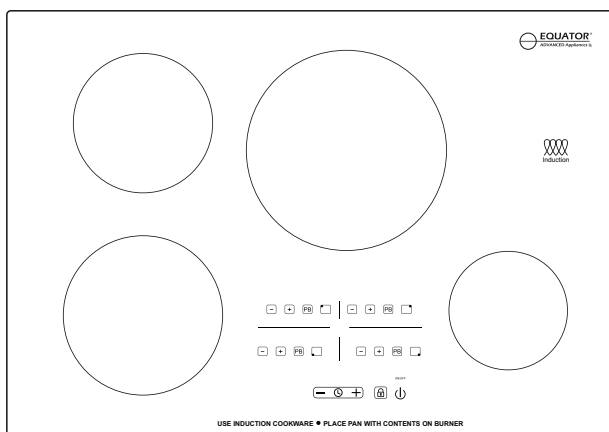


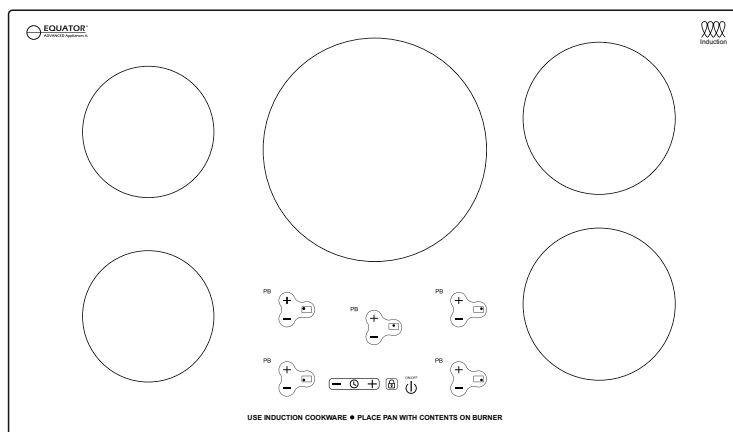


# INDUCTION COOKTOP

**Model : BIC 304**



**Model : BIC 365**



# OWNER'S MANUAL

Please read this Owner's Manual carefully before using the product

## **Warranty**

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**Your appliance is protected by this warranty under normal, personal, family or household use (1 Year), and limited commercial use (90 days), in the USA and Canada.**

Equator Appliances undertakes to the consumer-owner to repair or, at our option, to replace any part of this product which proves to be defective in workmanship or material under normal personal, family or household use, in the USA and Canada, for a period of one year from the date of original purchase. For commercial use, the product is warranted for a period of 90 days. During this period, we will provide all labor and parts necessary to correct such defect, free of charge, if the appliance has been installed and operated in accordance with the written instructions with the appliance. Ready access to the appliance, for service, is the responsibility of the consumer-owner. Service would be provided from Monday to Friday between normal business hours.

## **Exclusions**

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In no event shall Equator Appliances be liable for incidental or consequential damages or for damages resulting from external causes such as abuse, misuse, incorrect voltage or acts of God. This warranty does not cover service calls which do not involve defective workmanship or materials covered by this warranty. Accordingly, diagnosis and repair costs for a service call which does not involve defective workmanship or materials will be the responsibility of the consumer-owner.

**Specifically, the following work is not covered under warranty and does not constitute warranty work:**

**Installation – e.g. installing incorrectly**

**Maintenance – e.g. cleaning appliance using solvents**

**Mishandling – e.g. breakage of glass**

Most work is covered. The defining factor is, has the machine malfunctioned (Equator Appliances is responsible) or has the customer omitted or done something to cause machine to malfunction (customer is responsible). Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## **WARRANTY SERVICE**

---

This warranty is given by:

**Equator Appliances**  
**10216 Georgibelle Drive, Suite 900D**  
**Houston, TX 77043-5249**

For Service:

Call 1-800-490-8018  
Email: [Service@ApplianceDesk.com](mailto:Service@ApplianceDesk.com)  
Web: [www.ApplianceDesk.com](http://www.ApplianceDesk.com)  
Business hours (9:00 a.m. to 5:00 p.m. weekdays).

## **GENERAL**

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Since it is responsibility of the consumer-owner to establish the warranty period by verifying the original purchase date, Equator Appliances recommends that a receipt, delivery slip or some other appropriate payment record be kept for that purpose.

Remember to send in your Warranty Registration Card so that a proof of your purchase exists with Equator Appliances. You can also register online at **[www.ApplianceDesk.com](http://www.ApplianceDesk.com)**.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

*All rights reserved. Manual subject to change without notice.*

# Important Safety Instructions

## **IMPORTANT**

The appliance is manufactured in compliance with the relevant safety standard.



## **WARNING**

Read all instructions carefully before installation and operation of the appliance. Failure to follow these warnings could result in a fire or explosion that causes property damage, personal injury or death. To reduce the risk of fire, electric shock or injury, take the following precautions:

## **Intended Use**

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- This appliance is designed for built-in household use only.
- Do not use outdoors
- Do not use the appliance to heat a room.



## **WARNING**

---

- Do not operate the cooktop with a damaged cord or if it malfunctions or has been damaged in any manner.
- To protect against electric shock, do not immerse cord, or main body in water or any other liquid.
- Do not let cord hang over edge of table or counter.
- Do not allow cord to touch a hot surface.
- Always attach plug to appliance first, then plug cord into the wall outlet. To disconnect, turn any control to off, then remove plug from wall outlet.
- Do not use aluminum foil to cook. Use only induction compatible cookware.
- Do not allow pans to boil dry or empty.
- Never leave the cooktop unattended when in use.
- Close supervision is necessary when the cooktop is used by or near children or impaired persons.
- When the unit is on, do not touch outside the control panel as the surface may contain residual heat.
- Do not use the cooktop as a work surface.
- Do not store detergents or flammable materials in the area under the cooktop.

Please dispose off or recycle this appliance in accordance with local environmental regulations.

## **SAVE THESE INSTRUCTIONS**



# Installation Instructions

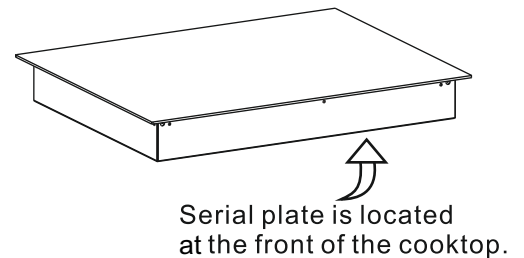
## IMPORTANT SAFETY INFORMATION

**⚠ WARNING** Installation and service must be performed by a qualified installer or service technician.

### Before Installing the cooktop

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1. Visually inspect the cooktop for damage.  
Also make sure all cooktop screws are on tight.
2. Record the model and serial number as found on the bottom of your cooktop.
3. Cutout dimensions of the countertop as indicated on the following pages.
4. Make sure the wall coverings, countertop and cabinets around the cooktop can withstand heat (up to 200°F) generated by the cooktop.
5. Gently lower the cooktop into the countertop cutout.



**NOTE:** Do not seal the cooktop to the countertop, the cooktop must be removable if service is necessary.

### Electrical Connection

---

**⚠ IMPORTANT** Observe all governing codes and local ordinances.

Model: BIC 304      needs 40 Amp service.  
Model: BIC 365      needs 50 Amp service.

#### Maximum Connected Load

Model: BIC 304      .....7.4 kW at 240 VAC, 6.4 kW at 208 VAC  
Model: BIC 365      .....9.6 kW at 240 VAC, 8.3 kW at 208 VAC

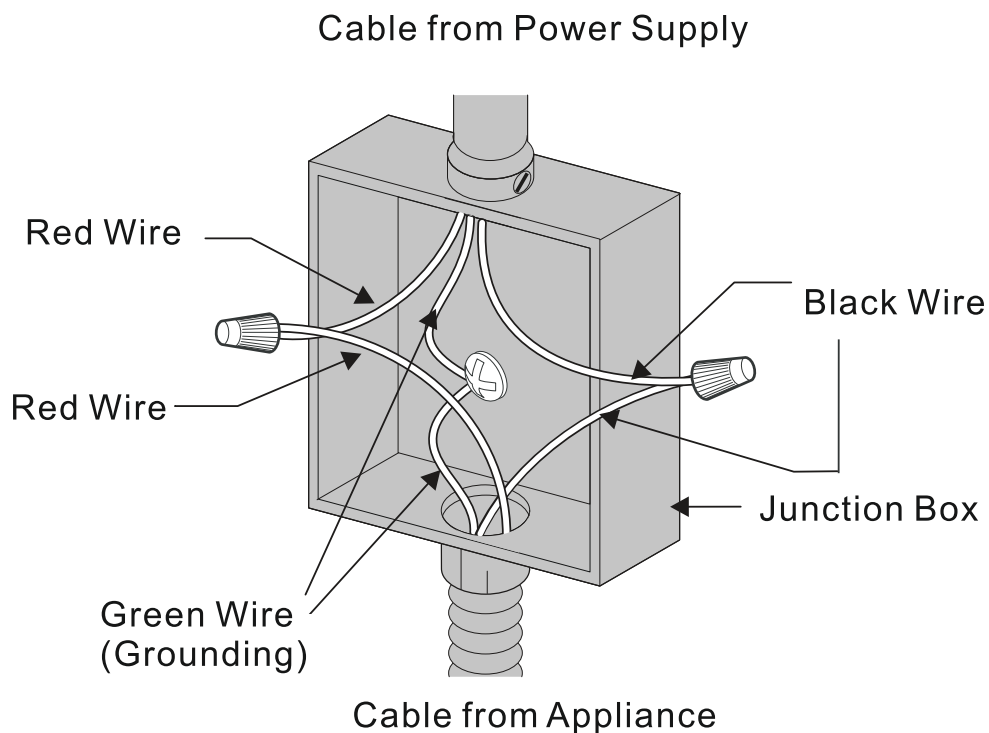
# Installation Instructions

The Induction Cooktops must connect to a separate, grounded wire, single phase, AC Only electrical supply with their own circuit breaker. These appliances must be installed in accordance with National Electrical Codes, as well as all state, municipal and local codes. This appliance must be supplied with the proper voltage and frequency and amperage, which is protected by a properly sized circuit breaker or time delay fuse.

## **The cable from appliance is equipped with 3-wires:**

### **If 3-Wire Cable from Home Power Supply**

**IMPORTANT:** Use the 3-wire cable from Home Power Supply where local codes permit a 3-wire connection.

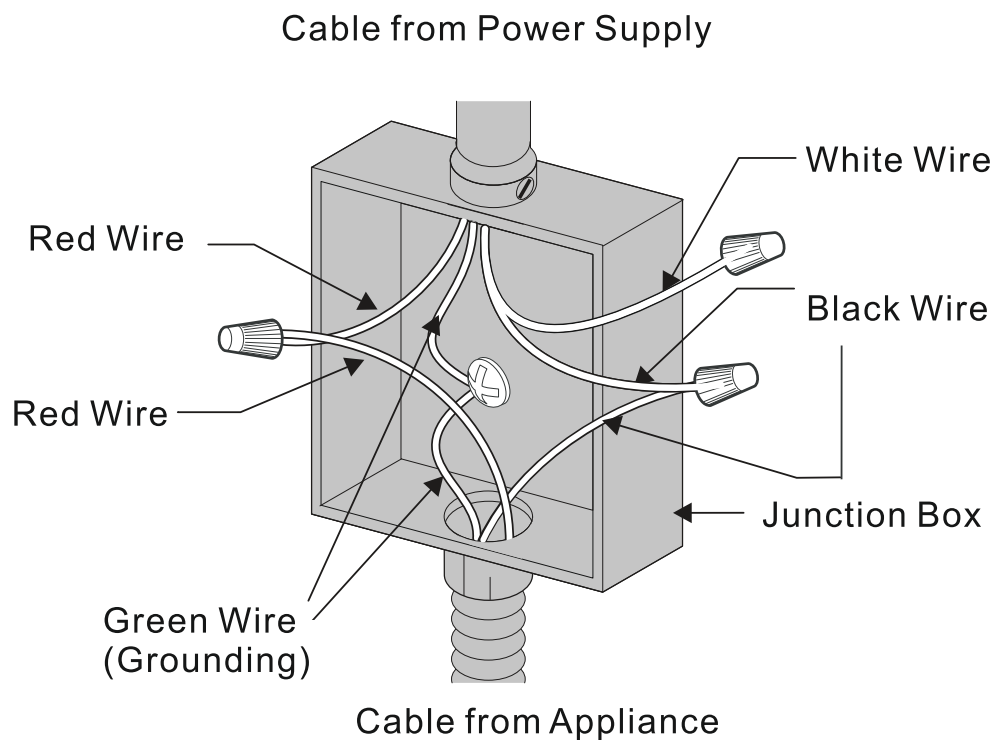


### **3-Wire Cable from Home Power Supply**

# Installation Instructions

## If 4-Wire Cable from Home Power Supply

**IMPORTANT:** Use the 4-wire cable from Home Power Supply where local codes do not allow grounding through neutral.



## 4-Wire Cable from Home Power Supply

**Electrical ground is required on this appliance**

**⚠ WARNING** The cooktop conduit wiring is approved for copper wire connection only, if you have aluminum house wiring, use only special connectors which are approved for joining copper and aluminum wires conform with local codes and ordinances. Follow the electrical connector manufacturer's recommended procedure closely.

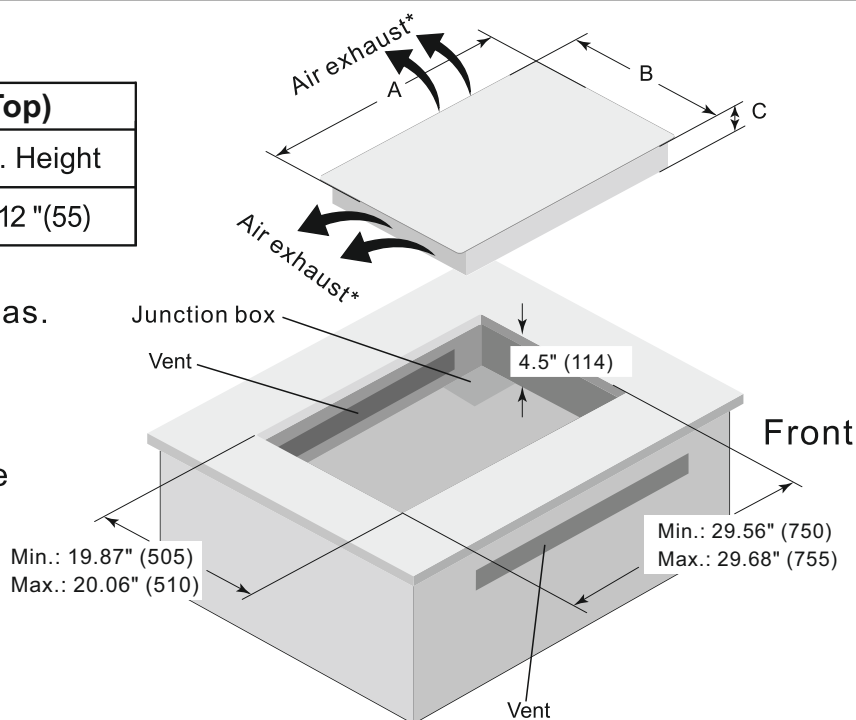
## Installation Instructions

## Installation — 30" (76.2cm) Model: BIC 304

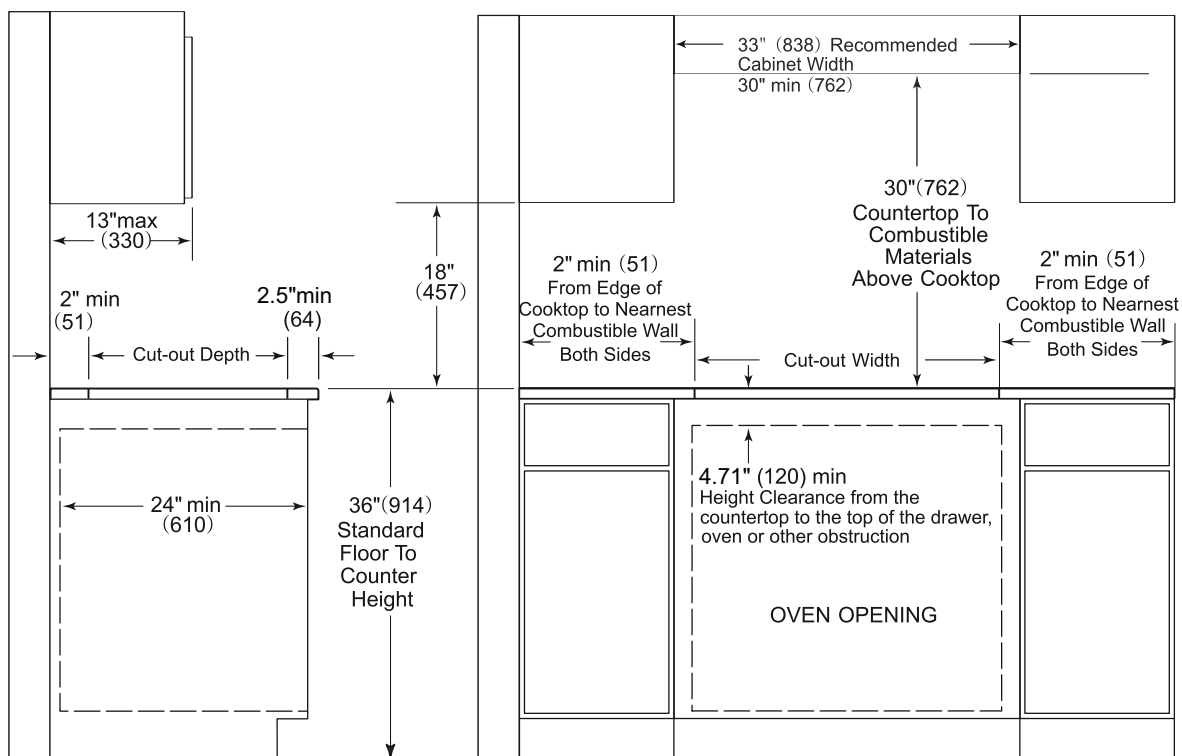
| Cooktop Dimensions (Top) |          |            |
|--------------------------|----------|------------|
| A. Width                 | B. Depth | C. Height  |
| 30"(762)                 | 21"(533) | 2.12 "(55) |

\* DO NOT obstruct these areas.

**IMPORTANT:** For perfect ventilation, provide a vent of under the countertop, in the front of the cabinet and in the back of the cabinet. The ventilation opening is to extend the full length of the cooktop cutout.



## Cooktop and Cutout Dimension



## Countertop Cut-Out Opening

All dimensions are stated in inches and (mm).

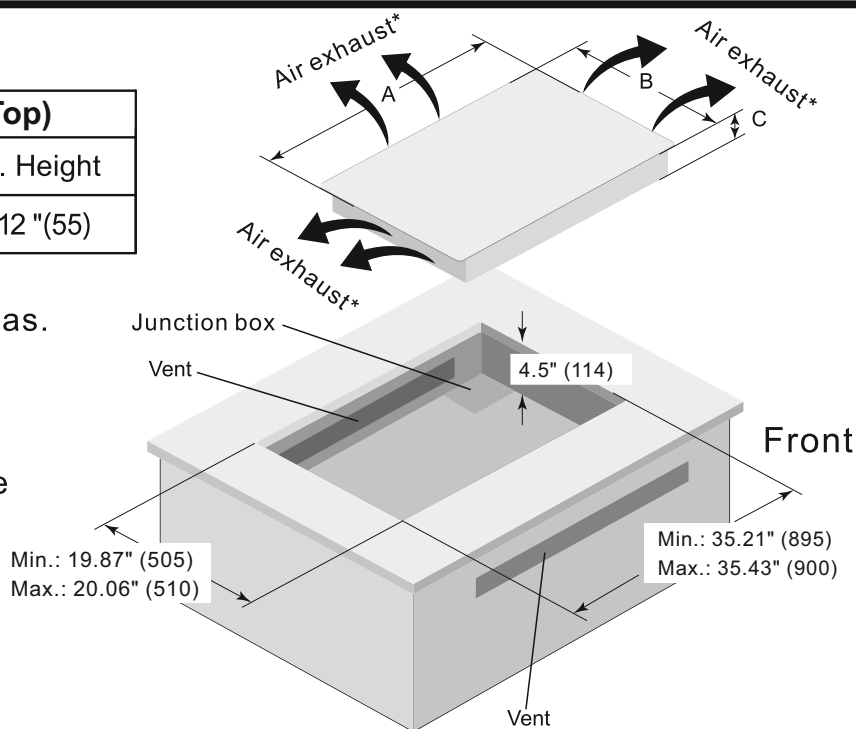
# Installation Instructions

## Installation — 36" (91.4cm) Model: BIC 365

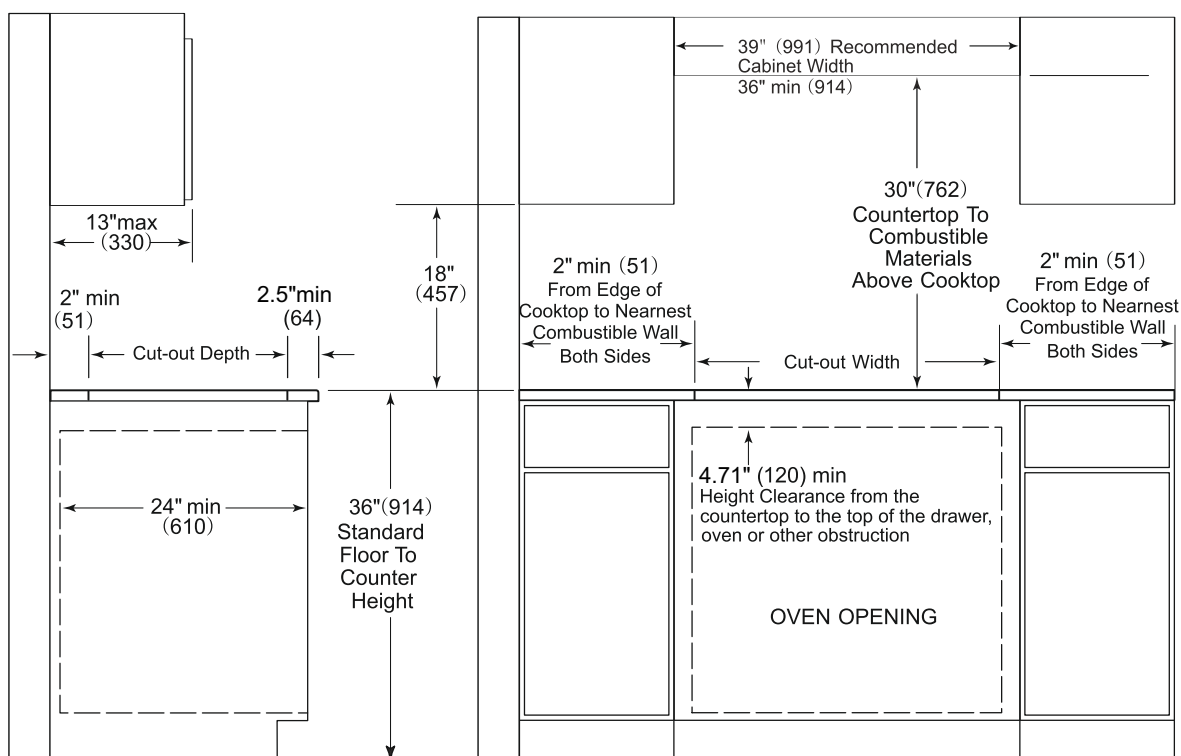
| Cooktop Dimensions (Top) |          |           |
|--------------------------|----------|-----------|
| A. Width                 | B. Depth | C. Height |
| 36"(914)                 | 21"(533) | 2.12"(55) |

\* DO NOT obstruct these areas.

**IMPORTANT:** For perfect ventilation, provide a vent of under the countertop, in the front of the cabinet and in the back of the cabinet. The ventilation opening is to extend the full length of the cooktop cutout.



**Cooktop and Cutout Dimension**

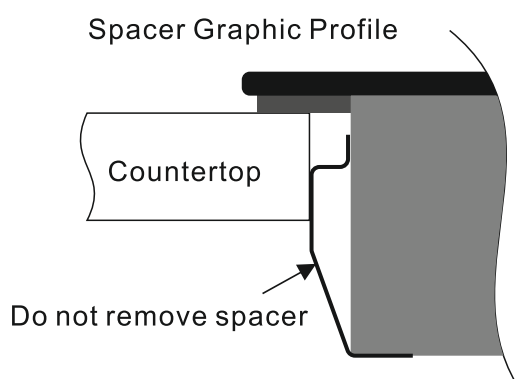
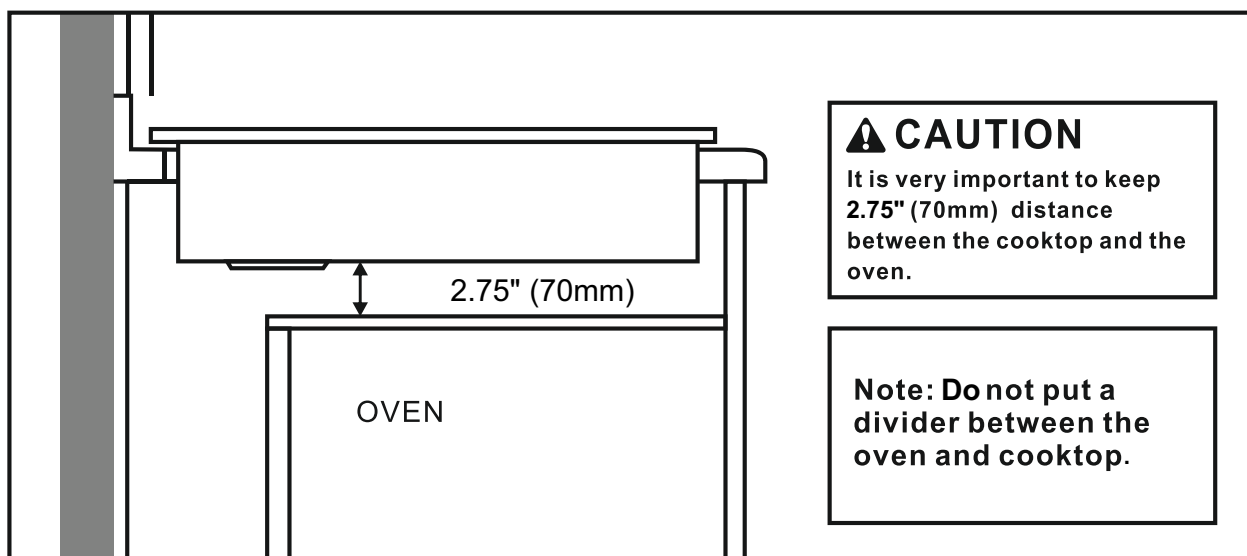


**Countertop Cut-Out Opening**

All dimensions are stated in inches and (mm).



# Installation Instructions



**NOTE:** The cooktops include spacers on both sides to ensure proper airflow once installed. Do not remove the spacers.

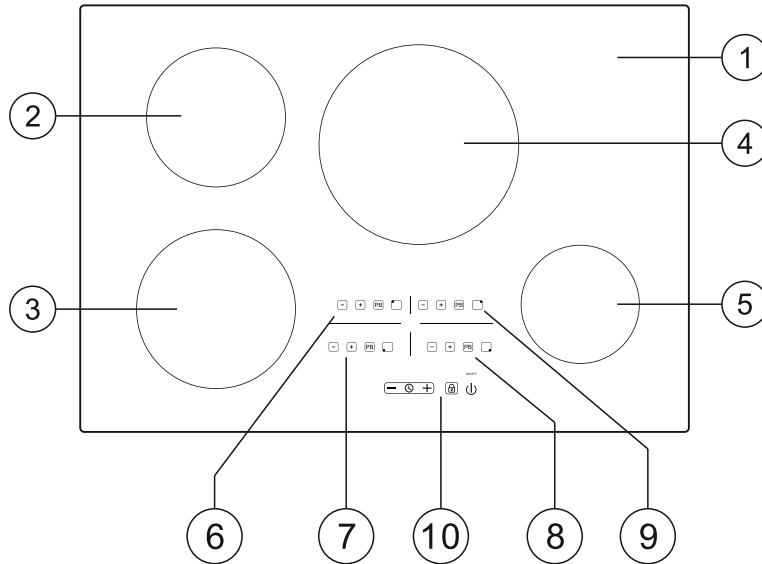
## After Installation

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1. Remove all the stickers and items from the top of the cooktop surface.
2. Clean cooktop before use. Dry with a soft cloth.
3. Read **Using The Cooktop**.
4. Turn on the power to the cooktop.
5. Verify all functions operate properly

# Cooktop Features

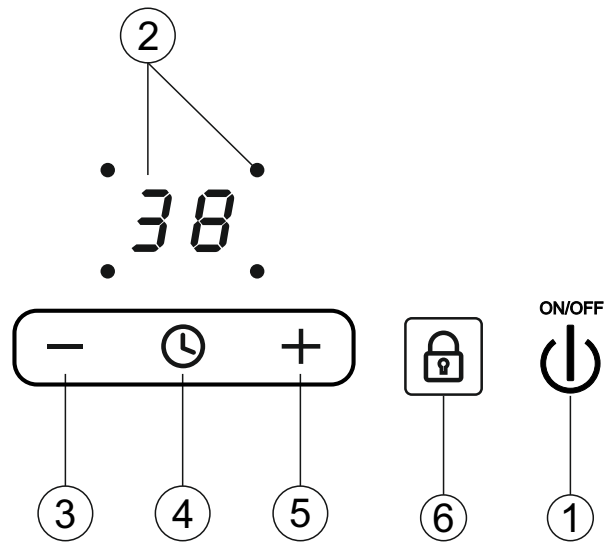
30" Model: BIC 304



1. Ceramic glass
2. Left rear burner
3. Left front burner
4. Right rear burner
5. Right front burner
6. Left rear burner control panel
7. Left front burner control panel
8. Right front burner control panel
9. Right rear burner control panel
10. Main control panel

## 30" Model: BIC 304

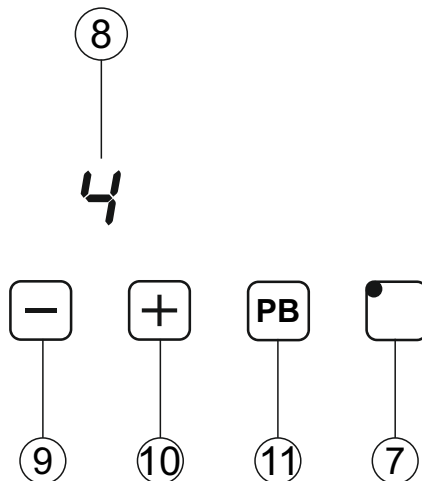
### Main Control Panel



- 1. Main power ON/OFF
- 2. Time Display
- 3. Timer setting Down

- 4. Timer
- 5. Timer setting Up
- 6. Controls Lock

### Burner Control Panel

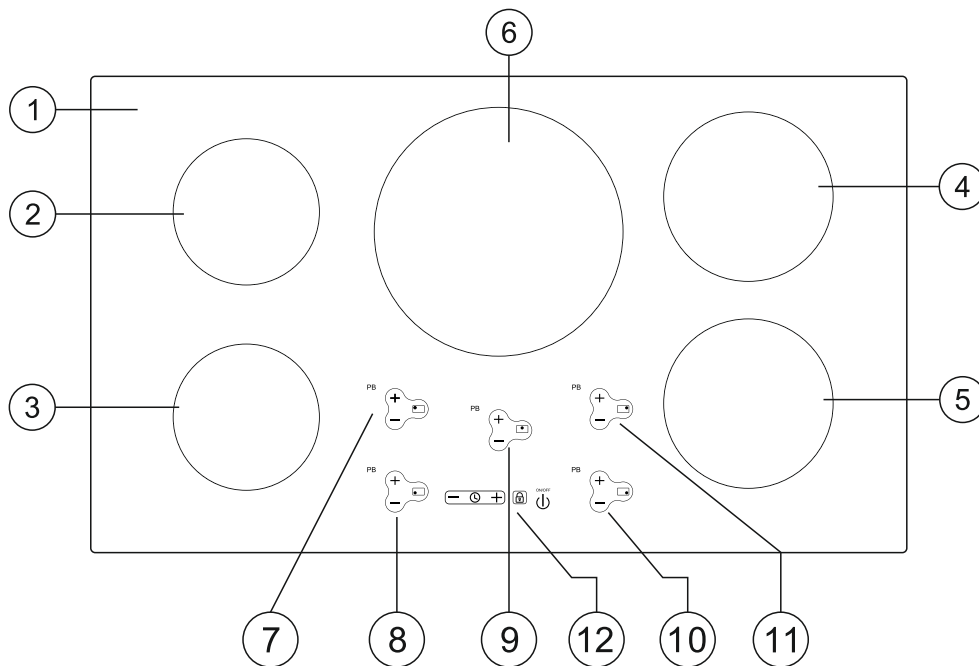


- 7. Power On/Off
- 8. Power/Heat Display
- 9. Decrease Power

- 10. Increase power
- 11. Power Boost

# Cooktop Features

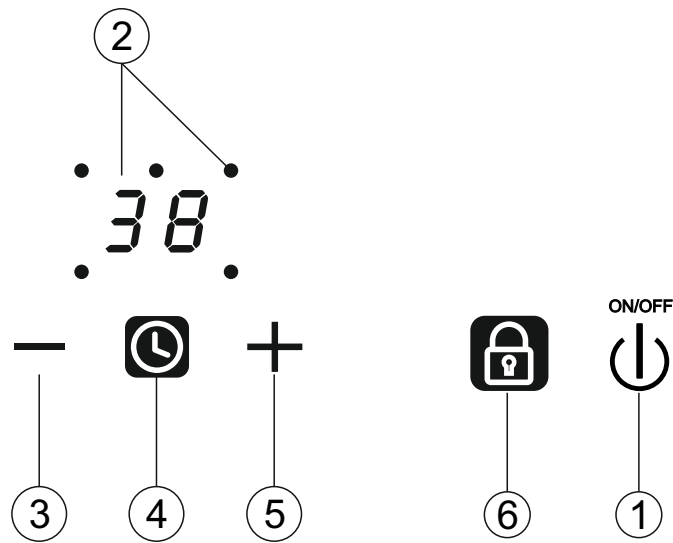
**36" Model: BIC 365**



1. Ceramic glass
2. Left rear burner
3. Left front burner
4. Right rear burner
5. Right front burner
6. Center burner
7. Left rear burner control panel
8. Left front burner control panel
9. Center burner control panel
10. Right front burner control panel
11. Right rear burner control panel
12. Main control panel

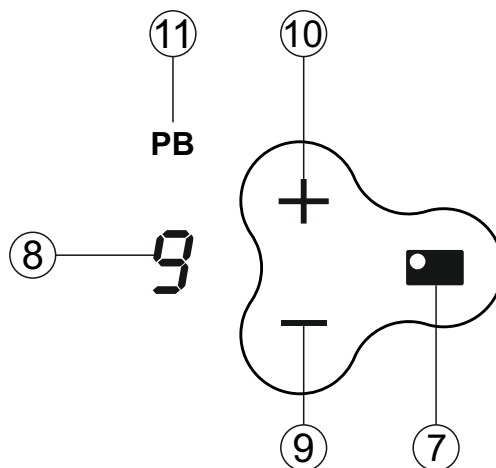
## 36" Model: BIC 365

### Main Control Panel



- |                       |                     |
|-----------------------|---------------------|
| 1. Main power ON/OFF  | 4. Timer            |
| 2. Time Display       | 5. Timer setting Up |
| 3. Timer setting Down | 6. Controls Lock    |

### Burner Control Panel



- |                       |                    |
|-----------------------|--------------------|
| 7. Power On/Off       | 10. Increase power |
| 8. Power/Heat Display | 11. Power Boost    |
| 9. Decrease power     |                    |

# Cooktop Features

## Specifications

| Model                            | BIC 304                                        | BIC 365                                        |
|----------------------------------|------------------------------------------------|------------------------------------------------|
| Product dimension(wxdxh) inch    | 30" x 21" x 2.12"                              | 36" x 21" x 2.12"                              |
| Cut-out dimension(wxd) inch      | Min.: 29.56" x 19.87"<br>Max.: 29.68" x 20.06" | Min.: 35.21" x 19.87"<br>Max.: 35.43" x 20.06" |
| Voltage (volts)                  | 240                                            | 240                                            |
| Frequency (Hz)                   | 60                                             | 60                                             |
| Total power (Watts)              | 7400                                           | 9600                                           |
| Minimum circuit breaker Amperage | 40                                             | 50                                             |
| Elements                         | 4                                              | 5                                              |
| Front Left                       | 2100W/2500W                                    | 1600W/2000W                                    |
| Rear Left                        | 2100W/2500W                                    | 1600W/2000W                                    |
| Front Right                      | 1400W/1800W                                    | 1800W/2400W                                    |
| Rear Right                       | 2400W/3700W                                    | 1800W/2400W                                    |
| Center                           | N/A                                            | 2400W/3700W                                    |

## Heat Setting Displays

| DISPLAY | DESCRIPTION                                                 |
|---------|-------------------------------------------------------------|
| -       | No power level for the element                              |
| L       | The keep warm function                                      |
| 1-9     | The power level                                             |
| P       | The power boost                                             |
| H       | A cooking element is still hot to touch (residual heat)     |
| E       | Electronics fault error message of specific cooking element |
| E0-E9   | Error code                                                  |
| 0       | STOP/GO                                                     |

# Using The Cooktop

This manual covers different models. The cooktop you have purchased may have some or all of the features listed.

## Controls Lock and Power On

### To unlock

Touch and Hold Lock key pad for 3 seconds, a beep will sound, the indicator light will turn OFF.

### To Lock

Touch and Hold Lock key pad for 3 seconds, a “beep” will sound, the indicator light above the Lock Key pad will be lit up.



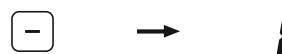
On the Main Control Panel, press the Power On/Off icon. A beep will sound and the indicator light will come on.



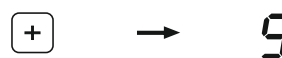
## Operating The Cooktop

To turn on one or more burners, place a compatible pot or pan on the desired burner, **containing water or food**. If the pot or pan is empty the cooktop will not operate. With the cooktop being ON as mentioned above, touch the “ON” icon of the desired burner and the Power display will show a “\_”, indicating no power level for the burner has been set yet. Then press either “+”, “-” or “B” (Power Boost) to select a cooking level. The selected burner will automatically turn off if a selection is not pressed within 30 seconds.

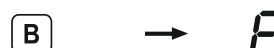
Touch Minus (-) to start at low level. The power display will show 1.



Touch Plus (+) to start at high level. The power display will show 9.



Touch “B” and it will show on the display as a “P” and Power Boost LED is lit up, boosting the heating power to the highest level for 10 minutes.



## Power Boost

Touch “+” to level 9, then press “B” for Boost mode. The display will show a “P”. The “Boost” function is used to cook at maximum power for a short period of time (maximum 10 minutes). The power is reduced to level 9 at the end of the maximum boost time of 10 minutes.

**⚠ WARNING** Power Boost is only recommended for BOILING WATER.

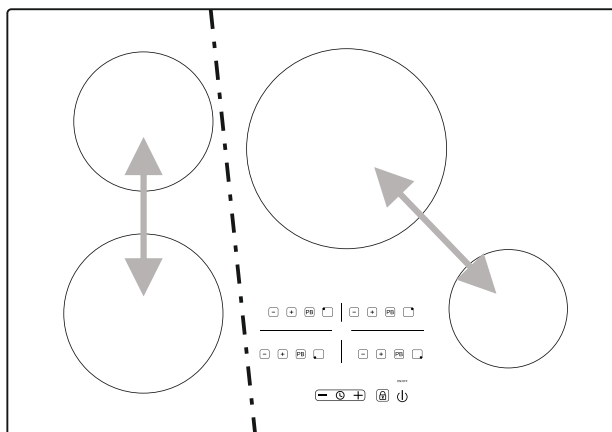
**⚠ WARNING** Do not leave a pot unattended while in **Boost Mode** or other high power settings.

# Using The Cooktop

## Power Sharing

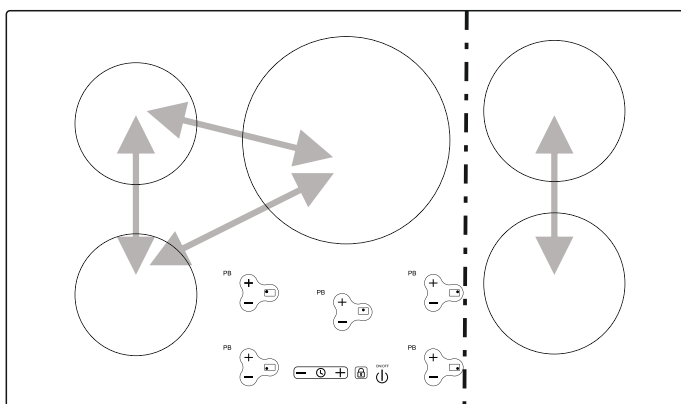
Four or five burners on the cooktop are divided into two separate cooking areas, the right and left zone/side burners share power of an inverter.

Power sharing occurs when burners in the same area are activated. The controls adjust the power automatically for "Power Sharing".



Left Zone Right Zone

30" Model: BIC 304



Left Zone Right Zone

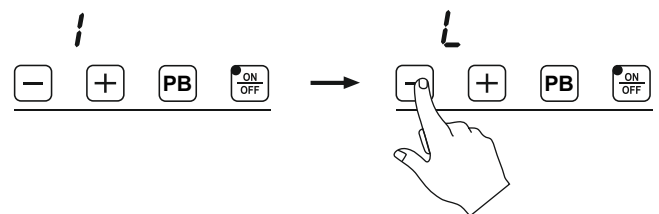
36" Model: BIC 365

The power level displayed may be different from the actual power level at the power sharing and high temperature range. To prevent the cooktop from overheating, the power level is controlled automatically.

**Power Sharing Tips:** Remember to select the power setting last for the burner you want to maintain at full setting heat. To maintain full setting heat for two items, place one item on a burner in one section (left zone/side), and the other item on a burner in another section (right zone/side).

## Keep Warm

While in the Power level 1, touch "-" for Keep Warm mode. Display will switch from 1 to L.



## Residual Heat Indicator



After using any of the burners, the cooking area will remain hot. Even after turning off the entire unit, the surface of the cooktop will remain hot for some time. The digital display will show an "H" to warn the user that the surface is hot to touch. Wait until the "H" is no longer displayed to clean the unit.



# Using The Cooktop

## Set Timer

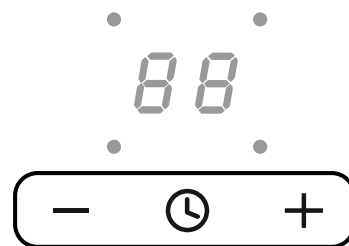
Use  $\oplus$  or  $\ominus$  key to adjust and set the desired cooking time. A short key press adjusts the time by 1 minute and a long key press by 10 minutes. The automatic timer settings range from 1 minute to 99 minutes. (**NOTE:** There is no “seconds” and “hours” display, only minutes.) The red dot next to the Time symbol indicator will illuminate indicating that the burner is selected.

While cooking, touch the Timer icon until time light of the burner is ON. Time digital display reads “00” and is blinking. Touch  $\oplus$  or  $\ominus$  to set the desired minutes. Once the Timer is set the countdown begins and the timer display will stop blinking and will stay on in the display. Once the Timer reaches “00”, a “beep” will be sound, indicating that the time is up and the burner will automatically shut off.

If Timer has been set for more than one burner, the shortest time remaining will show in the Time digital display and the indicator for that particular burner will be blinking.

## To Cancel Timer

Touch the Timer until the Time symbol indicator for the desired burner blinks. Then touch  $\oplus$  or  $\ominus$  to set the timer to 00. The Time digital display will blink for 5 seconds and then turn off, indicating that the timer has been canceled.



# Troubleshooting Guide

If you encounter the following problems while using your cooktop, check the guide below to see if you can correct the problem yourself before calling for assistance or service:

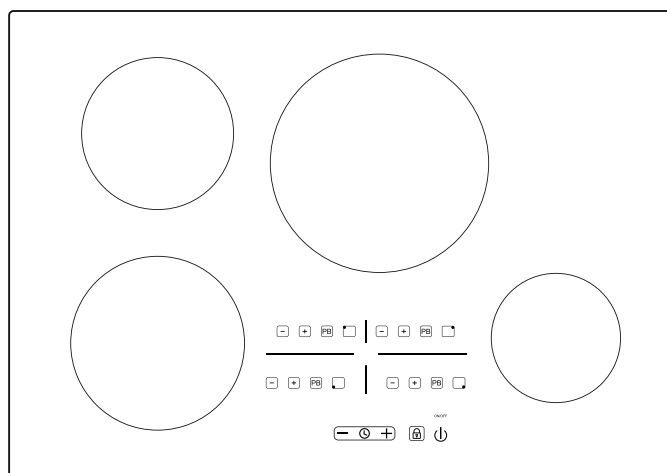
| Problem                                                                             | Possible Cause                                                                                                                                                                                                                                                                                                                        | Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Cooktop does not work</li> </ul>           | <ul style="list-style-type: none"> <li>• Cooktop controls are locked</li> <li>• Power outage</li> <li>• Installation wire not complete</li> <li>• Circuit breaker has tripped or fuse is blown</li> </ul>                                                                                                                             | <ul style="list-style-type: none"> <li>• Make sure Lock mode is turned off</li> <li>• Check house lights to confirm power outage</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <ul style="list-style-type: none"> <li>• Cooktop does not heat</li> </ul>           | <ul style="list-style-type: none"> <li>• No cookware or improper cookware placement on the cooking element</li> <li>• Incorrect cookware size for the selected cooking element</li> <li>• Cookware is not properly resting on cooking element</li> <li>• Incorrect cooking element selected</li> <li>• No power to cooktop</li> </ul> | <ul style="list-style-type: none"> <li>• Make sure that the cookware is centered on the cooking element, and that cookware is also of correct type for induction cooking. See <b>Compatible Cookware</b></li> <li>• The bottom of the cookware must be large enough to cover cooking element completely. See <b>Compatible Cookware</b></li> <li>• Cookware bottoms must be flat and centered on the cooking element. See <b>Compatible Cookware</b></li> <li>• Make sure the correct control is ON for the cooking element being used</li> <li>• See “Cooktop does not work” above</li> </ul> |
| <ul style="list-style-type: none"> <li>• Cooktop turns off while cooking</li> </ul> | <ul style="list-style-type: none"> <li>• Cooktop internal heat sensor has detected high temperature inside the cooktop, activating automatic shut off</li> <li>• Liquid or object on the controls area</li> </ul>                                                                                                                     | <ul style="list-style-type: none"> <li>• Make sure the cooktop vents are not blocked</li> <li>• The cooktop features an automatic shutoff feature that turns off the entire cooktop if any cooking element has been on continuously for 2 hours</li> <li>• The cooktop control panel may register liquids or objects obstructing the panel, which can cause the cooktop to shut off. Clean up spills or remove objects and restart the unit</li> </ul>                                                                                                                                         |

# Compatible Cookware

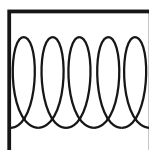
The quality of your cooking is dependent on the cookware you use. Because induction cooking requires a magnetic vessel for heating, only certain materials can be used on your cooktop.

Induction requires pots and pans that are made of ferrous (meaning magnetic) materials.

Check your cookware's retail box for the induction symbol. To determine if your cookware is compatible with the induction technology, use a magnet and see if it holds to the bottom of the cookware. If your magnet stays on, then your cookware can be used on the induction cooktop!



Optimally the cookware will have this induction image on the retail box:



Induction

The following are **not** compatible: heat-resist glass, ceramic, copper, aluminum pan/pots, round-bottomed cookware, or cookware with a base less than 5 inches.

**NOTE:** Some cookware can produce noises when using induction cooking. This is not a fault in the cooktop, and its function will not be impaired in any way as a result. The use of some types of light weight cookware may produce various sounds and vibrations, particularly when cooking at high power levels. High quality cookware is recommended.

## Cleaning Your Cooktop

Allow the cooktop to cool completely before cleaning. Use a ceramic glass cleaner with a paper towel or a soft cloth to clean the cooktop surface. Do not use sharp items or abrasive materials to clean the cooktop, as it may cause damage to the appliance.

# Troubleshooting Guide

If you encounter the following problems while using your cooktop, check the guide below to see if you can correct the problem yourself before calling for assistance or service:

| Problem                                                                                | Possible Cause                                                                                                                | Solutions                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| • Power boost does not work                                                            | • Boost function is not available if adjacent burner is in use and total power reach 3700W or 4800W (right zone or left zone) | • See <b>Power Sharing</b>                                                                                                                                                                      |
| • The fans keep running for one minute after the cooking element has been switched off | • The electronics are cooling down                                                                                            | • This is a normal occurrence                                                                                                                                                                   |
| • “E” appears in the Power display                                                     | • Electronics fault error message of particular cooking element                                                               | • See E0, E1, E2, E3, E7, E8, E9, EE                                                                                                                                                            |
| • “E0” appears in the Timer display                                                    | • IGBT overheating                                                                                                            | • Turn off unit to allow IGBT to cool. Restart unit                                                                                                                                             |
| • “E1” appears in the Timer display                                                    | • No cookware found or improper placement of cookware on the cooking element                                                  | • Make sure that the cookware is centered on the cooking element, and that it is also induction compatible. See <b>Compatible Cookware</b>                                                      |
| • “E2” appears in the Timer display                                                    | • Supplied voltage to cooktop is too low                                                                                      | • This may be caused by reduced voltage being supplied to the house circuit. If connections are correct and the supplied voltage returns to normal, the code will disappear                     |
| • “E3” appears in the Timer display                                                    | • Supplied voltage to cooktop is too high                                                                                     | • This may be caused by increased voltage being supplied to the house circuit. If the connections are correct and the supplied voltage returns to normal, the code will disappear               |
| • “E7” appears in the Timer display                                                    | • NTC1 Break off                                                                                                              | • Turn the cooktop OFF; then pull plug out for about 30 seconds. Then re-insert the plug and turn the cooktop on using the POWER pad. If the error message is still displayed, call for service |
| • “E8” appears in the Timer display                                                    | • NTC1 Short circuit                                                                                                          |                                                                                                                                                                                                 |
| • “E9” appears in the Timer display                                                    | • NTC2 Break off                                                                                                              |                                                                                                                                                                                                 |
| • “EE” appears in the Timer display                                                    | • NTC2 Short circuit                                                                                                          |                                                                                                                                                                                                 |
| • Noise                                                                                | • Noise like humming, crackling and buzzing                                                                                   | • This is a normal occurrence.                                                                                                                                                                  |