

JENN-AIR® 15" (38.1 CM) ELECTRIC GRIDDLE
PLAQUE À FRIRE JENN-AIR® DE 15" (38.1 CM)

Use and Care Guide

For questions about features, operation/performance, parts, accessories, or service in the U.S.A., call:

1-800-JENNAIR (1-800-536-6247) or visit our website at **www.jennair.com**.

In Canada, call: **1-800-JENNAIR (1-800-536-6247)**, or visit our website at **www.jennair.ca**.

Guide d'utilisation et d'entretien

Au Canada, pour assistance, installation ou service, composez le **1-800-JENNAIR (1 800 536-6247)** ou visitez notre site web à **www.jennair.ca**.

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COOKTOP SAFETY

Your safety and the safety of others are very important.

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



This is the safety alert symbol.

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

All safety messages will follow the safety alert symbol and either the word “DANGER” or “WARNING.”

These words mean:

! DANGER

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

! WARNING

You can be killed or seriously injured if you don't follow instructions.

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

State of California Proposition 65 Warnings:

WARNING: This product contains one or more chemicals known to the State of California to cause cancer.

WARNING: This product contains one or more chemicals known to the State of California to cause birth defects or other reproductive harm.

IMPORTANT SAFETY INSTRUCTIONS

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

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

For units with ventilating hood –

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

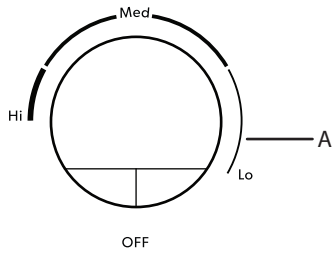
For units with coil elements –

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

SAVE THESE INSTRUCTIONS

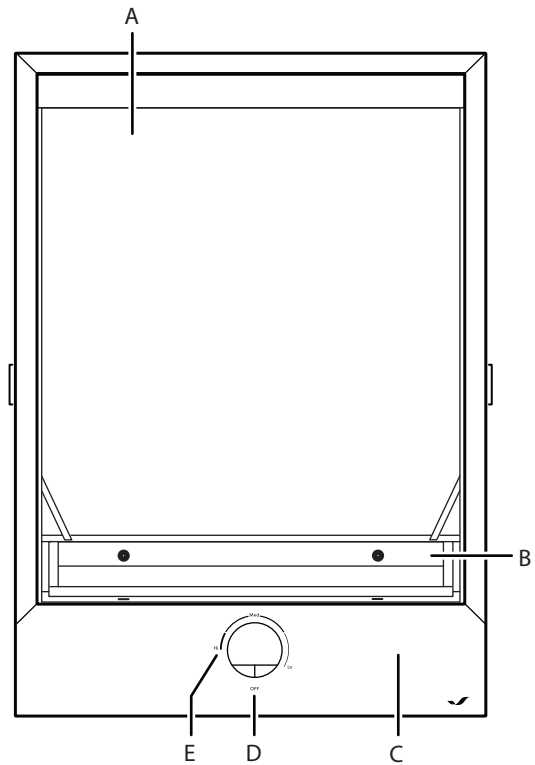
PARTS AND FEATURES

15" (38.1 cm) Control Panel



A. Lighted control knob

15" (38.1 cm) Cooktop Layout and Features



- A. Chrome electric griddle
- B. Drip tray
- C. Control panel
- D. Lighted control knob
- E. Surface burner locator

The chrome electric griddle system provides an evenly heated cooking surface.

- Be sure plastic film has been removed and wash with hot water before first use.
- To avoid scratching the griddle, do not place any pots or pans on the griddle. Use only heat-resistant plastic or wooden utensils.
- The griddle surface is ready to use and does not need to be seasoned.
- Pouring cold water on a hot griddle may warp the griddle, resulting in an uneven cooking surface.

COOKTOP USE

Cooktop Controls

⚠ WARNING



Fire Hazard

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

Cooking Chart

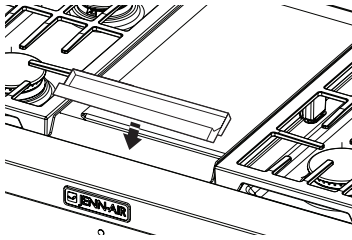
The settings and times are guidelines only and may need to be adjusted for individual tastes.

Food Item	Setting	Cook Time (minutes)
Toast/Pancakes	Medium	4-10
Eggs	Low	7-10
Meats	Medium	10-20
Potatoes	Medium-High	10-20
Fish	Low-Medium	8-15

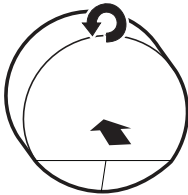
The controls can be set anywhere between Hi and Lo.

To Use:

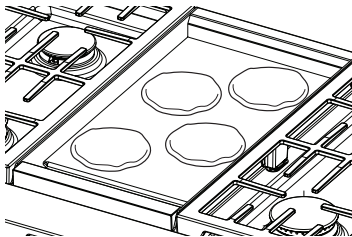
1. Position the drip tray.



2. Push in and turn knob.



3. Place food on griddle and cook to desired doneness.



REMEMBER: When cooktop is in use, the entire cooktop area may become hot.

COOKTOP CARE

General Cleaning

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

Soap, water, and a soft cloth or sponge are suggested first unless otherwise noted.

For best results, clean the griddle shortly after removing the food.

After each use:

1. Heat for 10 to 15 minutes on “Med.”
2. Pour warm water on the soiled area.
Using a measuring cup, start at the back and pour up to 1 cup of tap water over the soiled area, allowing the water to run toward the drip tray in the front. Allow the water to bubble on the griddle for 3–4 seconds.
3. Scrape the residue into the drip tray.
Use a pad holder or wooden spoon with a non-scratch pad. Use pressure on soiled areas. Repeat if needed for heavy soils.
4. Remove remaining residue.
Fold a damp towel and, with the pad holder or wooden spoon, go over the griddle to remove remaining residue.
5. Turn off the griddle, and let it cool.
6. Wipe off the griddle.
Once cool, wipe the griddle with a clean, damp terry cloth towel. Then buff with a microfiber cloth. If streaking, rainbowing, or ghosting occurs, use a mixture of 1 part white vinegar to 2 parts water on a towel to wipe the griddle.
7. Remove, empty, and clean the drip tray.
Clean the drip tray with warm soapy water. Wipe the area under the drip tray clean. Once dry, put the drip tray back in position.

COOKTOP CONTROLS

To avoid damage to the cooktop controls, do not use steel wool, abrasive cleansers, or oven cleaner.

To avoid damage, do not soak knobs.

When replacing knobs, make sure knobs are in the OFF position.

Do not remove seals under knobs.

Cleaning Method:

- Soap and water:
Pull knobs straight away from control panel to remove.
- When replacing knobs, make sure they are in the OFF position.

STAINLESS STEEL (on some models)

To avoid damage to stainless steel surfaces, do not use soap-filled scouring pads, abrasive cleaners, Cooktop Cleaner, steel-wool pads, gritty washcloths, or abrasive paper towels.

Rub in direction of grain to avoid damaging.

Cleaning Method:

- Liquid detergent or all-purpose cleaner:
Rinse with clean water and dry with soft, lint-free cloth.
- Vinegar for hard water spots.

TROUBLESHOOTING

First try the solutions suggested here. If you need further assistance or more recommendations that may help you avoid a service call, refer to the warranty page in this manual and scan the code there with your mobile device, or visit <http://jennair.custhelp.com>. In Canada, visit <http://www.jennair.ca>.

Contact us by mail with any questions or concerns at the address below:

In the U.S.A.:

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

In Canada:

Jenn-Air Brand Home Appliances
Customer eXperience Centre
200 - 6750 Century Ave.
Mississauga, Ontario L5N 0B7

Please include a daytime phone number in your correspondence.

Problem	Possible Causes and/or Solutions
Nothing will operate	Household fuse is blown, or has a circuit breaker is tripped: Replace the fuse or reset the circuit breaker. If the problem continues, call an electrician.
Cooktop will not operate	The control knob is not set correctly: Push in knob before turning to a setting.
Cooktop cooking results not what expected	Control knob set to incorrect heat level: See the “Cooktop Use” section. The cooktop is not level: Level the cooktop. See the Installation Instructions.

ASSISTANCE OR SERVICE

If you need service

Please refer to the warranty page in this manual.

If you need replacement parts

If you need to order replacement parts, we recommend that you use only factory specified parts. These factory specified parts will fit right and work right because they are made with the same precision used to build every new Jenn-Air® appliance.

To locate factory specified parts in your area, call us or your nearest Jenn-Air® designated service center.

In the U.S.A.

Call the Jenn-Air Customer eXperience Center toll free:
1-800-JENNAIR (1-800-536-6247)

Our consultants provide assistance with:

- Scheduling of service. Jenn-Air® appliances designated service technicians are trained to fulfill the product warranty and provide after-warranty service anywhere in the United States.
- Features and specifications on our full line of appliances.
- Referrals to local Jenn-Air® appliance dealers.
- Installation information.
- Use and maintenance procedures.
- Accessory and repair parts sales.
- Specialized customer assistance (Spanish speaking, hearing impaired, limited vision, etc.).

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

For further assistance:

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

Jenn-Air Brand Home Appliances
Customer eXperience Center
553 Benson Road
Benton Harbor, MI 49022-2692
Web address: www.jennair.com

Please include a daytime phone number in your correspondence.

In Canada

Call the Jenn-Air Customer eXperience Centre toll free:
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If you need further assistance, you can write to:

Jenn-Air Brand Home Appliances
Customer eXperience Centre
200 - 6750 Century Ave.
Mississauga, Ontario L5N 0B7
Web address: www.jennair.ca

Please include a daytime phone number in your correspondence.

Accessories

To order accessories, call the Jenn-Air Customer eXperience Center toll free at **1-800-JENNAIR (1-800-536-6247)** and follow the menu prompts. Or visit our website at www.jennair.com and click on "Accessories."

affresh® Stainless Steel Cleaner

(stainless steel models)
Order Part Number W10355016

affresh® Kitchen and Appliance Cleaner

Order Part Number W10355010

JENN-AIR® COOKING LIMITED WARRANTY

ATTACH YOUR RECEIPT HERE. PROOF OF PURCHASE IS REQUIRED TO OBTAIN WARRANTY SERVICE.

Please have the following information available when you call the Customer eXperience Center:

- Name, address and telephone number
- Model number and serial number
- A clear, detailed description of the problem
- Proof of purchase including dealer or retailer name and address

IF YOU NEED SERVICE:

1. Before contacting us to arrange service, please determine whether your product requires repair. Some questions can be addressed without service. Please take a few minutes to review the Troubleshooting or Problem Solver section of the Use and Care Guide, scan the QR code on the right to access additional resources, or visit <https://jennair.custhelp.com>.
2. All warranty service is provided exclusively by our authorized Jenn-Air Service Providers. In the U.S. and Canada, direct all requests for warranty service to:



Jenn-Air Customer eXperience Center
1-800-JENNAIR (1-800-536-6247).

<https://jennair.custhelp.com>

If outside the 50 United States or Canada, contact your authorized Jenn-Air dealer to determine whether another warranty applies.

FIVE YEAR LIMITED WARRANTY

WHAT IS COVERED

TWO YEAR LIMITED WARRANTY (PARTS & LABOR)

For two years from the date of purchase, when this major appliance is installed, operated and maintained according to instructions attached to or furnished with the product, Jenn-Air brand of Whirlpool Corporation or Whirlpool Canada, LP (hereafter "Jenn-Air") will pay for factory specified replacement parts and repair labor to correct defects in materials or workmanship that existed when this major appliance was purchased or, at its sole discretion replace the product. In the event of product replacement, your appliance will be warranted for the remaining term of the original unit's warranty period.

THIRD THROUGH FIFTH YEAR LIMITED WARRANTY (CERTAIN COMPONENT PARTS ONLY - LABOR NOT INCLUDED)

In the third through fifth years from the date of original purchase, when this major appliance is installed, operated and maintained according to instructions attached to or furnished with the product, Jenn-Air will pay for factory specified parts for the following components to correct non-cosmetic defects in materials or workmanship in these parts that prevent function of this major appliance and that existed when this major appliance was purchased. This is a limited 5-year warranty on the below named parts only and does not include repair labor.

- Electric element
- Touch Pad and microprocessor
- Glass ceramic cooktop: if due to thermal breakage
- Electronic controls
- Magnetron tube
- Sealed gas burners

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. Service must be provided by a Jenn-Air designated service company. This limited warranty is valid only in the United States or Canada and applies only when the major appliance is used in the country in which it was purchased. This limited warranty is effective from the date of original consumer purchase. Proof of original purchase date is required to obtain service under this limited warranty.

WHAT IS NOT COVERED

1. Commercial, non-residential, multiple-family use, or use inconsistent with published user, operator or installation instructions.
2. In-home instruction on how to use your product.
3. Service to correct improper product maintenance or installation, installation not in accordance with electrical or plumbing codes or correction of household electrical or plumbing (i.e. house wiring, fuses or water inlet hoses).
4. Consumable parts (i.e. light bulbs, batteries, air or water filters, preservation solutions, etc.).
5. Defects or damage caused by the use of non-genuine Jenn-Air parts or accessories.
6. Conversion of products from natural gas or L.P. gas.
7. Damage from accident, misuse, abuse, fire, floods, acts of God or use with products not approved by Jenn-Air.
8. Repairs to parts or systems to correct product damage or defects caused by unauthorized service, alteration or modification of the appliance.
9. Cosmetic damage including scratches, dents, chips, and other damage to the appliance finishes unless such damage results from defects in materials and workmanship and is reported to Jenn-Air within 30 days.
10. Discoloration, rust or oxidation of surfaces resulting from caustic or corrosive environments including but not limited to high salt concentrations, high moisture or humidity or exposure to chemicals.
11. Food or medicine loss due to product failure.
12. Pick-up or delivery. This product is intended for in-home repair.
13. Travel or transportation expenses for service in remote locations where an authorized Jenn-Air servicer is not available.
14. Removal or reinstallation of inaccessible appliances or built-in fixtures (i.e. trim, decorative panels, flooring, cabinetry, islands, countertops, drywall, etc.) that interfere with servicing, removal or replacement of the product.
15. Service or parts for appliances with original model/serial numbers removed, altered or not easily determined.

The cost of repair or replacement under these excluded circumstances shall be borne by the customer.

DISCLAIMER OF IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states and provinces do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

DISCLAIMER OF REPRESENTATIONS OUTSIDE OF WARRANTY

Jenn-Air makes no representations about the quality, durability, or need for service or repair of this major appliance other than the representations contained in this warranty. If you want a longer or more comprehensive warranty than the limited warranty that comes with this major appliance, you should ask Jenn-Air or your retailer about buying an extended warranty.

LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. JENN-AIR SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.