





## JENNAIR 30/60 RANGE Induction Ranges Owner's Manual

Home » JENNAIR » JENNAIR 30/60 RANGE Induction Ranges Owner's Manual



### **Contents**

- 1 JENNAIR 30/60 RANGE Induction Ranges
- **2 IMPORTANT SAFETY INSTRUCTIONS**
- **3 PARTS AND FEATURES-TOUCH-ACTIVATED**

### **CONTROLS**

- **4 Control Panels**
- **5 Induction Ready Cookware**
- **6 First Time Use**
- 7 Functions
- **8 Cooking Table**
- 9 COOKTOP CARE
- 10 TROUBLESHOOTING
- 11 ASSISTANCE OR SERVICE
- **12 FAQ**
- 13 Documents / Resources
  - 13.1 References
- **14 Related Posts**



**JENNAIR 30/60 RANGE Induction Ranges** 



### **COOKTOP SAFETY**

Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

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

All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING." These words mean:

- DANGER You can be killed or seriously injured if you don't immediately follow instructions.
- WARNING You can be killed or seriously injured if you don't follow instructions.

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

### IMPORTANT SAFETY INSTRUCTIONS

**WARNING:** To reduce the risk of fire, electrical shock, injury to persons, or damage when using the cooktop, follow basic precautions, including the following:

• CAUTION: Do not store items of interest to children in cabinets above a cooktop - Children climbing on the

cooktop to reach items could be seriously injured.

- Proper Installation Be sure your cooktop is properly installed and grounded by a qualified technician.
- Never Use Your Cooktop for Warming or Heating the Room.
- Do Not Leave Children Alone Children should not be left alone or unattended in area where cooktop is in use. They should never be allowed to sit or stand on any part of the cooktop.
- Wear Proper Apparel Loose-fitting or hanging garments should never be worn while using the cooktop.
- User Servicing Do not repair or replace any part of the cooktop unless specifically recommended in the manual. All other servicing should be referred to a qualified technician.
- Storage on Cooktop Flammable materials should not be stored near surface units.
- Do Not Use Water on Grease Fires Smother fire or flame or use dry chemical or foam-type extinguisher.
- Use Only Dry Potholders Moist or damp potholders on hot surfaces may result in burns from steam. Do not let potholder touch hot heating elements. Do not use a towel or other bulky cloth.
- DO NOT TOUCH SURFACE UNITS OR AREAS NEAR UNITS Surface units may be hot even though they
  are dark in color. Areas near surface units may become hot enough to cause burns. During and after use, do
  not touch, or let clothing or other flammable materials contact surface units or areas near units until they have
  had sufficient time to cool. Among those areas are the cooktop and surfaces facing the cooktop.
- Use Proper Pan Size This cooktop is equipped with one or more surface units of different size. Select utensils
  having flat bottoms large enough to cover the surface unit heating element. The use of undersized utensils will
  expose a portion of the heating element to direct contact and may result in ignition of clothing. Proper
  relationship of utensil to burner will also improve efficiency.
- Never Leave Surface Units Unattended at High Heat Settings Boil over causes smoking and greasy spillovers that may ignite.
- Glazed Cooking Utensils Only certain types of glass, glass/ceramic, ceramic, earthenware, or other glazed utensils are suitable for cooktop service without breaking due to the sudden change in temperature.
- Utensil Handles Should Be Turned Inward and Not Extend Over Adjacent Surface Units To reduce the risk of burns, ignition of flammable materials, and spillage due to unintentional contact with the utensil, the handle of a utensil should be positioned so that it is turned inward, and does not extend over adjacent surface units.
- Do Not Cook on Broken Cooktop If cooktop should break, cleaning solutions and spillovers may penetrate the broken cooktop and create a risk of electric shock. Contact a qualified technician immediately.
- Clean Cooktop With Caution If a wet sponge or cloth is used to wipe spills on a hot cooking area, be careful to avoid steam burn. Some cleaners can produce noxious fumes if applied to a hot surface.

### For units with ventilating hood

- Clean Ventilating Hoods Frequently Grease should not be allowed to accumulate on hood or filter.
- When flaming foods under the hood, turn the fan on.

### For units with coil elements

- Make Sure Reflector Pans or Drip Bowls Are in Place Absence of these pans or bowls during cooking may subject wiring or components underneath to damage.
- Protective Liners Do not use aluminum foil to line surface unit drip bowls, except as suggested in the manual.
   Improper installation of these liners may result in a risk of electric shock, or fire.
- Do Not Soak Removable Heating Elements Heating elements should never be immersed in water.

• Do not place metallic objects such as knives, forks, spoons and lids on the cooktop surface since they can get hot.

### SAVE THESE INSTRUCTIONS

- This device complies with Part 18 of the FCC Rules.
- This device complies with Industry Canada ICES-001.

This induction cooktop generates and uses ISM frequency energy that heats cookware by using an electromagnetic field. It has been tested and complies with Part 18 of the FCC Rules for ISM equipment. This induction cooktop meets the FCC requirements to minimize interference with other devices in residential installation.

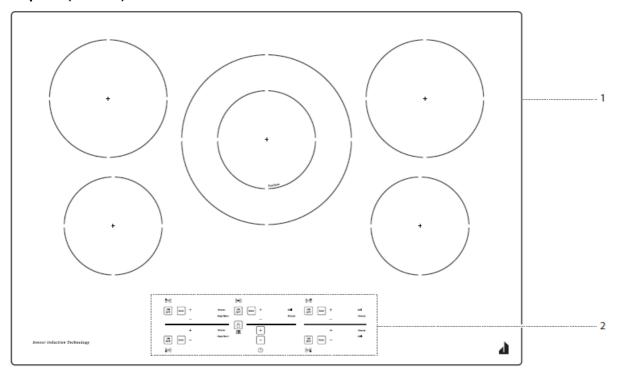
This induction cooktop may cause interference with television or radio reception. If interference occurs, the user should try to correct the interference by:

- Relocating the receiving antenna of the radio or television.
- Increasing the distance between the cooktop and the receiver.
- Connecting the receiver into a different outlet.
- It is the user's responsibility to correct any interference.

**NOTE:** People with a pacemaker or similar medical device should use care when standing near this induction cooktop while it is on. The electromagnetic field may affect the pacemaker or similar device. Consult your doctor, or the manufacturer of the pacemaker or similar medical device for additional information about its effects with electromagnetic fields of the induction cooktop.

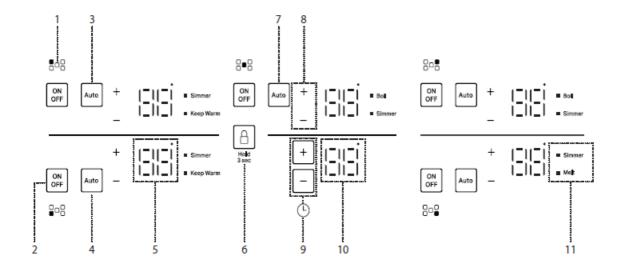
### PARTS AND FEATURES-TOUCH-ACTIVATED CONTROLS

### Cooktop 30" (78.2 cm) Touch-Activated Electronic Control Model



### **Control Panels**

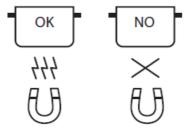
### 30" (78.2 cm) Touch-Activated Electronic Control Models



- 1. Identifying the cooking zone
- 2. Cooking zone ON/OFF button
- 3. Function active indicator
- 4. Auto Sensor function button
- 5. Cooking level selected
- 6. Control lock button 3 seconds
- 7. Auto Sensor function button
- 8. Power adjustment buttons
- 9. Timer buttons
- 10. Timer indicator
- 11. Activation of special function

### **Induction Ready Cookware**

### **POTS AND PANS**



Only use pots and pans made from ferromagnetic material which are suitable for use with induction cooktop:

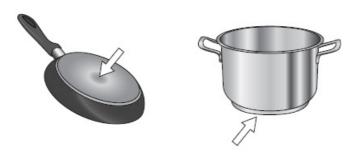
- · Enameled steel
- · Cast iron
- · Stainless steel designed for induction cooking

To determine whether a pot is suitable, a magnet may be used to check whether pots are magnetic.

The quality and the structure of the pot base can alter cooking performance. Some indications for the diameter of the base do not correspond to the actual diameter of the ferromagnetic surface.

Some pots and pans have only a part of the bottom in ferromagnetic material, with parts in another material that is not suitable for induction cooking. These areas may heat up at different levels or with lower temperatures. In certain cases, where the bottom is made mainly of non-ferromagnetic materials, the cooktop might not recognize the pan and therefore not switch on the cooking zone.

To ensure optimum efficiency, always use pots and pans with a flat bottom that distributes the heat evenly. If the bottom is uneven, this will affect power and heat conduction.

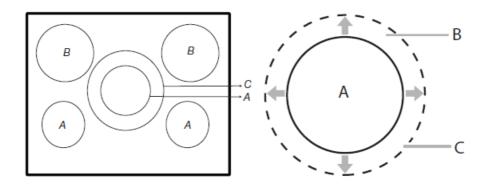


### Empty pots or pots with a thin base

- Do not use empty pots or pans when the cooktop is on.
- Proper size of pot/pan base for the different cooking areas
- To ensure that the cooktop functions properly, use pots of a suitable minimum diameter.
- Always use the cooking zone that best corresponds to the diameter of the bottom of the pot.
- Place the pot making sure it is well centered on the cooking zone in use. Use cookware about the same size as the surface cooking area. Cookware should not extend more than 1/2" (1.3 cm) outside the area.



- A. 4" (10.2 cm) minimum
- B. 43/4" (12 cm) minimum
- C. 83/4" (22.2 cm) minimum
- A. Surface cooking area
- B. Cookware/canner
- C. 1/2" (1.3 cm) Maximum overhang



### **First Time Use**

### **POWER MANAGEMENT**

At the time of purchase, the cooktop is set to 9 kW.

Adjust the setting in relation to the limits of the electrical system in your home as described in the following paragraph.

**NOTE:** Depending on the power selected for the cooktop, some of the cooking zone power levels and functions (e.g. boil or quick reheating) could be automatically limited, in order to prevent the selected limit from being exceeded.

### To set the power of the cooktop:

Once you have connected the device to the mains power supply, you can set the power level within 60 seconds. Press the timer "+" button for at least 5 seconds. The display shows PL.

Press the "Hold 3 Sec " button until the last power level selected appears. Use the "+" and "-" buttons to select the desired power level. The power levels available are: 4 kW, 6 kW, 7 kW - 9 kW, 11 kW.

## Confirm by pressing " Control Lock Hold 3 Sec "

- The power level selected will stay in the memory even if the power supply is interrupted.
- To change the power level, turn your wall breaker power to the cooktop off for at least 60 seconds, then turn the power back on and repeat the steps above.
- If an error occurs during the setting sequence, the "EE" symbol will appear, and you will hear a beep. If this happens, repeat the operation. If the error persists, contact the After-Sales Service.

### **Daily Use**

### **WARNING**

- Fire Hazard
- Turn off all controls when done cooking.
- Failure to do so can result in death or fire.

### **POSITIONING**

Do not cover the control panel symbols with the cooking pot.

**NOTE:** In the cooking zones close to the control panel, it is advisable to keep pots and pans inside the markings

(taking both the bottom of the pan and the upper edge into consideration, as this tends to be larger). This prevents excessive overheating of the keypad. When grilling or frying, please use the rear cooking zones.





**NOTE:** Do not set any items on the control panel at any time.

### To Use:

- Press "ON/OFF" for at least one second to turn on the desired cooking zone. A dot light and a dash ("-") will be shown on display. Press the "+" or "-" button of the required cooking zone to adjust the power.
- At first the level "5" will be shown in line with the area.
- The Boost function is reached by pressing the power level button until the letter "P" is shown in the digit display.

  The boost can be activated on all zones.

### To deactivate the cooking zones:

Select the "ON/OFF" button of the cooking zone desired.



### Hold 3 Sec CONTROL PANEL LOCK

To lock the settings and prevent it from being switched on unintentionally, press and hold the "Control Lock" button for 3 seconds. A beep and an indicator light above the symbol indicate that this function has been activated. The control panel is locked except "ON/OFF" of each cooking zone.

To unlock the controls, repeat the activation procedure.



Timer TIMER

The cooktop has a Timer. The Timer can be set in minutes up to 99 minutes.

### To Use Timer:

1. Press "+" button to select the desired time.

NOTE: Press and hold the "+" or "-" buttons for a few seconds to quickly scroll through the time.

- 2. After releasing the button, the timer countdown will start in 3 seconds.
- 3. If needed to adjust the time, press "+" button to increase the time or "-" button to decrease the time.
- 4. When countdown is over, timer tone will sound. The display will indicate "00" and chime will play.

Then the display will turn off.

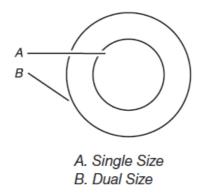
### To Cancel:

Press "-" button until display shows "00" or press simultaneously "-" and "+".

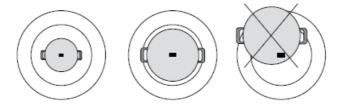
### **Functions**

### **EXTENDABLE ZONE (DOUBLE ZONE)**

Depending on the diameter of the container, the zone adapts itself automatically, turning on partially (inner zone) or completely (outer zone). For more information, refer to the minimum diameter table.



**IMPORTANT:** Place the pot making sure that its center corresponds to the center of the cooking zone in use.





- The "Auto" button activates the auto cooking functions. Place the pot in position and turn on the cooking zone. Press the "Auto" button. "A" will appear on the display.
- The indicator for the first special feature available for the cooking zone start to blink and to move it to the second one press another time "Auto".
- If no button is pressed the function is activated automatically after three seconds.
- The power level is not editable. The cooktop sets a default power level.
- To deactivate the special functions, press "ON/OFF" or press "Auto" until see a dash "-" is visible on the display.



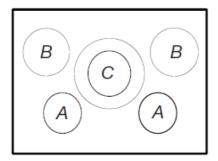
This function allows you to bring food to the ideal temperature for melting and to maintain the condition of the food. This method does not damage delicate foods such as chocolate, and helps prevent food sticking to the pot/pan.



This function is ideal for maintaining a simmering temperature, allowing you to cook food for long periods with no risk of burning. Ideal for long-cooking recipes (rice, sauces, roasts) with liquid base.



This function allows you to bring water to the boil and keep it boiling. The water (preferably at room temperature) should be placed in the pot, and left uncovered. In all cases, users are advised to monitor the boiling water closely, and check the amount of water remaining regularly. The quantity of the water is defined in the image below on the dimension of the burner.



- A. 2 cups (0.5 L)
- B. 8 cups (2 L)
- C. 21 cups (5 L)

### **IMPORTANT**

- It is important to match the size of the pan to the size of the cooking zone.
- Using pots/pans of the incorrect size or poorly positioning pans on the cooking zone may cause limited activation of the sensors.
- Pots/pans from other manufacturers may not perform well. They may heat to a temperature above or below the
  programmed temperature setting. If using a pan that is not the recommended accessory, monitor your cooking
  process closely and switch to a manual mode if necessary.
- Your unit has a built in feature to shut itself off during over voltage conditions, water spillage on the touch
  control, empty pan, or for extended cooking durations. If this occurs, you may turn the burner back on and
  resume cooking without issue.
- Always keep the pot/pan centered on the element.
- It is recommended to leave the accessory stationary during the heating phase in order to obtain a more accurate control.
- Always wait for the acoustic warning before inserting the food and start from cold only with any seasoning.
- In case of repeated cooking, it is advisable not to turn off the automatic function, but to continue cooking, letting the control maintain the correct temperature.
- If possible, avoid using the assisted cooking functions when the letter "H" is present, which means the element is still hot. Let the element cool down before using this function again.

### **Indicators**

## POT INCORRECTLY POSITIONED OR MISSING

This symbol appears if the pot is not suitable for induction cooking, is not positioned correctly or is not of an

appropriate size for the cooking zone selected. If no pot is detected within 30 seconds of making the selection, the cooking zone switches off.

# |-| RESIDUAL HEAT

If "H" appears on the display, this means that the cooking zone is hot. The indicator lights up even if the zone has not been activated but has been heated due to the use of the adjacent zones, or because a hot pot has been placed on it.

When the cooking zone has cooled down, the "H" disappears.

### **Cooking Table**

POWER LEVEL		TYPE OF COOKING	LEVEL USE(indicating cooking experience and habits)	
Maximum power	Boost	Fast heating	Ideal for rapidly increasing the temperature of food to fast b oiling in the case of water or rapidly heating cooking liquids.	
	8 – 9	Frying – boiling	Ideal for browning, starting to cook, frying deep frozen products, fast boiling.	
High powe	7 – 8	Browning – sautéing – boi ling– grilling	Ideal for sautéing, maintaining a lively boil, cooking and grill ing (for a short period of time, 5-10 minutes).	
	6 – 7	Browning – cooking – ste wing– sautéing – grilling	Ideal for sautéing, maintaining a light boil, cooking and grilling (for a medium period of time, 10-20 minutes), preheating accessories.	
Medium p ower	4 – 5	Cooking – stewing – sautéing– grilling	Ideal for stewing, maintaining a gentle boil, cooking (for a lo ng period of time), Creaming pasta.	
	3 – 4	Cooking – simmering – th	Ideal for long-cooking recipes (rice, sauces, roasts, fish) wit h liquids (e.g. water, wines, broth, milk), creaming pasta.	
	2 – 3	ickening – creaming	Ideal for long-cooking recipes (less than 4 cups [1 L] in volume: rice, sauces, roasts, fish) with liquids (e.g. water, wines, broth, milk).	
Low powe	1 – 2	Melting – defrosting – keeping food warm – crea	Ideal for softening butter, gently melting chocolate, thawing small products and keeping just-cooked food warm (e.g. sa uces, soups, minestrone).	
	1	ming	Ideal for keeping just-cooked food warm, for creaming risott os and for keeping serving dishes warm (with induction-suit able accessory).	
Zero power	OFF	Support surface	Cooktop in stand-by or off mode (possible end-of-cooking r esidual heat, indicated by an "H").	

### **Assisted Cooking Table**

TYPE OF COOKING	DESCRIPTION	
Boiling	Ideal for boiling pasta, rice, vegetables, meats and fish.	
Frying	Ideal for stir frying vegetables, meat/steaks, fish, or to pan fry with oil (e.g. F rench fries).	
Grilling	Ideal for cooking with griddle and preparing meat, fish or vegetables.	

### **Ceramic Glass**

Cleaning off the induction cooktop before and after each use will help keep it free from stains and provide the most even heating. For more information, see the "General Cleaning" section.

- Avoid storing jars or cans above the cooktop. Dropping a heavy or hard object onto the cooktop could crack the cooktop.
- To avoid damage to the cooktop, do not leave a hot lid on the cooktop. As the cooktop cools, air can become trapped between the lid and the cooktop, and the ceramic glass could break when the lid is removed.
- For foods containing sugar in any form, clean up all spills and soils as soon as possible. Allow the cooktop to cool down slightly. Then, while wearing oven mitts, remove the spills while the surface is still warm. If sugary spills are allowed to cool down, they can adhere to the cooktop and can cause pitting and permanent marks.
- To avoid scratches, do not slide cookware or bakeware across the cooktop.
- To avoid damage to the cooktop, do not allow objects that could melt, such as plastic or aluminum foil, to touch
  any part of the entire cooktop.
- To avoid damage to the cooktop, do not use the cooktop as a cutting board.
- Use flat-bottomed cookware for best heat conduction and energy efficiency. Cookware with rounded, warped, ribbed or dented bottoms could cause uneven heating and poor cooking results.
- Determine flatness by placing the straight edge of a ruler across the bottom of the cookware. While you rotate the ruler, no space or light should be visible between it and the cookware.
- Make sure the bottoms of pots and pans are clean and dry before using them. Residue and water can leave deposits when heated.

### **COOKTOP CARE**

### **General Cleaning**

**IMPORTANT:** Before cleaning, make sure all controls are off and the cooktop is cool. Always follow label instructions on cleaning products.

- Soap, water, and a soft cloth or sponge are suggested first, unless otherwise noted.
- · Do not use a steam cleaner.

### **CERAMIC GLASS**

### **Cleaning Method**

To avoid damaging the cooktop, do not use steel wool, abrasive powder cleansers, chlorine bleach, rust remover, or ammonia.

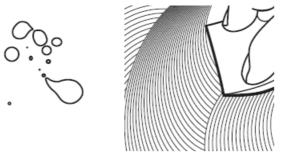
For best results, turn on control lock option to prevent the control panel from turning on while cleaning.

1. Remove food/residue with the Cooktop Scraper.

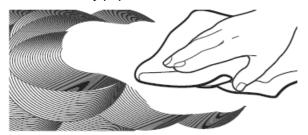
- For best results, use the Cooktop Scraper while the cooktop is still warm but not hot to the touch. It is recommended to wear an oven mitt while scraping the warm cooktop.
- Hold the Cooktop Scraper at approximately a 45° angle against the glass surface and scrape the residue. It will be necessary to apply pressure in order to remove the residue.

Allow the cooktop to cool down completely before proceeding to Step 2.

2. Apply a few dime-sized drops of affresh® Cooktop Cleaner to the affected areas.



- Rub affresh® Cooktop Cleaner onto the cooktop surface with the blue Cooktop Cleaning Pad. Some pressure is needed to remove stubborn stains.
  - Allow the cleaner to dry to a white haze before proceeding to Step 3.
- 3. Polish with a clean, dry cloth or a clean, dry paper towel.



• Repeat steps 1 through 3 as necessary for stubborn or burned-on stains.

The Complete Cooktop Cleaner Kit is available for order and includes the following:

- Cooktop Scraper
- Affresh® Cooktop Cleaner
- Blue Cooktop Cleaning Pads

See the "Accessories" section for part numbers and information on ordering.

**NOTE:** During the cleaning process, if the control lock is not activated, some keys may turn on. Activate the control lock function to avoid this.

Do not place any objects on the control panel at any time.

### STAINLESS STEEL (on some models)

- To avoid damage to stainless steel surfaces, do not use soap-filled scouring pads, abrasive cleaners, cooktop cleaner, steelwool pads, gritty washcloths, or abrasive paper towels.
- · Rub in direction of grain to avoid damaging.

### **Cleaning Method:**

- All purpose cleaner:
  - Rinse with clean water and dry with soft, lint-free cloth.
- · Vinegar for hard water spots.

**NOTE:** During the cleaning process, if the control lock is not activated, some keys may turn on. Activate the control lock function to avoid this. Do not place any objects on the control panel at any time.

### **TROUBLESHOOTING**

Try the solutions suggested here first in order to avoid the cost of an unnecessary service call.

### Nothing will operate

- Is the cooktop wired properly? See the Installation Instructions for more information.
- Has a household fuse blown, or has a circuit breaker tripped? Replace the fuse or reset the circuit breaker. If the problem continues, call an electrician.

### Excessive heat around cookware on cooktop

• Is the cookware the proper size? Use cookware about the same size as the surface cooking area. Cookware should not extend more than 1/2" (1.3 cm) outside the cooking area.

### Cooktop will not operate

- Is the cooktop control set correctly? Touch the display area on the control panel to select a cooking surface before selecting a function.
- Is the "Control Lock" Cooktop Lockout set? See "Control Lock" section.
- Has the cooktop turned off by itself? The power off key was unintentionally touched. Press power key again.
   Reset the cooktop.

### Display shows messages

• Is the display flashing "F" and numbers? If "F" and a number are alternately flashing on the display, refer to the following table for possible solutions.

DISPLAY COD E	DESCRIPTION	POSSIBLE CAUSES	SOLUTION		
F0E1	Cookware is detected but it is not compatible with requested operation.	The cookware is not well posi tioned on the cooking zone, o r it is not compatible with one or more cooking zones.	Press On/Off button twice to re move the F0E1 code and restor e the functionality of the cookin g zone. Then, try to use the cookware with a different cooking zone, or use different cookware.		
F0E7	Wrong power cord connection.	The power supply connection is not exactly as indicated in " Installation" paragraph.	Adjust the power supply connection according to "Install ation Instruction" paragraph.		
F0EA	The control panel switches off because of excessively high temperatures.	The internal temperature of e lectronic parts is too high.	Wait for the cooktop to cool do wn before using it again.		
F0E2, F0E4, F0 E6, F0E8, F0EC , F1E1, F6E1, F 7E5, F7E6	Disconnect the cooktop from the power supply. Wait a few seconds then reconnect the cookto p to the power supply. If the problem persists, call the service center and specify the error cod e that appears on the display.				
e.g. BOILING:	The cooktop does not allow a special function to be activated.	The power regulator limits the power levels in accordance with the maximum value set for the cooktop.	See paragraph "Power manage ment".		
e.g.P-S[Power I evel lower than I evel requested]	The cooktop automatically sets a minimum power leve I to ensure that the cooking zone can be used.	The power regulator limits the power levels in accordance with the maximum value set for the cooktop.	See paragraph "Power manage ment".		

### **Operational cooktop sounds**

- Is there a low humming? This occurs when cooking at high power. The cause of this is the amount of energy that is transmitted from the appliance to the cookware. This sound will quiet or go away when the power is turned down.
- Is there a crackling? This sound occurs when cookware is used that consists of different materials. The noise is caused by vibrations in the joint faces between the different layers. It may change depending on the amount and type of food being cooked.
- Is there a fan noise? The electronics require a controlled temperature in order to function reliably. The cooktop is fitted with a fan that runs at various speeds according to the temperature detected. The fan may also continue to run even after the cooktop has been switched off, if the temperature it detects is too high.

### **ASSISTANCE OR SERVICE**

Before calling for assistance or service, please check "Troubleshooting". It may save you the cost of a service call. If you still need help, follow the instructions below. When calling, please know the purchase date and the complete model and serial number of your appliance. This information will help us to better respond to your request. If you need replacement parts If you need to order replacement parts, we recommend that you use only factory specified parts. These factory specified parts will fit right and work right because they are made with the same precision used to build every new JennAir appliance. To locate factory specified parts in your area, call us or your nearest JennAir designated service center.

### In the U.S.A.

Call the Customer experience Center toll-free: 1-800-JENNAIR (1-800-536-6247).

### 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 speaking, hearing impaired, limited vision, etc.).
- Referrals to local dealers, repair parts distributors and service companies. JennAir designated service technicians are trained to fulfill the product warranty and provide after-warranty service anywhere in the United States.

To locate the JennAir designated service company in your area, you can also look in your telephone directory Yellow Pages.

### For further assistance

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

JennAir Brand Home Appliances Customer eXperience Center 553 Benson Road Benton Harbor, MI 49022-2692

Please include a daytime phone number in your correspondence.

### In Canada

Call the JennAir Canada LP Customer eXperience Centre toll-free: 1-800-JENNAIR (1-800-536-6247).

### Our consultants provide assistance with:

- · Features and specifications on our full line of appliances.
- Use and maintenance procedures.
- Accessory and repair parts sales.
- Referrals to local dealers, repair parts distributors and service companies. JennAir designated service technicians are trained to fulfill the product warranty and provide after-warranty service anywhere in Canada.

### For further assistance

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

JennAir Brand Home Appliances Customer eXperience Centre 200 – 6750 Century Ave. Mississauga, ON L5N 0B7

Please include a daytime phone number in your correspondence.

### Accessories

- Affresh® Cooktop Cleaner (ceramic glass models)
- Order Part Number W10355051

- Cooktop Protectant (ceramic glass models)
- Order Part Number 31463
- Cooktop Scraper (ceramic glass models)
- Order Part Number WA906B
- Affresh® Stainless Steel Cleaner (stainless steel models)
- Order Part Number W10355016

Affresh® Kitchen and Appliance Cleaner Order Part Number W10355010

### **FAQ**

### • Q: What should I do if the range is not heating up?

A: Check if the power supply is connected properly and if the temperature settings are correct. If the issue persists, contact customer support.

· Q: How often should I clean the oven?

A: It is recommended to clean the oven after each use to prevent buildup and ensure efficient operation.

### **Documents / Resources**



<u>JENNAIR 30/60 RANGE Induction Ranges</u> [pdf] Owner's Manual 30 RANGE, 36 RANGE, 48 RANGE, 30 60 RANGE Induction Ranges, 30 60 RANGE, Induction Ranges, Ranges

### References

• User Manual

Manuals+, Privacy Policy

This website is an independent publication and is neither affiliated with nor endorsed by any of the trademark owners. The "Bluetooth®" word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. The "Wi-Fi®" word mark and logos are registered trademarks owned by the Wi-Fi Alliance. Any use of these marks on this website does not imply any affiliation with or endorsement.