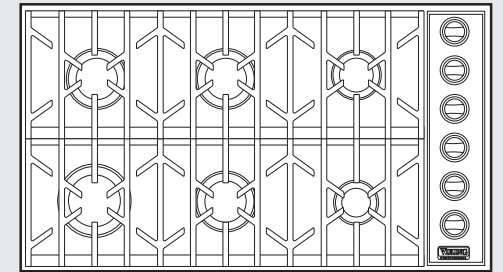
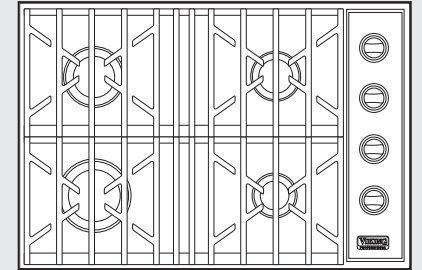


# Viking Use & Care Manual



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For product information,  
call 1-888-VIKING1 (845-4641)  
or visit the Viking Web site at  
[vikingrange.com](http://vikingrange.com)

Professional  
Built-in Gas Cooktops

# Congratulations

Congratulations and welcome to the elite world of Viking 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 Viking 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-VIKING1 (845-4641).

We appreciate your choice of a Viking 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 Viking products, contact your dealer or 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 servicer. Have the installer show you the location of the gas shutoff valve and how to shut it off in an emergency. A certified technician is required for any adjustments or conversions to Natural or LP gas.

## IMPORTANT—Please Read and Follow

### ⚠ WARNING

**If the information in this guide is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.**

WHAT TO DO IF YOU SMELL GAS:

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

Installation and service must be performed by a qualified installer, service agency or the gas supplier.

### ⚠ WARNING



To avoid risk of property damage, personal injury or death; follow information in this guide exactly to prevent a fire or explosion. **DO NOT** store or use gasoline or other flammable vapors and liquids in the vicinity of this or any appliance.

### To Prevent Fire or Smoke Damage

- Be sure all packing materials are removed from the appliance before operating it.
- Keep area around appliance clear and free from combustible materials, gasoline, and other flammable vapors and materials.
- If appliance is installed near a window, proper precautions should be taken to prevent curtains from blowing over burners.
- **NEVER** leave any items on the cooktop. The hot air from the vent may ignite flammable items and may increase pressure in closed containers which may cause them to burst.
- Many aerosol-type spray cans are **EXPLOSIVE** when exposed to heat and may be highly flammable. Avoid their use or storage near an appliance.
- Many plastics are vulnerable to heat. Keep plastics away from parts of the appliance that may become warm or hot. **DO NOT** leave plastic items on the cooktop as they may melt or soften if left too close to the vent or a lighted surface burner.
- Combustible items (paper, plastic, etc.) may ignite and metallic items may become hot and cause burns. **DO NOT** pour spirits over hot foods.

## IMPORTANT—Please Read and Follow

### In Case of Fire

Turn off appliance and ventilating hood to avoid spreading the flame. Extinguish flame, then turn on hood to remove smoke and odor.

- Smother fire or flame in a pan with a lid or cookie sheet.
- **NEVER** pick up or move a flaming pan.
- **DO NOT** use water on grease fires. Use baking soda, a dry chemical or foam-type extinguisher to extinguish fire or flame. Let fat cool before attempting to handle it.

### Child Safety

- **NEVER** leave children alone or unsupervised near the appliance when it is in use or is still hot.
- **NEVER** allow children to sit or stand on any part of the appliance as they could be injured or burned.
- **DO NOT** store items of interest to children over the unit. Children climbing to reach items could be seriously injured.
- Children must be taught that the appliance and utensils in it can be hot. Let hot utensils cool in a safe place, out of reach of small children. Children should be taught that an appliance is not a toy. Children should not be allowed to play with controls of other parts of the appliance.

### Cooking Safety

- To eliminate the hazard of reaching over hot surface burners, cabinet storage should not be provided directly above a unit. If storage is provided, it should be limited to items which are used infrequently and which are safely stored in an area subjected to heat from an appliance. Temperatures may be unsafe for some items, such as volatile liquids, cleaners or aerosol sprays.
- **ALWAYS** place a pan on a surface burner before turning it on. Be sure you know which knob controls which surface burner. Make sure the correct burner is turned on and that the burner has ignited. When cooking is completed, turn burner off before removing pan to prevent exposure to burner flame.
- **ALWAYS** adjust surface burner flame so that it does not extend beyond the bottom edge of the pan. An excessive flame is hazardous, wastes energy and may damage the appliance, pan or cabinets above the appliance. This is based on safety considerations.
- **NEVER** leave a surface cooking operation unattended especially when using a high heat setting or when deep fat frying. Boilovers cause smoking and greasy spillovers may ignite. Clean up greasy spills as soon as possible. **DO NOT** use high heat for extended cooking operations.
- **DO NOT** heat unopened food containers, build up of pressure may cause the container to explode and result in injury.

## IMPORTANT—Please Read and Follow

### Cooking Safety (cont.)

- Use dry, sturdy pot-holders. Damp pot-holders may cause burns from steam. Dishtowels or other substitutes should **NEVER** be used as potholders because they can trail across hot surface burners and ignite or get caught on appliance parts.
- **ALWAYS** let quantities of hot fat used for deep fat frying cool before attempting to move or handle.
- **DO NOT** let cooking grease or other flammable materials accumulate in or near the appliance, hood or vent fan. Clean hood frequently to prevent grease from accumulating on hood or filter. When flaming foods under the hood, turn the fan off.
- **NEVER** wear garments made of flammable material or loose fitting or long-sleeved apparel while cooking. Clothing may ignite or catch utensil handles. **DO NOT** drape towels or materials on oven door handles. These items could ignite and cause burns.
- **PREPARED FOOD WARNING:** Follow food manufacturer's instructions. If a plastic frozen food container and/or its cover distorts, warps, or is otherwise damaged during cooking, immediately discard the food and its container. The food could be contaminated.
- If you are "flaming" liquor or other spirits under an exhaust, **TURN THE FAN OFF.** The draft could cause the flames to spread out of control.
- Once the unit has been installed as outlined in the Installation Instructions, it is important that the fresh air supply is not obstructed. The use of a gas cooking appliance results in the production of heat and moisture in the room in which it is installed. Ensure that the kitchen is well-ventilated. Keep natural venting holes open or install a mechanical ventilation device. Prolonged or intensive use of the appliance may call for additional (such as opening a window) or more effective ventilation (such as increasing the level of a mechanical ventilation if present).

### Cookware Safety

- Use pans with flat bottoms and handles that are easily grasped and stay cool. Avoid using unstable, warped, easily tipped or loose-handled pans. Also avoid using pans, especially small pans, with heavy handles as they could be unstable and easily tip. Pans that are heavy to move when filled with food may also be hazardous.
- Be sure cookware is large enough to properly contain food and avoid boilovers. Pan size is particularly important in deep fat frying. Be sure pan will accommodate the volume of food that is to be added as well as the bubble action of fat.

## IMPORTANT—Please Read and Follow

### Cookware Safety (cont.)

- To minimize burns, ignition of flammable materials and spillage due to unintentional contact with the utensil, **DO NOT** extend handles over adjacent surface burners. **ALWAYS** turn pan handles toward the side or back of the appliance, not out into the room where they are easily hit or reached by small children.
- NEVER** let a pan boil dry as this could damage the utensil and the appliance.
- Follow the manufacturer's directions when using oven cooking bags.
- Only certain types of glass, glass/ceramic, ceramic or glazed cookware are suitable for cooktop surface without breaking due to the sudden change in temperature. Follow manufacturer's instructions when using glass.
- This appliance has been tested for safe performance using conventional cookware. **DO NOT** use any devices or accessories that are not specifically recommended in this guide. **DO NOT** use eyelid covers for the surface units, stovetop grills, or add-on oven convection systems. The use of devices or accessories that are not expressly recommended in this manual can create serious safety hazards, result in performance problems, and reduce the life of the components of the appliance.
- The flame of the burner should be adjusted to just cover the bottom of the pan or pot. Excessive burner setting may cause scorching of adjacent counter-top surfaces, as well as the outside of the cookware. This is based on safety considerations.

### Glass Ceramic Cooking Surfaces

- NEVER** touch the glass surface areas directly on or adjacent to the burners when the cooktop is in use.
- During and after use, **DO NOT** touch or let clothing or other flammable material contact surface of cooktop or areas near burners, until they have had sufficient time to cool.
- DO NOT COOK ON BROKEN COOKING SURFACE.** If cooking surface should break, cleaning solutions and spillovers may penetrate the broken cooking surface and create a risk of electric shock. Contact a qualified technician immediately.

### Cleaning Safety

- Turn off all controls and wait for appliance parts to cool before touching or cleaning them. **DO NOT** touch the burners or surrounding areas until they have had sufficient time to cool.
- Clean appliance with caution. Use care to avoid steam burns if a wet sponge or cloth is used to wipe spills on a hot surface. Some cleaners can produce noxious fumes if applied to a hot surface.

## IMPORTANT—Please Read and Follow

### Important notice regarding pet birds:

**NEVER** keep pet birds in the kitchen or in rooms where the fumes from the kitchen could reach. Birds have a very sensitive respiratory system. Fumes released due to overheated cooking oil, fat, margarine and overheated non-stick cookware may be equally harmful.

### About Your Appliance

#### WARNING

**NEVER** use appliance as a space heater to heat or warm a room to prevent potential hazard to the user and damage to the appliance. Also, **DO NOT** use the cooktop as a storage area for food or cooking utensils

### Power Failure

If power failure occurs, the electric igniters will not work. No attempt should be made to operate the appliance during a power failure.

Momentary power failure can occur unnoticed. The cooktop is affected only when the power is interrupted. When it comes back on, the cooktop will function properly without any adjustments.

#### WARNING



#### BURN OR ELECTRICAL SHOCK HAZARD

To avoid risk of injury or death, make sure all controls are OFF and COOL before cleaning. Failure to do so can result in burns or electrical shock.

#### CAUTION



#### BURN HAZARD

To avoid risk of injury, **DO NOT** touch the glass. The cooktop will get hot during usage.

#### CAUTION

**DO NOT** store items of interest to children over the unit. Children climbing to reach items could be seriously injured.

**KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE.**

## Before Using Cooktop

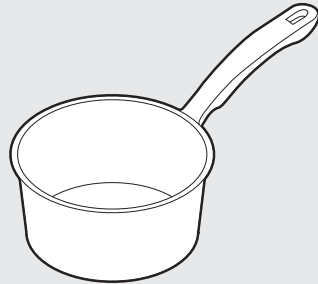
All products are wiped clean with solvents at the factory to remove any visible signs of dirt, oil, and grease which may have remained from the manufacturing process. **Clean your gas glass top before the first time you use it.** A thorough cleaning with a glass top cleaner is recommended. Before cooking, clean the cooktop thoroughly with a hot, soapy damp cloth.

### All models include:

- Automatically electric spark ignition/re-ignition burners light at any position on the knob and re-light if extinguished.
- Removable knobs, grates, burner ports/caps.
- Permanently sealed burners—spills cannot enter burner box.

### Cookware

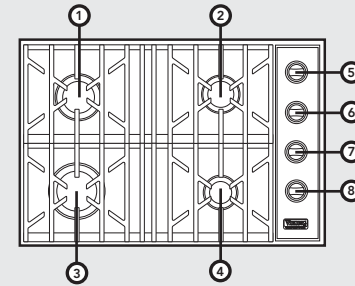
Each cook has his or her own preference for the particular cooking vessels that are most appropriate for the type of cooking being done. Any and all cookware, including Viking cookware, is suitable for use. This is a matter of personal choice. As with any cookware, yours should be in good condition and free from excessive dents on the bottom to provide maximum performance and convenience.



**Note:** When using big pots and/or high flames, it is recommended to use the front burners. There is more room in the front and potential cleanup at rear of appliance due to staining or discoloration will be minimized.

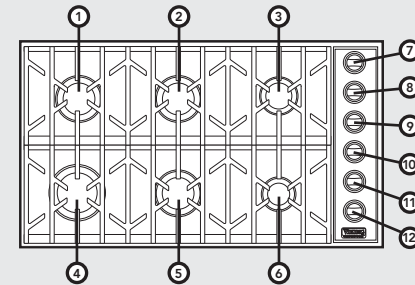
## Cooktop Features (VGSU)

### Professional 30"W. Four Burner



1. 12,000 Nat./11,500 LP (BTU) burner
2. 8,000 Nat./7,500 LP (BTU) burner
3. 16,000 Nat./15,500 LP (BTU) burner
4. 6,000 Nat./5,500 LP (BTU) burner
5. Right rear burner control knob
6. Right front burner control knob
7. Left rear burner control knob
8. Left front burner control knob

### Professional 36"W. Six Burner



1. 12,000 Nat./11,500 LP (BTU) burner
2. 12,000 Nat./11,500 LP (BTU) burner
3. 8,000 Nat./7,500 LP (BTU) burner
4. 16,000 Nat./15,500 LP (BTU) burner
5. 12,000 Nat./11,500 LP (BTU) burner
6. 6,000 Nat./5,500 LP (BTU) burner
7. Right rear burner control knob
8. Right front burner control knob
9. Center rear burner control knob
10. Center front burner control knob
11. Left rear burner control knob
12. Left front burner control knob

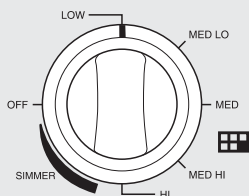
# Surface Operation

## Lighting Burners

All burners are ignited by electric ignition. There are no open-flame, "standing" pilots.

## Surface Burners-Automatic Reignition

To light the surface burners, push and turn the appropriate control knob counterclockwise to any position. This control is both a gas valve and an electric switch. Burners will ignite at any "ON" position with the automatic re-ignition system. If the flame goes out for any reason, the burners will automatically reignite if the gas is still flowing. When gas is permitted to flow to the burners, the electric igniters start sparking. On all surface igniters you should hear a "clicking" sound. If you do not, turn off the control and check that the unit is plugged in and that the fuse or circuit breaker is not blown or tripped.



## Rear and Front Burners

Push in and turn the control knob counter-clockwise to the desired setting. The control knobs can be turned to any desired setting as the knobs do not have fixed positions between "Hi" and "Simmer".

Within a few moments, enough gas will have traveled to the burner to light. When the burner lights, turn the burner control to any position to adjust the flame size. Setting the proper flame height for the desired cooking process and selecting the correct cooking vessel will result in superior cooking performance, while also saving time and energy.

**Note:** The igniters may click a number of times before the burner ignites. This is normal. All igniters will spark regardless of which burner is being operated.

## Surface Cooking Tips

# Surface Operation

- The simmer line on the control panel is the beginning of the variable simmer setting and produces a high simmer setting. Turn the knob slowly towards "OFF" and the flame will adjust to a lower simmer setting.
- Use low or medium flame heights when cooking in cookware that are poor conductors of heat, such as glass, ceramic, and cast iron. Reduce the flame height until it covers approximately 1/3 of the cookware diameter. This will ensure more even heating within the cookware and reduce the likelihood of burning or scorching the food.
- Reduce the flame if it is extended beyond the bottom of the cookware. A flame that extends along the sides of the cookware is potentially dangerous, heats the cookware handle and kitchen instead of the food, and wastes energy.
- Reduce the flame height to the minimum level necessary to perform the desired cooking process. Remember that food cooks just as quickly at a gentle boil as it does at a rolling boil. Maintaining a higher boil than is necessary causes a loss in food flavor and nutrients.

## Surface Heat Settings\*

**\*Note:** The above information is given as a guide only. You may need to vary the heat settings to suit your personal requirements.

Heat Setting	Use
Simmer	Melting small quantities Steaming rice Simmering sauces
Low	Melting large quantities
Med Low	Low-temperature frying (eggs, etc.) Simmering large quantities Heating milk, cream sauces, gravies, and puddings
Med	Sautéing and browning, braising, and pan-frying Maintaining slow boil on large quantities
Med High	High-temperature frying Pan broiling Maintaining fast boil on large quantities
High	Boiling water quickly Deep-fat frying in large cookware

# Cooking Substitutes Charts

In many cases, a recipe requires an ingredient which is not readily available or calls for a unit of measure that is not easily recognized. The following charts have been provided as useful guides in these situations.

## Ingredient Substitutes

Recipe calls for:	Substitute with:
1 tbsp. cornstarch	2 tbsp. flour (thickening)
1 whole egg	2 egg yolks plus 1 tbsp. water
1 c. whole milk	1 c. skim milk plus 2 tbsp. margarine or 1/2 c. evaporated milk plus 1/2 c. water
1 oz. unsweetened chocolate	3 tbsp. cocoa powder plus 1 tbsp. margarine
1 tbsp. baking powder	1/2 tsp. cream of tartar plus 1/4 tsp. baking soda
1/2 c. butter	7 tbsp. margarine or shortening
1 c. dairy sour cream	1 tbsp. lemon juice plus 1 c. evaporated milk

## Canned Food Sizes

Can Size	Contents	Can Size	Contents
8 oz.	1 c.	No. 303	2 c.
Picnic	1-3/4 c.	No. 2	2-1/2 c.
No. 300	1-3/4 c.	No. 3	4 c.
No. 1 tall	2 c.	No. 10	12 c.

## Kitchen Equivalent and Metrics

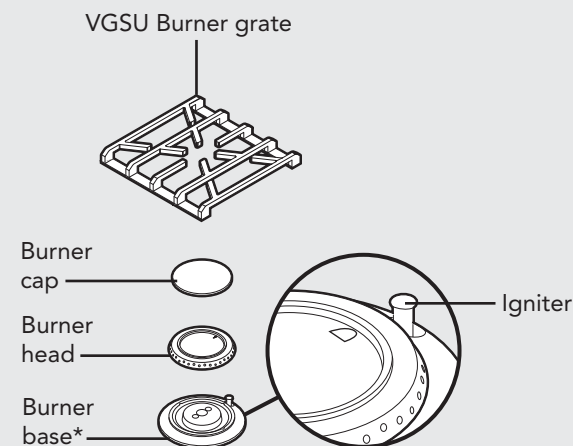
Measure	Equivalent	Metric*
1 tbsp.	3 tsp	15 mL
2 tbsp.	1 oz	30 mL
1 jig.	1-1/2 oz	45 mL
1/4 c.	4 tbsp.	60 mL
1/3 c.	5 tbsp. plus 1 tsp.	80 mL
1/2 c.	8 tbsp.	125 mL
1 c.	16 tbsp.	250 mL
1 pt.	2 c.	30 g
1 lb.	16 oz	454 g
2.21 lb.	35.3 oz	1 kg

\*Note: Rounded for easier measuring.

# 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 and maintained properly. Before cleaning, make sure all controls are in the "OFF" position.

## Surface Burners



\*Note: When replacing burner head, carefully align the tab underneath the cap with the slot in the burner base.

Wipe up spill-overs as soon as possible after they occur and before they get a chance to burn in and cook solid. In the event of a spill-over, follow these steps:

- Allow the burner and grate to cool to a safe temperature level.
- Lift off the burner grate. Wash in warm soapy water.
- Remove the burner cap and burner head and clean.

## Burner Caps

The surface burner caps should be routinely removed and cleaned. **ALWAYS** clean the burner caps after a spill-over. Keeping the burner caps clean will prevent improper ignition and uneven flames. To clean, pull burner cap straight up from the burner base. Wipe off surface burner caps with warm, soapy water and a soft cloth after each use. Use a non-abrasive cleanser such as Bon Ami™ and a soft brush or soft Scotch Brite™ pad for cooked-on foods. Dry thoroughly after cleaning. For best cleaning and to avoid possible rusting, **DO NOT** clean in dishwasher or self-cleaning oven.

# Cleaning and Maintenance

## Burner Head

If ports on burner head are clogged, clean with a straight pin. **DO NOT** enlarge or distort the ports. **DO NOT** use a toothpick to clean the ports. When replacing burner head, carefully align the 2 tabs underneath the burner head with the outside edge of burner base. Make sure the tabs are not aligned with the igniter and the burner cap is level.

**Note:** For stubborn stains, use a non abrasive cleanser such as Bon Ami™ and a soft brush or soft Scotch Brite™ pad.

**Cleaning Tip:** For difficult to clean burner caps and heads, place parts in a zip seal bag with ammonia.

## Burner Base

The base should be wiped regularly with hot soapy water at the end of each cooling period. **DO NOT** use steel wool, abrasive cloths, cleanser, or powders. To remove encrusted materials, soak the area with a hot towel to loosen the material, then use a wooden nylon spatula. **DO NOT** use a metal knife, spatula, or any other metal tool to scrape the aluminum base.

- Wipe up any spills which remain on the sealed top surface.
- Replace burner cap, burner head, and grates after drying thoroughly.

## 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 Panel

**DO NOT use any cleaners containing ammonia, abrasives, or stainless steel cleaners on any surface that contains graphics.** They could remove the graphics from the control panel. Use hot, soapy water and a soft clean cloth. **DO NOT** spray liquids directly onto control panel.

## Control Knobs

**MAKE SURE ALL THE 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. **DO NOT** use any cleaners containing ammonia or abrasives.

# Cleaning and Maintenance

## 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.

## Brass Parts

All special ordered brass parts are coated with epoxy.

### CAUTION

All special ordered brass parts are coated with an epoxy coating. **DO NOT USE BRASS CLEANERS OR ABRASIVE CLEANERS ON ANY BRASS PARTS.** All brass body parts should be wiped regularly with hot soapy water. When hot soapy water will not do the job, use every day household cleaners that are not abrasive.

# Cleaning and Maintenance

## 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.

### **WARNING**

#### **BURN OR ELECTRICAL SHOCK HAZARD**

Make sure all controls are OFF and cooktop is COOL before cleaning. Failure to do so can result in burns or electrical shock.

# Cleaning and Maintenance

## 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.

# Troubleshooting

Problem	Possible Cause and/or Remedy
Igniters will not work.	Circuit is tripped. Fuse is blown. Cooktop is not connected to power.
Igniters sparking but no flame ignition.	Gas supply valve is in "OFF" position. Gas supply is interrupted.
Igniters sparking continuously after flame ignition.	Power supply is not grounded. Power supply polarity is reversed. Igniters are wet or dirty.
Burner ignites but flame is large, distorted, or yellow.	Burner ports are clogged. Unit is being operated on wrong type of gas. Air shutters not properly adjusted.



# Service Information

If service is required, call your dealer or authorized service agency. The name of the authorized service agency can be obtained from the dealer or distributor in your area.

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 Corporation at 1-888-VIKING1 (845-4641), or write to:

**VIKING RANGE CORPORATION  
PREFERRED SERVICE  
1803 Hwy 82W  
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

## PROFESSIONAL SERIES GAS COOKTOPS WARRANTY THREE YEAR FULL WARRANTY

Gas cooktops and all of their component parts, **except as detailed below\***†, are warranted to be free from defective materials or workmanship in normal residential use for a period of three (3) years from the date of original retail purchase or closing date for new construction, whichever period is longer. Viking Range Corporation, warrantor, agrees to repair or replace, at its option, any part which fails or is found to be defective during the warranty period.

**\*FULL NINETY (90) DAY COSMETIC WARRANTY:** Product is warranted to be free from cosmetic defects in materials or workmanship (such as scratches on stainless steel, paint/porcelain blemishes, etc.) for a period of ninety (90) days from the date of original retail purchase or closing date for new construction, whichever period is longer. Any defects must be reported to the selling dealer within ninety (90) days from date of original retail purchase. Viking Range Corporation uses high quality processes and 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 kitchen lighting, product locations, and other factors. Therefore, this warranty does not apply to color variation attributable to such factors.

**†FULL NINETY (90) DAY WARRANTY IN "RESIDENTIAL PLUS" APPLICATIONS:** This full warranty applies to applications where use of the product extends beyond normal residential use, but the warranty period for products used in such applications is ninety (90) days. Examples of applications covered by this warranty are bed and breakfasts, fire stations, private clubs, churches, yachts, 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. 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 ON BURNERS

Any surface burner which fails due to defective materials or workmanship (excluding cosmetic failures) in normal household use during the fourth through 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, including labor. This does not include ignition systems, burner bases, etc.

## TERMS AND CONDITIONS

This warranty extends to the original purchaser of the product warranted hereunder and to each transferee owner of the product during the term of the warranty and applies to products purchased and located in the United States and Canada. Products must be purchased in the country where service is requested. If the product or one of its component parts contains a defect or malfunction during the full warranty period after a reasonable number of attempts by the warrantor to remedy the defect or malfunction, the owner is entitled to either a refund or replacement of the product or its component part or parts. Replacement of a component part includes its free installation, except as specified under the limited warranty. Under the terms of this warranty, service must be performed by a factory authorized Viking Range Corporation service agent or representative. Service will be provided during normal business hours, and labor performed at overtime or premium rates shall not be covered by this warranty.

Owner shall be responsible for proper installation, providing reasonable and necessary maintenance, providing proof of purchase upon request, and making the appliance reasonably accessible for service. The return of the Owner Registration Card is not a condition of warranty coverage. You should, however, return the Owner Registration Card so that Viking Range Corporation can contact you should any question of safety arise which could affect you.

This warranty gives you specific legal rights, and you may also have other rights which may vary from jurisdiction to jurisdiction.

**WHAT IS NOT COVERED BY THIS WARRANTY:** This warranty shall not apply to damage resulting from abuse, failure to provide reasonable and necessary maintenance, accident, delivery, negligence, natural disaster, loss of electrical power to the product for any reason, alteration, outdoor use, improper installation, improper operation, or repair or service of the product by anyone other than an authorized Viking Range Corporation service agency or representative. This warranty does not apply to commercial usage.



