CookTek®

OWNER'S MANUAL

INCOGNEETO



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For further information, call

800.908.8726

or

+1 214.379.6000

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1. REVISION HISTORY

Revision	Revision Date	By	Revision Description
A	18-Dec-25	BA	• Updated control panel dimensions • New template, updated version CT-103456 • Installation clarifications
B	12-Aug-26	BA	Added programming section

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2. IMPORTANT SAFETY INSTRUCTIONS

This manual provides essential information for installing, operating, maintaining, and servicing this oven. Information and specifications are subject to change without notice. Read all instructions before using this appliance. Retain for future reference.

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

2.1 General Safety Information

- ✓ To ensure proper use of the appliance, read all parts of this manual carefully and store it safely. Before using the appliance, clean all surfaces that will come into contact with food.
- ✓ This appliance must be grounded. Connect only to a properly grounded outlet. Refer to the Grounding Instructions section.
- ✓ Install or locate this appliance only in accordance with the installation instructions provided.
- ✓ 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.
- ✓ Never heat an empty pan. It may damage the buffet or cookware and overheat the unit.
- ✓ Turn off after use.
- ✓ Use this appliance only for its intended uses as described in this manual.
- ✓ This appliance is designed for professional use. Only allow qualified or duly instructed personnel to use.
- ✓ Always monitor the appliance during operation.
- ✓ In the event of a failure, breakage, or irregular function, switch the appliance off and disconnect from the power supply.
- ✓ Always ensure the Incogneeto™ is disconnected from the power supply before servicing, repairing, or adjusting any components or parts.
- ✓ This appliance is not to be used by children or persons with reduced physical, sensory, or mental capabilities, or a lack of experience and knowledge, unless a responsible person has given them supervision or instruction.
- ✓ Unplug the appliance to allow for cooling if handling, transporting, or storing.

DO NOT perform the following:

- ✗ Use corrosive chemicals or vapors in this appliance; it is not designed for industrial/laboratory use.
- ✗ Operate this appliance if it has a damaged cord or plug, is not working properly, has been damaged or dropped. Refer to the Power Cord Replacement section.
- ✗ Store this appliance outdoors or upside down.
- ✗ Use this appliance near water (e.g., a kitchen sink, a wet basement, or a swimming pool).
- ✗ Immerse the cord or plug in water.
- ✗ Let the cord hang over the edge of a table or counter.
- ✗ Place the cord near heated surfaces.
- ✗ Use any accessories or attachments that the manufacturer does not recommend. Use of unapproved accessories may cause injuries and void the warranty.
- ✗ Move the appliance while it is plugged in or while a hot pan or a pan containing hot liquids is on top of the appliance.
- ✗ Obstruct, block, or alter the air entrance or outlet, or stick foreign objects into these openings.
- ✗ Strike or damage the buffet.
- ✗ Put the buffet in your luggage. Throwing or dropping the buffet can damage the internal components or crack the buffet, voiding your warranty.

2.2 Reducing Fire Risk

- ✓ In the unlikely event of a grease fire, smother flame by covering the pan with a tight-fitting lid, cookie sheet, or flat tray. DO NOT USE WATER. When the fire is under control, turn off the appliance and unplug it from the wall.
- ✓ Keep away from gas or electric ranges or open flames.
- ✓ Dry the outside of the pan before use, as water droplets on the exterior may start to boil and spatter as the pan heats up.

DO NOT perform the following

- ✗ Put food or unopened cans on the buffet warmer surface.
- ✗ Use aluminum foil on top of the buffet warmer.
- ✗ Overcook food.
- ✗ Place in an oven.

2.3 Grounding Instructions

This appliance must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing a safe path for the current. This appliance is equipped with a cord that includes a grounding wire and a grounding plug, which must be plugged into a properly installed and grounded outlet. Consult a qualified electrician or service technician if you're unsure how to follow grounding instructions or have questions about whether the appliance is properly grounded. It is the owner's responsibility to replace any 2-prong wall outlet with a properly grounded 3-prong wall receptacle.

⚠ **WARNING: Improper grounding can result in risk of electric shock.**

- ✗ 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.

2.4 Power Cord Replacement

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

⚠ **WARNING: If the Incogneeto™ is unplugged during service or maintenance, the user must always be able to access and see the plug to ensure that the oven remains unplugged.**

2.5 Protective Earth (Ground) Symbol



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

2.6 Equipotential Bonding Symbol



This symbol identifies the terminals which, when connected, 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. SPECIFICATIONS

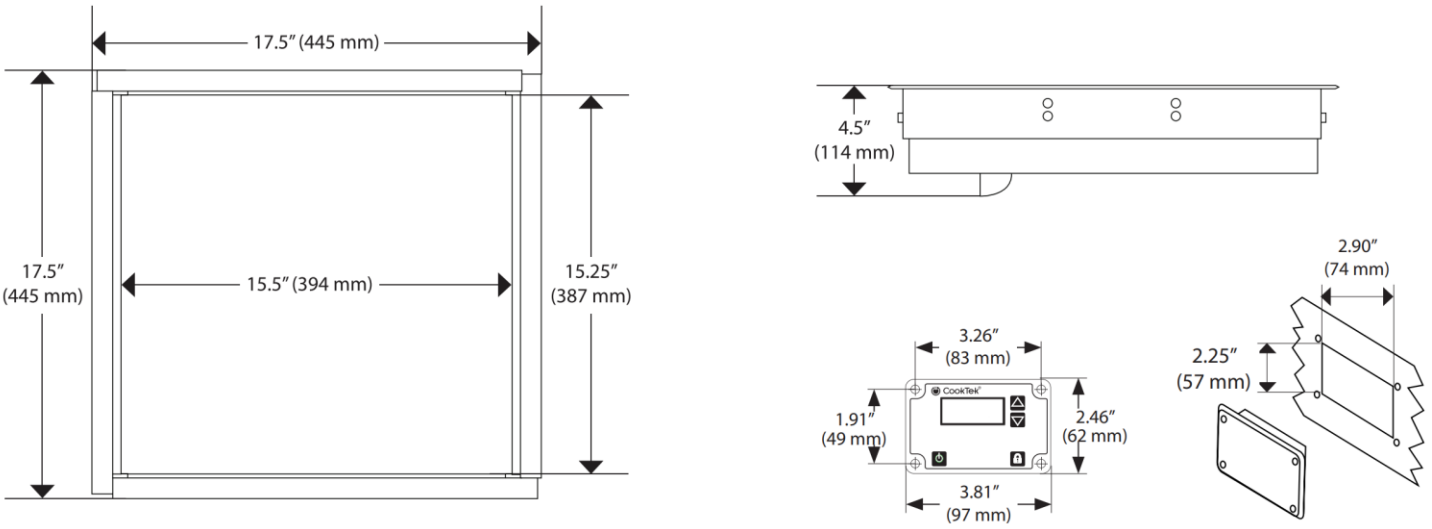


Figure 3-1: Incogneeto Dimensions

3.1 Performance

The CookTek Incogneeto™ is an undercounter buffet warmer designed to mount under natural stone or "engineered" stone countertops – no cutting into the stone is required. A Magneeto™ II trivet (included with purchase) is placed on the countertop and acts as a temperature sensor, communicator, and locator device, enabling efficient heating of any induction-compatible pan through the stone countertop.

Note: Induction buffet units require induction-compatible cookware (i.e., magnetic).

3.2 Dimensions

DIMENSIONS	
Height	4.5" (114 mm)
Width	17.5" (445 mm)
Depth	17.5" (445 mm)
Interior Surface Width	15.5" (394 mm)
Interior Surface Depth	15.25" (387 mm)
Weight	15 lb (6.8 kg)
COOLING REQUIREMENTS AND SPECIFICATIONS	
Minimum Ventilation Requirements	16 in^2 (103 cm^2)
Internal Cooling Fan Displacement	70 CFM (2.0m^3 /min)

3.3 Certifications

FCC, ETL (cETLus), NSF, CE

CookTek's buffet conforms to UL 197 and CSA 22.2 No. 109 standards and bears the commercially rated approvals. CookTek's buffet conforms to European Economic Area standards and bears the CE marking, signifying European Conformity.

3.4 Buffet Warmer Construction

- Under-the-counter design with a polycarbonate top and aluminum housing
- Magneeto™ II trivet locates heat zone when placed on countertop – one included with purchase
- Accommodates up to a 12" (305 mm) induction-compatible enamel cast ironware or traditional chafer
- Can be safely used under natural stone or engineered "stone" countertops
- Automatic pan detection allows for instant energy transmission to pan; almost no energy consumption when pan is not present

3.5 Electrical Specifications

An independent, dedicated circuit is recommended for up to 3 units on a 15 A (120 VAC) circuit, 4 units on a 20 A (120 VAC) circuit, or up to 5 units on a 20 A (240 VAC) circuit.

3.6 Applicable Models

- B651-U2
- B652-U2

4. INSTALLATION

Install or position this appliance only as directed below.

Note: Installing the product without following the specifications in this manual will void the warranty.

4.1 Important Characteristics of Natural Stone

Natural stone contains inherent variations and flaws. Cracking may occur due to:

- Insufficient structural support
- Shifting or uneven cabinet joints
- Uneven weight distribution
- Localized temperature differences

Heat sources that may contribute to localized stress include:

- Heat lamps above the surface
- Equipment installed below the stone
- Hot cookware placed on the surface

CookTek testing shows that natural stone neither affects wireless signals nor absorbs induction energy from Incogneeto™ or Magneeto™ II devices.

4.2 Design Considerations

- Cabinet ventilation must maintain interior temperatures as close to room temperature as possible. Poor ventilation increases stress on the stone.
- Stone strength increases with thickness.
  - A 1.2 in (30 mm) stone offers increased crack resistance and better heat dissipation.
  - A 0.8 in (20 mm) stone has reduced tensile strength and is more vulnerable to stress.
- Provide as much surrounding stone surface area as possible around the Incogneeto™ opening to improve structural integrity.
- Avoid mechanical seams in cabinet supports near the Incogneeto™ installation area.
- The Incogneeto™ units can be installed side by side without requiring extra cooling space. However, the serving vessel on top may restrict side-by-side setup.

4.3 Best Practices for Installation Under Natural Stone

For assistance, contact customer service at 214-379-6000 (Option 1) or customerservice@cooktek.com

- A 1.2 in (30 mm) natural stone is recommended for high-use applications.
- A 0.8 in (20 mm) engineered stone is acceptable for all applications.
- A 0.8 in (20 mm) top (any material) requires a plywood substrate.
- Maintain a minimum of 8 in (203 mm) of stone from the edge of the Incogneeto™ cutout to any finished stone edge.
- Use caution with overhead heat lamps. Heat lamps can damage Magneeto™ II trivets if no cookware is present to absorb the heat.
- Metals should not be used directly above an installed Incogneeto™ unit in countertop construction, although trace metals in the stone or engineered stone are permitted. Metals in cabinet construction may cause heating or interfere with communication between the Magneeto™ II and Incogneeto.

4.4 Surface Materials

Approved Surfaces

SYNTHETIC/ENGINEERED STONE*	
BRAND	**MATERIAL COMPOSITION**
Caesarstone	Quartz / Porcelain
Cambria	Quartz
Concetto	Gray Agate / Ice Quartz / Amethyst
Granite Transformations	Quartz / Granite / Sand
IceStone	Recycled Glass and Cement
Okite	Quartz
Santa Margherita	Quartz
Santa Margherita	Marble
Silestone	Quartz
Technistone	Quartz / Granite / Sand
Viatera	Quartz
Zodiaq	Quartz
NATURAL STONE	
Granite	
Marble	
Soapstone	
Quartzite	
Slate	
Limestone	
Quart	

Unapproved Surfaces

SOLID-SURFACE COUNTERTOPS ARE A BLEND OF ACRYLIC OR POLYESTER RESIN, POWDERED FILLERS AND PIGMENTS, CAST INTO SLABS	
BRAND	**MATERIAL COMPOSITION**
DuPont Corian	Acrylic / Polyester Resins
Durat	
Formica	
LG HI-MACS	
Livingstone	
Staron	
Swanstone	
Wilsonart	

4.5 Unpacking

1. Remove the Incogneeto™ from its packaging.
2. Before discarding, check the packaging thoroughly for accessories and literature.

   Note: Keeping the packaging is recommended in case the buffet warmer may be shipped to another location.

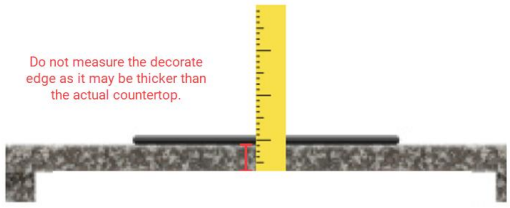
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4.6 Mounting

CAUTION: KEEP THE UNIT AWAY FROM OTHER HEAT SOURCES.

CAUTION: LEAVE AT LEAST TWO INCHES OF SPACE ON THE SIDES, FRONT, AND REAR FOR AIR CIRCULATION. BLOCKING EITHER THE AIR INTAKE OR EXHAUST OUTLET WILL CAUSE THE INTERNAL TEMPERATURE TO RISE, WHICH MAY TRIGGER AN ERROR CODE.

1. Measure the countertop thickness where the unit will be installed.
   IMPORTANT: Do not measure the decorative edge of the countertop if it is thicker. Some countertops have a thicker edge that does not reflect the actual surface thickness.
   Note: The top of the unit must be 1.5–1.65 in (38–42 mm) from the top of the counter.



2. Glue plywood or plywood strips to the stone countertop.

If	Then
Using a 0.8 in (20 mm) stone countertop	Install a 0.8 in (20 mm) plywood sheet.
Using a 1.2” (30 mm) stone countertop	Install a 0.5 in (12 mm) plywood sheet. **OR** Install two 0.8 in (20 mm) strips.

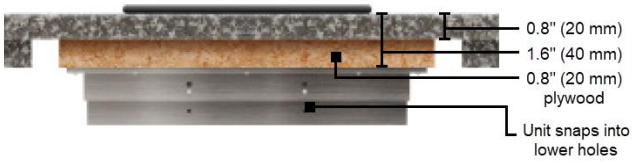


Figure 4-1: Stone Countertop 0.8” (20 mm)

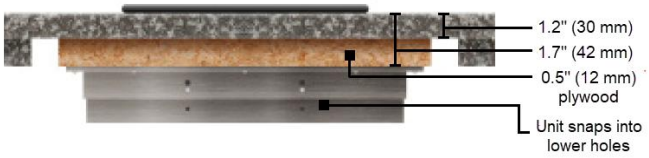


Figure 4-2: Stone Countertop 1.2” (30 mm)



Figure 4-3: Stone Countertop 1.2” (30 mm) with Plywood Strips

3. Attach the mounting frame to the plywood or strips with 0.5 in (12.7 mm) wood screws.

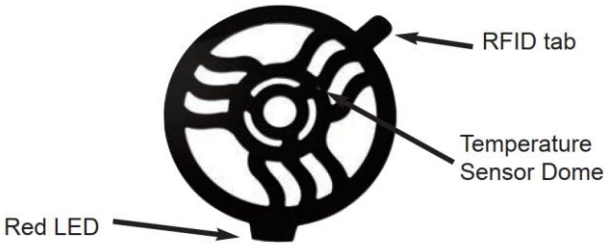


4. Snap the Incogneeto™ into the frame.

   Note: Install the unit so that the ANTENNA SIDE sticker is under where the Magneeto™ II RFID tab will be located.



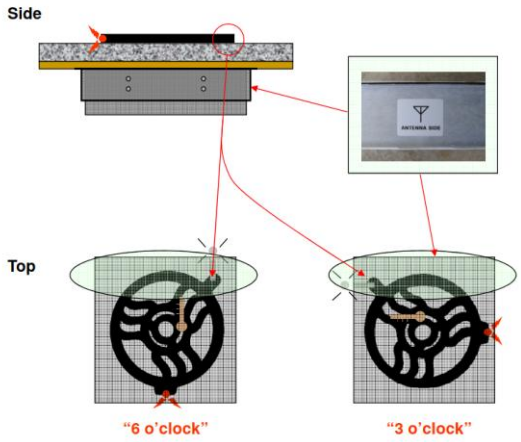




4.7 Installation Tips

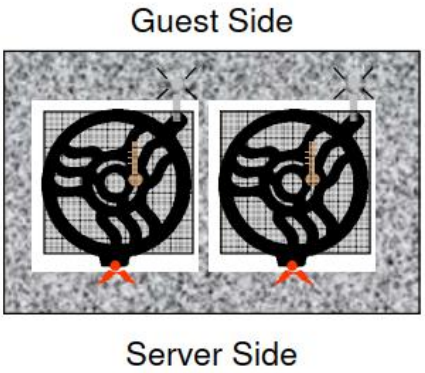
Example 1:

Position the Magneeto™ II RFID tab over the antenna side of the unit. The antenna runs the entire length of the unit, allowing the Magneeto™ II to be used in the 3 or 6 o'clock positions.



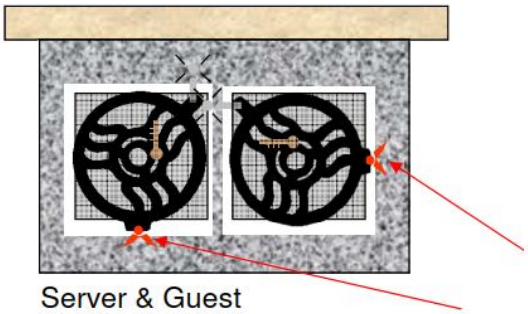
Example: Island Installation

Mount the units with the antenna side facing the guests. Place the Magneeto™ II RFID tab on the antenna side. Magneeto™II can be used with the LED indicator in the 3 or 6 o'clock position, facing the servers rather than the guests. Servers can see that the system is working, and the guests are not distracted by the lights.



Example 3: Flush with Wall

Mount units with the antenna side against the wall. The Magneeto™ II RFID tab must be over the antenna side. Magneeto™ II can be used with the LED indicator in the 3 or 6 o'clock positions. The 3 o'clock position avoids shining lights directly at seated guests, but servers can still see that the system is working.



5. CLEANING

5.1 Incogneeto™ Buffet Warmer

CAUTION: NEVER IMMERSE THE BUFFET IN WATER OR PUT IT IN THE DISHWASHER.

Turn the unit off and remove the plug from any power outlets before cleaning.

5.2 Magneeto™ II

CAUTION: DO NOT PLACE THE MAGNEETO™ II IN THE DISHWASHER.

CAUTION: DO NOT SIGNIFICANTLY BEND OR TWIST THE MAGNEETO™ II AS DAMAGE MAY RESULT.

CAUTION: EXPOSURE TO WATER SPRAY MAY CAUSE CONTROL PANEL FAILURES.

CAUTION: CONTROL PANELS ARE NOT WATER-TIGHT.

CAUTION: CONTROL PANELS SHOULD ONLY BE MOUNTED VERTICALLY, NEVER HORIZONTALLY.

- Clean the Magneeto™ II with a mild soap or detergent.
- Control panels should only be cleaned with a damp cloth.

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6. CONTROLS



Figure 6-1: Control Panel

1. **POWER button**
   Press to turn the oven on or off. A green LED light indicates when the unit is on.
2. **LOCK button**
   Use this button to prevent users from adjusting settings. Press three times to lock and unlock the unit. When the unit is locked, the only button that will continue to work is the **POWER** button. The red LED to the right of the button will indicate when the unit is locked.
3. **SmarTag™**
   The **SmarTag™** LED will illuminate once a Magneeto™ II is placed on the countertop.
4. **Pan Detected**
   The **Pan Detected** LED will illuminate once an induction-compatible pan is placed on top of the Magneeto™ II.
5. **Up and Down Keys**
   Press the up and down keys to change the temperature.
6. **Display**
   Displays the holding temperature (Fahrenheit or Celsius) and error code information.

7. OPERATION

Notes:

- *Models will operate on 100–120VAC drawing up to 650 W, or on 200–240 VAC drawing a maximum of 650 W. Check the rating plate on the unit to verify the correct voltage and wattage. Voltages below 120 VAC or 240 VAC may result in reduced power and slower heating times.*
- *This unit requires a Magneeto™ II for operation.*
- *The Incogneeto™ will not work with a Magneeto™ I module or an RFID-equipped chafing dish.*

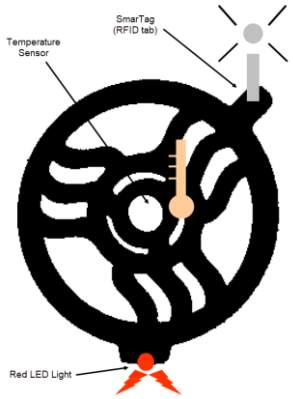
7.1 Initial Magneeto™ Connection

1. With the Incogneeto™ off, hold the down arrow while pressing the **POWER** button until **CLR** displays.
2. To set the tag, press **LOCK** twice.
   *Note: The screen will display **TAG SET**.*
3. Turn off the Incogneeto™.
4. Repeat for each Magneeto™ II.

7.2 Magneeto™ II Operation

Note: Upward bowing of Magneeto™ II when hot and a dish is removed is normal and disappears with cooling or when a dish is placed on top.

1. Press the **POWER** button to turn the Incogneeto™ on.
   *Note: The green LED beside the **POWER** button will light up.*
2. Place a Magneeto™ II on the countertop and slowly slide it until the LED starts flashing and the **SmarTag™** LED lights up.
   Note: The best position is where the light flashes brightest.



3. Place an induction-compatible dish on the Magneeto™ II, making sure it covers the temperature sensor.

   Notes:

   - *Do not cover the RDIF tab with the dish.*
   - *The **Pan Detect** LED will illuminate.*
   - *The unit will begin to warm up to either 80 °F or the latest temperature entered.*

4. Press the up and down arrows to select the desired preset temperature options.
   - Fahrenheit settings (80–190)
   - Celsius settings (30-85)

   *Note: Once the unit reaches the set temperature, the **F** or **C** stops flashing and stays on the display.*
5. To prevent temperature settings changes, press the **LOCK** button three times.

   Notes:

   - *The red LED to the right of the lock button will illuminate to indicate the unit is locked.*
   - *The **POWER** button will continue to function while locked.*

6. When you are finished using the unit, press the **POWER** button.

   *Note: The green LED beside the **POWER** button will turn off.*

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7.3 Program Magneeto™

Programming a Magneeto™ allows the device to automatically reach a specific temperature once you place a pan on it.

1. With the Incogneeto™ off, hold the down arrow while pressing the POWER button until TAG PROG CLR displays.
2. Press the up or down arrow to select the desired temperature.
3. Press LOCK twice.

   Note: The screen will display TAG SET once finished.
4. To clear any set programming, complete the following:
   a. With the Incogneeto™ off, hold the down arrow while pressing the POWER button until TAG PROG CLR displays.
   b. To set the tag, press LOCK twice until the screen displays *TAG SET > TAG SET CLR*.
   c. Turn off the Incogneeto™.

      Note: Z will display once clear.

7.4 Change Temperature Scale

Start with the unit off, hold down the up arrow while pressing the POWER button. Then use the down arrow to choose the desired setting. Turning the unit off completes the selection.

Note: If a button is not pressed for more than 5 minutes, the unit will turn off while maintaining the previously set temperature scale.

7.5 Change Temperature Options (Short/Long)

With the unit off, hold down both the up and down arrows, then press the POWER button. Use the arrows to select NUM and press the LOCK button. Use the arrows again to select PART or FULL for the partial or full set of temperatures. Press the POWER button to set the value.

7.6 Set Timer

The Incogneeto™ is equipped with a timer alarm that can be set to alert the operator when a pan has been on the unit for up to 240 minutes (4 hours).

To enable/disable the timer:

1. Starting with the unit off, hold the down arrow while pressing the POWER Button.
2. Release the buttons once the display turns on.
3. Use the up and down arrows to toggle through the options until t En displays.
4. Press the LOCK Button once to select the enable option.
5. Press the up and down arrows to toggle between the settings options ON and OFF.
6. Once the desired option is displayed, press the LOCK Button to enter the option.

   Note: The display will flash three times to indicate the option has been saved.
7. Press the POWER button to exit this mode.

To set the timer interval:

1. Starting with the unit off, hold the down arrow while pressing the POWER Button.
2. Release the buttons when the display turns on.
3. Use the up and down arrows to toggle through the options until t Int displays.

4. Press the **LOCK** Button to select the interval option.
5. Press the up and down arrows to adjust the timer interval.
6. When the desired time (displayed in minutes) appears, press the **LOCK** Button to select this option.

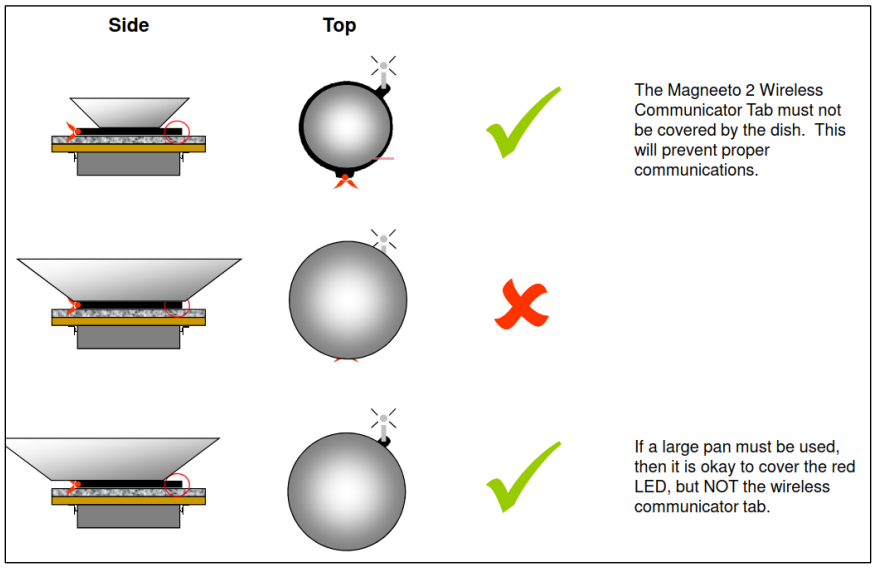
   Note: The display will flash three times to confirm it has been saved.
7. Press the **POWER** button to exit this mode.

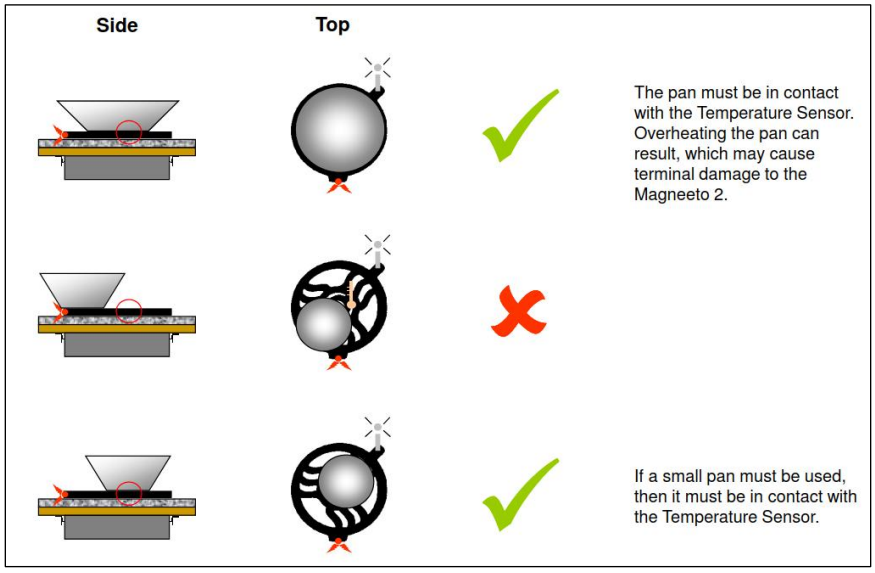
7.7 Time Operation

Note: If not enabled, enable the timer by completing the steps in the Set Time section.

- If the timer is enabled, it will start counting when a pan is placed on the unit, and the **Heating** or **At Temp** light will turn on.
- The timer will count to the preset interval (in minutes).
- Once the interval is reached, the unit will beep once per second to alert the operator and flash **DONE** on the display.
- The unit will maintain the pan at the set temperature when the timer expires.
- The timer is reset when the pan is removed from the unit, and the **Heating** or **At Temp** LED turns off.
- The next time a pan is placed on the unit, the timer will restart from the beginning. To view the elapsed time since the pan was placed on the unit, press the Lock button once. This will display the elapsed time (in minutes) for 5 seconds. After 5 seconds, the normal temperature display will return.

7.8 Pan Placement Tips





8. TROUBLESHOOTING

The following is a list of issues, along with the possible cause(s), that the oven may be experiencing. Please attempt the recommended resolution before calling customer support or your Authorized Distributor.
If any issue occurs that is not listed below, contact customer support 800.908.8726 or 214.379-6000.

Issue	Possible Cause(s)	Resolution
No power to unit	• Unit is not plugged in • Main circuit breaker is tripped	• Plug the unit in • Plug a different electronic device into the receptacle to make sure that power is present • Reset the breaker and then power the oven back on • Check wall switches
Pan is not: – warming up – heats unevenly – maintaining heat level – overheats	• Pan is not suited for induction cooking • Pan may not be centered • Pan may not have a flat enough bottom • Pan diameter is less than 7” (17.8 cm) or more than 12” 30.5 cm)	• Use an induction-compatible pan measuring between 7" and 12” (17.8–30.5 cm) • Center the pan *Note: Refer to the Pan Placement Tips section for examples.* • Use a flatter pan
Unit suddenly stopped heating	• Circuit shared with another electrical device • Safety shut-off engaged	• Ensure proper voltage and power levels • Ensure the buffet is not connected to the same circuit as other electrical devices • Make sure that the buffet surface is clear, wait 15-20 minutes for the unit to reset *Note: The safety shut-off activates if an empty pan is left on the buffet surface while the unit is operating at full power.*
Induction-compatible pan does not heat up enough despite high power levels	• Extension cord in use • Circuit shared with another electrical device	• Remove from extension cord *Note: Refer to the Grounding Instructions section for safety information.* • Ensure the buffet is not connected to the same circuit as other electrical devices

8.1 Error Codes

If a malfunction occurs, your CookTek Incogneeto™ Buffet will display an error code on the alphanumeric display. Some models will beep a number of times indicated by the error code and flash the lights on the control box. Consult the following table when an error code appears. To reset error conditions, remove the pan from the unit and press the POWER button, or unplug the unit.

Error Code	Displayed Message	Troubleshooting
E-01	Broken Temperature Sensor	Service required.
E-03	Overcurrent (peak)	Try different cookware. Service may be required.
E-06	High line voltage	To reset, unplug the unit, wait 5 seconds, then plug it back in. If the problem persists, have an electrician monitor the line voltage.
E-07	Hardware failure	Service required.
E-08	Zero cross failure	Turn the unit off, then on. Plug the unit into an outlet on a different circuit breaker. If the problem persists, service is required.
E-10	Magneeto™ II RTD Failure	Service required.
E-11	Tag communication	Ensure the RFID tag on the pan is properly located.
E-12	RFID reader failure	Service required.
E-13	User-interface error	Check control panel connection, cycle power. Service may be required.
E-16	Critical error	Service required.

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9. WARRANTY

Refer to the Advanced Replacement Warranty policy for more information.

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