

# Use & Care MANUAL



## 3 Series Built-In Electric Cooktops

*RVEC330*  
*RVEC336*  
*RVEC345*

# Congratulations

Congratulations and welcome to an elite world of ownership. We hope you will enjoy and appreciate the care and attention we have put into every detail of your new, state-of-the-art cooktop.

Your cooktop is designed to offer years of reliable service. This Use and Care Manual will provide you with the information you need to become familiar with your cooktop's care and operation.

Your complete satisfaction is our ultimate goal. If you have any questions or comments about this product, please contact the dealer from whom you purchased it, or contact our Consumer Support Center at 1-888-845-4641.

We appreciate your choice of a our cooktop and hope that you will again select our products for your other major appliance needs.

For more information about the complete and growing selection of products, visit us online at [vikingrange.com](http://vikingrange.com).

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# IMPORTANT— Please Read and Follow

**Warning and Important Safety Instructions appearing in this manual are not meant to cover all possible conditions and situations that may occur. Common sense, caution, and care must be exercised when installing, maintaining, or operating this appliance.**

**ALWAYS** contact the manufacturer about problems or conditions you do not understand.

## Recognize Safety Symbols, Words, Labels

<b>⚠ DANGER</b>
<b>Hazards or unsafe practices which WILL result in severe personal injury or death</b>
<b>⚠ WARNING</b>
<b>Hazards or unsafe practices which COULD result in death or severe personal injury</b>
<b>⚠ CAUTION</b>
<b>Hazards or unsafe practices which COULD result in minor personal injury or property damage.</b>
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.

### Read and follow all instructions before using this appliance

to prevent the potential risk of fire, electric shock, personal injury or damage to the appliance as a result of improper usage of the appliance. Use appliance only for its intended purpose as described in this manual.

**To ensure proper and safe operation:** Appliance must be properly installed and grounded by a qualified technician. **DO NOT** attempt to adjust, repair, service, or replace any part of your appliance unless it is specifically recommended in this manual. All other servicing should be referred to a qualified services.

<b>⚠ CAUTION</b>
<b>DO NOT</b> store items of interest to children over the unit. Children climbing to reach items could be seriously injured.

<b>⚠ CAUTION</b>
Using cast iron cookware on the glass cooktop is not recommended. Cast iron retains heat and may result in cooktop damage.

# IMPORTANT— Please Read and Follow

- Use this appliance only for its intended use as described in this manual. **NEVER** use your appliance for warming or heating the room.
  - Your unit should be installed by a qualified technician. The appliance must be installed and electrically grounded according to local codes.
  - **DO NOT** attempt to repair or replace any part of this appliance unless specifically recommended in this manual. All servicing should be referred to a qualified technician. Warranty service must be performed by an authorized service agency.
  - The “push-to-turn” knobs of this appliance are designed to be childsafe. However, children should not be left alone in the kitchen while the cooktop is in use.
  - Grease is flammable and should be handled carefully. **DO NOT** use water on grease fires. Never pick up a flaming pan. Smother sheet or flat tray. Flaming grease outside of utensil can be extinguished with baking soda or, if available, a multipurpose dry chemical or foam type extinguisher. Let fat cool before attempting to handle it. Wipe up spillovers immediately.
  - If you are “flaming” liquors or other spirits under an exhaust, **TURN THE FAN OFF**. The draft could cause the flames to spread out of control.
  - **NEVER** leave the surface area unattended at high heat setting. Boilovers cause smoking and greasy spillovers, which may ignite.
  - Loose-fitting or hanging garments should **NEVER** be worn while using the appliance.
  - Use proper pan size. This appliance is equipped with one or more surface units of different size. Select utensil 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 surface unit will also improve efficiency.
  - Use only dry potholders. Moist or damp potholders on hot surfaces may result in burns from steam. **DO NOT** let potholders touch hot surface areas. **DO NOT** use a towel or other bulky cloth.
- 
- **DO NOT TOUCH SURFACE UNITS OR AREAS NEAR UNITS.**

Surface areas may become hot enough to cause burns. Surface elements may be hot even though they are dark in color. During and after use, do not touch or let flammable materials contact heating elements until they have had time to cool.
  - 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 toward the center of the range so that it does not extend over adjacent surface elements.
  - Keep area clean and free from combustible material, gasoline, and other flammable liquids. Combustible items (paper, plastic, etc.) may ignite and metallic items may become hot and cause burns.
  - **DO NOT** heat unopened food containers; build-up of pressure may cause the container to explode and result in injury.
  - Clean the cooktop with caution. If a wet sponge or cloth is used to wipe spills on a hot cooking area, be careful to avoid steam burns. Some cleansers can produce noxious fumes if applied to a hot surface.
  - **DO NOT** cook on a broken cooktop. Spillovers or cleaning solution may penetrate a broken glass top and create a risk of electrical shock. Contact a qualified technician immediately should your cooktop become broken.
  - Only certain types of glass, glass/ceramic, ceramic, earthenware or other glazed utensils are suitable for glass cooktop use without breaking due to the sudden change in temperature.

# Before Using Cooktop

All products are wiped clean with solvents at the factory to remove any visible signs of dirt, oil, and grease which may have remained from the manufacturing process.

## **Glass Cooktop**

Clean your glass top before the first time you use it. A thorough cleaning with a glass top cleaner is recommended. It only takes a minute and puts a clean, shiny coating on the glass top before its initial use.

## **Cooking Utensils**

Each cook has his or her own preference for the particular cooking utensils that are most appropriate for the type of cooking being done. Only certain types of glass, glass/ceramic, ceramic, earthenware, or other glazed utensils are suitable for glass cooktop use without breaking due to the sudden change in temperature. This is a matter of personal choice. As with any cookware, yours should be in good condition and free from excessive dents on the bottom to provide maximum performance and convenience.

## **Operating Single Elements**

All burners have variable controls. Turn the knob counter-clockwise one click left to achieve the lowest setting. Continue turning clockwise through the Med to Med-Hi Settings. The final setting once you have turned the knob counter-clockwise to its max is the Hi setting.

## **Operating Double Elements**

All burners have variable controls. Turn the knob counter-clockwise one click left to achieve the highest setting for the center element. Continue turning clockwise through the Med-Hi, Med, and down to the Lo setting.

Continuing to turn counter-clockwise will bring you into the Lo setting with both elements now activated. From here, continue turning counter-clockwise to activate the Lo-Med, Med, and Med-Hi settings of both elements. The final setting once you have turned the knob counter-clockwise to its max is the Hi setting with both elements activated.

## **Operating Triple Elements**

All burners have variable controls. Turn the knob counter-clockwise one click left to achieve the highest setting for the center single element. Continue turning counter-clockwise through the Med-Hi, Med, and down to the Lo setting.

Continuing to turn counter-clockwise will bring you into the Hi setting for the two inner elements combined. From here, continue turning counter-clockwise to go into the Med-Hi, Med, Lo-Med, and into the Lo settings of both elements.

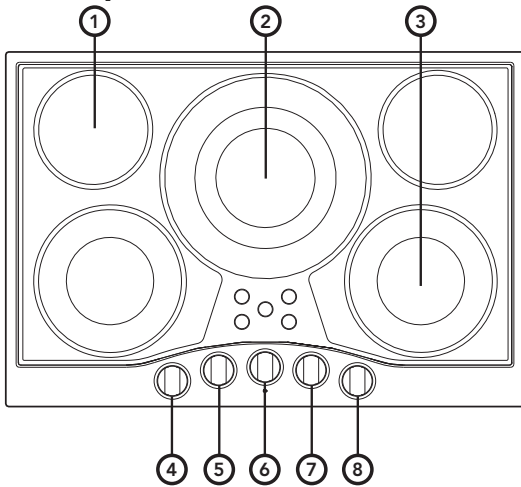
Finally, continuing to turn counter-clockwise will bring you into the Hi setting for all three elements combined. Continue turning counter-clockwise to turn the elements down into the Med-Hi, Med, Lo-Med and into the Lo setting.

## **Hot Surface Indicator Lights**

The cooktop has hot surface indicator lights. They are located on the front of the glass cooktop. The hot surface indicator light will glow red when the corresponding element is turned on. The light will remain on until the corresponding element has cooled to a safe temperature.

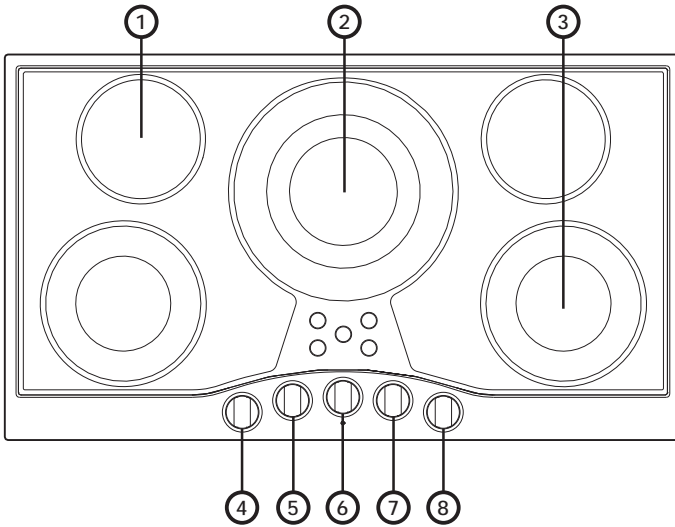
# Cooktop Features

## 30"W. Cooktop



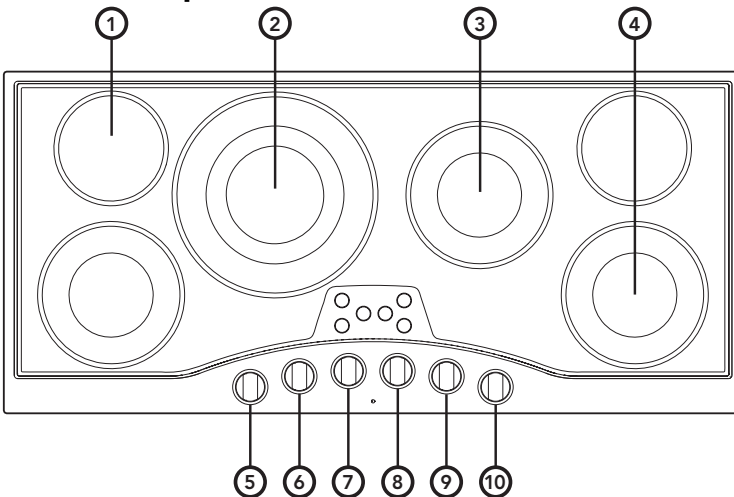
1. 6-1/2" 1,200 watt element
2. 12" 1,100/1,000/1,100 watt element
3. 8-1/2" 2,000/1,000 watt element
4. Left front element control knob
5. Left rear element control knob
6. Center element control knob
7. Right rear element control knob
8. Right front element control knob

## 36"W. Cooktop



1. 6-1/2" 1,200 watt element
2. 12" 1,100/1,000/1,100 watt element
3. 8-1/2" 2,000/1,000 watt element
4. Left front element control knob
5. Left rear element control knob
6. Center element control knob
7. Right rear element control knob
8. Right front element control knob

## 45"W. Cooktop



1. 6-1/2" 1,200 watt element
2. 12" 1,100/1,000/1,100 watt element
3. 8-1/2" 2,000/1,000 watt element
4. 8-1/2" 2,000 watt element
5. Left front element control knob
6. Left rear element control knob
7. Center left element control knob
8. Center right element control knob
9. Right rear element control knob
10. Right front element control knob

# Surface Operation

## Cooking Utensil Guidelines

Type	Responses to Temperature Changes	Recommended Usage
Aluminum	Heats and cools quickly.	Frying, braising, roasting. May leave metal markings on glass.
Cast Iron	Heats and cools quickly.	Not recommended. Retains excessive heat and may damage cooktop.
Copper, Tin lined	Heats and cools quickly.	Gourmet cooking, wine sauces, egg dishes.
Enamel Ware	Response depends on base metal.	Not recommended. Imperfections in enamel may scratch cooktop.
Glass Ceramic	Heats and cools slowly.	Not recommended. Heats too slowly. Imperfections in enamel may scratch cooktop.
Stainless Steel	Heats and cools at moderate rate.	Soups, sauces, vegetables, general cooking.

## Surface Cooking Guide - Suggested Heat Setting

Food	Start at setting	Complete at setting
Rice	Hi - cover, bring water to a boil	Lo - cover, finish timing according to directions
Chocolate	Lo - until melted	
Candy	Lo - cook	Follow recipe
Pudding, pie filling	Lo - cook according to directions	
Eggs - in shell fried poached	Hi - cover, bring to boil Hi - until pan is hot Hi - bring water to boil	OFF - let set to desired doneness Lo - Med, cook to desired doneness Lo - finish cooking
Sauces	Hi - melt fat	Lo-Med, finish cooking
Soups, stews	Hi - heat up liquid	Lo-Med, finish cooking
Vegetables	Hi - preheat skillet	Lo-Med, finish cooking until desired tenderness is reached
Breads - french toast, pancakes	Med-Hi, preheat skillet	Lo - cook to desired brownness
Cooked cereals, grits, oatmeal	Hi - cover, bring water to a boil	Lo-Med, add cereal and cook according to directions
Bacon, sausages	Hi - preheat skillet	Med - cook to desired doneness
Swiss steaks	Hi - melt fat, Med-Hi - to brown meat	Lo - add liquid, cover, simmer until tender
Chicken, fried	Hi - melt fat Med-Hi - to brown crust	Lo - cook until tender
Hamburgers, pork chops	Hi - preheat skillet	Med - to brown meat and cook to desired brownness
Pasta	Hi - bring salted water to a boil, add pasta slowly	Med - maintain boil until tender

# Cleaning and Maintenance

Any piece of equipment works better and lasts longer when maintained properly and kept clean. Cooking equipment is no exception. Your cooktop must be kept clean. Make sure all controls are in the "OFF" position.

## Glass Ceramic Top

Cleaning of glass ceramic tops is different from cleaning a standard porcelain finish. To maintain and protect the surface of your new glass ceramic top, follow these basic steps:

For normal, light soil:

1. Rub a few drops of a glass ceramic cleaning cream to the cool soiled area using a damp paper towel.
2. Wipe until all soil and cream are removed. Frequent cleaning leaves a protective coating which is essential in preventing scratches and abrasions.

For heavy, burned soil:

1. Rub a few drops of glass ceramic cleaning cream to the cool soiled area using a damp paper towel.
2. Carefully scrape remaining soil with a single-edged razor blade. Hold the blade at a 30° angle against the ceramic surface.
3. If any soil remains, repeat the steps above. For additional protection, after all soil has been removed, polish the entire surface with the cleaning cream.
4. Buff with a dry paper towel. As the cleaning cream cleans, it leaves a protective coating on the glass surface. This coating helps to prevent build-up of mineral deposits (water spots) and will make future cleaning easier.

**Note:** Dishwashing detergents remove this protective coating and therefore, make the glass ceramic top more susceptible to staining.

## Cleaning Problems on Glass Ceramic Top

Problem	Cause	To Prevent	To Remove
Brown streaks and specks	Cleaning with sponge or cloth containing soil-laden detergent water.	Use cleaning cream with clean damp paper towel.	Use a light application of cleaning cream with a clean damp paper towel.
Blackened burned on spots	Spatters or spillovers onto a hot cooking area or accidental melting of a plastic film, such as a bread bag.	Wipe all spillovers as soon as it is safe and <b>DO NOT</b> put plastic items on a warm cooking area.	Clean area with cleaning cream and a damp paper towel, non-abrasive nylon pad or scouring brush. If burn-on is not removed, cool cooktop, and carefully scrape area with a single-edged razor blade held at a 30° angle.
Fine brown/gray lines, fine scratches, or abrasions which have collected soil	Coarse particles (salt, sugar) can get caught on the bottom of cookware and become embedded into top.  Use of abrasive cleaning materials.  Scratches from rough ceramic glass, or ceramic coated cookware.	Wipe the bottom of cookware before cooking. Clean top daily with cleaning cream. <b>DO NOT</b> use ceramic or ceramic coated cookware.	Fine scratches are not removable but can be minimized by daily use of cleaning cream.
Smearing or streaking	Use of too much cleaning cream or use of a soiled dishcloth.	Use a small amount of cream. Rinse thoroughly before drying. Use only paper towels or nylon scrub pad or brush.	Dampen paper towel with a mixture of vinegar and water and wipe surface. Wipe area with damp paper towel or lint free cloth.



# Cleaning and Maintenance

## Cleaning Problems on Glass Ceramic Top (cont.)

Problem	Cause	To Prevent	To Remove
Metal markings (silver/gray marks)	Sliding or scraping metal cookware on glass top.	<b>DO NOT</b> slide metal objects across top.	Remove metal marks before the glass top is used again. Apply cleaning cream with a damp paper towel and scrub with a nylon scrub pad or brush. Rinse thoroughly and dry.
Hard water spots	Condensation from cooking may cause minerals found in water and acids to drip on to glass top and cause gray deposits (the spots are often so thin they appear to be in the glass top).	Make sure the bottom of cookware is dry before cooking. Daily use of cleaning cream will help keep top free from hard water mineral deposits and food discoloration.	Mix cleaning cream with water and apply a thick paste to stained area. Scrub vigorously. If stain is not removed, reapply cleaner and repeat process. Also try cleaning procedure for smearing and streaking.
Pitting or flaking	Boil over of sugar syrup on glass top. This can cause pitting if not removed immediately.	Watch sugar and syrups carefully to avoid boil overs.	Turn element to LO; use several paper towels to wipe the spill immediately. Let glass top cool and carefully scrape off remainder of burn-off with a single-edged razor blade held at a 30° angle.

### Cooktop Surfaces

Several different finishes have been used in your cooktop. Cleaning instructions for each surface are given below. **NEVER USE AMMONIA, STEEL WOOL PADS OR ANY ABRASIVE CLOTHS AND MATERIALS SUCH AS CLEANSERS, OVEN CLEANERS, OR ABRASIVE POWDERS. THEY CAN PERMANENTLY DAMAGE YOUR COOKTOP.**

### Control Knobs

MAKE SURE ALL CONTROL KNOBS POINT TO THE "OFF" POSITION BEFORE REMOVING. Pull the knobs straight off. Wash in detergent and warm water. Dry completely and replace by pushing firmly onto stem.

### Stainless Steel Parts

All stainless steel body parts should be wiped regularly with hot, soapy water at the end of each cooling period and with a liquid cleaner designed for that material when soapy water will not do the job. **DO NOT** use steel wool, abrasive cloths, cleansers, or powders. If necessary, scrape stainless steel to remove encrusted materials, soak the area with hot towels to loosen the material, then use a wooden or nylon spatula or scraper. **DO NOT** use a metal knife, spatula, or any other metal tool to scrape stainless steel. **DO NOT** permit citrus or tomato juice to remain on stainless steel surface, as citric acid will permanently discolor stainless steel. Wipe up any spills immediately.

# Service Information

If service is required, call your authorized service agency.

Have the following information readily available:

- Model number
- Serial number
- Date purchased
- Name of dealer from whom purchased

Clearly describe the problem that you are having. If you are unable to obtain the name of an authorized service agency, or if you continue to have service problems, contact Viking Range at 1-888-845-4641, or write to:

**VIKING RANGE, LLC  
PREFERRED SERVICE  
111 Front Street  
Greenwood, Mississippi 38930 USA**

Record the information indicated below. You will need it if service is ever required. The model and serial number for your cooktop can be found by looking under the unit.

Model no. \_\_\_\_\_ Serial no. \_\_\_\_\_

Date of purchase \_\_\_\_\_ Date installed \_\_\_\_\_

Dealer's name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

If service requires installation of parts, use only authorized parts to insure protection under the warranty.

**Keep this manual for future reference.**

# Warranty

## BUILT-IN ELECTRIC COOKTOP WARRANTY

### TWO YEAR FULL WARRANTY

Built-in cooktops and all of their component parts, except as detailed below\*, are warranted to be free from defective materials or workmanship in residential household use for a period of two (2) years from the date of original retail purchase. Viking Range, warrantor, agrees to repair or replace at its option, any part which fails or is found to be defective during the warranty period. Warranty service must be performed by a Viking Range LLC authorized service agency or representative.

\*90 Day Cosmetic Warranty: Products are warranted to be free from cosmetic defects in material or workmanship for a period of 90 days from the date of original retail purchase. This warranty covers manufacturing based defects only and does not cover issues resulting from handling or installation. Inspection of the product should be made at time of delivery. Any defects must be reported to the selling dealer within the 90 day period. Viking Range LLC uses the most up to date processes and the best materials available to produce all color finishes. However, slight color variation may be noticed because of the inherent differences in painted parts and porcelain parts as well as differences in product location and natural or artificial lighting. Warranty service must be performed by a Viking Range LLC authorized service agency or representative.

\*90 Day Residential Plus: Viking products are designed and certified for residential use only. They are not intended for use in commercial applications. Viking products should only be used in accordance to national and local codes. Viking is not responsible for property damage or injury resulting from use in a commercial application. To support the manufacturing quality of its appliances Viking will provide a full 90 day warranty for products used in "Residential Plus" applications. This "Residential Plus" warranty applies to applications where use of the product extends beyond residential use but is in compliance with national and local code. In some jurisdictions these applications are zoned as residential. Examples of, but not limited to, such applications covered by this warranty are bed and breakfasts, fire stations, private clubs, churches, condominium/apartment common areas etc. Under this "Residential Plus" warranty, the product, its components and accessories are warranted to be free from defective material or workmanship for a period of ninety (90) days from the date of original retail purchase. Viking Range, LLC, warrantor, agrees to repair or replace, at its option, any part which fails or is found to be defective during the warranty period. This warranty covers parts and labor. This warranty excludes use of the product in all commercial locations such as restaurants, food service locations and institutional food service locations.

### FIVE YEAR LIMITED WARRANTY

Any electric element which fails due to defective materials or workmanship in normal residential use during the third thru the fifth year from the date of original retail purchase will be repaired or replaced free of charge for the part itself, with the owner paying all other costs, shipping, handling and labor. Aesthetic conditions such as corrosion, scratching, discoloration, carbon/food build up or similar blemishes due to normal wear and tear or improper use or lack of maintenance is excluded from this warranty.

### WARRANTY TERMS

This warranty extends to the original retail purchaser of the product warranted hereunder and to each transferee owner of the product during the term of the original purchaser's warranty. The warranty is transferable by the original retail purchaser via home sale only. If a transferee owner is unable to provide proof of purchase from the original purchaser and the product has not been previously registered, the production date of the product, located in the serial number on the product, will serve as the effective warranty start date.

The activation date of the warranty begins from the date of original retail purchase. In the case of new product purchase via building development sales, activation begins from the earlier date of either certificate of occupancy or 24 months from date of manufacture. Note date of manufacture is identified by serial tag on product.

This warranty does not cover units purchased as b-stock, liquidation, salvage, seconds, refurbished, as-is, used products.

This warranty shall apply to products purchased in the United States and Canada. Products must be purchased in the country where service is requested. Warranty service must be performed by a Viking Range LLC authorized service agency or representative. Warranty shall not apply to damage resulting from abuse, accident, natural disaster, loss of electrical power to the product for any reason, alteration, improper installation, improper operation, or repair service of the product by anyone other than a Viking Range LLC authorized service agency or representative. This warranty does not apply to commercial usage. Warrantor is not responsible for consequential or incidental damage whether arising out of breach of warranty, breach of contract or otherwise. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations do not apply to you.

Owner shall be responsible for proper installation, providing normal care and maintenance, providing proof of purchase upon request, and making the product reasonably accessible for service. If the product or one of its component parts contains a defect or malfunction during the warranty period, after a reasonable number of attempts by the warrantor to remedy the defects or malfunctions, the owner is entitled to either a refund or replacement, at the warrantor's discretion of the product or its component part or parts. Warrantor's liability on any claim of any kind, with respect to the goods or services covered hereunder, shall in no case exceed the price of the goods or service or part thereof which gives rise to the claim.

### WARRANTY SERVICE

Under the terms of this warranty, service must be performed by a Viking Range LLC authorized service agent or representative. Service will be provided during normal business hours. Labor performed at overtime or premium rates shall not be covered by the warranty. To obtain warranty service contact Viking Range LLC Customer Care at 1-888-845-4641. Please have model number, serial number, and date of original purchase available when calling. IMPORTANT: retain proof of original purchase to establish warranty period. The return of the owner registration card is not a condition of warranty coverage. You should, however, return the owner registration card so Viking Range LLC can contact you should any question of safety arise which could affect you. Any implied warranties of merchantability and fitness applicable to the above described burner assemblies, infrared rotisserie burners, grill grates, and stainless steel parts are limited in duration to the period of coverage of the applicable express written limited warranties set forth above. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which may vary from jurisdiction to jurisdiction.

Specifications subject to change without notice.

Viking Range, LLC  
111 Front Street  
Greenwood, Mississippi 38930 USA  
(662) 455-1200

For product information, call 1-888-845-4641  
or visit the Viking Web site at [vikingrange.com](http://vikingrange.com)