



# Owner's Manual

FOR THE COOKTEK SINAQUA™ SOUPER™

MODELS: SASO41-4, SASO42-4, SASO81-7, SASO82-7,  
SASO81-11 & SASO82-11, SASDO41-4, SASDO42-4,  
SASDO81-7, SASDO82-7, SASDO81-11 & SASDO82-11



CAUTION: Read the instructions before using the equipment.

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## Original Instructions

The information contained in this manual is important for the proper installation, use, maintenance, and repair of this equipment. Follow these procedures and instructions to help ensure satisfactory results and trouble-free service.

Errors – descriptive, typographic, or pictorial – are subject to correction. Specifications are subject to change without notice.

Please carefully read this manual and retain it for future reference.

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## IMPORTANT SAFETY INSTRUCTIONS

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

## GENERAL SAFETY INFORMATION

- Read all instructions before using this equipment.
- This equipment must be grounded. Connect only to a properly grounded outlet. See “Grounding Instructions” on page ii and “Electrical Specifications” on page 2 of this manual. **DO NOT** use an extension cord.
- Install or locate this equipment only in accordance with the provided installation instructions on page 2 of this manual.
- Keep equipment away from person(s) with reduced physical, sensory, or mental capabilities unless supervised/instructed on how to properly use the equipment.
- Keep children 8 years and younger away from the equipment when in operation. Children 8 years and above may use the equipment with proper adult supervision. **DO NOT** allow children to clean or perform maintenance on this equipment without adult supervision. **DO NOT** allow children to play with this equipment.
- 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 CookTek SinAqua™ Souper™ for anything other than its intended use as described in this manual. This unit is designed to hold and reheat food and is not intended for laboratory or industrial use.
- Always allow for cooling time if handling, transporting, or storing.
- **DO NOT** use any equipment that has a damaged cord or plug, or one that has malfunctioned or been damaged. For service information, contact CookTek at +1 (214) 379-6000.
- **DO NOT** use any accessories or attachments that are not recommended by the manufacturer. Use of unapproved accessories may cause injuries and void the warranty.
- **DO NOT** let the power cord touch hot surfaces or hang over the edge of the counter. Never immerse cords, plugs, or the equipment in water.
- **DO NOT** leave the equipment unattended while in use.
- Keep the SinAqua™ Souper™ away from gas and electric ranges and open flames.
- **DO NOT** place in the oven. If the ambient air temperature is above 110°F (43.3°C), the unit may not function properly.
- **DO NOT** use the SinAqua™ Souper™ 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 SinAqua™ Souper™. Dropping the unit can damage the internal components or crack it, voiding your warranty. If the SinAqua™ Souper™ becomes cracked, unplug the unit immediately and do not use it.
- **DO NOT** use a water jet to clean the equipment. See page 4 in this manual for proper cleaning procedures.
- Metallic objects such as kitchen utensils, cutlery, etc., must not be placed on the induction tray within zones provided for the induction crockery since they could get hot (IEC60335-2-49/A1)
- Only use induction crockery and induction trays recommended by the manufacturer (IEC60335-2-49/A1)
- Users with heart pacemakers should consult with the manufacturer (IEC60335-2-49/A1)

## SAVE THESE INSTRUCTIONS

## GROUNDING INSTRUCTIONS

The SinAqua™ Souper™ 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.

For your safety, never cut, remove, or disable the electrical (ground) connection from the plug. Never use an adapter plug or an extension cord with the SinAqua™ Souper™.



**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.

**SAVE THESE INSTRUCTIONS**

## Theory of Operation

The SinAqua™ Souper™ is a portable countertop unit from CookTek used for rethermalizing food and precision holding. Employing a forward-thinking design and high-contrast, easy-to-use capacitive touch control, the SinAqua™ Souper™ can take liquid foods from an unfrozen, chilled state through the food safety danger zone in as little as 45 minutes.<sup>†</sup> After rethermalization, food is held at a precise temperature within a selectable range of 140–200°F (60–95°C). Utilizing CookTek inductive heating technology, the SinAqua™ Souper™ consistently heats food without scorching and holds food twice as long as steam wells, while using less than half the energy. The SinAqua™ Souper™ eliminates maintenance and plumbing associated with traditional soup warmers.

<sup>†</sup> Requires stirring

## Dimensions: Countertop

### Exterior - Souper 4 qt. (Figure 1)

Height: 13.78" (349.9 mm)  
 Width: 9.52" (241.9 mm)  
 Depth: 10.18" (259 mm)  
 Weight: 8.33 lb. (3.78 kg)  
 Packaged Weight: 11.9 lb. (5.4 kg)

### Exterior - Souper 7 qt. (Figure 2)

Height: 14.86" (377 mm)  
 Width: 11.75" (298 mm)  
 Depth: 12.17" (309 mm)  
 Weight: 11.92 lb. (5.41 kg)  
 Packaged Weight: 13.45 lb. (6.1 kg)

### Exterior - Souper 11 qt. (Figure 3)

Height: 14.86" (377 mm)  
 Width: 13.70" (348 mm)  
 Depth: 14.26" (362 mm)  
 Weight: 12.94 lb. (5.87 kg)  
 Packaged Weight: 14.55 lb. (6.6 kg)

## Clearances

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

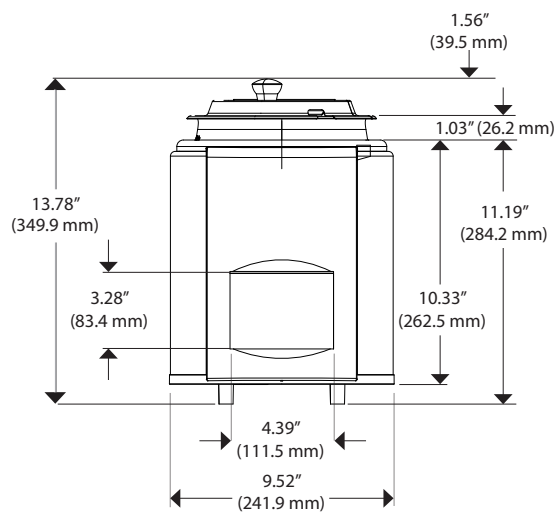


Figure 1: SinAqua™ Souper™ 4 qt. Dimensions

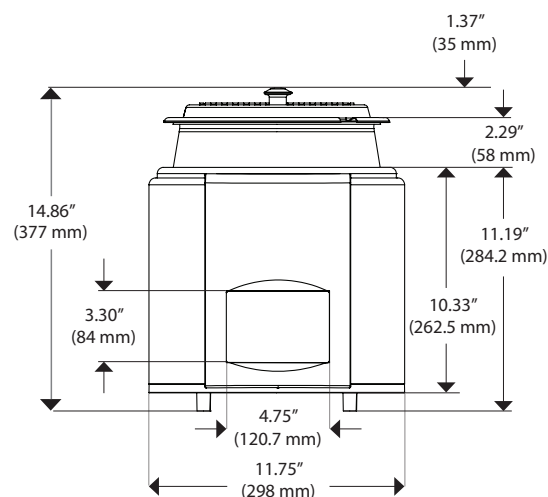


Figure 2: SinAqua™ Souper™ 7 qt. Dimensions

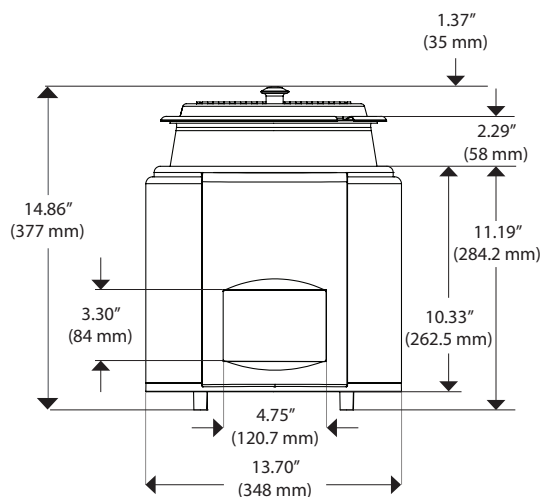


Figure 3: SinAqua™ Souper™ 11 qt. Dimensions

## Dimensions: Drop-In

### Exterior - Souper™ 4 qt. (Figure 4)

Height: 13.82" (351 mm)  
Diameter: 11.78" (299 mm)  
Cutout Diameter: 9.75" (248 mm)  
Weight: 8.33 lb. (3.78 kg)  
Packaged Weight: 11.9 lb. (5.4 kg)

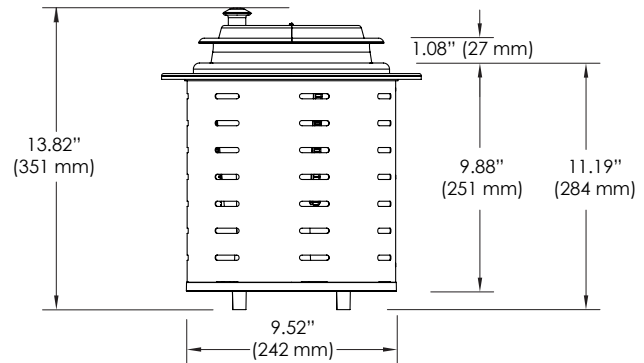


Figure 4: SinAqua™ Souper™ 4 qt. Drop-In Dimensions Front View

### Exterior - Souper™ 7 qt. (Figure 5)

Height: 14.9" (378 mm)  
Diameter: 13.42" (341 mm)  
Cutout Diameter: 12" (305 mm)  
Weight: 11.92 lb. (5.41 kg)  
Packaged Weight: 13.45 lb. (6.1 kg)

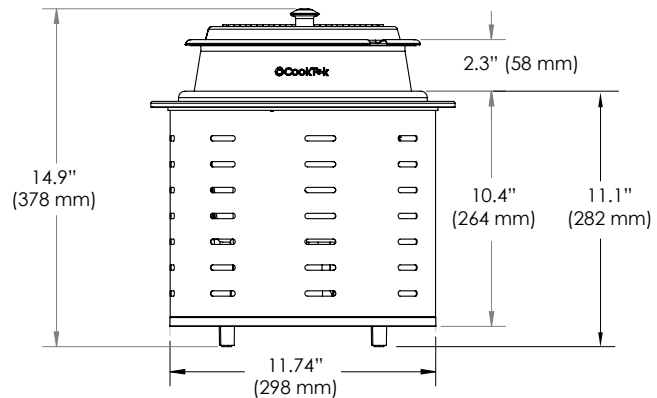


Figure 5: SinAqua™ Souper™ 7 qt. Drop-In Dimensions Front View

### Exterior - Souper™ 11 qt. (Figure 6)

Height: 14.86" (377 mm)  
Diameter: 15.36" (390 mm)  
Cutout Diameter: 14" (356 mm)  
Weight: 12.94 lb. (5.87 kg)  
Packaged Weight: 14.55 lb. (6.6 kg)

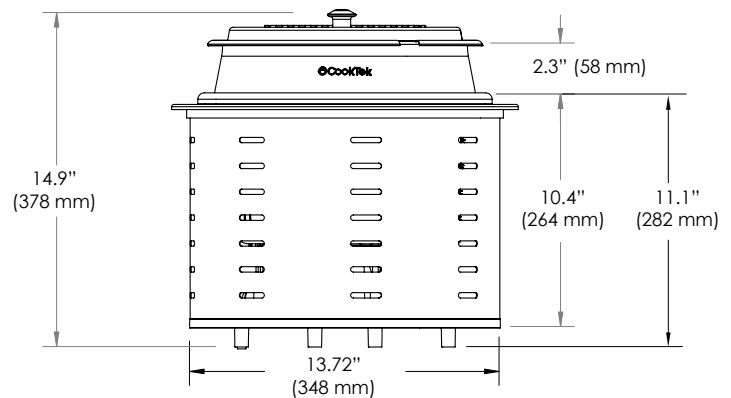
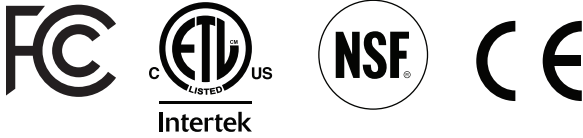


Figure 6: SinAqua™ Souper™ 11 qt. Drop-In Dimensions Front View



## Certifications



## Electrical Specifications

The SinAqua™ Souper™ must be plugged into a grounded, single-phase receptacle. See the adjacent data and check the rating plate on the unit to verify correct voltage and wattage. Incoming voltages that are below the product specification can result in less-than-rated power and slower heating times.

## Installation: Countertop

Install or locate this equipment only in accordance with the instructions below.

## Unpacking Instructions

1. Remove the SinAqua™ Souper™ from its packaging.
2. Before throwing the packaging away, check it thoroughly for accessories and literature.
3. Make sure the power cord is firmly attached before plugging the unit into the power receptacle and before attempting operation.

NOTE: Keeping the packaging is recommended in case the equipment and/or accessories need to be transported.



**CAUTION:** The SinAqua™ Souper™ is designed to operate without water and does not employ steam to heat food. If water is allowed to enter the chamber wherein the tureen is placed, whether by way of operational error or for cleaning purposes, the water will drain below the Souper™ unit (see Figure 7, page 4).

UNITED STATES/ CANADA (208V)	<b>4 Qt:</b> 100–120 V, 50/60 Hz, 3.5A, 400 W  <b>7 or 11 Qt:</b> 100–120 V, 50/60 Hz, 7A, 800 W	 NEMA 5-15P
UNITED STATES/ CANADA (240V)	<b>4 Qt:</b> 100–120 V, 50/60 Hz, 2A, 400 W  <b>7 or 11 Qt:</b> 200–240 V, 50/60 Hz, 4A, 800 W	 NEMA 6-20P
UK/SAUDI ARABIA	<b>4 Qt:</b> 100–120 V, 50/60 Hz, 2A, 400 W  <b>7 or 11 Qt:</b> 200–240 V, 50/60 Hz, 4A, 800 W	 BS1363, 13A, 230V
EUROPE/ INTERNATIONAL	<b>4 Qt:</b> 100–120 V, 50/60 Hz, 2A, 400 W  <b>7 or 11 Qt:</b> 200–240 V, 50/60 Hz, 4A, 800 W	 CEE 7/7 Schuko, 16A, 250V
AUSTRALIA	<b>4 Qt:</b> 100–120 V, 50/60 Hz, 2A, 400 W  <b>7 or 11 Qt:</b> 200–240 V, 50/60 Hz, 4A, 800 W	 AS/NZS 3112:2000, 10A, 250V
JAPAN	<b>4 Qt:</b> 100–120 V, 50/60 Hz, 2A, 400 W  <b>7 or 11 Qt:</b> 200–240 V, 50/60 Hz, 4A, 800 W	Call
SOUTH AFRICA	<b>4 Qt:</b> 100–120 V, 50/60 Hz, 2A, 400 W  <b>7 or 11 Qt:</b> 200–240 V, 50/60 Hz, 4A, 800 W	 BS 546, 16A, 250V
ISRAEL	<b>4 Qt:</b> 100–120 V, 50/60 Hz, 2A, 400 W  <b>7 or 11 Qt:</b> 200–240 V, 50/60 Hz, 4A, 800 W	 SI 32, 16A, 250V

## Installation: Drop-in

Install or locate this equipment only in accordance with the instructions below.

### Unpacking Instructions

1. Remove the SinAqua™ Souper™, mounting ring, and control box from the packaging.
2. Before throwing the packaging away, check it thoroughly for accessories and literature.
3. Make sure the power cord is firmly attached before plugging the unit into the power receptacle and before attempting operation.

NOTE: Keeping the packaging is recommended in case the equipment needs to be transported.

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 warranty.

If water enters the chamber,  
it will drain here

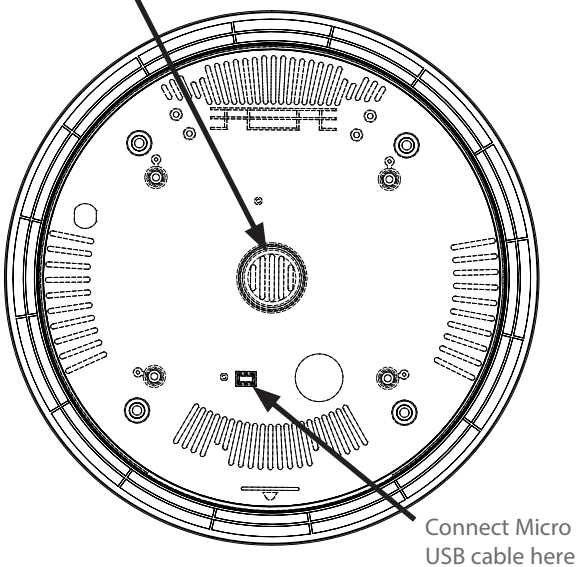


Figure 7: Micro USB Connector

### Installing the Souper™ and Control Box

1. Connect the Micro USB cable to the Souper unit (Figure 7, below).
2. Install the Souper™ using the following surface cutout dimensions:
  - 4 Qt Souper™: 9.75-inch (248 mm) diameter hole
  - 7 Qt Souper™: 12-inch (305 mm) diameter hole
  - 11 Qt. Souper™: 14-inch (356 mm) diameter hole
3. Install the stainless steel overlay, if the accessory was ordered (Figure 8, below).
4. Connect the other end of the Micro USB cable to the control box (Figure 9, page 5) and install the control box using the cutout dimensions in Figure 10 (page 5).
5. Plug in the Souper™ to the power source.



**CAUTION:** The SinAqua™ Souper™ is designed to operate without water and does not employ steam to heat food. If water is allowed to enter the chamber wherein the tureen is placed, whether by way of operational error or for cleaning purposes, the water will drain below the Souper™ unit (see Figure 7, below). When installing the drop-in Souper™ unit, plan accordingly.

Stainless Steel Overlay  
(accessory only; not  
standard item)

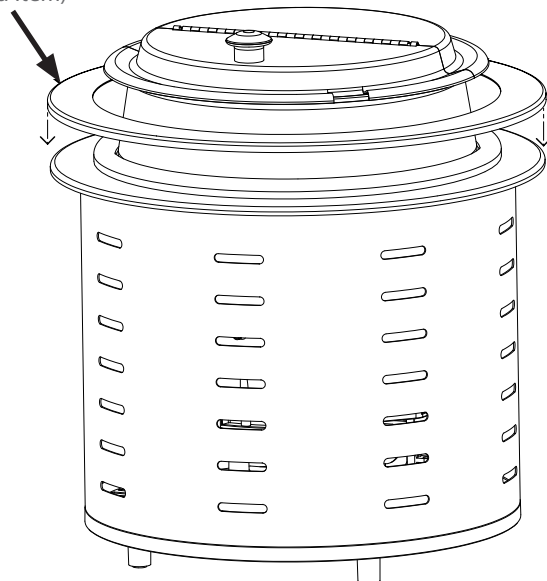


Figure 8: Install the Stainless Steel Overlay Accessory

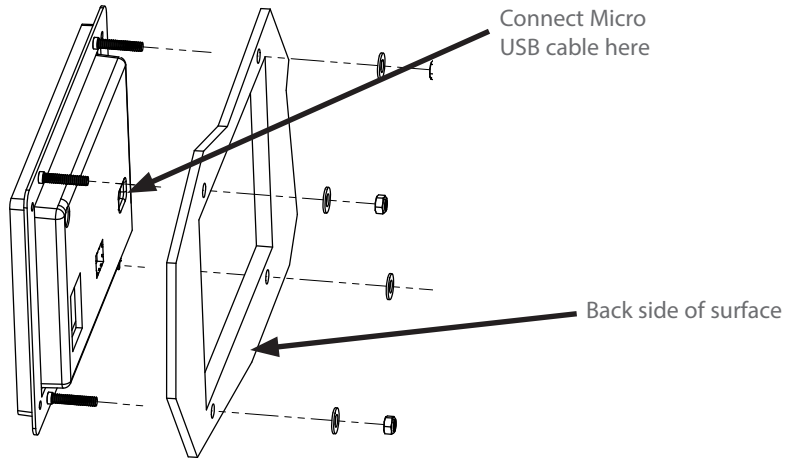


Figure 9: Control Box Installation

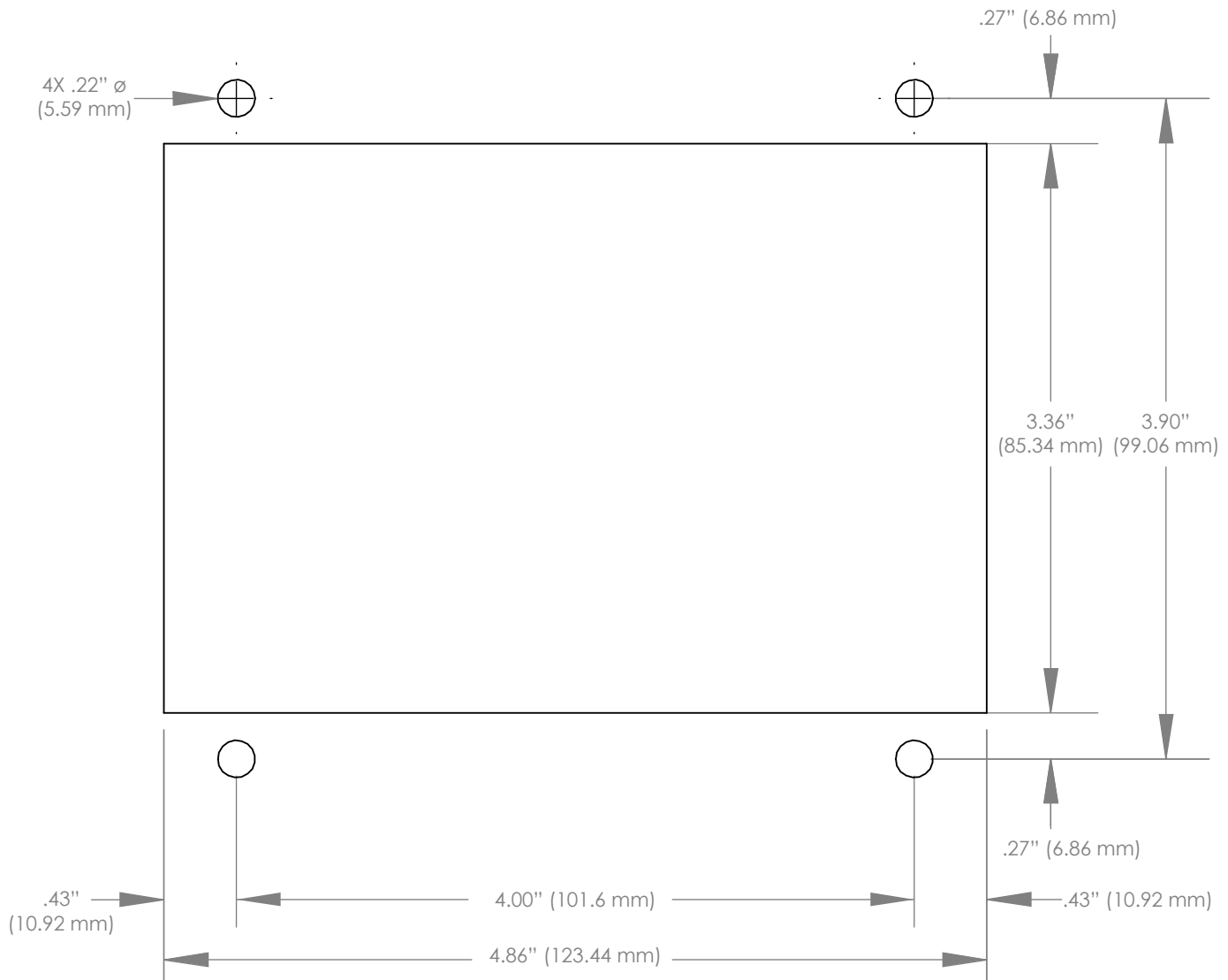


Figure 10: Control Box Cutout Dimensions

## Control Box Operation

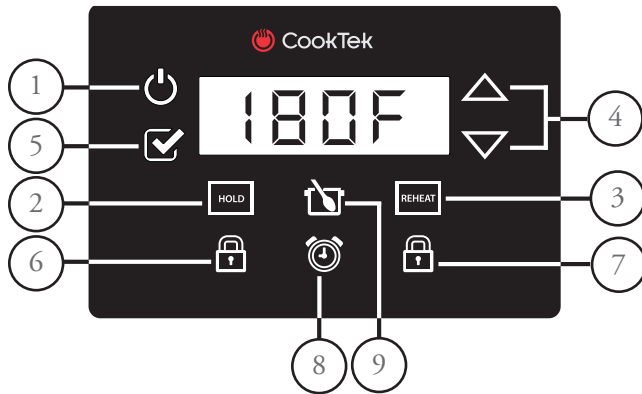


Figure 11: Control Box

1. The Power icon turns the unit on and off.

When the unit is plugged in, the Power icon will slowly blink until it is touched.

2. The Hold icon sets the unit to hold food at the predetermined temperature.

To edit the holding temperature:

- a. While in Hold mode, touch the Hold icon.
- b. Use the arrows (4) to change the temperature.

NOTE: Adjust the temperature in increments of 5°F (5°C) from 140-200°F (60-95°C).

- c. Press the Checkmark icon (5) to store the change.

NOTE: The Hold icon will default to the last temperature set on the unit.

NOTE: The Stir timer (9) will default to OFF when the Hold icon is touched.

NOTE: The temperature will blink while the unit is warming up.

3. The Reheat icon reheats the product to the set temperature. The Reheat function uses a higher power (up to 800 watts) to rethermalize product to the selected set temperature.



**CAUTION:** It is the operator's responsibility to ensure the food product is reheated to a safe temperature for consumption. The unit will not anticipate when food is sufficiently heated, and it will not switch to Hold mode on its own.

To edit the reheat temperature:

- a. While in Reheat mode, touch the Reheat icon.
- b. Use the arrows (4) to change the temperature.

NOTE: Adjust the temperature in increments of 5°F (5°C) from 140-200°F (60-95°C).

- c. Press the Checkmark icon (5) to store the change.

NOTE: The Reheat icon will default to the last temperature set on the unit.

NOTE: The Stir timer (9) will default to ON when the Reheat icon is touched.

NOTE: The temperature will blink while the unit is warming up.

4. The Arrows allow temperature and timer adjustments.

5. The Checkmark icon saves settings adjustments.

6. The "Hold" Lock icon (6) prevents the operator from editing the temperature while the unit is in Hold mode. To lock or unlock the Hold mode, hold the lock icon for 3 seconds.

7. The "Reheat" Lock icon (3) prevents the operator from editing the temperature while the unit is in Reheat mode. To lock or unlock the Reheat mode, hold the lock icon for 3 seconds.

8. The Timer icon allows a timer to run. To view time remaining in minutes, touch the timer icon.

To turn the timer on or off, or to edit the amount of time, touch the timer button twice.

9. The Stir Timer icon allows a timer to run to help the operator know when to stir the product. To view time remaining in minutes, touch the timer icon.

To turn the timer on or off, or to edit the amount of time, touch the stir timer button twice.

NOTE: Stirring is required to ensure product consistency in reheat mode.

## LED Operation on 4-Qt Drop-In Souper Liner

The 4-qt drop-in Soupers will have three red LEDs on the top edge of the liner:

- When the unit is plugged in, the LEDs will remain on for 10 seconds.
- When the tureen is placed in the liner, the LEDs will flash for 5 seconds.
- If the tureen is removed or no longer detected, the LEDs will turn on until the tureen is reinserted and detected.
- If there is an error, the LEDs will flash a certain number of times corresponding to the error code, and repeat until the error condition is cleared. For example, an E-3 error will cause the LEDs to flash 3 times repeatedly.

## Maintenance

Follow the steps below when cleaning your SinAqua™ Souper™. Failure to adhere to these procedures may damage components, resulting in a non-warranty service call.

### Step 1: Turn the Unit Off and Allow it to Cool

- Turn off the unit by touching the power button.
- If there is food in the tureen, remove and store it as required.

### Step 2: Clean the SinAqua™ Souper™

- With a clean, damp cloth, wipe the top and all sides of the Souper™. A mild soap may be used.

⊗ DO NOT immerse the Souper™ in water or place it in the dishwasher.

⊗ DO NOT pour water into the chamber that is intended for the tureen. Water will drain (see Figure 5, page 4).

⊗ DO NOT use steel wool or abrasive cleaners.



**CAUTION:** DO NOT splash or pour water onto the charger's control panel or into the intake/outlet vents. A possible shock hazard may result and the unit may be damaged.

### Step 3: Clean the Tureen

- Remove any product in the soup tureen.
- Wash the tureen in the sink using a mild soap and water. The tureen is dishwasher safe.

⊗ DO NOT use abrasive cleaners on the tureen.

## Troubleshooting

In the event of a possible malfunction, your CookTek Souper™ will beep and display an error code on the alphanumeric display. Please consult the following table when encountering an error code. To reset error conditions, press the POWER icon, or unplug the unit.

If any of the below errors persist after attempting the recommended “resolution,” call 1-800-908-8726.

Code	Error Cause	Code	Resolution
1	Broken bottom temperature sensor	E--1	Service required.
2	Broken heatsink temperature sensor	E--2	Service required.
3	Input line current (instantaneous rms) >10A (240V) or 13A (120V)	E--3	Remove power from the unit and allow it to cool completely. Replace the tureen.
6	High line voltage (>264V)	E--6	May result from power grid fluctuation and should disappear once voltage returns to the normal level.
7	Low line voltage (<85V)	E--7	May result from power grid fluctuation and should disappear once voltage returns to the normal level.
8	Zero cross frequency out of range (30-80Hz)	E--8	Turn unit off, then on. Plug unit into outlet on different circuit breaker.
13	Dry tureen	E--13	Remove the dry tureen or press the POWER icon.
16	Communication error	E--16	Reset power by pressing the POWER icon.

# North America Limited Warranty

## One (1) Year North America Limited Warranty for “Non-portable” CookTek Products

### CookTek Product Models Covered Under this Limited Warranty

“Non-portable” CookTek products shall mean all Silenzio warming buffet models, SinAqua waterless food warmer models, Incogneeto under-counter warming models, Stock Pot range models, four (4) and six (6) burner range models, Plancha models, and SinAqua Souper 4-qt, 7-qt, and 11-qt Drop-In units.

### 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 fifteen (15) 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 or its service agents in connection with such claims as well as all necessary access to your premises and the Equipment. 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.

### 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, merchantability 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 or its service agent’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 Equipment purchased 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.

**Warranty Service, Exclusive Remedy**

CookTek will be solely responsible for determining whether or not the Equipment or any component thereof is defective. Defective components covered by this warranty will be repaired or replaced at CookTek's option without charge to you and such repaired or replacement components will be covered by this warranty for the balance of the Warranty Period. Parts used in the repair of defective components and replacement components may be new, recovered or rebuilt. At its sole option, CookTek may decide to replace defective Equipment covered by this warranty with new, recovered or rebuilt Equipment of equal or greater capability, and such Equipment will be covered by this Limited Warranty for the balance of the Warranty Period. Defective Equipment and components will become the property of CookTek. 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 causes beyond CookTek's or its service agents' control.

**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 notify an authorized service agent to contact you and arrange for an on-site repair visit during the service agent's normal working hours. Any costs incurred by CookTek or its service agent associated with a service agent being refused or unable to gain access to the Equipment on your premises, or a claim not covered by this warranty, will be charged to you.

**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.



# North America Limited Warranty

## Two (2) Year North America Limited Warranty for “Portable” CookTek Products

### 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 (countertop), ThermaCube Delivery Systems, Pizza Delivery Systems, and SinAqua Souper 4-qt, 7-qt, and 11-qt Countertop units..

### 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.

### 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.

CookTek Induction Systems, LLC • [www.cooktek.com](http://www.cooktek.com)

In the USA, Tel: (800) 908-8726

Outside the USA, Tel: +1 (214) 379-6000

*For service or information:*

WITHIN NORTH AMERICA CALL

Customer Support *at* 800.90TURBO

OUTSIDE NORTH AMERICA CALL

+1 214.379.6000 or Your Authorized Distributor



Part Number: 105289 / Revision D / September 2019  
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