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**INSTALLATION • OPERATION  
OWNER'S MANUAL**



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**CookTek Cooktops and Wok Units**

**Models MC1800, MCD1800, MC2500,  
MCD2500, MC3000, MCD3000,  
MC3500, MCD3500, MC2502F,  
MCD2502F, MC2502S, MCD2502S,  
MC3002F, MCD3002F, MC3002S,  
MCD3002S, MC3502F, MCD3502F,  
MC3502S, MCD3502S, MWG1800,  
MWDG1800, MWG2500, MWDG2500,  
MWG3000, MWDG3000, MWG3500,  
MWDG3500, MWG5000-200,  
MWG5000-400**

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## 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.
- Place the unit on a dry, level, hard, stable, and non-flammable surface.
- Keep unit away from other heat sources and allow at least two (2) inches clearance for air circulation at sides, front and rear of the unit. If either the air intake or exhaust outlet is blocked, the internal temperature will rise, causing an error code to occur.

### 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.

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 cooktop.

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

### Before you begin:

Some units may come equipped with a removable IEC power cord. Please make sure that this power cord is firmly attached to your CookTek unit BEFORE plugging the unit into the power receptacle and before 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.
- Remove cooktop carefully from carton.
- Remove all loose packaging and accessories and save for subsequent shipment or in case of concealed shipping damage.
- 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.
- CookTek recommends that a dedicated electrical line be used for each cooktop installed. Electrical circuits should not be shared with any other electrical equipment.

## INSTALLATION GUIDELINES FOR ALL COOKTOPS AND WOKS

Please follow the listed guidelines below to ensure product reliability:

### Spacing Requirements:

- All units require a minimum clearance of two (2) inches or five (5) centimeters on all four sides.
- All drop-in units require a minimum clearance of open space below the unit of six (6) inches or fifteen (15) centimeters. The space must have openings allowing for the flow of cool air (ambient temperature not to exceed 50°C/122°F) to the cooktop/wok housing intake vents.
  - The six inches can be reduced if additional fans and ducting are added to provide forced ventilation.
- 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.).

### Electrical Requirements:

- Line voltage should never exceed 264VAC for 240VAC units and 132VAC for 120VAC units.
- Always provide a dedicated electrical circuit for the equipment.
- Never use an extension cord or power strip.

### 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 5).
- 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 (2.0m<sup>3</sup>/min) of fresh air to the unit
  - Double units require a minimum of 140CFM (4.0m<sup>3</sup>/min) of fresh air to the unit

### General:

- Never leave an empty pan on the unit.
- Always turn the unit off when not in use.

## INSTALLATION OF DROP-IN COOKTOPS AND WOKS

- When installing the drop-in cooktop or wok, use the dimensions provided in this manual to trace the cutout dimensions onto the countertop.
- Be sure to allow for a minimum clearance of two (2) inches or five (5) centimeters between all sides of the housing and any surface or obstacle, and six (6) inches or fifteen (15) centimeters between the bottom of the housing and any surface or obstacle. The space must have openings allowing for the flow of cool air (ambient temperature not to exceed 50°C/122°F) to the cooktop/wok housing intake vents.
- Cut out and drill holes as required in countertop.
- Drill holes for control box mounting.

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- When installing the drop-in cooktop or wok, apply a bead of an NSF Standard 51 approved sealant (such as Dow Corning 732 Multi-Purpose Sealant or GE RTV 108) around all four edges of the countertop cutout. Carefully follow sealant manufacturer's instructions to insure proper adhesion.
  - Locate cooktop or wok over countertop cutout. Pass control panel and cord through the cutout, then pass the base of the cooktop or wok through the hole until flange rests on the countertop.
  - Mount control panel using screws supplied. Mounting options are illustrated in the attached drawing.
  - Plug cooktop or wok into a grounded 120V or 200-240V (depending on the model purchased), single-phase receptacle. Check rating plate on the cooktop or wok to verify correct voltage. **NOTE: For proper operation, a dedicated circuit should be used for each unit installed. Each circuit should be protected with a 20 amp minimum circuit breaker. For best operation, the counter should have an opening near the unit for fresh air to circulate underneath.**

#### 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.

***Your CookTek Cooktop has two different cooking modes: Temperature Mode and Power Cook. Professional cooks will appreciate the special features and advantages of each mode.***

#### 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.

**NOTE: For proper operation, an independent 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 turning the control knob to the right.
- Momentarily depress the Power Cook button.
- Turn the control knob until the desired Power Cook setting (1-20) appears on the LED display.
- Turn the control knob to the left to decrease power and to the right to increase power.
- To turn the cooktop or wok off, turn the control knob to the far left until it "clicks" and the LED display no longer illuminates.

**IMPORTANT:** You can switch between Temperature Mode and Power Cook at any time just by pressing the Temperature/Power Cook button (cooktops only).

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## COOKING IN TEMPERATURE MODE (COOKTOPS ONLY)

When your recipe requires a precise and even temperature to be maintained over a period of time, the Temperature Mode is ideal. Just follow these simple steps:

### What to do:

- Turn the cooktop “ON” by turning the control knob to the right.
- Place cookware containing ingredients on the cooktop.
- Depress the Temperature Mode button.
- Turn the control knob until the desired cooking temperature appears on the LED Display. The temperature displayed will change from the set temperature to the measured temperature 3 seconds after the control knob is moved. The LED will show the measured temperature until the desired temperature is achieved.
- To turn the cooktop off, turn the control knob to the far left until it “clicks” and the LED display is no longer illuminated.

**NOTE:** If the unit is left on and has been left unattended for 5 or more minutes without a pan on its surface, the unit will enter a “Sleep Mode” to conserve energy. You will know that the unit is in “Sleep Mode” because the LED will display horizontal dashes. The Power Knob must be rotated in either direction to exit “Sleep Mode” and begin normal operation.

**Temperature Mode monitors the temperature of the bottom of the pan. For actual temperature of the food contents, a contact thermometer should be used.**

## GLASS BOWL WOK UNITS

Wok operation is similar to the standard cooktop operation with a few small differences.

- On wok units, as with cooktop units, after turning the power off, you will notice that the internal cooling fan will continue to run for a short period of time. This is perfectly normal and should not be a matter of concern.
- The Control Knob on the wok unit is used to select a relative cooking level and will indicate a setting ranging from 1 (lowest setting) to 20 (highest setting).
- DO NOT leave any unattended pan on the wok.
- Make sure that you turn the wok off when not in use.
- DO NOT place an empty pan on the wok. This may cause overheating of the pan and the unit and may cause damage to the unit.
- **This wok unit is intended for use with 14” induction compatible wok pans.** Use of smaller pans may result in frequent nuisance errors and automatic precautionary shutdown.

## CARE & CLEANING

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

## IMPORTANT INFORMATION

- 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 LED display 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.
- Keep the cooktop away from gas and electric ranges or open flames. Do not place in the oven. If the surrounding air temperature is too high, the cooktop will cease to function properly.
- 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 spatter.
- 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.
- Do not place any articles on the cooktop other than inductive cookware. For example, do not place cans on top of the cooktop as they may explode.
- Do not use aluminum foil on top of the cooktop.
- Do not use the cooktop near a faucet, swimming pool, sink, or other areas where water can be found. Never store the cooktop outside or upside down.
- Do not obstruct, block, or alter the air entrance or outlet. Do not stick foreign objects into these openings.
- Do not strike or damage the cooktop. Do not put the cooktop in your luggage. Throwing or dropping the cooktop can damage the internal components or crack the cooktop, voiding your warranty. If the cooktop becomes cracked, unplug the unit immediately and do not use it.

## GREASE FILTER MAINTENANCE

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

### 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 also 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).

## IMPORTANT SAFETY PRECAUTIONS

There are certain safeguards that should always be followed whenever this appliance is used:

- To reduce the risk of fire, electric shock, or injury, please read, follow and save all instructions.
- Never immerse cords, plugs, or appliance in water.
- Supervise carefully when appliance is used near children. Keep children away from appliance when in operation.
- Always unplug appliance immediately after use and allow for cooling time if handling, transporting, or storing.
- Do not use any appliance that has a damaged cord or plug, or one that has malfunctioned or been damaged. Consult the warranty and follow instructions for service.
- 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.
- The pan on the appliance will heat continuously as long as the power is ON. The pan will be hot and caution should be exercised when working on or near the appliance.
- Do not let the power cord touch hot surfaces or hang over the edge of the counter. Do not move the appliance with electric power is connected.
- Do not move the appliance while a hot pan or pan containing hot liquids is on top of the appliance.
- To disconnect the appliance, turn the control knob to "OFF." You will hear a "click." You may then remove the plug from the outlet.
- Do not use the CookTek Induction Cooktop for anything other than its intended use as described in this manual. This unit is designed to heat and cook food and is not intended for laboratory or industrial use.
- Do not put food or unopened cans on the cooktop's surface.
- 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 (312) 563-9600.
- This appliance must be grounded. Connect only to a properly grounded outlet. Before operating, read grounding instructions and Electrical Installation Requirements on page 2 of this manual. Do not use an extension cord.
- Do not overcook food or leave appliance unattended while in use.
- In the unlikely event of a grease fire, smother flame by covering pan with a tight-fitting lid, cookie sheet, or flat tray. DO NOT USE WATER. When the fire is under control, turn off appliance and unplug from wall.
- Use only with induction compatible and efficient cookware.
- Place cooktop on a level, hard, stable, non-flammable surface before use.

## TWO HOB (TWO BURNER) COOKTOPS

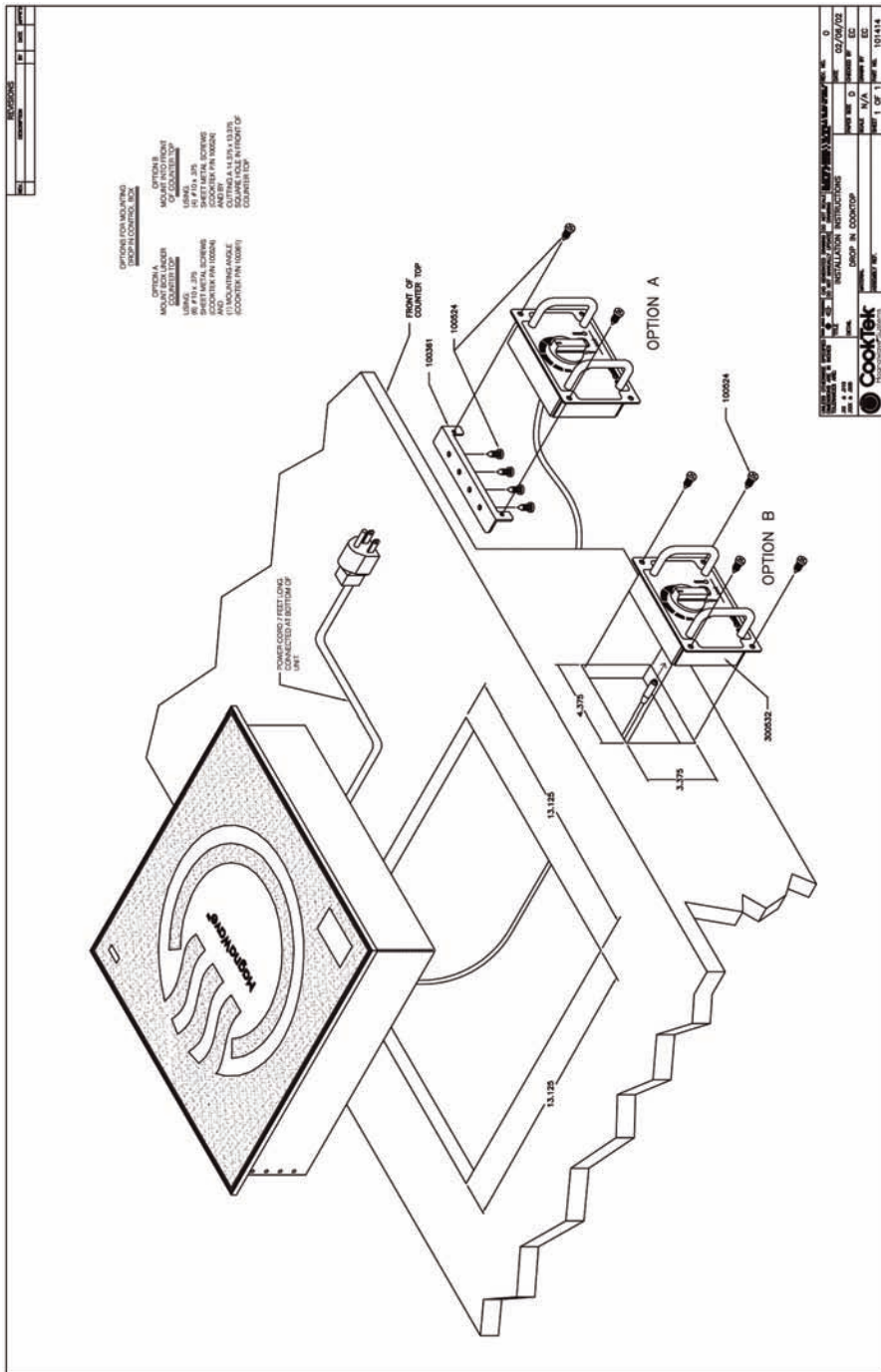
Operation of the two hob (two burner) cooktop is exactly the same as the single position cooktop. Each position will have its own, independently controlled On-Off Control Knob and its own, separately controlled Temperature/Power Cook button. It is not necessary to turn both positions on for the cooktop to function.

**NOTE: For proper operation, a dedicated circuit should be used for each unit installed. Each unit should be protected with a 30A minimum circuit breaker.**

## TROUBLESHOOTING

Symptom	Probable Cause	Possible Solution
No power (No lights or fan noise)	<ul style="list-style-type: none"> <li>• Unit unplugged</li> <li>• No power to receptacle</li> </ul>	<ul style="list-style-type: none"> <li>• Plug unit into appropriate receptacle</li> <li>• Make sure that receptacle is energized</li> <li>• Check wall switches</li> <li>• Check 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 efficient</li> <li>• Pan diameter is less than 7 inches</li> <li>• Pan not centered over cooktop logo</li> </ul>	<ul style="list-style-type: none"> <li>• Use induction efficient pan</li> <li>• Use a larger induction efficient pan</li> <li>• Center pan</li> </ul>
Cooktop suddenly stops heating	<ul style="list-style-type: none"> <li>• Possible power brown out</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>• Assure proper voltage/power levels</li> <li>• Make sure the cooktop is not sharing a circuit with other electrical devices</li> <li>• Check air vents to make sure that they are not blocked. Make sure that there is sufficient air flow around the appliance.</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. Make sure that the cooktop surface is clear. 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 efficient 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. Extension cords may affect the power levels reaching the appliance.</li> <li>• Make sure that the cooktop is not sharing a circuit with other electrical devices.</li> </ul>
Pan cooks unevenly, does not maintain heat level, or overheats	<ul style="list-style-type: none"> <li>• Pan is not induction efficient</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 inches</li> </ul>	<ul style="list-style-type: none"> <li>• Use induction efficient pan</li> <li>• Use flatter pan</li> <li>• Center pan</li> <li>• Use a larger induction efficient pan</li> </ul>





## ERROR CODES

In the event of a possible malfunction, your CookTek cooktop will display and Error Code on the LED display 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	Error Description	Potential Cause	Action Required
1	RTD (temperature sensor) is malfunctioning	RTD sensor has shorted	Reconnect or replace RTD. Service may be required.
2	RTD (temperature sensor) temperature is too high.	Glass surface is too hot or RTD sensor has broken.	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	Current is too high	Possible mechanical damage to coil or foreign object on cooktop.	Try different cookware. Service may be required.
4	Electronics are overheating	Fan is broken, bad ventilation, ambient temperature too hot.	Check airflow. Clear air vents. Listen for fan operation.
6	Input line (from power outlet) voltage too high	Something else is on the same circuit. Line voltage fluctuations at end or beginning of work day. (Voltage > 132VAC for 120V model or >264VAC for 240V model)	To reset, unplug unit, wait 5 seconds, and plug in again. If problem persists, have an electrician monitor the line voltage.
7	Hardware failure	Inverter I/O problem	To reset, unplug unit, wait 5 seconds, and plug in again. Service may be required.
8	Zero cross error	Bad AC source, board component failure	Turn unit off, then on. Plug unit into outlet on different circuit breaker. If problem persists, service is required on device.
16	System error	CPU I/O problem	To reset, unplug unit, wait 5 seconds, and plug in again.

## WARRANTY STATEMENT

All commercial cooking and holding equipment manufactured by CookTek is warranted against defects in materials and workmanship for a period of three years from the date of shipment from CookTek's factory. All non-electrical equipment such as pans, bags, and pellet assemblies are warranted against defects in materials and workmanship for a period of 90 days from the date of shipment from CookTek's factory.

(continued...)

**IMPORTANT!** A valid proof of purchase, and Serial Number (s) showing date of purchase is required to obtain Warranty Service.

This warranty is for the benefit of the original purchaser and is non-transferable. Any defects in materials or workmanship, which are brought to the attention of CookTek by written notification within the aforesaid warranty period will be repaired or replaced, at CookTek's discretion, with new or recertified products or parts. **THIS IS THE SOLE REMEDY FOR ANY BREACH OF THIS WARRANTY. IN NO EVENT WILL COOKTEK BE LIABLE FOR DAMAGES OF ANY KIND, WHETHER DIRECT OR INDIRECT, SPECIAL OR CONSEQUENTIAL. THIS WARRANTY IS THE COMPLETE AND ONLY WARRANTY, EXPRESS OR IMPLIED IN LAW OR FACT, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, SUITABILITY, QUALITY, OR FITNESS FOR ANY PARTICULAR PURPOSE. THIS WARRANTY DOES NOT INCLUDE ANY THIRD PARTY INSTALLATION, REMOVAL OR DAMAGE COSTS including (but not limited to) LABOR, MATERIALS AND TRAVEL FOR CAULKING IN DROP-IN ("BUILT-IN") UNITS, OR REPAIRS / REPLACEMENT OF FUSES, BREAKERS, MILLWORK AND / OR COUNTER-TOPS.**

This warranty is void if it is determined that upon inspection by CookTek or one its Authorized International Distributor s that the equipment has been modified, misused, misapplied, improperly installed, or damaged in transit or by fire, flood or act of God. Broken Glass-Ceramic tops are considered abuse and are NOT covered. Warranty will be considered void if the serial nameplate has been removed or defaced or if the unit has been opened or modified in any way or service has been attempted by unauthorized personnel.

The prices charged by CookTek for its products are based upon the limitations in this warranty. Seller's obligation under this warranty is limited to the repair of covered defects without charge by CookTek or one of its Authorized International Distributors

This warranty is valid in the continental United States of America (USA) and Canada only. It is valid only if purchased through an authorized Cooktek Representative or Dealer. To receive Warranty Service in the USA, please call CookTek's Customer Service Department at 1 (888) 266-5835, or (312) 563-9600. A Returns Authorization (RA) number will be issued along with instructions for returning goods for service (or their replacement). The RA number must be written clearly or printed on the outside of the return shipping container, or on the address label when returning units for service. Units received without an RA number will be refused at our shipping dock and may encounter a delay in service. Units must be taken or shipped to the factory with transportation charges prepaid for service. CookTek will provide return freight. If instead, the unit(s) is handled under CookTek's Advanced Replacement Program (ARP), CookTek will pay for shipping both ways, but the unit(s) being replaced must be returned. Instructions and alternate courses of action will be provided by Customer Service. Please save all packaging materials for possible use in shipping. CookTek assumes no liabilities whatsoever for any damages incurred in transit. **PLEASE BE SURE TO USE**

(continued...)

**ADEQUATE PACKAGING AND A RELIABLE SHIPPING METHOD OR, IF USING THE ARP PROGRAM, USE THE SAME BOX THE REPLACEMENT UNIT ARRIVED IN FOR THE RETURN.**

#### **OUTSIDE THE USA AND CANADA**

**CookTek offers NO warranty outside of the USA and Canada.** Warranty is offered and performed at the discretion of CookTek's local Authorized International Distributor. Contact details can be found at [www.cooktek.com/find-rep](http://www.cooktek.com/find-rep), or by calling +1 (312) 563-9600.

For additional information and other details concerning warranty, please contact our Customer Service Department at:

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#### **DROP-IN UNIT DIMENSIONS**

