



# Radiant Cooktop

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**Owner's Manual**

JP5030  
JP5036

Write the model and serial numbers here:

Model # \_\_\_\_\_

Serial # \_\_\_\_\_

You can find them on a label under the cooktop.

## IMPORTANT SAFETY INFORMATION. READ ALL INSTRUCTIONS BEFORE USING.

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### **⚠ WARNING**

Read all safety instructions before using the product. Failure to follow these instructions may result in fire, electrical shock, serious injury or death.

### **⚠ WARNING** GENERAL SAFETY INSTRUCTIONS

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- Use this cooktop only for its intended purpose as described in this Owner's Manual.
- Be sure your cooktop is properly installed and grounded by a qualified installer in accordance with the provided installation instructions.
- Do not attempt to repair or replace any part of your cooktop unless it is specifically recommended in this manual. All other servicing should be performed by a qualified technician.
- Before performing any service, unplug the cooktop or disconnect the power supply at the household distribution panel by removing the fuse or switching off the circuit breaker.
- Do not leave children alone—children should not be left alone or unattended in an area where the cooktop is in use. They should never be allowed to climb, sit or stand on any part of the cooktop.
- **⚠ CAUTION**: Do not store items of interest to children above the cooktop—children climbing on the cooktop to reach items could be seriously injured.
- Use only dry pot holders—moist or damp pot holders on hot surfaces may result in burns from steam. Do not let pot holders touch hot surface units or heating elements. Do not use a towel or other bulky cloth in place of pot holders.
- Never use your cooktop for warming or heating the room.
- Do not touch surface elements. These surfaces may be hot enough to burn even though they are dark in color. During and after use, do not touch, or let clothing or other flammable materials contact the surface elements or areas nearby the surface elements; allow sufficient time for cooling first.
- Potentially hot surfaces include the cooktop and areas facing the cooktop.
- Do not heat unopened food containers. Pressure could build up and the container could burst, causing an injury.
- Cook meat and poultry thoroughly—meat to at least an internal temperature of 160°F and poultry to at least an internal temperature of 180°F. Cooking to these temperatures usually protects against foodborne illness.

### **⚠ WARNING** KEEP FLAMMABLE MATERIALS AWAY FROM THE COOKTOP

Failure to do so may result in fire or personal injury.

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- Do not store or use flammable materials near the cooktop, including paper, plastic, pot holders, linens, wall coverings, curtains, drapes and gasoline or other flammable vapors and liquids.
- Never wear loose-fitting or hanging garments while using the cooktop. These garments may ignite if they contact hot surfaces causing severe burns.
- Do not let cooking grease or other flammable materials accumulate in or near the cooktop. Grease on the cooktop may ignite.

## READ AND SAVE THESE INSTRUCTIONS

**⚠ WARNING****COOKTOP SAFETY INSTRUCTIONS**

- In the event of a fire, do not use water or grease on fires. Never pick up a flaming pan. Turn the controls off. Smother a flaming pan on a surface unit by covering the pan completely with a well-fitted lid, cookie sheet or flat tray. Use a multi-purpose dry chemical or a foam-type fire extinguisher.
- Never leave the surface units unattended at medium or high heat settings. Boilovers cause smoking and greasy spillovers that may catch on fire.
- Never leave oil unattended while frying. If allowed to heat beyond its smoking point, oil may ignite resulting in fire that may spread to surrounding cabinets. Use a deep fat thermometer whenever possible to monitor oil temperature.
- To avoid spillover and fire, use a minimum amount of oil when shallow pan-frying and avoid cooking frozen foods with excessive amounts of ice.
- Use the proper pan size - select cookware having flat bottoms large enough to cover the surface heating element. The use of undersized cookware will expose a portion of the surface unit to direct contact and may result in ignition of clothing. Proper relationship of cookware to surface unit will also improve efficiency.
- To minimize the possibility of burns, ignition of flammable materials and spillage, the handle of a container should be turned toward the center of the range without extending over nearby surface units.

**⚠ WARNING****RADIANT COOKTOP SAFETY INSTRUCTIONS**

- Only certain types of glass, glass/ceramic, earthenware or other glazed containers are suitable for cooktop service; others may break because of the sudden change in temperature.
- Use care when touching the cooktop. The glass surface of the cooktop will retain heat after the controls have been turned off.
- Do not cook on a broken cooktop. If the glass cooktop should break, cleaning solutions and spillovers may penetrate the broken cooktop and create a risk of electric shock. Contact a qualified technician immediately.
- Avoid scratching the glass cooktop. The cooktop can be scratched with items such as knives, sharp instruments, rings or other jewelry, and rivets on clothing.
- Do not place or store items that can melt or catch fire on the glass cooktop, even when it is not being used. If the cooktop is inadvertently turned on, they may ignite. Heat from the cooktop or oven vent after it is turned off may cause them to ignite also.
- Use CERAMA BRYTE® ceramic Cooktop Cleaner and CERAMA BRYTE® Cleaning Pad to clean the cooktop. Wait until the cooktop cools and the indicator light goes out before cleaning. A wet sponge or cloth on a hot surface can cause steam burns. Some cleaners can produce noxious fumes if applied to a hot surface. Read and follow all instructions and warnings on the cleaning cream label. **NOTE:** Sugary spills are an exception. They should be scraped off while still hot using an oven mitt and a scraper. See the Cleaning the glass cooktop section for detailed instructions.

**READ AND SAVE THESE INSTRUCTIONS**

# Thank You! ... for your purchase of a GE Brand appliance.

**Register Your Appliance:** Register your new appliance on-line at your convenience!

[www.geappliances.com/service\\_and\\_support/register/](http://www.geappliances.com/service_and_support/register/)

Timely product registration will allow for enhanced communication and prompt service under the terms of your warranty, should the need arise. You may also mail in the pre-printed registration card included in the packing material.

## GE Electric Cooktop Warranty

### GEAppliances.com

All warranty service is provided by our Factory Service Centers, or an authorized Customer Care® technician. To schedule service, on-line, visit us at [www.geappliances.com/service\\_and\\_support/](http://www.geappliances.com/service_and_support/), or call 800.GE.CARES (800.432.2737). Please have serial number and model number available when calling for service.

Servicing your appliance may require the use of the onboard data port for diagnostics. This gives a GE factory service technician the ability to quickly diagnose any issues with your appliance and helps GE improve its products by providing GE with information on your appliance. If you do not want your appliance data to be sent to GE, please advise your technician not to submit the data to GE at the time of service.

For the period of one year from the date of the original purchase. GE will provide any part of the cooktop which fails due to a defect in materials or workmanship. During this limited one-year warranty, GE will also provide, free of charge, all labor and in-home service to replace the defective part.

### What GE will not cover:

- Service trips to your home to teach you how to use the product.
- Improper installation, delivery or maintenance.
- Failure of the product if it is abused, misused, modified or used for other than the intended purpose or used commercially.
- 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 caused by possible defects with this appliance.
- Damage caused after delivery.
- Product not accessible to provide required service.
- Service to repair or replace light bulbs, except for LED lamps.

### EXCLUSION OF IMPLIED WARRANTIES

Your sole and exclusive remedy is product repair as provided in this Limited Warranty. Any implied warranties, including the implied warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law.

This warranty is extended to the original purchaser and any succeeding owner for products purchased for home use within the USA. If the product is located in an area where service by a GE Authorized Servicer is not available, you may be responsible for a trip charge or you may be required to bring the product to an Authorized GE Service location for service. 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**

**Extended Warranties:** Purchase a GE extended warranty and learn about special discounts that are available while your warranty is still in effect. You can purchase it on-line anytime

[www.geappliances.com/service\\_and\\_support/shop-for-extended-service-plans.htm](http://www.geappliances.com/service_and_support/shop-for-extended-service-plans.htm)

or call 800.626.2224 during normal business hours. GE Consumer Home Services will still be there after your warranty expires.

Staple your receipt here. Proof of the original purchase date is needed to obtain service under the warranty.

# Have a question or need assistance with your appliance?

Try the GE Appliances Website ([www.geappliances.com/service\\_and\\_support/](http://www.geappliances.com/service_and_support/)) 24 hours a day, any day of the year! For greater convenience and faster service, you can now download Owner's Manuals, order parts or even schedule service on-line.

**Schedule Service:** Expert GE repair service is only one step away from your door. Get on-line and schedule your service at [www.geappliances.com/service\\_and\\_support/](http://www.geappliances.com/service_and_support/) Or call 800.GE.CARES (800.432.2737) during normal business hours.

**Parts and Accessories:** Individuals qualified to service their own appliances can have parts or accessories sent directly to their homes (VISA, MasterCard and Discover cards are accepted). Order on-line today, 24 hours every day or by phone at 800.626.2002 during normal business hours.

Instructions contained in this manual cover procedures to be performed by any user. Other servicing generally should be referred to qualified service personnel. Caution must be exercised, since improper servicing may cause unsafe operation.

**Real Life Design Studio:** GE supports the Universal Design concept of products, services and environments that can be used by people of all ages, sizes and capabilities. We recognize the need to design for a wide range of physical and mental abilities and impairments. For details of GE's Universal Design applications, including kitchen design ideas for people with disabilities, check out our Website today. For the hearing impaired, please call 800.TDD.GEAC (800.833.4322).

**Contact Us:** If you are not satisfied with the service you receive from GE, contact us on our Website with all the details including your phone number, or write to:  
**General Manager, Customer Relations**  
**GE Appliances, Appliance Park Louisville, KY 40225**

## Parts and Accessories

To place an order visit us online at:

[www.GEApplianceParts.com](http://www.GEApplianceParts.com) (U.S.) or [www.GEAppliances.ca](http://www.GEAppliances.ca) (Canada)

or call **800.626.2002** (U.S.) **800.661.1616** (Canada)

The following parts are available:

### Parts

Griddle	JXGRIDL1
Stainless Steel Cleaner and Polisher	PM10X311

## How to Remove Protective Shipping Film and Packaging Tape

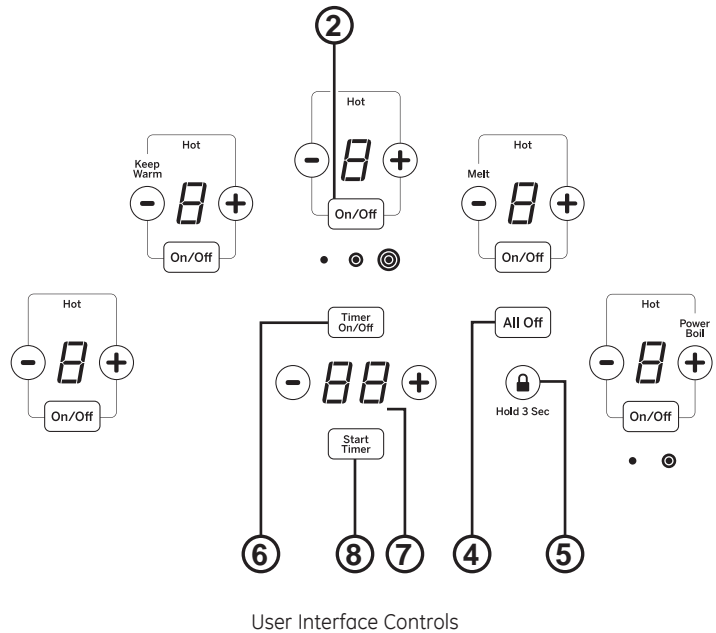
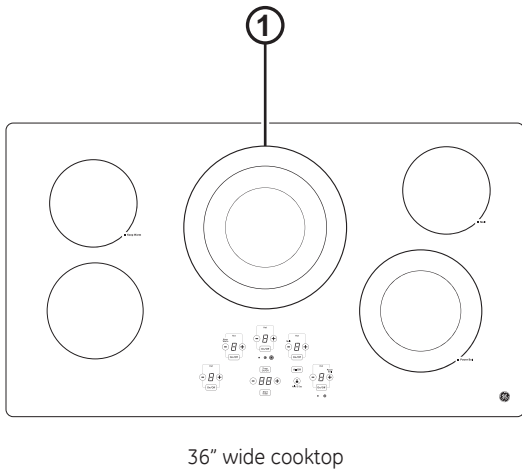
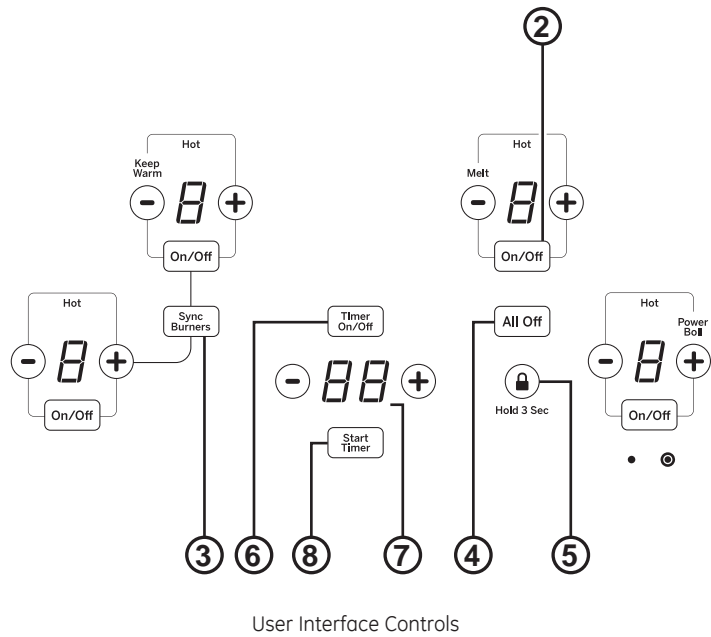
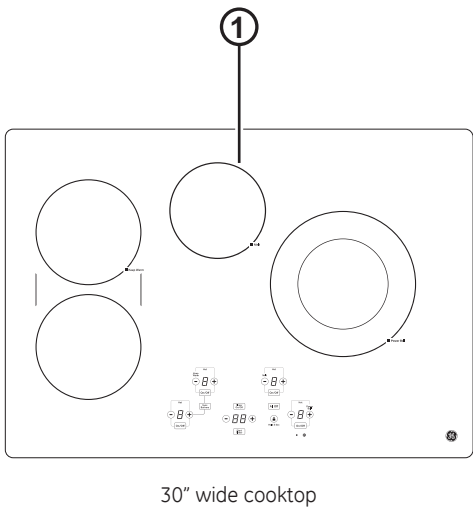
Carefully grasp a corner of the protective shipping film with your fingers and slowly peel it from the appliance surface. Do not use any sharp items to remove the film. Remove all of the film before using the appliance for the first time.

To assure no damage is done to the finish of the product, the safest way to remove the adhesive from packaging tape on new appliances is an application of a household liquid dishwashing detergent. Apply with a soft cloth and allow to soak.

**NOTE:** The adhesive must be removed from all parts. It cannot be removed if it is baked on.

# Cooktop Features

Throughout this manual, features and appearance may vary from your model.



- 1. **Cooking Element(s):** See page 9.
- 2. **Element On/Off:** See page 9.
- 3. **Sync Burners:** See page 11.
- 4. **All Off:** See page 9.
- 5. **Lock:** See page 11.
- 6. **Timer On/Off:** See page 11.
- 7. **Display:** See page 11.
- 8. **Start Timer:** See page 11.

# Radiant Glass Cooktop

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

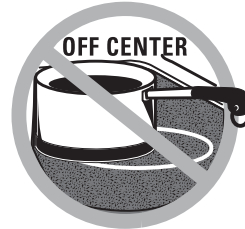
**NOTE:** A slight odor is normal when a new cooktop is used for the first time. It is caused by the heating of new parts and insulating materials and will disappear in a short time.

**NOTE:** This cooktop has Rapid Response surface units. The cooktop will automatically heat up or cool down to the desired power level setting in the quickest time possible. While the surface units are on, you may not see them glow red during certain heat up or cool down conditions.

Cooktop temperatures increase with the number of surface units that are on. With 3 or 4 units turned on, surface temperatures are high. Always use caution when touching the cooktop.



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.

# Home Canning Tips

Be sure the canner is centered over the surface unit. Make sure the canner is flat on the bottom. To prevent burns from steam or heat, use caution when canning.

Use recipes and procedures from reputable sources. These are available from manufacturers such as Ball® and Kerr® and the Department of Agriculture Extension Service. Flat-bottomed canners are recommended. Use of water bath canners with rippled bottoms may extend the time required to bring the water to a boil.

# Cookware for Radiant Glass Cooktop

The following information will help you choose cookware which will give good performance on glass cooktops.

**Stainless Steel:**  
recommended

**Aluminum:**  
heavy weight recommended

Good conductivity. Aluminum residues sometimes appear as scratches on the cooktop but can be removed if cleaned immediately. Because of its low melting point, thin weight aluminum should not be used.

**Copper Bottom:**  
recommended

Copper may leave residues which can appear as scratches. The residues can be removed, as long as the cooktop is cleaned immediately. However, do not let these pots boil dry. Overheated metal can bond to glass cooktops. An overheated copper bottom pot will leave a residue that will permanently stain the cooktop if not removed immediately.

**Porcelain Enamel on Cast Iron:**  
recommended if bottom of pan is coated

**Porcelain Enamel on Steel:**  
not recommended

Heating empty pans can cause permanent damage to cooktop glass. The enamel can melt and bond to the ceramic cooktop.

**Glass-ceramic:**  
not recommended

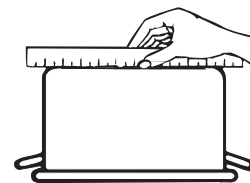
Poor performance. Will scratch the surface.

**Stoneware:**  
not recommended

Poor performance. May scratch the surface.

**Cast Iron:**  
not recommended—unless designed specifically for glass cooktops

Poor conductivity and slow to absorb heat. Will scratch the cooktop surface.



Check pans for flat bottoms by using a straight edge.



Pans with rounded, curved, ridged or warped bottoms are not recommended.

**NOTE:** Follow all cookware manufacturer's recommendations when using any type of cookware on the ceramic cooktop.

## For Best Results

- Place only dry pans on the surface elements. Do not place lids on the surface elements, particularly wet lids. Wet pans and lids may stick to the surface when cool.
- Do not use woks that have support rings. This type of wok will not heat on glass surface elements.
- We recommend that you use only a flat-bottomed wok. They are available at your local retail store. The bottom of the wok should have the same diameter as the surface element to ensure proper contact.
- Some special cooking procedures require specific cookware such as pressure cookers or deep-fat fryers. All cookware must have flat bottoms and be the correct size.



Do not place wet pans on the glass cooktop.



Do not use woks with support rings on the glass cooktop.



Use flat-bottomed woks on the glass cooktop.



# Element Cycling

Surface elements will cycle on and off to maintain the temperature you have selected. All radiant surface elements have a temperature limiter that protects the glass cooktop from getting too hot, this is normal. The temperature limiter may cycle the elements off more frequently if:

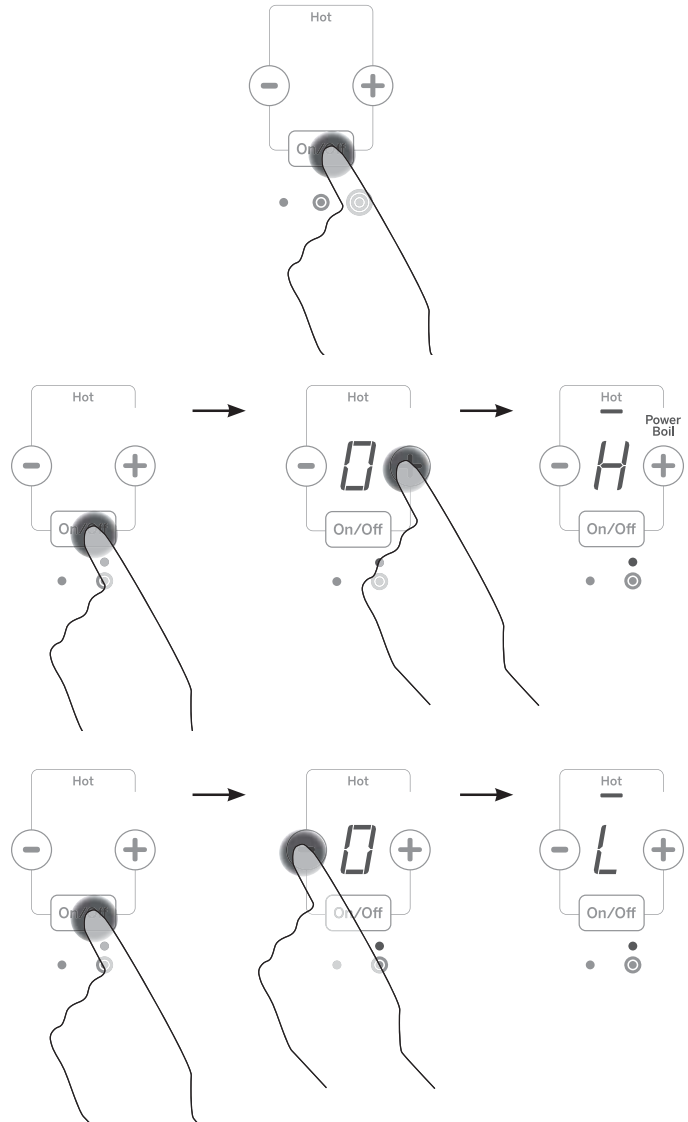
- The pan boils dry.
- The pan bottom is not flat.
- The pan is off-center.
- There is no pan on the element.

# Operating The Cooking Elements

Turn Burner(s) On: Touch and hold **On/Off** pad about half a second. A chime can be heard with each touch to any pad.

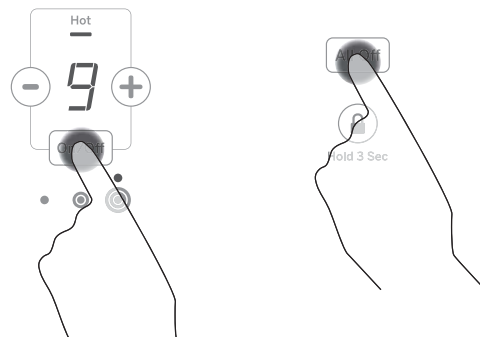
Power level can be selected in the following ways:

1. Touch + or – pads to adjust power level, or;
2. Shortcut to Hi: Immediately after turning unit on, touch the + pad, or;
3. Shortcut to Low: Immediately after turning unit on, touch the - pad.



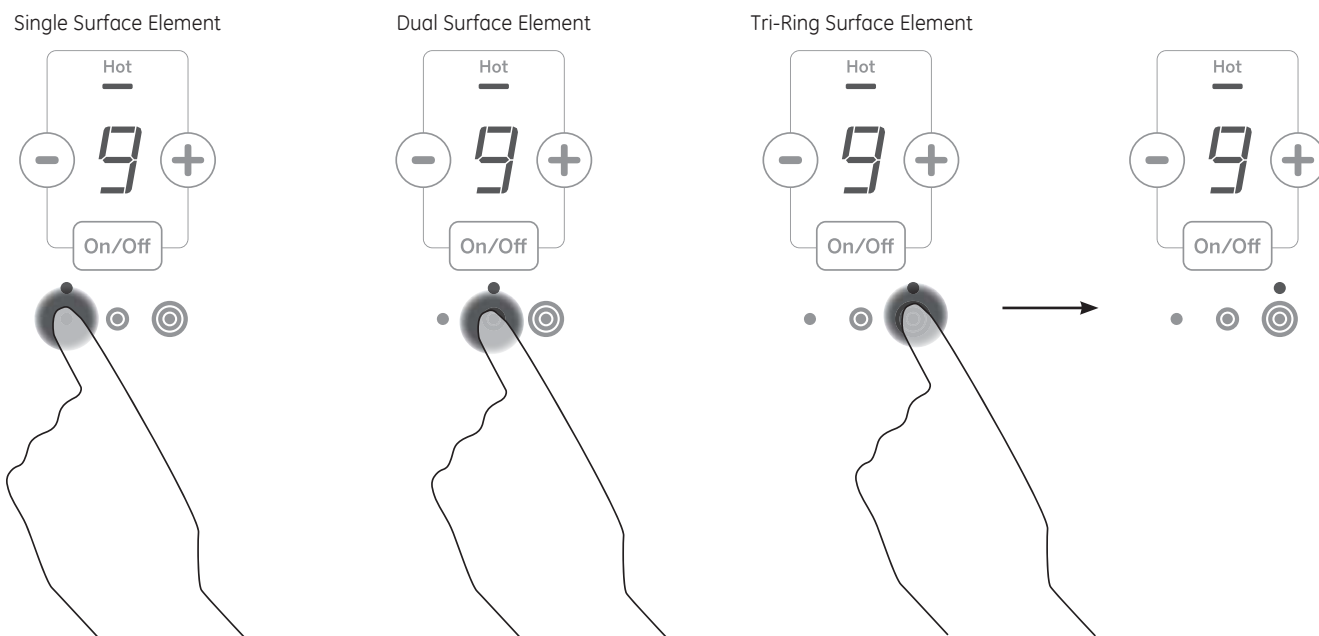
# Turn Burner(s) Off

Touch **On/Off** pad for an individual burner or touch the **All Off** pad.



## Adjust Burner Size

The burner ring size is adjustable on some elements. The ring size can be selected by pressing the burner ring graphic.

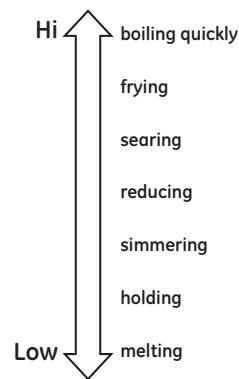


## Selecting Cooktop Settings

Choose the element/burner that is best fit to the cookware size. Each element/burner on your new cooktop has its own power levels ranging from low to high. Power level settings necessary for cooking will vary depending on the cookware being used, the type and quantity of food, and the desired outcome. In general use lower settings for melting, holding and simmering and use higher settings for heating quickly, searing and frying. When keeping foods warm confirm selected setting is sufficient to maintain food temperature above 140°F. Larger elements and elements marked "Keep Warm" are not recommended for melting.

Hi is the highest power level, designed for large quantity rapid cooking and boiling. Hi will operate for a maximum of 10 minutes. Hi may be repeated after the initial 10 minute cycle by pressing the + pad.

**CAUTION:** Do not place any cookware, utensils or leave excess water spills on control key pads. This may result in unresponsive touch pads and turning off the cooktop if present for several seconds.



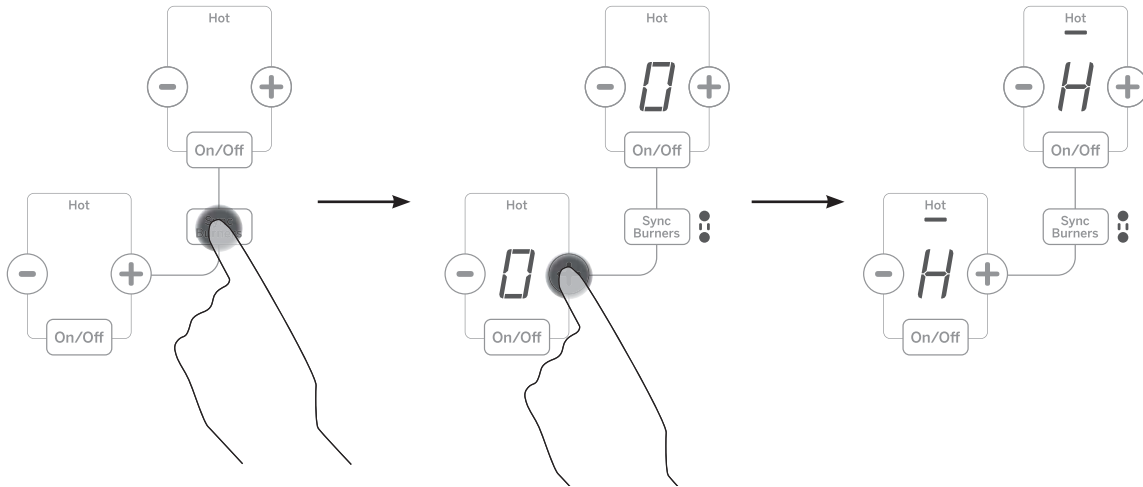
# How To Synchronize Left Elements

## To Turn On

Hold the **Sync Burners** pad for about half a second to connect the two burners. Operate either element as described on page 9 to adjust power level.

## To Turn Off

1. Touch the **On/Off** pad on either burner to turn off the Sync Burners.
- or
2. Touch the **Sync Burners** to turn both burners off.



# Cooktop Lockout

## Lock

Hold control lock pad for 3 seconds.

## Unlock

Hold control lock pad.

Locked



Hold 3 Sec

Cooktop Lockout: locks operation of the controls

# Timer

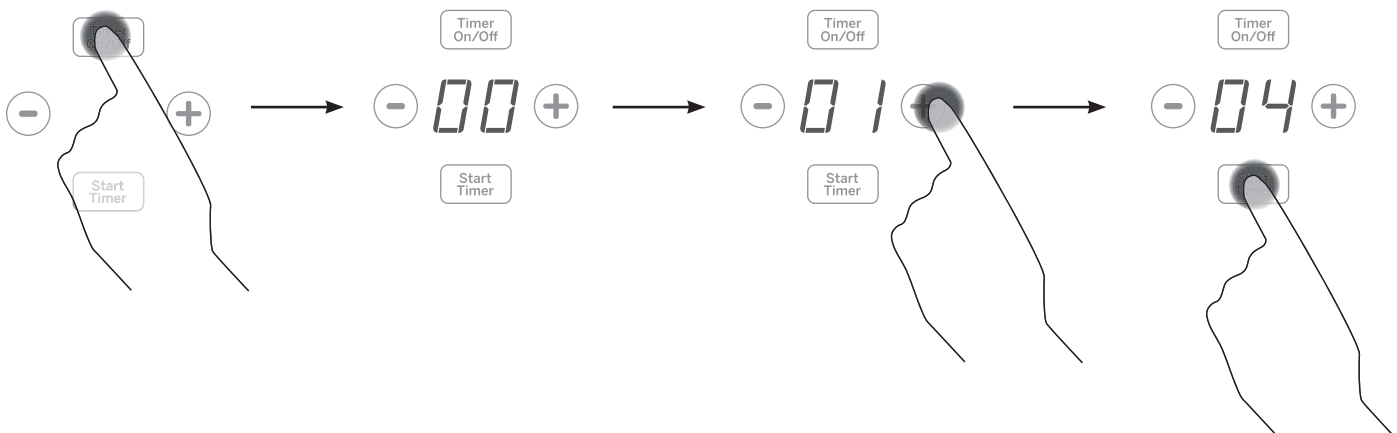
## To Turn On

Touch the **Timer On/Off** pad. Touch the **+** or **-** pads to choose the desired number of minutes. Press the **Start Timer** pad to start timer.

**NOTE:** Use the kitchen timer to measure cooking time or as a reminder. The kitchen timer does not control the cooking elements. Timer turns off if there is no activity for 30 seconds.

## To Turn Off

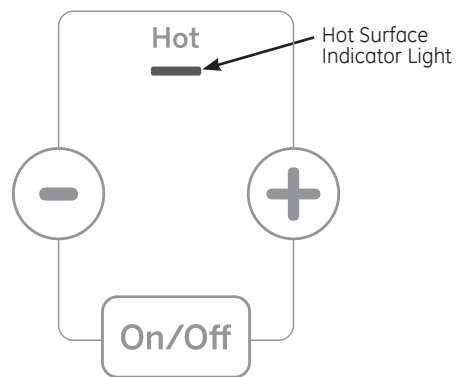
Hold **Timer On/Off** pad to cancel timer.



## Hot Light Indicator

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A hot surface indicator light (one for each cooking element) will glow when the glass surface is hot and will remain on until the surface has cooled to a temperature that is safe to touch.



# Griddle (optional accessory)

## Using the Griddle

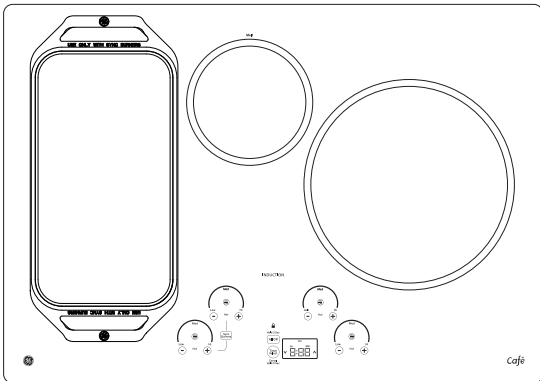
### **CAUTION** Burn Hazard

- Griddle surfaces may be hot enough to cause burns during and after use. Place and remove the griddle when it is cool and all surface units are off. Use oven mitts if you will touch the griddle while hot. Failure to do so can result in burns.
- Place and remove the griddle only when griddle is cool and all surface burners are turned OFF.

Before using this cookware for the first time, wash it to make sure it is clean. Then season it lightly, rubbing cooking oil onto the cooking surface.

## How To Place The Griddle

**IMPORTANT:** Always place and use your griddle at the designated location on the cooktop.

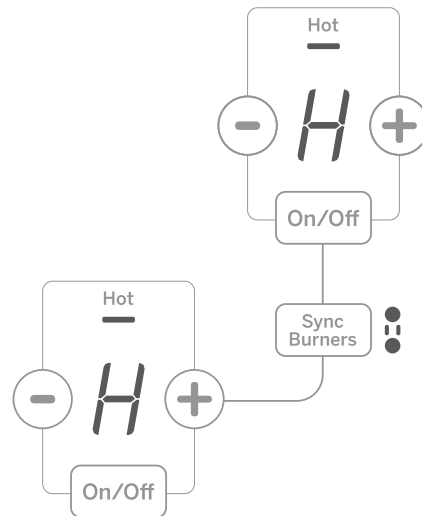


Type of Food	Cook Setting
Warming Tortillas	Med-Lo
Pancakes	Med-Lo
Hamburgers	Med
Fried Eggs	Med-Lo
Breakfast Sausage Links	Med
Hot Sandwiches (such as Grilled Cheese)	Med-Lo

Griddle settings are intended to be a guideline and may need to be adjusted based on individual cooking preferences.

## Griddle Operation

To turn on the surface units for the entire griddle, use the Sync Burner control feature. Touch the **Sync Burner** pad and then adjust power level to desired setting as described on page 11.



### IMPORTANT NOTES:

- Clean the griddle with a sponge and mild detergent in warm water. DO NOT use blue or green scrubbing pads or steel wool.
- Avoid cooking extremely greasy foods and be careful of grease spillover while cooking.
- Never place or store any items on the griddle, even when it is not in use. The griddle can become heated when using the surrounding surface units.
- Avoid using metal utensils with sharp points or rough edges, which might damage the griddle. Do not cut foods on the griddle.
- Do not use cookware as a storage container for food or oil. Permanent staining and/or craze lines could result.
- Your griddle will discolor over time with use.
- Do not clean the griddle in a self-cleaning oven.
- Always allow the cookware to cool before immersing in water.
- Do not overheat the griddle.

# Cleaning the Glass Cooktop

## Normal Daily Use Cleaning

ONLY use CERAMA BRYTE® Ceramic Cooktop Cleaner on the glass cooktop. Other creams may not be as effective.

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

1. Before using the cooktop for the first time, clean it with CERAMA BRYTE® Ceramic Cooktop Cleaner. This helps protect the top and makes cleanup easier.
2. Daily use of CERAMA BRYTE® Ceramic Cooktop Cleaner will help keep the cooktop looking new.
3. Shake the cleaning cream well. Apply a few drops of CERAMA BRYTE® Ceramic Cooktop Cleaner directly to the cooktop.

4. Use a paper towel or CERAMA BRYTE® Cleaning Pad for Ceramic Cooktops to clean the entire cooktop surface.
5. Use a dry cloth or paper towel to remove all cleaning residue. No need to rinse.

**NOTE:** It is very important that you DO NOT heat the cooktop until it has been cleaned thoroughly.



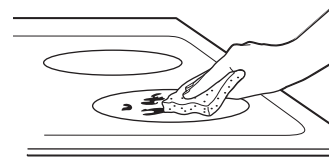
Clean your cooktop after each spill. Use CERAMA BRYTE® Ceramic Cooktop Cleaner.

## Burned-On Residue

**NOTE:** DAMAGE to your glass surface may occur if you use scrub pads other than those recommended.

1. Allow the cooktop to cool.
2. Spread a few drops of CERAMA BRYTE® Ceramic Cooktop Cleaner on the entire burned residue area.
3. Using the included CERAMA BRYTE® Cleaning Pad for Ceramic Cooktops, rub the residue area, applying pressure as needed.
4. If any residue remains, repeat the steps listed above as needed.

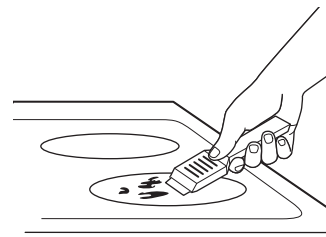
5. For additional protection, after all residue has been removed, polish the entire surface with CERAMA BRYTE® Ceramic Cooktop Cleaner and a paper towel.



Use a CERAMA BRYTE® Cleaning Pad for Ceramic Cooktops.

## Heavy, Burned-On Residue

1. Allow the cooktop to cool.
2. Use a single-edge razor blade scraper at approximately a 45° angle against the glass surface and scrape the soil. It will be necessary to apply pressure to the razor scraper in order to remove the residue.
3. After scraping with the razor scraper, spread a few drops of CERAMA BRYTE® Ceramic Cooktop Cleaner on the entire burned residue area. Use the CERAMA BRYTE® Cleaning Pad to remove any remaining residue.
4. For additional protection, after all residue has been removed, polish the entire surface with CERAMA BRYTE® Ceramic Cooktop Cleaner and a paper towel.



The CERAMA BRYTE® Ceramic Cooktop Scraper and all recommended supplies are available through our Parts Center. See instructions under "Assistance / Accessories" section.

**NOTE:** Do not use a dull or nicked blade.

## Cleaning the Glass Cooktop (Cont.)

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### Metal Marks and Scratches

1. Be careful not to slide pots and pans across your cooktop. It will leave metal markings on the cooktop surface.

These marks are removable using the CERAMA BRYTE® Ceramic Cooktop Cleaner with the CERAMA BRYTE® Cleaning Pad for Ceramic Cooktops.

2. If pots with a thin overlay of aluminum or copper are allowed to boil dry, the overlay may leave black discoloration on the cooktop.

This should be removed immediately before heating again or the discoloration may be permanent.

**NOTE:** Carefully check the bottom of pans for roughness that would scratch the cooktop.

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### Damage from Sugary Spills and Melted Plastic

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

Be sure to use a new, sharp razor scraper.

Do not use a dull or nicked blade.

1. Turn off all surface units. Remove hot pans.
2. Wearing an oven mitt:
  - a. Use a single-edge razor blade scraper (CERAMA BRYTE® Ceramic Cooktop Scraper) to move the spill to a cool area on the cooktop.
  - b. Remove the spill with paper towels.

3. Any remaining spillover should be left until the surface of the cooktop has cooled.
4. Don't use the surface units again until all of the residue has been completely removed.

**NOTE:** If pitting or indentation in the glass surface has already occurred, the cooktop glass will have to be replaced. In this case, service will be necessary.

## Troubleshooting tips ... Before you call for service

Save time and money! Review the charts on the following pages first and you may not need to call for service. If an error occurs in the control operation, a fault code will flash in the display. Record the error code and call for service.

<b>Problem</b>	<b>Possible Cause</b>	<b>What To Do</b>
Surface elements will not maintain a rolling boil or cooking is slow	Improper cookware being used.	Use pans that are absolutely flat and match the diameter of the surface unit selected.
Surface elements do not work properly	Cooktop controls improperly set.	Check to be sure the correct control is set for the surface element you are using.
Power arc ON indicator blinking	+, -, or control lock pads have been touched before an element is turned on.	See the Operating the Cooking Elements section.
Scratches on cooktop glass surface	Incorrect cleaning methods being used.	Use recommended cleaning procedures. See the Cleaning the glass cooktop section.
	Cookware with rough bottoms being used or coarse particles (salt or sand) were between the cookware and the surface of the cooktop. Cookware has been slid across the cooktop surface.	To avoid scratches, use the recommended cleaning procedures. Make sure bottoms of cookware are clean before use, and use cookware with smooth bottoms.
Areas of discoloration on the cooktop	Food spillovers not cleaned before next use.	See the Cleaning the glass cooktop section.
	Hot surface on a model with a light-colored glass cooktop.	This is normal. The surface may appear discolored when it is hot. This is temporary and will disappear as the glass cools.
Plastic melted to the surface	Hot cooktop came into contact with plastic placed on the hot cooktop.	See the Glass surface – potential for permanent damage section in the Cleaning the glass cooktop section.
Pitting (or indentation) of the cooktop	Hot sugar mixture spilled on the cooktop.	Call a qualified technician for replacement.
Unresponsive keypad	Keypad is dirty.	Clean the keypad.
	A fuse in your home may be blown or the circuit breaker tripped.	Replace the fuse or reset the circuit breaker.