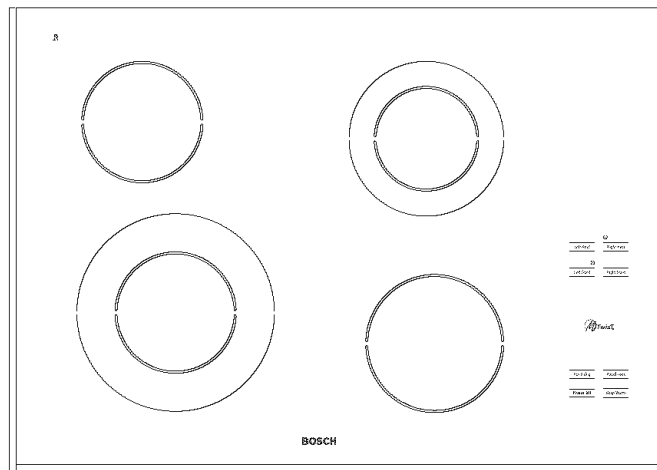
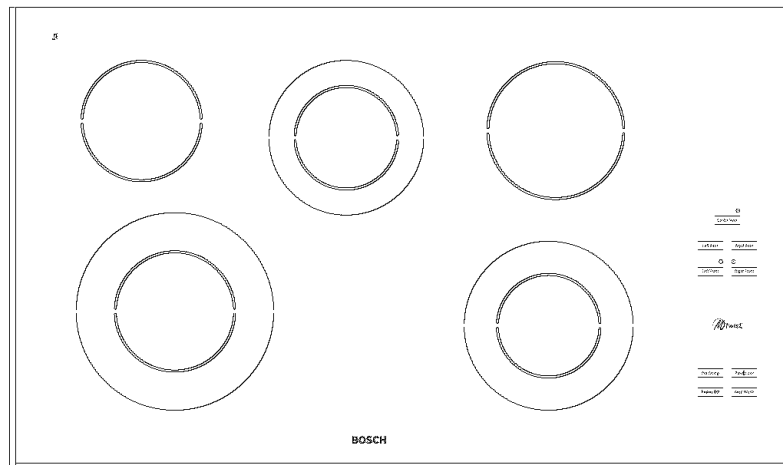


# BOSCH

## Use and Care Manual



NES 730 UC



NES 930 UC

**Bosch Ceramic Glass Cooktops**  
Models: NES 730 UC, NES 930 UC with *MTwist*.

# Dear Bosch Cooktop Owner

Thank you for selecting the Bosch Ceramic Glass Cooktop with the mTwisT™ magnetic dial. We recommend that you take time to read this manual prior to using your cooktop for the first time.

This booklet contains helpful suggestions and instructions for using the features on your cooktop. Keep it handy as it has answers to the questions that may come to mind when you start to cook. The information in this manual will help you easily operate and care for your cooktop for years of satisfaction.

If you have any questions, please contact us at 1-800-944-2904. For additional information, visit our website at [www.boschappliances.com](http://www.boschappliances.com) or write to us at:

BOSCH  
BSH Home Appliances Corp.  
5551 McFadden Avenue  
Huntington Beach, CA 92649

Sincerely,  
*BSH Home Appliances*

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Note: The Bosch cooktop referred to throughout this manual is manufactured by BSH Home Appliance Corp.



# IMPORTANT SAFETY INSTRUCTIONS



**READ ALL INSTRUCTIONS BEFORE USING YOUR COOKTOP**

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

## PERSONAL SAFETY



**WARNING — TO REDUCE THE RISK OF INJURY TO PERSONS, IN THE EVENT OF A GREASE FIRE, OBSERVE THE FOLLOWING:**

- In the event of a grease fire **SMOTHER FLAMES** with a close-fitting lid, cookie sheet, or other metal tray, then turn off the gas burner. **BE CAREFUL TO PREVENT BURNS.** If the flames do not go out immediately, **EVACUATE AND CALL THE FIRE DEPARTMENT.**
- Do not use water, including wet dishclothes or towels on grease fires. A violent steam explosion may result.
- **NEVER PICK UP A FLAMING PAN.** You may be burned.
  - **ALWAYS** have a working **SMOKE DETECTOR** near the kitchen.
  - **LEAVE THE HOOD VENTILATOR ON** when flambéing food.
- Use an extinguisher **ONLY IF:**
  - You know you have a Class ABC extinguisher, and you already know how to operate it.
  - The fire is small and contained in the area where it started.
  - The fire department is being called.
  - You can fight the fire with your back to an exit.
  - **SMOTHER FLAMES** from other types of food fires with baking soda. **NEVER** use water on cooking fires.



## WARNING

**TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS, OBSERVE THE FOLLOWING:**

- Use this unit only in the manner intended by the manufacturer. If you have any questions, contact the manufacturer.
- Before servicing unit, switch power **OFF** at service panel and lock service panel to prevent power from being switched on accidentally.
- Do not cook on a cooktop in which the glass top has broken. If the cooktop glass should break, do not use it or attempt to clean or fix it. Cleaning solutions and spill overs may penetrate the broken cooktop and create a risk of electric shock. Turn off electric circuit to the cooktop and call an authorized service agency immediately.
- Do not store items of interest to children above the cooktop or at the back of it. If children climb onto the cooktop to reach these items, they could be seriously injured.
- Children and pets should not be left alone or unattended in an area where appliances are in use. They should never be allowed to sit or stand on any part of appliance.



## WARNING

**DO NOT STORE FLAMMABLE MATERIALS ON OR NEAR THE COOKTOP.**

- When using the cooktop, **DO NOT TOUCH THE HOT COOKING AREA OR THE IMMEDIATE SURROUNDING AREA.** Even though dark in color, these areas may be hot. Areas adjacent to the elements may become hot enough to cause burns. Never let clothing, potholders, or other flammable materials come in contact with a cooking area until it has cooled.
- For personal safety wear proper apparel. Loose fitting garments or those with long, loose sleeves should never be worn while cooking. Tie long hair so that it doesn't hang loose.



# IMPORTANT SAFETY INSTRUCTIONS

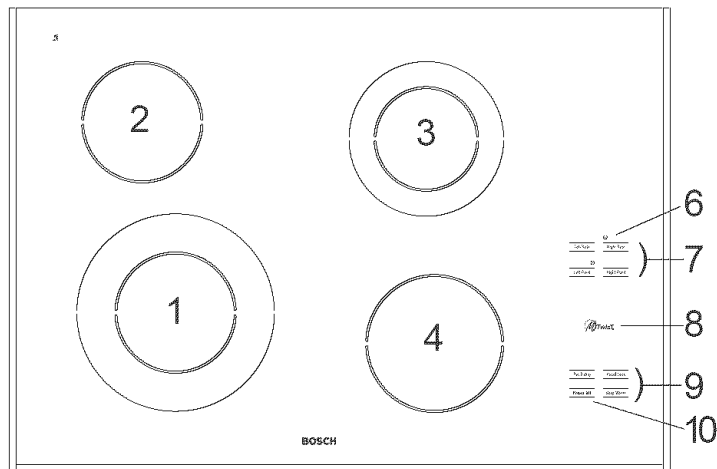


Read all instructions before using your cooktop

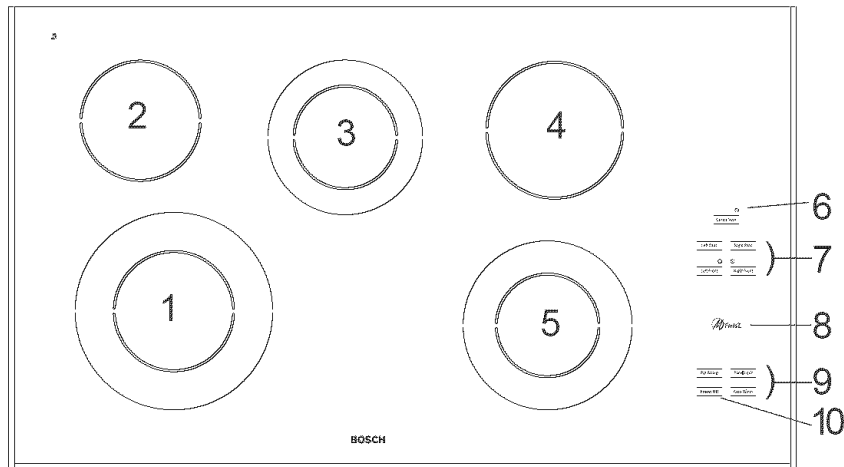
- Use only dry potholders. Moist or damp pot holders on hot surfaces may cause burns from steam. Do not use a towel or other bulky cloth in place of potholders. Do not let potholders touch hot cooking areas.
  - This appliance is equipped with one or more surface units of different sizes. Always use utensils that have flat bottoms and that are large enough to cover the whole cooking area. The use of a utensil smaller than the size of the cooking area will expose a portion of the heated area to direct contact with the user which could result in burns. Proper relationship of utensil to burner will also improve efficiency.
  - Turn handles of utensils inward so that they do not extend over adjacent work areas, cooking areas, or the edge of the cooktop. This will help prevent hot food spills, risk of burns and ignition of flammable materials, and preventing access by children.
  - The cooktop is for cooking. Never use it to warm or heat a room.
- Be sure your appliance is properly installed and grounded by a qualified servicer in accordance with the Installation Instructions provided with the cooktop.**
- Do not repair or replace any part of the appliance unless specifically recommended in this manual. All other servicing should be referred to a qualified servicer.**
- Always use cookware and utensils appropriate for the type and amount of food being prepared.
  - Do not place any hot cookware on the control panel area.
  - Use high heat settings on the cooktop only when necessary. Use low to medium settings to heat oil slowly.
  - Never move a pan of hot oil, especially a deep fat fryer. Wait until it is cool.
  - Never leave the cooktop unattended when using high heat settings. Boilovers can cause smoke and possibly damage the cooktop.
  - Hold the handle of the pan to prevent movement of the utensil when stirring or turning food.
  - Other than the use of metal pans, only certain types of glass, heatproof glass ceramic, ceramic, earthenware, or other glazed utensils are suitable for cooktop use. These types of utensils may break with sudden temperature changes. Use only on low or medium heat settings according to the utensil manufacturer's directions.
  - Clean the cooktop with caution. If the soil must be removed while the cooktop is hot, clean the hot top with the metal razor blade scraper only. Do not use a wet sponge or cloth while it is hot. Some cleaners produce noxious fumes if applied to a hot surface.
  - Clean the ventilation system above or behind the cooktop frequently so that grease from the cooking vapors does not accumulate on the filters, fan, intake, or hood.
  - For people who wear electronic implants such as a pacemaker or insulin pump, it is possible that some implants may be affected by magnetic fields. You should not carry the control knob (mTwisT dial) in your pockets. The control knob is highly magnetic and persons wearing electronic implants should keep the control knob at least four inches from the implant.

**Save These Instructions**

# Cooktop Models



NES 730 UC - 30"



NES 930 UC - 36"

NO.	TYPE	SIZE	WATTAGE
1	Dual	5-1/2" / 9" (140 / 230 mm)	1100 / 2500
2.	Single	5-1/2" (140 mm)	1200
3	Dual	5" / 7" (120 / 180 mm)	700 / 1700
4	Single	6" (160 mm)	1500
5	Dual	5" / 8" (120 / 195 mm)	800 / 1900

- 6 Dual Element ON Indicator Lights (indicates inner and outer elements are on)
- 7 Heating Elements Selector Pads
- 8 mTwisT Dial Location
- 9 Function Pads (See Page 6)
- 10 POWER OFF Pad (See Page 6)

# Cooktop Operating Instructions

## BEFORE USING THE COOKTOP FOR THE FIRST TIME

- Remove all packing materials and literature from the cooktop surface.
- While cool, wipe with a clean, damp sponge and dry.
- Apply the Cooktop Cleaning Creme® packaged with the cooktop. Buff with a clean cloth. (See Page 9 for daily care instructions.)
- There may be a slight odor during the first several uses; this is normal and will disappear.
- Optimum cooking results depend on the proper cookware being selected and used. (See Page 7.)
- The cooking surface will hold the heat and remain hot up to 25 or 30 minutes after the elements have been turned off.
- Read all safety precautions and Use and Care Manual information prior to operating.

## Precautions for Long Life and Good Appearance of the Surface

- Regular, daily care using the Cooktop Cleaning Creme will protect the surface and make it easier to remove food soil and water spots.
- The ceramic glass cooking surface is a durable material resistant to impact but not unbreakable if a pan or other object is dropped on it.
- Do not use aluminum foil directly on the glass; it will melt and damage the glass surface.
- Do not allow plastic, paper, or cloth to come in contact with the hot glass surface; these items can melt or burn and damage the glass surface.
- Do not allow pans to boil dry. This can damage the pan, element and/or the cooktop.
- Never cook food directly on the glass.
- Avoid placing a wok support ring, trivet or other metal stand on the glass surface.
- Do not use the glass surface as a cutting board.
- Do not slide cookware across the cooking surface; it may scratch the glass.
- Do not place wet pans on the glass surface.

## General Operation of Cooktop

The cooktop uses touch pads and a magnetic dial to operate the cooktop. When touching the glass of a touch pad, such as an element or function pad, use the flat part of the finger and touch the center of the pad. A beep will sound when touching any of these pads.

### mTwisT Dial

The cooktop uses a mTwisT magnetic dial to select the desired heat setting. The mTwisT dial is held onto the cooktop by a strong magnet and automatically positions itself in the center of the dial location when placed on the cooktop.

Note: If the dial is removed from the cooktop when in use, all elements will be turned off. The cooktop is locked and the Panel Lock light comes on. (See Setting Panel Lock on Page 6.)

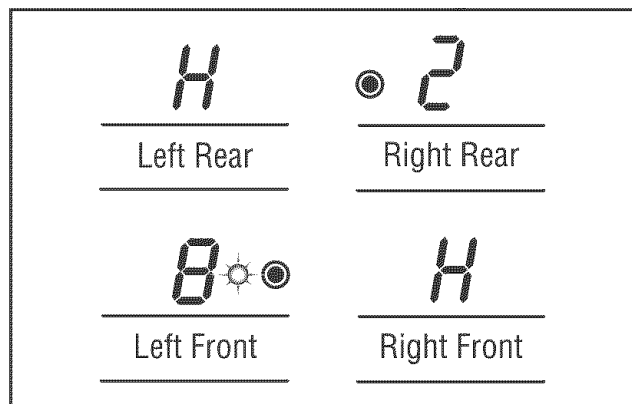
### Element 'ON' Indicator Light

The area above the element touch pad being used will show the cook setting when the element is on. When the element is turned off, the hot surface indicator comes on in this area. (See Hot Surface Indicator Light below).

### Hot Surface Indicator Light

Each element features a hot indicator light to show when the cooking surface is too hot to touch. A letter **H** will appear above the element touch pad. The light remains on until the cooking area has cooled to a safe-to-touch temperature.

If a hot surface light is on, use caution when working or cleaning around the cooktop as the cooktop is still hot.



### Retained Heat

The glass cooking surface retains heat and stays hot after the element(s) have been turned off. The retained heat may be used to hold foods at serving temperatures for a short time.

# The Elements / Setting the Controls

## Radiant Elements

Bosch UltraSpeed™ radiant elements use a wire ribbon located under the ceramic glass surface to provide the heat for cooking. These radiant elements will cycle on and off by design (see *Temperature Limiters*, below.) There are 9 heat setting positions from 9 (high) to 1 (low) and a special setting for keep warm.

## Dual Element

The dual element consists of two radiant ribbon elements within the same heating area. Either the small inner element or both the inner and outer elements may be selected for use, depending on the size of cookware. (See page 7.)

## Temperature Limiters

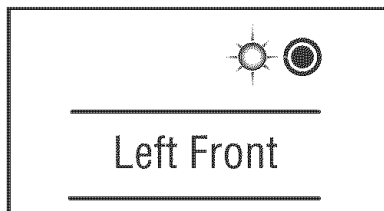
Each UltraSpeed heating element has its own sensor to protect the glass cooking surface from extreme high temperatures. The limiters will operate automatically by cycling the element on and off regardless of the cook setting.

Although cycling is normal, any one of the following conditions can activate the limiter and cause it to cycle on and off more than usual:

- The base of the pan is not making full contact with the heating surface (due to a warped or uneven base).
- The pan is too small for the size of the element.
- The pan has boiled dry.
- The material or shape of the pan is slow to transfer the heat.

## Setting the Controls (dual element)

1. Place pan on element.
2. Touch element pad for desired element. Display will show a **0**.
3. Touch POT SIZING pad. Control defaults to large size (inner and outer) element. Touch the POT SIZING element pad again for smaller element. Touching the POT SIZING pad repeatedly alternates the element size. The dual element light comes on above element pad when using large element.



4. Turn the mTwisT dial to the desired setting.
    - To the right (clockwise) starts with heat setting **1** (low).
    - To the left (counterclockwise) starts with heat setting **9** (high).
- Turn the dial until the desired heat setting is displayed.

## Setting the Controls (single element)

1. Follow steps 1, 2 and 4 above.

## Changing Heat Setting While Cooking

1. Touch element pad for element desired. Display will show **0**.
2. Turn dial. The first turn of the mTwisT dial will display the current cook setting.
3. Turn dial left or right to new cook setting. The new cook setting is displayed.

## Change Pot Size when Cooking (for dual only)

See Pot Sizing (Page 6 ).

## To Turn Off One Surface Element

1. Touch element pad for desired element.
2. Display shows **0**. After 5 seconds the element shuts off.

Or

touch element pad twice.

Or

touch element pad once. After five seconds, the element turns off.

## To Turn Off All Elements at the Same Time

1. Touch POWER OFF pad.

Or

Remove mTwisT dial from cooktop. Once removed, the cooktop controls are locked. Replace mTwisT dial then touch and hold PANEL LOCK pad for three seconds to unlock control.

## Setting the Controls

### Operation Without mTwisT Dial

The cooktop can be operated without the mTwisT dial.

1. Turn off Panel Lock (see below).
2. Touch element pad for desired element. Display shows **0**.
3. Choose the POT SIZING pad (if using dual element).
4. Touch element pad repeatedly until desired heat setting is displayed.

### Change Heat Setting

1. Select element pad for desired element.
2. Each touch of the element pad changes setting. Continue touching repeatedly until desired heat setting is displayed.

### Change Pot Size - (for dual elements only)

1. Select element pad for desired element.
2. Touch Pot Sizing pad for desired pad.
3. Touch element pad until desired heat setting is displayed.

### Turn Off Element

1. Touch element pad.
2. Touch element pad until **0** is displayed.

Or

for several elements, select POWER OFF pad.

## Cooktop Function Pads

### Power Off

Turns off all elements at the same time. The indicator light above the POWER OFF pad is lit when at least one element is on. The light will turn off when the POWER OFF pad is touched or all elements are turned off.

### Panel Lock

The panel lock is selected to prevent the cooktop from being turned on, such as for cleaning. The elements will not function when turned on.

### Setting Panel Lock

1. Touch and hold PANEL LOCK pad for three seconds. A light above the pad stays lit when the panel is locked.
2. To unlock Touch the PANEL LOCK pad and hold for three seconds. The light above the pad will disappear.

The cooktop cannot be locked when a surface element is operating. **It is recommended to lock the cooktop before cleaning.**

### Pot Sizing

Use this pad to choose the pot size on dual elements.

1. Touch element pad for dual element. Control defaults to larger element. Dual element light comes on above element pad indicating large size is selected.
2. Touch POT SIZING pad to change to smaller element. Dual element light will turn off.
3. Turn mTwisT dial to desired heat setting.

To change element size for different size cooking pot when the element is on:

1. Touch element pad. Display will show **0**.

2. Touch POT SIZING pad to change element size chosen, element turns off.
3. Turn mTwisT dial to desired heat setting.

### Keep Warm

Each element has a keep warm setting to keep hot, cooked foods at serving temperatures.

To set Keep Warm feature:

1. Touch element pad for desired element.
2. Touch KEEP WARM pad. **L** is displayed above selected element and element comes on.

### Keep Warm Guidelines

Use pans/utensils with flat bases. Plates and casseroles with shallow ridges around the base can be used provided they are made of heat-safe materials.

Keep dish covered to keep foods hot.

Choose pans and cookware that may be safely used on a hot surface. Example: Use CorningWare® "Safe for Rangetop" rather than Pyrex® which is not recommended for cooktop use.

Use a trivet or steamer inside a pan when necessary to raise food off bottom of pan.

Pot Sizing

Panel Lock

Power Off

Keep Warm

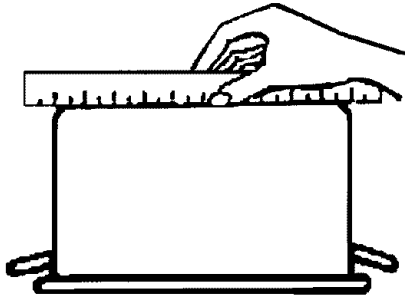


# Using Proper Cookware

## Cookware Characteristics

The choice of pans directly affects the cooking speed and uniformity. For best results select pans with the following features:

1. Flat Bases - When a pan is hot, the base (pan bottom) should rest evenly on the surface without wobbling (rocking). Flat, medium to heavy-weight pans are best.



To test the flatness of your pans

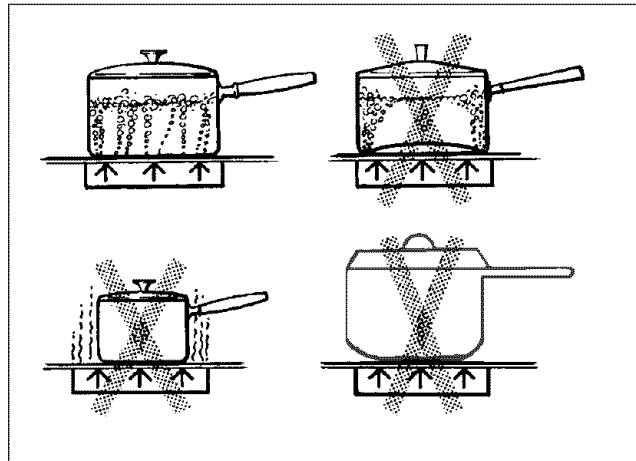
Turn the pan upside down on the countertop and place a ruler flat against the bottom of the pan. The bottom of the pan and the straight edge of the ruler should be flush against each other.

Another simple test to determine even heat distribution across the cookware bottom is to place 1" of water in the pan. Bring the water to a boil and observe the location of the bubbles as the water starts to boil. Good, flat cookware will have an even distribution of bubbles over the bottom surface area.

2. Diameter – The base of the pan should cover or match the diameter of the element being used. Pans may overhang the element area by 1" all around.
3. Tight Fitting Lid – A lid shortens cooking time by holding the heat inside the pan.

## Specialty pans

Specialty pans, such as griddles, roasters, pressure cookers, woks, water bath canners and pressure canners must have the same features as described above. Use only a flat-bottom wok. Never place a support ring, such as a wok ring or trivet, on the cooking surface.



## Cookware Tips

- Use of pots and pans with rounded (either concave or convex) warped or dented bottoms should be avoided. See drawings above.
- Make sure the bottom of the pot or pan being used is clean and dry.
- Use pots and pans with thick, smooth metal bottoms.
- Do not slide metal pots across the cooktop. Pans may leave marks. (See Page 9 for cleaning.)
- Do not use glass pans as they may scratch the surface.

## CAUTION

- **Foods packaged in aluminum foil** should not be placed directly on the glass ceramic surface for cooking; aluminum foil can melt and cause permanent damage.
- **Plastic, paper and cloth can melt or burn** when in contact with a hot surface. Do not let these items come in contact with the hot glass ceramic surface.
- **Do not allow pans to boil dry.** This can permanently damage the pan, the element and the cooktop glass.

## Heat Settings for Radiant Elements

All these settings are recommended without the element being preheated. Use this chart as a guide.

Type of Food	HEAT SETTINGS
Melting butter/chocolate	1
Delicate sauces Finishing rice Simmering sauces with butter and egg yolk	1-3
Bacon Cooking vegetables, fish, broths Eggs, fried or scrambled Finishing cereals, pasta Milk Pancakes Pudding Simmering meats Steaming vegetables, fish, broths Pan frying Spaghetti sauces Sautéed vegetables Stewing meat, soups	4-6
Braising meat Pan frying meat, fish, Stir frying Quickly brown or sear meats Hold rapid boil	6-8
Boiling water for vegetables, pasta, rice, etc.	9

A range of heat settings are listed because the actual setting depends on:

- 1) type and quality of pan
- 2) type, quantity and temperature of the food
- 3) element used
- 4) the cook's preference.

**208/240 Volt Connection:** The Heat Settings recommended on this page are based on a 240 volt power source. If your cooktop is connected to 208 volts, the same heat settings apply but foods may take a little longer to finish cooking.

# Cleaning Guide

## Care Before Use

Care is easy when preventative steps are taken. For example, apply a small amount of Cooktop Cleaning Creme (packaged with cooktop) on a daily basis.

This provides a protective film that makes it easy to remove water spots or food spatters. The temperature of the cooking surface reduces the protective qualities of this cleaner. **It must be reapplied** before each use.

Use a clean cloth and apply Cooktop Cleaning Creme before each use to remove dust or metal marks that can occur on the cooktop surface between uses.

## mTwisT Dial

Remove dial from cooktop. Wipe with a hot, soapy cloth, rinse and dry. Do not soak in water.

## Side Trim

(Stainless steel models)

Always wipe with the grain when cleaning. For moderate/heavy soil, use BonAmi® or Soft Scrub® (no bleach). Wipe using a damp sponge or cloth, rinse and dry.

## Recommended Cleaners

- **Cooktop Cleaning Crème**  
Use only a small amount. Apply to a clean paper towel or cloth. Wipe on the surface and buff with a clean dry towel.
- BonAmi®: rinse and dry.
- Soft Scrub® (without bleach): rinse and dry.
- White Vinegar: rinse and dry.
- Razor blade scraper (packaged with cooktop)  
Note: The recommended cleaners indicate a type of cleaner and do not constitute an endorsement.

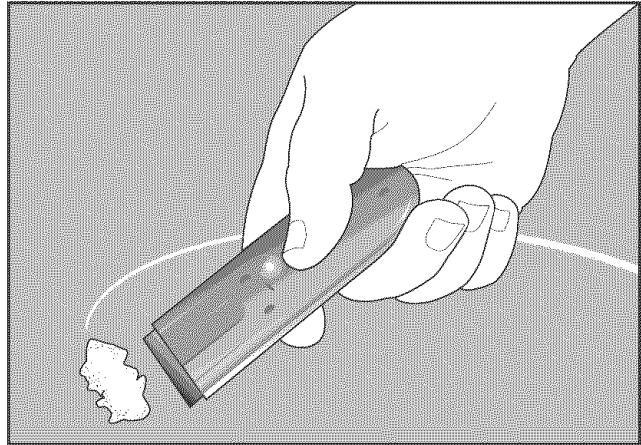
## Avoid These Cleaners

- **Glass cleaners which contain ammonia or chlorine bleach.** These ingredients may permanently etch or stain the cooktop.
- **Caustic Cleaners**  
Oven cleaners may etch the cooktop surface.
- **Abrasive Cleaners**  
**Metal scouring pads** and scrub sponges can scratch and / or leave metal marks.  
**Soap-filled scouring pads** can scratch the surface.  
**Powdery cleaners containing chlorine bleach** can permanently stain the cooktop.  
**Flammable cleaners** such as lighter fluid or WD-40.

## Daily Cleaning Techniques

1. **Clean the surface when it is completely cool** with the following exception.

**Remove Dry Sugar, Sugar Syrup, Tomato Products and Milk immediately** with the razor blade scraper.

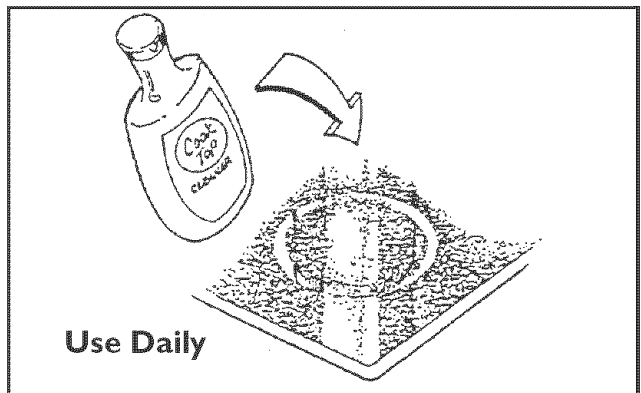


How to use a Razor Blade Scraper

## CAUTION

**Do not** use any kind of cleaner on the glass while the surface is hot; use only the razor blade scraper. The resulting fumes can be hazardous to your health. Heating the cleaner can chemically attack and damage the surface.

2. **Wipe off spatters** with a clean, damp sponge or paper towel. Rinse and dry. Use white vinegar if smudge remains. Rinse and dry.



3. **Apply a small amount of the Cooktop Cleaning Crème.** When dry, buff surface with a clean paper towel or cloth.

# Special Care Chart

TYPE OF SOIL	POSSIBLE SOLUTION
<p><b>Dry sugar, sugar syrup, milk or tomato spills. Melted plastic film or foil. All these items REQUIRE IMMEDIATE REMOVAL.</b></p> <p><b>Remove only these types of spills while the surface is hot using the razor blade scraper. See illustration on Page 8.</b></p> <p>Be sure to use a new, sharp razor in your scraper.</p>	<p><b>Failure to remove these soils immediately can permanently damage the surface.</b></p> <ul style="list-style-type: none"> <li>• Remove pan and turn off the element.</li> <li>• Wearing an oven mitt, hold scraper at 30° angle, using care not to gouge or scratch the glass. Push soil off the heated area.</li> <li>• After the surface has cooled, remove the residue and apply the Cooktop Cleaning Creme.</li> </ul>
<p><b>Burned-on food soil, dark streaks, and specks</b></p>	<ul style="list-style-type: none"> <li>• Soften by laying a damp paper towel or sponge on top of soil for about 30 minutes.</li> <li>• Use a plastic scrubber and Cooktop Cleaning Creme or use the razor blade scraper. Rinse and dry.</li> </ul>
<p><b>Greasy spatters</b></p>	<ul style="list-style-type: none"> <li>• Use a soapy sponge or cloth to remove grease; rinse thoroughly and dry. Apply Cooktop Cleaning Creme.</li> </ul>
<p><b>Metal marks: Iridescent stain</b></p>	<ul style="list-style-type: none"> <li>• Pans with aluminum, copper or stainless steel bases may leave marks. Treat immediately, after surface has cooled, with the Cooktop Cleaning Creme. If this does not remove the metal marks, try a mild abrasive (Bon Ami®, Soft Scrub® without bleach) with a dampened paper towel. Rinse and reapply creme. <b>Failure to remove metal marks before the next heating makes removal very difficult.</b></li> </ul>
<p><b>Hard Water Spots</b> <b>Hot cooking liquids dripped on surface</b></p>	<ul style="list-style-type: none"> <li>• The minerals in some water can be transferred onto the surface and cause stains. Use undiluted white vinegar, rinse and dry. Recondition with Cooktop Cleaning Creme. <b>Remove boilovers and stains, before using the cooktop again.</b></li> </ul>
<p><b>Surface scratches</b> Small scratches are to be expected on the glass surface, but do not affect cooking. In time, small scratches will become smoother and much less noticeable with daily use of the Cooktop Cleaning Creme.</p>	<ul style="list-style-type: none"> <li>• Apply Cleaning Creme before using to remove sand-like grains and grit such as salt and seasoning.</li> <li>• Scratches can be reduced by using pans with bases that are smooth, clean, and dry before use. Use recommended Cooktop Cleaning Creme daily on the cooktop.</li> </ul> <p><b>Be Careful: Diamond rings will scratch the surface.</b></p>

# Troubleshooting

Before calling for service, check these suggestions to avoid unnecessary service charges.

QUESTION	SUGGESTED SOLUTIONS
<b>Element cycles on the highest setting</b>	<ul style="list-style-type: none"> <li>• This is normal. The temperature limiter operates automatically to protect the glass ceramic surface from extreme high temperature damage.</li> </ul>
<b>Element cycles more than usual</b>	<ul style="list-style-type: none"> <li>• Pan base is warped and not making full contact with the heating surface.</li> <li>• Base diameter of pan is too small for the size of the element.</li> <li>• Pan ingredients have boiled dry.</li> <li>• Material of pan is a poor heat conductor; heat transfers too slowly</li> </ul>
<b>A slight odor is noticeable when an element is turned on</b>	<ul style="list-style-type: none"> <li>• This is normal with new cooktops and will disappear after several uses.</li> </ul>
<b>Cooktop controls will not turn on</b>	<ul style="list-style-type: none"> <li>• Check the power source to see if a fuse has blown or if the circuit breaker tripped.</li> <li>• Check power supply.</li> <li>• Cooktop panel is locked. Touch and hold PANEL LOCK pad until indicator light turns off.</li> </ul>
<b>Replacement razor blades for the scraper</b>	<ul style="list-style-type: none"> <li>• The scraper is packaged with single-edge, stainless steel blades. Use a standard single-edge blade for replacement.</li> </ul>
<b>Cooking results are not what was expected</b>	<ul style="list-style-type: none"> <li>• The cooktop is not level.</li> <li>• Cooking pan does not fit the surface being used.</li> <li>• Cookware is not the type or size recommended.</li> </ul>
<b>Replacement mTwisT dial for cooktop</b>	<ul style="list-style-type: none"> <li>• A back-up dial is packaged with the cooktop. If an additional dial is required, call 1-800-944-2904 and order replacement part #5060003783.</li> </ul>

## HOW TO OBTAIN SERVICE

**Call:** For authorized service or parts information, call 800/944-2904. We want you to remain a satisfied customer. If you have any questions or concerns, please let us know.

**Write:** BSH Home Appliances Corp., Customer Support, 5551 McFadden Avenue, Huntington Beach, CA 92649. Whether you write or call, please provide us with the model number, serial number and date of original purchase or installation.

## Statement of Limited Warranty

The warranties provided by BSH Home Appliances Corp. in this Statement of Limited Warranty apply only to the BSH Electric Cooktops ("Cooktop") sold to you, the first using purchaser, provided that the Cooktop was purchased (1) for your use and not for resale and (2) in the United States or Canada and is located in the country of purchase. As used in this Statement of Limited Warranty, the term "Date of Installation" shall refer to the earlier of the date the Cooktop is installed or ten (10) business days after the date the Cooktop is sold to the first using purchaser; the warranties stated herein apply only to the first using purchaser and are not transferable.

### **Standard Limited Warranty**

BSH warrants that its Cooktop is free from defects in materials and workmanship for a period of twelve (12) months from the Date of Installation. During the warranty period, BSH or its authorized service center will repair or replace, at its sole option, any Cooktop that proves to have been defective under conditions of normal use without charge. All removed parts and components shall become the property of BSH, at BSH's option. All replaced and/or repaired parts shall assume the identity of the original part for purposes of this warranty and this warranty shall not be extended with respect to such parts.

### **Extended Limited Warranty**

BSH further warrants that the electric heating elements and controls of the Cooktop and the ceramic glass of the Cooktop shall be free from defects in materials for a period of time beginning on the twelfth (12th) month from the Date of Installation and continuing until the sixtieth (60th) month from the Date of Installation ("extended warranty period"). During the extended warranty period, BSH will replace any electric heating elements, controls, or ceramic glass of the Cooktop that proves to have been defective under normal conditions of use without charge, excluding any labor (including but not limited to labor charges incurred in the removal and reinstallation of any Cooktop), transportation, and/or shipping costs incurred in the performance of this extended warranty. All replaced parts covered under this paragraph shall assume the identity of the original for purposes of this extended warranty and this warranty shall not be extended with respect to such parts.

### **Other Conditions of the Limited Warranties**

The warranties provided in this Statement of Limited Warranty exclude defects or damage resulting from (1) use of the Cooktop in other than its normal and customary manner (commercial use of the Cooktop shall not be deemed normal or customary), (2) misuse, abuse, accidents or neglect, (3) improper operation, maintenance, installation or unauthorized service, (4) adjustment or alteration or modification of any kind, (5) a failure to comply with applicable state, local, city, and county electrical and/or building codes, (6) spills of food or liquid, and (7) external forces such as floods, fires, acts of God or other circumstances beyond BSH's control. Also excluded from this warranty are scratches and damages on external surfaces and exposed parts of Cooktops on which the serial numbers have been altered, defaced or removed.

To the extent allowed by law, this warranty sets out your exclusive remedies with respect to products covered by it, whether the claim arises in contract or tort (including strict liability and negligence) or otherwise. BSH will not be liable for consequential or incidental damages, losses, or expenses. THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES. ANY WARRANTY IMPLIED BY LAW, WHETHER FOR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE, SHALL BE EFFECTIVE ONLY FOR THE PERIOD THAT THIS EXPRESS WARRANTY IS EFFECTIVE. No attempt to alter, modify, or amend this warranty shall be effective unless authorized in writing by an officer of BSH.

### **How to Obtain Warranty Service**

To obtain warranty service for the Cooktop, you should contact the nearest BSH authorized service center or the BSH Customer Support Call Center, 5551 McFadden Avenue, Huntington Beach, CA 92649, 800/944-2904.

### **NOTICE TO CALIFORNIA OWNERS**

If your Cooktop needs warranty service and there is no authorized BSH service center reasonably close to you, you may notify the BSH reseller from whom you purchased the Cooktop. If the BSH reseller fails to repair or replace the defective parts, or partially refund your purchase price (where applicable), you may have the Cooktop repaired at any large appliance repair shop or center and you will be reimbursed for all reasonable expenses provided the costs are substantiated in writing and the work performed is covered by this warranty. BSH shall not reimburse any repair costs hereunder which exceed the depreciated value of the Cooktop.

# Notes

Model Number _____
Serial Number _____

Specifications are for planning purposes only. Refer to installation instructions and consult your countertop supplier prior to making counter opening. Consult with a heating and ventilating engineer for your specific ventilation requirements. For the most detailed information, refer to installation instructions accompanying product or write to BSH Home Appliances Corp. indicating model number.

We reserve the right to change specifications or design without notice. Some models are certified for use in Canada. BSH is not responsible for products which are transported from the United States for use in Canada. Check with your local Canadian distributor or dealer.

For the most up to date critical installation dimensions by fax, use your fax handset and call 702/833-3600. Use code #8317.

**BOSCH**

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