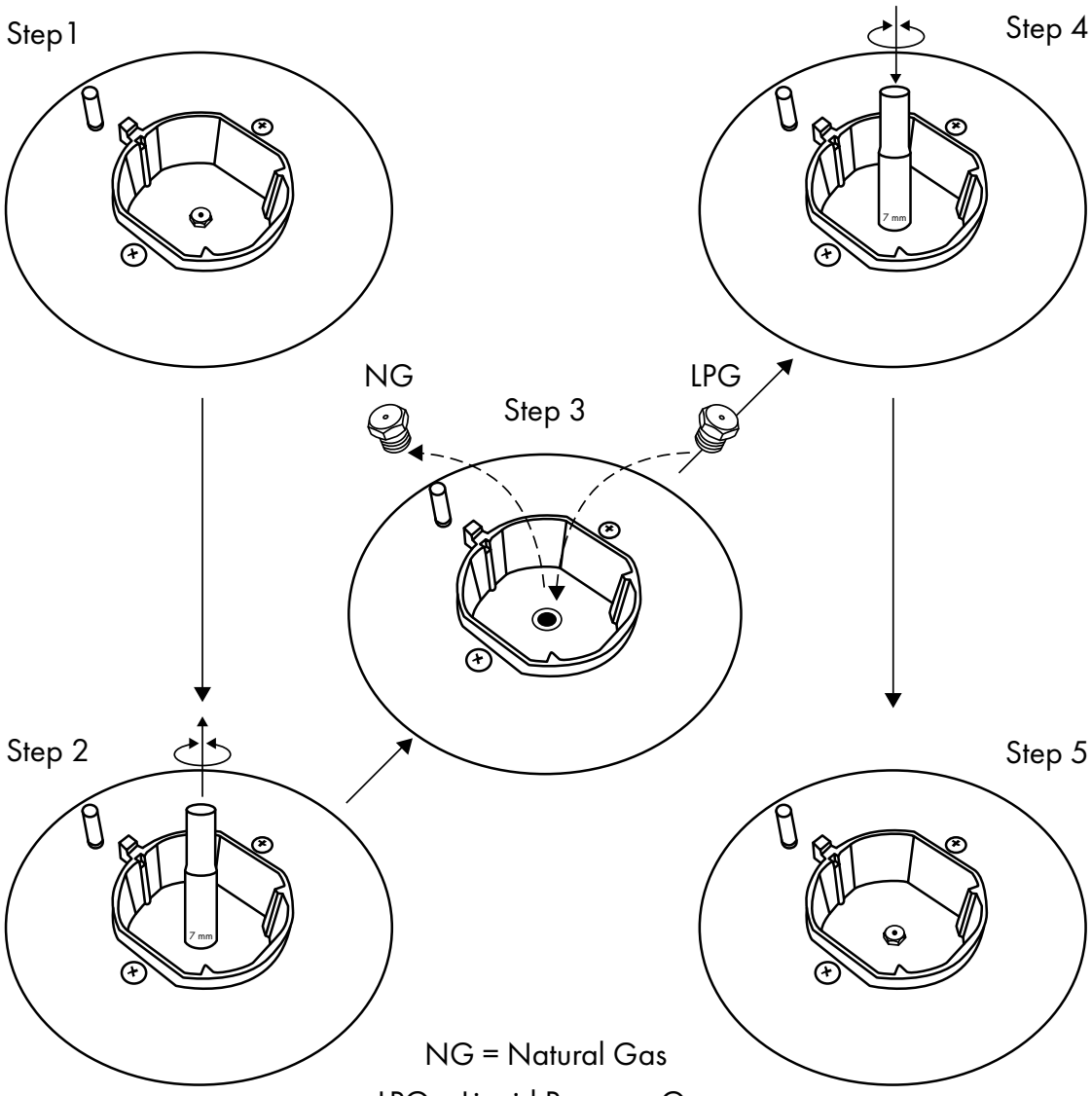
WARNING **Any issues related to improper propane conversion are NOT covered under warranty.**



INSTALLATION

STEP 2: SURFACE BURNERS

1. To replace the orifices of the surface burners, lift up the burners and unscrew the orifices shipped with the drop-in cooktop using a 7 mm socket wrench.
2. Replace orifices using the conversion set supplied with the drop-in cooktop. Each orifice has a number indicating its flow diameter printed on the body. Consult the table on page 17 for matching orifices to burners.



NG = Natural Gas
LPG = Liquid Propane Gas

NOTE: For the dual burner, the orifice is located on the side of the burner. Use a 7 mm boxed end wrench to remove and tighten.

Scan to follow along with a video.

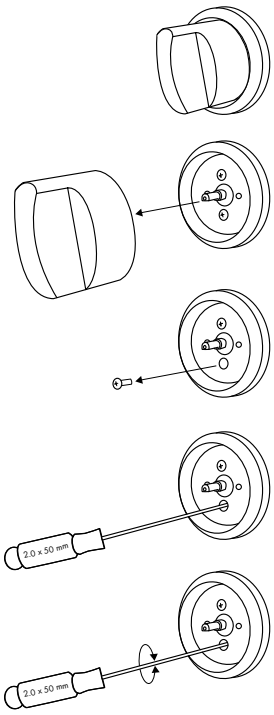
INSTALLATION

STEP 3: FLAME ADJUSTMENT

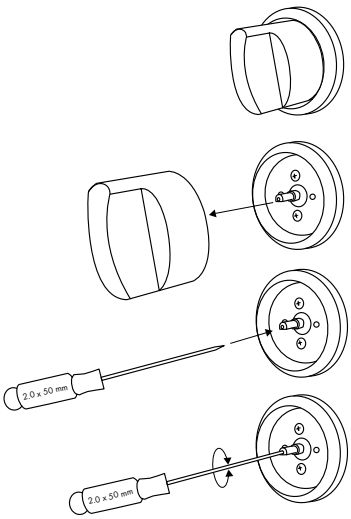
1. Light one burner at a time and set it to the MINIMUM position (small flame).
2. Remove the knob by firmly and carefully pulling it straight out.
3. The drop-in cooktop is equipped with a safety valve. Using the small flat-head screwdriver provided with this manual, locate the adjustment screw (see diagram below), hold the metal stem with one hand and turn the screwdriver to the right or left until the burner flame is adjusted to desired minimum.
4. Make sure that the flame does not go out when switching quickly from the MAXIMUM to the MINIMUM position.

The high flame setting cannot be adjusted to be lower. If the height is too high, revisit the conversion set-up. A step may have been missed.

Reference the diagrams below if your drop-in cooktop was manufactured before June 2021. To check, reference the rating label on the underside of the drop-in cooktop. Scan the QR code to follow along with a video.



Reference the diagrams below if your drop-in cooktop was manufactured after June 2021. To check, reference the rating label on the underside of the drop-in cooktop. Scan the QR code to follow along with a video.



INSTALLATION

INSTALLATION CHECKLIST

1. Does the clearance from the side cabinets comply with the manufacturer's direction?
2. Is the electricity properly grounded using the provided three-prong plug?
3. Is the gas service line connected following the directions of the manufacturer?
4. Have all the proper valves, stoppers, and gaskets been installed between the drop-in cooktop and the service line?
5. Has the gas connection been checked for leaks?
6. Has the drop-in cooktop been set up for the type of gas available in the household (liquid propane gas or natural gas)?
7. Does the flame appear sharp blue with no yellow tipping?
8. Has the minimum setting for all burners been adjusted?
9. Have the drop-in cooktop flames been adjusted to customer preference?

FINAL PREPARATION

- All stainless steel body parts should be wiped with hot, soapy water and with a stainless steel cleanser.
- If build-up occurs, do not use steel wool, abrasive cloths, cleaners, or powders. If it is necessary to scrape stainless steel to remove encrusted materials, soak with hot, wet cloths to loosen the material, and then use a wood or nylon scraper. DO NOT use a metal knife or any other metal tool to scrape stainless steel. Scratches are almost impossible to remove.

Scan the QR code to view the most up-to-date version of our Installation Manual and User Manual.

WARRANTY

COVERAGE

ZLINE Kitchen and Bath ("ZLINE") cooktops have a one year parts and service warranty and a limited lifetime warranty on burners, which includes parts and labor for spark tips.

ZLINE warranty periods begin from the original date of product delivery and solely cover the original purchaser of the product, delivered new and in its original carton. The limited warranty covers all parts and labor for necessary repairs if any part of the product, or the product itself, proves to be defective in materials or workmanship. The product must be deemed serviceable via troubleshooting with the ZLINE Customer Experience team. All service on ZLINE products under warranty must be performed by ZLINE-approved and ZLINE-certified service providers unless otherwise specified by ZLINE. Service will be provided during normal business hours. Products must be unobstructed and accessible to the service provider at the time of service. ZLINE's liability is limited to the original purchase price of the product. Additional injuries, losses, damages, or other inconveniences caused by product malfunction or defects in materials are not covered under the terms of this warranty.

TERMS

ZLINE warranties apply only to the original purchaser of a ZLINE product installed for normal residential use. This is defined as a single-family, residential dwelling in a non-commercial setting. Any warranty claim stemming from installation, operation, or any other use within a commercial setting is not covered under this limited warranty. Commercial settings include, but are not limited to: schools, churches, hotels, restaurants, vacation rentals such as Airbnb, daycare centers, private clubs, fire stations, common areas in multi-family dwellings, nursing homes, food service locations, and institutional food service locations such as hospitals or correctional facilities.

This warranty is non-transferable and will not under any circumstance be extended based on the date of installation — the warranty period takes effect from the date of delivery and only covers the original purchaser. The warranty applies only to products installed in the contiguous United States and the District of Columbia. Failure to secure certified warranty service per these terms will result in a forfeiture of the remaining warranty. Out-of-pocket payments will not be reimbursed unless prior approval is received from ZLINE and/or ZLINE-certified service contract partners. Unapproved out-of-pocket payments for service will not be reimbursed. All warranty procedures must be followed to maintain warranty coverage.

WARRANTY

If a product qualifies within the service window provided under these warranty terms, and ZLINE is unable to repair the product or a defective part of the product after a reasonable number of attempts, ZLINE reserves the right to offer to replace the defective part or the product or provide the original purchaser a full refund of the purchase price of the product (not including installation, removal, or other charges that were not included in the original purchase price).

The original purchaser of the product must provide the original proof of purchase, including the purchase date, when filing a claim to obtain replacement parts, service, or refunds. Additionally, the original purchaser of the product must provide the serial number of the product when filing a claim to obtain replacement parts, service, or refunds.

This warranty shall not apply to any ZLINE product in which the original factory serial number has been removed, altered, or cannot be readily determined for any reason. Further, ZLINE is not responsible for damage resulting from, but not limited to: shipment, delivery, or improper installation; negligence or improper maintenance, misuse, or abuse of the product; unauthorized alteration, modification, or tampering with the product; accident, fire, floods, pest infestations, pandemics, natural disasters, or any other unpreventable or unexplained acts of nature, commonly referred to as "acts of God"; flare-up fires or damages caused by improper electric supply, electrical line current, voltage, or power surges; and service to correct installation not in accordance with the instructions contained in ZLINE's product manuals and/or with local government codes.

This warranty does not apply to aesthetic damage, scratches, or natural wear caused by normal use; second-hand, open box products, or products purchased from an unauthorized retailer; improper liquid propane gas conversion or damage related to improper liquid propane gas conversion; burner flame adjustments or related complaints; corrections regarding normal adjustments or settings or local gas supply issues resulting in low pressure or other issues; damages or issues stemming from alteration or tampering with the drop-in cook top, including, but not limited to, painting any portion of the product's interior or exterior and cutting the supplied power cord to manually hardwire the product; and service for gas pressure issues related to installation at high altitudes. A high-altitude pressure regulator must be sourced by the customer.

WARRANTY

In the event service is dispatched, and it is discovered that the reported issue is not covered under warranty based on the disclaimers above, the customer will be responsible for all service fees. Failure to pay these fees will result in the forfeiture of remaining warranty coverage.

Information contained within ZLINE's installation and user manuals, in addition to product information included on ZLINE's website and all related digital listings, do not cover every possible condition and situation that may occur during the installation or operation of ZLINE products.

ZLINE reserves the right to make changes at any time to its products when considered safe, necessary, and useful. Always check the ZLINE website for the most up-to-date version of its product manuals: www.zlinekitchen.com/pages/manuals.

Do not install or operate any ZLINE product if it has missing or broken parts or if it arrives damaged due to shipping. If ZLINE products arrive damaged, contact ZLINE Customer Experience at 1-614-777-5004 for help. Failure to report a damaged appliance prior to installation or operation may void the warranty.

ZLINE disclaims responsibility for damage or injury caused by improper installation or use of any of its products. ZLINE is under no obligation, by law or otherwise, to provide concessions, including repairs, prorates, rebates, discounts, or replacements, once the warranty has expired.

SERIAL NUMBER LOCATION



Please write down the model number and serial number of your appliance. Both numbers are located on the rating tag located on the underside of the product. Do not remove permanently affixed labels, warnings, or plates from the product. This will void the warranty. You may also consider attaching your receipt or proof of purchase to this manual.

WARRANTY

SERVICE

For warranty service, please contact our Customer Service team at 1-614-777-5004 or visit www.zlinekitchen.com/contact to utilize our online Customer Experience Portal.

Scan the QR code to view the most up-to-date version of our Installation Manual and User Manual.

Need to purchase a part or accessory for your ZLINE product? Visit www.zlineparts.com, ZLINE's official parts distribution partner.

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1-614-777-5004

www.zlinekitchen.com

contact@zlinekitchen.com

ZLINE

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