



## SPECIFICATION, INSTALLATION AND OPERATION MANUAL

READ ALL INSTRUCTIONS BEFORE USE



### Freestanding:

HTF.9500.SH25.4  
HTF.9500.SH35.4  
HTF.9500.FB25.4  
HTF.9500.FB35.4  
HTF.9500.SS25.4  
HTF.9500.SS35.4  
HTF.9500.WK35.4

### Drop-in:

HRD.9500.SH25.4  
HRD.9500.SH35.4  
HRD.9500.FB25.4  
HRD.9500.FB35.4  
HRD.9500.SS25.4  
HRD.9500.SS35.4  
HRD.9500.WK35.4

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## 1.1 Your New CookTek Product

Thank you for choosing this quality CookTek product.

All CookTek products are designed and manufactured to meet the needs of food service professionals. By caring for and maintaining this new CookTek product in accordance with these instructions, will provide many years of reliable service.

Stoddart is a wholly Australian owned company, which manufactures and/or distributes a comprehensive range of food service equipment for kitchens, food preparation and presentation. Stoddart products are manufactured and engineered to provide excellent results whilst offering value-for-money, ease-of-use and reliability.

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**Carefully read this instruction booklet, as it contains important advice for safe installation, operation and maintenance. Keep this booklet on hand in a safe place for future reference by other operators or users.**

### Disclaimer

The manufacturer/distributor cannot be held responsible or liable for any injuries or damages of any kind that occur to persons, units or others, due to abuse and misuse of this unit in regards to installation, removal, operation, servicing or maintenance, or lack of conformity with the instructions indicated in this documentation.

All units made by the manufacturer/distributor are delivered assembled, where possible, and ready to install. Any installation, removal, servicing, maintenance and access or removal of any parts, panels or safety barriers that is not permitted, does not comply in accordance to this documentation, or not performed by a **TRAINED AND AUTHORISED SPECIALIST** will result in the **IMMEDIATE LOSS OF THE WARRANTY.**

The manufacturer/distributor cannot be held responsible or liable for any unauthorised modifications or repairs. All modifications or repairs must be approved by the manufacturer/distributor in writing before initiating. All modifications or repairs performed to this unit must be performed at all times by a **TRAINED AND AUTHORISED SPECIALIST.**

**Stoddart design, manufacture & distribute Food Service Equipment (appliances) exclusively for the commercial market.  
This appliance is not designed nor intended for household or domestic use and must not be used for this purpose.**

This product is intended for commercial use, and in line with Australian electrical safety standards the following warnings are provided:

- This product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the product by a person responsible for their safety. Children should be supervised to ensure that they do not play with the product
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard



## Warranty & Registration

### 1.2 Australia and New Zealand Warranty

#### 1.2.1 Warranty Period

All Stoddart manufactured and distributed products are covered by Stoddart's standard Australia and New Zealand Product Warranty (minimum 12 month on-site parts and labour, terms and conditions apply). Further to this standard warranty, certain products have access to an extended warranty. Full terms, conditions and exclusions can be found using the below Link/QR code.

#### 1.2.2 Warranty Registration

To register your new product, Follow the below Link/QR code.




Australia  
[CLICK HERE](#)



New Zealand  
[CLICK HERE](#)

## 2.1 Important Safety Instructions

	<b>WARNING</b>
	<p><b>When operating this oven, strictly adhere to the following safety precautions to reduce the risk of burns, electric shock, fire, injury, damage to oven or property near oven, or possible exposure to excessive microwave energy.</b></p>

## 2.2 General Safety Information

- ✓ Read all instructions before using this appliance.
  - ✓ Read and follow the specific “precautions to be observed to avoid possible exposure to excessive microwave energy” found on page ii.
  - ✓ This appliance must be grounded. Connect only to a properly grounded outlet. See “grounding instructions” on page ii.
  - ✓ Install or locate this appliance only in accordance with the provided installation instructions.
  - ✓ This appliance should be serviced by qualified service personnel only. Contact the nearest authorized service facility for examination, repair, or adjustment.
  - ✓ Keep the cord away from heated surfaces.
  - ✓ Liquids, such as water, coffee, or tea are able to be overheated beyond the boiling point without appearing to be boiling. Visible bubbling or boiling when the container is removed from the microwave oven is not always present. This could result in very hot liquid suddenly boiling over when the container is disturbed or a utensil is inserted into the liquid.
  - ✓ Warning: the contents of feeding bottles and baby food jars must be stirred or shaken and the temperature checked before consumption, in order to avoid burns (iec 60335-2-90).
  - ✓ Use this appliance only for its intended uses as described in this manual.
  - ✓ Only use utensils that are suitable for use in microwave ovens (iec 60335-2-90). X do not use corrosive chemicals or vapors in this appliance; it is not designed for industrial/laboratory use.
- 
- ✗ Warning: do not heat liquids or other foods in sealed containers (e.G., Jars, whole eggs, etc.) Since they are liable to explode.
  - ✗ Do not allow children to use this appliance.
  - ✗ Do not operate this appliance if it has a damaged cord or plug, is not working properly, or has been damaged or dropped. See “power cord replacement” found on page ii.
  - ✗ Do not cover or block any openings on this appliance.
  - ✗ Do not store this appliance outdoors.
  - ✗ Do not use this product near water (e.G., Near a kitchen sink, in a wet basement, near a swimming pool).
  - ✗ Do not immerse the cord or plug in water.
  - ✗ Do not let the cord hang over the edge of a table or counter.
  - ✗ Do not use a water jet for cleaning. See pages 5-6 in this manual for proper cleaning procedures.
  - ✗ Warning: due to the nature of the appliance, the floors around it may be slippery.
  - ✗ This appliance is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction

## 2.3 Reducing Fire Risk

- ✓ Remove wire twist-ties from paper or plastic bags used to facilitate cooking in the oven.
  - ✓ If materials inside the oven ignite, keep the oven door closed, turn the oven off, and disconnect the power cord or shut off power at the fuse or circuit breaker panel.
  - ✓ If smoke is observed, switch off or unplug the oven. Keep the door closed to stifle any flames.
- 
- ✗ Do not use the cook cavity for storage purposes.
  - ✗ Do not overcook food. Carefully attend to the oven if paper, plastic, or other combustible materials are
  - ✗ Placed inside the oven to facilitate cooking.
  - ✗ Do not leave paper products, cooking utensils, or food in the cavity when the oven is not in use.


### 2.4 Grounding Instructions

This appliance must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current. This appliance is equipped with a cord having a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded. Consult a qualified electrician or serviceman if the grounding instructions are not completely understood, or if doubt exists as to whether the appliance is properly grounded, and either:

- ✖ X do not use an extension cord. If the power cord is too short, have a qualified electrician or serviceman install an outlet near the appliance

### 2.5 Power Cord Replacement or Removal

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Please contact Stoddart for parts and we will advise how to do this in order to avoid any electrical hazard

	<p style="text-align: center;"><b>WARNING</b></p> <p><b>If the oven is unplugged during service or maintenance, the user must be able to access and see the plug at all times to ensure that the oven remains unplugged. The plug must remain near the oven and cannot be placed behind another appliance or in another room.</b></p>
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### 2.6 Precautions to Avoid Possible Exposure to Excessive Microwave Energy

- Do not attempt to operate this oven with the door open since open-door operation can result in harmful exposure to microwave energy. It is important not to defeat or tamper with the safety interlocks.
- Do not place any object between the oven front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.
- Do not operate the oven if it is damaged. It is particularly important that the oven door close properly and that there is no damage to the: (1) Door (bent), (2) hinges and latches (broken or loosened), (3) door seals and sealing surfaces.
- The oven should not be adjusted or repaired by anyone except properly qualified service personnel.

### 2.7 Rf Interference Considerations

This oven generates radio frequency signals. This device has been tested and was determined to be in compliance with applicable portions of FCC part 18 requirements and to the protection requirements of Council Directive 89/336/EEC on the approximation of the laws of the Member States relating to electromagnetic compatibility at the time of manufacture. However, some equipment with sensitivity to signals below these limits may experience interference.

If your equipment experiences interference:

- ✓ Increase the physical separation between this oven and the sensitive equipment.
- ✓ If the sensitive device can be grounded, do so following accepted grounding practices.
- ✓ If battery-powered microphones are being affected, ensure that the batteries are fully charged.
- ✓ Keep sensitive equipment on separate electrical circuits if possible.
- ✓ Route intercom wires, microphone wires, speaker cables, etc. away from the oven.

### 2.8 Protective Earth (Ground) Symbol




This symbol identifies the terminal which is intended for connecting an external conductor for protection against electric shock in case of a fault, or the terminal of a protective earth (ground) electrode.

### 2.9 Equipotential Bonding Symbol



This symbol identifies the terminals which, when connected together, bring the various parts of an equipment or of a system to the same potential, not necessarily being the earth (ground) potential, e.g. for local bonding.

### 3.1 Installation

	<b>WARNING</b>
	<p><b>Improper installation, adjustments, alterations, service or maintenance can cause property damage, injury or death.</b></p>

#### 3.1.1 Handling

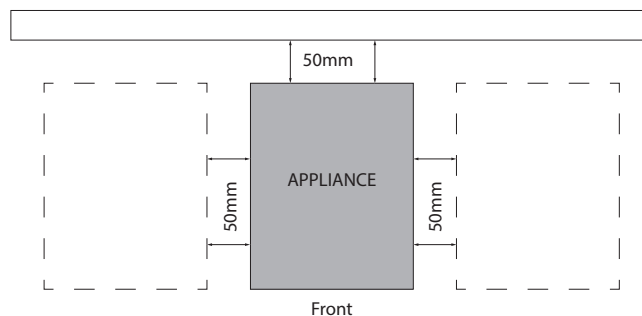
- Use suitable means to move the unit;
  - For smaller items use two people
  - For large items a fork lift, pallet trolley or similar (the forks should reach completely beneath the pallet)

#### 3.1.2 Unpacking

- Check the unit for damage before and after unpacking. If unit is damaged, contact the distributor and manufacturer
- Should any item have physical damage, report the details to the freight company and to the agent responsible for the dispatch within 48 hours of receipt. No claims will be accepted or processed after this period
- The unit is supplied fully assembled
- Remove all protective plastic film, tapes, ties and packers before installing and operating
- Clean off any remaining residue from the interior/exterior of the unit using a clean cloth dampened with warm soapy water

#### 3.1.3 Positioning


- Choose an area that is well ventilated and provides access for future maintenance
- Place the unit on a level stable work surface capable of supporting its weight
- Do not position the unit in:
  - Wet areas
  - Near heat and/or steam sources
  - Near flammable substances
- Allow an air gap between the unit and other objects or surfaces. A minimum gap of 50mm from all sides is recommend for normal operational use (if the unit is near any heat sensitive material we suggest you allow additional space). Ensure the rear cable is not obstructed when the unit is opened/closed



- All drop-in units require a minimum clearance of open space below the unit of 6" (152 mm). The space must have openings allowing for the flow of cool air (ambient temperature not to exceed 50°C/122°F) to the cooktop housing intake vents. If either the air intake or exhaust outlet is blocked, the internal temperature will rise, causing an error code to occur (NOTE: The 6" (152 mm) can be reduced if additional fans and ducting are added to provide forced ventilation).
- Do not install the unit near other equipment that generates excessive heat or grease that can be pulled into the CookTek unit by its fan (i.e. griddles, fryers, etc.).
- Do not place the unit near items that generate excessive steam that can be pulled into the CookTek unit by its fan (i.e. pasta cookers, steam baths, dishwashers, etc.).



### 3.2 Electrical Connection

	<b>WARNING</b>
	<p>This unit must be installed in accordance with local electrical regulations/requirements.</p> <p>Some procedures in this manual require the power to the equipment to be turned off and isolated. Turn the power OFF at the power point and unplug the power supply lead by the plug body. If the power point is not readily accessible turn the equipment off at the isolation switch or the circuit breaker in the switchboard. Attach a yellow "CAUTION-DO NOT OPERATE" tag. This must be performed where relevant unless the procedures specify otherwise.</p> <p style="text-align: center;"><b>FAILURE TO DO SO MAY RESULT IN ELECTRIC SHOCK.</b></p>

#### Single Phase Units:

- Supplied and fitted with an appropriately rated plug and lead, indicated as:
  - 10A plug & lead fitted
  - 15A plug & lead fitted
  - 20A plug & lead fitted
  - 30A lead fitted

#### Notes:

- Line voltage should never exceed 265VAC for 200-240VAC units.
- Always provide a dedicated electrical circuit for the equipment.
- Never use an extension cord or power strip.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Please contact Stoddart for parts and we will advise how to do this in order to avoid any electrical hazard.
- The power cable should be dry and/or isolated from moisture or water.

### 3.3 General Maintenance

- If the unit comes equipped with a grease filter on the bottom of the unit, please read the section on cleaning and maintenance of the grease filter (page 5).
- All units should be checked for build up and debris around the intake and exhaust vents on the bottom of the unit.
- If debris is found on the vents, you should unplug the unit and clean away the debris with a dry cloth to ensure proper airflow is provided to the equipment.

### 3.4 Air Flow and Ambient Temperature

- Avoid ambient temperatures exceeding 50°C/122°F.
- Units dropped into the counter will require the following:
  - Single units require a minimum 70CFM (2.0m<sup>3</sup>/min) of fresh air to the unit
  - Double units require a minimum of 140CFM (4.0m<sup>3</sup>/min) of fresh air to the unit.

### 3.5 General

- Never leave an empty pan on the unit.
- Always turn the unit off when not in use.

### 3.6 Installation Of Drop-In Cooktops And Woks

- When installing the drop-in cooktop or wok, use the dimensions provided in this manual to trace the cutout dimensions onto the countertop.
- All drop-in units require a minimum clearance of open space below the unit of 6" (152 mm). The space must have openings allowing for the flow of cool air (ambient temperature not to exceed 50°C/122°F) to the cooktop housing intake vents. If either the air intake or exhaust outlet is blocked, the internal temperature will rise, causing an error code to occur (NOTE: The 6" (152 mm) can be reduced if additional fans and ducting are added to provide forced ventilation).
- Cut out and drill holes as required in countertop.
- Drill holes for control box mounting.
- When installing the drop-in cooktop or wok, apply a bead of an NSF Standard 51 approved sealant (such as Dow Corning 732 Multi-Purpose Sealant or GE RTV 108) around all four edges of the countertop cutout. Carefully follow sealant manufacturer's instructions to insure proper adhesion.
- Locate cooktop or wok over countertop cutout. Pass control panel and cord through the cutout, then pass the base of the cooktop or wok through the hole until flange rests on the countertop.
- Mount control panel using screws supplied. Mounting options are illustrated in the attached drawing.
- Plug cooktop or wok into a grounded 240V (depending on the model purchased), single-phase receptacle. Check rating plate on the cooktop or wok to verify correct voltage.

**Notes:** For proper operation, a dedicated circuit should be used for each unit installed. Each circuit should be protected with a 20 amp minimum circuit breaker. For best operation, the counter should have an opening near the unit for fresh air to circulate underneath.

### 3.7 Approved For Commercial Use

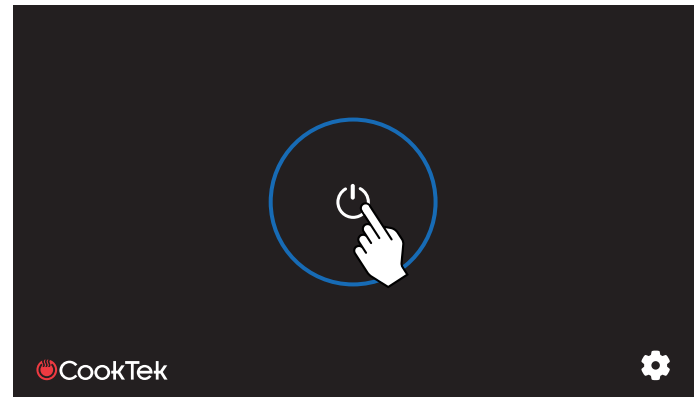
CookTek cooktops and woks have been tested to be in conformance with UL 197 and CSA C22.2 standards and bear the commercially rated approvals. CookTek's cooktops have been tested to be in conformance with the European Economic Area standards and bear the CE marking signifying European Conformity.

## 4.1 Single Hob Cooktops and Woks


CookTek Cooktop units have two different cooking modes: Temperature Mode and Power (%) Mode.

### 4.1.1 Overview

- Turn the cooktop “ON” by pressing the power button on the user interface
- Units default to Temperature Mode
- Place cookware containing ingredients on the cooktop
- Turn the control knob until the desired cooking temperature appears on the user interface. The temperature displayed will change from the set temperature to the measured temperature three seconds after the control knob is moved. The interface will show the measured temperature until the desired temperature is achieved
- To turn the cooktop off, press the power button



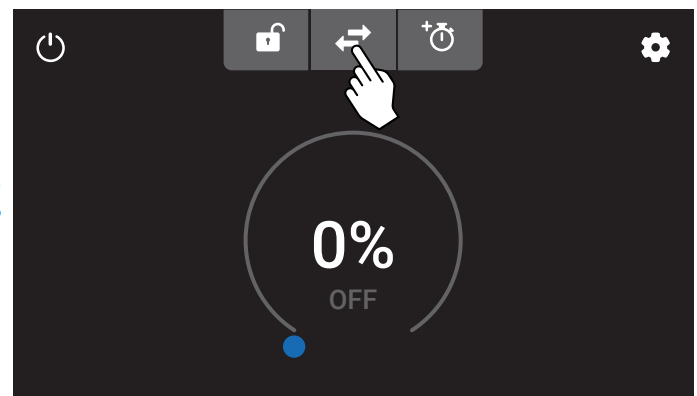
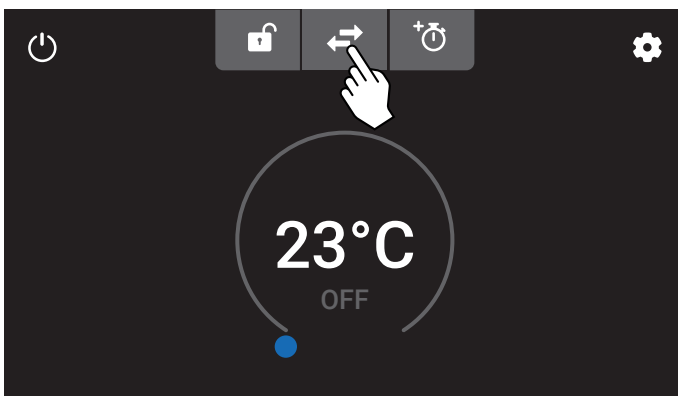
### 4.1.2 Operation Mode

	<p style="text-align: center;"><b>Important</b></p> <p style="text-align: center;"><b>Switch between Temperature Mode and Power Mode at anytime by pressing the toggle arrows (cooktops only).</b></p> <p style="text-align: center;"><b>Woks only operate in Power Mode.</b></p>
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When a recipe requires a precise and even temperature to be maintained over a period of time, use Temperature Mode.

**Note:** Woks only operate in Power Mode. Temperature Mode monitors the temperature of the bottom of the pan. For actual temperature of the food contents, a contact thermometer should be used.

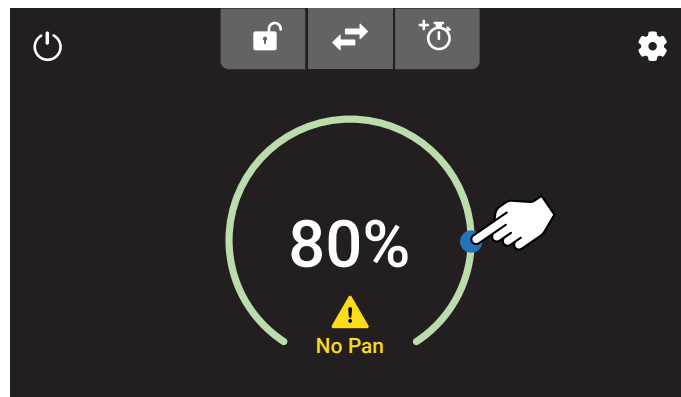
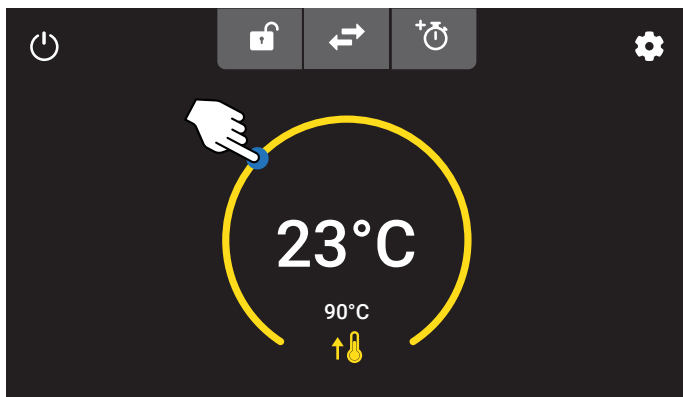
- By default the unit will start in temperature mode
- To switch between temperature mode and power mode, press the toggle arrows on the user interface



### 4.1.3 Temperature or Power Percentage Adjustment

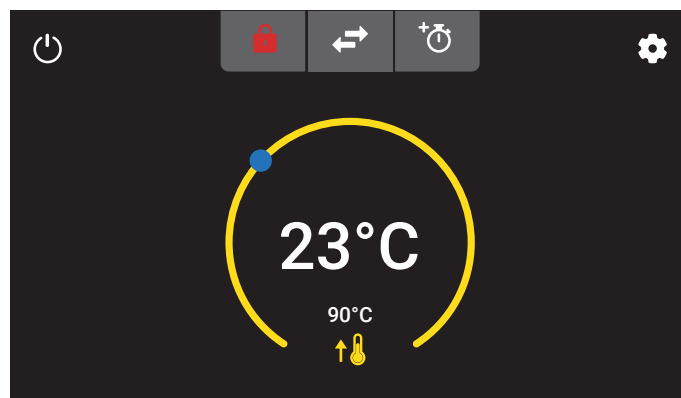
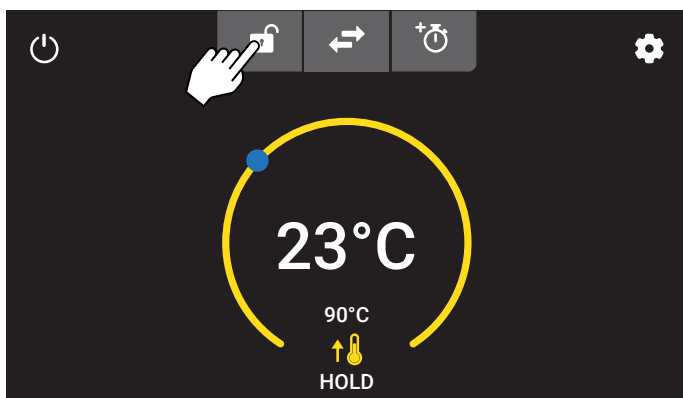
- To adjust the temperature or power percentage, rotate the dial clockwise or use the on screen slider

**Note:** The “No Pan” notification will show on the display until a pan is placed on the cooktop



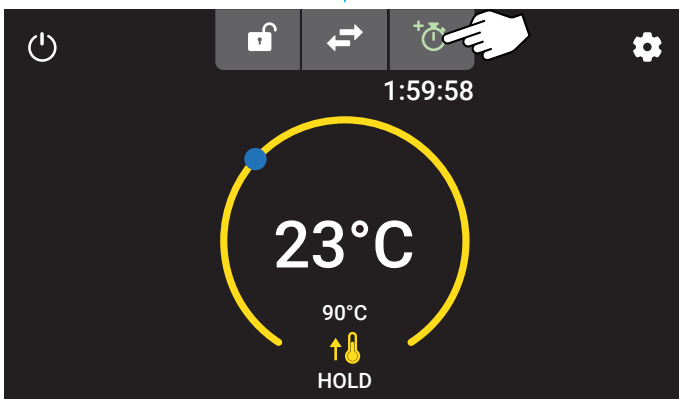
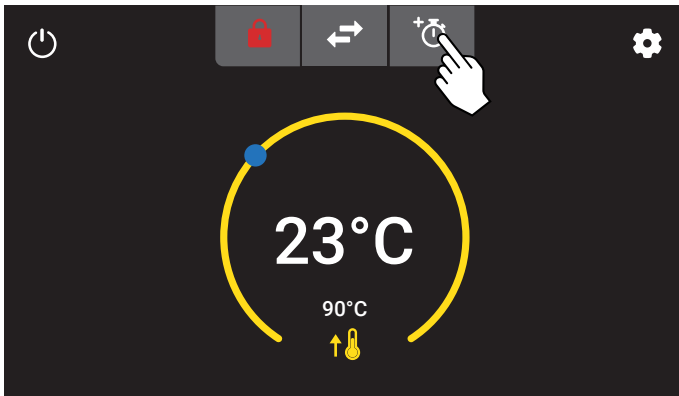
### 4.1.4 Lock Screen

- To lock the interface press and hold the “Lock” icon, HOLD will display on the screen, the lock will then turn red when locked. To unlock press and hold the “Lock” Icon until the interface unlocks



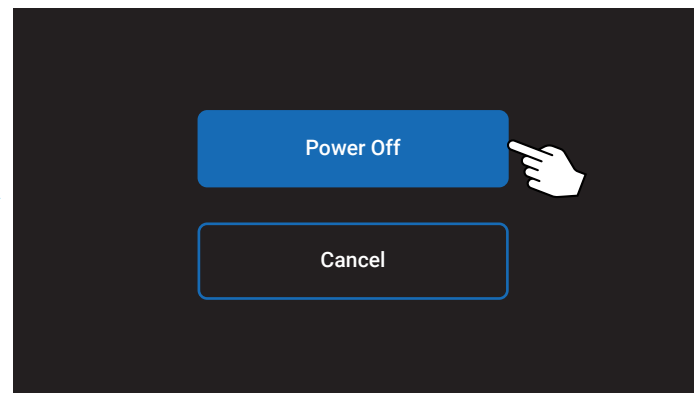
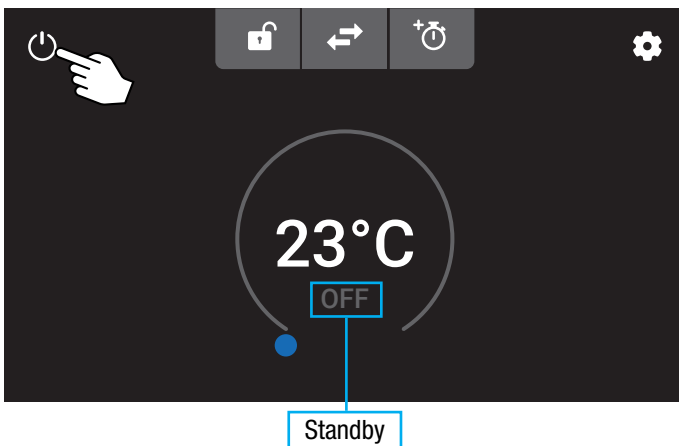
## 4.1.5 Timer

- To set a timer, press the timer icon
- Enter the required time. The time is displayed in minutes (0-300)
- The countdown timer will display below the timer icon. To stop the timer press the timer icon
- Press “End Timer” to stop the timer, press back to return to the previous screen (the timer will continue)



## 4.1.6 Power Off / Standby Mode

- To put the unit into standby mode, turn the dial anti-clockwise until the interface shows off
- To turn the unit off, press the power icon, then press “Power Off”



## 4.2 Settings

Press the settings gear icon to view/access the following:

- Temperature Scale - Choose Fahrenheit or Celsius
- Error Log
- Screen Brightness
- Firmware Versions
- Performance Data
- Service Settings

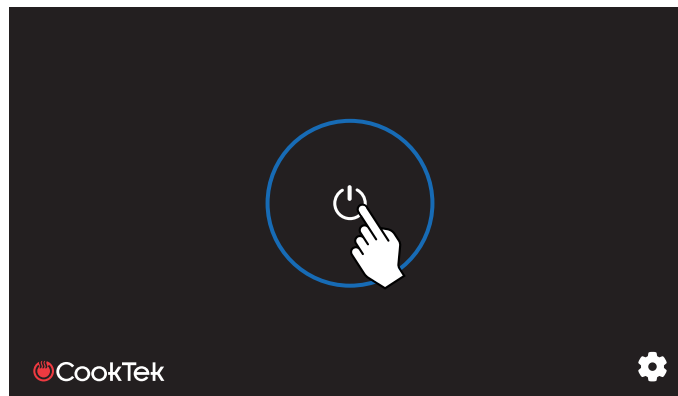


## 5.1 Double Hob Cooktops


CookTek Cooktop units have two different cooking modes: Temperature Mode and Power (%) Mode.

### 5.1.1 Overview

- Turn the cooktop “ON” by pressing the power button on the user interface
- Units default to Temperature Mode
- Place cookware containing ingredients on the cooktop
- Turn the control knob until the desired cooking temperature appears on the user interface. The temperature displayed will change from the set temperature to the measured temperature three seconds after the control knob is moved. The interface will show the measured temperature until the desired temperature is achieved
- To turn the cooktop off, press the power button



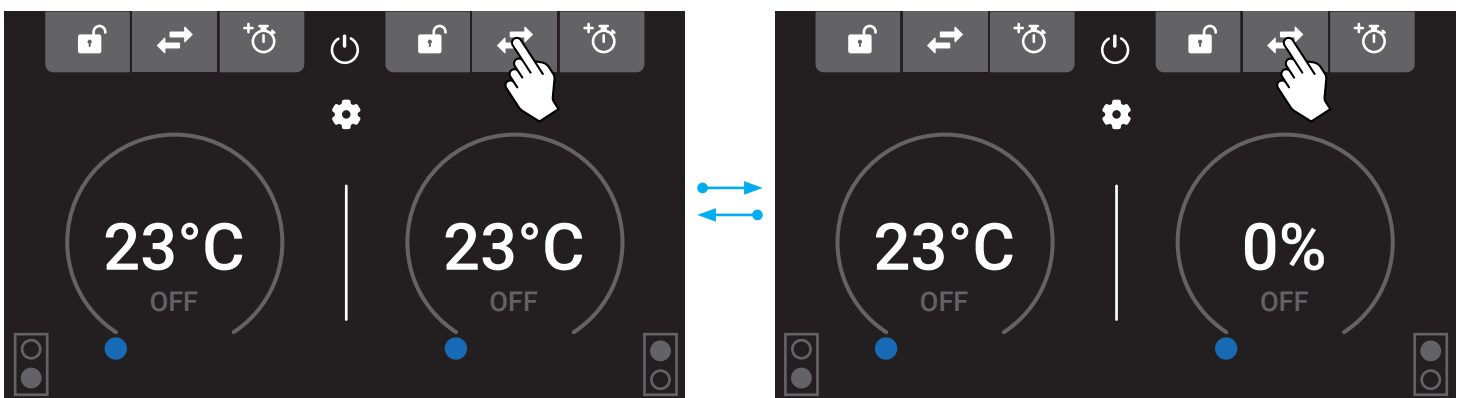
### 5.1.2 Operation Mode

	<p style="text-align: center;"><b>Important</b></p> <p style="text-align: center;">Switch between Temperature Mode and Power Mode at anytime by pressing the Temperature/Power button (cooktops only).</p>
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When a recipe requires a precise and even temperature to be maintained over a period of time, use Temperature Mode.

**Note:** Temperature Mode monitors the temperature of the bottom of the pan. For actual temperature of the food contents, a contact thermometer should be used.

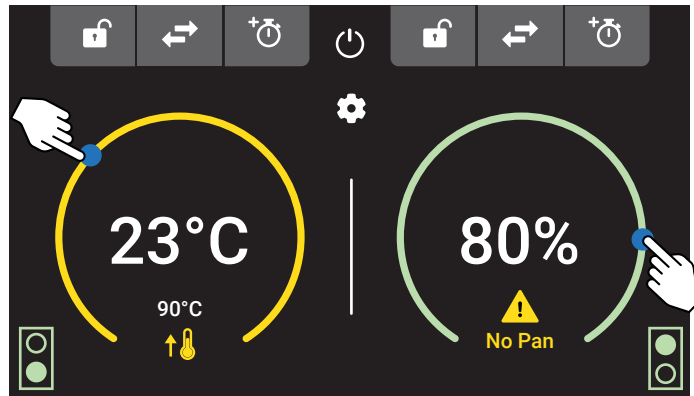
- By default the unit will start in temperature mode
- To switch between temperature mode and power mode, press the toggle arrows on the user interface



### 5.1.3 Temperature or Power Percentage Adjustment

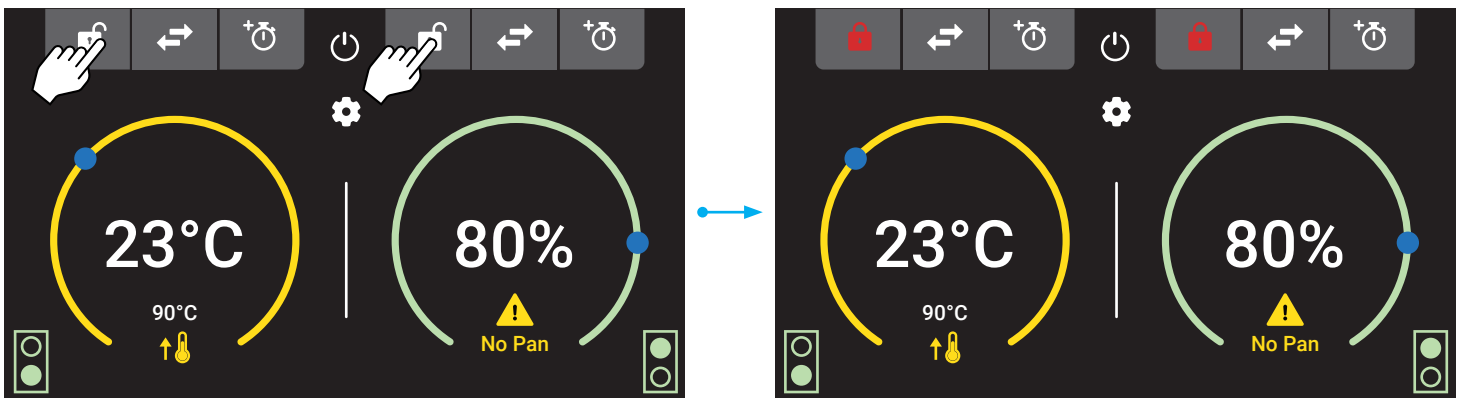
- To adjust the temperature or power percentage, rotate the dial clockwise or use the on screen slider

**Note:** The “No Pan” notification will show on the display until a pan is placed on the cooktop



### 5.1.4 Lock Screen

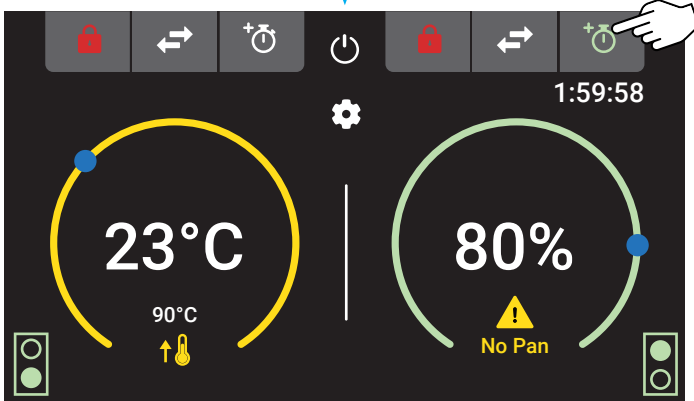
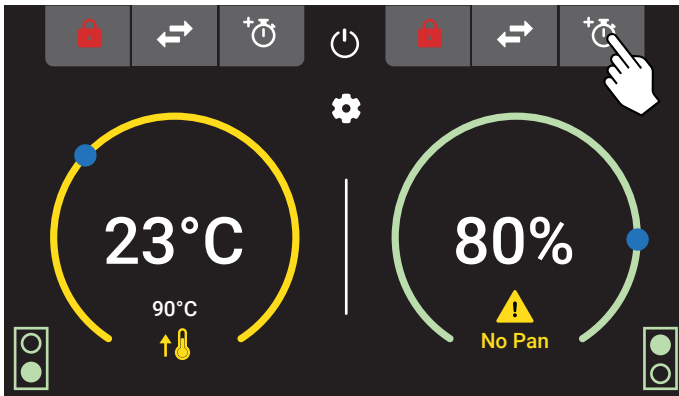
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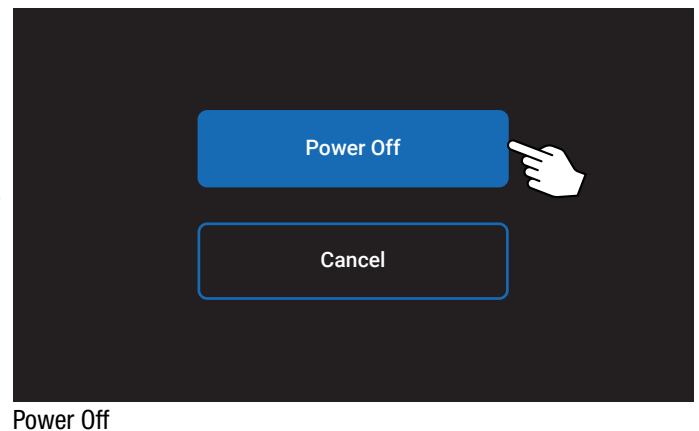
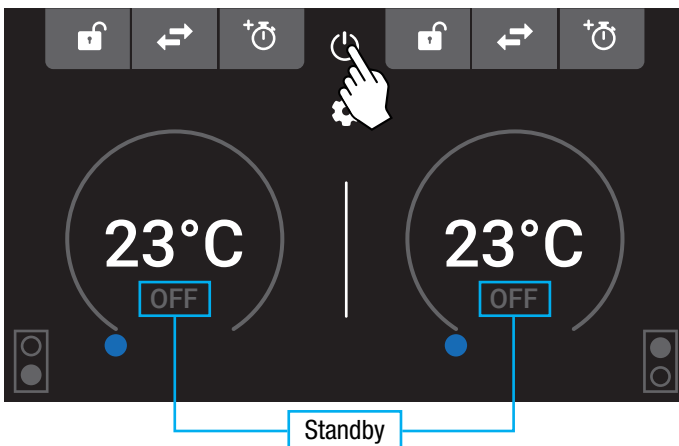
### 5.1.5 Timer

- To set a timer, press the timer icon on one of the hobs (timers can be set for both)
- Enter the required time. The time is displayed in minutes (0-300)
- The countdown timer will display below the timer icon. To stop the timer press the timer icon
- Press “End Timer” to stop the timer, press back to return to the previous screen (the timer will continue)



### 5.1.6 Power Off / Standby Mode

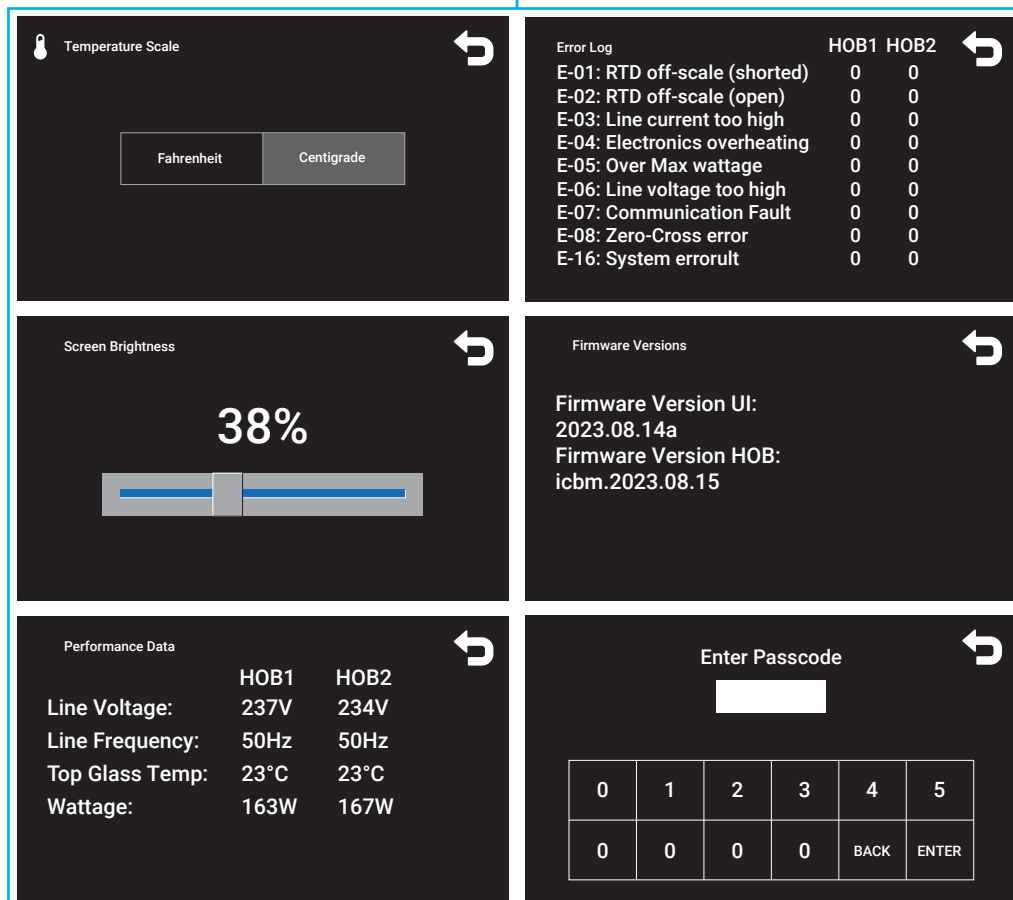
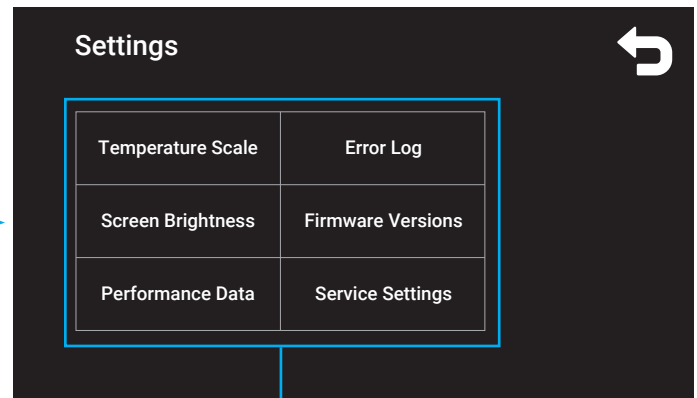
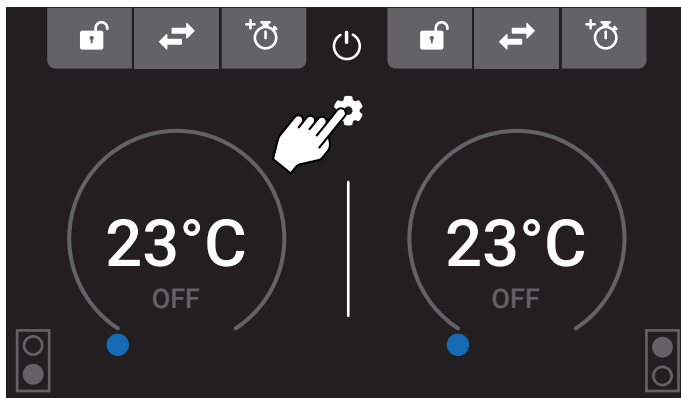
- To put the unit into standby mode, select the front or back hob then turn the dial anti-clockwise until the interface shows “OFF”
- To turn the unit off, press the power icon, then press “Power Off”



## 5.2 Settings

Press the settings gear icon to view/access the following:


- Temperature Scale - Choose Fahrenheit or Celsius
- Error Log
- Screen Brightness
- Firmware Versions
- Performance Data
- Service Settings



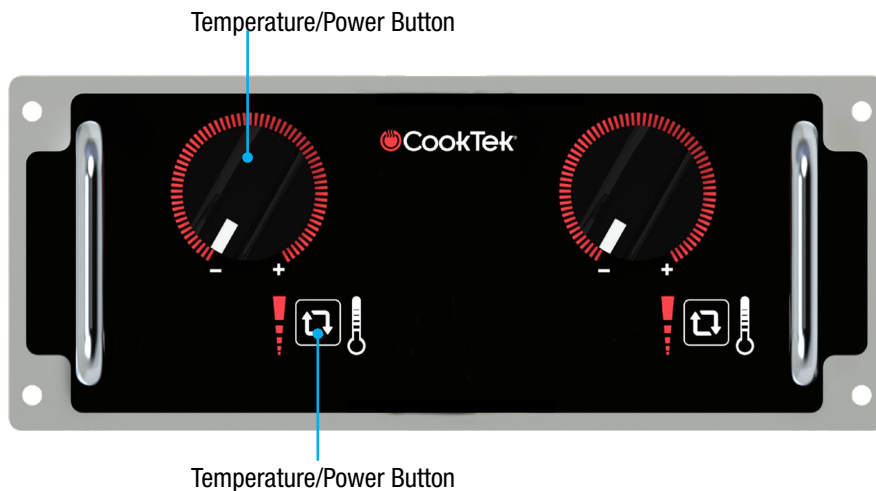
## 6.1 Analogue Controller

CookTek Cooktop units have two different cooking modes: Temperature Mode and Power (%) Mode.





### 6.1.1 Operation

	<p style="text-align: center;"><b>Important</b></p> <p style="text-align: center;">Switch between Temperature Mode and Power Mode at anytime by pressing the Temperature/Power button (cooktops only).</p>
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- Turn the cooktop “ON” by turning the controller dial to the right.
- Momentarily depress the Temperature/Power button.
- Turn the control knob until the desired Power setting (1-20) appears on the LED display and on the cooktop for drop-in units.
- Turn the control knob to the left to decrease power and to the right to increase power.
- To turn the cooktop or wok off, turn the control knob to the far left until it “clicks” and the LED display no longer illuminates.



## 7.1 Cleaning

	<p><b>IMPORTANT</b></p> <p>Threaded fasteners can loosen in service. Regular inspection and adjustment should be carried out as required</p>		<p><b>WARNING</b></p> <p>This unit is <b>NOT</b> waterproof, do <b>NOT</b> hose. <b>DO NOT</b> pour water directly onto the unit. <b>DO NOT</b> immerse in water</p>
	<p><b>IMPORTANT</b></p> <p>Some commercial stainless steel cleaners leave residue or film on the metal that may entrap fine particles of food, deeming the surface not <b>FOOD SAFE</b></p>		<p><b>WARNING</b></p> <p>Wait until the unit has cooled to a safe temperature before undertaking any cleaning or maintenance. Contact with hot surfaces can cause burns and serious injury</p>

### 7.1.1 General Information

- Cleaning is recommended for health and safety purposes and to prolong the life of the unit
- **DO NOT** use abrasive pads or cleaners on the stainless steel or any other metal parts of the unit
- **DO NOT** use industrial chemical cleaners, flammable cleaners, caustic based cleaners or bleaches and bleaching agents, as many will damage the metals and plastics used on this unit
- **DO NOT** remove any screws and/or panels for cleaning (unless directed)
- This unit is **NOT** waterproof, **DO NOT** hose, **DO NOT** pour water directly onto the unit, **DO NOT** immerse in water

### 7.1.2 Corrosion Protection

- Stainless steel exhibits good resistance to corrosion however, if not properly maintained stainless steel can rust and/or corrode
- Any sign of mild rust and/or corrosion should be thoroughly cleaned with warm soapy water and dried as soon as possible
- NEVER use abrasive pads or cleaners for cleaning
- All metal surfaces should be checked while cleaning for damage, scuffs or scrapes as these can lead to rust and further damage to the product
- Mild rust and/or corrosion can be treated with a commercial cleaning agent that contains citric/oxalic/nitric/phosphoric acid.  
**DO NOT** use cleaning agents with chlorines or other harsh chemicals as this can cause corrosion.  
After treatment, wash with warm (not hot) soapy water and dry thoroughly
- Thoroughly wipe the surfaces dry after cleaning. **DO NOT** let water pool on the unit. Check crevices and folds for pooling
- When using, ensure all liquids and moisture is cleaned up straight away.  
Food liquids such as juices from vegetables and fruits should not be left on any surfaces
- **DO NOT** leave items on the stainless steel such as cutting boards, rubber mats and bottles

### 7.1.3 Surface Finish

- To protect the polished surface of the stainless steel, it should be dried using a clean dry soft cloth. A light oil can be applied to enhance the stainless steel surface, using a clean cloth apply the oil in the same direction as grained polished finish
- Some commercial stainless steel cleaners can leave residue or film on the metal; this may trap fine particles of food on the surface, thus deeming the surfaces not food safe

### 7.1.4 Cleaning Schedule

- Daily cleaning is required for the appliance, to help maintain and prolong the appliance efficiency
- The appliance should be cleaned at the end of each service period
- **DO NOT USE:** Wire brushes, steel wool/sponges, scrapers or other abrasive materials
- Wait for the appliance to cool down before cleaning. Must be under 50°C

### 7.1.5 Materials Required

- Non Abrasive Cleaning pad
- Clean Sanitised Cloth
- Scraper
- Warm soapy water
- Appropriate PPE (Personal Protective Equipment)

### 7.1.6 Cleaning Procedure (Daily)

1. Isolate from the power supply
2. Wipe clean using a clean soft cloth dampened with clean warm water
3. Spray surface with a glass cleaner and wipe dry with paper towel

**Note:** Spills should be wiped up immediately during use to prevent baking on

### 7.1.7 External Surfaces (Daily)

1. Turn the unit off
2. Wipe clean using a clean soft cloth dampened with clean warm soapy water
3. Using a clean sanitised cloth, thoroughly wipe the stainless steel and metal parts dry. Do NOT let water pool on the unit. Check crevices and folds

### 7.1.8 Cleaning Procedure (Heavy Soiling)

1. Isolate from the power supply
2. For heavy soiling, use a ceramic cooktop cleaner and a non-abrasive sponge
3. Wipe clean using a clean soft cloth dampened with clean warm water
4. For persistent stains, use a scraper with blade designed for induction hobs (flat surfaces only, do not use on curved wok surfaces)
5. Wipe clean using a clean soft cloth dampened with clean warm water
6. Spray surface with glass cleaner and wipe dry with paper towel

### 7.1.9 Air Filter (Periodic)

	<p style="text-align: center;"><b>WARNING</b></p> <p><b>DO NOT install wet air filter into the unit. Air filter Must be dry before re-installing.</b></p>
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1. Ensure the unit is turned off
2. Remove the air filter located on the underside of the unit
3. Wash with warm soapy water then thoroughly dry
4. Re-insert the air filter onto the unit

## 7.2 Troubleshooting

- If any faults/issues occur with the unit, follow the below troubleshooting procedures
- If the troubleshooting procedures do not correct the problem, contact the Stoddart Service Department

	<b>WARNING</b>
	<b>Technician tasks are only to be completed by qualified service people. Check faults before calling service technician.</b>

Issue	Possible Cause(s)	Resolution
No power (no lights or fan noise.)	<ul style="list-style-type: none"> <li>• Unit unplugged.</li> <li>• No power to receptacle.</li> </ul>	<ul style="list-style-type: none"> <li>• Plug unit into appropriate receptacle.</li> <li>• Make sure that receptacle is energized.</li> <li>• Check wall switches.</li> <li>• Check circuit breaker.</li> <li>• Plug a different electronic device into the receptacle to make sure that power is present.</li> </ul>
Pan does not heat.	<ul style="list-style-type: none"> <li>• Pan is not induction compatible.</li> <li>• Pan not centred.</li> </ul>	<ul style="list-style-type: none"> <li>• Use an induction compatible pan.</li> <li>• Center pan.</li> </ul>
Cooktop or wok suddenly stops heating.	<ul style="list-style-type: none"> <li>• Possible power brown out.</li> <li>• Circuit shared with another electrical device.</li> <li>• Air vents blocked or insufficient air circulation.</li> <li>• Safety shut-off engaged.</li> </ul>	<ul style="list-style-type: none"> <li>• Assure proper voltage/power levels.</li> <li>• Make sure the cooktop is not sharing a circuit with other electrical devices.</li> <li>• Check air vents to make sure that they are not blocked. Make sure that there is sufficient air flow around the appliance.</li> <li>• The safety shut-off will engage if an empty pan is left on the cooktop surface while the unit is working at full power. Make sure that the cooktop surface is clear. Wait 15-20 minutes for the unit to reset.</li> </ul>
Pan does not get hot enough even though power levels are set to maximum – induction compatible pan in use.	<ul style="list-style-type: none"> <li>• Extension cord in use.</li> <li>• Circuit shared with another electrical device.</li> </ul>	<ul style="list-style-type: none"> <li>• DO NOT use extension cords. Extension cords may affect the power levels reaching the appliance.</li> <li>• Make sure that the cooktop is not sharing a circuit with other electrical devices.</li> </ul>
Pan heats unevenly, does not maintain heat level, or overheats.	<ul style="list-style-type: none"> <li>• Pan is not induction compatible.</li> <li>• Pan bottom may not be flat enough.</li> <li>• Pan not centred.</li> <li>• Pan diameter is less than 7" (178 mm).</li> </ul>	<ul style="list-style-type: none"> <li>• Use induction compatible pan.</li> <li>• Use flatter pan.</li> <li>• Center pan.</li> <li>• Use a larger induction compatible pan.</li> </ul>

## 7.3 Error Codes - Helios

Error	Error Description	Potential Cause	Action Required
1	RTD (temperature sensor) is malfunctioning.	RTD sensor has shorted.	Reconnect or replace RTD. Service may be required.
2	RTD (temperature sensor) temperature is too high.	Glass surface is too hot or RTD sensor has broken.	"Remove any pans from cooktop surface and let the unit cool. Then turn unit off, then on. If problem was temperature related, the unit will return to normal operation. Otherwise, service is required."
3	Current is too high.	Possible mechanical damage to coil or foreign object on cooktop.	Try different cookware. Service may be required.
4	Electronics are overheating.	Fan is broken, bad ventilation, ambient temperature too hot.	Check airflow. Clear air vents. Listen for fan operation.
6	Input line (from power outlet) voltage too high.	Something else is on the same circuit. Line voltage fluctuations at end or beginning of work day. (Voltage > 200-240V model)	To reset, unplug unit, wait 5 seconds, and plug in again. If problem persists, have an electrician monitor the line voltage.
7	Hardware failure.	Inverter I/O problem.	To reset, unplug unit, wait 5 seconds, and plug in again. Service may be required.
8	Zero cross error.	Bad AC source, board component failure.	Turn unit off, then on. Plug the unit into outlet on different circuit breaker. If problem persists, service is required on the device.
16	System error.	CPU I/O problem.	To reset, unplug unit, wait 5 seconds, and plug in again.

### 7.4 Disposal

If the appliance is no longer of use, please dispose in an environmentally correct way.

There may be special requirements or conditions. Information on the disposal of refrigeration appliances can be obtained from:

- Your supplier
- Government authorities (The local council, Ministry of the Environment, etc.)



Discarded electric appliances are recyclable and should not be discarded in the domestic waste! Please actively support us in conserving resources and protecting the environment by returning this appliance to the collection centres (if available).



Dispose of packaging in accordance to applicable legal regulations.

## Australia

Australian Business Number: 16009690251

### Service / Spare Parts

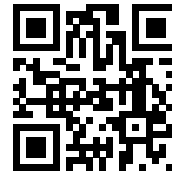
<https://customerservice.stoddart.com.au>

### Sales

Tel: 1300 79 1954

Email: [sales@stoddart.com.au](mailto:sales@stoddart.com.au)

Web: [www.stoddart.com.au](http://www.stoddart.com.au)



Customer  
Service Portal

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## New Zealand

New Zealand Business Number: 6837694

### Service / Spare Parts

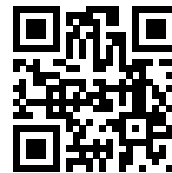
<https://customerservice.stoddart.com.au>

### Sales

Tel: 0800 79 1954

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Customer  
Service Portal