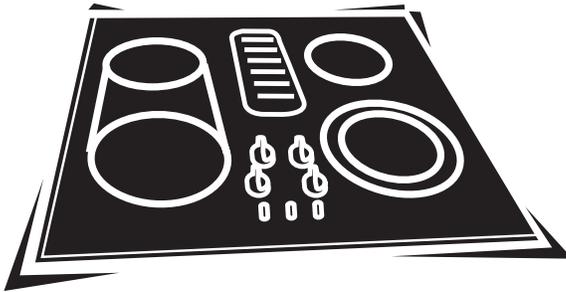




GE Consumer Service Training

# TECHNICAL SERVICE GUIDE

## Radiant Downdraft Cooktop



**MODEL SERIES:**  
**JP989**





### **IMPORTANT SAFETY NOTICE**

The information in this service guide is intended for use by individuals possessing adequate backgrounds of electrical, electronic, and mechanical experience. Any attempt to repair a major appliance may result in personal injury and property damage. The manufacturer or seller cannot be responsible for the interpretation of this information, nor can it assume any liability in connection with its use.

### **WARNING**

To avoid personal injury, disconnect power before servicing this product. If electrical power is required for diagnosis or test purposes, disconnect the power immediately after performing the necessary checks.

### **RECONNECT ALL GROUNDING DEVICES**

If grounding wires, screws, straps, clips, nuts, or washers used to complete a path to ground are removed for service, they must be returned to their original positions and properly fastened.

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*Technical Service Guide*

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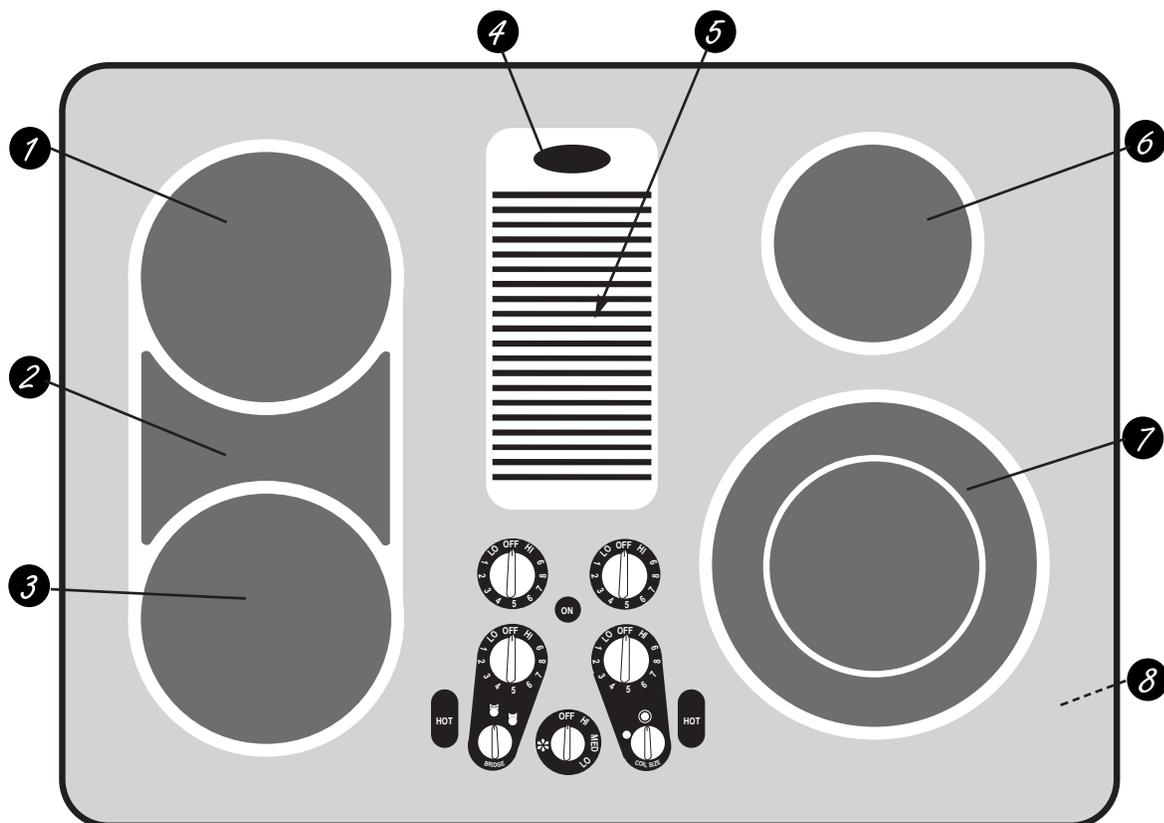
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# Table of Contents

|  |    |
|--|----|
| <b>Cooktop Features</b>                      | 2  |
| <b>Cooktop Controls</b>                      | 3  |
| <b>Care and Cleaning</b>                     | 5  |
| <b>Installation Requirements</b>             | 8  |
| <b>Unpacking Cooktop</b>                     | 10 |
| <b>Cabinet Preparation</b>                   | 11 |
| <b>Ductwork Calculations</b>                 | 13 |
| <b>Ductwork Installation</b>                 | 14 |
| <b>Cooktop Installation</b>                  | 16 |
| <b>Electrical Installation</b>               | 18 |
| <b>Removal and Replacement</b>               | 20 |
| <b>Control Assembly Servicing</b>            | 20 |
| <b>Blower Assembly Replacement</b>           | 20 |
| <b>Capacitor Replacement</b>                 | 21 |
| <b>HOT Light Replacement</b>                 | 21 |
| <b>Glass Cooktop Removal from Countertop</b> | 22 |
| <b>Heater Replacement</b>                    | 24 |
| <b>Broken Glass Replacement</b>              | 25 |
| <b>Reinstalling Glass Cooktop</b>            | 27 |
| <b>Rocking or Uneven Glass in Countertop</b> | 28 |
| <b>Illustrated Parts Breakdown</b>           | 30 |
| <b>Troubleshooting Information</b>           | 32 |
| <b>Schematics and Strip Circuits</b>         | 34 |
| <b>Warranty Information</b>                  | 37 |

# Cooktop Features

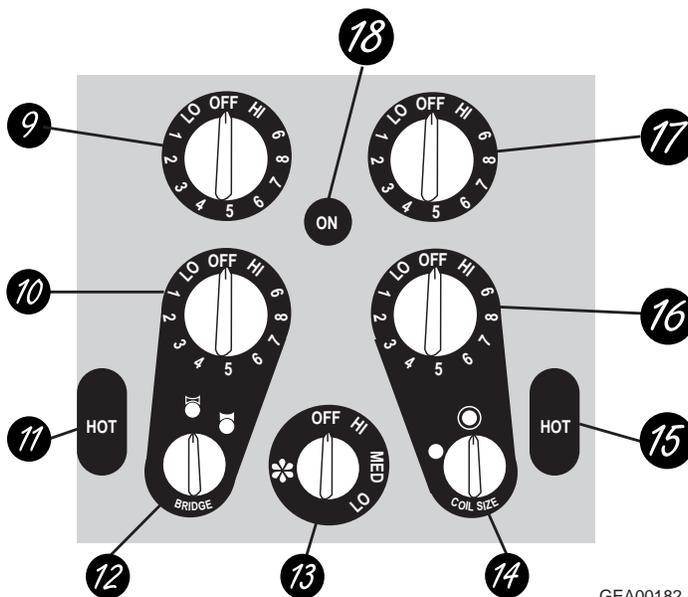
Throughout this manual, features and appearance may vary from the customer's model.



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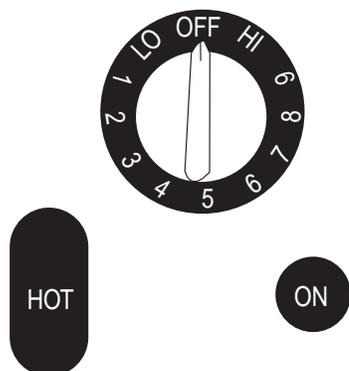
## Feature Index (Features and appearance may vary)

- 1 Left Rear Surface Unit
- 2 Bridge Surface Unit
- 3 Left Front Surface Unit
- 4 Vent Grille
- 5 Vent Filter (below the vent grille)
- 6 Right Rear Surface Unit
- 7 Dual Surface Unit
- 8 Model and Serial Number Label (under the cooktop, on the right side of the vent chamber)
- 9 Left Rear Surface Unit Control
- 10 Left Front/Bridge Surface Unit Control
- 11 Left Side HOT Surface Indicator Lights (one for each surface unit)
- 12 Bridge Select
- 13 Vent Fan Speed Control
- 14 Coil Size Select
- 15 Right Side HOT Surface Indicator Lights (one for each surface unit)
- 16 Dual Surface Unit Control
- 17 Right Rear Surface Unit Control
- 18 Surface Unit ON Indicator Light



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# Cooktop Controls



Be sure you turn the control knob to OFF when you finish cooking.

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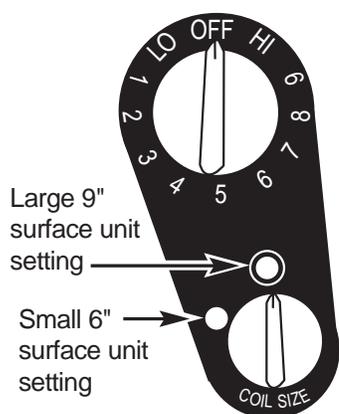
## Radiant Surface Units

The control for the radiant surface unit can be set anywhere between LO and HI for an unlimited number of heat settings. With the infinite switch, the coil cycles on and off to maintain the selected control setting.

The surface unit's ON indicator light will glow when **any** surface unit is on.

**Note:** The surface unit's ON indicator light may glow between the surface control settings of LO and OFF, but there is no power to the surface units.

The HOT surface indicator lights will glow when **any** radiant element is turned on, and will remain on until the surface is cooled to approximately 150°F.

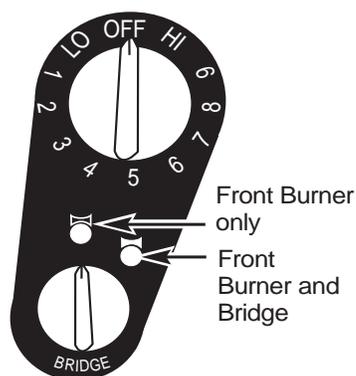


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## Dual Surface Unit

To use the large (9-in.) surface unit, turn the COIL SIZE knob clockwise to the 12 o'clock position. Push the control knob in and turn it to the desired setting. The unit will heat the entire area inside the larger circle.

To use the small (6-in.) surface unit, turn the COIL SIZE knob counterclockwise to the 10 o'clock position. Push the control knob in and turn it to the desired setting. The unit will only heat the area inside the smaller circle.



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## Bridge Surface Unit

Make sure the pan rests flat on the glass cooktop.

When the burner select knob points to the 12 o'clock position, the control knob controls the left front surface unit only.

When the burner select knob points to the 1 o'clock position, the control knob controls both the left front surface unit and the bridge area. Choose pans that match the circle/bridge area as closely as possible.

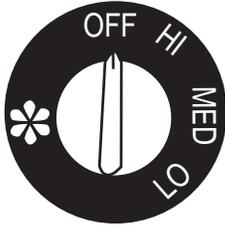
*The customer can create an oblong heated area by using the left rear unit in addition to the front unit bridge combination.*

## Temperature Limiter

Every radiant surface unit has a temperature limiter. The temperature limiter protects the glass cooktop from getting too hot.

The temperature limiter may cycle the units off for a time if:

- The cooktop is on while cooking.
- The pan boils dry.
- The pan bottom is not flat.
- The pan is off center.
- There is no pan on the unit.



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## How to Operate the Vent System

To operate the downdraft vent system, turn the vent fan speed control knob to HI, MED, or LO, as needed.

# Care and Cleaning



Never cook directly on the glass.  
Always use cookware.



Always place the pan in the center of  
the surface unit you are cooking on.



Do not slide cookware across the  
cooktop because it can scratch the  
glass. The glass is scratch resistant,  
not scratch proof.

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## Radiant Surface Units

The radiant cooktop features heating units beneath a smooth glass surface.

Do not store heavy items above the cooktop. If they drop onto the cooktop, they can cause damage.

Do not use the surface as a cutting board.

A slight odor is normal when a new cooktop is used for the first time. The odor is caused by the heating of new parts and insulating materials, and will disappear in a short time.

On models with a white glass cooktop, it is normal for the surface to appear discolored when it is hot. This is temporary and will disappear as the glass cools.

The surface unit will cycle on and off to maintain the selected control setting.

It is safe to place hot cookware from the oven or surface on the glass surface when the surface is cool.

Water stains (mineral deposits) are removable using the cleaning cream or full-strength white vinegar.

Window cleaner may leave an iridescent film on the cooktop. The cleaning cream will remove this discoloration.

## Daily Cleaning

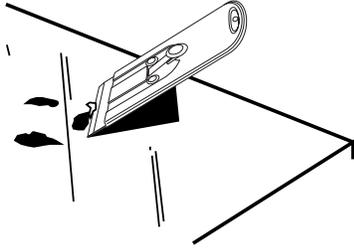
**WARNING:** Be sure electrical power is off and all surfaces are cool before cleaning any part of the cooktop.

Use only a recommended cleaning cream, such as the Cerama Brite brand or the Cooktop Cleaning Cream brand, on the glass cooktop.

To maintain and protect the surface of the glass cooktop, follow these steps:

- Before using the cooktop for the first time, clean it with cleaning cream. This helps protect the top and makes cleanup easier.
- Clean the surface with cleaning cream after each use.
- Rub a few drops (less is better) of the cleaning cream onto soiled areas using a damp paper towel. Buff with a dry paper towel until all soil and cream are removed.

**Note:** On models with a white glass cooktop, any grease spatter or greasy residue from a dish towel will burn on the cooktop when the surface units are heated, leaving a brown stain. This can be removed with the cooktop cleaning cream and the razor scraper. To avoid this brown discoloration, remove any spatter with paper towels and cooktop cleaning cream before heating any surface unit.



Using a razor scraper will not damage the surface if the 45° angle is maintained.

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### Heavy, Burned-On Soil

1. Allow the cooktop to cool.
2. Apply a few drops (less is better) of cleaning cream to the cool, soiled area. Spread the cream across the entire soiled area.
3. Hold scraper at a 45° angle against the glass ceramic surface. This 45° angle makes the scraping easier.

**Caution:** Be sure to use a new sharp razor scraper. Do not use a dull or nicked blade.

4. Scrape soil with the enclosed razor scraper. Keep a small amount of cream on the soil as you scrape. Heavily soiled areas may require repeated applications of cream. It will be necessary to press down on the razor scraper while scraping the soiled area with cooktop cream.
5. If any soil remains, repeat the steps listed above.

To order more cream and/or scrapers for cleaning the glass cooktop, please call our toll-free number:

**National Parts Center** ..... **800-626-2002**  
**Cleaner** ..... #WX10X300  
**Scraper** ..... #WX5X1614  
**Cream Scraper Kit** ..... #WB64X5027

### Special Care for Sugary Spills

**Caution:** Be sure to use a new sharp razor scraper. Do not use a dull or nicked blade.

Sugary spills (such as jellies, fudge, candy syrups) or melted plastics can cause pitting of the surface of your cooktop unless the spill is removed while still hot. This pitting damage is not covered by the warranty. Special care should be taken when removing these hot substances.

1. Turn off all surface units affected by the spill. Remove hot pans.
2. Wearing an oven mitt, hold the razor scraper at a 45° angle to the cooktop. Scrape the hot spill to a cool area outside the surface unit.
3. With the spill in a cool area, use a dry paper towel to remove any excess. Any remaining spillage should

be left until the surface of the cooktop has cooled. Do not continue to use the soiled surface unit until all of the spillage has been removed. Follow the steps under **Heavy, Burned-On Soil** to continue the cleaning process.

**Caution:** If pots with a thin overlay of aluminum, copper, or enamel are allowed to boil dry, the overlay may bond with the glass cooktop and leave a black discoloration. This should be removed immediately before heating again or the discoloration may be permanent.

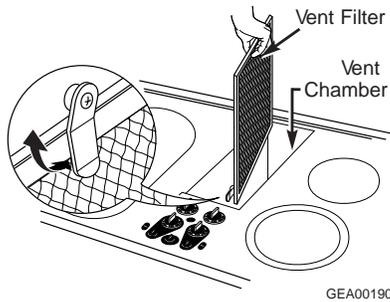
### Vent System

**WARNING:** Before cleaning the vent grille, be sure the exhaust blower is turned off.

**To clean the vent grille,** remove it from the cooktop by lifting it up and off. Wipe the vent grill with a damp cloth. If necessary, the vent grille can be washed in the sink. Use dishwashing liquid for cleaning. Do not use abrasive cleaners, they will damage the vent grille's finish.

Do not clean the vent grille in the dishwasher.

**To clean the vent chamber,** use hot, soapy water. Do not use abrasive cleaners, they will damage the vent chamber's finish.



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**Remove and replace the filter diagonally through the vent opening.**

### Vent Filter

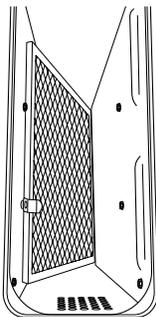
**Caution:** Do not operate the vent without the filter in place.

The filter is held in place with a metal latch. Move the latch up in either direction and lift the filter diagonally up and out of the vent opening.

Clean the filter by swishing it in hot, soapy water. Rinse well and dry thoroughly.

To order filters, please call our toll-free number:

**National Parts Center** ..... 800-626-2002  
**Filter** ..... # WB02X10651



**When replacing the filter, make sure it rests, at an angle, on the supports in the vent opening. Latch it in place.**

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### Control Knobs

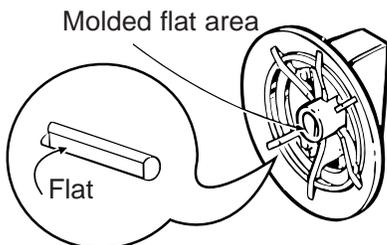
The control knobs may be removed for easier cleaning.

Before removing the knobs for cleaning, be sure they are in the OFF position. When replacing the knobs, check the OFF position to insure proper placement.

Wash knobs in soap and water, but do not soak them. Avoid getting water into the knob stem holes.

The knob stem is flat on one side (see illustration). Check the inside of the knob and find the molded flat area.

Replace the knob by fitting the molded flat area inside the knob onto the flat area of the stem.



GEA00191

# Installation Requirements

**Before you begin, read these instructions completely and carefully.**

**Note:** Save these instructions for local inspector's use.

- Observe all governing codes and ordinances.
- Installation of this unit requires 2 people. Do not attempt to install without assistance.
- This appliance must be properly grounded.

## Tools and Materials You Will Need:

- Saw
- Flat blade screwdriver
- Electrician's pliers
- Duct tape
- Measuring tape or scale
- Carpenter's square
- Wrench or socket set
- Drill and drill bit
- Sheet metal screws
- Junction box\*
- 1/2 in. flexible conduit\*
- Electrical cable per local code\*
- Wire nuts\*
- Duct work

**\*Note:** Electrical installation kit JXCK89 may be ordered separately and includes all the parts necessary to connect the cooktop to typical rough-in wiring.

## Electrical Requirements

**WARNING:** For personal safety, remove house fuse or circuit breaker before beginning installation.

This appliance must be supplied with the proper voltage and frequency, as listed in these Installation Requirements, and connected to an individual, properly grounded branch circuit, protected by a 40-amp circuit breaker or time-delay fuse.

All wire connections must be made in accordance with local codes and properly insulated. Check with your local utility for governing electrical codes and ordinances. In the absence of local electrical codes, the National Electrical Code, ANSI/NFPA No. 70—Latest Edition, governing electric range installations, must be followed.

A copy of the National Electrical Code can be obtained by writing to:

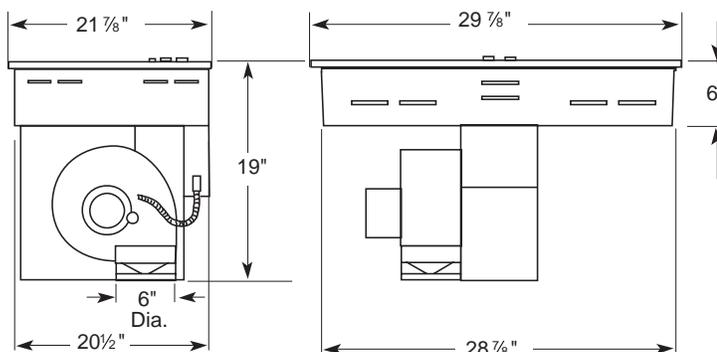
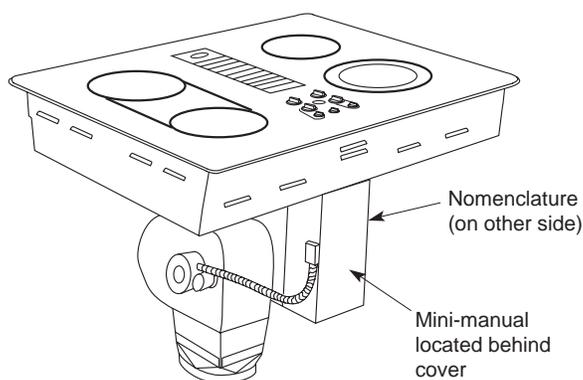
National Fire Protection Association  
Batterymarch Park  
Quincy, MA 02260

Effective January 1, 1996, the National Electrical Code requires that new, but not existing, construction utilizes a four-conductor connection to an electric range. When installing an electric range in new construction, follow the instructions in **New Construction and Four-Conductor Branch Circuit Connection.**

You must use a three-wire, single-phase AC 208Y/120-Volt or 240/120-Volt, 60-Hertz electrical system with separate ground. If you connect to aluminum wiring, properly installed connectors approved for use with aluminum wiring must be used.

30" Cooktop (Dimensions for reference only)

Unit must be vented to the outside!



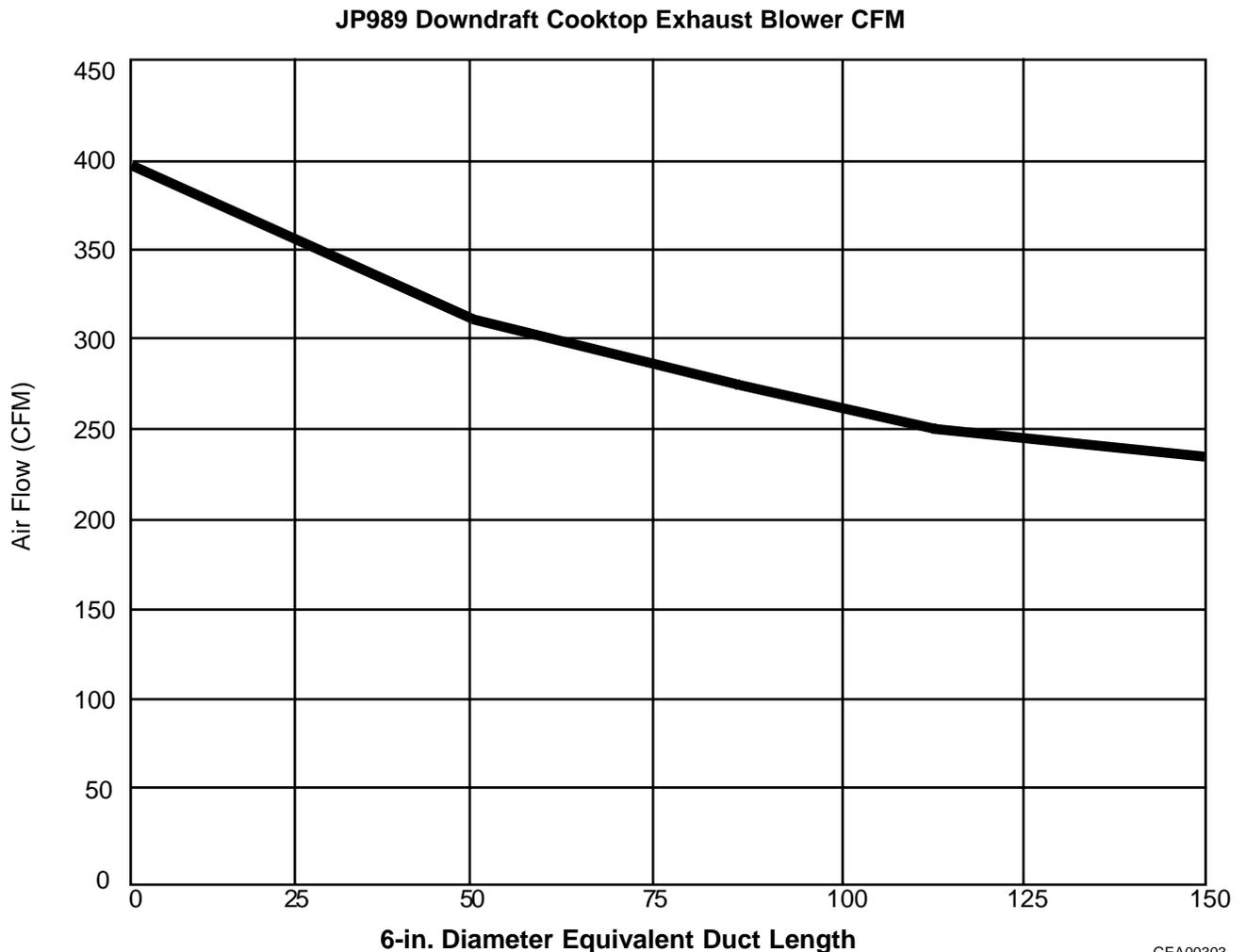
Sufficient air is needed for proper combustion and exhausting of gases through the flue (chimney) of fuel-burning equipment to prevent back drafting. Follow the heating equipment manufacturer's guidelines and safety standards such as those published by the National Fire Protection Association (NFPA), the American Society for Heating, Refrigeration and Air Conditioning Engineers (ASHRAE), and the local code authorities.

**Note:** The exhaust blower output is approximately 400 CFM (cubic feet per minute) without ductwork. Each installation is different and ductwork affects blower output accordingly. Actual blower exhaust CFM can be approximated using the graph below.

Step 1: Calculate the "equivalent duct length" using Table 1 on page 13 of these instructions for your installation.

Step 2: Find the approximate intersection point of the blower exhaust performance curve with the equivalent duct length to estimate the actual maximum blower output for your installation.

Examples: 50 equivalent ft of ductwork have approximately 320 CFM. 100 equivalent ft of ductwork have approximately 265 CFM.

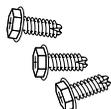


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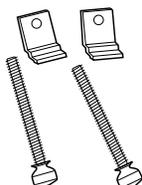
# Unpacking Cooktop

## Parts Included:

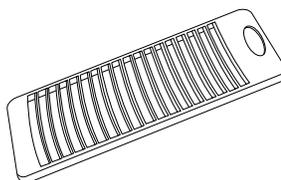
- (2) Hold-down retainers and screws
- Blower discharge duct transition to 6-in. round pipe
- (3) Sheet metal screws
- Foam gasket tape (9-ft. roll)
- Vent grille
- Cleaning cream
- Cleaning Scraper



**Sheet Metal  
Screws**



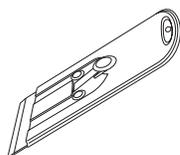
**Hold-down Retainers  
and Screws**



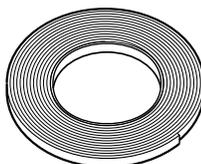
**Vent Grille**



**Cleaning Cream**



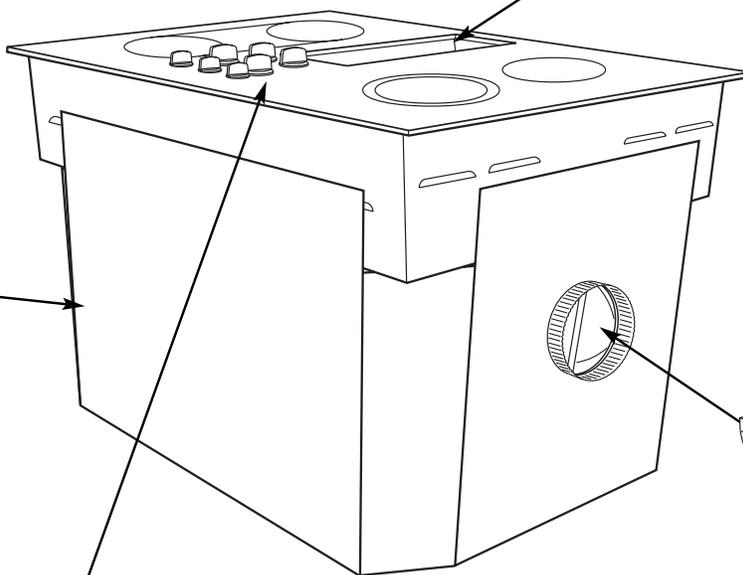
**Cleaning Scraper**



**Foam Gasket Tape**



**Note:** Leave the cooktop resting on the cardboard sleeve until ready to install in the cabinet.



**Blower Discharge  
Transition Duct**  
(Packed in Cardboard  
Sleeve)

**CAUTION: GLASS IS FRAGILE**  
**DO NOT BUMP EDGE OF GLASS**  
**DURING INSTALLATION**

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# Cabinet Preparation

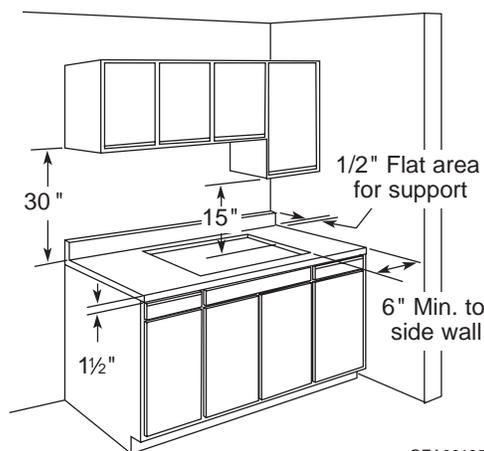
## Step 1 – Preparing for Installation

### Positioning the cooktop

The cooktop is designed to look best when centered in a cabinet its same width.

The exhaust vent beneath the cooktop must be located between wall studs or floor joists so that ductwork may be installed properly.

At least 6 in. must be allowed between side edges of cooktop and adjacent walls.



Avoid placing cabinets above the cooktop unit, if possible, in order to reduce the hazards caused by reaching over heated surface units. If cabinets are placed over the cooktop, the risks can be reduced by installing a range hood that projects horizontally a minimum of 5 in. beyond the bottom of the cabinets.

If cabinetry is used above cooktop, allow a minimum 30-in. clearance between the cooking surface and the bottom of any unprotected cabinet.

If clearance between cooktop and cabinetry is less than 30-in., cabinet bottom must be protected with flame-retardant millboard at least 1/4-in. thick, covered with 28-gauge sheet steel or 0.020-in. thick copper. Clearance between cooktop and protected cabinetry must **never** be less than 24 in.

**Exception:** Installation of a listed microwave oven or cooking appliance over the cooktop shall conform to the installation instructions packed with that appliance.

A 15-in. minimum must be kept from the side edge of cooktop to the bottom of any cabinet not directly above cooktop. If clearance is less than 15 in., adjacent cabinets should be at least 6 in. from side edges of cooktop.

## Step 2 – Preparing the Base Cabinet

This cooktop is designed to fit easily into a variety of cabinets. However, some cabinets may require modifications.

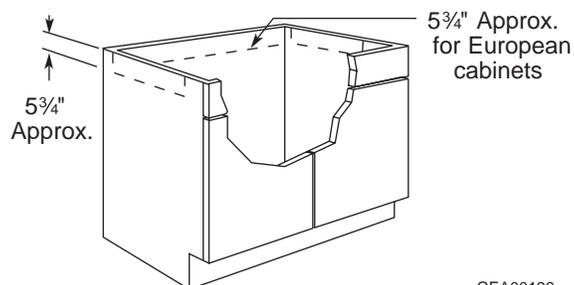
### Preparing a cabinet that is against a wall

In some cabinets, the sides may need to be scooped or cut down 5-3/4 in. as shown, and the corner braces need to be removed in order to accommodate the unit.

In 75-cm and 90-cm frameless European cabinets, the back panel may need to be cut down 5-3/4 in. to accommodate the unit.

### Preparing a peninsula- or island-type cabinet

In a peninsula- or island-type cabinet, the sides may need to be scooped or cut down, and the corner braces need to be removed in order to accommodate the unit.

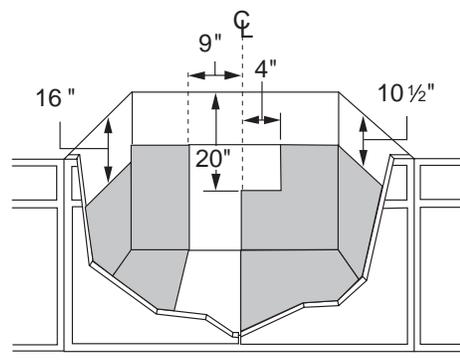


## Step 3 – Rough Preparation of Junction Box

**WARNING:** For personal safety, remove house fuse or open circuit breaker before preparing junction box.

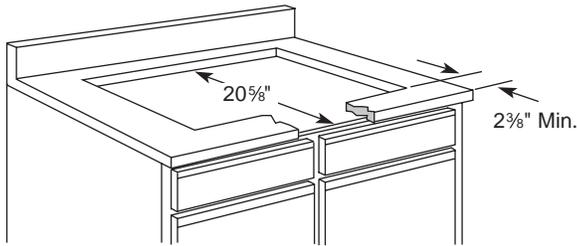
Install an approved junction box within shaded area shown in diagram. Junction box must be at least 10-1/2 in. below the top of the cabinet.

Run conductors from residence wiring to junction box according to local electrical codes.



## Step 4 – Preparing the Countertop

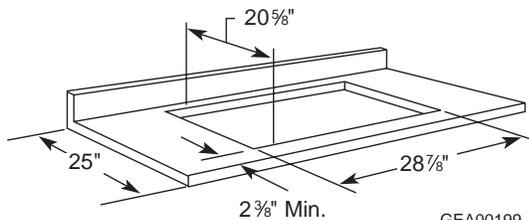
Clearance between inside front of cabinet and rear of countertop cutout must be 20-5/8 in. in order to accommodate cooktop depth.



GEA00198

A 1/2-in.-wide flat area is required around the edge of the opening to support the unit. The cooktop unit must be level and sit squarely into the countertop opening.

Carefully cut countertop opening according to the dimensions shown in the illustration. Be sure the opening is cut squarely, with sides parallel to each other and rear exactly perpendicular to sides.



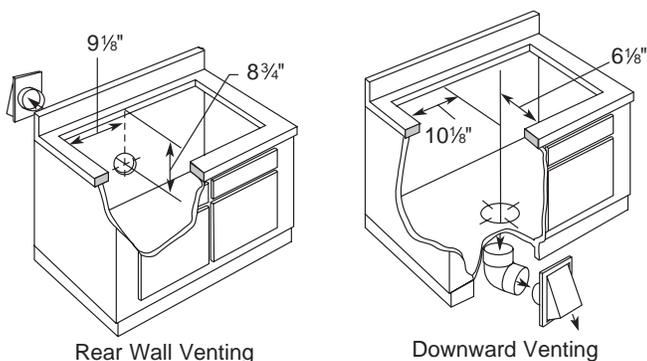
GEA00199

## Step 5 – Preparing for Ductwork

**Note:** Ductwork **must** be vented to outside. Do **not** vent into a wall, ceiling, crawl space, attic, or other concealed space.

- When cutting or drilling into wall or ceiling, do not damage electrical wiring or other hidden utilities.

Cut hole in cabinet wall or floor as appropriate for your installation. Make sure exhaust duct is located between wall studs or floor joists.



Rear Wall Venting

Downward Venting

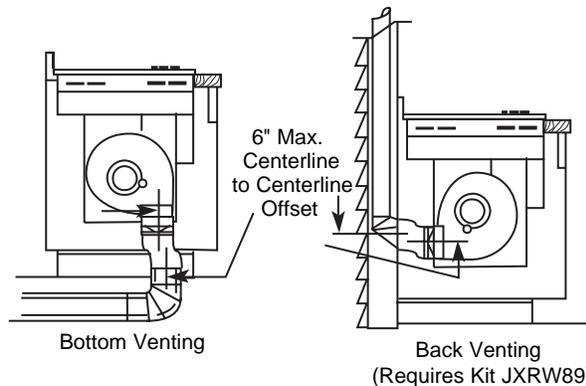
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## Step 5A – Blower to Ductwork Alignment

In general, the use of flexible ducting is discouraged because it can cause severely restricted airflow. However, if the blower outlet and the floor or wall duct location do **not** align well, then flexible **metal** ducting can be used to adapt to an offset. Good alignment without use of flexible ducting is best.

**Note:** Do not exceed the maximum recommended offset of 6 in.

- Do not allow the flexible ducting to kink or collapse.
- Do stretch the flexible ducting as much as possible to eliminate as much of the corrugation as possible.



Bottom Venting

Back Venting  
(Requires Kit JXRW89)

GEA00305

## Step 5B – Determine Flexible Ducting's Equivalent Length

1. Measure the actual amount of offset (maximum of 6 in. is recommended). The effect upon airflow is dependent upon the amount of offset.
2. Calculate the equivalent ducting allowances using:
 
$$\begin{aligned} & (\text{___ in. offset}) \times (5 \text{ ft. per inch}) \\ & = \text{___ ft. equivalent length} \end{aligned}$$
3. Enter the calculated value into Table 1 of Ductwork Calculations.
4. Ensure that the total equivalent length of ducting does not exceed the maximum recommendation of 100 ft.

# Ductwork Calculations

**TABLE 1**  
**Calculate Total Equivalent Ductwork Length**

| Duct Pieces   | Equivalent Length*x                 | Number Used † = | Equivalent Length |
|---|-------------------------------------|-----------------|-------------------|
|  6" round straight                   | 1 ft.                               | x ( ) =         | ft.               |
|  3/4" x 10" straight                 | 1 ft.                               | x ( ) =         | ft.               |
|  6", 90° elbow                       | 15 ft.                              | x ( ) =         | ft.               |
|  6", 45° elbow                       | 9 ft.                               | x ( ) =         | ft.               |
|  Flexible Metal Offset Adapter       | See Calculations in Steps 5A and 5B |                 | ft.               |
|  3/4" x 10" 90° elbow                | 16 ft.                              | x ( ) =         | ft.               |
|  3/4" x 10" 45° elbow               | 5 ft.                               | x ( ) =         | ft.               |
|  3/4" x 10" 90° flat elbow         | 18 ft.                              | x ( ) =         | ft.               |
|  6" round to 3/4" x 10" transition | 7 ft.                               | x ( ) =         | ft.               |
| Subtotal Column 1 =   |                                     |                 | ft.               |

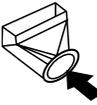
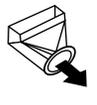
GEA00202

\* Equivalent lengths of duct pieces are based on actual tests and reflect requirements for good venting performance with any downdraft cooktop.

† Measure and list feet of straight duct used. Count and list the quantity of all other duct pieces for the "Number Used" of each type.

**Note:** For maximum efficiency, use the shortest and straightest duct run possible, with as few fittings as possible. *For satisfactory performance, the duct run should not exceed 100 ft equivalent length.*

Venting performance is improved by using larger diameter duct.

| Duct Pieces   | Equivalent Length* x | Number Used † = | Equivalent Length |
|---|----------------------|-----------------|-------------------|
|  6" round to 3/4" x 10" transition 90° elbow | 20 ft.               | x ( ) =         | ft.               |
|  3/4" x 10" to 6" round transition           | 5 ft.                | x ( ) =         | ft.               |
|  3/4" x 10" to 6" round transition 90° elbow | 12 ft.               | x ( ) =         | ft.               |
|  6" round wall cap with damper               | 21 ft.               | x ( ) =         | ft.               |
|  3/4" x 10" wall cap with damper             | 27 ft.               | x ( ) =         | ft.               |
|  6" round roof cap                           | 20 ft.               | x ( ) =         | ft.               |
|  6" round roof vent                         | 24 ft.               | x ( ) =         | ft.               |
| Subtotal Column 2 =   |                      |                 | ft.               |
| Subtotal Column 1 =   |                      |                 | ft.               |
| <b>TOTAL DUCTWORK =</b>   |                      |                 | ft.               |

**Should not exceed 100 feet.**

GEA00203

**Note:** Do not use flexible plastic ducting.

If flexible metallic ducting is used, all the equivalent feet values in the table should be doubled. The flexible metallic duct should be straight, smooth, and extended as much as possible.

Vent installation should not exceed the equivalent ductwork length of 100 ft.

Blower is rated at 400 CFM at 0.1 inch of water back pressure.

# Ductwork Installation

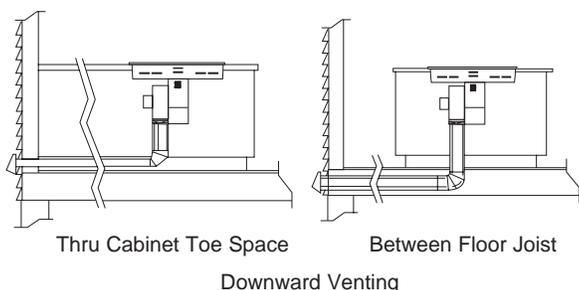
## Step 6 – Installing the Ductwork

**Note:** Local building code must be followed in specifying approved type and schedule of **all** duct used.

Use galvanized or aluminum duct in 6-in. round or 3-1/4-in. x 10-in. size, or a combination of both.

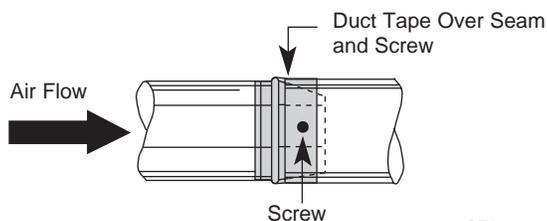
PVC duct should be used if installing under a poured concrete slab.

Always use an appropriate roof or wall cap with a damper. Laundry-type wall caps should **never** be used.



GEA00204

Install ductwork, making male-female connections in the direction of airflow as shown. Secure all joints with sheet metal screws and duct tape to assure an airtight seal.



GEA00205

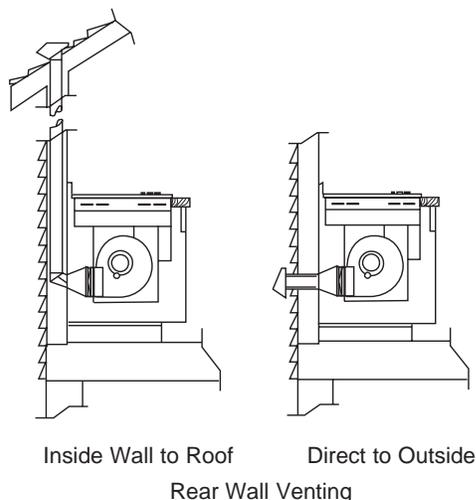
Use the shortest and straightest duct run possible. For satisfactory performance, the duct run should not exceed the equivalent ductwork length of 100 ft. Use Table 1 to calculate the total equivalent length of the ductwork.

### Optional Installation: Rear Wall Venting

Rear wall venting requires a special offset duct adapter (JXRW89) that is not included with your cooktop. This adapter has a 5-in. diameter outlet

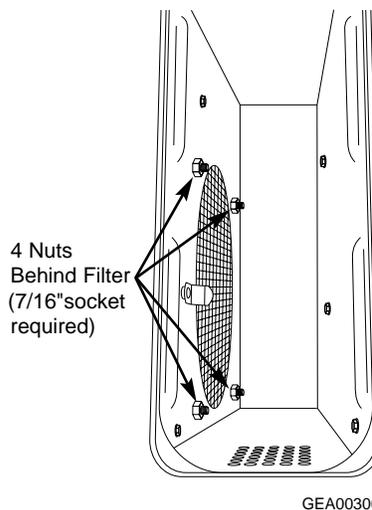
for rear wall and retrofit installations.

A 5-in. round duct may be used on short duct runs of 3 ft or less, such as direct to outside wall venting.



GEA00206

To convert blower exhaust direction, remove 7/16-in. nuts (behind the filter) that hold blower and wire finger guard. Remove blower and install Special Offset Adapter Kit JXRW89 with sheet metal screws.



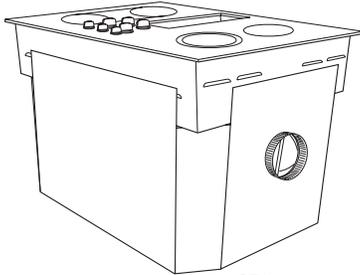
GEA00306

Rotate blower and reinstall to vent chamber, as shown above. Retighten nuts, but do not over-tighten.

## Step 7 – Installing the Foam Gasket

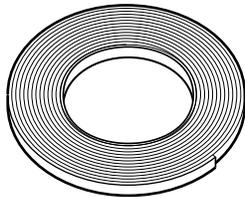
**Caution:** Do not install the cooktop into the countertop without installing the foam gasket, as shown below. The foam gasket protects the bottom edge of the glass from the countertop and seals the cooktop to protect it from spills.

Start with the cooktop on the cardboard base with all four sides easily accessible.



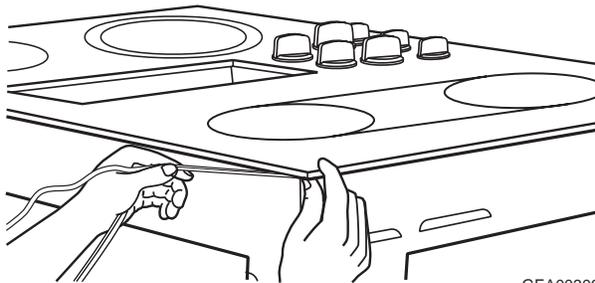
GEA00307

Locate the foam gasket tape included with the cooktop.



GEA00308

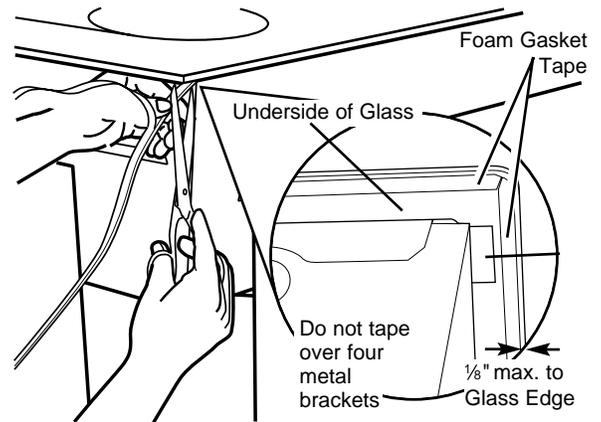
Peel off the white backing to install the foam gasket tape on the bottom side of the cooktop glass, as shown below.



GEA00309

## Foam Gasket Installation Notes:

- The foam gasket tape should be installed within 1/8 in. of the edge of the glass. Do not stretch or twist the foam gasket tape.
- Use care not to stretch the foam gasket tape while it is installed or it will not stay in place.
- Do not place foam gasket tape over the four metal mounting brackets.
- Butt the foam gasket tape ends together at each corner without overlapping.
- Trim the foam gasket tape to length without stretching.
- Mitre cut outside corners of foam gasket tape slightly if necessary for appearance.
- Do not scratch the glass while cutting the foam gasket tape.

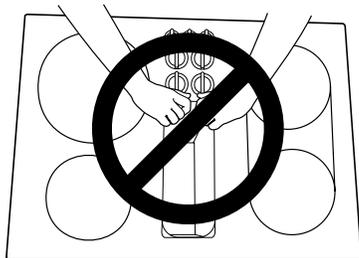


GEA00310

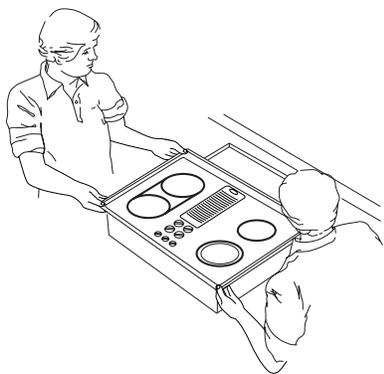
# Cooktop Installation

## Step 8 – Installing the Cooktop

Place the vent grille in position on the glass top vent opening. Remove the tape holding the cardboard base to the bottom of your cooktop.



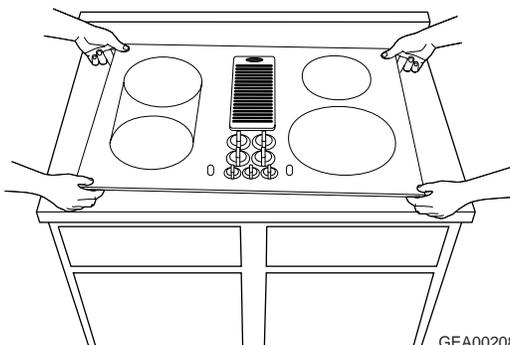
**CAUTION:  
DO NOT LIFT  
FROM VENT  
OPENING**



GEA00311

**Caution:** Do not use the glass top vent opening to lift or move the cooktop into position.

Using two people, lift the cooktop by the glass side edges as shown. Remove the cardboard base.



GEA00208

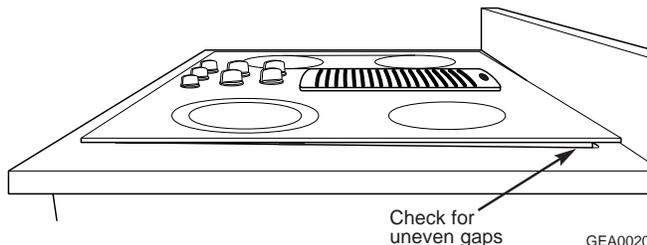
Lower the cooktop into the countertop opening, guiding it into position until the glass is approximately 1/2-in. above the countertop surface.

Carefully remove your fingers one corner at a time to lower the cooktop into position.

**Note:** Do **not** use Silicone RTV or caulk to bond cooktop glass to countertop.

## Step 9 – Checking for Flatness

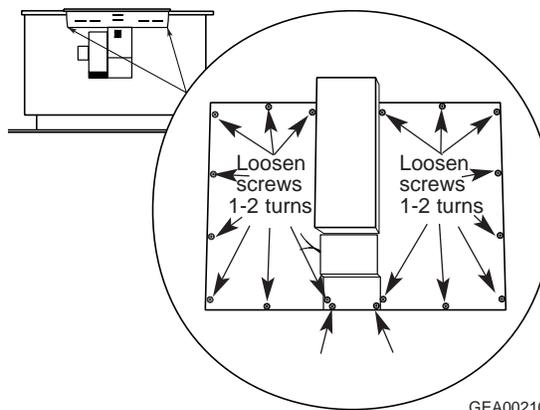
Inspect the cooktop glass for rocking or uneven gap on all four sides at the countertop surface. Do **not** attempt to force the glass to meet the countertop.



GEA00209

**Note:** If the cooktop edge is perfectly flat with the countertop surface, skip to Step 10.

If there is rocking or an uneven gap, use a 1/4-in. nut driver to loosen the 18 sheet metal screws on the bottom panels of the cooktop while it is still in the countertop.



GEA00210

Loosen each bottom panel screw 1 or 2 turns. After all 18 screws are loosened, recheck the cooktop for flatness with the countertop surface.

Gently bump your hand along the outside edge of the cooktop if needed to help the edge settle evenly onto the countertop surface.

Retighten all 18 sheet metal screws.

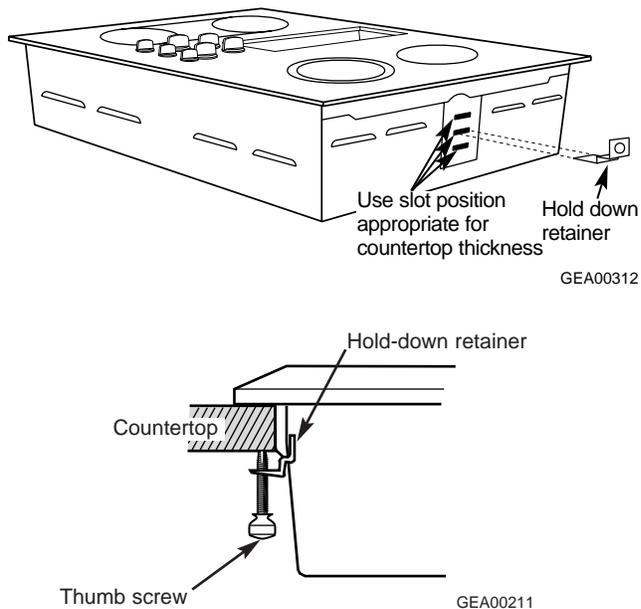
### Grounding Specifications:

Ground Path Resistance: 0.10 Ohm Max.

Insulation Resistance: 250K Ohm Min.

## Step 10 – Installing the Hold-Down Retainers

**Note:** Check for glass flatness discussed in Step 9 before installing hold-down retainers.



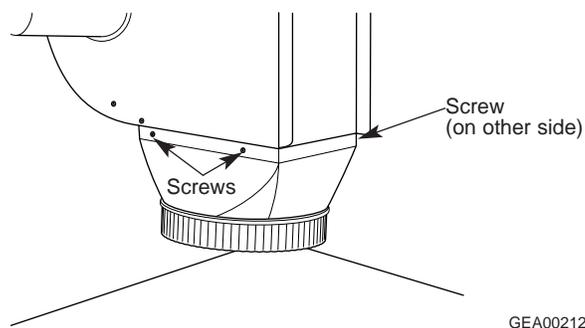
Secure cooktop to the counter using the side retainers and thumb screws shipped with the unit (one on each side).

## Step 11 – Attaching the Blower Transition Duct

Use the blower transition duct that is packed with your cooktop for all downward duct installations to connect to 6-in. round standard ductwork.

**Note:** Use Rear Wall Adapter Kit JXRW89 for duct installations through the rear cabinet wall and retrofits of older 5-in. duct size cooktops.

Remove the cardboard packing in the blower outlet.



Install the transition duct to the blower outlet with the 3 sheet metal screws that are provided.

## Step 12 – Connecting the Ductwork

Connect the ductwork prepared in Steps 5 and 6 to the blower transition duct.

# Electrical Installation

## Step 13 – Before Making Electrical Connections

**Note to Electrician:** The power leads supplied with this appliance are U.L. recognized for connection to large-gauge household wiring.

The insulation of these leads is rated at temperatures much higher than the temperature rating of household wiring. The current-carrying capacity of a conductor is governed by the wire gauge and the temperature rating of the insulation around the wire.

### Aluminum Wiring

**WARNING:** Improper connection of aluminum house wiring to the copper leads can result in serious problems.

Attach copper wires to aluminum wiring using special connectors designed and U.L. listed for joining copper to aluminum. Follow the connector manufacturer's recommended procedure closely.

### Service Loop

Leave a loop in the wires to the cooktop so the cooktop can be lifted 12 in. without having to disconnect the wiring.

## Electrical Requirements\*

| Model # | Voltage   | Frequency | kW     |
|---------|-----------|-----------|--------|
| JP989   | 120/240 V | 60 Hz     | 8.8 kW |
|         | 120/208 V | 60 Hz     | 6.7 kW |

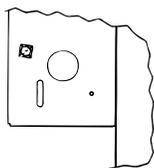
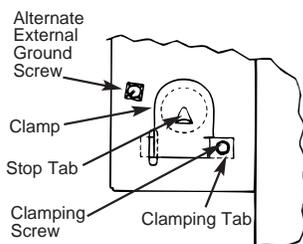
\*For reference only. Verify with product rating plate.

## Step 14 – Install 1/2-in. Flexible Conduit With Supplied Clamp

**Note:** A clamp has been included with the cooktop for installing the 1/2-in. flexible conduit.

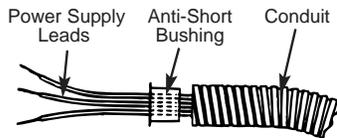
Remove the screws holding the wire compartment cover and remove the cover.

Remove the clamping screw and the clamp.

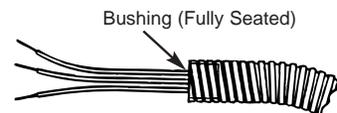


GEA00213

Feed the power supply leads through the conduit; be sure to leave enough length to properly connect these leads to the cooktop power leads.

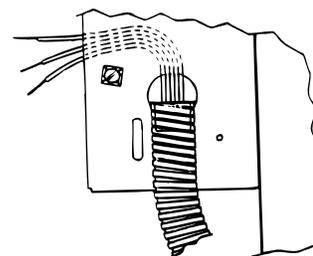


Thread the leads through an anti-short bushing and firmly seat the anti-short bushing in the end of the conduit.



GEA00214

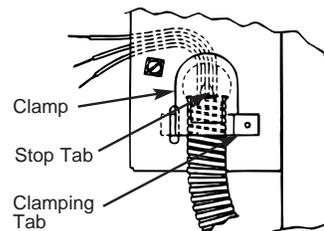
Feed the leads through the hole in the wire compartment.



GEA00215

Lay the conduit against the side of the wire compartment.

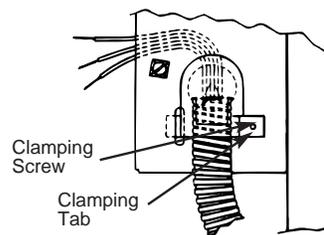
Place the clamp over the conduit. Make sure the bushing is fully seated against the stop tab in the clamp.



GEA00216

Tighten the clamping screw until the clamping tab is fully seated against the wire compartment.

When complete, reinstall the wire compartment cover.



GEA00217

## Step 15 – Making Electrical Connections

Effective January 1, 1996, the National Electrical Code requires that new, but not existing, construction utilizes a four-conductor connection to an electric range. When installing an electric range in new construction, follow the instructions in **New Construction and Four-Conductor Branch Circuit Connection**.

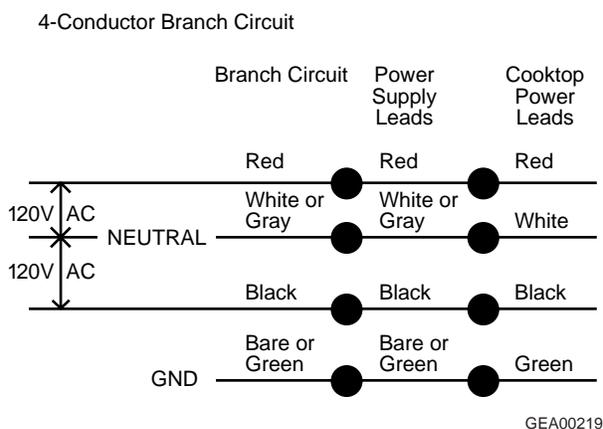
You must use a three-wire, single-phase AC 208Y/120-Volt or 240/120-Volt, 60-Hertz electrical system with separate ground. If you connect to aluminum wiring, properly installed connectors approved for use with aluminum wiring must be used.

### New Construction and Four-Conductor Branch Circuit Connection

- When installing in new construction, or
- When installing in a mobile home, or
- When local codes do not permit grounding through neutral:

#### 4-Conductor Branch Circuit

When connecting the cooktop to a 4-conductor circuit, connect the red leads of the cooktop and the power supply to the branch circuit's red lead; connect the black leads to each other. Separate the green and white leads of the cooktop. Connect the cooktop's white lead to the power supply and branch circuit neutral leads, which are white or gray. Ground the unit by connecting the green conductor of the cooktop to the bare or green leads of the power supply and branch circuit (ground leads).

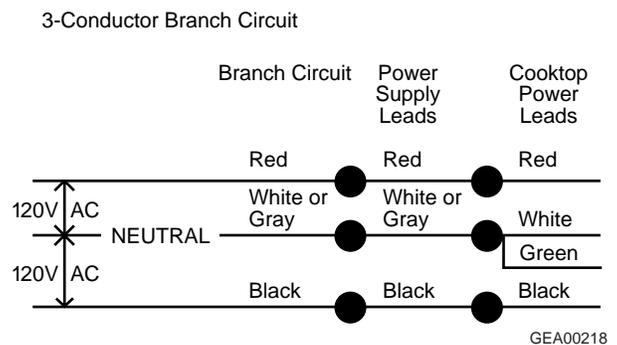


## Three-Conductor Branch Circuit Connection

- When installing in existing construction built prior to January 1, 1996 and if permitted by local codes:

### 3-Conductor Branch Circuit

When connecting the cooktop to a 3-conductor circuit, connect the red leads of the cooktop and the power supply to the branch circuit's red lead; connect the black leads to each other. Connect the green and white leads of the cooktop to the power supply and branch circuit neutral leads, which are white or gray.



# Removal and Replacement

## Control Assembly Servicing:

### Infinite Switches, Coil Select Switches, Blower Switch, and ON Lamp Servicing

**Caution:** This cooktop has instant-on HOT surface indicator lights. **Wiring reversals can cause a direct electrical short after all 4 surface units heat up and close all 4 limiter switches.** Check the wire terminations for proper polarity of all L1 and L2 wires, H1 and H2 wires, and heater HOT light terminals #2 and #4.

**Note:** Control assembly can be removed from the cooktop without removing the cooktop from the countertop.

1. Remove all 7 knobs from the cooktop.

**Note:** Remove any knob clips that remain on the control shafts and reinsert clips inside knob stems.

2. Remove 4 screws and the wiring access cover located below the controls. Disconnect the white 5-pin blower connector inside.
3. Remove 3 screws that hold the component plate to the cooktop. The screws are above the wiring with 2 toward the front and 1 toward the rear.

**Caution:** Save and replace with the exact screws to prevent glass breakage (#8-18 x 1/4-in.).

4. Unplug the 2 red and 2 white connector housings.
5. Lower the control assembly and rotate the front side down to remove.

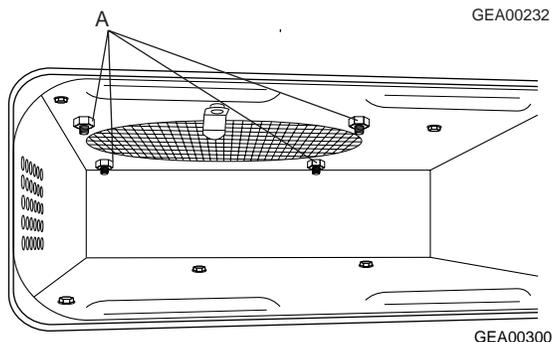
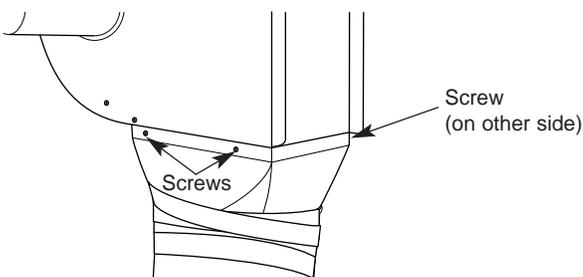
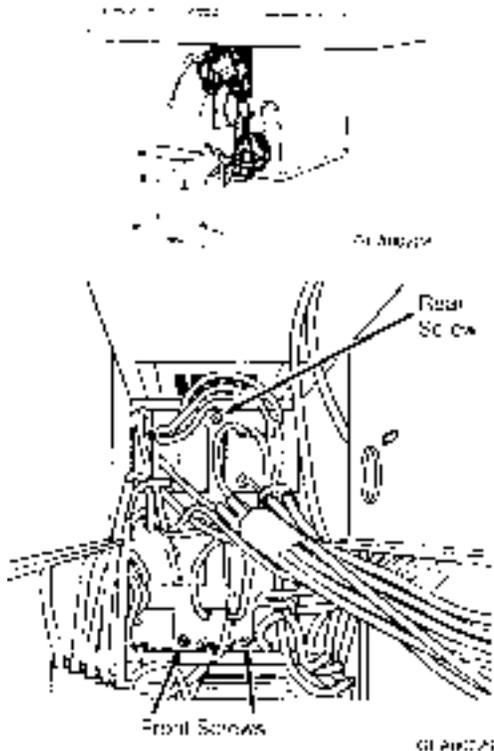
## Blower Assembly Replacement (WB26X10072)

**Note:** Blower assembly can be removed from the cooktop without removing the cooktop from the countertop.

- The blower is a three-speed tapped winding design with a permanent run/start capacitor.

1. Remove the access wiring cover located below the controls (4 screws, see figure).
2. Unplug the blower connector and remove the wires from the access cover.
3. Disconnect the transition duct from the blower assembly.
4. Remove the intake grille and filter.
5. Support the blower assembly and remove the 7/16-in. nuts (A) inside the intake plenum.

**Parts available:** Complete blower assembly with capacitor or replacement capacitor WB27X10363.





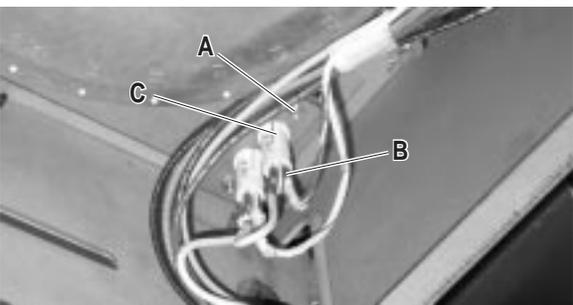
GEA00319



GEA00320



GEA00321



GEA00236

## Capacitor Replacement (WB27X10363)

**WARNING:** Disconnect the electrical power supply before servicing the capacitor. The capacitor is capable of storing voltage that could be lethal. **Do not touch the bare connector terminals.**

1. Remove the guard surrounding the capacitor shell. Some models have a flat plastic spacer between the capacitor shell and the motor. Retain the guard and the spacer for reassembly.
2. Firmly push upward on the capacitor shell to remove the capacitor from motor bracket cap.

**WARNING:** Make sure the stored electrical charge has been dissipated by placing a 100-ohm, 2-watt resistor across the terminals, or by placing a screwdriver blade between the terminals and grounding the screwdriver to the cooktop for several seconds.

3. Carefully discharge both capacitor wire harness terminals as described above.

**Note:** Record wire harness connections.

4. Disconnect terminals using needle nose pliers and reconnect in same orientation on new capacitor.
5. Firmly snap new capacitor shell casing into motor bracket cap.
6. Replace plastic spacer (if so equipped) and guard around capacitor.

## HOT Light Replacement

**Note:** HOT lights can be removed from the cooktop without removing the cooktop from the countertop.

- The HOT lights and the surface heater ON light are 120-V lights with dual bulbs (WB25K10003).
- It is recommended to remove the blower if servicing the left side HOT lights.

1. Remove the large bottom cover under the HOT lights.
2. Remove 2 screws (A) and the HOT light bracket.

**Caution:** Save and replace with the exact screws to prevent glass breakage (#8-18 x 1/4-in.).

3. Remove the wires (B) to the HOT lights.
4. Compress the HOT light wings (C) and remove them.

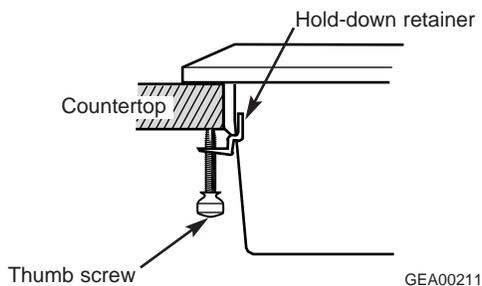
## Glass Cooktop Removal from Countertop

(Required for heater replacement or broken glass cooktop replacement.)

**WARNING:** To avoid injury to eyes from ceramic fiber dust, heater assemblies should be serviced by removing the entire cooktop from the countertop opening and removing the glass assembly from the chassis.

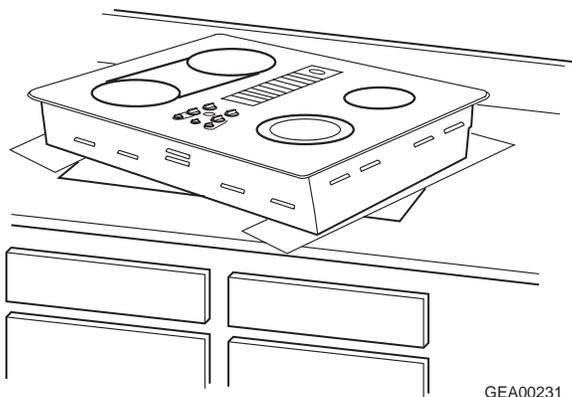
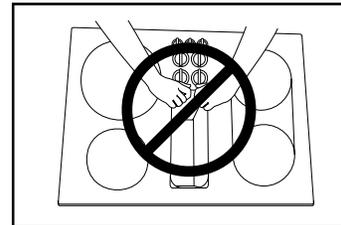
**Caution:** Fiber ceramic material on the heating element is very fragile—avoid contact.

- When servicing cooktop, care must be taken not to scratch the glass.



1. Remove the wiring access cover located below the controls (4 screws). Do **not** remove flex cable clamp from wiring access cover. Disconnect the white 5-pin blower connector inside.
2. Remove **all** cooktop hold-down retainers from underneath the countertop's edge.
3. Remove the blower (see **Blower Assembly Replacement**) to reduce the weight of the cooktop for safe removal from countertop. Do **not** remove wires from access cover.
4. Protect the counter with two strips of wood or cardboard as shown.

**Caution:** To avoid cooktop glass breakage, do **not** lift or support the cooktop using the downdraft vent opening.

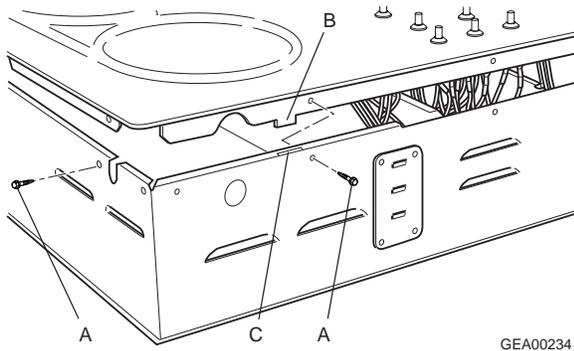


5. Reach up from inside the cabinet and push upward on the burner box bottom enough to shim with protective wood or a cardboard piece under one end. Repeat for the other end.

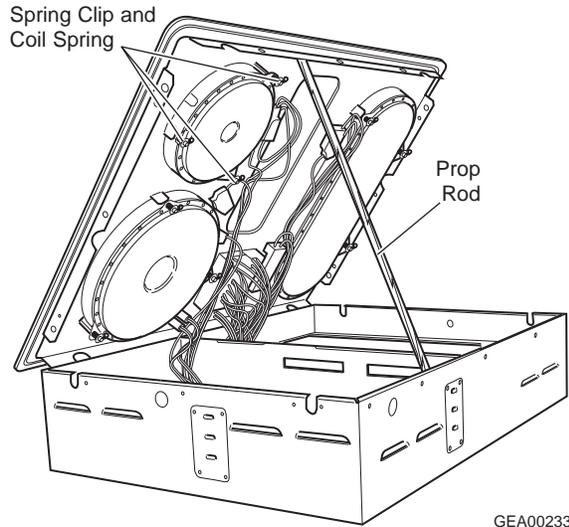
**Caution:** Screws on the bottom of the burner box can scratch the countertop surface. Use care to protect countertop appearance.

6. Using the shims to get a handhold under the left and right sides of the glass, carefully raise the cooktop up about 7 inches, rotate slightly left or right (to best working advantage), and set down as shown. Lift each end slightly and adjust wood or cardboard as shown to prevent scratching the countertop.

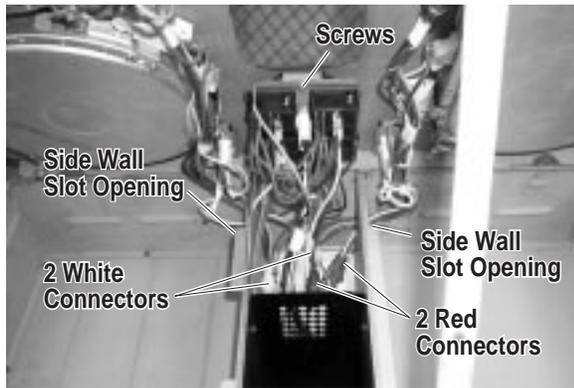
**Note:** Have an 18- to 24-in. prop rod (stiff enough to hold 15 lbs. of compression) at hand.



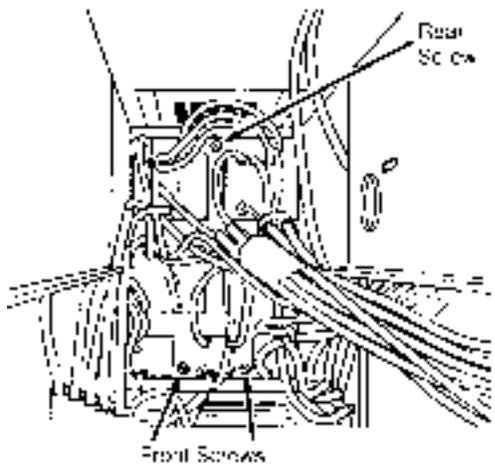
GEA00234



GEA00233



GEA00301



GEA00235

7. Remove (12) 1/4-in. chassis screws (A) that hold the glass and metal subplate to the cooktop box (3 screws from each side).
8. Raise the front of the glass and metal subplate assembly slightly and use pliers to bend 2 tabs (B) approximately 45 degrees outward.
9. Carefully raise the glass and metal subplate assembly from the cooktop box. **Do not force it.** Wires may be caught on the flanges of the cooktop box.
10. Insert the 2 tabs (B), on the front of the metal subplate, into the 2 slots (C) on the top front flange of the cooktop box.

11. Tilt the glass and metal subplate up and temporarily install the prop rod near the center as shown.

**Note:** If you are replacing only 1 defective heater using **Heater Replacement Method 1**, skip to that section to continue. Otherwise, go on to step 12.

12. Remove all 7 knobs from the cooktop.

**Note:** Remove any knob clips that remain on the control shafts and reinsert clips inside knob stems.

13. Unplug the 4 connectors below the controls (2 red and 2 white connectors).

14. Push the heater side of the connectors through the sidewall slot openings (2 red connectors go to the right and 2 white connectors to the left).

15. Have a 1/4-in. nut driver ready, then tilt the glass and metal subplate assembly up to a fully vertical position and remove 2 screws from the bottom of the center control panel plate.

**Caution:** Save and replace with the exact screws to prevent glass breakage (#8-18 x 1/4-in.).

16. Return the glass and metal subplate back to the tilted position supported by the prop rod, then remove the top screw from the center control panel plate.

17. Pull the control panel plate away from the glass until all 7 shafts pull out of the rubber grommets. Let the control panel rest on the top of the burner box chassis.

**Note:** If you are replacing a broken glass cooktop, skip to **Broken Glass Replacement** section.

- If you are replacing a defective heater, skip to the **Heater Replacement Method 2** section.

## Heater Replacement Method 1 – Using the prop rod.

This method has fewer steps than Method 2, but has a higher risk of twisting and breaking the glass during replacement of the heater. Use this method **only** if you have good access to reaching around the propped cooktop to replace the heater.

Perform Steps 1. thru 11. in the **Glass Cooktop Removal from Countertop** section, then skip to Step 20. in **Method 2** below.

**Note:** To avoid glass breakage, use care not to twist or lean on the glass cooktop while it is supported by the prop rod.

## Heater Replacement Method 2 – Using a tabletop.

Perform Steps 1. thru 17. in the **Glass Cooktop Removal from Countertop** section.

18. Have a clean, flat tabletop or countertop (at least 30 in. wide) available. Remove the prop rod and lift the glass and metal subplate assembly away from the burner box chassis.

19. Place the glass and metal subplate assembly appearance side down on the table with the 7 grommets off the front of the table. This is to prevent glass breakage while replacing heaters.

**Caution:** Only about 2/3 of the glass is resting on the table. Do not push down on the front 1/3 without supporting the front of the glass with your hand. Do not force the glass assembly forward, as it will damage the Left-Rear and Right-Rear infinite switch grommets.

20. Remove the heater's hairpin cotter clips and springs from the defective heater.

21. Remove the defective heater with wiring intact and lay to one side.

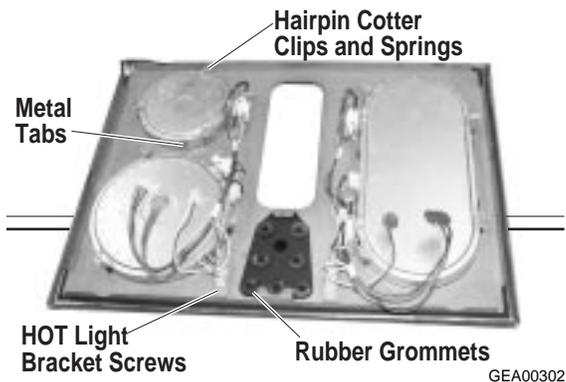
22. Install the new heater in position. Make sure the metal locating tabs do not go inside the metal heater can during assembly.

23. Reinstall the springs and hairpin cotter clips.

**Note:** If you are replacing either the bridge heater or the dual heater, it is easier to complete the wiring if you temporarily remove the HOT light bracket to provide hand access to terminals.

**Caution:** Save and replace with the exact screws to prevent glass breakage (#8-18 x 1/4-in.).

24. Remove heater wires, one at a time, from the defective heater and place them on the exact terminal positions on the new heater.



**Caution:** The cooktop has instant-on HOT surface indicator lights. **Wiring reversals can cause a direct electrical short after all 4 surface units heat up and close all 4 limiter switches.** Check the wire terminations for proper polarity of all L1 and L2 wires, H1 and H2 wires, and heater HOT light terminals #2 and #4.

25. Carefully shape the heater and HOT light wires to avoid the center chassis rails, but do not allow the wires to touch the metal heater cans.

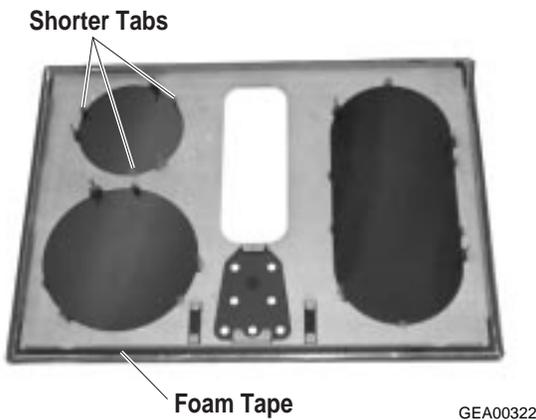
26. Skip to **Reinstalling Glass Cooktop** section to complete reassembly and installation into countertop.

## Broken Glass Replacement

**Caution:** Fiber ceramic material on the heating element is very fragile—avoid contact.

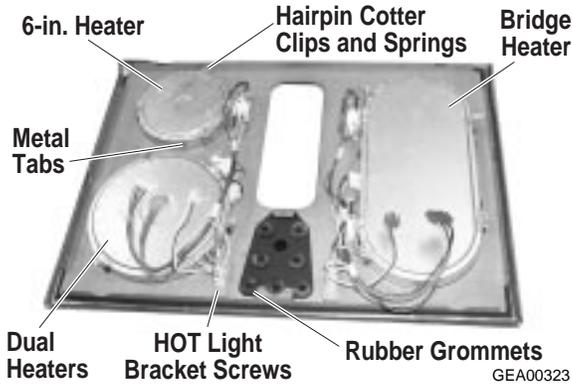
- When servicing the cooktop, care must be taken not to scratch the glass.
- The cooktop has instant-on HOT surface indicator lights. **Wiring reversals can cause a direct electrical short after all 4 surface units heat up and close all 4 limiter switches.** Check the wire terminations for proper polarity of all L1 and L2 wires, H1 and H2 wires, and heater HOT light terminals #2 and #4.

**Note:** The glass cooktop should be serviced by removing the entire cooktop from the countertop opening. The glass and metal subplate are sealed together and are replaced as an assembly.



1. Carefully open one end of the package containing the replacement glass cooktop, then slide out the glass and protective styrofoam packaging. Save a packet of 1/4-in.-wide foam gasket tape for Step 4.
2. Place one piece of the flat styrofoam packaging on a smooth tabletop and place the new glass subassembly face up. Check for any breakage or damage before proceeding. Flip the glass face down onto the styrofoam block with the control holes toward you. **Do not** remove nylon filament tape from the glass edge.
3. Using a pair of pliers, gently bend back only the shorter tabs around each heater opening about 5 degrees to ease assembly of the heaters later.
4. Install new 1/4-in.-wide foam gasket tape (WB25K10003) along the outer edge of the glass, on top of the nylon filament tape.
5. Place the other piece of flat styrofoam packaging beside the new glass subassembly as a place to put the old glass subassembly when removed from the cooktop chassis. This provides a side-by-side work area to transfer heaters and HOT lights safely to the new glass subassembly.

Perform Steps 1. thru 17. in **Glass Cooktop Removal from Countertop** section.



18. Verify that the flat styrofoam packing material from the new glass subassembly is in place on a table or countertop to be used as a work surface.
19. Place the broken glass and metal subplate assembly appearance-side down on the above-mentioned styrofoam packing surface.
20. Remove 7 rubber grommets from the broken glass. Wet the rim of all 7 holes in the new glass by using a drop of liquid soap on your fingertip to lubricate the hole before reinstalling the grommets. Gently twist (do not force) the grommet through the hole.
21. Remove the heater's hairpin cotter clips and springs from the 6-in. heater, the bridge heater, and the dual heater.
22. Remove 2 special screws from each HOT light bracket on the left and right sides.

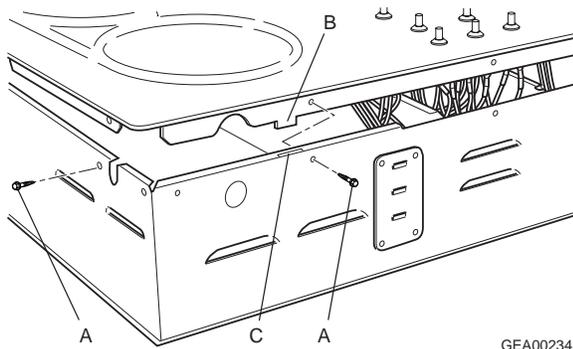
**Caution:** To prevent glass breakage, save and replace with exact screws (#8-18 x 1/4-in.).

23. Lift out the bridge heater with the wiring and HOT lights intact and transfer to the new glass. Make sure the metal locating tabs do not go inside the metal heater can during assembly.
24. Lift out the 6-in. and dual heaters together with wiring and HOT lights intact and transfer them to the new glass assembly in a similar manner.
25. Reinstall all heater springs and cotter hairpin clips.
26. Reinstall both left and right HOT light brackets using the special #8-18 x 1/4-in. screws.

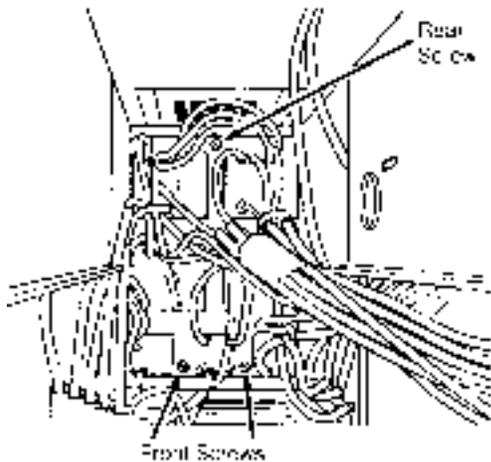
**Caution:** The cooktop has instant-on HOT surface indicator lights. **Wiring reversals can cause a direct electrical short after all 4 surface units heat up and close all 4 limiter switches.** Check the wire terminations for proper polarity of all L1 and L2 wires, H1 and H2 wires, and heater HOT light terminals #2 and #4 if any wires were removed.

27. Carefully shape the heater and HOT light wires to avoid the center chassis rails, but do not allow the wires to touch the metal heater cans.

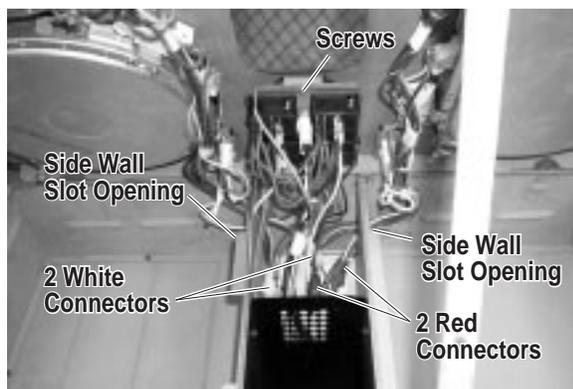
Proceed to **Reinstalling Glass Cooktop** section to complete reassembly and installation into countertop.



GEA00234



GEA00234



GEA00301

## Reinstalling Glass Cooktop

1. Verify that the burner box chassis is sitting level in a stable position, diagonally across the countertop cutout.
2. Transfer the serviced or new glass and metal subplate back to the burner box chassis and insert guide tabs (B) into the slots (C) on the chassis front flange. Temporarily insert the prop rod.
3. Reinsert all 7 control shafts through the grommets. Install **only** the top center screw using the special #8-18 x 1/4-in. screw.
4. Have a 1/4-in. nut driver and 2 special #8-18 x 1/4-in. screws ready, then remove the prop rod and raise the glass up to a fully vertical position. Insert the 2 special screws at the bottom of the control panel.
5. Return the cooktop to the tilted position supported by the prop rod.
6. Push the 2 red and 2 white heater and HOT light connectors back through the slot in the chassis and into the center wiring compartment.
7. Reconnect the 2 red and 2 white heater and HOT light connectors.
8. Verify that all heater wires are clear of the center chassis flange and are not touching any of the metal heater cans prior to lowering cooktop onto chassis.
9. Lift the glass subplate assembly out of the guide slots and gently lower it straight down over the chassis.

**Caution:** When installing the glass and metal subplate assembly, if any of the 12 side screw holes do not line up, do **not** force the top down. Look for wires trapped between the cooktop box flanges and the glass subplate. Push the wires out of the way—**trapped wires can cause glass breakage.**

10. Raise the front of the glass slightly and use pliers to straighten 2 tabs (B).
11. Replace 12 side screws (A) to secure the glass and metal subplate to the chassis.
12. Carefully lift each end of the cooktop to remove the protective wood or cardboard.

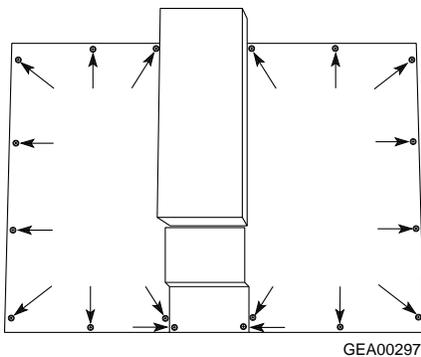
**Caution:** Glass is fragile; do not allow glass to drop more than about 1/2-in. onto the countertop.

13. Lower chassis back into the countertop opening.

**Caution:** Do not attempt to force the glass to meet the cooktop.

14. Inspect the cooktop glass for rocking or uneven gaps. If the glass cooktop does not sit evenly on the countertop, skip to the next section, **Rocking or Uneven Glass in Countertop**, before proceeding.

15. Reinstall 7 knobs.
  16. Reinstall the blower and reconnect the 5-pin white blower connector inside the center wiring compartment.
  17. Reinstall wiring access cover with 4 screws, verifying that no wires are pinched under the cover.
  18. Reinstall ductwork in blower outlet.
- Caution:** Install hold-down clamps finger-tight only. Overtightening will break glass.
19. Reinstall hold-down retaining clamps (if used).
  20. If a new glass cooktop was installed, clean it with the cleaning and conditioning cream (WX10X300). This will make future cleaning much easier.
  21. Turn on all 4 burners for a couple of minutes until all 4 HOT lights stay on by themselves with the infinite switches in the OFF position. This checks for proper polarity of all L1 and L2, H1 and H2, and HOT light wires.



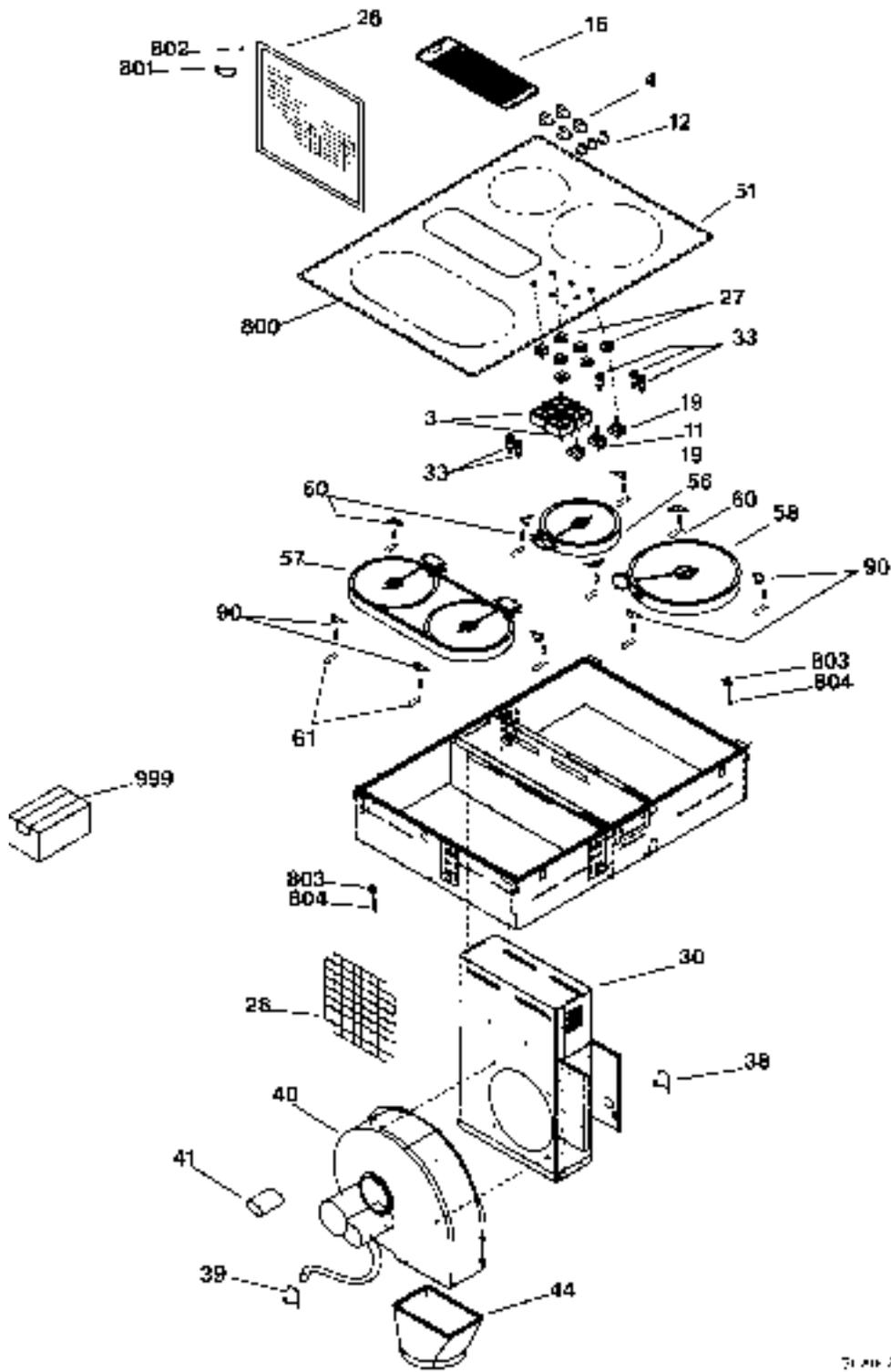
### Rocking or Uneven Glass in Countertop

**Caution:** To avoid glass breakage, do not attempt to force the glass to meet the cooktop.

1. Inspect all four sides for cooktop glass rocking or uneven gaps at the countertop surface.
2. If there is rocking or an uneven gap, use a 1/4-in. nut driver to loosen 18 sheet metal screws on the burner box bottom panels while the cooktop is in the countertop (see figure). Loosen each screw approximately 1 or 2 turns.
3. After all 18 screws are loosened, recheck the cooktop for flatness. If needed, gently “bump” your hand downward along the outside edge of the cooktop’s glass surface.
4. If this still does not correct a rocking problem, the cooktop will have to be pulled from the countertop to slightly loosen (about 1 turn) the 12 side screws that attach the glass and metal subplate to the burner box chassis. Lower the chassis back into position and recheck for rocking.
5. Tighten all 18 bottom screws.



# Illustrated Parts Breakdown



Parts list for Model No. JP989.  
Refer to microfiche for other model information.

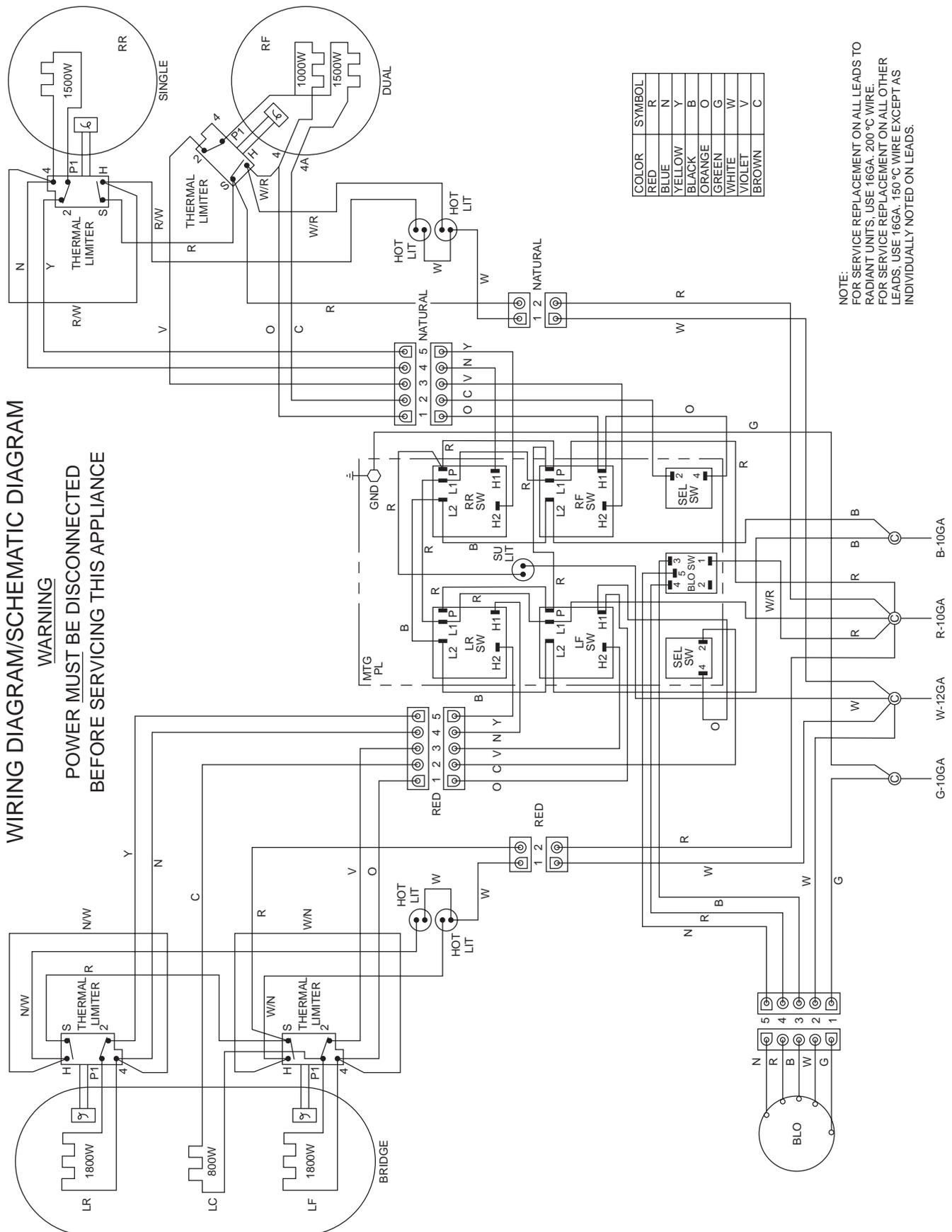
| <b>Ref #</b> | <b>Description</b>         | <b>Part #</b> | <b>Qty.</b> |
|--------------|----------------------------|---------------|-------------|
| 3            | INFINITE CONTROL SWITCH    | WB21X10049    | 4           |
| 4            | S.U. KNOB ASM. (BLACK)     | WB03X10089    | 4           |
| 4            | S.U. KNOB ASM.(WHITE)      | WB03X10091    | 4           |
| 4            | S.U. KNOB ASM. (BISQUE)    | WB03X10090    | 4           |
| 11           | BLOWER SWITCH, 3-SPEED     | WB24X10055    | 1           |
| 12           | SELECTOR KNOB (BLACK)      | WB03T10035    | 3           |
| 12           | SELECTOR KNOB (WHITE)      | WB03T10034    | 3           |
| 12           | SELECTOR KNOB (BISQUE)     | WB03T10093    | 3           |
| 16           | VENT GRILLE (BLACK)        | WB07X10346    | 1           |
| 16           | VENT GRILLE (WHITE)        | WB07X10348    | 1           |
| 16           | VENT GRILLE (BISQUE)       | WB07X10347    | 1           |
| 19           | SELECTOR SWITCH            | WB24X0449     | 2           |
| 26           | FILTER (BLACK)             | WB02X10651    | 1           |
| 27           | INFINITE CONTROL SEAL      | WB02X9504     | 7           |
| 28           | WIRE GUARD                 | WB02X10652    | 1           |
| 30           | PLENUM                     | WB49X10057    | 1           |
| 33           | INDICATOR LIGHT            | WB25K10003    | 5           |
| 38           | CONDUIT CLAMP              | WB02X1458     | 1           |
| 39           | CONDUIT CLAMP              | WB02X3014     | 1           |
| 40           | BLOWER ASM., 3-SPEED       | WB26X10072    | 1           |
| 41           | BLOWER CAPACITOR           | WB27X10363    | 1           |
| 44           | EXHAUST TRANSITION         | WB38X10034    | 1           |
| 51           | GLASSTOP ASM. (BLACK)      | WB61T10063    | 1           |
| 51           | GLASSTOP ASM. (WHITE)      | WB61T10066    | 1           |
| 51           | GLASSTOP ASM. (TRUE WHITE) | WB61T10065    | 1           |
| 51           | GLASSTOP ASM. (BISQUE)     | WB61T10064    | 1           |
| 56           | HALIANT ELEMENT, 6"        | WB30T10047    | 1           |
| 57           | HALIANT ELEMENT, BRIDGE    | WB30T10057    | 1           |
| 58           | HALIANT ELEMENT, 9"        | WB30T10044    | 1           |
| 60           | HEATER MTG. SPRING         | WB09X5119     | 10          |
| 61           | HAIRPIN COTTER             | WB01X10074    | 10          |
| 90           | ELEMENT MTG. BRKT.         | WB02X10653    | 10          |
| 800          | FOAM TAPE                  | WB02X10573    | 1           |
| 801          | FILTER CLIP                | WB02X7815     | 1           |
| 802          | SCREW (BLACK)              | WB01X5716     | 1           |
| 803          | RETAINER CLIP              | WB01X10079    | 2           |
| 804          | THUMB SCREW                | WB01X10080    | 2           |
| 999          | CLEANER                    | WX10X300      |             |
| 999          | SCRAPER                    | WX10X302      |             |
| 999          | MINI-MANUAL                | 31-20776      |             |
| 999          | INSTALLATION INSTRUCTIONS  | 49-80015      |             |
|              | OWNER'S MANUAL             | 49-80014      |             |

## ***Troubleshooting Information***

| <b>Problem</b>   | <b>Possible Causes</b>  | <b>What to Do</b>   |
|--|---|---|
| Surface units will not maintain a rolling boil or cooking is not fast enough.        | Improper cookware being used.   | Use pans that are absolutely flat and match the diameter of the surface unit selected.  |
| Surface units do not work properly.  | A fuse in the home may be blown or the circuit breaker tripped.   | Replace the fuse or reset the circuit breaker.  |
|  | Cooktop controls improperly set.  | Check to see the correct control is set for the surface unit being used.  |
|  | Faulty surface unit control switch.   | Check continuity of switch and replace if defective.  |
|  | Faulty element.   | Check continuity of element and replace if defective.   |
| Tiny scratches (may appear as cracks) or abrasions on radiant cooktop glass surface. | Incorrect cleaning methods being used.  | Use recommended cleaning procedure.   |
|  | Cookware with rough bottoms being used or coarse particles (salt or sand) were between the cookware and the surface of the cooktop. | Be sure cookware bottoms and cookware are clean before use. Use cookware with smooth bottoms. Tiny scratches are not removable, but will become less visible in time as a result of cleaning. |
|  | Cookware has been slid across the cooktop surface.  | See the Care and Cleaning section.  |
| Areas of discoloration on the cooktop.   | Improper cookware being used.   | Marks from aluminum and copper pans as well as mineral deposits from water or food can be removed with the cleaning cream.  |
|  | Hot surface on a model with a white glass cooktop.  | This is normal. The surface may appear discolored when it is hot. This is temporary and will disappear as the glass cools.  |
| Hot sugar mixtures or plastic melted to the surface.                                 | Hot cooktop came into contact with these substances.  | See the <i>Care and Cleaning</i> section.   |
| Frequent cycling off and on of surface units.  | Improper cookware being used.   | Use only flat cookware to minimize cycling.   |

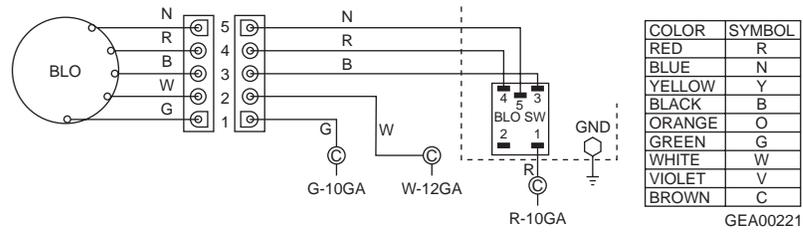
| <b>Problem</b>   | <b>Possible Causes</b>                                     | <b>What to Do</b>  |
|--|--|--|
| Cooktop feels hot.                                       | Improper cookware being used.                              | The glass cooktop surface may seem hotter than the consumer is used to. This is normal. Use the pans which are absolutely flat.<br><br>Using the vent will help keep the cooktop cooler. |
| Foods cook slowly.                                       | Improper cookware being used.                              | Pan bottoms should be flat, fairly heavy weight, and the same diameter as the surface unit selected.   |
| Metal marks (may appear as cracks).                      | Incorrect cleaning methods being used.                     | Use recommended cleaning procedures.   |
|  | Cookware has been slid across the cooktop surface.         | See the <i>Care and Cleaning</i> section.  |
| Dark streaks or specks.                                  | Improper cookware being used.                              | See the <i>Care and Cleaning</i> section.  |
| Control knob will not turn.                              | Cooktop controls improperly set.                           | When the knob is in the OFF position, it must be pushed in before it can be turned. When the knob is in any other position, it can be turned without being pushed in.                    |
| Poor venting.  | Clogged filter.  | Clean filter per instructions.   |
|  | House too airtight.  | Open a window slightly to provide fresh air source.  |
|  | Wall cap obstructed.                                       | Remove blockage from exterior wall cap.  |
|  | Wall cap damper door stuck.                                | Check exterior wall cap damper door for free movement or obstruction.  |
|  | Duct length exceeds recommended 100 equivalent ft maximum. | Have homeowner reduce number of elbows to simplify duct run.   |
|  | Faulty blower switch.                                      | Check continuity of switch and replace if defective.   |
|  | Faulty blower motor.                                       | Check capacitor.<br><br>Check continuity of blower motor and replace blower assembly if defective.   |
| One corner of the cooktop is not against the countertop. |  | Follow procedure in <i>Cooktop Installation</i> section.   |

# Schematics and Strip Circuits

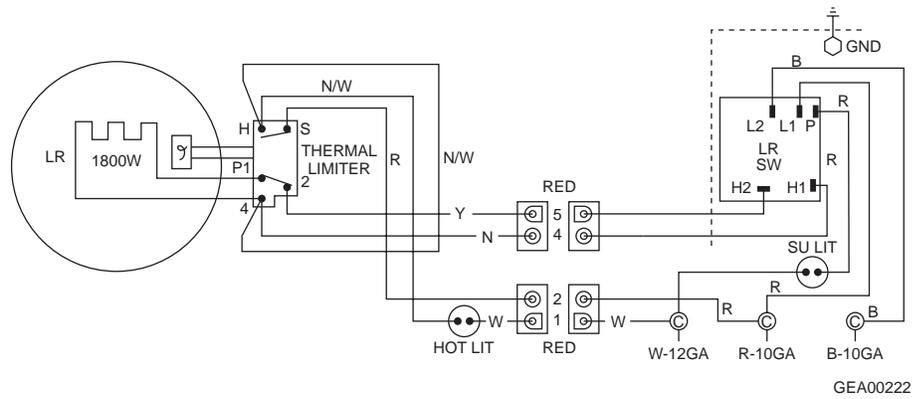


# Strip Circuits

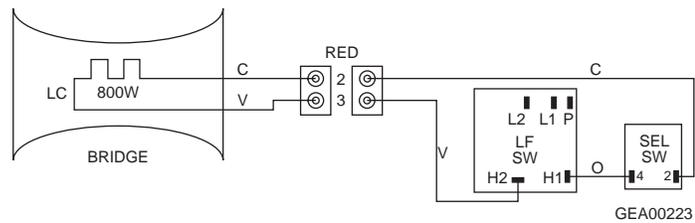
## Blower



## Left Rear Surface Unit

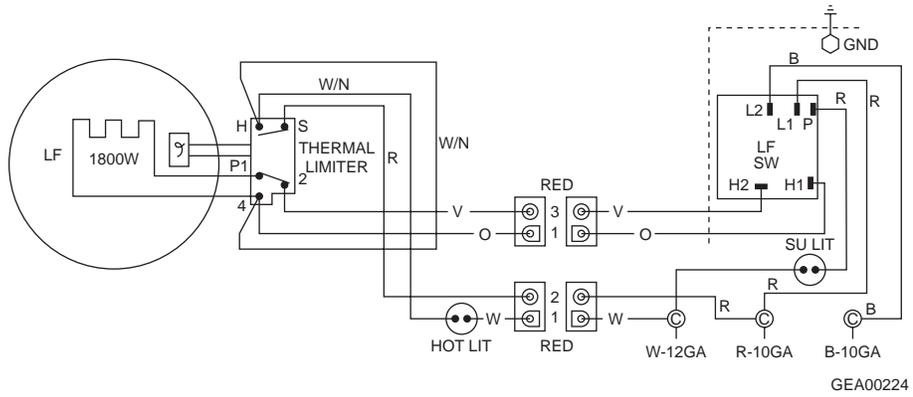


## Bridge Surface Unit

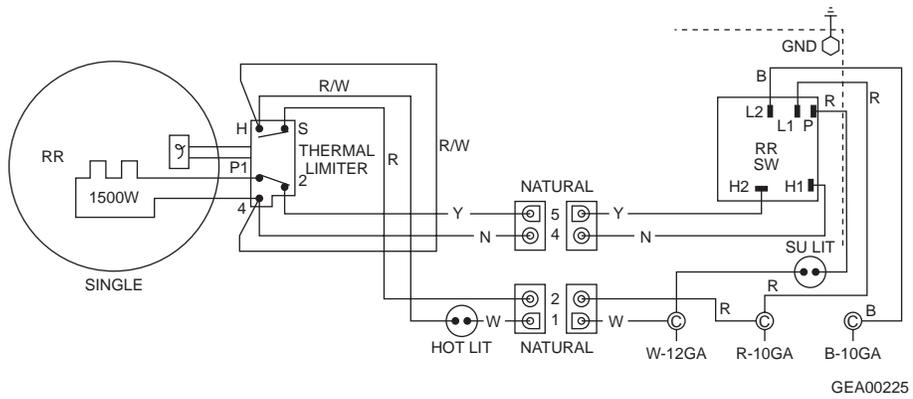


# Strip Circuits

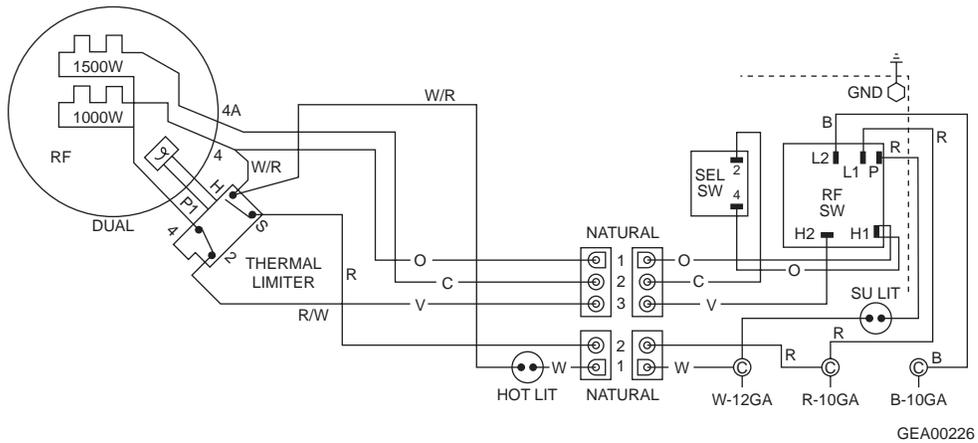
## Left Front Surface Unit



## Right Rear Surface Unit



## Right Front Surface Unit



## Warranty Information



**Sales slip or cancelled check is required as proof of original purchase date to obtain service under warranty.**

All warranty service is provided by our Factory Service Centers or an authorized Customer Care® technician. For service, call 800.GE.CARES.

| <b>For The Period Of:</b>   | <b>GE Will Replace:</b>  |
|---|--|
| <p><b>One Year</b><br/>From the date of the original purchase</p>   | <p><b>Any part</b> of the cooktop that fails due to a defect in materials or workmanship. During this <b>full one-year warranty</b>, GE will also provide, <b>free of charge</b>, all labor and in-home service to replace the defective part.</p>   |
| <p><b>Five Years</b><br/>From the date of the original purchase</p> | <p><b>A replacement glass cooktop</b> if it should: crack due to thermal shock; discolor; or if the pattern wears off.<br/><b>A replacement radiant surface unit</b> if it should burn out.</p> <p>During this <b>limited additional four-year warranty</b>, you will be responsible for any labor or in-home service.</p> |

### **What GE Will Not Cover:**

- Service trips to your home to teach you how to use the product.
- Improper installation.
- Failure of the product if it is abused, mis-used, or used for other than the intended purpose or used commercially.
- Damage to the glass cooktop caused by use of cleaners other than the recommended cleaning creams.
- Damage to the glass cooktop caused by hardened spills of sugary materials or melted plastic that are not cleaned according to the directions in the Owner's Manual.
- Replacement of house fuses or resetting of circuit breakers.
- Damage to the product caused by accident, fire, floods, or acts of God.
- Incidental or consequential damage to personal property caused by possible defects with this appliance.

*This warranty is extended to the original purchaser and any succeeding owner for products purchased for home use within the USA. In Alaska, the warranty excludes the cost of shipping or service calls to your home.*

*Some states do not allow the exclusion or limitation of incidental or consequential damages. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. To know what your legal rights are, consult your local or state consumer affairs office or your state's Attorney General.*

**Warrantor: General Electric Company. Louisville, KY 40225**