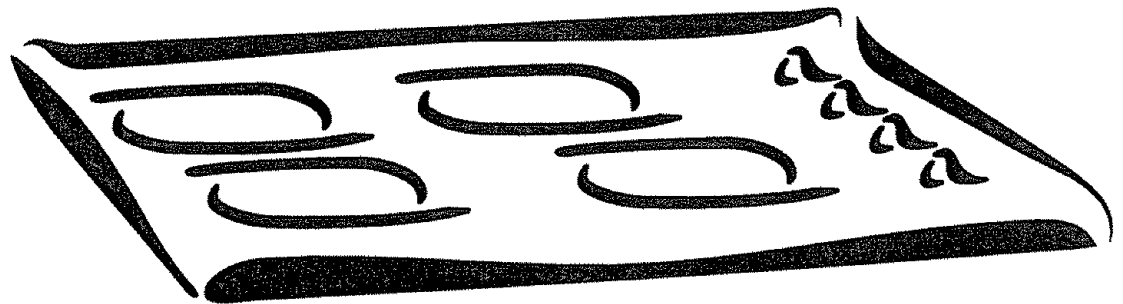




**36" Radiant  
Electric Cooktop**  
Use & Care Guide

Models 911.44012, 44013, 44014, 44019



229C4020**P235-3**  
(SR-10435)

Sears, Roebuck and Co.,  
Hoffman Estates, IL 60179 U.S.A.

[www.sears.com](http://www.sears.com)



# ELECTRIC RADIANT COOKTOP

## TABLE OF CONTENTS

### **SAFETY INSTRUCTIONS**

Cooktop Safety ..... 3-4

### **OPERATIONS**

Protecting the Cooktop ..... 5  
 Features of Your Cooktop ..... 6  
 Removal of Packaging Tape .... 6  
 Cooking Zones ..... 7  
 Hot Cooktop Indicator Light ..... 7  
 Cooking Utensils and Woks ..... 7  
 Home Canning Tips ..... 7  
 Checking Your Cookware ..... 8  
 Cookware Performance ..... 8  
 Radiant Coils ..... 8  
 Temperature Limiter ..... 8  
 Control Settings ..... 8  
 Dual Cooking Zones ..... 9  
 Surface Warmer ..... 9

### **CARE AND CLEANING**

Glass-Ceramic Cooktop ... 10-11  
 Cleaning ..... 10  
 General Information ..... 10  
 Precautions ..... 10-11  
 Control Knobs ..... 11

### **PROBLEM SOLVING**

Before Calling for  
 Service ..... 12-13  
 Warranty ..... 15  
 Consumer Service  
 Numbers ..... 16

For your convenience and future reference, please write down your model and serial numbers in the space provided. They are located on a tag underneath the cooktop.

MODEL NUMBER:

SERIAL NUMBER:

\_\_\_\_\_





# IMPORTANT SAFETY INSTRUCTIONS

## SAVE THESE INSTRUCTIONS

Read all instructions before using this appliance. When using gas or electrical appliances, basic safety precautions should be followed, including the following:



**IMPORTANT:** To ensure safety for yourself, family, and home, please read your Use and Care Guide carefully. Keep it handy for reference. Pay close attention to Safety Sections. **BE SURE** your appliance is installed and grounded by a qualified technician.

- **DO NOT** leave children alone or unattended near an appliance in use.
- **TEACH CHILDREN** not to play with controls or any part of the appliance, and not to sit, climb, or stand on any part of the appliance.
- **CAUTION: NEVER STORE** items of interest to children in cabinets above the appliance. Children climbing on the appliance could be seriously injured.
- **KEEP THIS** book for later use.
- **NEVER USE** your appliance for warming or heating the room.
- **NEVER TRY** to repair or replace any part of the appliance unless instructions are given in this manual. All other work should be done by a qualified technician.
- **ALWAYS KEEP** combustible wall coverings, curtains, dishcloths, towels, potholders, and other linens a safe distance from the appliance.
- **NEVER HEAT** unopened food containers. Pressure buildup can cause the container to burst and cause injury.
- **NEVER LEAVE** containers of fat or drippings on your cooktop.
- **ALWAYS KEEP** cooking zones free from things that will burn. Food, wooden utensils, and grease buildup could catch fire. Plastic utensils could melt and canned foods could explode. Your appliance should never be used as a storage area.
- **ALWAYS KEEP** your appliance clear of things that will burn (gasoline and other flammable vapors or liquids).
- **NEVER TRY** to clean a hot surface. Some cleaners produce noxious fumes, and wet cloths or sponges could cause steam burns.
- **NEVER WEAR** loose-fitting clothing when using your appliance.
- **NEVER USE** a towel or other bulky cloth as a potholder. Make sure the potholder is dry. Moist potholders and wet cloths or sponges could cause steam burns. **DO NOT** let potholders touch hot cooking zones.
- **DO NOT** touch cooking zones or surfaces near them. These may be hot enough to cause burns even though they are dark in color. During and after use, do not touch or let clothing or flammable material contact the cooking zones until they have had time to cool.



## **IMPORTANT SAFETY INSTRUCTIONS**

### **COOKTOP SAFETY**

- **ONLY** certain kinds of glass or ceramic cookware can be used for cooktop cooking. Make sure the cookware you choose to use is designed for cooktop cooking without breaking due to the sudden temperature change.
- **ALWAYS USE** care when touching cooking zones. They will retain heat after the cooktop has been turned off.
- **COOKWARE USED** for cooktop cooking should be flat on the bottom and large enough to cover the heating zone being used. Undersized utensils expose the heating zone and may result in direct contact or ignition of clothing. The proper-size utensil will also improve efficiency.
- **NEVER LEAVE** cooking zones unattended at high settings. Boilovers result in smoking or greasy spills which could catch fire.
- **NEVER** cook on a broken cooktop; cleaning solutions and spillage could penetrate it and create the risk of electrical shock or fire. Contact a qualified technician for repairs.
- **ALWAYS TURN** utensil handles inward and away from other cooking zones to reduce the risk of burns, ignition, unintended contact, and spillage.
- **WHEN PREPARING** flaming foods under the vent hood, turn the fan on.

### **READ AND UNDERSTAND THIS INFORMATION NOW!**

Be sure everyone in your home knows what to do in case of fire. Never use water on a grease fire; it will only spread the flames.

**COOKTOP GREASE FIRE:**  
Never pick up a flaming pan...

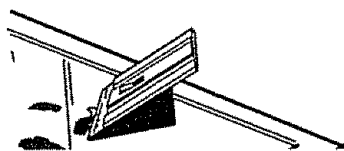
1. Turn off the surface elements.
2. Smother the flame with a tightly fitting lid, use baking soda, or use a dry chemical, foam, or halon-type extinguisher.



## PROTECTING THE COOKTOP

### IMPORTANT INSTRUCTIONS WHEN USING YOUR NEW RADIANT COOKTOP

- **DO NOT** slide cookware across your cooktop.
- **DO NOT** use a dishtowel or sponge to clean or wipe your cooktop.
- **DO NOT** use scouring powders or plastic, nylon, or metal cleaning pads on your cooktop.
- **DO NOT** apply your cooktop cleaning creme to the cooktop surface if the surface is hot.
- **READ** the instruction label on the cooktop cleaning creme bottle before attempting to clean the surface of your cooktop.
- **AFTER** cleaning the cooktop surface, be sure to wipe off any residue that may be left from the creme with a dry paper towel.
- **FOR MAJOR** spills, turn the surface control knob to OFF. Use a dry paper towel to wipe up spill, then use a razor scraper (held with a potholder) at a 45° angle against the surface of the cooktop to scrape remaining spill from the hot cooking zone



- **DO NOT** cook directly on the surface of the glass.
- **DO NOT** use the cooktop as a cutting board.
- **DO NOT** use a knife or any sharp object on the cooktop seal around the outer

## OPERATION

edge of the glass because it will cut or damage it



**CAUTION:** When the surface controls are turned off, the Hot Surface Indicator light will remain lit until the cooktop surface has cooled to approximately 150°F. The glass ceramic surface will retain heat after the indicator light goes out. Use caution until the cooktop surface has had time to cool.

### SPECIAL CARE

Sugar spills (such as jellies, fudge, candy syrups) or melted plastic can cause pitting of the cooktop surface unless the spill is removed while it is still hot. Special care should be taken when removing hot substances.

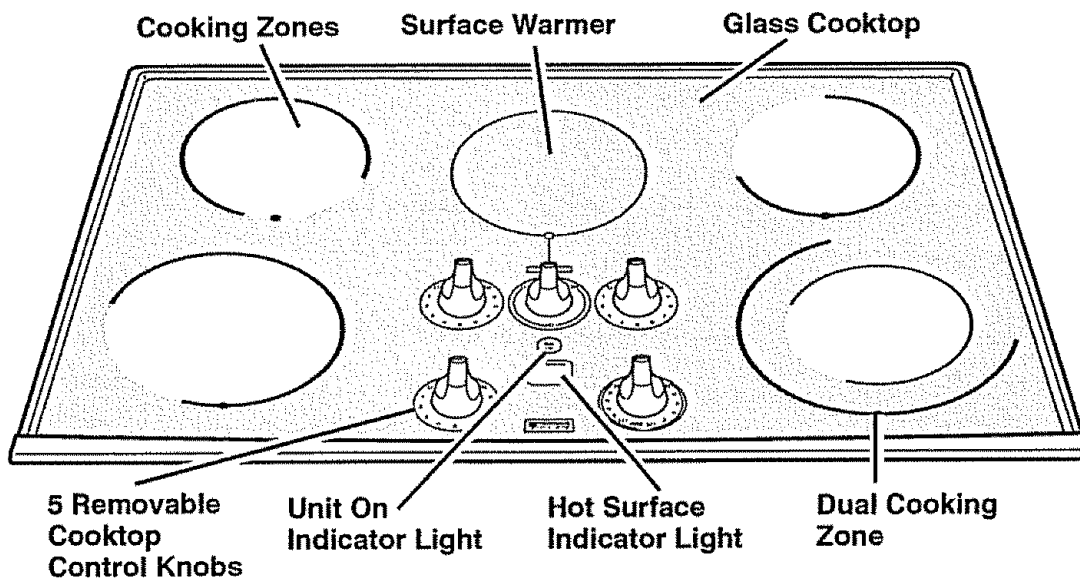
Follow these instructions carefully and remove soil while spill is hot.

1. Turn off the cooking zone affected by the spill. Remove the utensils.
2. Wearing an oven mitt, hold the razor scraper at a 45° angle against the cooktop and scrape hot spill to a cool area outside the cooking zone.
3. With the spill in a cool area, use a dry paper towel to remove the spillover. Any spill remaining should be left until the surface of the cooktop has cooled. Do not continue to use the soiled cooking zone until all of the spill has been removed. Follow the steps under Heavy Soil to continue the cleaning process.



## OPERATION

### FEATURES OF YOUR COOKTOP



### REMOVAL OF PACKAGING TAPE

To remove the adhesive residue left from packaging tape, use household dishwashing liquid, mineral oil, or cooking oil. With a soft cloth rub into the area and allow to soak. Rinse and dry well. Repeat procedure using an appliance polish to ensure no damage is done to the cooktop. **This should be done before the cooktop is turned on for the first time. The tape cannot be removed once the cooktop has heated.**



## OPERATION

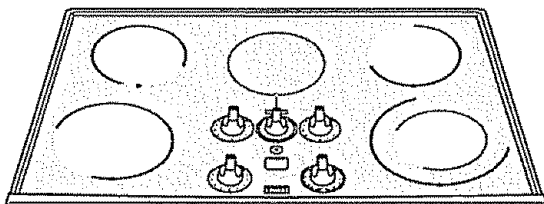
### Radiant Cooktop Cooking

Before using your new radiant cooktop, clean it with the Cooktop Cleaning Creme®. This will leave a protective coating.

**NOTE:** On models with white glass-ceramic, it is normal for the surface to appear discolored when cooking zones are hot. This is temporary and will disappear as the glass cools.

### COOKING ZONES

The cooking zones are shown by the outline on the glass. Each cooking zone is turned on by the knob matching that zone's location (for example, the right front knob controls the right front zone).

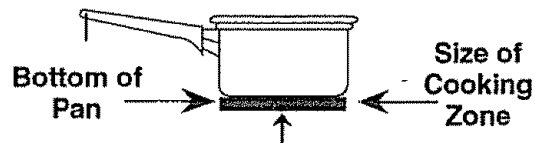


### HOT COOKTOP INDICATOR LIGHT

A Hot Cooktop Indicator Light will glow when surface temperature exceeds 150°F, and will remain on until the surface has cooled to approximately 150°F.

### COOKING UTENSILS AND WOKS

Use pans and woks that are flat on the bottom. The size of the pan should be the same size as the zone used when cooking.



Pans should be flat on bottom.

### HOME CANNING TIPS

1. Be sure the canner is centered over the zones.
2. Make sure the canner is flat on the bottom.
3. Use recipes and procedures from reputable sources. These are available from manufacturers such as Ball® and Kerr®, and the Department of Agriculture Extension Service.
4. Use caution, while canning, to prevent burns from steam or heat.

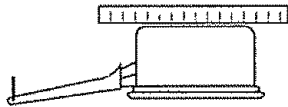


## OPERATION

### Radiant Cooktop Cooking

#### CHECKING YOUR COOKWARE

If you don't know if your cookware is flat on the bottom, try this test. Turn your pan upside down on the countertop, and place the edge of a ruler flat against the surface of the pan. Rotate the ruler in a full circle, checking as you turn for any space between the two surfaces. The bottom of the pan and the edge of the ruler should fit flush against each other all the way across.



#### COOKWARE PERFORMANCE

**Stainless Steel:** Highly recommended for use with your new cooktop. Especially good with a clad bottom.

**Aluminum:** Heavyweight aluminum cookware recommended.

**Cast Iron:** Cast-iron cookware that is completely covered with porcelain enamel is recommended. Cast iron that is not covered with porcelain enamel may scratch the glass-ceramic surface of the cooktop.

**Copper Bottom:** Has good performance, but it can leave a residue on the cooktop surface if allowed to boil dry.

**Glass-Ceramic or Stoneware:** Usable. Check for rough edges or burrs, which may scratch the cooktop surface.

#### RADIANT COILS

When the knobs are turned on, coils beneath the glass radiate heat through the glass to the cooking utensil. It will take a few moments for the coils to heat; as they do, a red glow can be seen below the surface of the cooktop (on all zones except the warmer zone)

#### TEMPERATURE LIMITER

Every radiant surface unit has a temperature limiter.

The temperature limiter protects the glass cooktop from getting too hot.

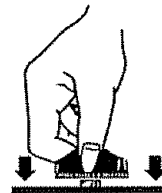
The temperature limiter may cycle the units off for a time if:

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

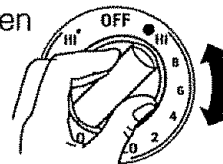
#### CONTROL SETTINGS

- HI** For quick starts, such as bringing water to a boil.
- MED** For slow boil and sautéing.
- LO** For steaming foods or keeping cooked foods at serving temperature.

1. Push down to turn the knob.



2. Set on or between numbers for desired heat.



The Unit On Indicator Light will glow when any cooking zone is activated.

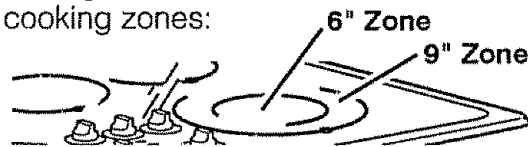


## OPERATION

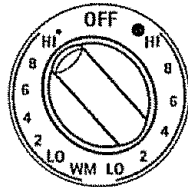
### Radiant Cooktop Cooking

#### DUAL COOKING ZONES

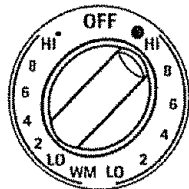
The right front element has two cooking zones:



To use the dual cooking zones:



To use the small 6" zone, push in and turn the cooktop control knob in the counter-clockwise direction to your desired setting.



To use the large 9" zone, push in and turn the cooktop control knob in the clockwise direction to your desired setting.

#### SURFACE WARMER

The surface warmer is used to keep hot, cooked food warm. Always start with hot food. **Placing uncooked or cold food on the surface warmer could result in food-borne illness.** For best results, foods placed on the surface warmer should be covered with aluminum foil or a lid. When

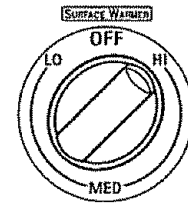
warming pastries or breads, vent the cover to allow excess moisture to escape. Do not cover food with plastic wrap. Plastic may melt on the glass-ceramic surface.

When using the surface warmer, use only cookware or dishes that are recommended for cooktop or oven usage. Cookware and dishes will become hot when placed on the surface warmer. Always use potholders when removing food from the surface warmer.



Surface Warmer

To use the surface warmer:



Push in and turn the cooktop control knob in the clockwise direction to your desired setting. You can set the knob on or between HI, MED, or LO. The Power Level that you need will depend on the amount and type of food, the starting temperature of the food, the utensil used for the food, and the length of the holding time.

#### WARMER GUIDE

SETTING	FOOD
(Low)	Bread/Pastries
(Low)	Chocolate
(Medium)	Plate of food
(Medium)	Sauces, Stews, Cream Soups
(Medium)	Vegetables
(High)	Soups (liquid)
(High)	Tea or Coffee

**NOTE:** The surface warmer will not glow red like the cooking elements.



## Glass-Ceramic Cooktop Cleaning

On models with white glass-ceramic, it is normal for the surface to appear discolored when cooking zones are hot. This is temporary and will disappear as the glass cools. Cleaning a glass-ceramic cooktop is different from cleaning a standard porcelain cooktop. To maintain and protect your glass-ceramic cooktop, follow these basic steps.

### CLEANING

Use only Cooktop Cleaning Creme® on glass-ceramic.

**NOTE:** Any grease spatter or greasy residue from a dish cloth will burn on the cooktop when the cooking zones are heated, resulting in a brown stain. This can be removed with the Cooktop Cleaning Creme® and the razor scraper; however, to avoid this brown discoloration, remove any spatter with a paper towel and Cooktop Cleaning Creme® before heating the cooking zones.

#### For normal, light soil:

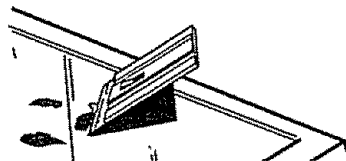
1. Using a damp paper towel, rub a few drops of creme onto soiled area. Wipe until all soil and creme are removed.
2. Clean surface with creme after each cooktop use. Frequent cleaning is essential in preventing scratches and abrasions.

#### For heavy, burned-on soil:

1. Apply a few drops of cleaning creme to the cool, soiled area. Spread the creme across the entire soiled area.

## CARE AND CLEANING

2. Hold scraper at a 45° angle against the glass-ceramic surface. The 45° angle makes the scraping easier.



3. Scrape soil with the enclosed razor scraper. Keep small amount of creme on the soil as you scrape. Heavily soiled areas may require repeated applications of creme. It will be necessary to press down on the razor scraper while scraping the soiled area with cooktop creme.
4. If any soil remains, repeat the steps listed above.



**IMPORTANT:** Using a razor scraper will not damage the surface if the 45° angle is maintained. Do not use a dull or nicked razor blade on your cooktop. Store the razor scraper out of reach of children.

### GENERAL INFORMATION

As the Creme cleans, it leaves a protective coating that helps prevent buildup of mineral deposits (water spots) and will make future cleaning easier. Dishwashing detergent removes the protective coating and should not be used.

### PRECAUTIONS

- Most cleaners contain ammonia, chemicals, and abrasives that



## CARE AND CLEANING

### Cleaning

#### Precautions (cont.)

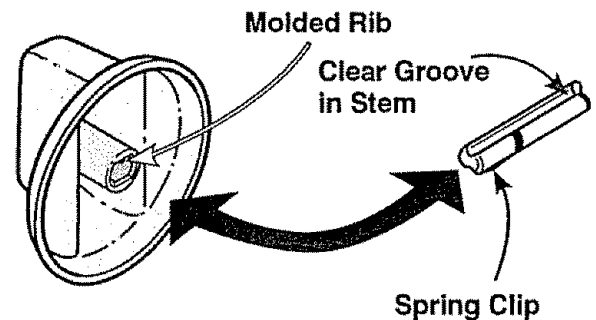
- damage the surface of your cooktop. Use only the Cooktop Cleaning Creme® for proper cleaning and protection of your glass-ceramic surface.
- If you slide aluminum or copper-bottom cookware across the surface of the cooktop, they may leave metal markings which appear as scratches. Use the razor scraper and cooktop creme to remove these marks. Failure to remove this residue immediately may leave permanent marks.
  - If pots with a thin overlay of aluminum, copper, or enamel boil dry, bonding with the glass-ceramic surface of the cooktop may occur. This black discoloration should be removed immediately or it could become permanent.
  - Use of glass cleaner may leave an iridescent film on the cooktop. Cleaning Creme will remove this film.
  - Water stains (mineral deposits) are removable using the creme or full-strength white vinegar.
  - Do not use a dull or nicked razor blade on your cooktop.
  - Do not use abrasive cleaners or abrasive scouring pads on your cooktop.
  - Plastic mesh pads, such as Dobie®, may be used.

To order additional Cooktop Cleaning Creme®, call your nearest Sears Service Center or Retail Store and ask for Stock No. 40079.

## REMOVABLE CONTROL KNOBS

### CLEANING MATERIALS

- Dishwashing detergent
- Warm water
- Soft cloth



### TO REMOVE

1. Be sure the control knob is in the off position.
2. Pull straight off the stem.

Using a piece of string can make removing the knob easier. Slip the string under and around the knob, then pull straight out.

### TO CLEAN

Wash the knob thoroughly with soapy water. Dry completely with a soft cloth. **DO NOT let the knob soak.**

### TO REPLACE

1. Check the back of the knob. The molded rib of the knob is designed to fit perfectly onto the knob stem.
2. Align the molded rib to the clear groove in the knob stem.
3. Push the knob back as far as it will go.



## BEFORE CALLING FOR SERVICE

To save you time and money, before making a service call check the list below for any problem you may feel you have with the performance of your cooktop. If the problem is something you cannot fix, use the Consumer Service Numbers located at the back of this manual. **When making any calls, have the Model No., Serial No., Repair Parts List, Use and Care Guide, and the Date of Purchase available.**

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
<b>Tiny scratches or abrasions on the cooktop.</b>	<ul style="list-style-type: none"> <li>a. Use of incorrect cleaning materials.</li> <li>b. Coarse particles (salt, etc.) between cookware bottom and cooking surface.</li> <li>c. Cookware with rough bottoms.</li> </ul>	<ul style="list-style-type: none"> <li>a. Use only Cooktop Cleaning Creme®.</li> <li>b. Make sure the cooktop surface and bottom of cookware are clean before using.</li> <li>c. Use only smooth-bottomed cookware.</li> </ul>
<b>Metal markings on the cooktop surface (may appear as scratches).</b>	Sliding or scraping metal utensils and cookware across cooktop surface.	Use recommended cleaning procedure to clean the cooktop surface.
<b>Areas of discoloration on the cooktop surface.</b>	Mineral deposits from water or food.	Use recommended cleaning procedure to clean the cooktop surface.
<b>Dark streaks and specks on the cooktop surface.</b>	<ul style="list-style-type: none"> <li>a. Encrusted boilovers or grease splatters.</li> <li>b. Incorrect cleaning materials.</li> </ul>	<ul style="list-style-type: none"> <li>a. Use razor scraper and follow the directions in the cleaning section of this manual.</li> <li>b. Use only the Cooktop Cleaning Creme® on the cooktop surface.</li> </ul>



## **BEFORE CALLING FOR SERVICE**

<b>PROBLEM</b>	<b>POSSIBLE CAUSE</b>	<b>POSSIBLE SOLUTION</b>
<b>Cooking zone will not work.</b>	You have not used the control correctly.	Be sure the knob is pushed in while turning.
<b>Cooktop will not work.</b>	No power to cooktop.	Check the circuit breaker or fuse.
<b>Cooking zones do not glow red.</b>	You may not notice the cooking zones glowing unless you are using a higher heat setting. <b>NOTE: The surface warmer never glows.</b>	The cooking zone is heating even though it does not always glow. You can, however, increase the heat setting if needed.
<b>Cooking zones will not maintain a rolling boil or cooking is not fast enough. NOTE: Do not use surface warmer for cooking or boiling.</b>	Improper cookware being used.	Use pans which are flat and match the diameter of the cooking zone selected.

## ***NOTES***



## RADIANT COOKTOP WARRANTY

### FULL ONE-YEAR WARRANTY ON ALL PARTS

If, within one year from the date of installation, any part fails to function properly due to a defect in material or workmanship, Sears will repair or replace it, at our option, free of charge.

### LIMITED WARRANTY ON RADIANT GLASS AND RADIANT SURFACE UNITS FOR SECOND THROUGH FIFTH YEAR:

For the start of the second year, from the date of installation, through the fifth year, from the date of installation, Sears will repair or replace, at our option, the radiant glass or radiant surface units (you will be responsible for any labor), if any of the following defects occur:

- Cracking of the radiant glass cooktop due to thermal shock
- Discoloration of the radiant glass cooktop
- Wear-off of the pattern on the radiant glass cooktop
- Cracking of the rubber seal between the radiant glass cooktop and the porcelain edge
- Burnout of any of the radiant surface units

If this product is subjected to other than private family use, the above warranties are effective for only 90 days.

WARRANTY SERVICE IS AVAILABLE BY CONTACTING THE NEAREST SEARS SERVICE CENTER IN THE UNITED STATES.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Sears Roebuck and Co. Dept. 817 WA Hoffman Estates, IL 60179

**To further add to the value of your Cooktop,  
Buy a Sears Maintenance Agreement.**

Years of Ownership Coverage	1st Year	2nd Year	3rd Year
1. Replacement of Defective Parts other than Radiant Glass and Radiant Surface Units	<b>W</b>	<b>MA</b>	<b>MA</b>
2. Radiant Glass and Radiant Surface Unit Parts	<b>W</b>	<b>W</b>	<b>W</b>
3. Labor	<b>W</b>	<b>MA</b>	<b>MA</b>
4. Annual Preventive Maintenance Check at your request	<b>MA</b>	<b>MA</b>	<b>MA</b>

**W - Warranty MA - Maintenance Agreement**

Kenmore Elite Appliances are designed, manufactured and tested for years of dependable operation. Yet, any appliance may require service from time to time. The Sears Maintenance Agreement offers you an outstanding service program for your product.

The table above shows the additional benefits a Sears Maintenance Agreement offers compared to a Sears Warranty.

Contact your Sears Sales Associate or local Sears Service Center to purchase a Sears Maintenance Agreement.

Los apa  
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**For in-home major brand repair service:**

Call 24 hours a day, 7 days a week

**1-800-4-MY-HOME<sup>SM</sup>** (1-800-469-4663)

**Para pedir servicio de reparación – 1-800-676-5811**

Au Canada pour tout le service –

**1-877-LE-FOYER<sup>SM</sup>** (1-877-533-6937)

**For the repair or replacement parts you need:**

Call 6 a.m. – 11 p.m. CST, 7 days a week

**PartsDirect<sup>SM</sup>**

**1-800-366-PART** (1-800-366-7278)

[www.sears.com/partsdirect](http://www.sears.com/partsdirect)

**Para ordenar piezas – 1-800-659-7084**

**For the location of a Sears Service Center in your area:**

Call 24 hours a day, 7 days a week

**1-800-488-1222**

**To purchase or inquire about a  
Sears Maintenance Agreement:**

Call 7 a.m. – 5 p.m. CST, Monday – Saturday

**1-800-827-6655**

