Not Working or Partially Working - Electric and Induction Cooktop

Possible Solutions

NOTE: People with a pacemaker or similar medical device should use care when standing near this induction cooktop while it is on. The electromagnetic field may affect the pacemaker or similar device. Consult your doctor, or the manufacturer of the pacemaker or similar medical device for additional information about its effects with electromagnetic fields of the induction cooktop.

Has the circuit breaker tripped or a fuse blown?

Check the main power supply to verify that these are operational.

Has the cooktop turned off by itself?

• The Power keypad was unintentionally touched or cooking areas were OFF for 10 seconds.
• Touch the Power keypad again.

Is the Control Lock on?

The Control Lock avoids unintended use of the surface cooking areas.

• If Control Lock is activated when power to the cooktop is off, the cooktop is locked out, and the surface cooking areas cannot be turned on by the cooktop touch controls.
• If Control Lock is activated when power to the cooktop is on, all keypads are locked out except for the Power and On/Off keypads.

To Lock Cooktop:

1. Touch and hold the CONTROL LOCK keypad for 3 seconds.
2. After 3 seconds, a tone will sound and the indicator light above the Control Lock keypad will light, indicating that the cooktop controls are in the lockout position.

If the cooktop is in use when Control Lock is activated, cooking will proceed as normal and any timers that have been set will continue their countdown.

To Unlock Cooktop:

https://producthelp.jennair.com/Cooking/Cooktops/Electric_and_Induction_Cooktop/Operation/Induction/Not_Working_or_Part…
• Touch and hold the CONTROL LOCK keypad for 3 seconds.

Are the controls set correctly?

First use or after a power failure:
After connecting the appliance to an electrical power supply or after a power failure, the control panel will be locked. An indicator light above the key icon will be on. To unlock the control panel, press and hold CONTROL LOCK for 3 seconds. The indicator light will turn off, and the appliance is ready for use.

To turn on the appliance:

1. Press POWER.

To Turn On a Surface Cooking Area:

1. Touch directly on the display area for the surface cooking area you want to use.
2. Select a heat setting from 1 - 9 by touching/sliding on the power slider or "+" or "-" pad.

Refer to the Owner's Manual for control operation instructions.

If you would like to download or view product literature for your appliance, please visit our Manuals and Literature page.

Is the correct cookware being used?

The number on the surface cooking area heat setting display will flash if:

• no pan is placed on the surface cooking area.
• the pan is not made of the right material.
• the pan is not the right size.

It will stop flashing once a suitable pan is placed on the surface cooking area. Pan size, material and positioning are very important to achieve maximum wattage. Ideal cookware should have a flat bottom, straight sides and a well-fitting lid, and the material should be of medium-to-heavy thickness. Pans with rough finishes may scratch the cooktop.

CLICK HERE for more information on induction compatible cookware.

Have you reset the power?

If the above troubleshooting was not successful, try resetting the appliance.

1. Power appliance down by turning off the circuit breaker(s) for one (1) minute.
2. Power appliance up by turning on the circuit breaker(s).
3. Verify the appliance operates.