
**INSTALLATION • OPERATION
OWNER'S MANUAL**



Apogee Cooktop

CAUTION: Read all instructions before using this appliance.

**Models MC1800G, MCD1800G,
MC2500G MCD2500G, MC3000G,
MCD3000G, MC3500G, MCD3500G,
MC2502FG, MC3002FG**

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IMPORTANT SAFETY INSTRUCTIONS

⚠ WARNING: When operating this appliance, strictly adhere to the following safety precautions to reduce the risk of burns, electric shock, fire, injury, damage to appliance or property near appliance.

- Read all instructions before using this appliance.
- Install or locate this appliance only in accordance with the provided installation instructions on pages 2-3 of this manual.
- This product may only be serviced by an authorized service agent or by CookTek personnel.
- DO NOT attempt to open the unit or perform service of any kind. For service information, contact CookTek at +1 (214) 379-6000.
- DO NOT use the equipment for anything other than its intended use as described in this manual. This unit is designed to heat food and is not intended for laboratory or industrial use.
- Avoid installing the unit near other equipment that generates excessive heat that can be pulled into the CookTek unit by its fan (i.e. griddles, fryers, etc.).
- Avoid placing 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.).
- Never heat empty cookware. It may damage the unit or cookware and overheat the unit. Always turn the unit off when not in use.
- Keep appliance away from person(s) with reduced physical, sensory, or mental capabilities unless supervised/instructed on how to properly use the appliance.
- Keep children 8 years and younger away from the appliance when in operation. Children 8 years and above may use the appliance with proper adult supervision. DO NOT allow children to clean or perform maintenance on this appliance without adult supervision. DO NOT allow children to play with this appliance.
- Metallic objects such as kitchen utensils, knives, spoons, etc. should not be placed on appliance. Use caution when wearing rings, watches, and other metallic objects as they may get hot if placed near the unit's surface.
- Only use induction crockery and induction pans recommended by the manufacturer.
- DO NOT let the power cord touch hot surfaces or hang over the edge of the counter. DO NOT move the unit when electric power is connected.
- Never immerse cords, plugs, or the appliance in water.
- DO NOT leave the unit unattended while in use.
- Users wearing a pacemaker should consult their doctor or the pacemaker manufacturer prior to operating CookTek induction equipment. The electromagnetic field may interfere with the proper function of the pacemaker.
- DO NOT place aluminum foil or plastic objects on top of the ThermaCube charger.
- DO NOT use the unit near a faucet, swimming pool, sink, or other areas where water can be found. Never store the unit upside down or in a non-climate controlled environment.
- DO NOT strike or damage the unit.
- DO NOT put the unit in your luggage. Throwing or dropping the unit can damage the internal components or crack it, voiding your warranty.
- If the surface of the unit becomes cracked, unplug the unit immediately and do not use it.

- DO NOT obstruct, block, or alter openings or holes. DO NOT stick foreign objects into these openings.
- DO NOT use a water jet to clean the appliance. See page 5 in this manual for proper cleaning procedures.
- If a large amount of liquid is spilled onto the Apogee interface, it may respond to the liquid on the interface. Wipe the liquid clean and allow the unit to sit for approximately 2 seconds untouched and normal sensitivity to the buttons will come back.
- Never heat an empty pan. It may damage the cooktop or cookware and overheat the unit. When overheating occurs, an error code will flash on the LCD Information Center and the cooktop will shut itself off automatically. When the temperature returns to normal, the cooktop will start to cook again.
- Remember to turn the cooktop off after each use.
- Be sure to dry off the outside of the pan before use. Otherwise, as the pan temperature rises, the water droplets on the outside of the pan may begin to boil and patter.
- DO NOT touch the ceramic plate (or the top of the cooktop) immediately after use. The heat from the pan will be transferred to the ceramic plate causing it to be hot to the touch.

GROUNDING INSTRUCTIONS

The cooktop must be properly grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing a safe path for the electric current. The cooktop has a power cord with a 3-prong grounding plug, which must be used in a compatible and properly grounded outlet. It is the owner's responsibility to replace any 2-prong wall outlet with a properly grounded 3-prong wall receptacle.

WARNING: Electric shock can result from an improperly grounded plug. Please consult a qualified electrician if you have any questions about these grounding instructions.

POWER CORD REPLACEMENT

If the power cord is damaged, it must be replaced by the manufacturer, its service agent, or a similarly qualified person.

Please make sure that the power cord is firmly attached to your CookTek unit BEFORE plugging the unit into the power receptacle and attempting operation.

ELECTRICAL INSTALLATION REQUIREMENTS

Every installation site has different electrical wiring. Because many different local codes exist, it is the owner and installer's responsibility to comply with those codes. CookTek is not responsible for any consequential damages as a result of failure to comply with installation requirements.

Read all installation instructions carefully before starting installation.

- Line voltage should never exceed 264VAC for 240VAC units and 132VAC for 120VAC units.
- For your safety, never cut, remove, or disable the electrical (ground) connection from the plug. Never use an adapter plug or an extension cord.
- CookTek recommends that a dedicated electrical line be used for each cooktop installed. Electrical circuits should not be shared with any other electrical equipment.
- It is the responsibility of the installer to comply with all federal, state and local codes.
- Any installation not matching the specifications discussed in this manual automatically voids the product's warranty.

APPROVED FOR COMMERCIAL USE

CookTek cooktops 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.

PREPARING YOUR COOKTEK COOKTOP FOR USE

Before operating your cooktop, do the following:

- Remove all packing material and save for subsequent shipment or in case of concealed shipping damage.
- Remove cooktop carefully from carton.
- Place the unit on a dry, level, hard, stable, and non-flammable surface.
- Remove all loose packaging and accessories and save for subsequent shipment or in case of concealed shipping damage.

General Maintenance:

- If your 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 11).
- 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.

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 (2.0m³/min) of fresh air to the unit.
 - Double units require a minimum of 140CFM (4.0m³/min) of fresh air to the unit.

CLEARANCE AND DIMENSIONS

All units require a minimum clearance of two 2" (51 mm) between all sides of the housing and any surface or obstacle. 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).

Apogee Single Burner Cooktop

Models MC1800G, MC2500G, MC3000G, and MC3500G

Exterior Dimensions

Height: 4.98" (126 mm)
Width: 13.85" (351 mm)
Depth: 17.66" (448 mm)
Weight: 17.75 lb. (8.1 kg)

Clearances

Front: 2" (51 mm)
Back: 2" (51 mm)
Sides: 2" (51 mm)

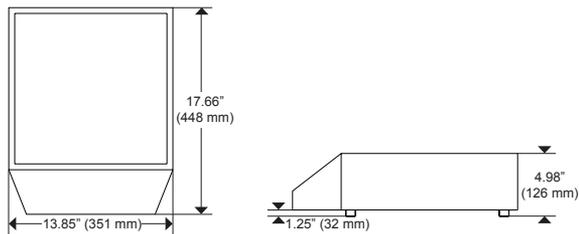


Figure 1: Apogee Single Burner Cooktop Top and Right Side Views

Apogee Single Burner Drop-in

Models MCD1800G, MCD2500G, MCD3000G, and MCD3500G

Exterior Dimensions

Height: 3.63" (92 mm)
Width: 16.16" (410 mm)
Depth: 20.67" (525 mm)
Weight: 23 lb. (10.4 kg)

Cutout Dimensions

Width: 15.30 (388 mm)
Depth: 19.81 (503 mm)

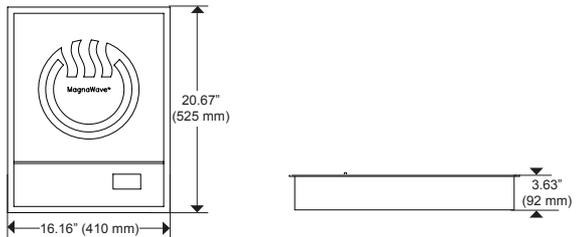


Figure 2: Apogee Single Burner Drop-in Top and Right Side Views

Clearances

Front: 2" (51 mm)
Back: 2" (51 mm)
Sides: 2" (51 mm)
Bottom: 6" (152 mm)

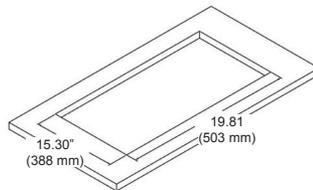


Figure 3: Apogee Single Burner Drop-in Cutout Dimensions

Apogee Double Burner Cooktop
Models MC2502FG and MC3002FG

Exterior Dimensions

Height: 4.98" (126 mm)

Width: 13.85" (351 mm)

Depth: 30.42" (772)

Weight: 31.20 lb. (14.2 kg)

Clearances

Front: 2" (51 mm)

Back: 2" (51 mm)

Sides: 2" (51 mm)

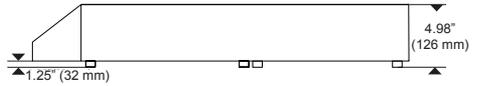
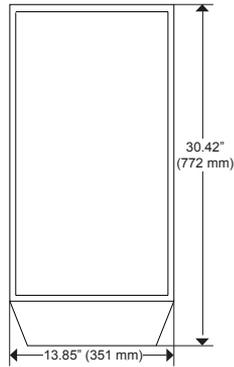


Figure 4: Apogee Single Burner Cooktop Top and Right Side Views

APOGEE INTERFACE

The controls for the Apogee are based on capacitive touch technology. When attempting to press a button, place your finger on the glass over the symbol for the feature you desire (i.e. to turn the unit on, press the “ON/OFF” symbol on the glass).

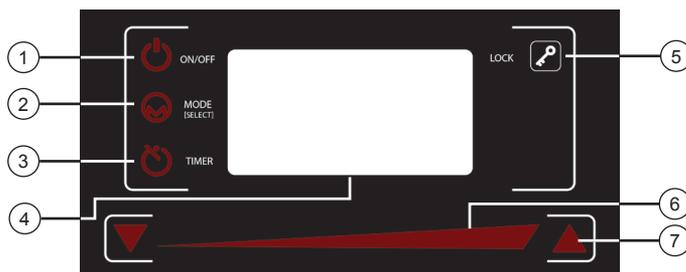


Figure 5: Apogee User Interface

1. Power Button:

Use this button to turn the unit on and off.

2. Mode/Select Button:

Use this button to switch between the Power Cook and Temperature modes. This button is also used to confirm a selection from the menu screens.

3. Timer Button:

Use this button to set a specific cook time.

4. LCD Information Center:

Displays all vital cooking information and alerts the user of any possible problems.

5. Lock Button:

This button is used to prevent users from adjusting the settings. Press this button three times and the only button that will work is the Power Button. When the unit is locked, press this button three times to unlock the controls.

6. Slider Control:

This button allows you to quickly set your Power Cook settings or Temperature settings, depending on the operating mode.

7. Precision Control Buttons:

These arrow keys allow you to adjust Power Cook and Temperature settings more precisely. These buttons are also used to navigate through menu options in the menu screens.

COOKING BY POWER COOK (WATTAGE)

General Operation:

Plug cooktop into a grounded, single-phase receptacle. Models will run on 100-120VAC drawing up to 1800W depending on model, or on 200-240VAC drawing a maximum of 3500W depending on model. Check rating plate on unit to verify correct voltage and wattage. Voltages below 120VAC or 240VAC can result in less than rated power and slower heating times.



Figure 6: LCD Information Center display when plugged in, but in the OFF position.

NOTE: For proper operation, a dedicated circuit should be used for each unit installed. Each circuit should be protected with a 20-amp circuit breaker. When your application requires high intense heat or you want a quick temperature increase, the Power mode should be used.

What to Do:

- Turn the cooktop “ON” by pressing the POWER button on the glass.
- Adjust your power settings using the slider from 0-100 (MAX). You can also use the precision control buttons to adjust to more precise power settings.
- Use your finger on the slider or precision control buttons to adjust the power levels. The left side will lower power and the right side will increase power.

The pan logo in the upper right corner indicates an induction compatible pan is on the unit. If there is an “X” across the pan, the unit is indicating that there is a non-induction compatible pan on the unit or no pan at all.

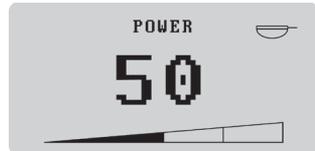


Figure 7: Cook Mode Screen

- To turn the cooktop off, press the POWER button on the glass and the LCD Information Center will display the CookTek logo as shown in figure 6 above.

COOKING IN TEMPERATURE MODE

This feature is used when cooking and holding at specific temperatures.

- With the unit powered on, press the MODE/SELECT button on the glass.
- Use the slider or precision control buttons to adjust to your desired temperature from 85-500°F and 30-260°C.

NOTE: In Fahrenheit mode from 85-125°, increments can be increased one at a time. However, if you press and hold the precision control button down, it will increase in steps of 2. From 125°-MAX, it will increment by 5, and by 10 if you press and hold the precision control buttons. In Celsius mode, from 30-100°, you will be able to increment in steps of one. However, if you press and hold the precision control button down, it will increase in steps of 2. From 100°-MAX, it will increment by 5, and by 10 if you press and hold the precision control buttons.

- Use the slider or precision control buttons to adjust the temperatures. The left side will decrease the temperature and the right side will increase the temperature.
- While the unit is heating to the selected temperature, the unit will flash "HEATING" on the screen. Once the selected temperature has been reached, the unit will display "AT TEMP."
- To exit Temperature mode, press the MODE/SELECT button on the glass to return to Cook Mode.

When you place an induction-compatible pan on the unit, the "X" will no longer be on the pan logo in the top right corner.

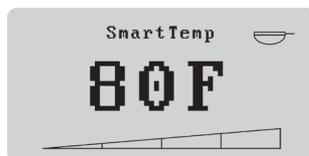


Figure 8: Temperature Mode Screen

NOTE: When you switch between Cook and Temperature Modes, the unit will remember your previous power setting or temperature setting.

COOKING USING THE TIMER SETTINGS

This feature is designed to allow you to cook according to time. This will also give you an audible alarm for cooking processes that require you to add items after a certain period of time. You will be able to set the timers anywhere from 1 minute to 11 hours and 59 minutes. In the upper left-hand corner of the LCD Information Center, the unit will display a clock logo and the set time you have programmed.

NOTE: Any time you are in a menu and you want to get out of the screen without making a selection, just press POWER and the unit will turn off and reset.

- While the unit is powered on, press the TIMER button.
- The adjacent menu (figure 9) will be displayed and allow you to select Cook Timer, Alarm Timer, or to cancel the timer.



Figure 9: Timer Mode Screen

- Use the precision control buttons to move the cursor up and down to get to the setting you desire. For example, to set the alarm, press the precision control button on the left two times.
- Once you have moved the cursor to your choice, press the MODE/SELECT button to move to the next screen which will allow you to set the time (see figure 10).



Figure 10: Set Cook Time Screen

- You will now select your time in hours, minutes, or both. Use the Precision Control buttons to select your desired time. You can choose from 1 minute up to 11 hours and 59 minutes. The slider also has preset times programmed. To select a programmed time, press the slider with your finger.
- After you have determined your desired time, press the MODE/SELECT button.
- If you have set the “cook time,” it will begin counting down regardless if you have a pan on the unit or not. Once the time has expired, the unit will beep and turn off.
- If you have selected the “alarm” time, the unit will count down the time regardless if you are cooking or not. When the alarm goes off, the unit will beep, but if there is a pan on the unit, it will continue to cook. Press the TIMER button to turn off the timer after it has expired.
- To cancel the timer you have selected, press the TIMER button and select the “Cancel Timer” option.

OPTIONS AND FEATURES SELECTION

This section will describe how you can customize your Apogee unit. The features that will be covered are the lock out feature which will allow you to set the unit to a specific temperature or cooking power and can only be adjusted by using a specific key sequence, and the feature that will allow you to change from Fahrenheit to Celsius or vice versa.

To enter the Options menu,

- Turn off the unit so that the LCD Information Center is displaying the CookTek logo.
- Place your finger on the down precision control button and continue to hold your finger on the button until the unit begins to beep.
- After the unit begins beeping, remove your finger from the precision control button and then press the POWER button.

Note: You will only have one to two seconds to press the POWER button to get into the menu screen.

- After pressing POWER, the unit will display the Set Options screen (see adjacent).

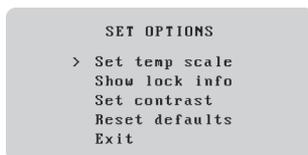


Figure 10: Set Options Screen

- Use the precision control buttons to move the cursor to the desired setting and then press the MODE/SELECT button.
- If you select “Set Temp Scale,” you will have two options to choose from - Fahrenheit or Celsius. Again, use the precision control buttons to move the cursor to your desired selection, and the MODE/SELECT button to confirm your choice.
- “Show Lock Info” allows you to decide if you want the key sequence to unlock the unit to be visible when the user presses any button. The unit will give you the option to hide or show the key sequence, and then the unit will confirm your choice.
- If you select the “Reset Defaults” option, the unit will then set the settings to Fahrenheit and show lock feature.
- In order to lock the unit, you will want to press the LOCK button three times. The unit will beep to indicate that it has been locked.
- Anytime someone touches a key after the unit has been locked, a message will appear on the LCD Information Center reading “Locked.” The unit will also remain in Locked Mode even if the unit is turned off. The Lock mode may be reset by unplugging the unit, but the unit must be on when doing this. Simply unplugging the unit while it is powered off will not reset the Lock mode.
- The unlock sequence will be displayed as a factory default. If you change to “Hide Unlock,” it will not be shown when the “Locked” message appears on the screen.



Figure 11: Show/Hide Unlock Screen

NOTE: Factory settings have the unit start in Fahrenheit and Show Unlock mode. The standard factory unlock code requires the LOCK button to be pressed three times to unlock the unit.

CARE AND CLEANING

Your CookTek Induction Cooktop is easy to keep clean. Be sure to follow these instructions:

- Turn the unit OFF and remove the plug from any power outlets prior to cleaning.
- When the unit is cool, wipe the surface and body with a damp cloth. Use a mild scouring agent on the stainless steel housing such as Bon Ami or Barkeeper's Friend for grease or resistant soiling. Do not use a lye-based cleaner, such as an oven cleaner, as it may damage the cooktop.
- To clean the glass surface, use a mild detergent or glass cooktop cleansing cream.
- Never immerse the cooktop in water or put it in the dishwasher.

This unit comes equipped with a grease filter(s) to protect the electronics from contaminants.

GREASE FILTER MAINTENANCE

Grease filter cleaning procedures:

Frequency

- Grease filter(s) should be removed and cleaned every two weeks. More frequent cleaning may be necessary if they appear clogged and/or operate in heavy grease laden environments.

Procedure

- Slide filter(s) out of the track on the bottom of the unit.
- Back flush with hot water to remove dirt and grease.
- Shake remaining water out and let stand until completely dry.
- Reinstall filter(s) ensuring the arrow on the edge of the filter(s) is pointing into the unit.

NOTE: Filters are dishwasher safe.

Caution

- Do not operate the unit without the grease filter(s) installed.
- If the unit displays an error code of "E4" - the overheat error - this may indicate a clogged filter. Follow the procedure above and let the unit cool down before resuming operation (turn off for approximately 5 minutes).

TROUBLESHOOTING

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

ERROR CODES

In the event of a possible malfunction, your CookTek cooktop will display an Error Code on the LCD Information Center and the unit will beep the number of times indicated by the error. Please consult the following table when encountering an Error Code. To reset the error conditions, remove the pan from the unit and press the POWER button or unplug the unit.

Error	Cause of Error	Displayed Message	Troubleshooting
1	Shorted RTD	Temperature sensor failed. Call dealer.	Service required.
2	Opened RTD	Temperature sensor failed. Call dealer.	Remove any pans from cooktop surface and let 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	Over current (peak)	Incompatible pan.	Try different cookware. Service may be required.
4	Open TCO	Overheating. Check airflow. Unplug, let cool.	Check airflow. Clear air vents. Listen for fan operation.
5	Airflow blocked	Airflow blocked. Clean grease filter.	Check to ensure the grease filter is clean and dry. Make certain there are no foreign objects blocking air flow. Check the air filter to ensure that the arrow on the filter is pointing up.
6	High line voltage	Input voltage too high. Check main voltage.	To reset, unplug unit, wait 5 seconds, and plug in again. If problem persists, have an electrician monitor the line voltage.
7	Hardware failure	Call dealer for service.	Service required. Turn unit off, then on. Plug unit into outlet on different circuit breaker. If problem persists, service is required.
8	Zero cross failure	Call dealer for service.	Service required. Turn unit off, then on. Plug unit into outlet on different circuit breaker. If problem persists, service is required.
9	Clock corrupt	Reset clock.	Reset clock.
10	Pan RTD failure	Pan temperature sensor failure.	RFID pan needs repair. Service needed for pan.
11	Tag communication failure	Reposition pan and cycle power.	Ensure the RFID tag on the pan is properly located.
12	RFID reader failure	Call dealer for service.	Service required.
14	User interface error	Cycle power.	Service required.
16	Critical error	Call dealer for service.	Service required.

WARRANTY STATEMENT

CookTek Product Models Covered Under this Limited Warranty

“Portable” CookTek products shall mean all Single and Double Burner Cooktops (countertop or built-in), Woks (countertop or built-in), FaHeaters, Soup Warmers, ThermaCube Delivery Systems, and Pizza Delivery Systems.

Limited Warranty

CookTek warrants to you, the purchaser, that under normal use the CookTek Induction System you have purchased (the “Equipment”) will be free from defects in material and workmanship during the Warranty Period, subject to the terms and conditions set forth herein. The “Warranty Period” is twenty-seven (27) months from the date the Equipment is shipped from CookTek’s U.S. factory or distribution center in Carrollton, Texas. This warranty is conditioned upon you promptly notifying CookTek of any claims, as provided in the paragraph entitled “Warranty Claims” below, and providing CookTek with all data and information requested by CookTek in connection with such claims. This warranty is made only to the initial purchaser of the Equipment from CookTek or its authorized dealer; it is not assignable to subsequent purchasers unless CookTek consents to such assignment in writing. THIS WARRANTY DOES NOT INCLUDE ANY THIRD-PARTY INSTALLATION, REMOVAL, OR DAMAGE COST INCLUDING (BUT NOT LIMITED TO) LABOR, MATERIALS, AND TRAVEL FOR CAULKING IN DROP-IN (BUILT-IN) UNITS, OR REPAIRS/REPLACEMENTS OF FUSES, BREAKERS, MILLWORK AND/OR COUNTERTOPS.

Disclaimer of Warranties

Except as provided in the Limited Warranty above, the Equipment is provided “as-is”. CookTek disclaims all other warranties, express, statutory or implied, including without limitation, the implied warranties of title, non-infringement, merchant-ability and fitness for a particular purpose. CookTek does not warrant that the Equipment will meet your specifications or needs. You acknowledge that you are solely responsible for the selection of the Equipment and determining the suitability of the Equipment for your needs.

Warranty Exclusions and Limitations

Improper Installation, Operation or Maintenance: Equipment that is not installed, operated and maintained in accordance with CookTek’s manual (as may be updated by CookTek from time to time, the “Manual”), a copy of which is provided to you with the Equipment or otherwise will be furnished to you upon request, is excluded from this warranty. This warranty does not apply to damage or failure which results, in CookTek’s sole opinion, from failure to provide a suitable installation and operating environment (including power and HVAC) and facilities as prescribed by the Manual, misuse, abuse, accident, neglect, power failure or power surges (over or under voltage), or to damage or failure from flood, fire, lightning or other natural or man-made disasters, or other Acts of God, or to Equipment that has missing or altered serial numbers.

Modifications and Repair: Equipment that has been modified or altered by persons other than CookTek or its service agents, or Equipment that has had non-approved devices or connection items attached thereto, is excluded from coverage under this warranty. Repair of the Equipment by anyone other than CookTek or its authorized service agents will void all warranties on the Equipment.

Accessories: All accessories and parts (collectively “Accessories”) such as pans, bags, ceramic cooking platters, paddles, approved cleaning chemicals, and other non-electrical devices are warranted against defects in materials and workmanship for a period of 90 days from the date of shipment from CookTek’s factory. Failure of or damage to Equipment or components from the use of non-approved cleaning chemicals, devices or processes is excluded from this warranty.

Outstanding Invoices: If the full invoiced amount for the original Equipment purchased or for a non-returned Advance Replacement Unit has not been paid within forty-five (45) days from the invoice date, then CookTek will have no obligation to honor this or any other warranty on the Equipment until payment is received in full, including any accrued interest or other charges, has been satisfied, at which time warranty coverage will be reinstated, but the Warranty Period will not be extended.

Advance Replacement Warranty Service, Exclusive Remedy

CookTek will be solely responsible for determining whether or not the Equipment or any component thereof is Defective. Defective Equipment will be repaired exclusively under CookTek’s Advance Replacement Warranty Service. Upon notification of a repair issue, CookTek will send an Advance Replacement Unit to the address provided at its expense. The Advance Replacement unit may be new or refurbished at CookTek’s sole discretion. Upon receipt, you must remove and/or uninstall the defective equipment and place the defective equipment in the packaging provided with the Advance Replacement Unit. It is your sole responsibility to pack and return the defective equipment to CookTek using the packaging and shipping label provided. Units that are not returned after 30 days or units that are improperly packaged and damaged shall be charged to the customer at current list price. The Advance Replacement Unit’s warranty will continue through the end of your original warranty period. In no case will an Advance Replacement Unit extend the duration of the warranty period. This paragraph states CookTek’s sole and exclusive obligation and liability and your sole and exclusive remedy under this warranty. CookTek shall not be responsible for a failure to provide warranty services due to a user’s non-compliance with this clause.

Warranty Claims

Claims under this warranty must be reported to CookTek during our normal working hours at 800.90TURBO, or such other reporting service as CookTek may designate. Upon receipt of the claim and related information and preliminary verification that the claim is valid, CookTek will promptly send an Advance Replacement Unit to the requested location within North America.

Disclaimer of Damages

CookTek disclaims all incidental, special and consequential damages, including but not limited to loss of use, lost revenue or profits, or substitute use, suffered by you or any third party, whether arising in contract, tort (including negligence), or otherwise, resulting from any breach by CookTek or its service agents of this warranty, or resulting from the manufacture, use, or defects, of or in the Equipment, even if CookTek was apprised of the possibility of such damages.

Customer Indemnity

You agree to indemnify, defend and hold CookTek harmless from all third party claims, demands, judgments, fees and costs directly or indirectly arising out of or related to your use of the Equipment. You further agree to indemnify and hold CookTek harmless from any incidental, consequential or special damages suffered by you, including lost revenue or profits, loss of use, or substitute use, during periods of Equipment failure or loss of use.

Territory

This warranty is valid in the United States of America, Canada and Puerto Rico.

Governing Law, Entire Warranty

This warranty shall be governed and construed in accordance with the laws of the State of Texas, USA (except with respect to its provisions regarding conflicts of laws). The warranty described herein is the complete and only warranty for Equipment and supersedes all prior oral or written agreements and understandings that may have existed between us relating to Equipment warranties. The terms of this warranty may not be altered, amended or modified except by a signed writing from CookTek. Any purported alteration, amendment or modification by a service agent or anyone else will not be enforceable against CookTek.

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