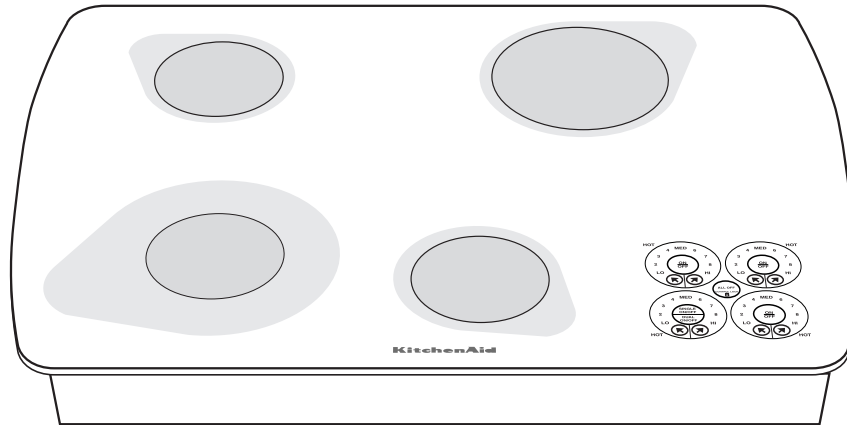


KITCHENAID BUILT-IN ELECTRONIC TOUCH-CONTROL CERAMIC COOKTOPS



JOB AID
Part No. 4322555

FORWARD

This Job Aid, "KitchenAid Built-In Electronic Touch-Control Ceramic Cooktops," (Part No. 4322555), provides the technician with information on the installation and service of KitchenAid Built-In Electronic Touch-Control Ceramic Cooktops. It is to be used as a training Job Aid and Service Manual. For specific information on the model being serviced, refer to the "Use and Care Guide," or "Tech Sheet" provided with the cooktop.

The Wiring Diagram and Strip Circuits used in this Job Aid are typical and should be used for training purposes only. Always use the Wiring Diagram supplied with the product when servicing the unit.

GOALS AND OBJECTIVES

The goal of this Job Aid is to provide detailed information that will enable the service technician to properly diagnose malfunctions and repair Built-In Electronic Touch-Control Ceramic Cooktops.

The objectives of this Job Aid are to:

- Understand and follow proper safety precautions.
- Successfully troubleshoot and diagnose malfunctions.
- Successfully perform necessary repairs.
- Successfully return the cooktop to proper operational status.

WHIRLPOOL CORPORATION assumes no responsibility for any repair made on our products by anyone other than Authorized Factory Service Technicians.

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KITCHENAID MODEL & SERIAL NUMBER DESIGNATIONS

MODEL NUMBER

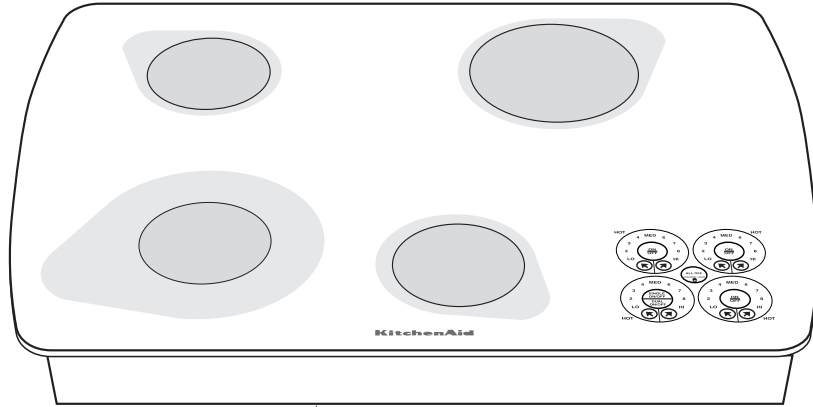
| | K | EC | C | 56 | 8 | G | BL | 0 |
|---|---|----|---|----|---|---|----|---|
| MODEL NUMBER | | | | | | | | |
| INTERNATIONAL SALES IND. OR MARKETING CHANNEL IF PRESENT | | | | | | | | |
| K=KITCHENAID BRAND | | | | | | | | |
| PRODUCT IDENTIFICATION: EC=ELECTRIC COOKTOPS GC=GAS COOKTOPS | | | | | | | | |
| MERCHANDISING SCHEME | | | | | | | | |
| C=CERAMIC GLASS D=DOWNDRAFT VENT G=GRILL/GRIDDLE M=MODULAR DOWNDRAFT N=INTERNATIONAL COLLECTION P=PROFESSIONAL/COMMERCIAL S=STANDARD/PORCELAIN METAL T=TEMPERED GLASS X=208 VOLT E=ELECTRONICS | | | | | | | | |
| CAPACITY/SIZE /SERIES/CONFIG | | | | | | | | |
| 1ST POSITION | | | | | | | | |
| 1=STANDARD | | | | | | | | |
| 2=GRILL GRIDDLE | | | | | | | | |
| 3=TEMPERED GLASS | | | | | | | | |
| 4=COMMERCIAL | | | | | | | | |
| 5=CERAMIC GLASS | | | | | | | | |
| 8=MODULAR/DOWNDRAFT | | | | | | | | |
| 0=2 BURNER/ELEMENT SYSTEM | | | | | | | | |
| | | | | | | | | |
| 2ND POSITION | | | | | | | | |
| 0=30" WIDE | | | | | | | | |
| 3=33" WIDE | | | | | | | | |
| 6=36" WIDE | | | | | | | | |
| 2=42" OR 12" WIDE | | | | | | | | |
| 5=15" WIDE | | | | | | | | |
| | | | | | | | | |
| FEATURES | | | | | | | | |
| 0=STANDARD ELEMENTS/BURNERS | | | | | | | | |
| 1=RADIANT ELEMENTS | | | | | | | | |
| 2=DUAL ELEMENTS | | | | | | | | |
| 3= | | | | | | | | |
| 4= | | | | | | | | |
| 5=SEALED BURNERS/CAST ELEMENTS | | | | | | | | |
| 6=5 BURNERS/ELEMENTS | | | | | | | | |
| 7=HALOGEN ELEMENTS/6 BURNERS | | | | | | | | |
| 8=TOUCH CONTROLS | | | | | | | | |
| 9=INDUCTION | | | | | | | | |
| | | | | | | | | |
| YEAR OF INTRODUCTION | | | | | | | | |
| G=1998 H=1999 J=2000 | | | | | | | | |
| COLOR CODE | | | | | | | | |
| AL = Almond SS = Stainless | | | | | | | | |
| BL = Black WH = White | | | | | | | | |
| BT = Biscuit | | | | | | | | |
| ENGINEERING CHANGE (NUMERIC) | | | | | | | | |

SERIAL NUMBER

| | | | | | | | | |
|--|---|---|----|---|---|---|---|---|
| SERIAL NUMBER | X | H | 07 | 1 | 2 | 3 | 4 | 5 |
| OXFORD | | | | | | | | |
| YEAR OF INTRODUCTION: H = 1998, J = 1999, K = 2000 | | | | | | | | |
| WEEK OF PRODUCTION (7th WEEK) | | | | | | | | |
| PRODUCT SEQUENCE NUMBER | | | | | | | | |

MODEL & SERIAL NUMBER LABEL AND WIRING DIAGRAM LOCATIONS

The Model/Serial Number label and Wiring Diagram locations are shown below.



**Model & Serial Number
Location** (on bottom of burner
box)

Wiring Diagram Location
(on bottom of burner box)

IMPORTANT SAFETY INFORMATION

Your safety and the safety of others is very important.

Important safety messages have been provided in this Job Aid. Always read and obey all safety messages.



This is the safety alert symbol.

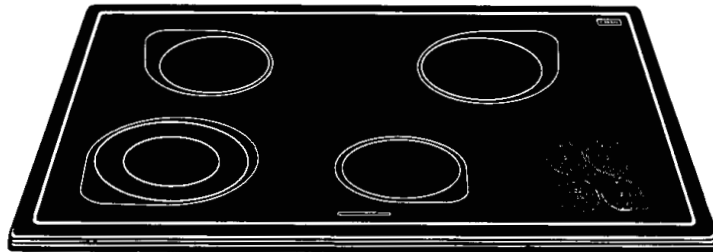
This symbol alerts you to hazards that can kill or hurt you and others.

All safety messages will be preceded by the safety alert symbol and the word **“WARNING.”**

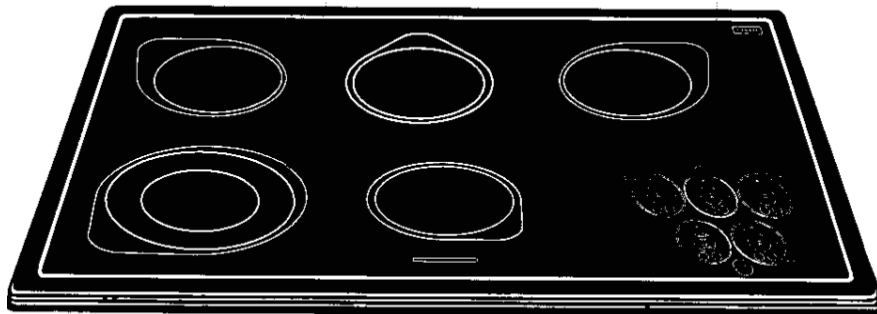
All safety messages will identify the hazard, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

SPECIFICATIONS

KITCHENAID MODEL ELECTRONIC TOUCH-CONTROL CERAMIC GLASS COOKTOPS



KECC508G & YKECC508G



KECC568G & YKECC568G

30" & 36" ELECTRONIC TOUCH CONTROL CERAMIC GLASS COOKTOPS

| | | |
|-------------------------------|--|--|
| SIZE | 30" | 36" |
| NEW MODEL NUMBER | KECC508G | KECC568G |
| Canadian Models | YKECC508G | YKECC568G |
| Colors Available | BH/WH/BT | BH/WH/BT |
| Controls | | |
| Electronic Touch | Yes-Slew | Yes-Slew |
| Power Levels | 9 | 9 |
| Child Lock Out | Yes | Yes |
| Control Panel Color | White | White |
| Power "On" Light(s) | Yes-1 | Yes-1 |
| Hot Surface Indicators | Yes-4 | Yes-5 |
| Elements | | |
| Ceramic | Yes - 4 | Yes-5 |
| Right Front | 1200W/900W Radiant | 1200W/900W Radiant |
| Left Front | 2400W/1800W Dual Round | 2400W/1800W Dual Round |
| Right Rear | 1800W/1350W Radiant | 1800W/1350W Radiant |
| Center Rear | NA NA | 1800W/1350W Radiant |
| Left Rear | 1200W/900W Radiant | 1500W/1125W Radiant |
| High Speed | Yes | Yes |
| Surface | | |
| Ceramic Glass | Yes | Yes |
| Lift -up Top | No | No |
| Color | Black/White | Black/White |
| Dimensions | | |
| Overall | | |
| Width (Side to Side) | | |
| Front | 30" | 36" |
| Middle | 31 1/2" | 37 1/2" |
| Depth (Front to Back) | 21" | 21" |
| Height (Top to Bottom) | 3 1/16" | 3 1/16" |
| Cutout | | |
| Width (Side to Side) | 29 1/2" | 35 1/2" |
| Depth (Front to Back) | 20 1/2" | 20 1/2" |
| Height (Top to Bottom) | 2 7/8" | 2 7/8" |
| Mounting Hardware | Yes | Yes |
| Other Specifications | | |
| Electrical | 240/208 Volts, Single Phase, 60 Hz | 240/208 Volts, Single Phase, 60 Hz |
| Circuit | 30 | 40 |
| Total Connected Load(240/208) | 6.5 kw/4.9 kw | 7.9 kw/5.9 kw |
| Power Cord/Conduit | 3 1/2 Foot, 3 Wire | 3 1/2 Foot, 3 Wire |
| Agency Approvals | UL | UL |
| Approximate Net Weight | 30 lbs | 35 lbs. |
| Approval Over Built-in Ovens | Yes | Yes |
| Approval With Downdraft | Yes | Yes |
| Warranty | In Use & Care | In Use & Care |
| 1 Year Full | Yes | Yes |
| 5 Year Limited | Yes-Glass Elements | Yes-Glass Elements |
| | Electronic Control | Electronic Control |
| Accessories | | |
| | NA | NA |
| Literature | | |
| Use & Care Guide | 3191524 | 3191524 |
| Wiring Diagram Label | 3192472 | 3192473 |
| Installation Instructions | 3191771 | 3191771 |

INSTALLATION HIGHLIGHTS

ELECTRICAL REQUIREMENTS

If codes permit and a separate ground wire is used, it is recommended that a qualified electrician determine that the ground path is adequate.

Do not ground to a gas pipe.

Check with a qualified electrician if you are not sure whether the cooktop is properly grounded.

Do not have a fuse in the neutral or ground circuit.

1. A three-wire or four-wire, single phase, 240-volt, 60-Hz, AC-only electrical supply is required on a separate, 40-ampere circuit, fused on both sides of the line. A time-delay fuse or circuit breaker is recommended. The fuse size must not exceed the circuit rating of the appliance specified on the model/serial rating plate located on the bottom of the cooktop.

THE COOKTOP MUST BE CONNECTED WITH COPPER WIRE ONLY.

2. Wire sizes and connections must conform to the requirements of the National Electrical Code ANSI/NFPA 70 — latest edition**, or CSA Standards C22.1-94, Canadian Electrical Code, Part 1 and C22.2 No. 0-M91 — latest edition*** and all local codes and ordinances.
3. The cooktop should be connected directly to the fused disconnect or circuit breaker box through flexible, armored or non-metallic sheathed, copper cable. The flexible, armored cable extending from the fuse box or circuit breaker box should be connected directly to the junction box.
4. Locate the junction box to allow as much slack as possible between the junction box and the cooktop so that the cooktop can be moved if servicing is ever necessary. **Do Not cut the conduit.**
5. A U.L. - or C.S.A.-listed conduit connector must be provided at each end of the power supply cable (at the cooktop and at the junction box).

Copies of the standards listed above may be obtained from:

** National Fire Protection Association
Batterymarch Park
Quincy, Massachusetts 02269

*** Canadian Standard Association
178 Rexdale Boulevard
Etobicoke, Ontario M9W 1R3

ELECTRICAL CONNECTIONS

! WARNING



Electrical Shock Hazard

Turn power supply off before connecting wires.

Use 8-gauge solid copper wire.

Electrically ground cooktop.

Failure to follow these instructions can result in death, fire, or electrical shock.

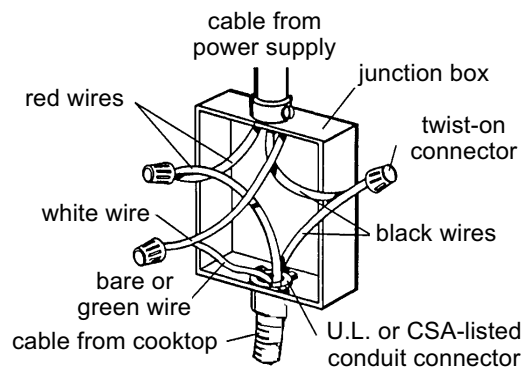
This cooktop must be connected to a grounded, metallic permanent wiring system or a ground connector should be connected to the ground terminal or wire lead on the cooktop.

This cooktop is manufactured with a frame connected, green or bare ground wire. Connect the cooktop cable to the junction box through the U.L. - or C.S.A.-listed conduit connector. Complete electrical connection according to local codes and ordinances.

Where local codes permit connecting the frame-ground conductor to the neutral (white) junction box wire (not used for Canadian installations):

1. **Disconnect the power supply.**
2. Connect the flexible, armored cable from the cooktop to the junction box using a U.L.- or C.S.A. -listed conduit connector and tighten the screws on the conduit connector.
3. Connect the green (or bare) appliance cable wire with the neutral (white) wire in the junction box using a twist-on connector.

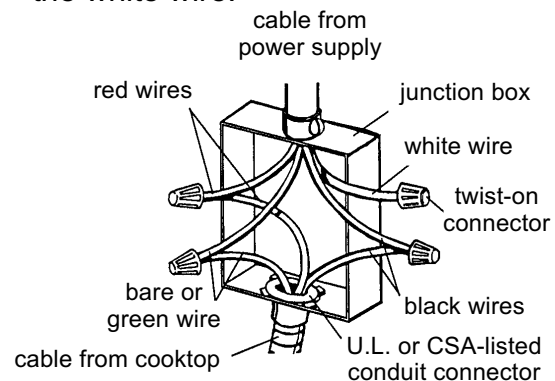
4. Connect the two black wires together; then connect the two red wires together with a twist-on connector.



Grounded Neutral

Where local codes do not permit connecting the frame-ground conductor to the neutral (white) junction box wire (used for all Canadian installations):

1. **Disconnect the power supply.**
2. Connect the flexible, armored cable from the cooktop to the junction box using a U.L.- or C.S.A.-listed conduit connector, and tighten the screws on the conduit connector.
3. Connect the two black wires together; then connect the two red wires together using a twist-on connector.
4. Connect the green or bare ground wire from the appliance cable to the grounded wire in the junction box, or other grounded connector using a twist-on connector.
5. Install a twist-on connector on the end of the white wire.



Ungrounded Neutral

INSTALLATION

! WARNING

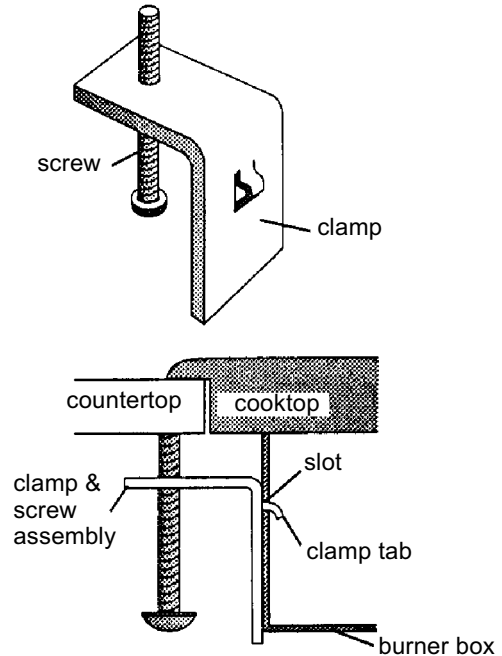
Excessive Weight Hazard

Use two or more people to move and install the cooktop.

Failure to do so can result in back or other injury.

1. Remove the shipping materials and tape from the cooktop. Remove the hardware package from inside the literature bag.
2. Insert the cooktop into the countertop and center it in the cutout. Position the front of the cooktop so that it is parallel to the front edge of the countertop. Make sure that all of the required clearances are met. NOTE: If cooktop is not properly positioned, lift the cooktop off the countertop to make the necessary adjustments.

3. Insert one clamp tab through each slot located on sides of the burner box. NOTE: If installing the cooktop over a built-under oven, Do Not fasten the cooktop to the countertop with clamps. The cooktop will then be easy to remove if servicing is ever required.



4. Secure the cooktop to the countertop by hand-tightening each screw, then use a screwdriver to tighten each screw by 1 to 1-1/2 more turns. Do Not overtighten screws.
5. Make the electrical connections as instructed in the "Electrical Connections" beginning on page 2-2.
6. Turn on the power supply to the cooktop.
7. Touch "ON" and set each element to the "HI" position. Check the operation of the cooktop elements and touch-control indicator lights.

— NOTES —

COMPONENT ACCESS

COMPONENT LOCATIONS

This section instructs you on how to service each component inside the built-in electronic touch-control cooktop. The components and their locations are shown in Figure 3-1.

NOTE: The KitchenAid Model KECC508 cooktop is shown below, however, the other built-in electronic touch-control cooktop components are identical, and are serviced in the same manner.

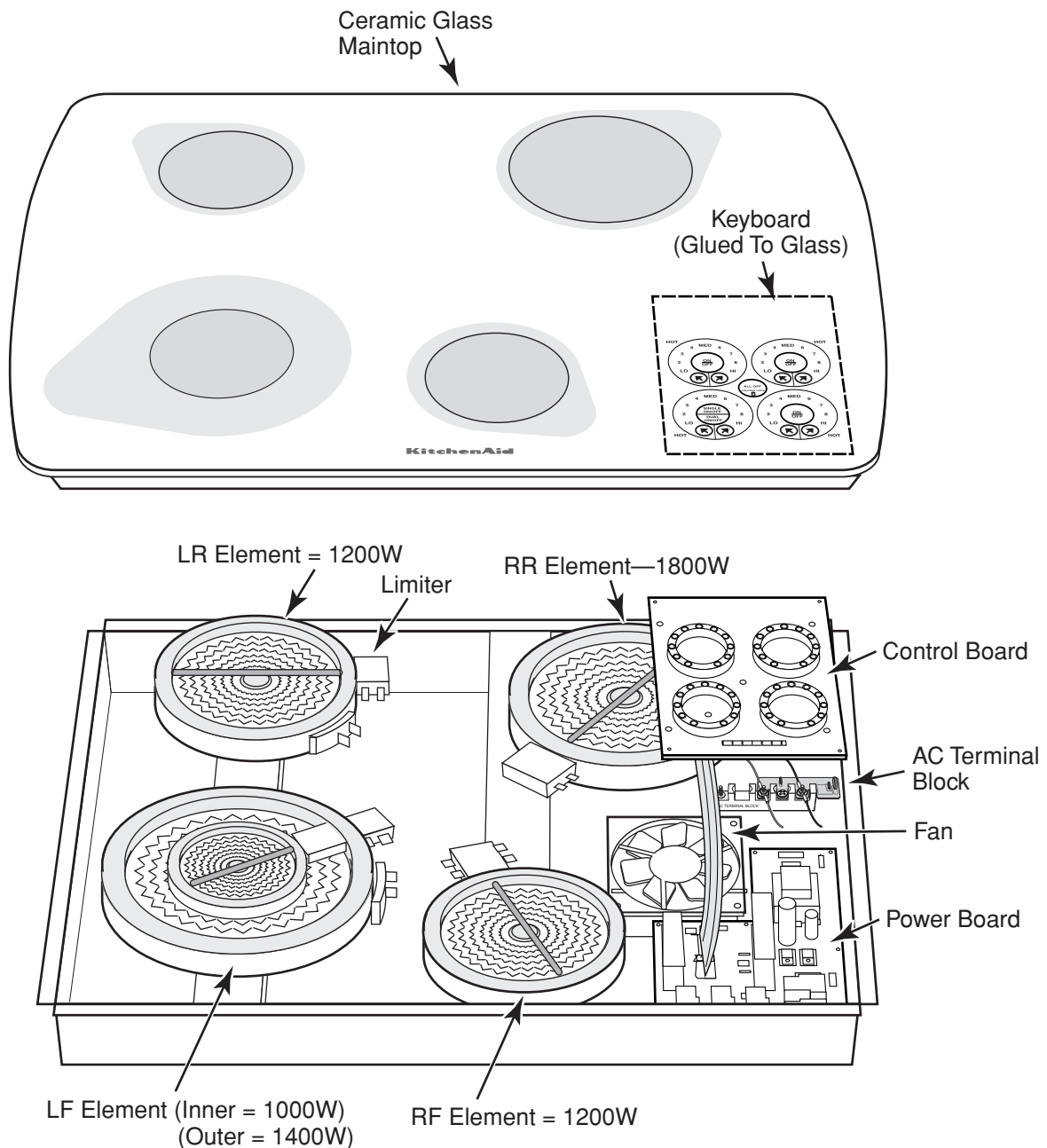


Figure 3-1

REMOVING THE CERAMIC GLASS MAINTOP

! WARNING

Electrical Shock Hazard

Disconnect from electrical supply before servicing unit.

Failure to do so could result in death or electrical shock.

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

1. Turn off the electrical power to the cooktop.
2. Remove the cooktop from the cabinet and set it on a padded surface to protect the countertop.

Refer to Figure 3-2 for the following steps.

3. Remove the ten (10) screws from the side flanges of the burner box.
4. Lift the ceramic glass maintop off the burner box and disconnect the ribbon cable from its connector.
5. If you are replacing the ceramic glass maintop, remove the control board from the keyboard standoffs. **NOTE:** The keyboard is glued to the maintop and cannot be removed.

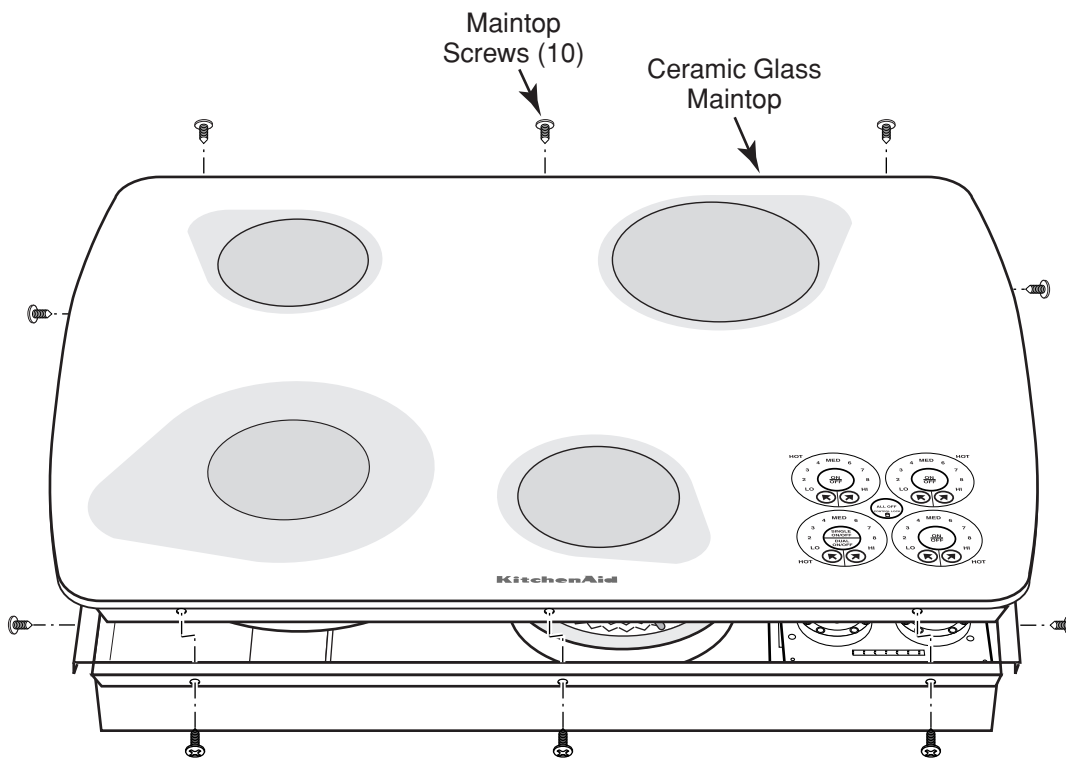


Figure 3-2

REMOVING THE CONTROL & POWER BOARDS & AC TERMINAL BLOCK

! WARNING

Electrical Shock Hazard

Disconnect from electrical supply before servicing unit.

Failure to do so could result in death or electrical shock.

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

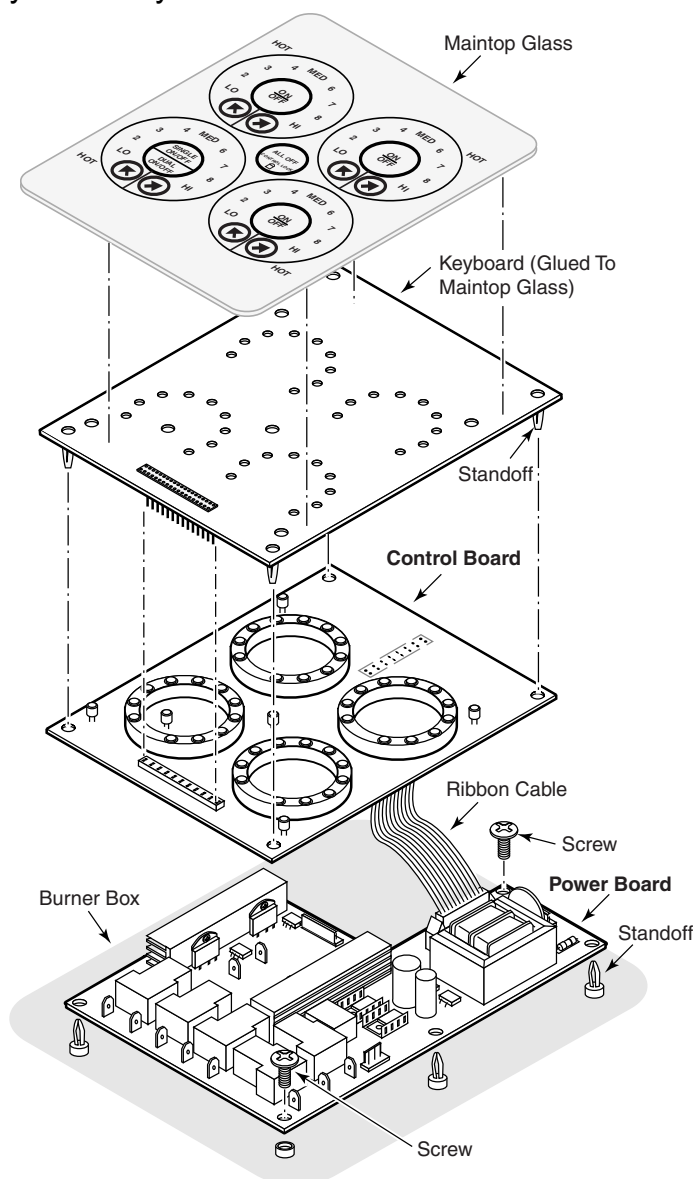


Figure 3-3

1. Turn off the electrical power to the cooktop.
2. Remove the cooktop from the cabinet and set it on a padded surface to protect the countertop.
3. Remove the maintop from the burner box (see page 3-2 for the procedure).

Refer to Figure 3-3 for the following steps.

4. **To remove the control board:**
 - a) Disconnect the ribbon cable from the connector.
 - b) Unclip the board from the standoffs and remove it from the keyboard.
5. **To remove the power board:**
 - a) Disconnect the wires from the board terminals.
 - b) Remove the two mounting screws.
 - c) Unclip the board from the standoffs and remove it.
6. **To remove the AC Terminal Block (see Figure 3-4):**
 - a) Disconnect the four wires from the terminals.
 - b) Slide the filter board off the screws.
 - c) Remove the two mounting screws.

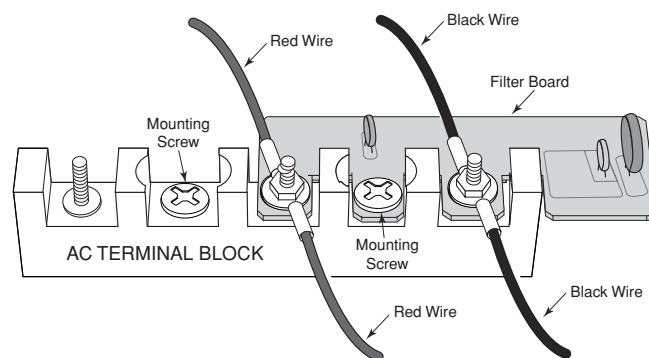


Figure 3-4

REMOVING THE FAN

! WARNING

Electrical Shock Hazard

Disconnect from electrical supply before servicing unit.

Failure to do so could result in death or electrical shock.

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

1. Turn off the electrical power to the cooktop.
2. Remove the cooktop from the cabinet and set it on a padded surface to protect the countertop.
3. Remove the maintop from the burner box (see page 3-2 for the procedure).

Refer to Figure 3-5 for the following steps.

4. Remove the four screws from the fan grille at the bottom side of the burner box.
5. Disconnect the two fan wires from the fan terminals and remove the fan.

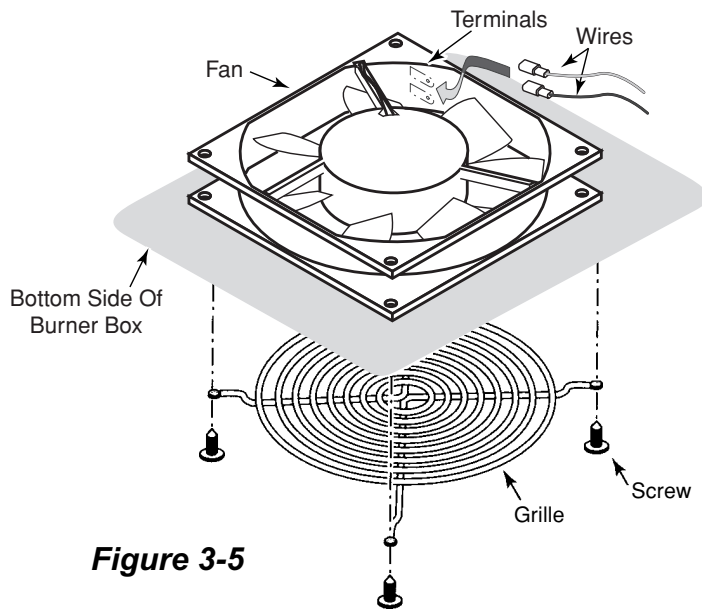


Figure 3-5

REMOVING AN ELEMENT & LIMITER

! WARNING

Electrical Shock Hazard

Disconnect from electrical supply before servicing unit.

Failure to do so could result in death or electrical shock.

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

1. Turn off the electrical power to the cooktop.
2. Remove the cooktop from the cabinet and set it on a padded surface to protect the countertop.
3. Remove the maintop from the burner box (see page 3-2 for the procedure).

Refer to Figure 3-6 for the following steps.

4. Disconnect the wires from the limiter and element terminals.
5. Lift the element off the rail.
6. To replace the limiter, remove the two mounting screws from the bottom of the element, and pull the sensor rod out of the holes.

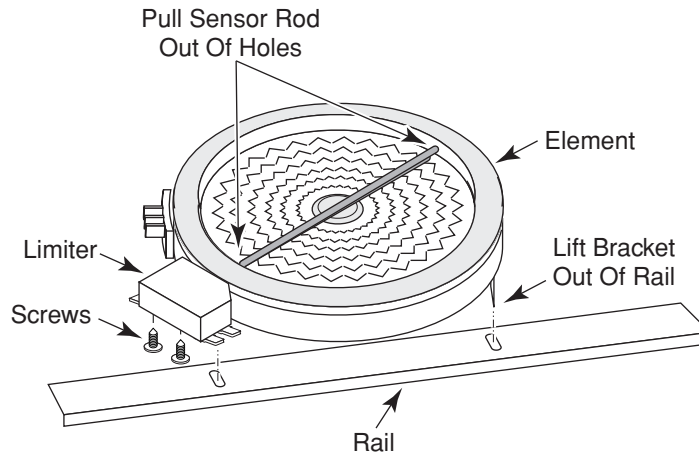
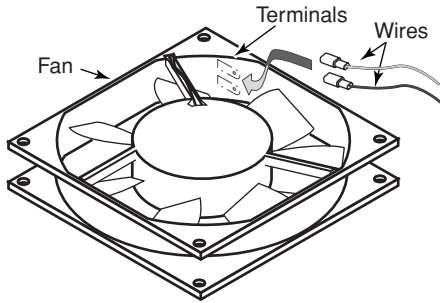


Figure 3-6

— NOTES —

COMPONENT TESTING

FAN



! WARNING

Electrical Shock Hazard

Disconnect from electrical supply before servicing unit.

Failure to do so could result in electrical shock or other personal injury.

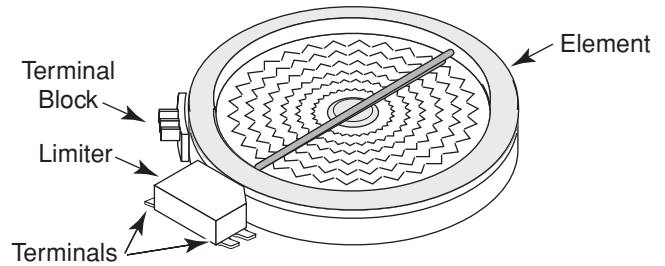
Test Procedure

Refer to page 3-4 for the procedure for servicing the fan.

To test the fan, perform the following steps:

1. Use an ohmmeter and set the range switch to R x 1.
2. Disconnect the wires from the fan terminals.
3. With no power applied, touch the leads of the ohmmeter to the fan terminals. The meter should indicate between 1500 and 1600 ohms.

ELEMENTS



! WARNING

Electrical Shock Hazard

Disconnect from electrical supply before servicing unit.

Failure to do so could result in electrical shock or other personal injury.

Test Procedure

Refer to page 3-5 for the procedure for servicing the elements.

To test an element, perform the following steps:

1. Use an ohmmeter and set the range switch to R x 1.
2. Disconnect the wires from the element you wish to test.
3. Touch the ohmmeter leads to the element terminals. You should obtain the following readings:

LF element:

1000 W = 58 Ω .

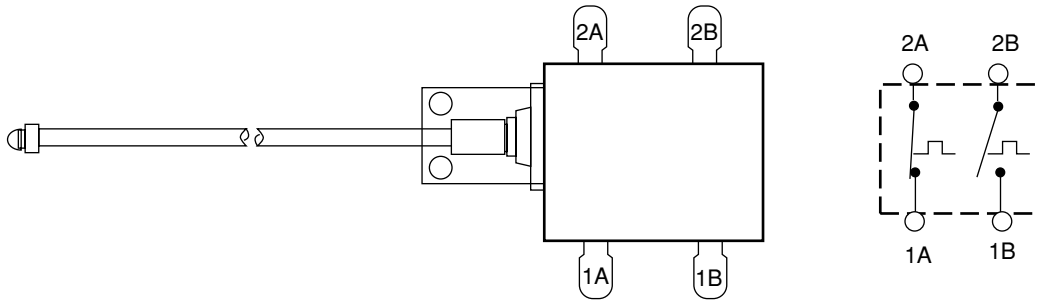
1400 W = 41 Ω .

LR element (1200 W) = 47 Ω .

RF element (1200 W) = 47 Ω .

RR element (1800 W) = 31 Ω .

LIMITERS



WARNING

Electrical Shock Hazard

Disconnect from electrical supply before servicing unit.

Failure to do so could result in electrical shock or other personal injury.

Test Procedure

Refer to page 3-5 for the procedure for servicing the limiters.

To test a limiter, perform the following steps:

1. Use an ohmmeter and set the range switch to R x 1.
2. Disconnect the wires from the limiter you wish to test.
3. Touch the ohmmeter leads to the indicated limiter terminals. You should obtain the following readings:
 - 1A to 2A = Continuity (closed contacts)
 - 1B to 2B = Infinity (open contacts)

POWER BOARD TEST POINTS

! WARNING

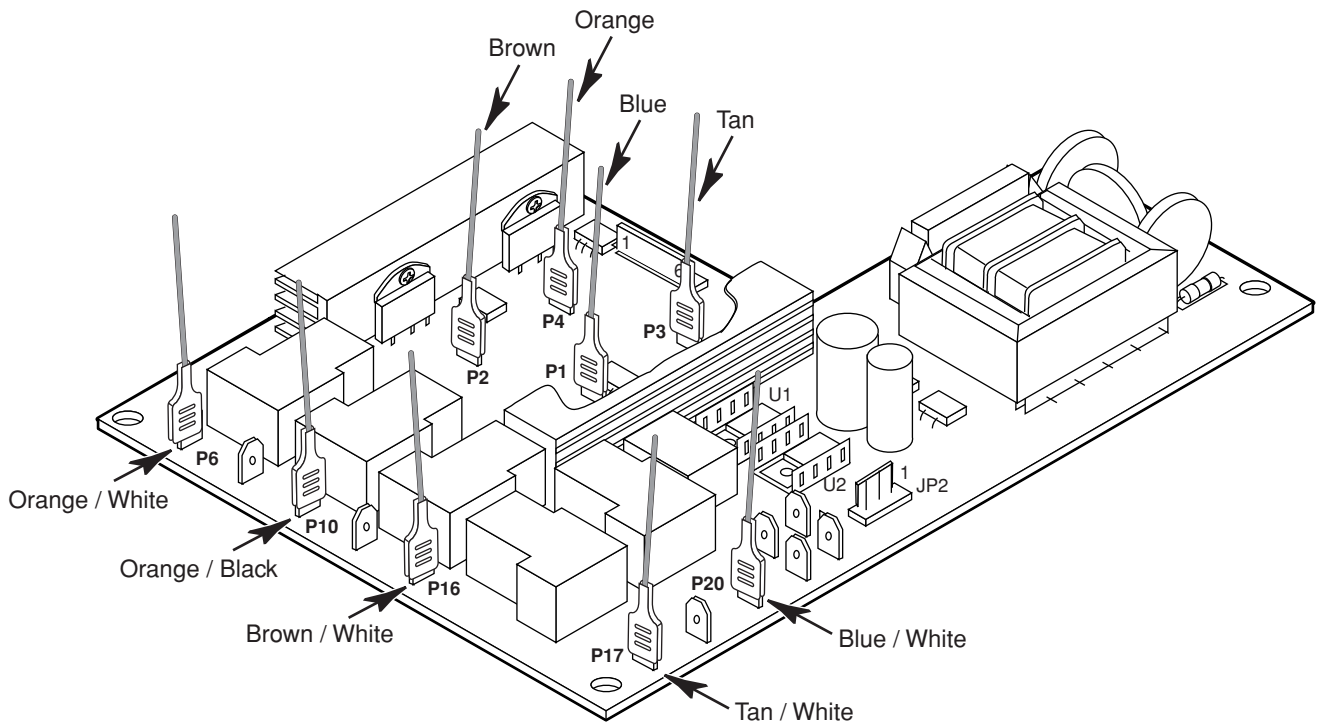
Electrical Shock Hazard

Disconnect from electrical supply before servicing unit.

Failure to do so could result in electrical shock or other personal injury.

TESTING THE ELEMENTS & LIMITERS 1A TO 2A (COOKTOP TEMPERATURE BELOW 1075°F / 579°C)

To test the resistance of the elements & limiter contacts 1A to 2A, disconnect the wires from the board terminals indicated in the chart, and connect the ohmmeter test leads to the wires.



| Element | Test Point 1 | Test Point 2 | Test Result |
|------------|--------------|--------------------|-------------|
| LF (Large) | Orange (P4) | Orange/Black (P10) | 41 Ω |
| LF (Small) | Orange (P4) | Orange/White (P6) | 58 Ω |
| LR | Tan (P3) | Tan/White (P17) | 47 Ω |
| RF | Brown (P2) | Brown/White (P16) | 47 Ω |
| RR | Blue (P1) | Blue/White (P20) | 31 Ω |

! WARNING

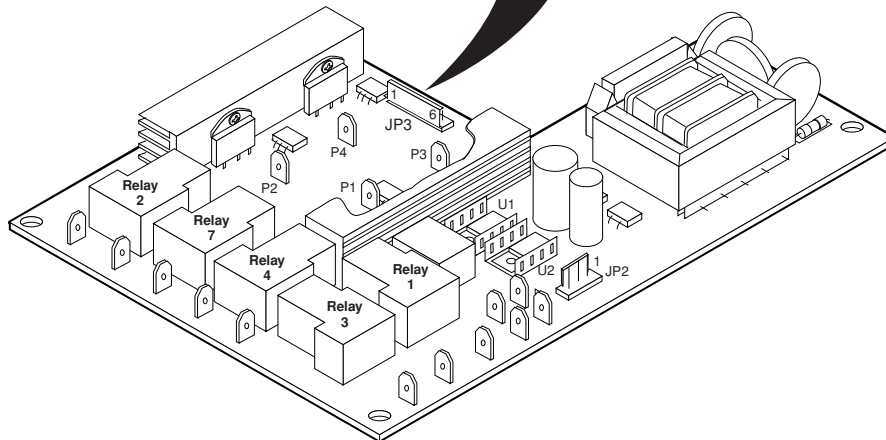
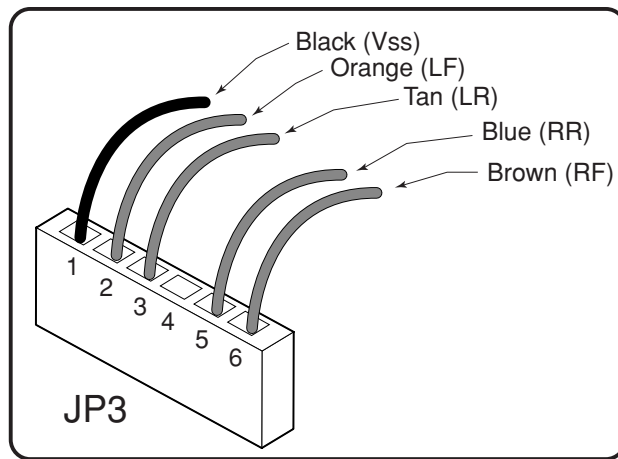
Electrical Shock Hazard

Disconnect from electrical supply before servicing unit.

Failure to do so could result in electrical shock or other personal injury.

TESTING LIMITER CONTACTS 1B TO 2B (COOKTOP TEMPERATURE BELOW 150°F / 66°C)

To test limiter contacts 1B to 2B, disconnect the plug from the board pins at JP3, and connect the ohmmeter test leads to the indicated plug wires.



| Element | JP3 Connector | To Connector | Wire Color | Test Result |
|---------|---------------|--------------|------------|-------------|
| LF | Vss (1) | LF (2) | Orange | Open |
| LR | Vss (1) | LR (3) | Tan | Open |
| RR | Vss (1) | RR (5) | Blue | Open |
| RF | Vss (1) | RF (6) | Brown | Open |

! WARNING

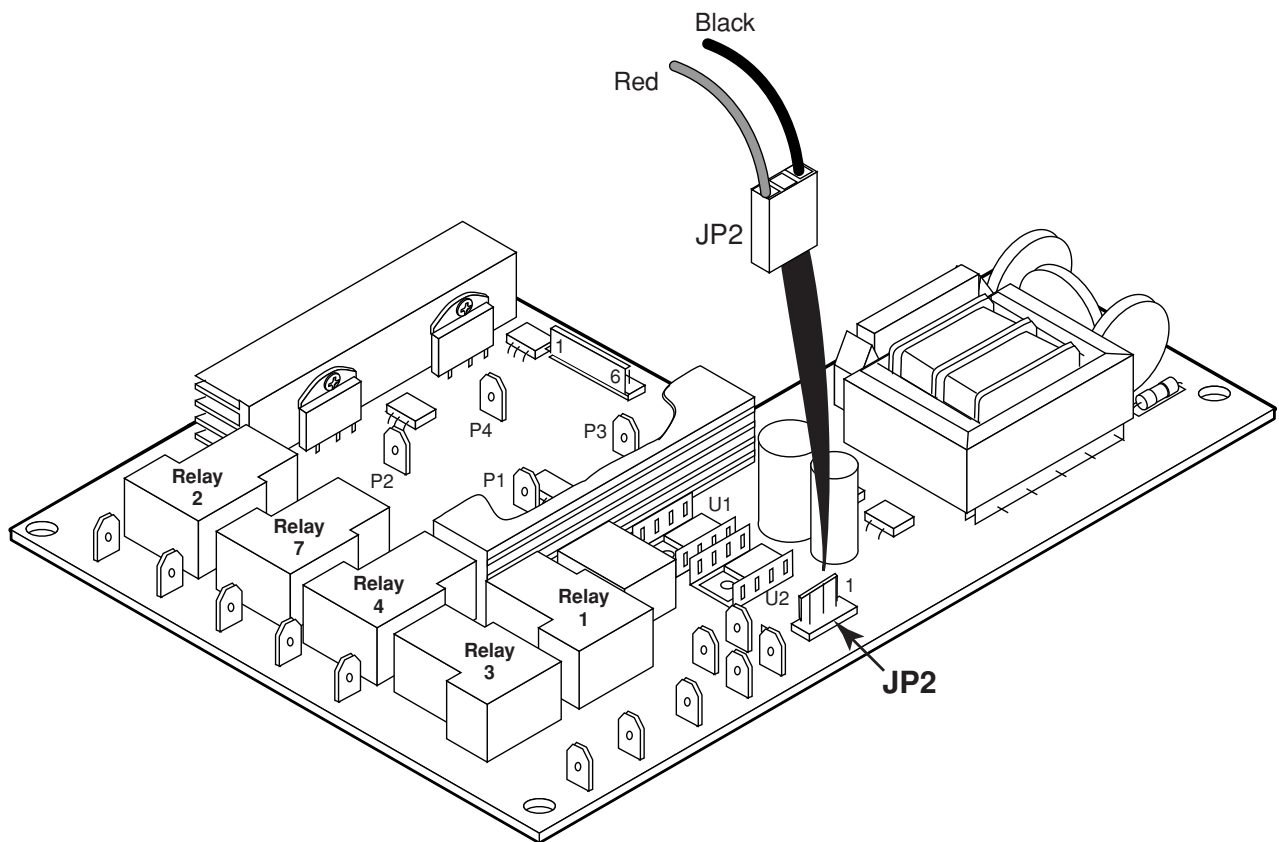
Electrical Shock Hazard

Disconnect from electrical supply before servicing unit.

Failure to do so could result in electrical shock or other personal injury.

TESTING THE FAN MOTOR

To test the resistance of the fan motor, disconnect the wire from the terminal indicated in the chart, and connect the ohmmeter test leads to the terminal and the wire connector.



| Connector | Wire Color | Test Result |
|------------------|-------------------|--------------------|
| JP2 | Black/Red | 1550 Ω |

! WARNING

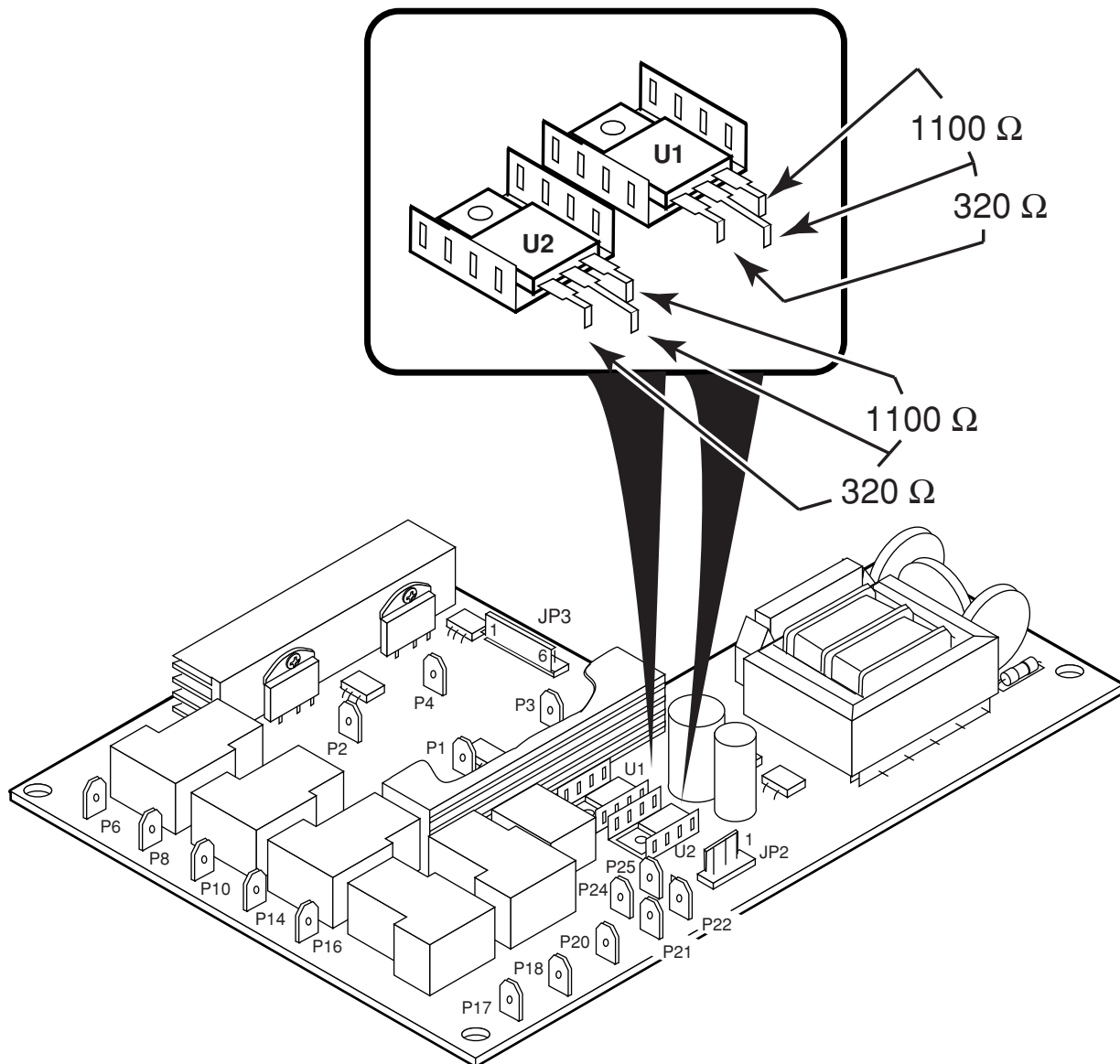
Electrical Shock Hazard

Disconnect from electrical supply before servicing unit.

Failure to do so could result in electrical shock or other personal injury.

TESTING THE ICs

To test the resistance of the ICs U1 & U2, touch the ohmmeter test leads to the indicated leads.



! WARNING

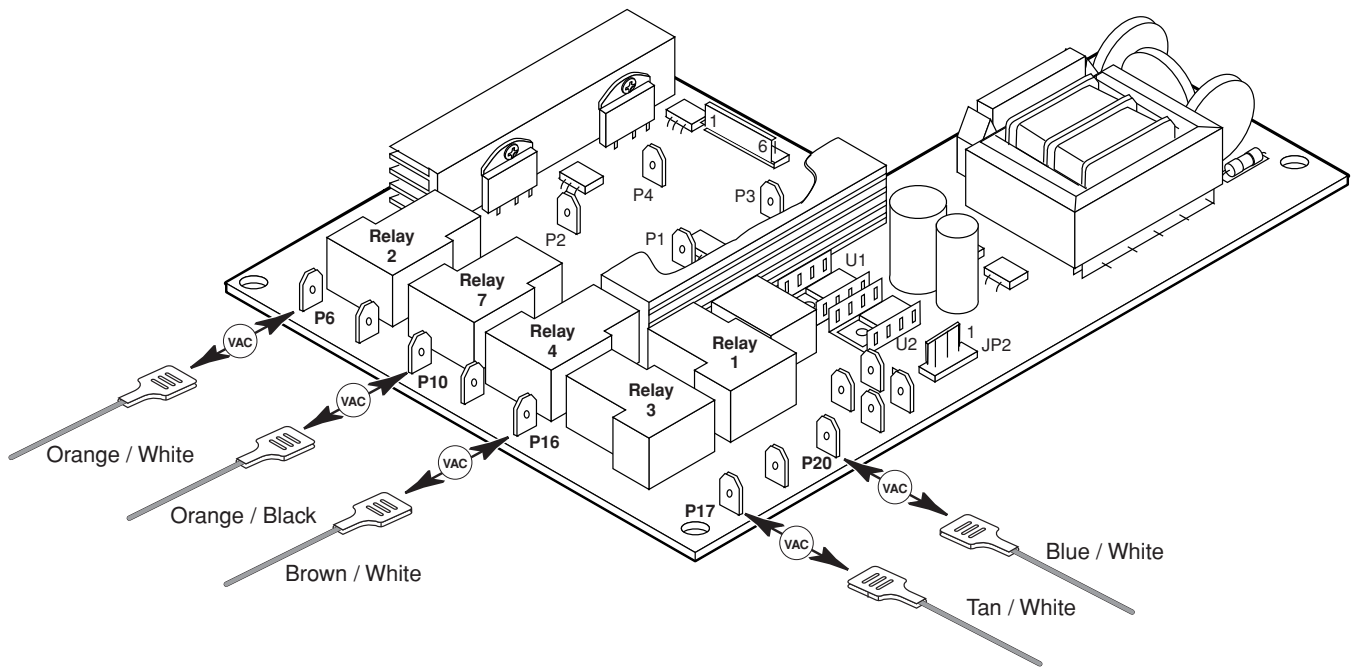
Electrical Shock Hazard

The following tests require power to be applied to the cooktop. Use only the meter test probes and touch the points indicated in the chart. Do not touch the board with your fingers.

Failure to do so could result in electrical shock or other personal injury.

TESTING THE POWER BOARD RELAYS

To test the operation of the relays on the power board, turn power off and disconnect the wires from the terminals indicated in the chart, then connect the voltmeter test leads to the board terminal and the wire connector under test, and apply power to the cooktop.



| Relay No. | Terminal No. | Wire Color | Element ON HIGH | Element OFF |
|-----------|--------------|--------------|-----------------|-------------|
| 1 | P 20 | Blue/White | 240 VAC | 0 VAC |
| 2 | P 6 | Orange/White | 240 VAC | 0 VAC |
| 3 | P 17 | Tan/White | 240 VAC | 0 VAC |
| 4 | P 16 | Brown/White | 240 VAC | 0 VAC |
| 7 | P 10 | Orange/Black | 240 VAC | 0 VAC |

— NOTES —

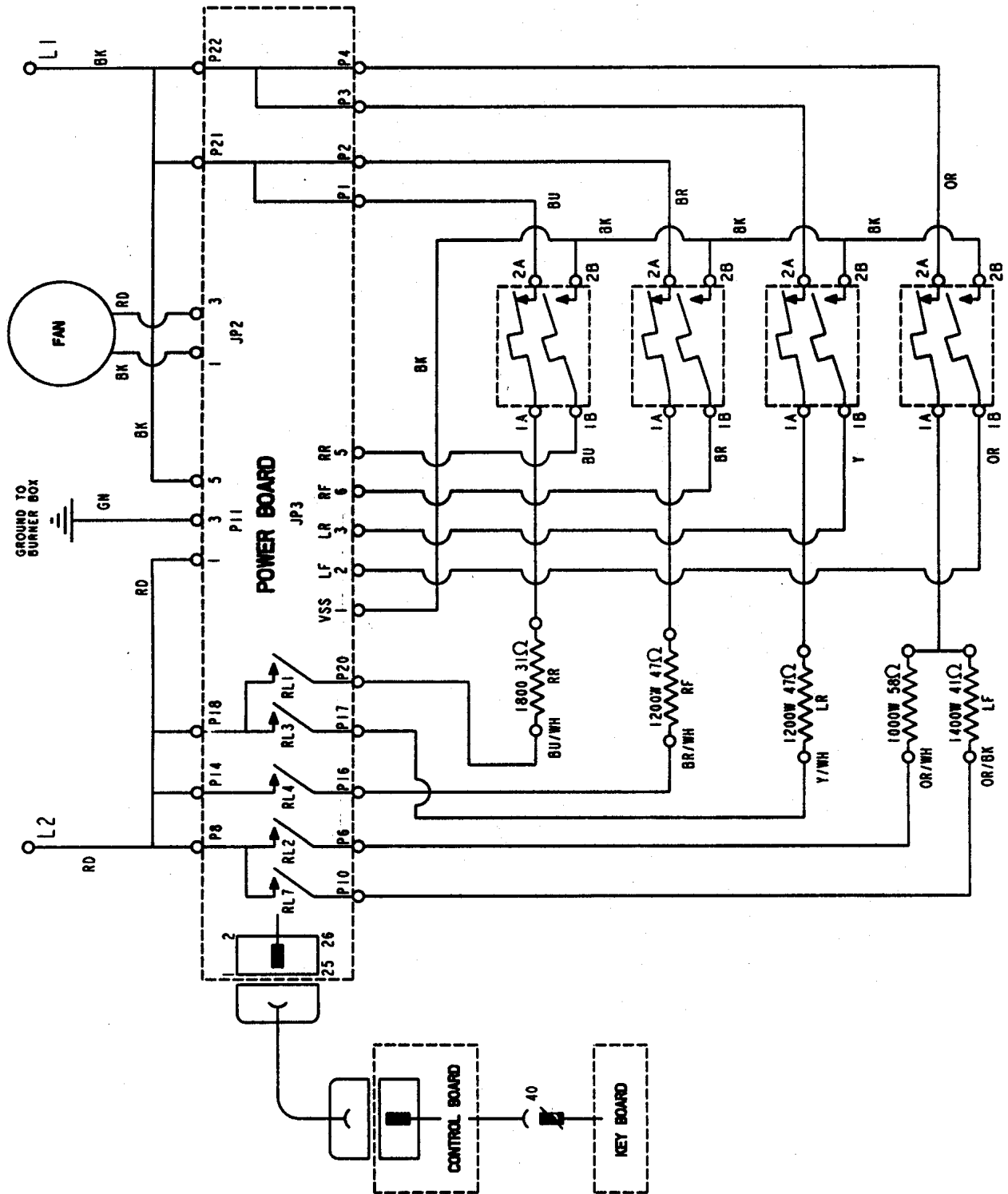
DIAGNOSIS & TROUBLESHOOTING

| PROBLEM | POSSIBLE CAUSE | SOLUTION |
|--|--|---|
| Nothing will operate. | <ul style="list-style-type: none"> • The cooktop is not wired to a live circuit with the proper voltage supply. • A household fuse has blown, or a circuit breaker has opened. | <ul style="list-style-type: none"> • Wire the cooktop into a live circuit with the proper voltage. • Replace the household fuse or reset the circuit breaker. |
| The surface cooking areas do not operate. | <ul style="list-style-type: none"> • A household fuse has blown, or a circuit breaker has opened. • The touch controls are not set properly. | <ul style="list-style-type: none"> • Replace the household fuse or reset the circuit breaker. • See the “Electronic Touch Controls” in the “Using Your Cooktop” section of the Use and Care Guide. |
| The touch controls do not respond. | <ul style="list-style-type: none"> • The correct sequence to operate the touch controls is not being followed. • The touch controls are not being touched in the correct location. | <ul style="list-style-type: none"> • See the “Electronic Touch Controls” in the “Using Your Cooktop” section of the Use and Care Guide. |
| Cooking does not have the desired results. | <ul style="list-style-type: none"> • The cooktop is not level. • The pan used is not the correct type or size. • Cookware does not fit the surface cooking area being used. | <ul style="list-style-type: none"> • Level the cooktop. • Refer to a reliable cookbook for the recommended pan type and size. • The pan should be the same size, or slightly larger, than the cooking area being used. |

— NOTES —

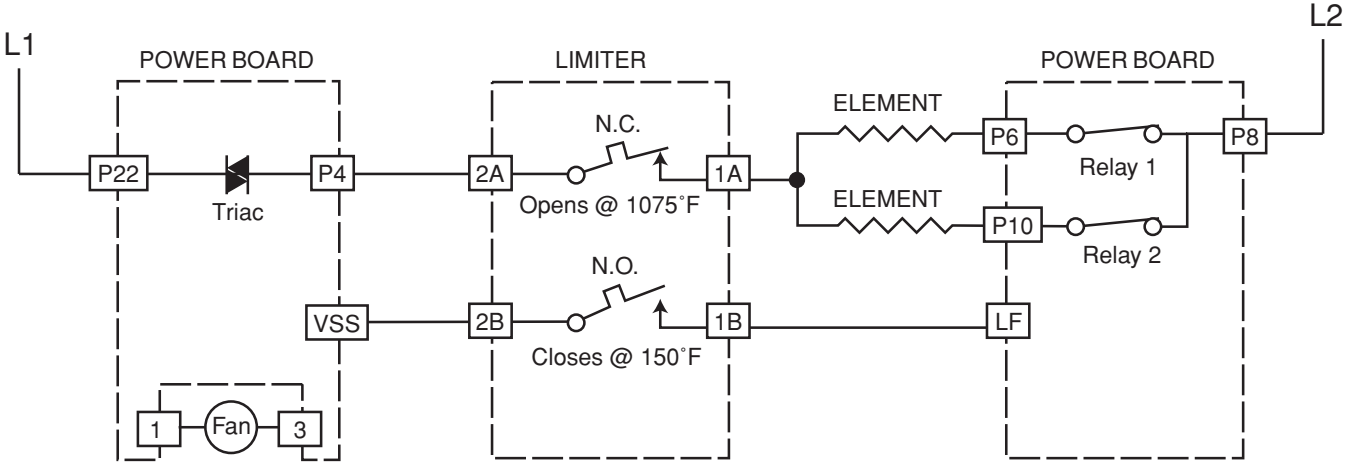
WIRING DIAGRAM & STRIP CIRCUITS

WIRING DIAGRAM

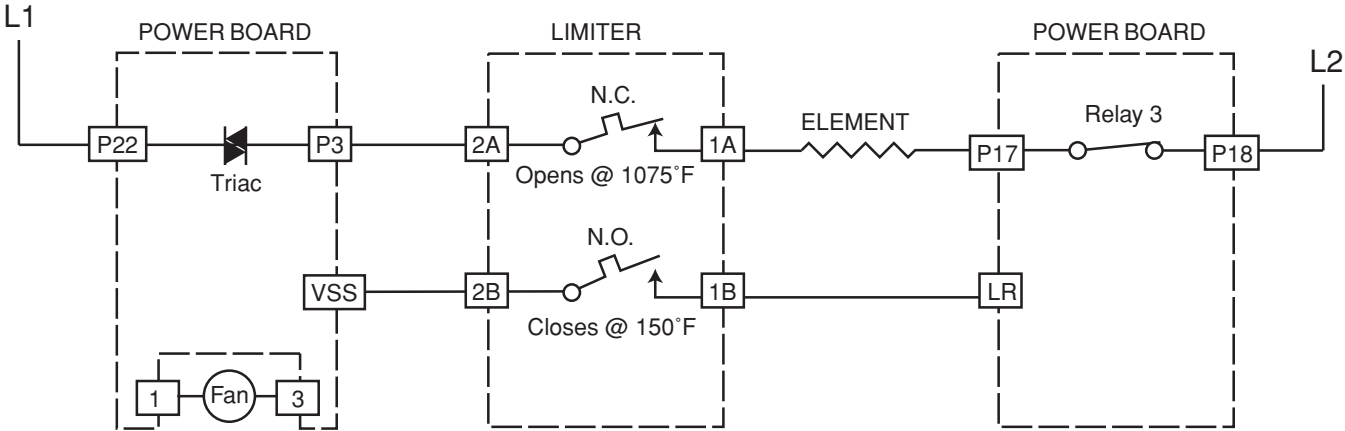


STRIP CIRCUITS

DUAL ELEMENT ABOVE 150°F LIMITER BELOW 1075°F



SINGLE ELEMENT ABOVE 150°F LIMITER BELOW 1075°F



TECH TIPS

REQUESTING ASSISTANCE OR SERVICE

Before calling for assistance or service, please check the “Diagnosis & Troubleshooting” in Section 5. It may save the cost of a service call. For further help, follow these instructions.

If you need assistance or service in the U.S. A.:

Call the KitchenAid Consumer Assistance Center toll free, at

1-800-422-1230

If you need assistance or service in Canada:

Call the Inglis Limited Consumer Assistance Center telephone number toll-free, 8:30 a.m. to 6:00 p.m. (EST) at:

1-800-461-5681.

Our consultants are available to assist you.

When calling, please have the purchase date, and the complete model and serial number of your appliance handy. This information will help with your request.

Our consultants provide assistance with:

- Features and specifications on our full line of appliances.
- Installation information.
- Use and maintenance procedures.
- Accessory and repair parts sales.
- Specialized customer assistance (Spanish & French (Canada) speaking, hearing impaired, limited vision, etc.).
- Referrals to local dealers, service companies, and repair parts distributors.

KitchenAid service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in the United States. To locate the authorized KitchenAid service company in your area, you can also look in your telephone directory Yellow Pages.

If you need to order replacement parts, we recommend that you only use factory authorized parts. These parts will fit right and work right, because they are made with the same precision used to build every new KitchenAid appliance.

To locate factory authorized replacement parts in your area, call our Consumer Assistance Center telephone number or your nearest authorized service center.

If you need further assistance, you can write to KitchenAid with any questions or concerns at:

KitchenAid Brand Home Appliances
Consumer Assistance Center
c/o Correspondence Dept.
2000 North M-63
Benton Harbor, MI 49022-2692

In Canada, contact:

Consumer Relations Department
Inglis Limited
1901 Minnesota Court
Mississauga, Ontario L5N 3A7

Please include a daytime phone number in your correspondence.

KITCHENAID CERAMIC COOKTOP WARRANTY

| LENGTH OF WARRANTY: | KITCHENAID WILL PAY FOR: | KITCHENAID WILL NOT PAY FOR: |
|---|--|---|
| <p>ONE-YEAR FULL WARRANTY FROM DATE OF PURCHASE.</p> | <p>Replacement parts and repair labor costs to correct defects in materials or workmanship. Service must be provided by an authorized KitchenAid servicing outlet.</p> | <p>A. Service calls to:</p> <ol style="list-style-type: none"> 1. Correct the installation of the cooktop. 2. Instruct you how to use the cooktop. 3. Replace house fuses or correct house wiring. <p>B. Repairs when cooktop is used in other than normal home use.</p> <p>C. Damage resulting from accident, alteration, misuse, abuse, fire, flood, acts of God, improper installation, or installation not in accordance with local electrical or plumbing codes.</p> |
| <p>SECOND-THROUGH FIFTH-YEAR LIMITED WARRANTY FROM DATE OF PURCHASE.</p> | <p>Replacement parts for any electric element to correct defects in materials or workmanship. Replacement Ceramic glass if breakage is due to defects in materials or workmanship.</p> <p>Replacement parts for solid-state touch control system to correct defects in materials or workmanship.</p> | <p>D. Any labor costs during the limited warranties.</p> <p>E. Replacement parts or repair labor costs for units operated outside the United States and Canada.</p> <p>F. Pickup and delivery. This product is designed to be repaired in the home.</p> <p>G. Repairs to Ceramic glass cooktop if it has not been cared for as recommended in the Use & Care Guide.</p> <p>H. Repairs to parts or systems resulting from unauthorized modifications made to the appliance.</p> <p>I. In Canada, travel or transportation expenses for customers who reside in remote areas.</p> |

KITCHENAID AND KITCHENAID CANADA DO NOT ASSUME ANY RESPONSIBILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion or limitation may not apply to you. This warranty gives specific legal rights and you may also have other rights which vary from state to state or province to province.

Outside the United States and Canada, a different warranty may apply. For details, please contact your authorized KitchenAid dealer.

If you need assistance or service, (U.S.A.), call our Consumer Assistance Center at **1-800-422-1230**. In Canada, contact your authorized Inglis Limited Appliance Service company.