



**SERVICE MANUAL**

**FOUR AND SIX HOB**

**INDUCTION RANGES**



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For further information, call

800.908.8726

*or*

+1 214.379.6000

### 1. REVISION HISTORY

Revision	Revision Date	By	Revision Description
A	30-Mar-26	BA	First release

## 2. IMPORTANT SAFETY INSTRUCTIONS

This manual provides essential information for the installation, operation, maintenance, and service of this appliance. Information and specifications are subject to change without notice. Retain for future reference.

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

### 2.1 General Safety Information

- ✓ Read all instructions before using this appliance.
- ✓ To ensure proper use of the appliance, read all parts of this manual carefully and store it safely.
- ✓ 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 provided installation instructions.
- ✓ This appliance should be serviced by qualified service personnel only. Contact the nearest authorized service facility for examination, repair, or adjustment.
- ✓ Keep away from gas and electric ranges and open flames.
- ✓ Use this appliance only for its intended use as described in this manual.
- ✓ This unit is not intended for laboratory or industrial use.
- ✓ This appliance is designed for professional use. Only allow qualified or properly trained personnel to operate the unit.
- ✓ Always monitor the appliance during operation.
- ✓ In the event of a failure, breakage, or abnormal operation, switch the appliance off and disconnect from the power supply.
- ✓ Turn off knobs immediately after use and allow cooling time if handling, transporting, or storing.
- ✓ Users with heart pacemakers should consult with the manufacturer (IEC60335-2-49/A1).
- ✓ 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.
- ✓ Keep children aged 8 years and younger away from the equipment during use. Children aged 8 and older should use the equipment only under appropriate adult supervision.
- ✓ Metallic objects such as kitchen utensils, knives, spoons, etc., should not be placed on the appliance. Use caution when wearing rings, watches, and other metallic objects, as they can become hot if positioned near the unit's surface.

DO NOT perform the following:

- ✘ Touch the glass surface immediately after use. The heat from the cookware will transfer to the glass, making it hot to the touch.
- ✘ Place aluminum foil or plastic objects on the cooktop surface.
- ✘ Move the appliance when cookware or liquids are on it.
- ✘ Use any accessories or attachments that are not recommended by the manufacturer. Use of unapproved accessories may cause injuries and void the warranty.
- ✘ Strike or damage the appliance. Dropping the unit can damage the internal components or crack it, voiding your warranty. If the appliance becomes cracked, unplug the unit immediately and do not use it.
- ✘ Obstruct, block, or alter openings or holes on this appliance or stick foreign objects into these openings.
- ✘ Store this appliance outdoors, upside down, or in a non-climate-controlled environment.
- ✘ Use this appliance near water (e.g., a faucet, kitchen sink, wet basement, or swimming pool).
- ✘ Use a water jet for cleaning. Refer to the [Cleaning](#) section for more information.

## 2.2 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 path for the electric current to flow. Have a qualified electrician connect the appliance to the power supply.

**⚠ 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.
- ✘ Never cut, remove, or disable the electrical (ground) connection from the plug.

## 2.3 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.

## 2.4 Equipotential Bonding Symbol



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

### 3. SPACING REQUIREMENTS

- All units require a minimum clearance of 2" (51 mm) between all sides of the unit.

If	Then
The unit is being placed near a grill or stove	A divider must exist between the unit and the open heat source, with a minimum of 6" (153 mm) between the unit and the divider.
The unit is placed near a fryer	A divider must exist between the unit and the fryer, with a minimum of 12" (305 mm) between the unit and the divider.

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

#### 3.1 Cooling Requirements

COOLING REQUIREMENTS		
Max Ambient Temperature	122 °F	50 °C
Internal Cooling Fan Airflow	460 cfm	13.0 m <sup>3</sup> /min

## 4. SPECIFICATIONS

### 4.1 Performance

The CookTek® Four- or Six-Hob ranges features independent induction cook zones for precise, efficient heating of any induction-compatible pan. Its built-in redundancy ensures uninterrupted performance, allowing each zone to operate independently. Designed for back-of-house applications, it includes a high-impact glass-ceramic cooktop, an automatic shutoff feature, integral cooling fans, and a self-diagnosing microprocessor to ensure a safer, more reliable kitchen environment.

### 4.2 Dimensions: Four Hob

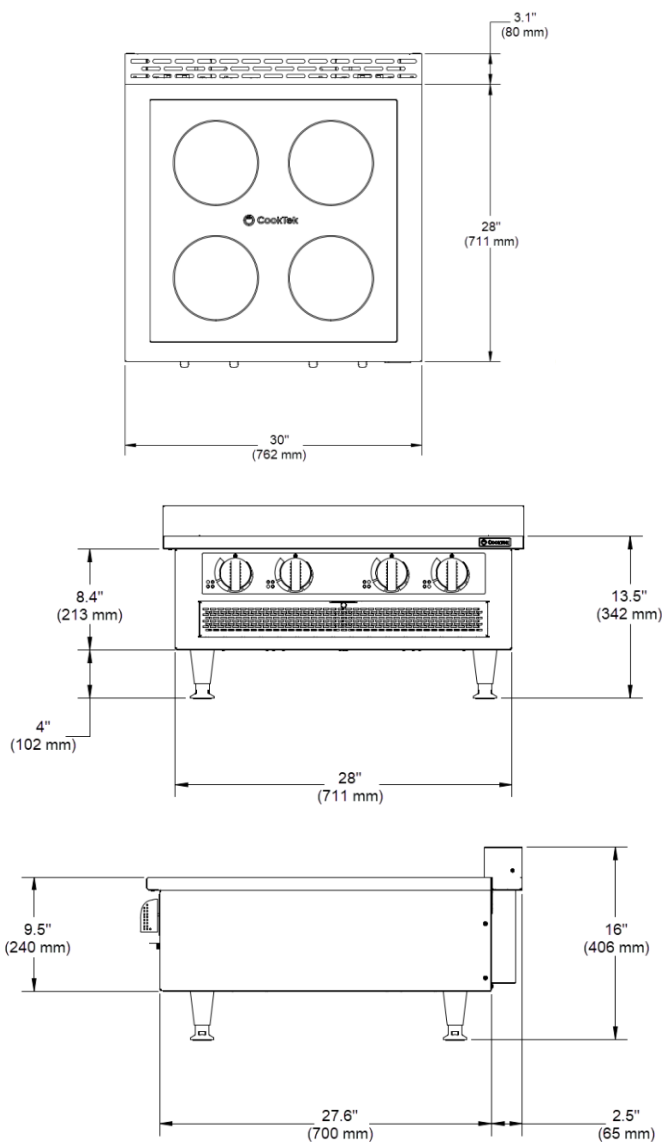


Figure 4-1: Four Hob Freestanding Dimensions

DIMENSIONS FREESTANDING		
Full Unit Height	16"	406 mm
Full Unit Width	30"	762 mm
Full Unit Depth	30.1"	765 mm
Cooking Surface Width	23"	584 mm
Cooking Surface Depth	25"	635 mm
Weight	115 lb	52 kg

SPECIFICATIONS

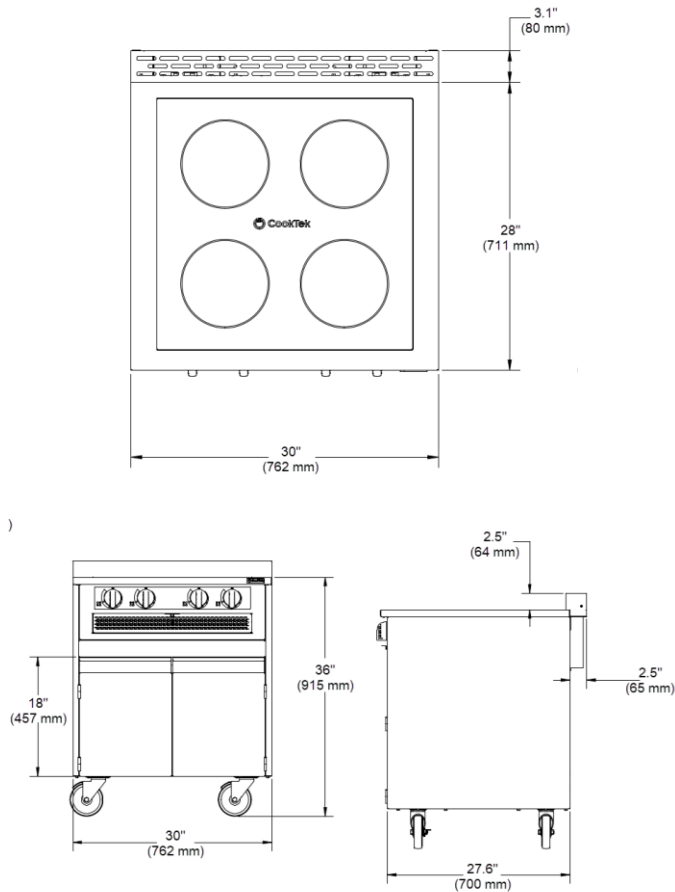


Figure 4-2: Four Hob Cart-Mounted

DIMENSIONS CART-MOUNTED		
Full Unit Height	39.1"	995 mm
Full Unit Width	30"	762 mm
Full Unit Depth	30.1"	765 mm
Cart Height without wheels	18"	457 mm
Cart Depth	27.6"	700 mm
Cart Weight	89 lb	40 kg
Cooking Surface Width	23"	584 mm
Cooking Surface Depth	25"	635 mm
Total Unit Weight	204 lb	93 kg

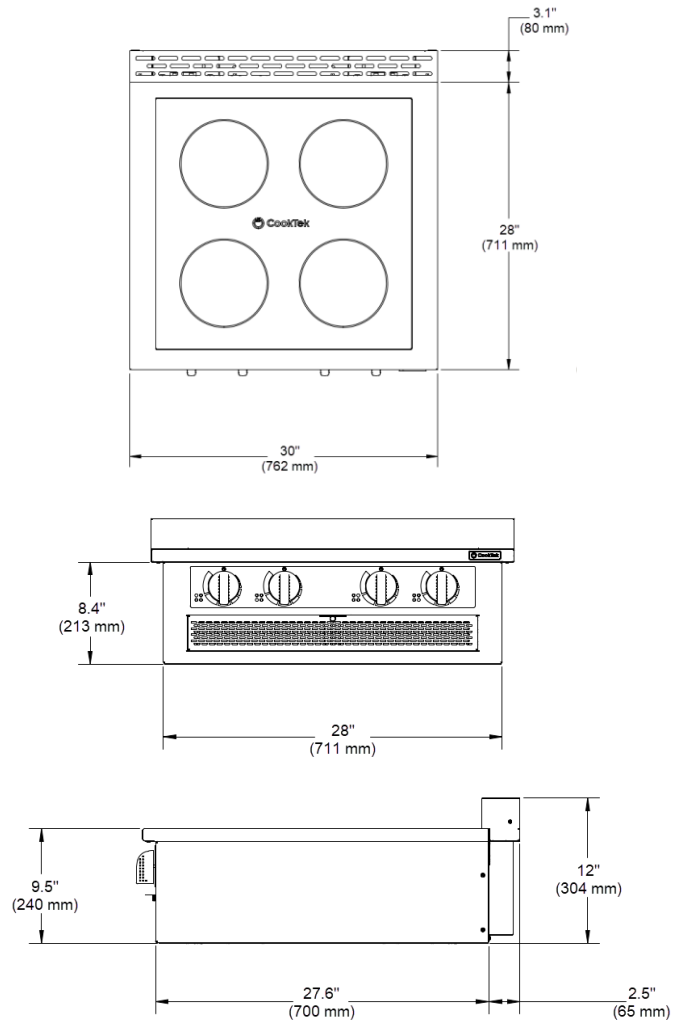
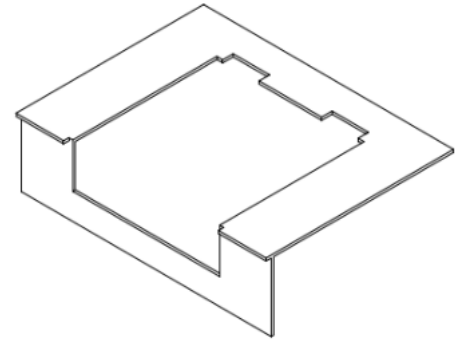
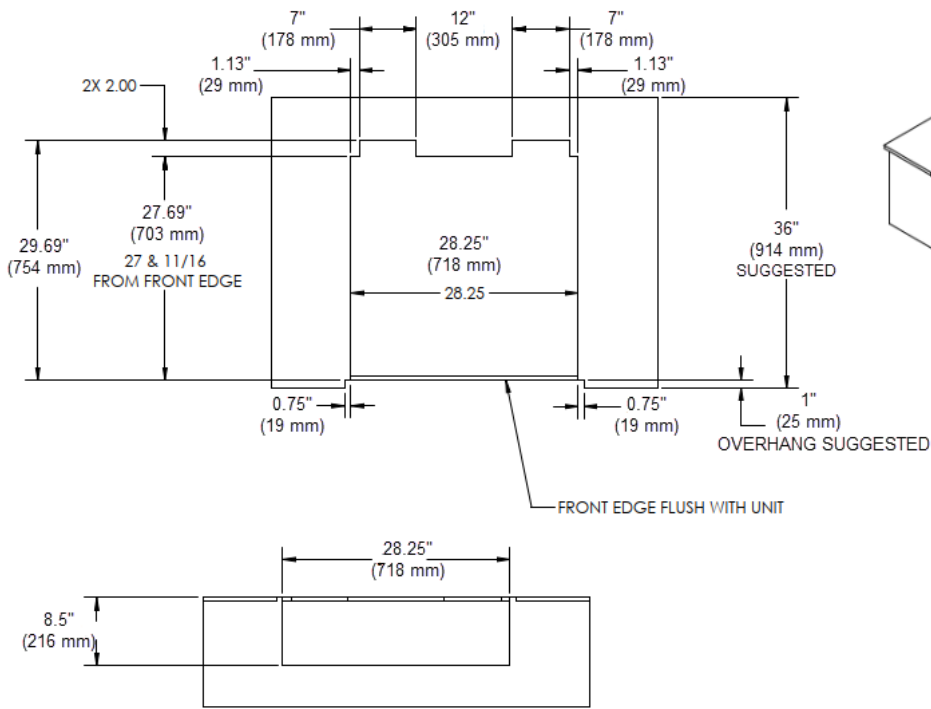


Figure 4-3: Four Hob Drop-In Dimensions

DIMENSIONS DROP-IN		
Full Unit Height	12"	304 mm
Full Unit Width	30"	762 mm
Full Unit Depth	30.1"	765 mm
Cooking Surface Width	23"	584 mm
Cooking Surface Depth	25"	635 mm
Weight	115 lb	52 kg

SPECIFICATIONS

4.2.1 Four Hob Cut-Out Dimensions



4.3 Dimensions: Six Hob

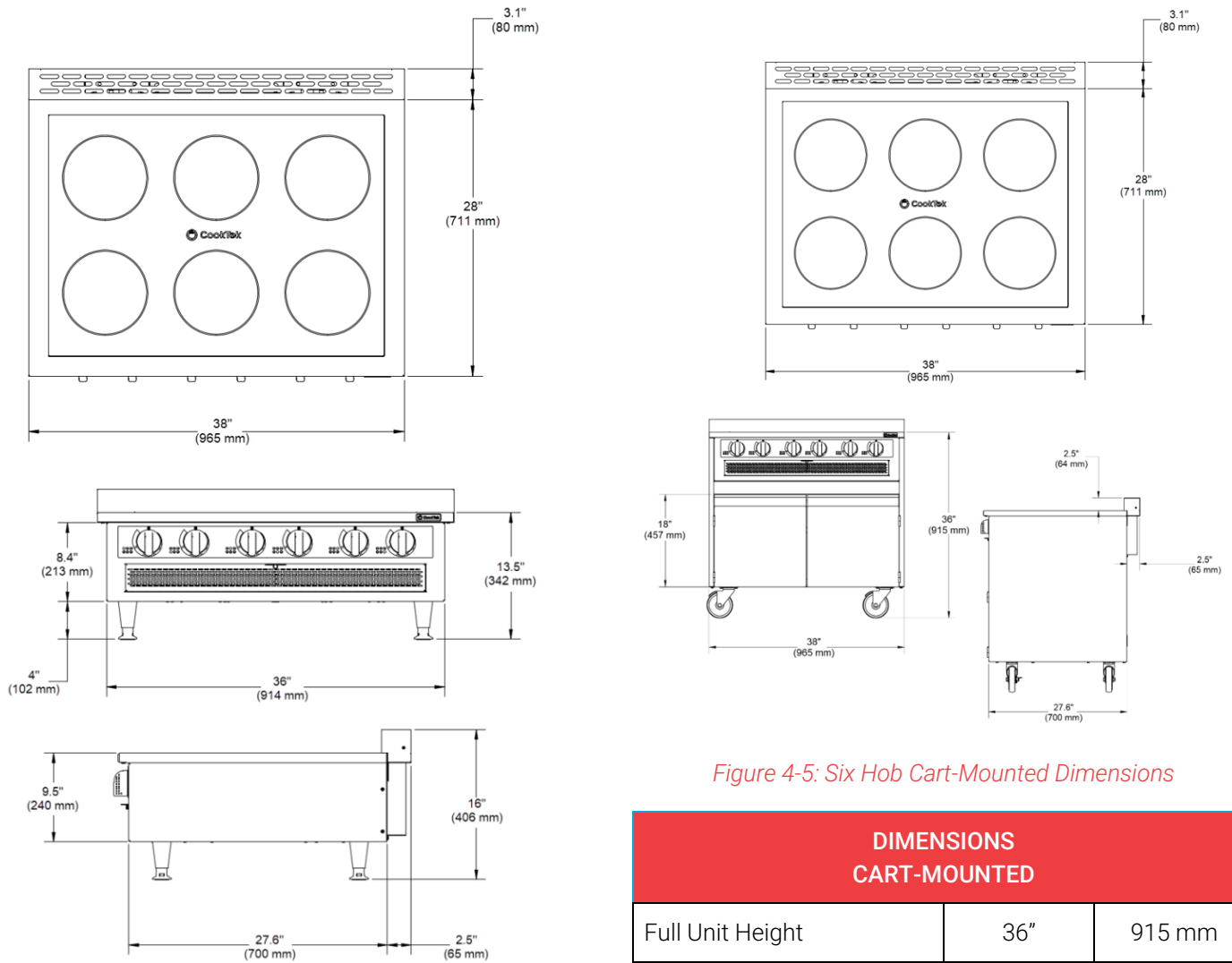


Figure 4-4: Six Hob Freestanding Dimensions

Figure 4-5: Six Hob Cart-Mounted Dimensions

DIMENSIONS FREESTANDING		
Full Unit Height	16"	406 mm
Full Unit Width	38"	965 mm
Full Unit Depth	30.1"	765 mm
Cooking Surface Width	33.5"	851 mm
Cooking Surface Depth	24.5"	622 mm
Weight	150 lb	68 kg

DIMENSIONS CART-MOUNTED		
Full Unit Height	36"	915 mm
Full Unit Width	38"	965 mm
Full Unit Depth	30.1"	765 mm
Full Unit Weight	253 lb	115 kg
Cart Height without wheels	18"	457 mm
Cart Depth	27.6"	701 mm
Cart Weight	103 lb	46.2 kg
Cooking Surface Width	33.5"	851 mm
Cooking Surface Depth	24.5"	622 mm

SPECIFICATIONS

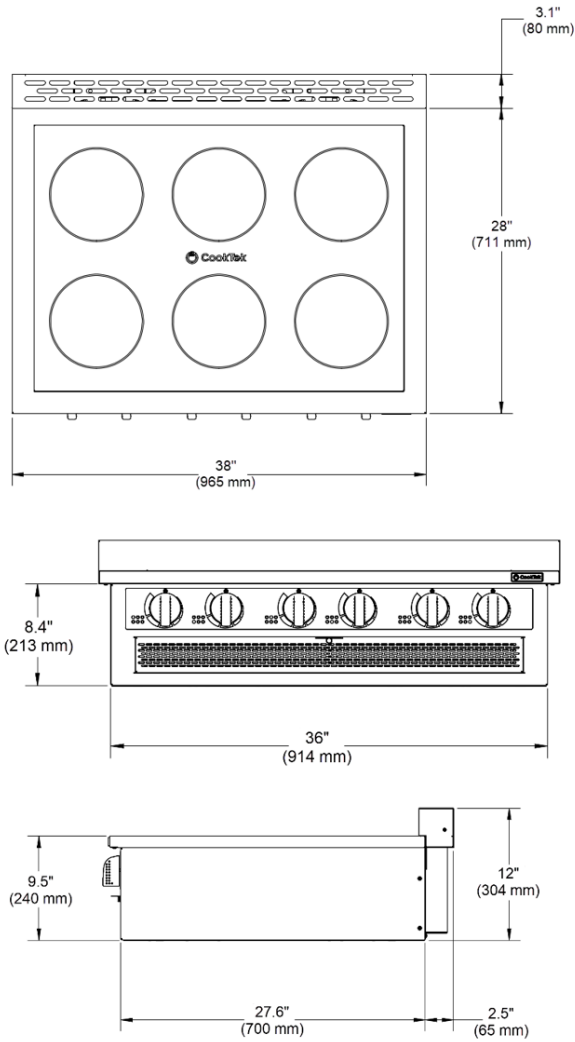
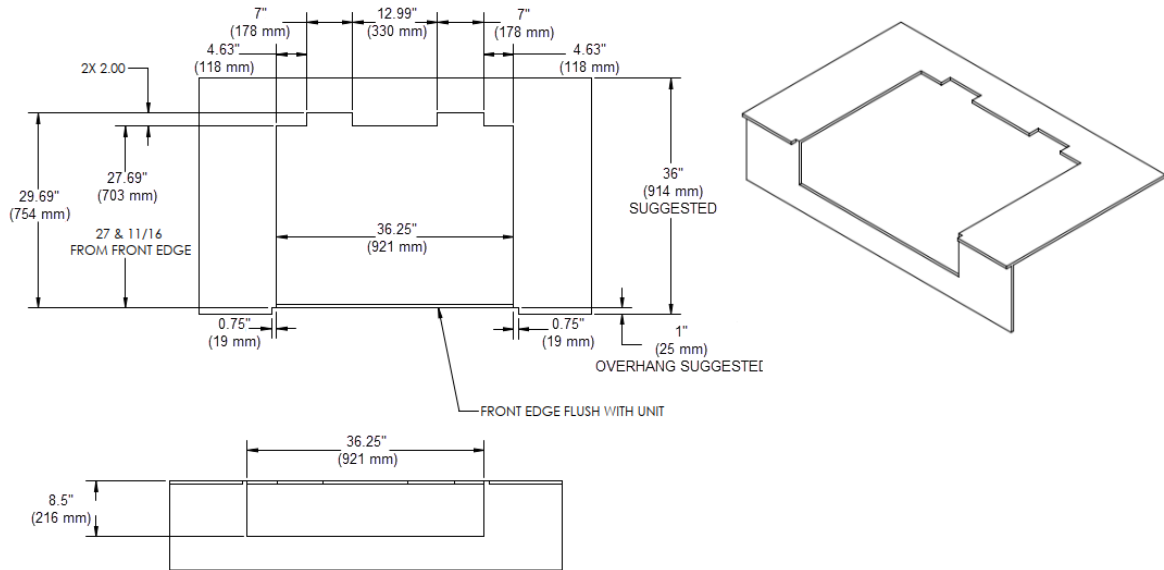


Figure 4-6: Six Hob Drop-In Dimensions

DIMENSIONS DROP-IN		
Full Unit Height	12"	304 mm
Full Unit Width	38"	965 mm
Full Unit Depth	30.1"	765 mm
Cooking Surface Width	33.5"	851 mm
Cooking Surface Depth	24.5"	622 mm
Weight	150 lb	68 kg

### 4.3.1 Six Hob Cut-Out Dimensions



### 4.4 Certifications



### 4.5 Electrical Specifications

The Four- and Six-Hob ranges must be connected to a grounded, three-phase power supply. Check the nearby data and verify the unit's rating plate to confirm the correct voltage and wattage. Voltages below the specified range can cause reduced power and slower heating times.

*Note: For proper operation, an independent, dedicated circuit should be used in all installations.*

CookTek's Four- or Six-hob ranges are in conformance with UL 197 and CSA 22.2 No. 109 standards and bears the commercially rated approvals.

Models operate at 208/240 V:

Four Hob models:

- 10,000 W, 32/39 A
- 14,000 W, 44/49 A

Six Hob models:

- 15,000 W, 45/50 A
- 21,000 W, 56/63 A

### 4.6 Applicable Models

FOUR HOB	SIX HOB
MC10004-200	MC15006-200
MC14004-200	MC15006-400
MC14004-400	MC21006-200
MC15004-200	MC21006-400
MC17004-200	MC24006-200
MC17004-400	MC24006-400
	MC25506-200
	MC25506-400

## 5. INSTALLATION

Install or locate these ranges according to the instructions below. It is the installer's responsibility to comply with all federal, state, and local codes. Any installation that does not meet the specifications discussed in this manual automatically voids the product warranty.

### 5.1 Unpacking Instructions

1. Remove the Four- or Six- Hob range from its packaging.
2. Before discarding, check the packaging thoroughly for accessories and literature.

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

### 5.2 Wiring

#### Notes:

- A licensed electrician must perform all wiring.
- For proper operation, an independent, dedicated circuit must be used in all installations.

Check the rating plate on the unit to confirm the correct voltage and wattage. Voltages below 200 V can result in less-than-rated power and slower heating times. Wire the Four- or Six-Hob ranges to a grounded, three-phase power supply. Refer to the [Six-Hob Specification Sheet](#) and [Four-Hob Specification Sheet](#) for more information.

#### Wiring connections:

- Domestic
  - Black – Phase A
  - White – Phase B
  - Red – Phase C
  - Green – Ground

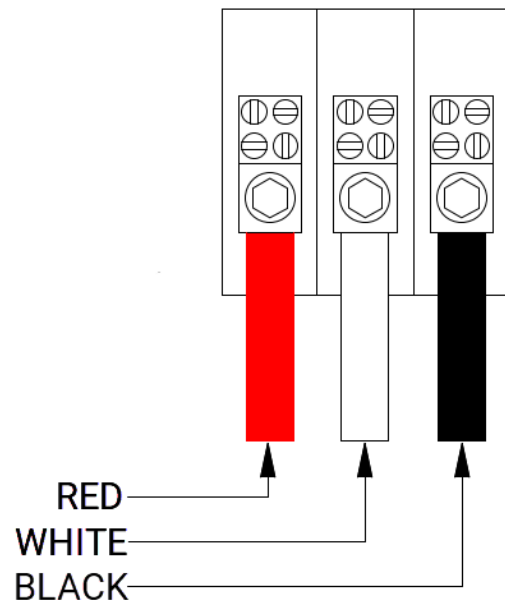


Figure 5-1: Input Power Wire Color



### 6. CLEANING

Follow the steps below when cleaning your Four- or Six-Hob ranges:

1. Turn all knobs to the OFF position.
2. Use the disconnect switch or circuit breaker to completely turn off the power.
3. Wipe the outside with a suitable cleaner, rinse, and then dry.
4. If the filter becomes dirty, complete the following steps to remove and clean:

*Note: Monthly cleaning is recommended.*

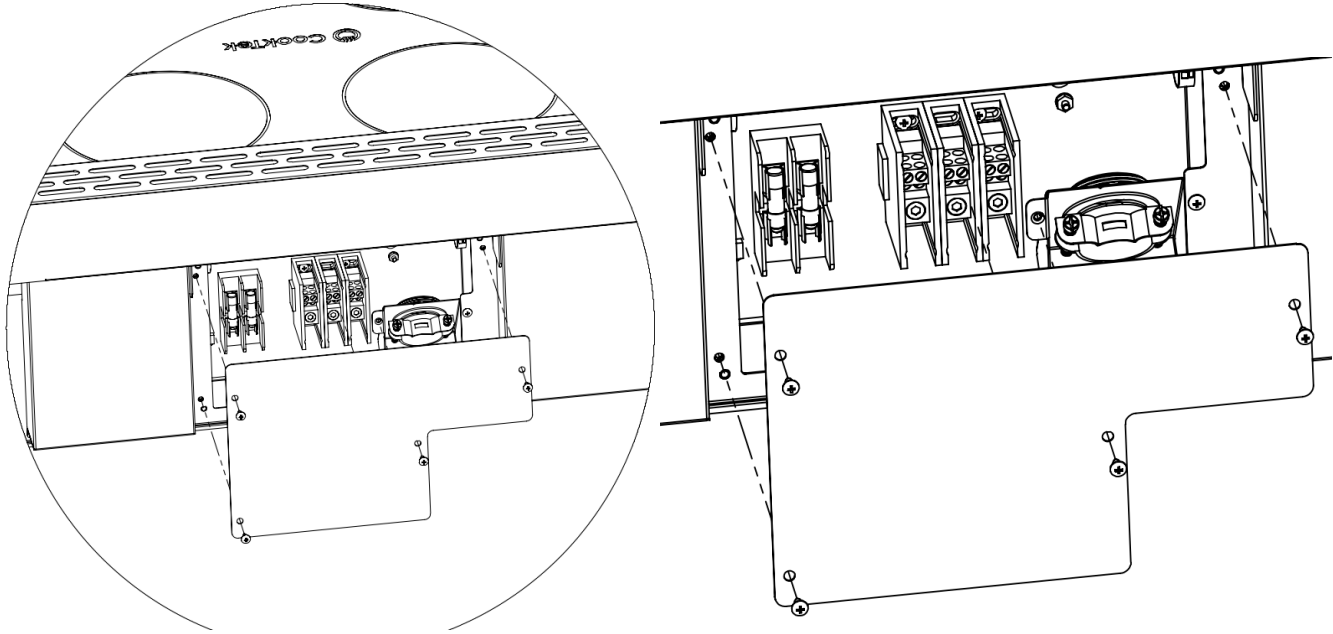
- a. Remove the thumbscrew.
- b. Pull the filter guard forward to access the air filters.
- c. Lift the filter, slide it forward, and remove it.
- d. Wash the filter with cold water or in a dishwasher.
- e. Ensure they are completely dry before reinstalling. Monthly cleaning is recommended.

*Note: Always make sure filters are completely dry before reinstallation to avoid damage or operational issues. Never reinstall a wet filter into the unit.*

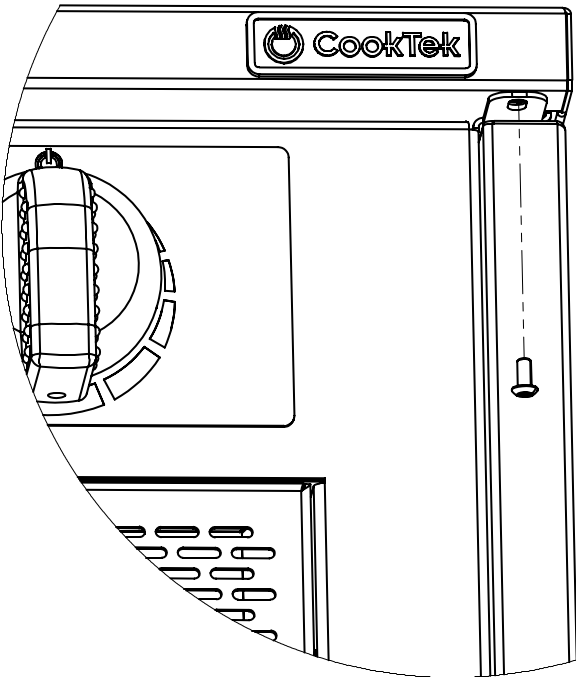


## 7. SERVICE ILLUSTRATIONS

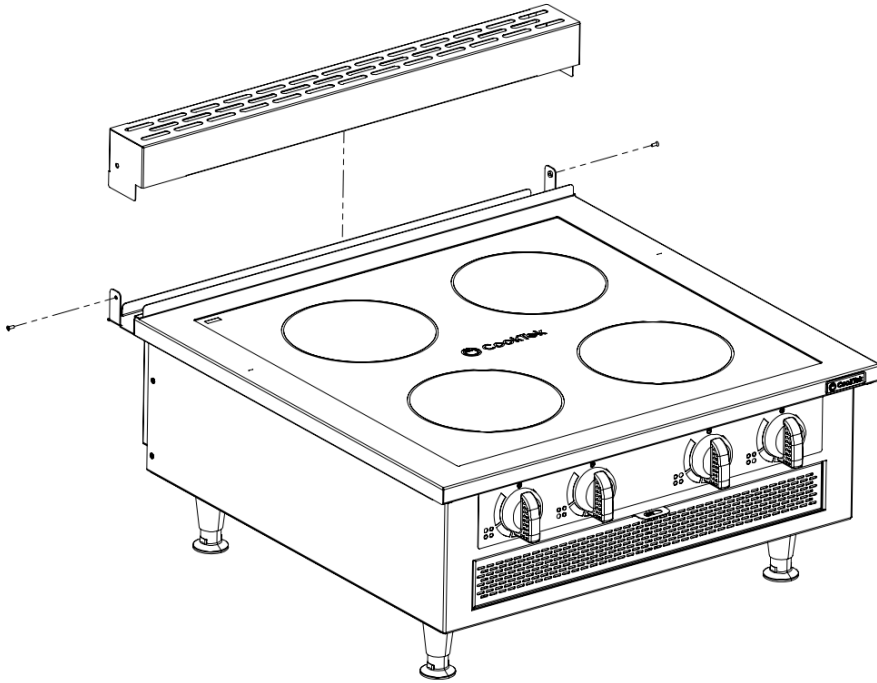
### 7.1 Fuse Location Rear Panel



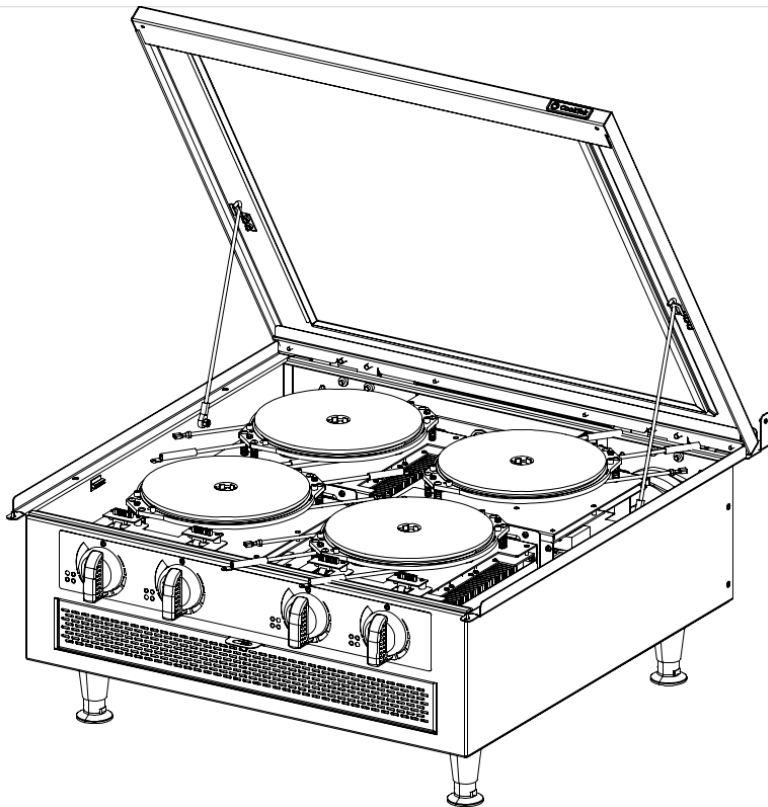
### 7.2 Removing Security Screws: T-15 Security Torx



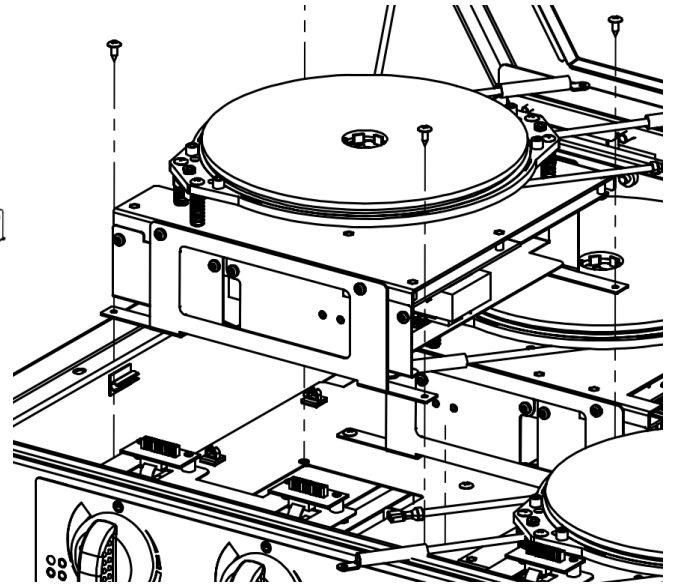
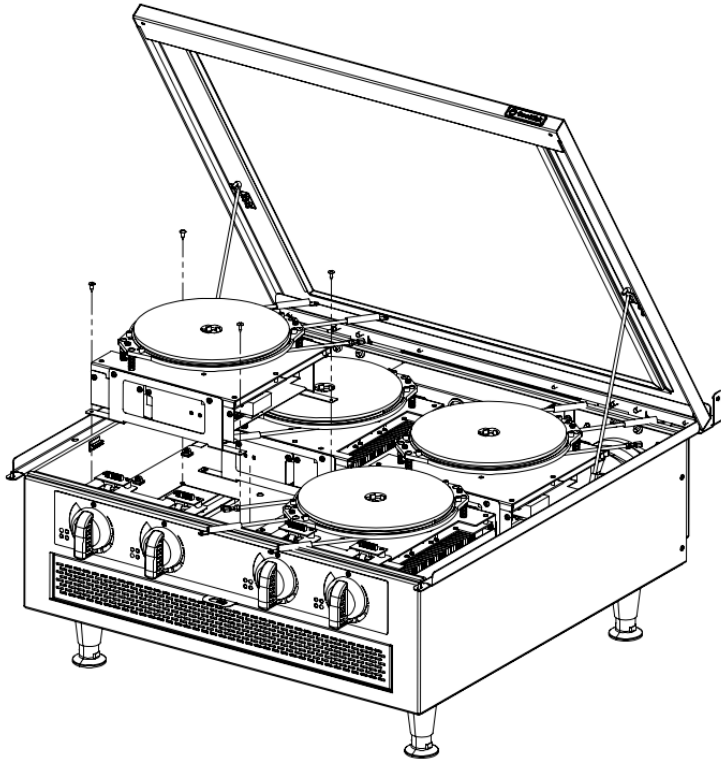
7.3 Remove Exhaust Riser



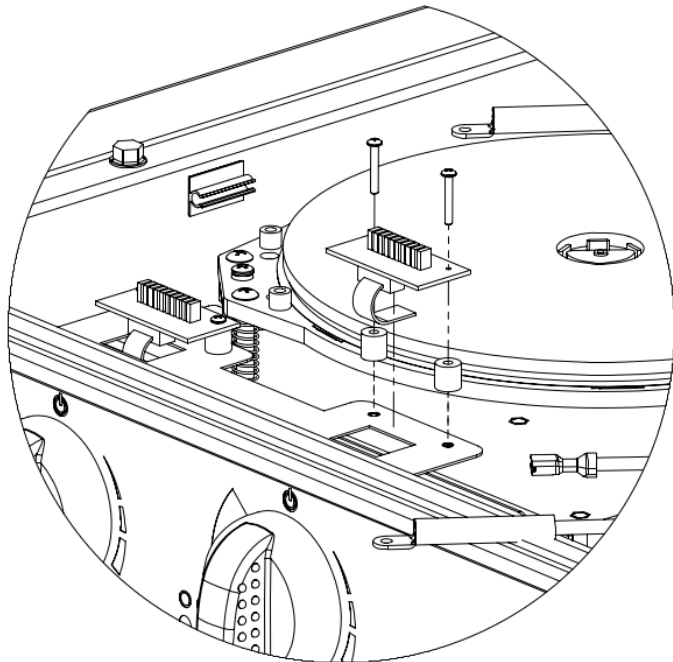
7.4 Open Top and Prop



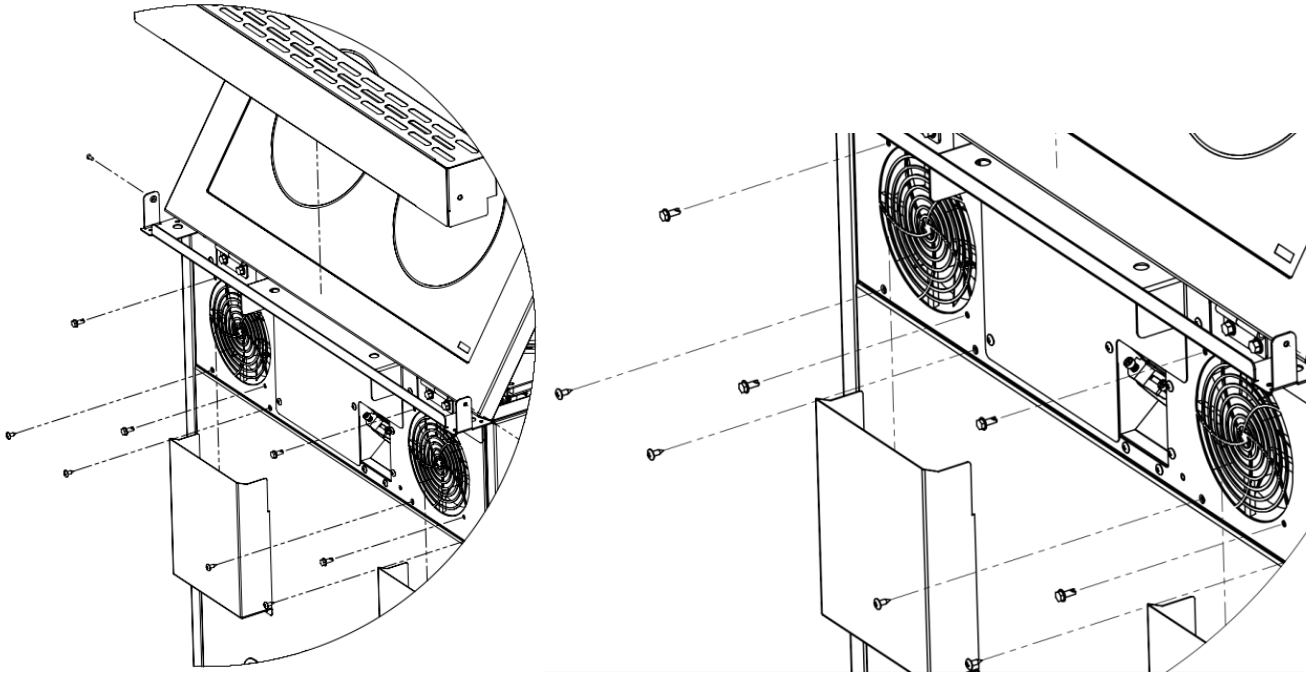
7.5 Removing A Hob Assembly



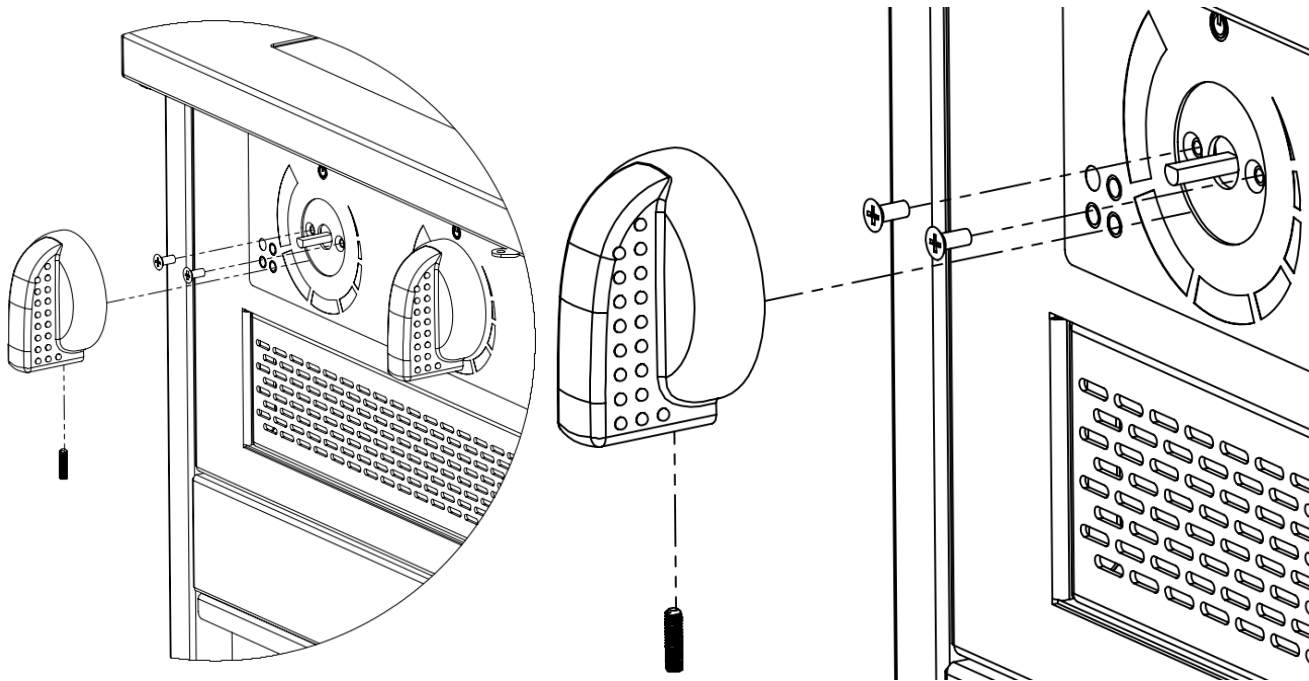
7.6 Removing LED Indicator



7.7 Access/Remove Cooling Fans



7.8 Removing Potentiometers



## 8. TROUBLESHOOTING

In case of a possible malfunction, your CookTek Four- and Six-Hob ranges will beep and display an error code on the alphanumeric screen. Please refer to the table below when you see an error code. To reset error conditions, press the POWER icon or unplug the unit. If an issue occurs that is not listed, contact customer support at 1-800-908-8726.

Symptom	Probable Cause	Corrective Action
No power (no lights or fan noise)	<ul style="list-style-type: none"> <li>Unit is unplugged</li> <li>No power to the receptacle</li> </ul>	<ul style="list-style-type: none"> <li>Plug the unit into the appropriate receptacle.</li> <li>Make sure that the receptacle is energized.</li> <li>Check wall switches.</li> <li>Check the circuit breaker.</li> <li>Plug a different electronic device into the receptacle to make sure that power is present.</li> </ul>
Pan does not heat	<ul style="list-style-type: none"> <li>Pan is not induction-compatible</li> <li>Pan not centered</li> </ul>	<ul style="list-style-type: none"> <li>Use an induction-compatible pan.</li> <li>Center pan.</li> </ul>
The range or wok suddenly stops heating.	<ul style="list-style-type: none"> <li>Possible power brownout</li> <li>Circuit shared with another electrical device</li> <li>Air vents blocked or insufficient air circulation</li> <li>Safety shut off engaged</li> </ul>	<ul style="list-style-type: none"> <li>Verify proper voltage and power levels.</li> <li>Make sure the range is not sharing a circuit with other electrical devices.</li> <li>Check air vents to make sure that they are not blocked.</li> <li>Make sure that there is sufficient air flow around the range.</li> <li>The safety shut-off will engage if an empty pan is left on the cooktop surface while the unit is working at full power.</li> <li>Make sure that the cooktop surface is clear and then wait 15-20 minutes for the unit to reset.</li> </ul>
Pan does not get hot enough, even though power levels are set to maximum; induction-compatible pan in use	<ul style="list-style-type: none"> <li>Extension cord in use</li> <li>Circuit shared with another electrical device</li> </ul>	<ul style="list-style-type: none"> <li>DO NOT use extension cords.</li> <li>Extension cords may affect the power levels reaching the range.</li> <li>Make sure that the range is not sharing a circuit with other electrical devices.</li> </ul>




TROUBLESHOOTING

Symptom	Probable Cause	Corrective Action
Pan heats unevenly, does not maintain the heat level, or overheats	<ul style="list-style-type: none"> <li>Pan is not induction compatible</li> <li>Pan bottom may not be flat enough</li> <li>Pan not centered over cooktop logo</li> <li>Pan diameter is less than 7" (178 mm)</li> </ul>	<ul style="list-style-type: none"> <li>Use an induction-compatible pan.</li> <li>Use a flatter pan.</li> <li>Center pan.</li> <li>Use a larger induction-compatible pan.</li> </ul>

8.1 Error Codes

Code	Error Cause	Display	Troubleshooting
1	RTD (temperature sensor) is malfunctioning (short)		Reconnect or replace RTD. Service required.
2	RTD (temperature sensor) is too high (open)		Reconnect or replace RTD. Service required.
3	Over current (peak)		Try a different induction-efficient pan. Service may be required.
4	Overheat		<ul style="list-style-type: none"> <li>Turn the unit off.</li> <li>Check/clean filters.</li> <li>Confirm cooling fans are not obstructed.</li> <li>Let the unit cool for 15 minutes.</li> <li>Keep the surrounding air temperature below 122 °F (50 °C).</li> </ul>
6	High-line voltage		<ul style="list-style-type: none"> <li>Reset the unit by using the circuit breaker panel to disconnect power.</li> <li>Wait 5 seconds, then reconnect the power.</li> <li>If the problem persists, have an electrician monitor the line voltage.</li> </ul>

TROUBLESHOOTING

Code	Error Cause	Display	Troubleshooting
7	Hardware failure		Service required
8	Zero cross failure		<ul style="list-style-type: none"> <li>Reset the unit by using the circuit breaker panel to disconnect power.</li> <li>Wait 5 seconds, then reconnect the power.</li> <li>If the problem persists, have an electrician monitor the line voltage.</li> </ul>
9	Hardware failure		Service required



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