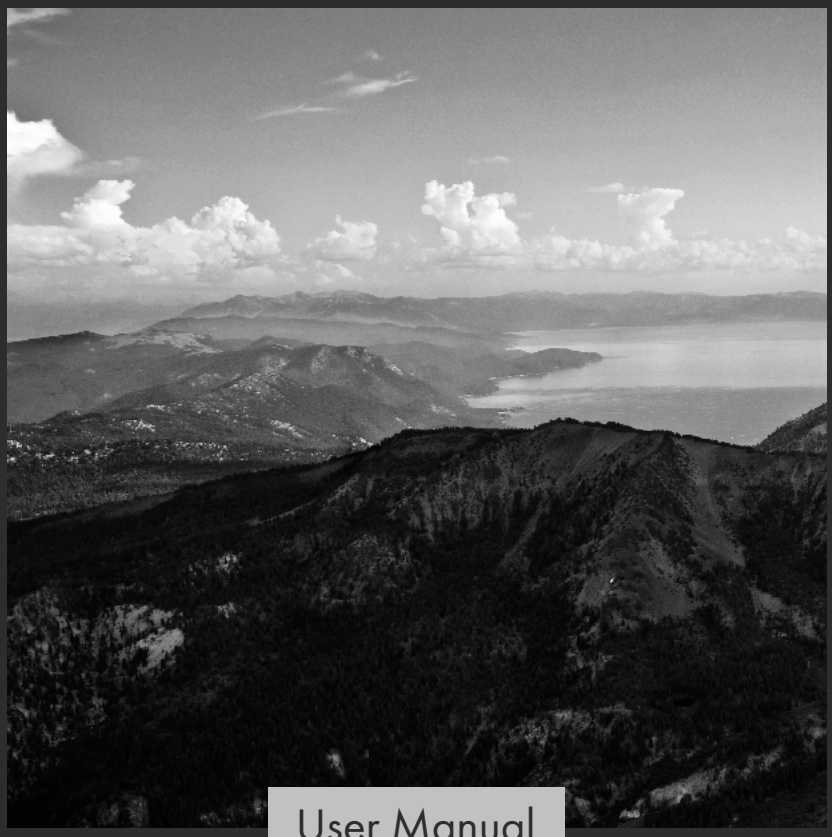
ZLINE

ATTAINABLE **LUXURY®**



User Manual

INDUCTION COOKTOP

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

GENERAL SAFETY



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.
- Installation and service must be performed by a qualified installer and/or service provider.
- The installer should leave these instructions with the consumer who should retain for local inspectors' use and for future reference.
- This appliance has been designed for non-commercial, domestic use only.
- No combustible or flammable materials or products should be placed or stored on or near this appliance at any time.
- Never use your appliance for warming or heating the room.
- Wear proper apparel. Loose-fitting or hanging garments should never be worn while installing or operating the appliance.
- Do not repair or replace any part of the appliance unless specifically recommended in this User Manual or in the Installation Manual provided with this appliance. All installation and other servicing should be referred to a qualified technician.
- NEVER use water on grease fires — smother fire or flame or use dry chemicals or a foam-type extinguisher.



The appliance and its accessible parts become hot during use. Do not store any items on the cooking surface, as this increases fire danger.

- Do not touch hot surfaces. Use dry potholders or oven mitts to hold the handles of pots and pans. Do not use a towel or other bulky cloth.
- Use only dry potholders – moist or damp potholders on hot surfaces may result in burns from steam. Do not let potholders touch hot heating elements.

IMPORTANT SAFETY INSTRUCTIONS

- Use only proper pan sizes. This appliance is equipped with one or more surface units of different size. Use pots and pans with flat bottoms large enough to cover the entire surface unit. Using undersized pans may expose a portion of the heating element to direct contact and may result in burns or ignition of clothing.
- Never leave surface units unattended at high heat settings. Boil-overs may cause smoking and greasy spillovers that may ignite.
- To reduce the risk of burns, ignition of flammable materials, and spillage due to unintentional contact with pots and pans, handles should be positioned so they are turned inward and do not extend over adjacent surface units.
- Do not cook on a broken cooktop, as cleaning solutions and spillovers may penetrate the broken cooktop and create a risk of electric shock.
- Clean your cooktop with caution. If a wet sponge or cloth is used to wipe spills on a hot cooking area, be careful to avoid steam burns. Some cleaners can produce noxious fumes if applied to a hot surface.
- Do not use a steam cleaner or high-pressure cleaners to clean your cooktop. Do not use scourers or harsh abrasive cleaning agents, as these can scratch the ceramic glass.
- Do not place metallic objects such as knives, forks, spoons, or lids on the cooktop surface since they can get hot and increase risk of burns.
- 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 may 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.



Light (Error Code) signals a component failure. If you see this error, disconnect the power supply and contact ZLINE at 1-614-777-5004, as the appliance must be repaired by a qualified service provider.

- This appliance should be connected to a dedicated circuit that incorporates an isolating switch providing full disconnection from the power supply.
- Connect only to a 3-wire, 240-volt power supply; the neutral conductor is not required for operation of the appliance. The potential at the power supply electrical connections shall be 150 volts-to-ground or less. Please ensure the cooktop is properly grounded.

IMPORTANT SAFETY INSTRUCTIONS

HOT SURFACE HAZARD

- During use, accessible parts of this appliance will become hot enough to cause burns. Do not let your body, clothing, or any item other than suitable cookware contact the ceramic glass until the surface is cool.
- Handles of saucepans and other cookware may be hot to touch. Check to make sure handles do not overhang other cooking zones that are on.
- Keep handles and cookware out of reach of children.
- Failure to follow this advice could result in burns and scalds.

ELECTRICAL SAFETY

ELECTRICAL SHOCK HAZARD

- Do not cook on a broken or cracked cooktop. If the surface is broken or cracked, switch the appliance off immediately from the main power circuit (wall switch) and contact ZLINE at 1-614-777-5004.
- Switch the cooktop off at the wall before cleaning or maintenance.
- To reduce the risk of electric shock, do not mount the unit over a sink.
- No attempt should be made to operate the appliance during power failure.
- Failure to follow this advice may result in electrical shock or death.



If the cooktop surface is damaged or cracked in any way, switch off the appliance to avoid the possibility of electric shock.

CUTTING HAZARD

- Using a single-edge razor blade scraper at a 30° to 45° angle against the glass surface is appropriate during cleaning to scrape off hard-to-clean residue.
- Please note that the razor-sharp blade of a cooktop scraper is exposed when the safety cover is retracted. Use with extreme care, always store safely, and keep out of reach of children.
- Failure to use caution could result in injury or cuts.

HEALTH HAZARD

This appliance complies with electromagnetic safety standards.

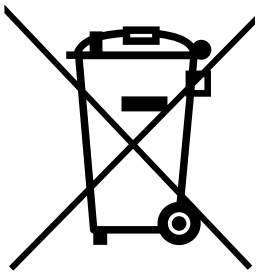
IMPORTANT SAFETY INSTRUCTIONS

COOKING SAFETY

- Never use your appliance as a work station or storage surface. Certain substances such as salt, sugar, or sand can scratch the glass ceramic surface.
- Never leave any objects or utensils on the appliance other than appropriately sized and induction-safe cookware.
- After use, always turn off the cooking zones and the cooktop as described in this manual (i.e. by using the touch controls as outlined in "Using Your Cooktop" on page 13).
- Children should not be left alone or unattended in the area where appliance is in use. Children should also never be allowed to sit, stand, or climb on any part of the appliance, as they could be seriously injured.
- Cleaning and user maintenance shall not be made by children without supervision.
- Do not store items of interest to children in cabinets above or adjacent to the appliance.
- Do not place or drop heavy objects on your cooktop.
- Do not stand on your cooktop.
- Do not use pans with jagged edges and do not drag pans or utensils across the glass surface, as this can scratch the glass.
- If the power cord is damaged, it must be replaced by the manufacturer or a qualified service agent. If the unit arrives with the power cord damaged, contact ZLINE at 1-614-777-5004.
- When the unit is on, do not touch outside the control panel, as the surface may contain residual heat. It is important to be aware that the unit's surface will remain hot for a short period of time after use.
- The appliance is not intended to be operated by means of an external timer or separate remote-control system.
- To prevent accidents and achieve optimal ventilation, allow for sufficient space around the cooking area.
- This appliance is designed for built-in household use only. Do not use outdoors.
- Avoid preparing food in aluminum foil or plastic containers over the hot cooking zones.
- Do not allow pans to boil dry or empty.
- Always remove the covers on sealed or canned goods before heating to avoid explosion.
- If the cooktop is near a window, ensure that curtains and drapes do not blow over or near the unit.

IMPORTANT SAFETY INSTRUCTIONS

WARNING **Unattended cooking on a cooktop with fat or oil can be dangerous and may result in a fire. NEVER try to extinguish a fire with water. Instead, immediately disconnect the appliance from power and then cover flames with a lid or a fire blanket.**



APPROPRIATE PRODUCT DISPOSAL:
Do not dispose this product as unsorted municipal waste.

ENVIRONMENTAL SAFETY

This appliance is labeled in compliance with European directive 2012/19/EU for Waste Electrical and Electronic Equipment (WEEE).

By ensuring that this appliance is disposed of correctly, you will help prevent any possible damage to the environment and to human health, which might otherwise be caused if it were disposed of in the wrong way.

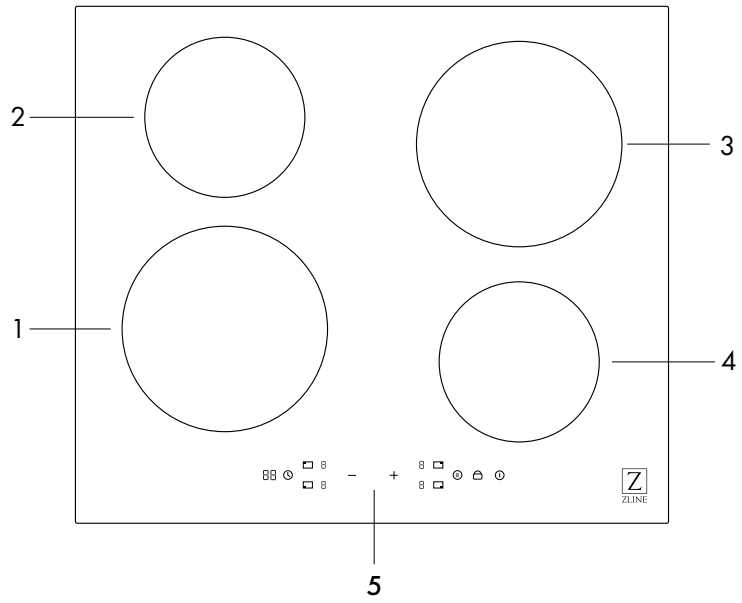
The symbol on the product indicates that it may NOT be treated as normal household waste. It should be taken to a collection point for the recycling of electrical and electronic goods.
This appliance requires special waste disposal to ensure environmental safety. For further information regarding the treatment, recovery, and recycling of this product, please contact your local government office, your household waste disposal service, or the shop where you purchased it.

NOTE: All ZLINE Kitchen and Bath range and cooktop products carry a one-year parts and service warranty. If you experience any issues with your product, contact ZLINE at 1-614-777-5004. The ZLINE customer service team is ready to work on resolving your issues and assessing if service is required. All service repairs must only be conducted by an industry professional with prior approval from the ZLINE customer service team.

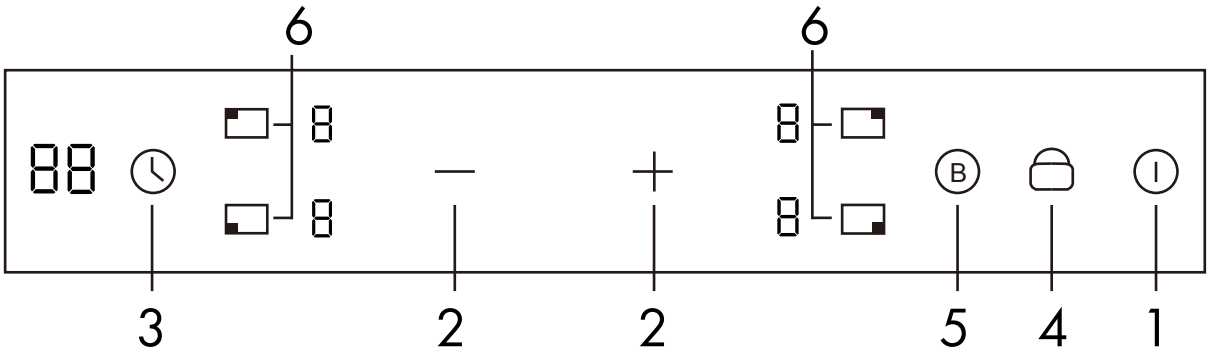
OPERATION

SURFACE BURNER LAYOUTS

RCIND-24 SERIES SURFACE BURNER LAYOUT



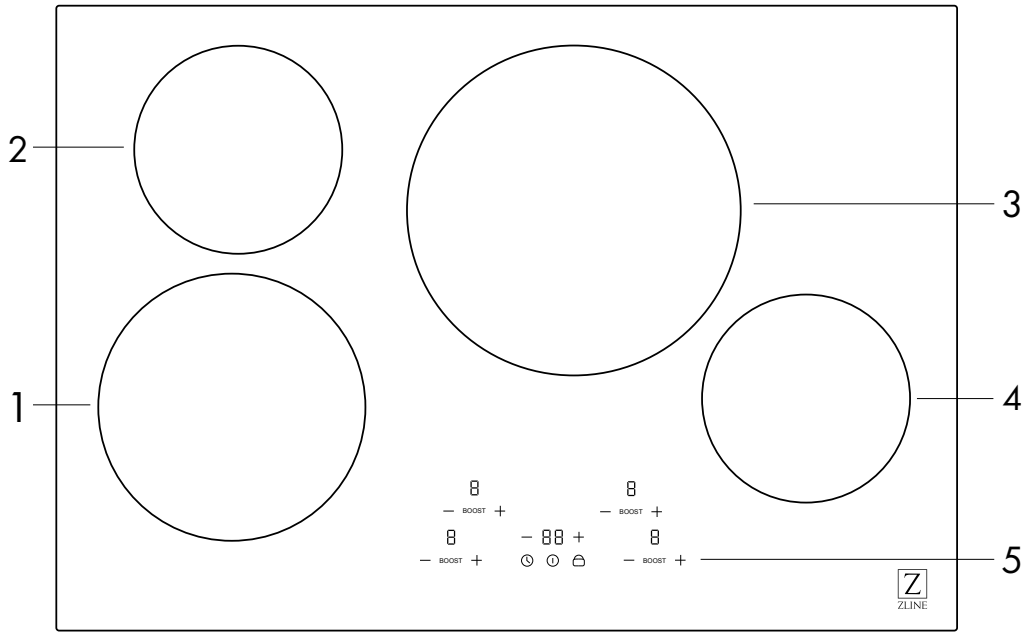
1. Left front cooking element
2. Left back cooking element
3. Right rear cooking element
4. Right front cooking element
5. Touch control panel



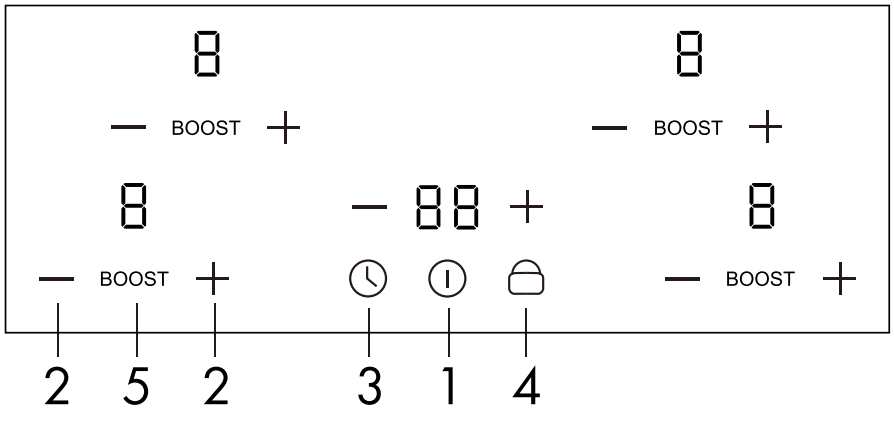
1. ON/OFF switch	4. Child lock
2. Select power level	5. Boost control
3. Setting the timer	6. Heating zone

OPERATION

RCIND-30 SERIES SURFACE BURNER LAYOUT



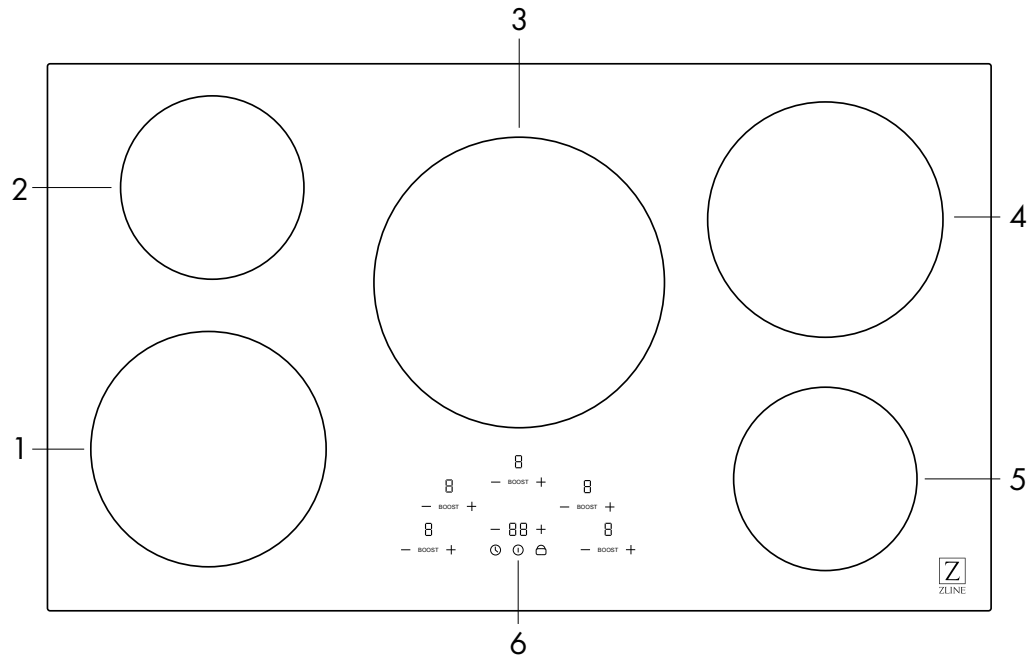
1. Left front cooking element
2. Left back cooking element
3. Right rear cooking element
4. Right front cooking element
5. Control panel



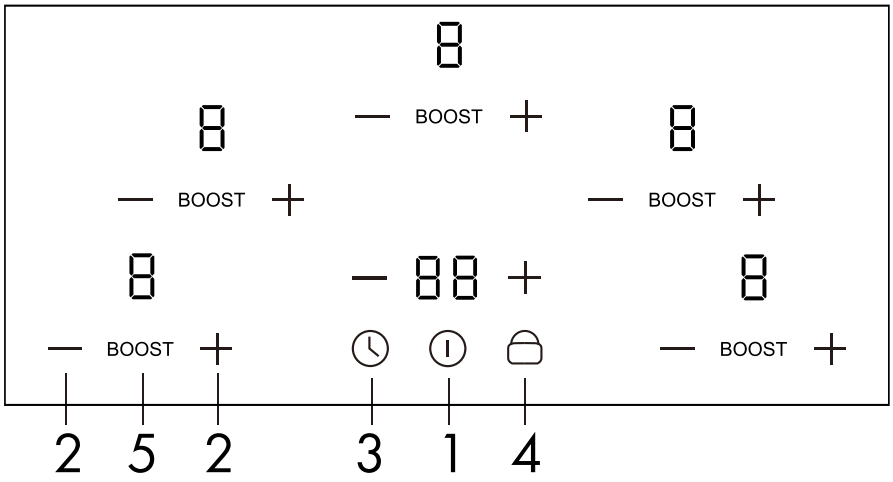
1. ON/OFF switch	4. Child lock
2. 2. Select power level	5. Boost control
3. Setting the timer	

OPERATION

RCIND-36 SERIES SURFACE BURNER LAYOUT



1. Left front cooking element
2. Left back cooking element
3. Middle cooking element
4. Right rear cooking element
5. Right front cooking element
6. Control panel



1. ON/OFF switch
2. Select power level
3. Setting the timer
4. Child lock
5. Boost control

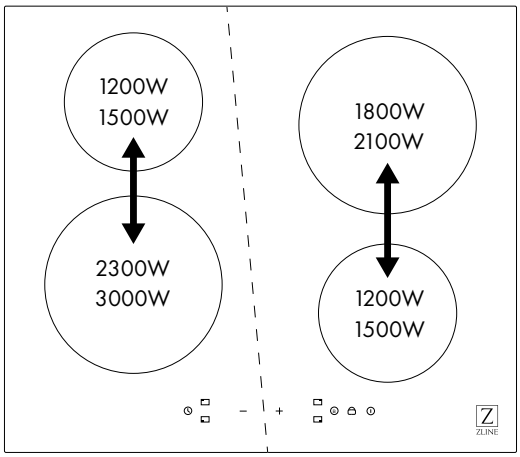
OPERATION

POWER SHARING

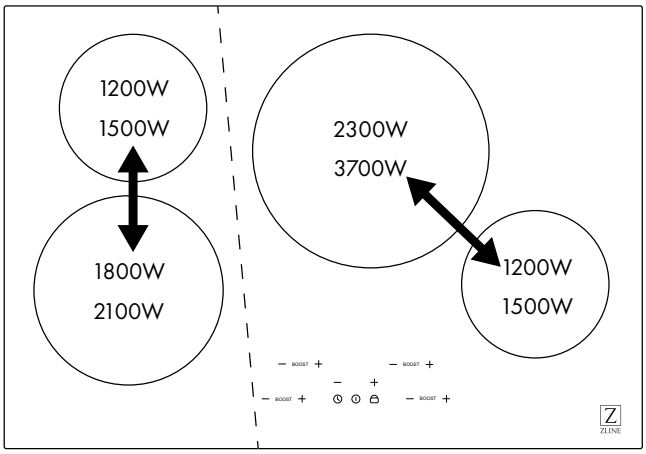
- Induction cooktops are divided into two separate cooking areas; the right and left side cooking elements share power.
- Power sharing is activated when the cooking element in the same area is activated; the controls adjust power automatically. Power sharing is administered by the unit's microprocessors, which will alternate power in one area.
- Power sharing happens when the total amount of watts is above the rated wattage, which is 7200W for RCIND-24 and RCIND-30 and 9300W for RCIND-36. Max watts is the first number in the diagrams on "Operation" on page 10 and "Boost" watts is the second number.
- Power levels 3 through 9 use the max watts on the burner being used. When using three burners at once above power level 3 — and then adding a fourth on Boost — this will combine the total being used above the rated wattage.
- Power sharing then activates, ensuring total watt usage stays at 7200W/9300W; to do so, the appliance will drop the Boost level to 9 and show the change on the display panel.
- **Power sharing tips:** Select the power setting last for the cooking element you want to maintain at the highest heat setting. When cooking two items at the same time, place one on an element in one section (the left side, for example) and the other item in another section (right side).
- The diagrams on page 10 demonstrate how each cooktop is split into two cooking areas and how power sharing works between the elements.

OPERATION

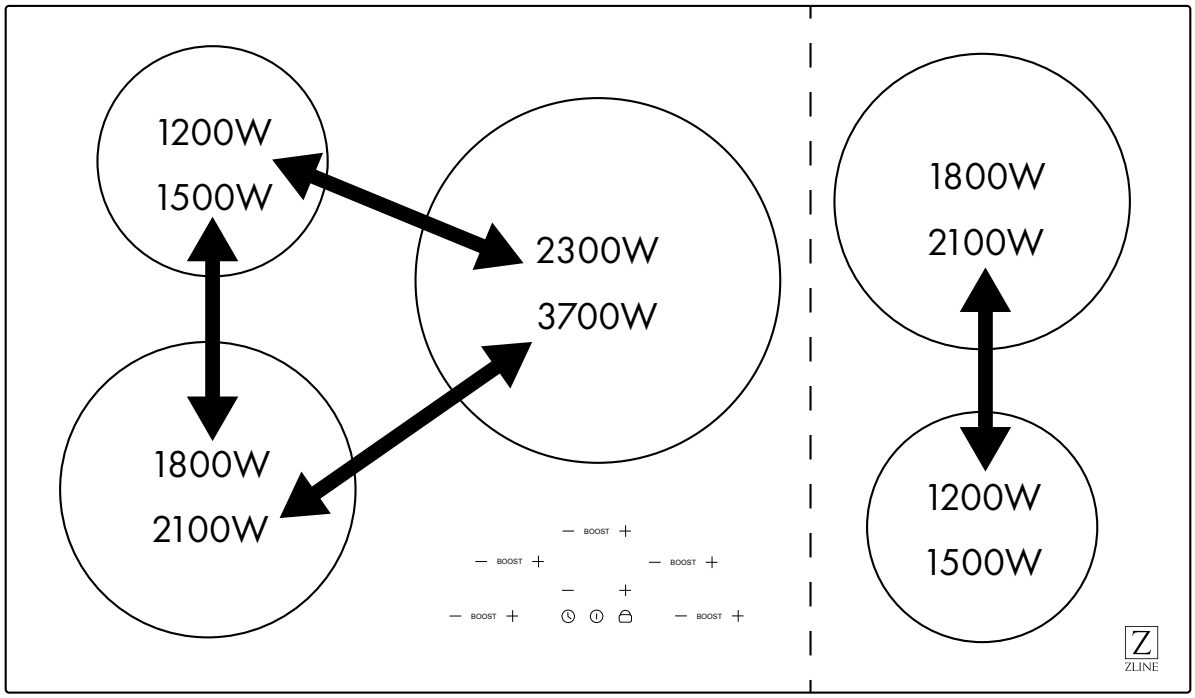
RCIND-24 SERIES



RCIND-30 SERIES



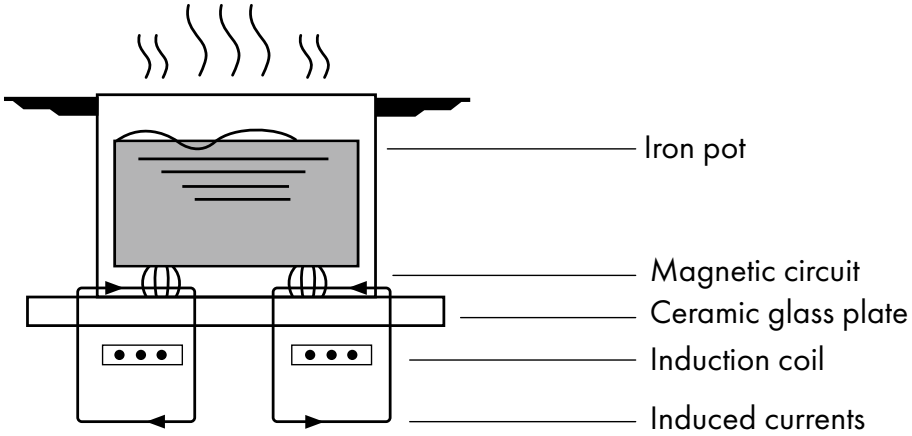
RCIND-36 SERIES



OPERATION

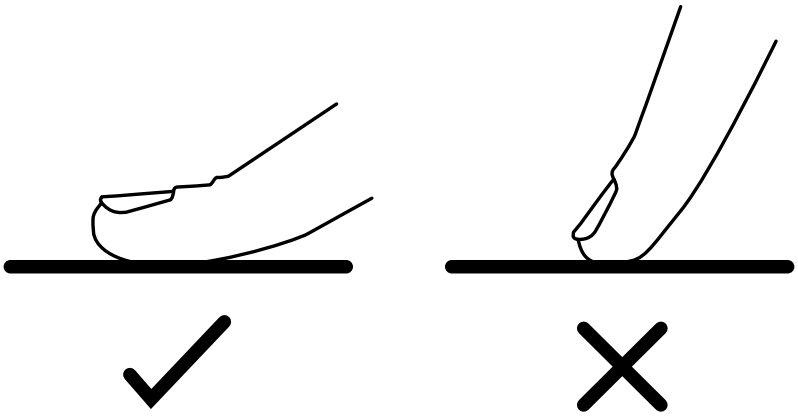
ABOUT INDUCTION COOKING

Induction cooking is a safe, advanced, efficient, and economical cooking technology. It works by electromagnetic vibrations generating heat directly in the pan, rather than indirectly through heating the glass surface. The glass becomes hot only because the pan eventually warms it up.



USING THE TOUCH CONTROLS

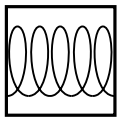
- The controls respond to touch, so you don't need to apply any pressure.
- Use the ball of your finger, not the tip.
- You will hear a beep each time a touch is registered.
- Make sure the controls are always clean, dry, and that there is no object (e.g. a utensil or a cloth) covering them. Even a thin film of water may make the controls difficult to operate.



OPERATION

CHOOSING THE RIGHT COOKWARE

- Only use cookware with a base suitable for induction cooking. Look for the induction symbol on the packaging or on the bottom of the pan.
- You can check if cookware is suitable by carrying out a magnet test. Move a magnet toward the base of the pan. If it is attracted, the pan is suitable for induction.
- If you do not have a magnet:
  1. Put some water in the pan you want to check.
  2. Follow the steps under "To start cooking".
  3. If U does not flash in the display and the water is heating, the pan is suitable.

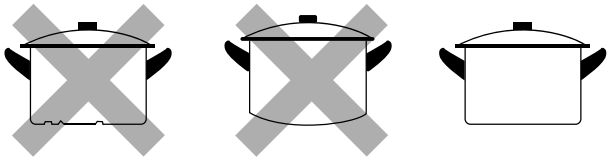

Induction symbol

COMPATIBLE COOKWARE

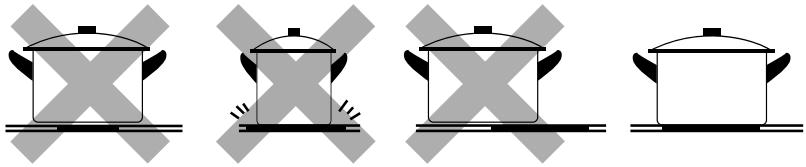
- Flat-bottomed pots or pans made from cast iron, enameled iron, nickel, or magnetic stainless steel work best on induction cooktops.
- The following cookware is not suitable: pure stainless steel, aluminum or copper without a magnetic base, glass, wood, porcelain, ceramic, and earthenware.

Size of burner (diameter)	Minimum cookware size (diameter)
6 5/16" (160 mm)	4 3/4" (121 mm)
7 1/16" (179 mm)	5 1/2" (140 mm)
8 1/4" (210 mm)	6 5/16" (160 mm)
11" (279 mm)	7 1/16" (179 mm)

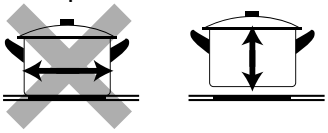
Do not use cookware with jagged edges or a curved base.



Make sure that the base of your pan is smooth, sits flat against the glass, and is the same size as the cooking zone. Always center your pan on the cooking zone.



Always lift pans off the ceramic cooktop — do not slide or they may scratch the glass.

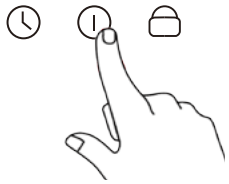


OPERATION

COOKTOP OPERATION

USING YOUR COOKTOP - RCIND-30 AND RCIND-36 SERIES

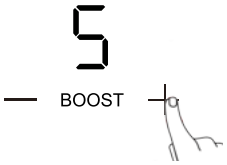
After powering on, the buzzer will beep once and all the indicators light up for 1 second then go out, indicating the cooktop has entered standby mode.



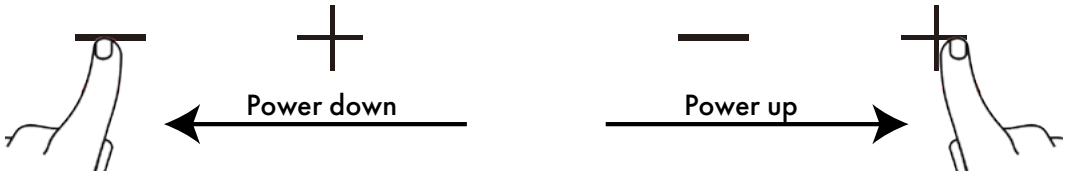
Touch the power ON/OFF ⏻ switch, all the indicators show "—".

Place a suitable pan on the cooking zone that you wish to use. Make sure the bottom of the pan and the surface of the cooking zone are clean and dry.

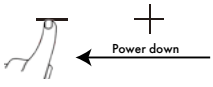
Select a heat setting by touching the "—" "+" control.



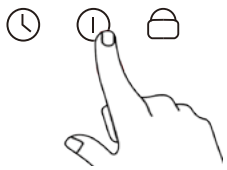
- If you don't choose a heat setting within 1 minute, the cooktop will automatically switch off.
- You can modify the heat setting at any time during cooking.



WHEN YOU HAVE FINISHED COOKING - RCIND-30 AND RCIND-36 SERIES



Turn the single heating zone off by touching the "-" control and make sure the display shows"0".



Turn the whole cooktop off by touching the power ON/ OFF control.



Beware of hot surfaces

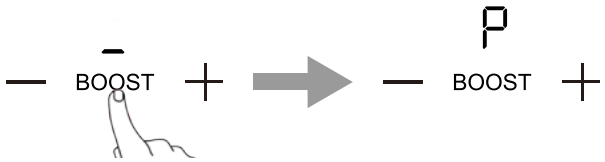
An "H" in the display means the cooking zone is too hot to touch. It will disappear when the surface has cooled to a safe temperature. It can also be used as an energy saving function. If you want to heat other pans, use the hotplate that is still hot.

OPERATION

USING BOOST FUNCTION - RCIND-36 AND RCIND-30 SERIES

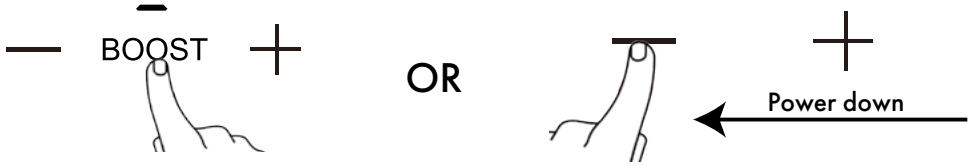
Activate the Boost function

Touch the heating zone BOOST control and the indication shows "P".



Cancel the Boost function

Touch BOOST again or touch the "—" control to cancel the Boost function, and select the level you want to set.



NOTE: The Boost function can only last for 5 minutes, after which the zone will decrease to level 9 automatically.

USING YOUR COOKTOP - RCIND-24 SERIES

After powering on, the buzzer will beep once and all the indicators light up for 1 second then go out, indicating the cooktop has entered standby mode.



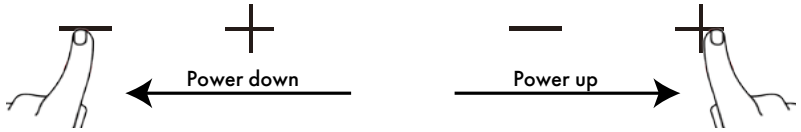
Touch the ON/OFF ⏻ switch, all the indicators show "– "

Place a suitable pan on the cooking zone that you wish to use. Make sure the bottom of the pan and the surface of the cooking zone are clean and dry.



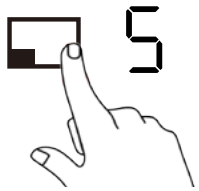
Touch the heating zone selection control, and an indicator next to the key will flash. Select a heat setting by touching the "-""+" control.

- If you don't choose a heat setting within 1 minute, the cooktop will automatically switch off.
- You can modify the heat setting at any time during cooking.

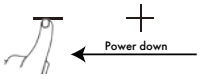


OPERATION

WHEN YOU HAVE FINISHED COOKING - RCIND-24 SERIES



Touch the heating zone selection that you wish to switch off.



Turn the cooking zone off by touching the "—" control; make sure the display shows"0".



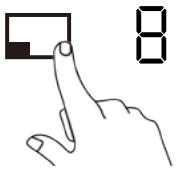
Turn the whole cooktop off by touching the ON/OFF control.



Beware of hot surfaces

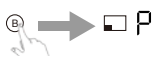
An "H" in the display means the cooking zone is too hot to touch. It will disappear when the surface has cooled to a safe temperature. It can also be used as an energy saving function. If you want to heat other pans, use the hotplate that is still hot.

USING BOOST FUNCTION - RCIND-24 SERIES



Activate the Boost function

Select the zone with the Boost function (front left zone).



Touch (B) and the power level indication shows "P".

OPERATION

USING THE CHILD LOCK - ALL MODELS

You can lock the controls to prevent unintended use (for example, children accidentally turning the cooking zones on). When the controls are locked, all the controls except the ON/OFF control are disabled.



To lock the controls

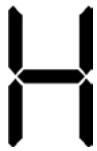
Touch the keylock control; the timer indicator will show "Lo ".

To unlock the controls

Make sure the cooktop is turned on. Touch and hold the keylock control for 3 seconds. You can now start using your cooktop.

When the cooktop is in lock mode, all the controls are disabled except ON/OFF. You can always turn the cooktop off with the ON/OFF control in an emergency, but you must unlock the cooktop first in the next operation.

RESIDUAL HEAT WARNING - ALL MODELS



Regardless of model, any induction cooktop that has been operating for some time will generate some residual heat. The letter "H" appears to warn you of such situations.

AUTO SHUTDOWN - ALL MODELS

A safety feature of the cooktop is auto shut down. This occurs whenever you forget to switch off a cooking zone. The default shutdown times are shown in the table below:

POWER LEVEL	1	2	3	4	5	6	7	8	9
DEFAULT WORKING TIMER (HOUR)	8	8	8	4	4	4	2	2	2

OPERATION

USING THE TIMER - ALL MODELS

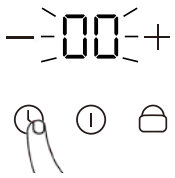
You can set the timer up to 99 minutes and use it in two different ways:

- You can use it as a minute reminder. In this case, the timer will not turn any cooking zone off when the set time is up.
- You can use it as cut-off timer to turn one or more cooking zones off after time is up.

USING THE TIMER AS A MINUTE REMINDER

Make sure the cooktop is turned on and a zone selection key is not activated (zone indication "-" is not blinking).

NOTE: You can set the minute reminder before or after a cooking zone power setting finished.



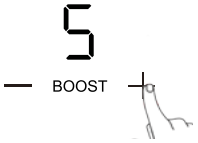
Touch the timer key, “00” will show in the timer display and “00” will blink.



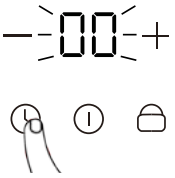
Set the time from 1 to 99 minutes by touching the “—” “+” control of the timer (e.g. 5). When the time is set, it will begin to count down immediately. The display will show the remaining time.

Buzzer will beep for 30 seconds and the timer indicator shows “- - “ when the setting time finished.

USING THE TIMER TO SWITCH OFF ONE OR MORE COOKING ZONES



Touch the heating zone that you want to set the timer for and select the power level by touching the “—” “+”.



Touch the timer control; “00” will show in the timer display, and the “0” flash.

OPERATION

Set the time from 1 to 99 minutes by touching the "—" "+" control of the timer.

When the time is set, it will begin to count down immediately. The display will show the remaining time.

NOTE: There will be a red dot in the right bottom corner of the power level indicator sowing which zone is selected.

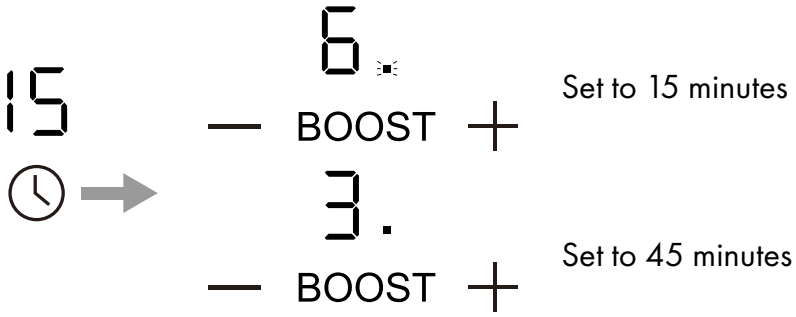


When the timer expires, the corresponding cooking zone will be switched off automatically.

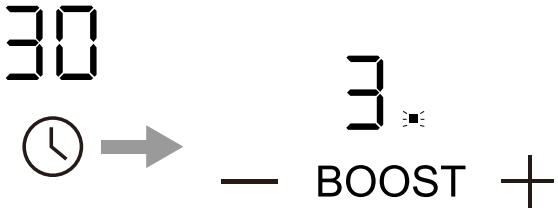
NOTE: Other cooking zones will keep operating if they are turned on previously.

IF THE TIMER IS SET ON MORE THAN ONE ZONE

When you set a timer for several cooking zones, red dots of the relevant cooking zones are indicated. The timer display shows the minute timer. The dot of the corresponding zone blinks.



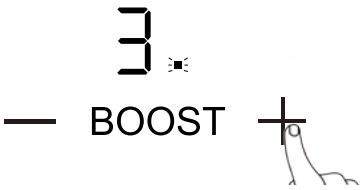
Once the countdown timer expires, the corresponding zone will switch off. Then it will show the new minute timer and the dot of corresponding zone will flash.



NOTE: Touch the heating zone selection control, and the corresponding timer will be shown in the timer indicator.

OPERATION

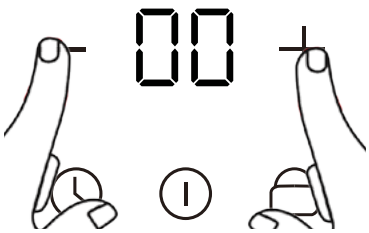
CANCEL THE TIMER



Touching the "—" "+" control of the heating zone that you want to cancel the timer.



Touching the timer control, and the indicator will flash.



Touch the "—" "+" at the same time to set the timer to "00"; the timer is canceled.

COOKWARE NOISES

- Heavier pans such as enameled cast iron will produce less noise than a lighter stainless steel pan. Lightweight cookware may also vibrate. Heavy weight quality cookware is recommended.
- Cookware with irregular or warped bottoms can vibrate audibly on the ceramic glass surface, though again, typically only at high power settings.
- Loose-fitting handles on cookware, typically when rivets are used, can vibrate.
- "Cracking" noise occurs if the cookware base is made of a different material.
- "Low humming" noise occurs when cooking, which is normal particularly at high power settings.
- A "whistling" noise occurs if two elements are being used at the same time at high settings, and the cookware base is made of a different material.

OPERATION



Take care when frying, as oil and fat heat up very quickly, particularly if you're using Boost. At extremely high temperatures, oil and fat will ignite spontaneously and this presents a serious fire risk.

COOKING TIPS

- When food comes to the boil, reduce the power setting.
- Using a lid will reduce cooking times and save energy by retaining heat.
- Minimize the amount of liquid or fat to reduce cooking times.
- Start cooking on a high setting and reduce the setting when the food has heated through.

SEARING STEAK

To cook juicy, flavorful steaks:

1. Stand the meat at room temperature for about 20 minutes before cooking.
2. Heat up a heavy-based frying pan, such as a seasoned cast iron pan.
3. Brush both sides of the steak with oil and season generously. Drizzle a small amount of oil into the hot pan and then lower the meat onto the hot pan.
4. Turn the steak only once during cooking. The exact cooking time will depend on the thickness of the steak and how cooked you want it. Times may vary from about 2 to 8 minutes per side. Press the steak to gauge how cooked it is — the firmer it feels the more "well done" it will be.
5. Leave the steak to rest on a warm plate for a few minutes to allow it to relax and become tender before serving.

FOR STIR-FRYING

1. Choose a ceramic compatible flat-based wok or a large frying pan.
2. Have all the ingredients and equipment ready. Stir-frying should be quick. If cooking large quantities, cook the food in several smaller batches.
3. Preheat the pan briefly and add two tablespoons of oil.
4. Cook any meats first and set aside.
5. Stir-fry the vegetables. When they are hot but still crisp, turn the cooking zone to a lower setting, return the meat to the pan and add your sauce.
6. Stir the ingredients gently to make sure they are heated through.
7. Serve immediately.

OPERATION

QUICK COOKING TABLE

HEAT SETTING	SUITABILITY
1 - 2	• Delicate warming for small amounts of food • Melting chocolate, butter, and foods that burn quickly • Gentle simmering • Slow warming
3 - 4	• Reheating • Rapid simmering • Cooking rice
5 - 6	• Pancakes
7 - 8	• Sautéing • Cooking pasta
9	• Stir-frying • Searing • Bringing soup to boil • Boiling water

CARE AND CLEANING

WHAT?	HOW?	IMPORTANT!
Everyday soiling on glass (fingerprints, marks, stains left by food or non-sugary spillovers on the glass)	1. Switch the power to the cooktop off. 2. Apply a kitchen-safe cooktop cleaner while the glass is still warm (but not hot!) 3. Rinse and wipe dry with a clean cloth or paper towel. 4. Switch the power to the cooktop back on.	When the power to the cooktop is switched off, there will be no "hot surface" indication, but the cooking zone may still be hot! Take extreme care. Heavy-duty scourers, some nylon scourers and harsh/abrasive cleaning agents may scratch the glass. Always read the label to check if your cleaner or scourer is suitable. Never leave cleaning residue on the cooktop: the glass may become stained.
Boil-overs, melts, and hot sugary spills on the glass	Remove these immediately with a palette knife or razor blade scrape suitable for ceramic glasstops, but beware of hot cooking zone surfaces. 1. Switch the power to the cooktop off at the wall. 2. Hold the blade at a 30°–45° angle and scrape the soiling or spill to a cool area of the cooktop. 3. Clean the soiling or spill up with a dish cloth or paper towel. 4. Follow steps 2–4 for "Everyday soiling on glass" above.	Remove stains left by melts and sugary food or spillovers as soon as possible. If left to cool on the glass, they may be difficult to remove or even permanently damage the glass surface. Cut hazard: when the safety cover is retracted, the blade in a scraper is razor-sharp. Use with extreme care and always store safely and out of reach of children.
Spillovers on the touch controls	1. Switch the power to the cooktop off. 2. Soak up the spill. 3. Wipe the touch control area with a clean damp sponge or cloth. 4. Wipe the area completely dry with a paper towel. 5. Switch the power to the cooktop back on.	The cooktop may beep and turn itself off, and the touch controls may not function while liquid is on them. Make sure you wipe the touch control area dry before turning the cooktop back on.

TROUBLESHOOTING

- Please review this list for common troubleshooting tips before calling for service, as this may save you time and money.
- This list contains frequently encountered problems that are not results of faulty workmanship or material use.
- Your product may not have some of the features described here.

PROBLEM	POSSIBLE CAUSE	SOLUTIONS
Cooktop does not work	Cooktop controls are locked	Make sure the controls lock button is turned off. See "Locking the Controls" on page 16. Check the house lights to confirm power outage.
	Power outage	
	Installation wire is not plugged in correctly	
	Circuit breaker tripped or the fuse blown	
Cooktop does not generate heat	No cookware or improper cookware placement on the cooking element	Make sure that the cookware is centered on the cooking element, and that cookware is also the correct type for induction cooking. The bottom of the cookware must be large enough to cover cooking element completely. Cookware must be flat and centered on the cooking element. Make sure the correct control is turned ON for the cooking element being used.
	Incorrect cookware size for the selected cooking element	
	Cookware is not properly resting on the cooking element	
	Circuit breaker tripped or the fuse blown	
	Incorrect cooking element selected	
	No power to cooktop	
The touch controls are difficult to operate	There may be a slight film of water over the controls or you may be using the tip of your finger when touching the controls	Make sure the touch control area is dry and use the ball of your finger when touching the controls.
The glass is being scratched	Rough-edged cookware	Use cookware with flat and smooth bases. See "Care and Cleaning" on page 22.
	Unsuitable, abrasive scourer or cleaning products being used	

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	SOLUTIONS
Some pans make crackling or clicking noises	This may be caused by the construction of your cookware (layers of different metals vibrating differently)	This is normal for cookware and does not indicate a fault.
The induction cooktop makes a low humming noise when used on a high heat setting	This is caused by the technology of induction cooking	This is normal, but the noise should quiet down or disappear completely when you decrease the heat setting.
The induction cooktop or a cooking zone has turned itself off unexpectedly, a tone sounds and an error code is displayed (typically alternating with one or two digits in the display)	Technical fault	Please note down the error letters and numbers, switch the power to the induction cooktop off at the wall and contact a qualified technician.
The fans keep running after the cooking element has been switched off	The electronics are shutting down and cooling off	This is a normal occurrence.
E2/E3 error	Supplied voltage to cooktop is too low	Please inspect whether power supply is normal. Power on after the power supply is normal.
E4/E5 error	Temperature sensor failure	Please contact ZLINE customer service at 1-614-777-5004.
E6/E9 error	Bad induction cooktop heat radiation	Please restart after the induction cooktop cools down.
E7/E8 error	Temperature sensor failure / IGBT failure	Please contact ZLINE customer service at 1-614-777-5004.



Please do not disassemble the unit by yourself to avoid danger to yourself and the induction cooktop.

WARRANTY

COVERAGE

ZLINE Kitchen and Bath ("ZLINE") induction cooktops have a one year parts and service warranty.

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; and damages or issues stemming from alteration or tampering with the cooktop, including, but not limited to, painting any portion of the product's interior or exterior and altering or otherwise manipulating the power cord.

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.

WARRANTY

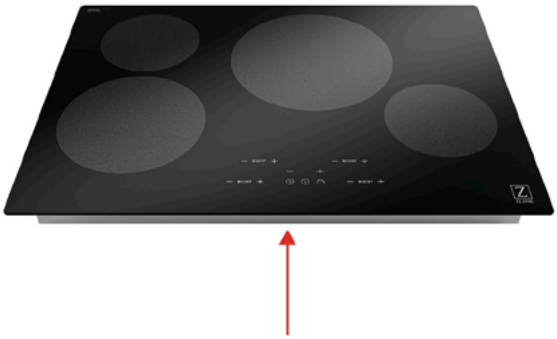
ZLINE reserves the right to make changes at any time to its products when considered safe, necessary, and useful. Always check the ZLINE website for the most up-to-date version of its product manuals: www.zlinekitchen.com/pages/manuals.

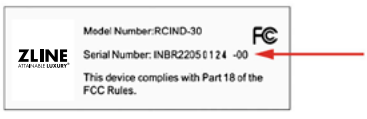
Do not install or operate any ZLINE product if it has missing or broken parts or if it arrives damaged due to shipping. If ZLINE products arrive damaged, contact ZLINE Customer Experience at 1-614-777-5004 for help. Failure to report a damaged appliance prior to installation or operation may void the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

2.5.2

1-614-777-5004

www.zlinekitchen.com

contact@zlinekitchen.com

ZLINE

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