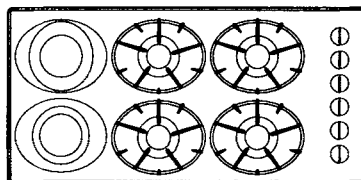
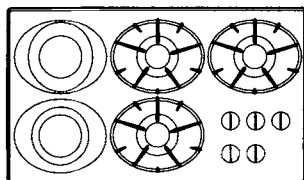
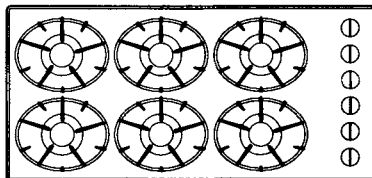
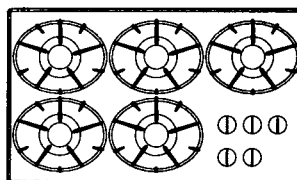
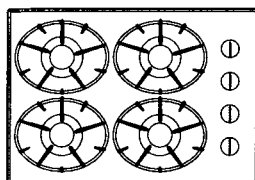


SERVICE MANUAL

for

THERMADOR® GLASS CERAMIC GAS AND GLASS CERAMIC DUAL GAS & ELECTRIC COOKTOPS



Models:

**CGX304U / CGX365U / CGX456U
CD365U / CD456U**

Thermador®
CORPORATION

THIS MANUAL CONTAINS INFORMATION THAT IS NECESSARY FOR SERVICING THE THERMADOR® GLASS CERAMIC GAS, AND GLASS CERAMIC DUAL GAS & ELECTRIC COOKTOPS, MODELS:

CGX304U / CGX365U / CGX456U / CD365U / CD456U

THIS MANUAL IS DESIGNED TO BE USED ONLY BY QUALIFIED SERVICE PERSONNEL. THERMADOR RECOMMENDS THAT CUSTOMERS DO NOT SERVICE THEIR OWN UNITS, DUE TO THE COMPLEXITY AND THE RISK OF HIGH-VOLTAGE ELECTRICAL SHOCK.

THE INFORMATION IS ORGANIZED TO HELP THE SERVICER EASILY FIND WHAT IS NEEDED TO REPAIR THE UNIT.

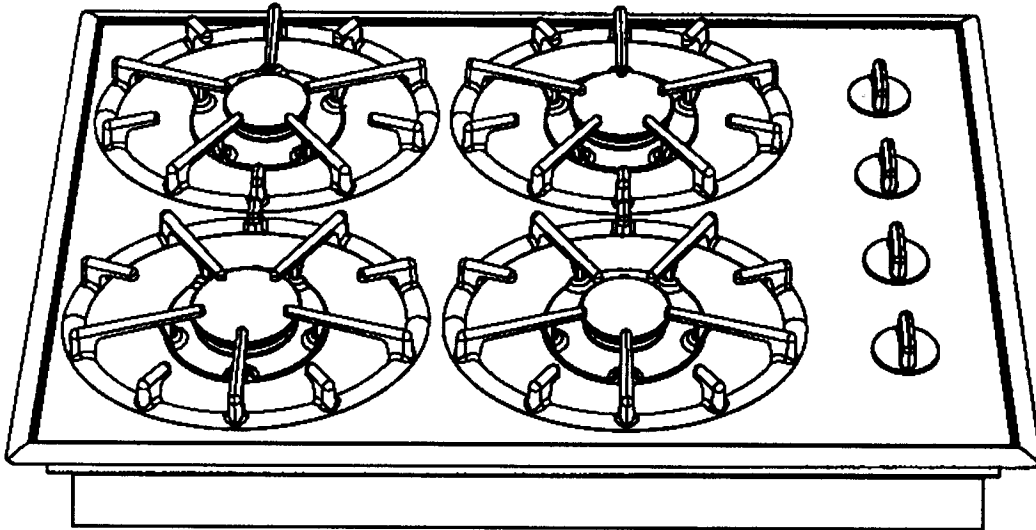
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— NOTES —

GENERAL

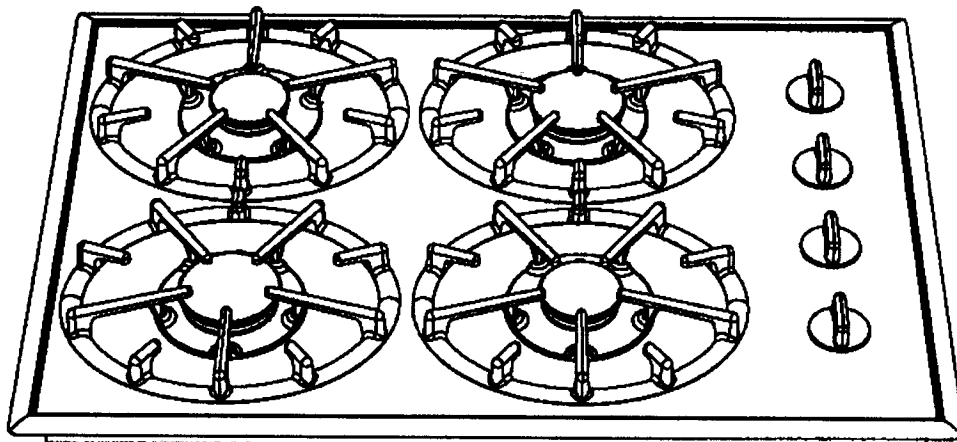
SERIAL NUMBER/DATA STICKER LOCATION



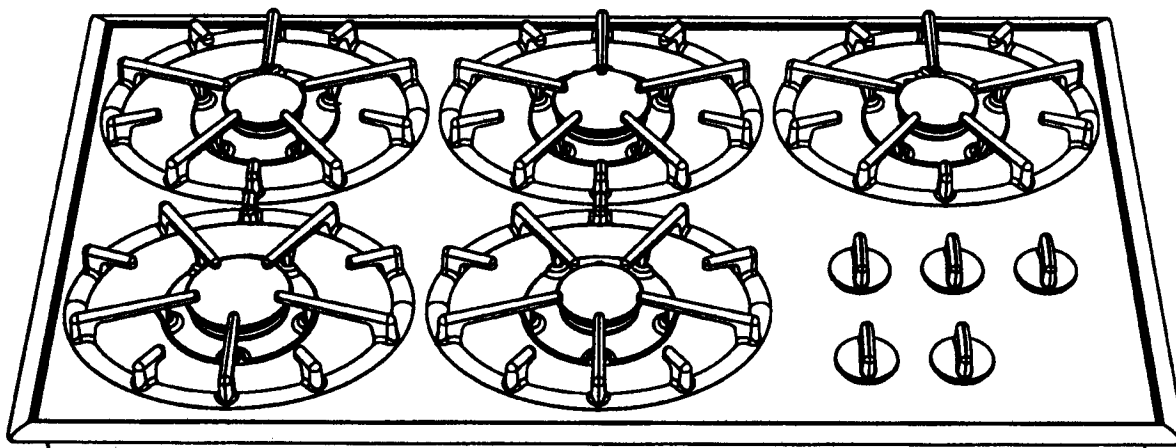
Serial Number/Data Sticker

NOTE: Model CGX304U is shown above. All other models have the Serial Number/Data Sticker in the same location.

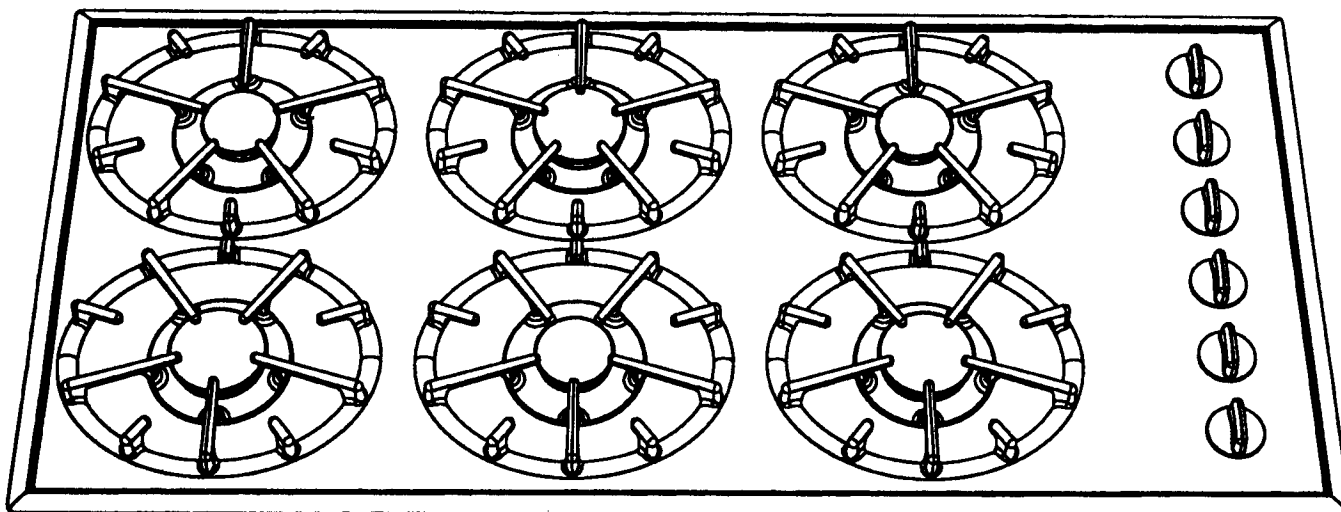
COOKTOP MODELS



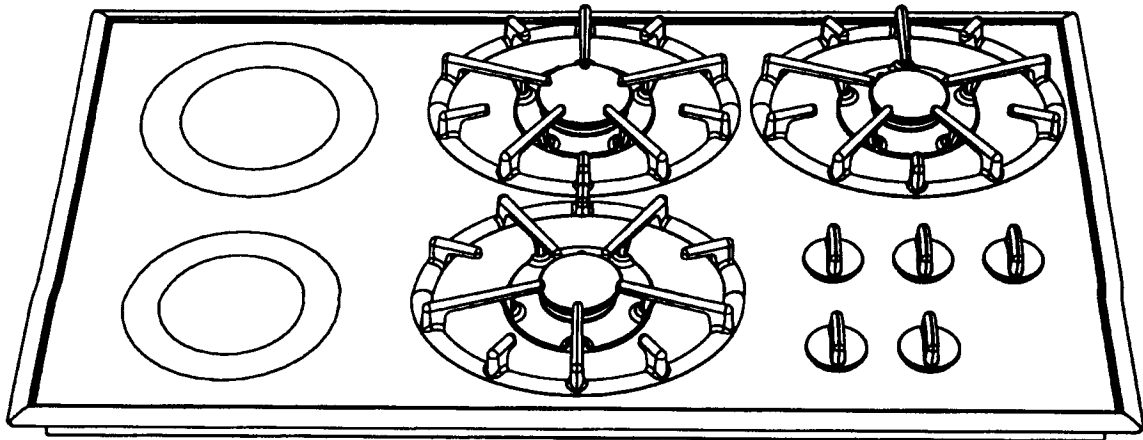
CGX304U



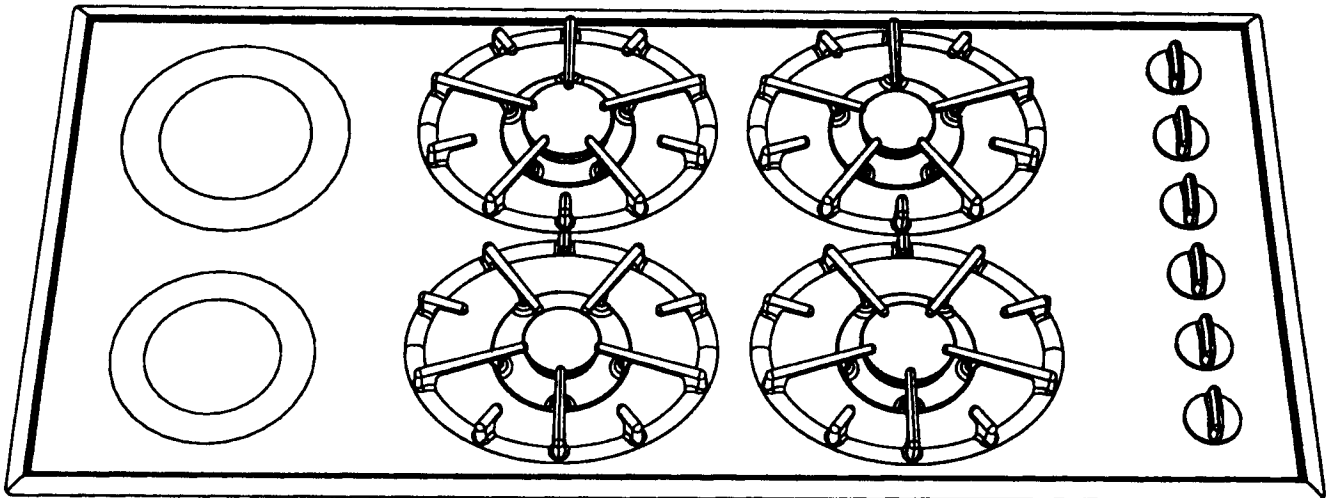
CGX365U



CGX456U



CD365U



CD456U

SYMBOLS YOU WILL SEE IN THE MANUAL

The following symbols are provided throughout this manual. For reasons of personal safety and

proper operation and servicing of the cooktop, follow the instructions carefully each time you see one of the symbols.

WARNING

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

CAUTION

This symbol alerts you to actions that could cause product damage (scratches, dents, etc.), and damage to your personal property.

IMPORTANT SAFETY INFORMATION

WARNING

Be sure to turn off all electrical and gas supplies to the cooktop before servicing; otherwise, a fire may result causing property damage, personal injury, or death.

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

GAS RANGE—WHAT TO DO IF YOU SMELL GAS

- Do not try to light any appliance.
- Do not touch any electrical switch.
- Do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's home.
- Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

THERMADOR ASSUMES NO RESPONSIBILITY FOR ANY REPAIRS MADE ON OUR PRODUCTS BY ANYONE OTHER THAN AUTHORIZED THERMADOR SERVICE TECHNICIANS.

THERMADOR® GLASS CERAMIC COOKTOP WARRANTY

Length of Warranty	Thermador will pay for:	Thermador will not pay for:
<p>FULL ONE YEAR</p> <p>For one year from date of installation or date of occupancy for a new previously unoccupied dwelling, any part which fails in normal home use will be repaired or replaced free of charge. Save all dated receipts or other evidence of date of installation/occupancy date.</p>	<p>All repair labor and replacement parts found to be defective due to materials and workmanship. Service must be provided by a Factory Authorized Service Agency, during normal working hours.</p>	<ol style="list-style-type: none"> 1. Service by an unauthorized agency. Damage or repairs by an unauthorized agency or use of unauthorized parts. 2. Service visits to: <ul style="list-style-type: none"> • Teach you how to use the appliance. • Correct the installation. You are responsible for providing electrical wiring and/or gas installation and other connecting facilities. • Reset circuit breakers or replace home fuses.
<p>LIMITED THREE YEAR</p> <p>Covers the second through the fourth years from date of installation.</p>	<p>Replacement of the glass ceramic cooktop surface when breakage is due to thermal shock (sudden temperature change) for a period of three years following the expiration of the full warranty.</p>	<ol style="list-style-type: none"> 3. Damage caused from accident, abuse, alteration, misuse, incorrect installation or installation not in accordance with local codes, or improper storage of the appliance. 4. Repairs due to other than normal home use. 5. Any service visits and labor costs during the limited warranty.

This warranty applies to appliances used in normal family households; it does not cover their use in commercial situations. This warranty is for products purchased and retained in the 50 states of the U.S.A., the District of Columbia, and Canada. The warranty applies even if you should move during the warranty period. Should the appliance be sold by the original purchaser during the warranty period, the new owner continues to be protected until the expiration of the original purchaser's warranty period.

This warranty gives you specified legal rights. You may also have other rights which vary from state-to-state.

HOW TO OBTAIN SERVICE

For service, contact the factory authorized agency in your area, the dealer from whom you purchased the appliance, or write us at the address shown below.

We want you to be a satisfied customer. If a situation arises that has not been resolved to your satisfaction, please let us know. Write to:

Consumer Relations Department
5551 McFadden Avenue
Huntington Beach, CA 92649

or phone:

(800) 735-4328

Please be sure to include the Model Number, Serial Number (located on the data sticker), and the Date of Original Purchase/Installation.

— NOTES —

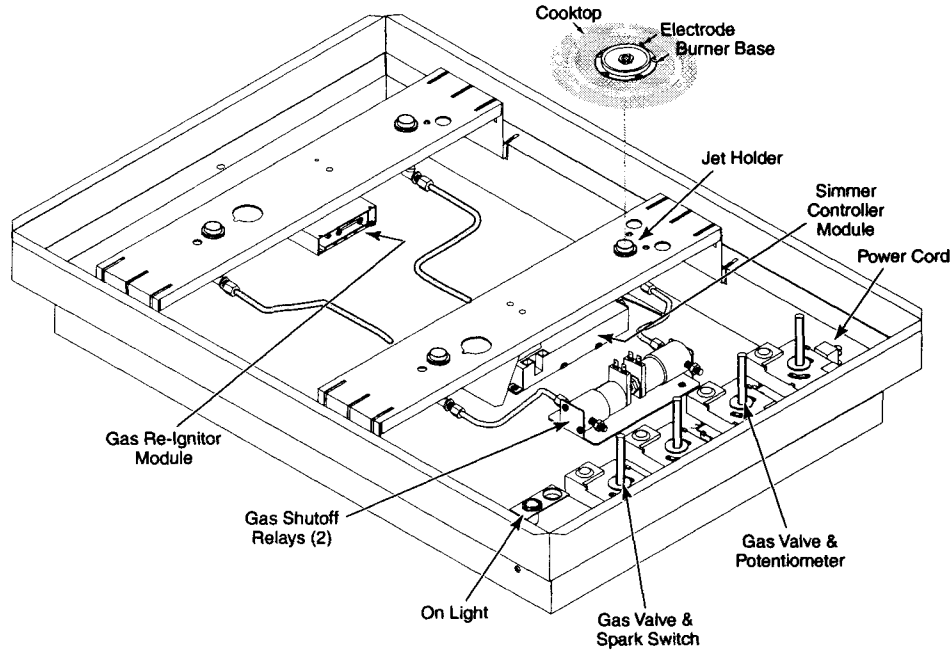
SERVICING THE COMPONENTS

The serviceable components inside the Model CGX-Series Gas and Model CD-Series Gas & Electric cooktops are included in this section of the manual. The procedures shown are for the Models CGX304 and CD365 cooktops, but can also be used when

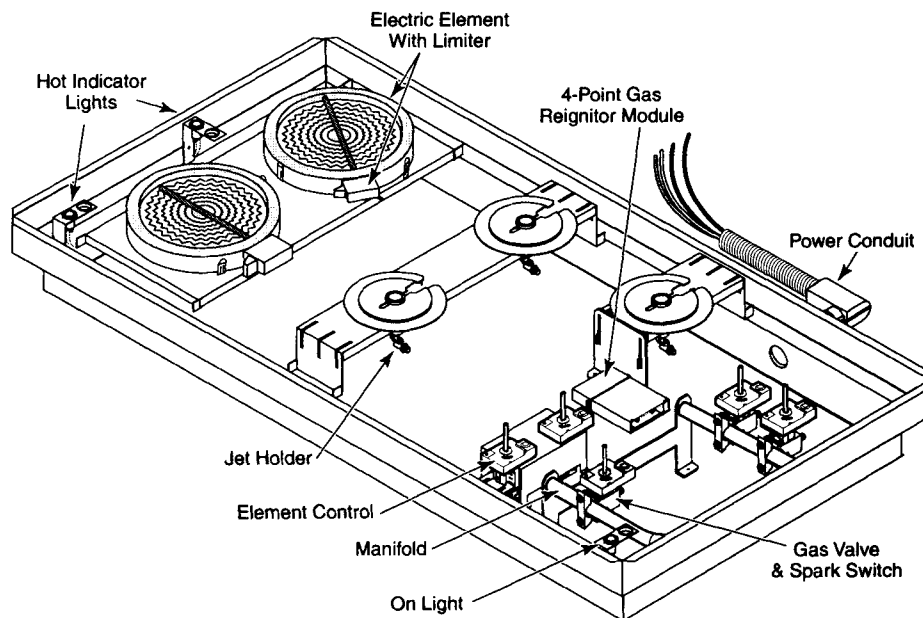
servicing any of the other 36" and 45" model cooktops.

Refer to the section that deals with the component you wish to service. The component locations for the cooktops are shown below.

GAS COOKTOP COMPONENT LOCATIONS (Model CGX304U Shown)



GAS & ELECTRIC COOKTOP COMPONENT LOCATIONS (Model CD365U Shown)



REMOVING THE CERAMIC GLASS MAINTOP, BURNERS, IGNITOR ELECTRODE, & HEAT SHIELD

⚠️ WARNING

Turn off the gas & electrical supplies to the cooktop before servicing this unit.

⚠️ CAUTION

When you work on the cooktop, be careful when handling the sheet metal parts. There are sharp edges present and you can cut yourself if you are not careful.

1. Turn off the gas & electrical supplies going to the cooktop and make sure that the glass surface is cool.
2. Disconnect the gas line from the bottom of the cooktop.
3. Remove the burner grates and caps from the unit.
4. Remove the cooktop from the cabinet and set it on a padded surface to protect the countertop.

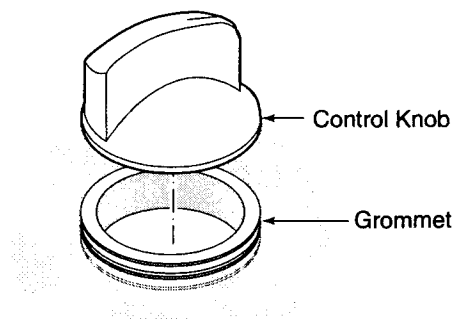
Refer to Figure 1 for the following steps.

5. Remove the screws from the sides of the rough-in box (the number will vary, depending on the model you are servicing).
6. Remove the knobs from the control stems and the rubber grommets from the control openings.

7. Remove the burners and ignitor electrodes from the maintop. To remove a burner and ignitor electrode:
 - a) Use a 15/16" socket and unscrew the venturi.
 - b) Lift the burner and unplug the ignitor wire from the ignitor electrode.
 - c) Remove the burner assembly, base, & gasket from the maintop.
 - d) If you are replacing an ignitor electrode, unclip the e-ring from the electrode body, and remove the spring and sleeving.
8. Lift the ceramic glass maintop off the burner box.
9. Remove the jet holder covers from the heat shield.
10. Remove the mounting screws, (the number will vary depending on the model), and lift the heat shield off the jet holder brackets.
11. Reassemble the cooktop.

REASSEMBLY NOTE: When you replace the ceramic glass maintop, make sure that:

- a) The rubber o-ring is installed inside each burner base.
- b) The gasket for each burner is seated inside the groove in the bottom of the base.
- c) The control stems are centered in the glass cutouts before tightening the venturis.
- d) The control grommets are positioned with two of the segments on top of the glass and one below it (see the illustration below).



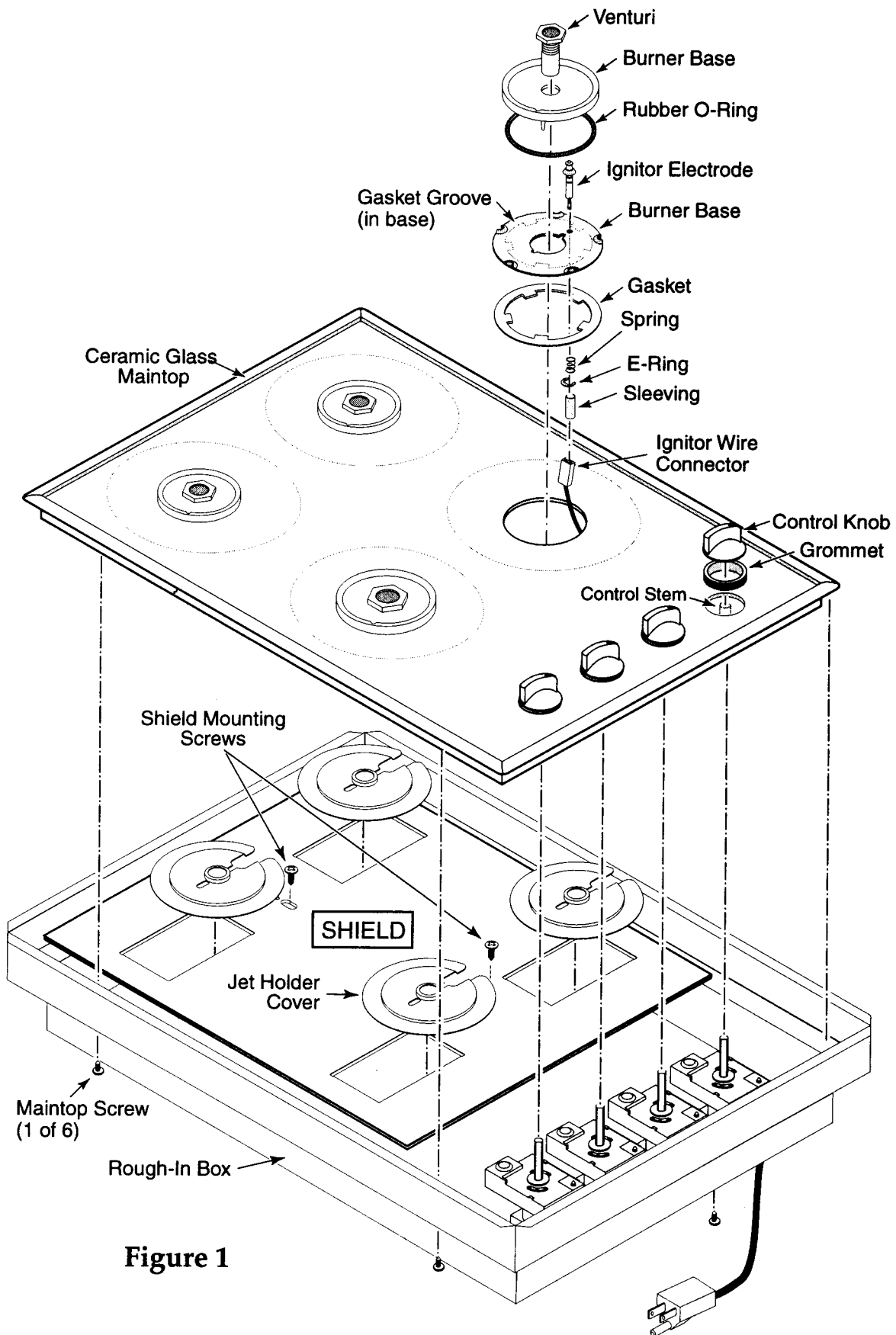


Figure 1

REMOVING AN ON LIGHT OR A HOT INDICATOR LIGHT

⚠ WARNING

Turn off the gas & electrical supplies to the cooktop before servicing this unit.

⚠ CAUTION

When you work on the cooktop, be careful when handling the sheet metal parts. There are sharp edges present and you can cut yourself if you are not careful.

1. Turn off the gas & electrical supplies going to the cooktop and make sure that the glass surface is cool.
2. Disconnect the gas line from the bottom of the cooktop.
3. Remove the burner grates and caps from the unit.
4. Remove the cooktop from the cabinet and set it on a padded surface to protect the countertop.
5. Remove the ceramic glass maintop from the rough-in box (see page 2-2 for the procedure).

Refer to Figure 2 for the following steps.

6. To remove an "on" light or the "hot" indicator light, cut the two wires near the light body you are replacing.
7. Press in on the locking tabs of the light and remove it from the bracket.
8. Snap the new light into the bracket so the tabs lock over the edge of the hole.
9. Trim the wire lengths coming from the new light, as needed. Do not cut them too short.
10. Remove 3/8" of insulation from the four cut wire ends.
11. Using two inline splices, connect the ends on the two sets of prepared wires together. Check to make sure that the bare wire ends are securely joined.
12. Reassemble the cooktop.

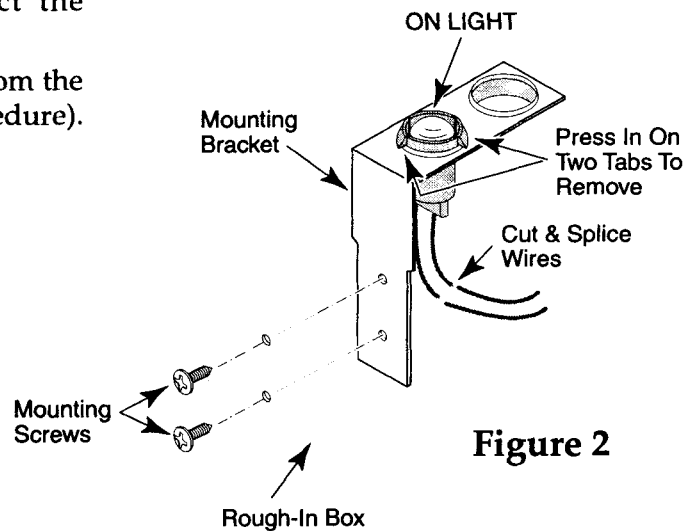


Figure 2

REMOVING A JET HOLDER

WARNING

Turn off the gas & electrical supplies to the cooktop before servicing this unit.

CAUTION

When you work on the cooktop, be careful when handling the sheet metal parts. There are sharp edges present and you can cut yourself if you are not careful.

1. Turn off the gas & electrical supplies going to the cooktop and make sure that the glass surface is cool.
2. Disconnect the gas line from the bottom of the cooktop.
3. Remove the burner grates and caps from the unit.
4. Remove the cooktop from the cabinet and set it on a padded surface to protect the countertop.
5. Remove the ceramic glass maintop from the rough-in box (see page 2-2 for the procedure).

Refer to Figure 3 for the following steps.

6. Remove the gas line from the jet holder.
7. Remove the nut from the jet holder and remove the jet holder from the bracket.

IMPORTANT NOTE: Make sure that the replacement jet holder has the same color identification mark on the body as the old one, otherwise the jet holder will not operate properly.

8. Mount the new jet holder and reconnect the gas line.
9. Reassemble the cooktop.

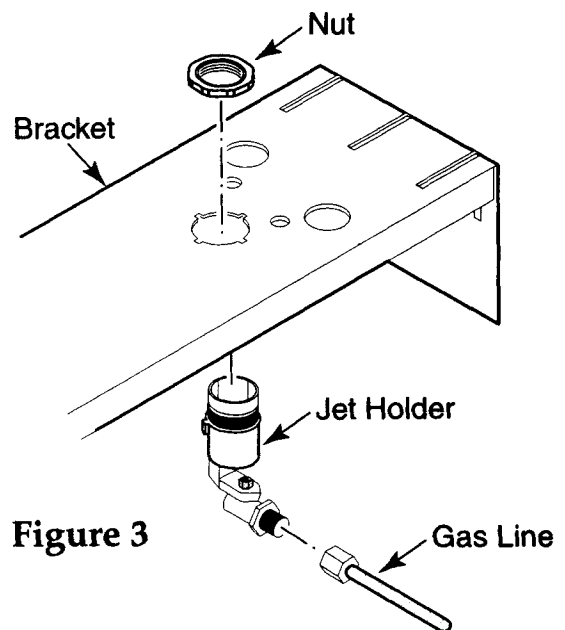


Figure 3

REMOVING THE GAS RE-IGNITOR MODULE

⚠ WARNING

Turn off the gas & electrical supplies to the cooktop before servicing this unit.

⚠ CAUTION

When you work on the cooktop, be careful when handling the sheet metal parts. There are sharp edges present and you can cut yourself if you are not careful.

1. Turn off the gas & electrical supplies going to the cooktop and make sure that the glass surface is cool.
2. Disconnect the gas line from the bottom of the cooktop.
3. Remove the burner grates and caps from the unit.
4. Remove the cooktop from the cabinet and set it on a padded surface to protect the countertop.
5. Remove the ceramic glass maintop from the rough-in box (see page 2-2 for the procedure).

Refer to Figure 4 for the following steps.

6. Disconnect the ignitor wires from the terminals at one end of the gas re-ignitor module.
7. Remove the two screws and washers from the circuit connector at the other end of the gas re-ignitor module, and pull the connector off the pins.
8. Remove the screw from the green ground wire eyelet.
9. Remove the mounting screw and flat washer from the foot on the gas re-ignitor module, then slide the module off the chassis tab at the other end, and remove the module.

IMPORTANT NOTE: Make sure that the replacement gas re-ignitor module has the same color label and part number on the case as the old one, otherwise the module will not operate properly.

10. Mount the new gas re-ignitor module and reconnect the ignitor wires and circuit connector to the terminals. **NOTE:** For the correct wiring, refer to the Wiring Diagram in Section 4 for the model cooktop you are servicing.
11. Reassemble the cooktop.

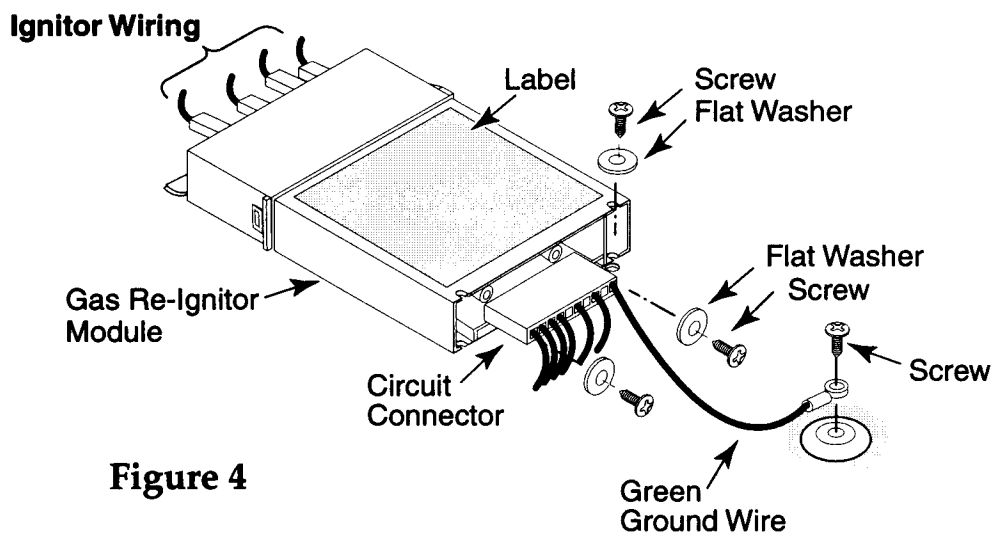


Figure 4

REMOVING THE SIMMER CONTROLLER MODULE

WARNING

Turn off the gas & electrical supplies to the cooktop before servicing this unit.

CAUTION

When you work on the cooktop, be careful when handling the sheet metal parts. There are sharp edges present and you can cut yourself if you are not careful.

1. Turn off the gas & electrical supplies going to the cooktop and make sure that the glass surface is cool.
2. Disconnect the gas line from the bottom of the cooktop.
3. Remove the burner grates and caps from the unit.
4. Remove the cooktop from the cabinet and set it on a padded surface to protect the countertop.
5. Remove the ceramic maintop from the rough-in box (see page 2-2 for the procedure).

Refer to Figure 5 for the following steps.

6. Disconnect the wires from the terminals of the simmer controller module.
7. Remove the mounting screws from the feet on the simmer controller module and remove the module.

IMPORTANT NOTE: Make sure that the replacement simmer controller module has the same color label and part number on the case as the old one, otherwise the module will not operate properly.

8. Mount the new simmer controller module and reconnect the wires to the terminals. **NOTE:** For the correct wiring, refer to the Wiring Diagram in Section 4 for the model cooktop you are servicing.
9. Reassemble the cooktop.

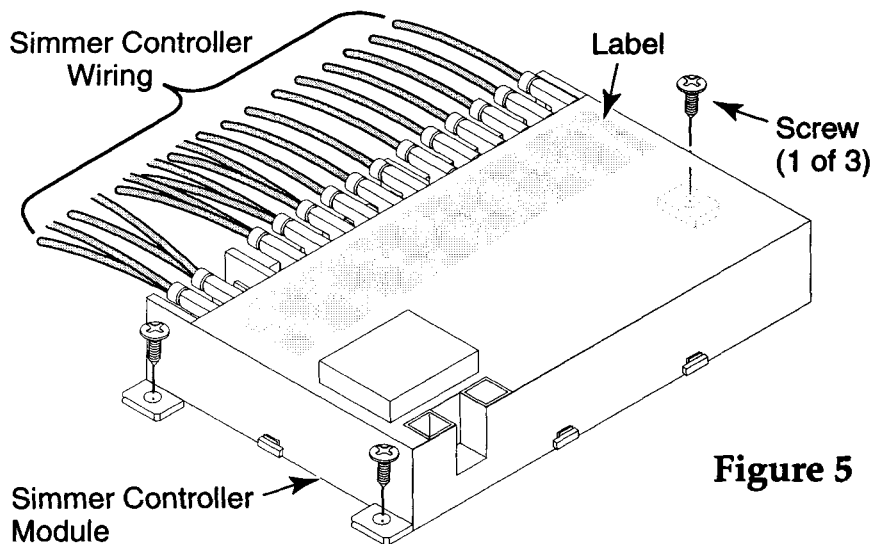


Figure 5

REMOVING A GAS SHUTOFF RELAY

⚠ WARNING

Turn off the gas & electrical supplies to the cooktop before servicing this unit.

⚠ CAUTION

When you work on the cooktop, be careful when handling the sheet metal parts. There are sharp edges present and you can cut yourself if you are not careful.

1. Turn off the gas & electrical supplies going to the cooktop and make sure that the glass surface is cool.
2. Disconnect the gas line from the bottom of the cooktop.
3. Remove the burner grates and caps from the unit.
4. Remove the cooktop from the cabinet and set it on a padded surface to protect the countertop.

5. Remove the ceramic glass maintop from the rough-in box (see page 2-2 for the procedure).

Refer to Figure 6 for the following steps.

6. Disconnect the wires from the terminals of the gas shutoff relay you are replacing.
7. Disconnect the two gas lines from the gas shutoff relay.
8. Remove the two mounting screws and lockwashers from the gas shutoff relay and remove the relay from the bracket.
9. Mount the new gas shutoff relay to the bracket and reconnect the wires and gas lines. NOTE: For the correct wiring, refer to the Wiring Diagram in Section 4 for the model cooktop you are servicing.
10. Reassemble the cooktop.

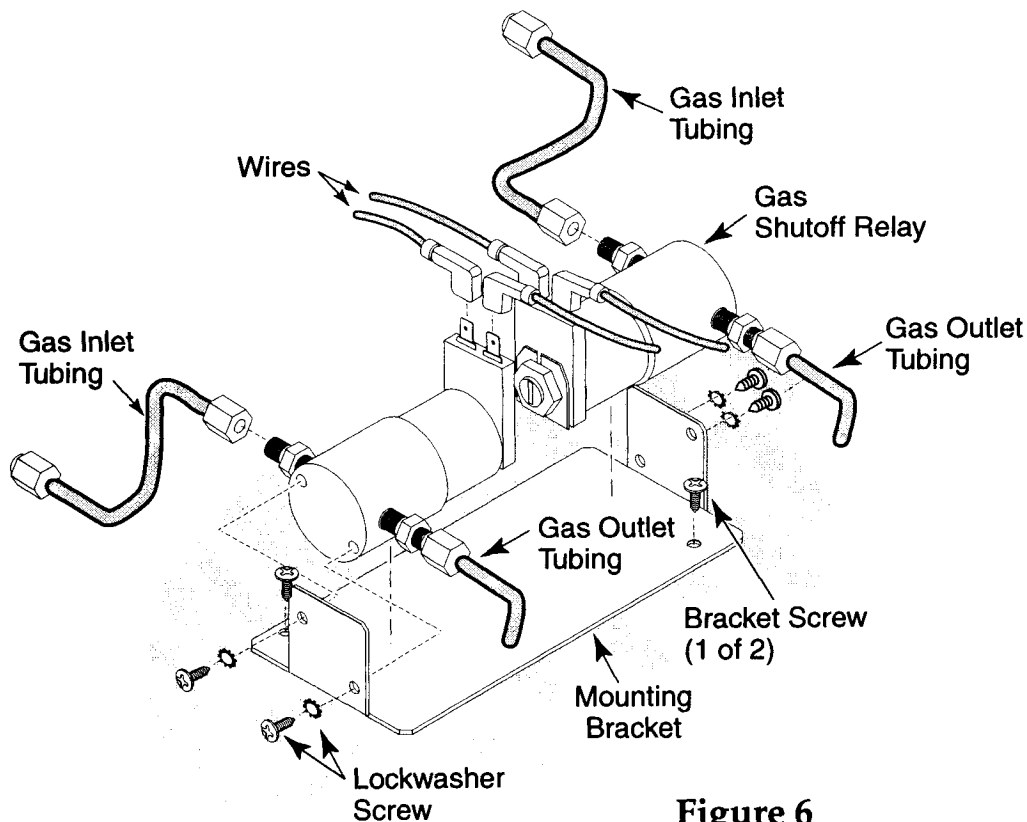


Figure 6

REMOVING A SPARK SWITCH, A POTENTIOMETER, & A GAS VALVE-

⚠ WARNING

Turn off the gas & electrical supplies to the cooktop before servicing this unit.

⚠ CAUTION

When you work on the cooktop, be careful when handling the sheet metal parts. There are sharp edges present and you can cut yourself if you are not careful.

1. Turn off the gas & electrical supplies going to the cooktop and make sure that the glass surface is cool.
2. Disconnect the gas line from the bottom of the cooktop.
3. Remove the burner grates and caps from the unit.
4. Remove the cooktop from the cabinet and set it on a padded surface to protect the countertop.
5. Remove the ceramic glass maintop from the rough-in box (see page 2-2 for the procedure).

Refer to Figure 6 for the following steps.

6. Remove the shield and grommet from over the gas valve.
7. Pull the press-on nut off the valve stem.
8. Disconnect the wires from the spark switch terminals, or pull off the connector from the potentiometer.
9. Pull the spark switch or potentiometer straight up and off the valve.
10. To remove a gas valve:
 - a) Remove the gas line.
 - b) Remove the two screws from the bracket and remove the bracket.
 - c) Pull the valve off the manifold.
11. Mount the new component and reconnect the gas line or wiring. NOTE: For the correct wiring, refer to the Wiring Diagram in Section 4 for the model cooktop you are servicing.
12. Reassemble the cooktop.

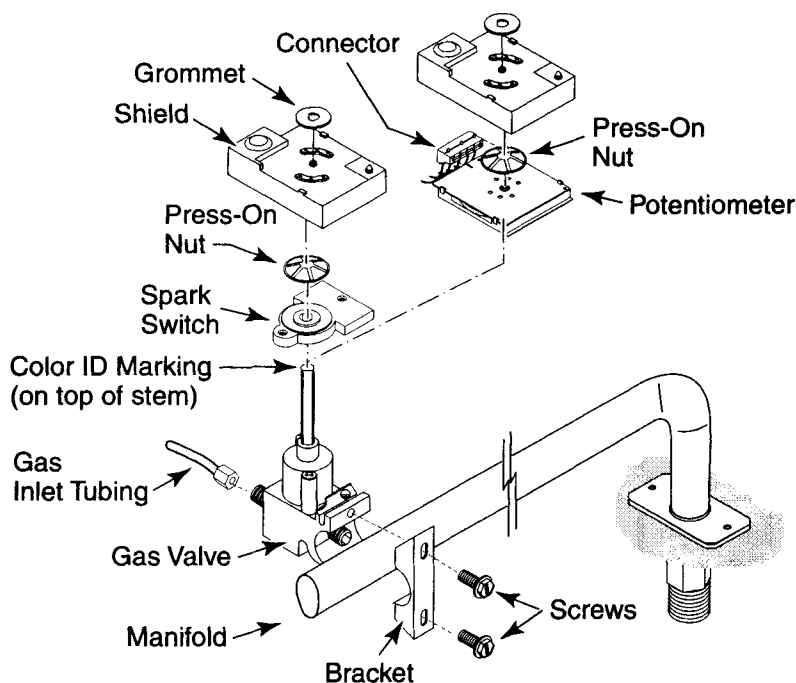


Figure 6

REMOVING AN ELECTRIC ELEMENT (CD MODELS ONLY)

⚠ WARNING

Turn off the gas & electrical supplies to the cooktop before servicing this unit.

⚠ CAUTION

When you work on the cooktop, be careful when handling the sheet metal parts. There are sharp edges present and you can cut yourself if you are not careful.

1. Turn off the gas & electrical supplies going to the cooktop and make sure that the glass surface is cool.
2. Disconnect the gas line from the bottom of the cooktop.

3. Remove the burner grates and caps from the unit.
4. Remove the cooktop from the cabinet and set it on a padded surface to protect the countertop.
5. Remove the ceramic glass maintop from the rough-in box (see page 2-2 for the procedure).

Refer to Figure 7 for the following steps.

6. To remove an element, lift it off the spring holders and disconnect the wires from the element and its limiter terminals.
7. Install the new element and reassemble the cooktop. NOTE: For the correct wiring, refer to the Wiring Diagram in Section 4 for the model cooktop you are servicing.
8. Reassemble the cooktop.

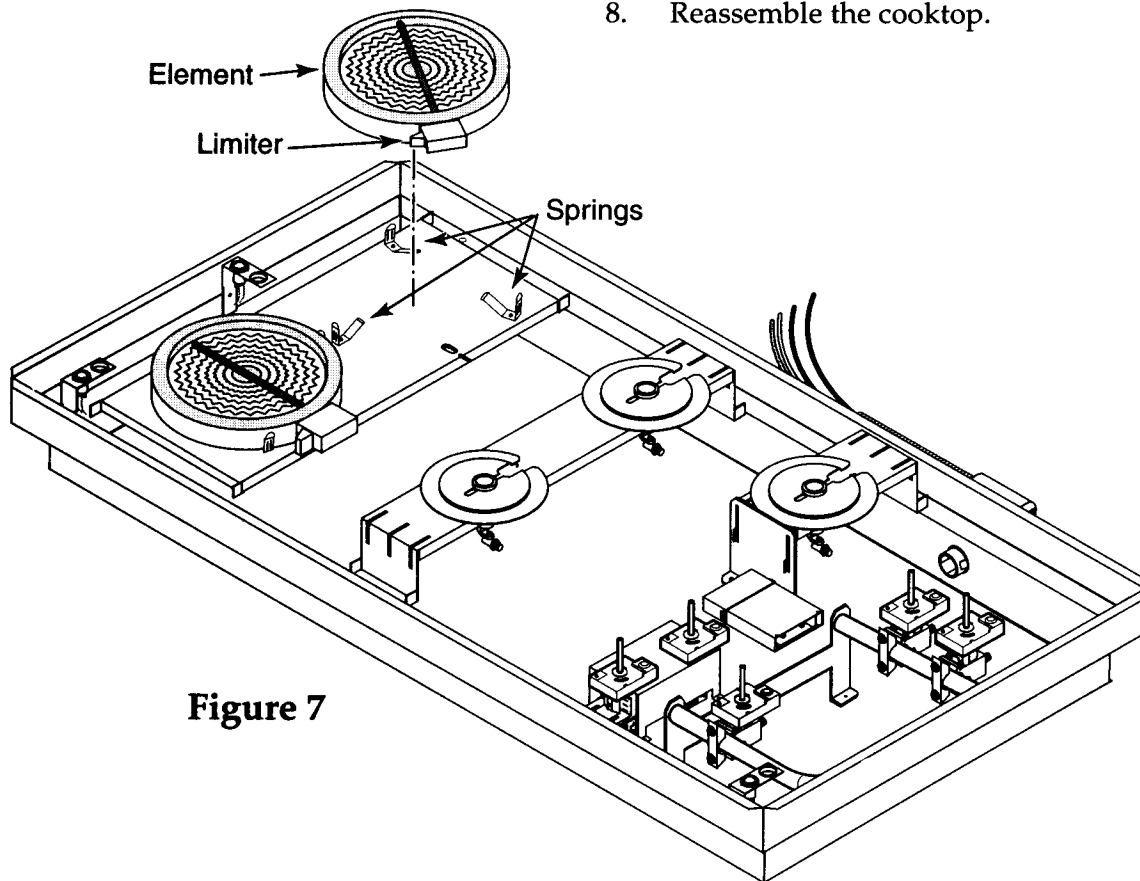


Figure 7

REMOVING AN ELEMENT CONTROL (CD MODELS ONLY)

WARNING

Turn off the gas & electrical supplies to the cooktop before servicing this unit.

CAUTION

When you work on the cooktop, be careful when handling the sheet metal parts. There are sharp edges present and you can cut yourself if you are not careful.

1. Turn off the gas & electrical supplies going to the cooktop and make sure that the glass surface is cool.
2. Disconnect the gas line from the bottom of the cooktop.
3. Remove the burner grates and caps from the unit.
4. Remove the cooktop from the cabinet and set it on a padded surface to protect the countertop.
5. Remove the ceramic glass maintop from the rough-in box (see page 2-2 for the procedure).

Refer to Figure 8 for the following steps.

6. Remove the shield and grommet from over the control.
7. Remove the four control bracket screws from the underside of the rough-in box.
8. Remove the two screws from the control.
9. Lift the bracket and remove the control.
10. Disconnect the wires from the control terminals.
11. Mount the new element control and reconnect the wiring. **NOTE:** For the correct wiring, refer to the Wiring Diagram in Section 4 for the model cooktop you are servicing.
12. Reassemble the cooktop.

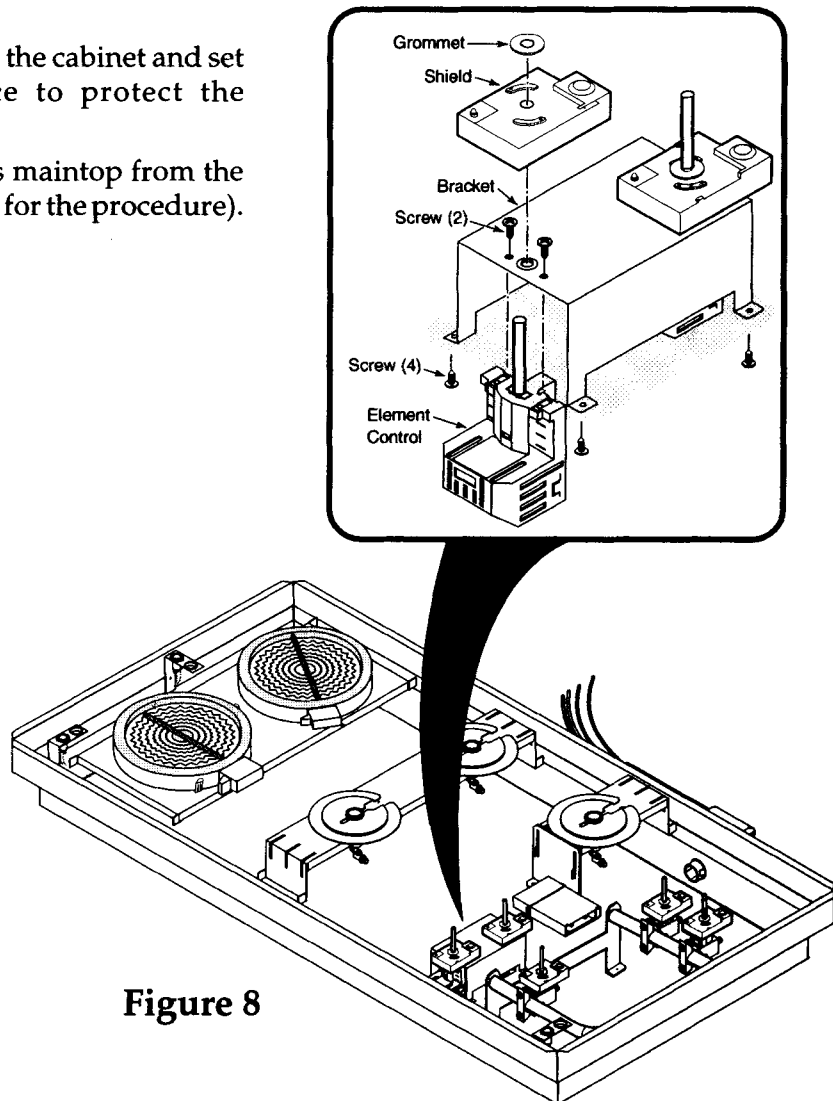


Figure 8

REMOVING THE POWER CORD (CGX MODELS)

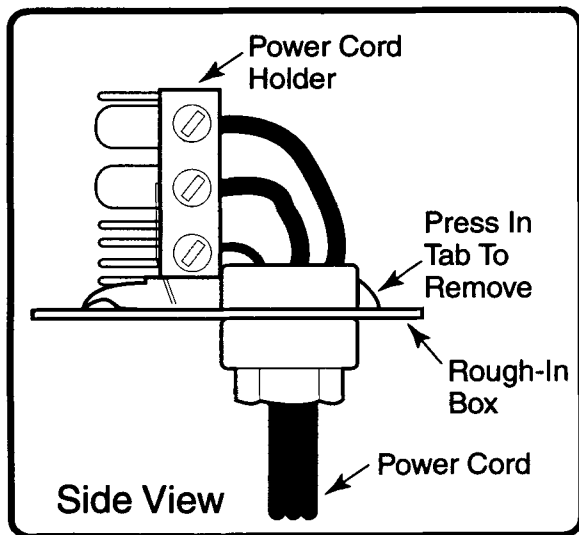
⚠ WARNING

Turn off the gas & electrical supplies to the cooktop before servicing this unit.

⚠ CAUTION

When you work on the cooktop, be careful when handling the sheet metal parts. There are sharp edges present and you can cut yourself if you are not careful.

1. Turn off the gas & electrical supplies going to the cooktop and make sure that the glass surface is cool.
2. Disconnect the gas line from the bottom of the cooktop.
3. Remove the burner grates and caps from the unit.
4. Remove the cooktop from the cabinet and set it on a padded surface to protect the countertop.
5. Remove the ceramic glass maintop from the rough-in box (see page 2-2 for the procedure).



Refer to Figure 9 for the following steps.

6. Disconnect the secondary circuit wires from the terminals of the power cord holder.
7. Loosen the three screws and remove the primary power cord leads from the power cord holder.
8. Remove the mounting screw for the power cord holder from the bottom of the rough-in box.
9. Press in on the indicated tab (see the side view) on the power cord holder with a screwdriver blade and remove it from the rough-in box.
10. Mount the new power cord holder to the rough-in box and connect the wiring. NOTE: For the correct wiring, refer to the Wiring Diagram in Section 4 for the model cooktop you are servicing.
11. Reassemble the cooktop.

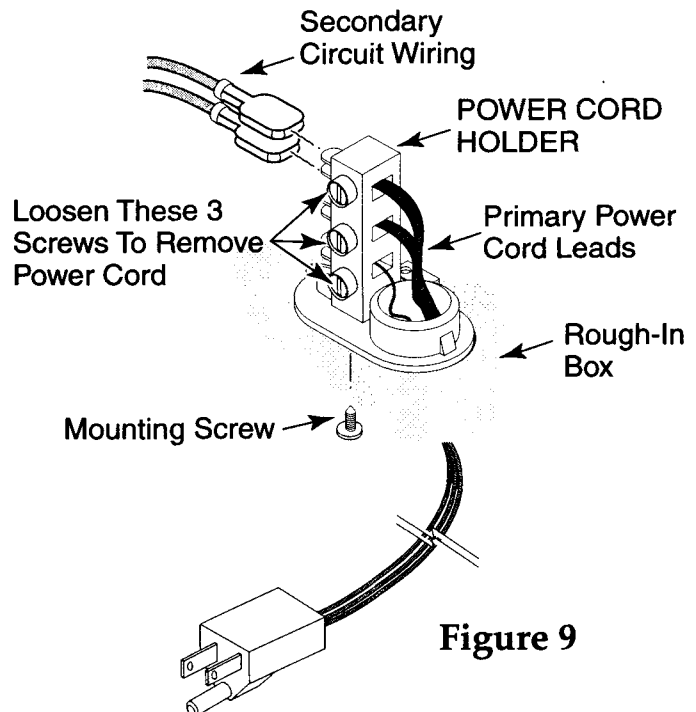


Figure 9

REMOVING THE POWER CONDUIT (CD MODELS)

⚠ WARNING

Turn off the gas & electrical supplies to the cooktop before servicing this unit.

⚠ CAUTION

When you work on the cooktop, be careful when handling the sheet metal parts. There are sharp edges present and you can cut yourself if you are not careful.

1. Turn off the gas & electrical supplies going to the cooktop and make sure that the glass surface is cool.
 2. Disconnect the gas line from the bottom of the cooktop.
 3. Remove the burner grates and caps from the unit.
 4. Remove the cooktop from the cabinet and set it on a padded surface to protect the countertop.
 5. Remove the ceramic glass maintop from the rough-in box (see page 2-2 for the procedure).
- Refer to Figure 10 for the following steps.
6. Disconnect the black, red, and white power wires from their terminals.
 7. Remove the bare (copper) ground wire from the burner box (see inset #1).
 8. Press in on the locking tab on the conduit cover with a screwdriver blade and push the cover out of the rough-in box (see inset #2).
 9. Mount the new conduit cover to the rough-in box and connect the wiring. NOTE: For the correct wiring, refer to the Wiring Diagram in Section 4 for the model cooktop you are servicing.
 10. Reassemble the cooktop.

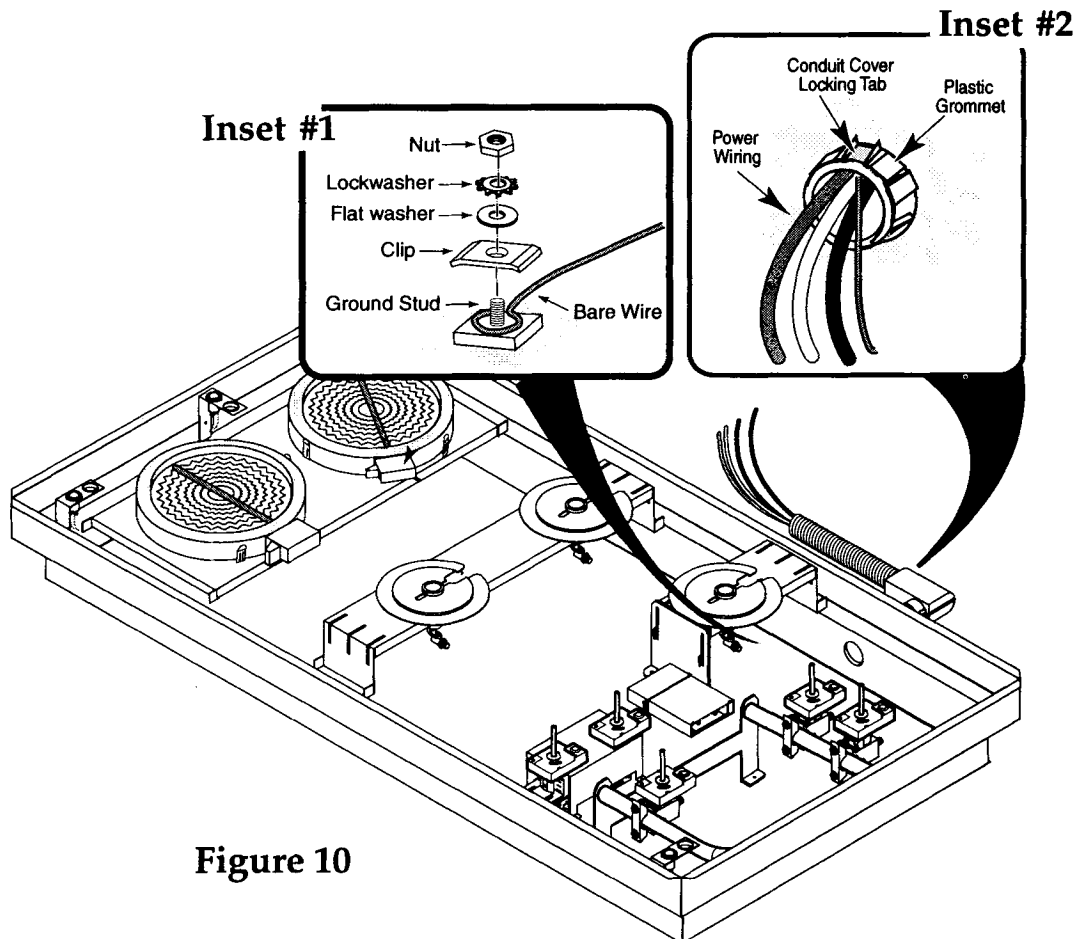


Figure 10

— NOTES —

TROUBLESHOOTING

TESTING THE COMPONENTS

Resistance Measurements

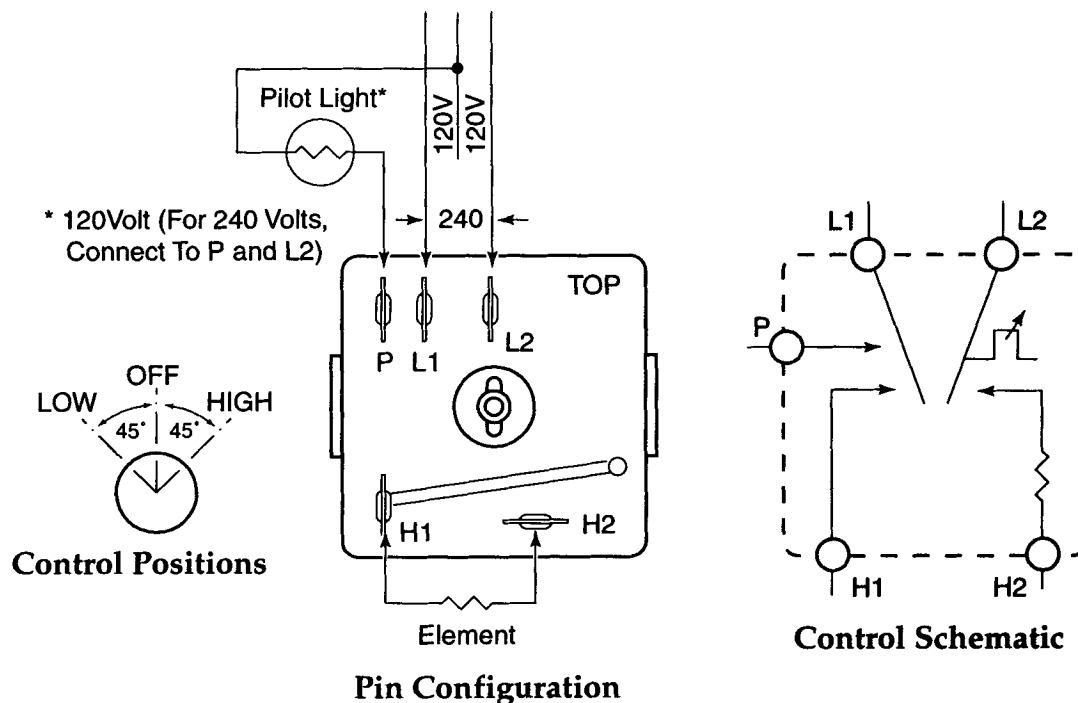
WARNING

**TO AVOID ELECTRICAL SHOCK
DISCONNECT THE POWER TO THE
APPLIANCE BEFORE TESTING.**

ELEMENT CONTROL

To test an element control, perform the following steps (see page 2-11 to access the control):

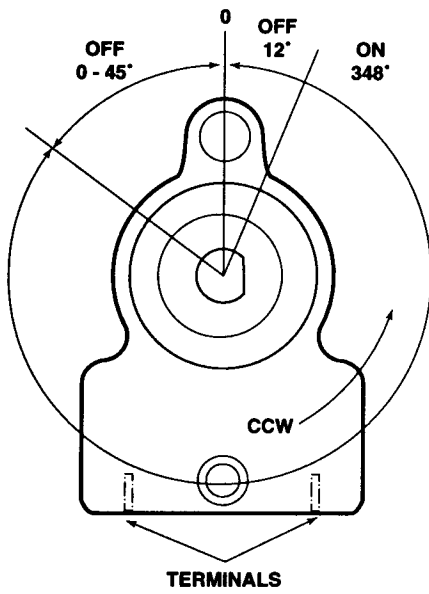
1. Turn off the power to the cooktop.
2. Disconnect the wires from all of the control terminals.
3. Set the ohmmeter to the R x 1 scale.
4. Turn the control to High (CW) or Low (CCW) and you should obtain continuity readings between the following terminals (refer to the illustrations below):
 - L1 and P
 - L1 and H1
 - P and H1
 - L2 and H2
5. If the readings are not correct, the control is defective and should be replaced.



SPARK SWITCH

To test the spark switch, perform the following steps (see page 2-9 to access the switch):

1. Turn off the power to the cooktop.
2. Disconnect the wires from the switch terminals.
3. Set the ohmmeter to the R x 1 scale.
4. Touch the meter leads to the switch terminals and turn the control stem. The switch should show infinity (open) during the OFF rotation, and a short (closed) during the ON rotation (see the illustration).
5. If the readings are not correct, the switch is defective and should be replaced.

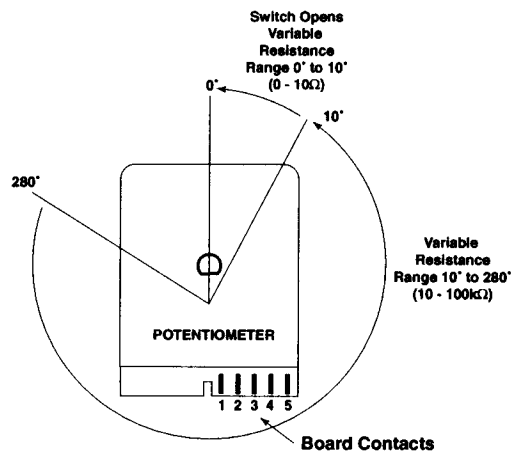


Switch Positions

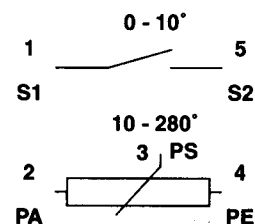
POTENTIOMETER

To test the potentiometer, perform the following steps (see page 2-9 to access the potentiometer):

1. Turn off the power to the cooktop.
2. Disconnect the connector from the potentiometer.
3. Make sure that the potentiometer is in the OFF position.
4. Set the ohmmeter to the R x 1 scale.
5. Touch the meter leads to board contacts 1 and 5, (see the illustration), and turn the control stem clockwise. The meter should indicate infinity (open) to 10° of rotation, and then 0 Ω (short). The switch should stay closed until 280°, and then open again.
6. Turn the potentiometer to OFF.
7. Touch the meter leads to board contacts 2 and 3 and turn the control stem. The meter should indicate 0 to 10 Ω for the first 10° of rotation, and 10 to 100k Ω for the remaining 270° of rotation.
8. Touch the meter leads to contacts 2 and 7. The reading should be approximately 100k Ω.
9. If the readings are not correct, the potentiometer is defective and should be replaced.



Potentiometer Positions



Schematic

5" & 7" ELEMENT (FRONT)

To test the element, perform the following steps (see page 2-10 to access the element):

1. Turn off the power to the cooktop.
2. Remove the cooktop glass so that you can access the elements, (if necessary, see page 2-2).
3. Disconnect the black and orange wires from element terminals 2 and 4.
4. Set the ohmmeter to the R x 1 scale.
5. Touch the ohmmeter to the limiter terminals shown in the chart and the illustrations below. You should obtain the following resistance readings:

Thermador Part No.	AC Voltage Rating	Wattage (±5%)	Cold Resistance (±5%)
20-04-224	240	1700	Pins 2 & 4 = 70 Ω
			Pins 2 & 4a = 63 Ω

6. If the readings are not correct, the element is defective and should be replaced.

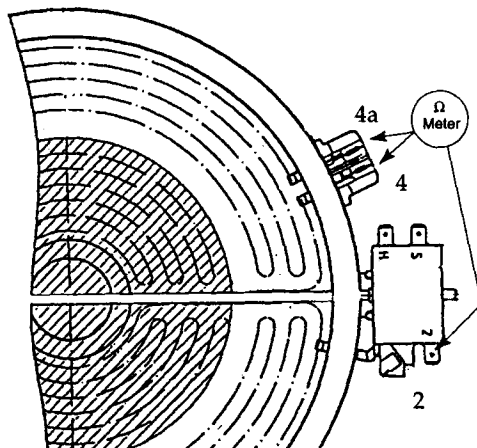
6" & 9" ELEMENT (REAR)

To test the element, perform the following steps (see page 2-10 to access the element):

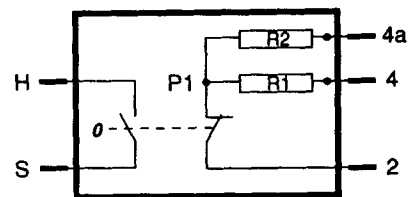
1. Turn off the power to the cooktop.
2. Remove the cooktop glass so that you can access the elements, (if necessary, see page 2-2).
3. Disconnect the black and orange wires from element terminals 2 and 4.
4. Set the ohmmeter to the R x 1 scale.
5. Touch the ohmmeter to the limiter terminals shown in the chart and the illustrations below. You should obtain the following resistance readings:

Thermador Part No.	AC Voltage Rating	Wattage (±5%)	Cold Resistance (±5%)
20-04-223	240	2400	Pins 2 & 4 = 55 Ω
			Pins 2 & 4a = 46 Ω

6. If the readings are not correct, the element is defective and should be replaced.



Pin Configuration

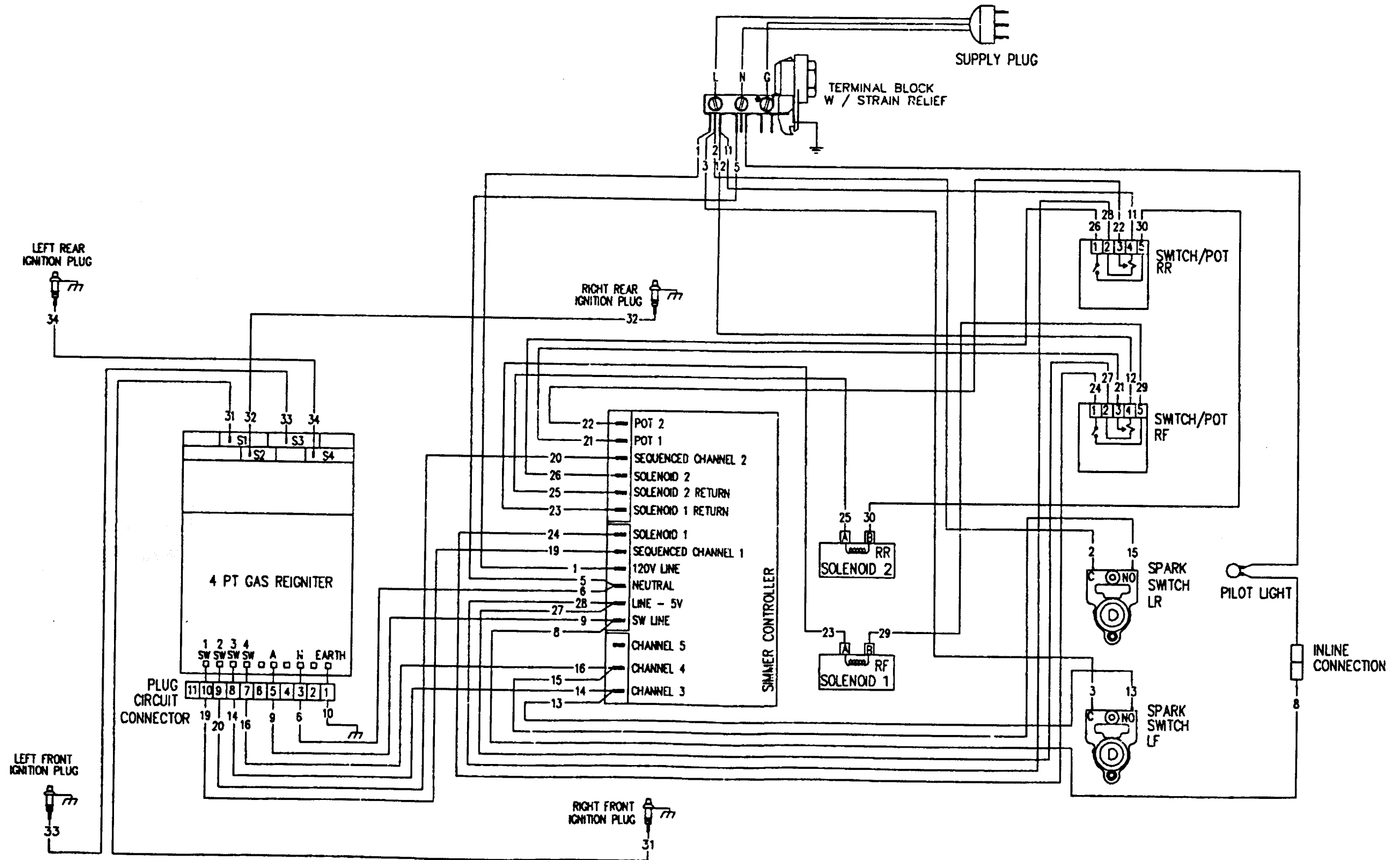


Element Schematic

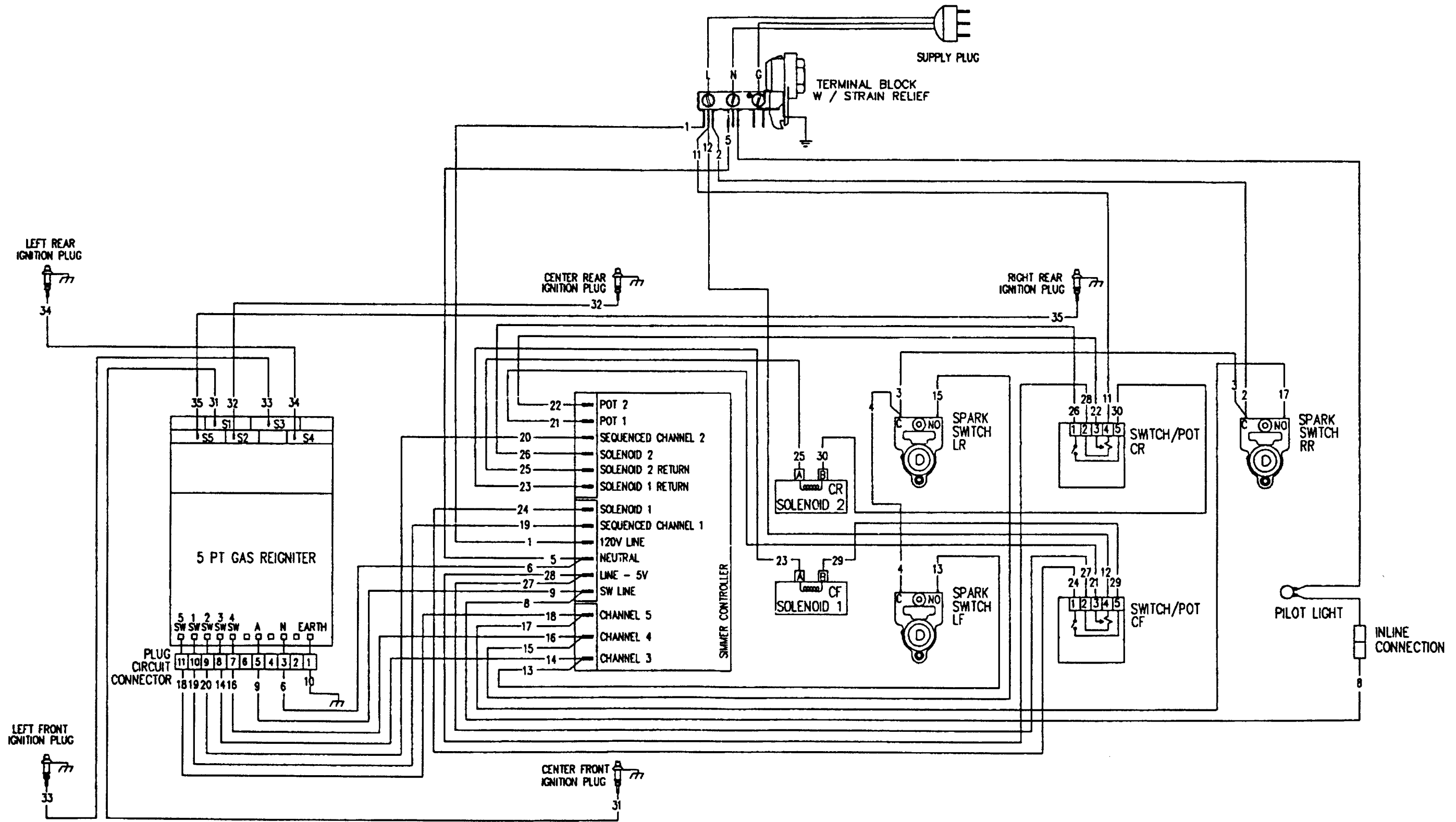
— NOTES —

WIRING DIAGRAMS

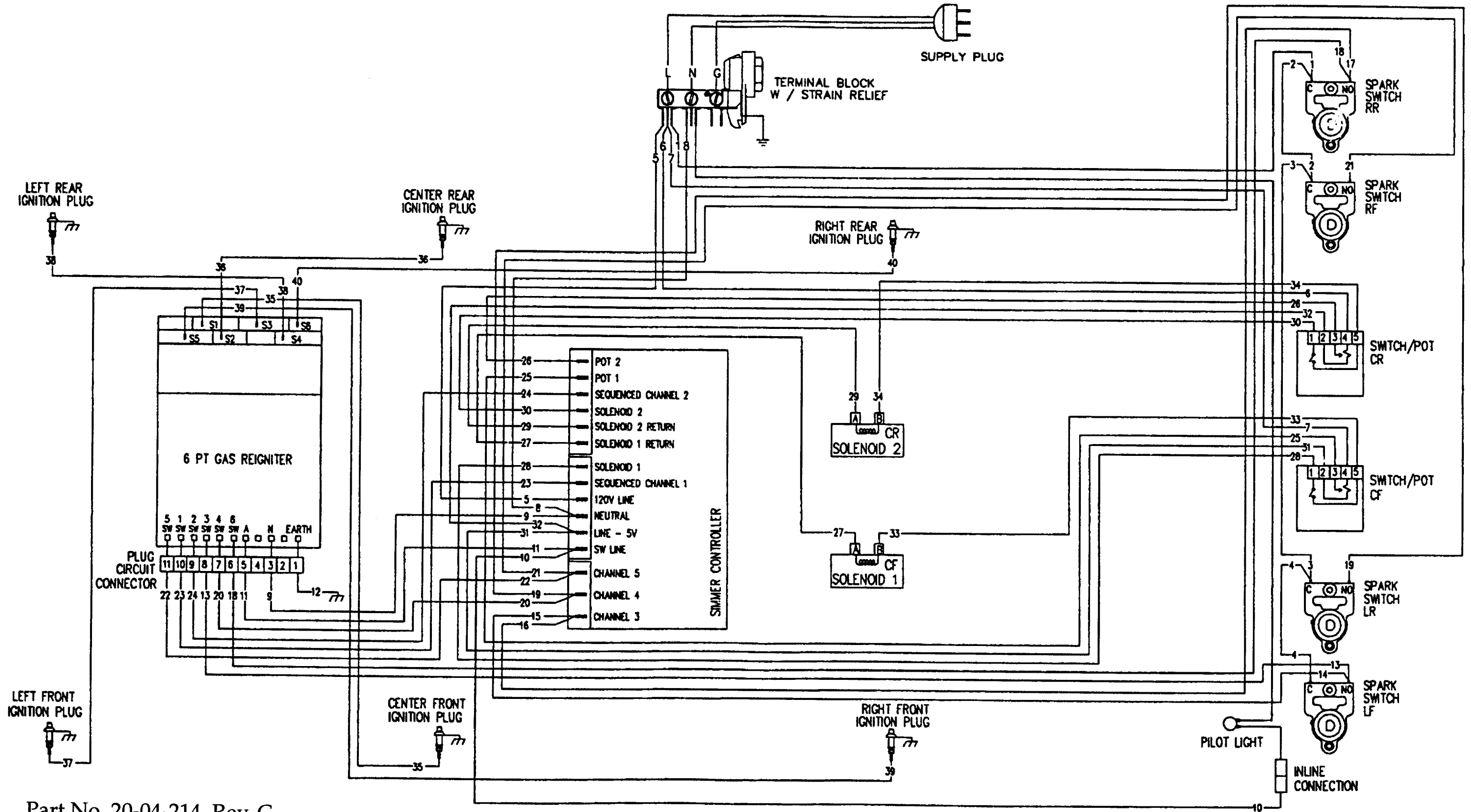
CGX304U



CGX365U

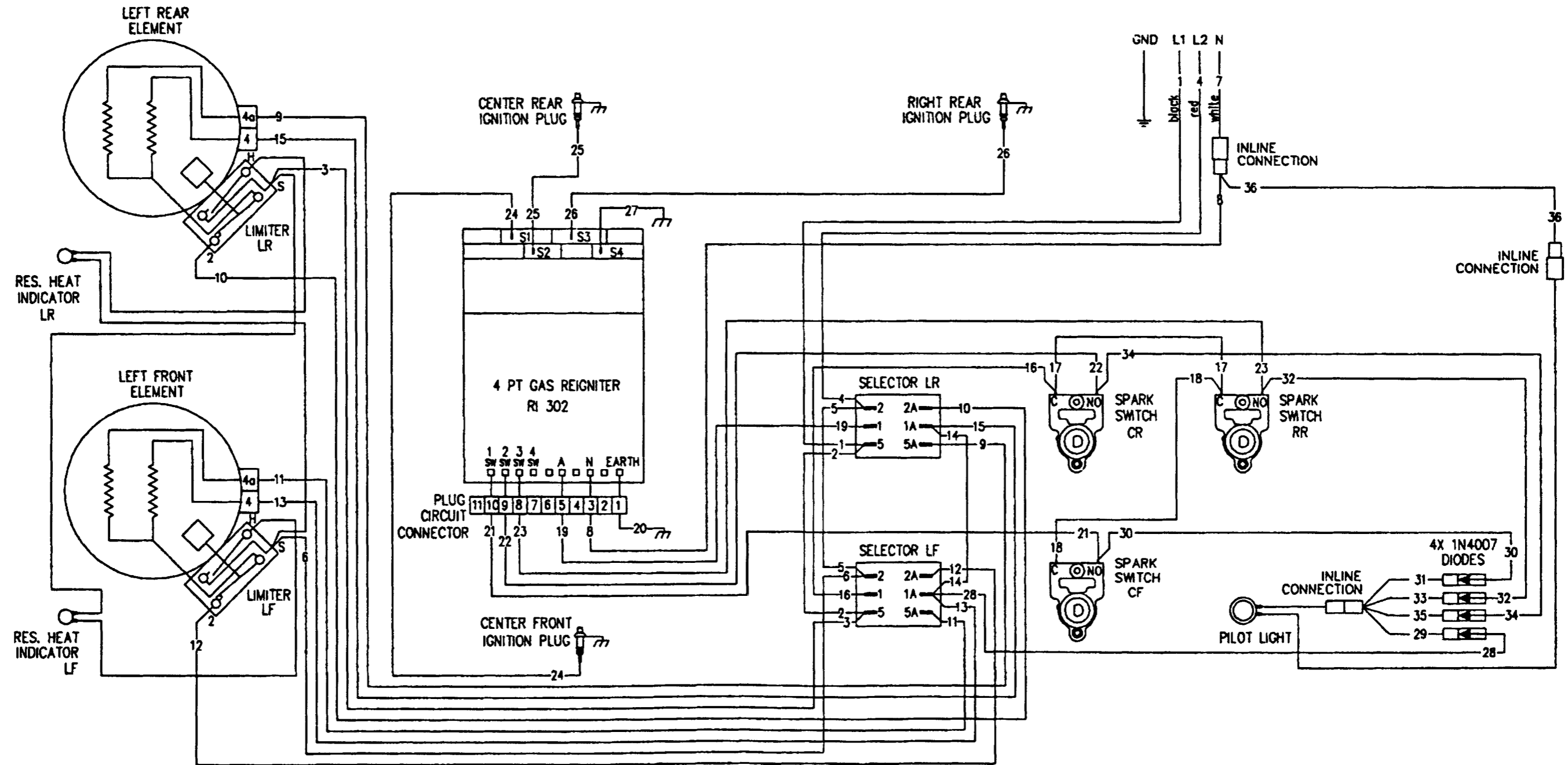


CGX456U

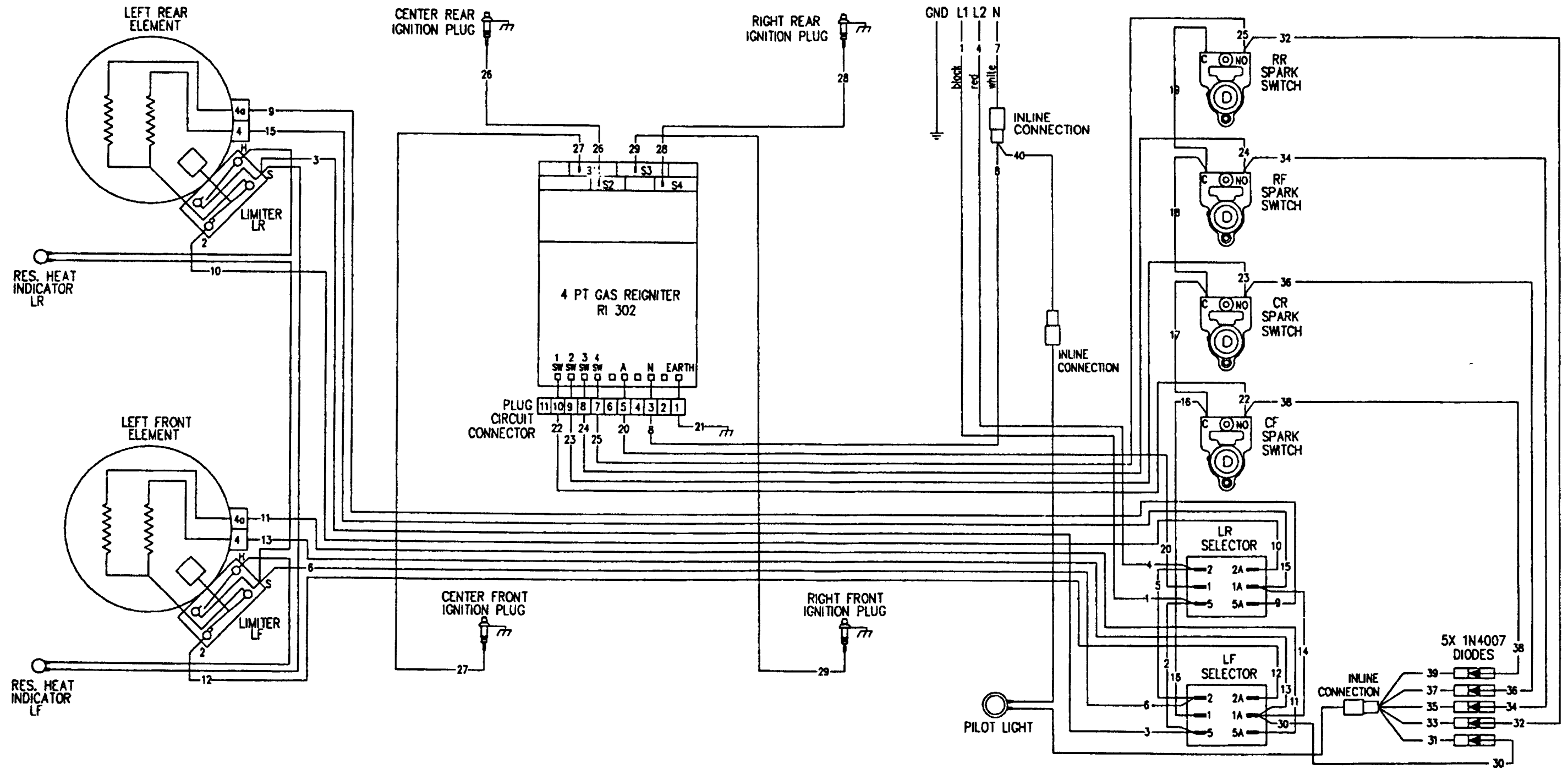


Part No. 20-04-214, Rev. C

CD365U



CD456U



Part No. 20-04-215, Rev. B

— NOTES —

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