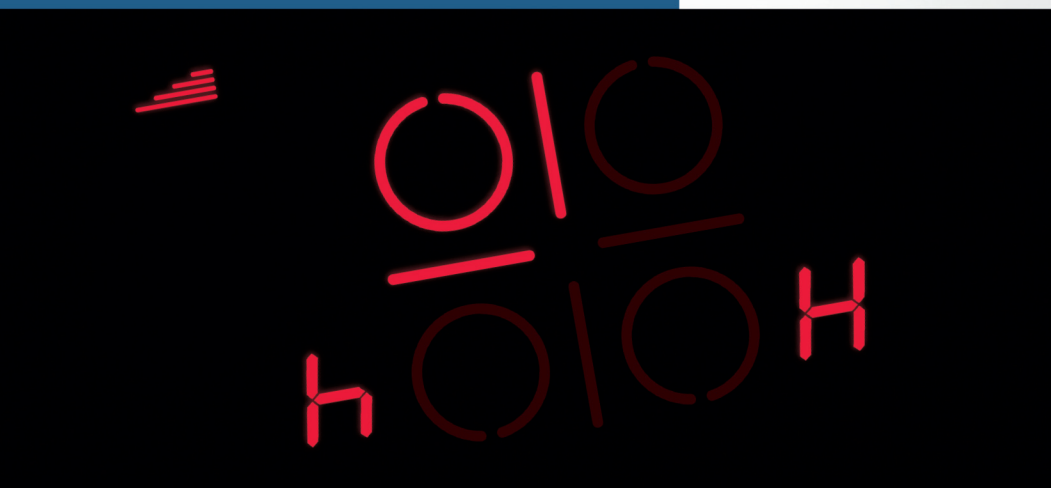




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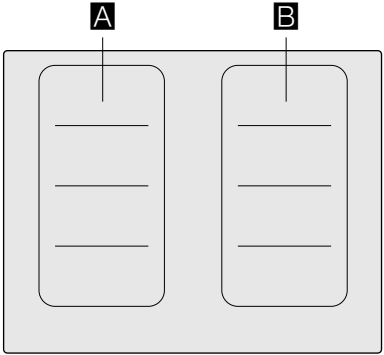


Hob
NXX...C...



BOSCH

[en] Instruction manual



		g*	b*
A / B		2.200 W	3.700 W
		3.300 W	3.700 W

*  IEC 60335-2-6

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Additional information on products, accessories, replacement parts and services can be found at **www.bosch-home.com** and in the online shop **www.bosch-eshop.com**

Intended use

Read these instructions carefully. Please keep the instruction and installation manual, as well as the appliance certificate, in a safe place for later use or for subsequent owners.

Check the appliance after removing it from the packaging. If it has suffered any damage in transport, do not connect the appliance, contact the Technical Assistance Service and provide written notification of the damage caused, otherwise you will lose your right to any type of compensation.

This appliance must be installed according to the installation instructions included.

This appliance is intended for private domestic use and the household environment only. The appliance must only be used for the preparation of food and beverages. The cooking process must be supervised. A short cooking process must be supervised without interruption. Only use the appliance in enclosed spaces.

This appliance is intended for use up to a maximum height of 4000 metres above sea level.

Do not use covers. These can cause accidents, due to overheating, catching fire or materials shattering, for example.

Do not use inappropriate child safety shields or hob guards. These can cause accidents.

This appliance is not intended for operation with an external clock timer or a remote control.

This appliance may be used by children over the age of 8 years old and by persons with reduced physical, sensory or mental capabilities or by persons with a lack of experience or knowledge if they are supervised or are instructed by a person responsible for their safety how to use the appliance safely and have understood the associated hazards.

Children must not play with, on, or around the appliance. Children must not clean the appliance or carry out general maintenance unless they are at least 8 years old and are being supervised.

Keep children below the age of 8 years old at a safe distance from the appliance and power cable.

We advise that you exercise caution using or standing near an induction hob while it is in operation, if you wear a pacemaker or a similar medical device. Consult your doctor or the device manufacturer concerning its conformity or any possible incompatibilities,

Important safety information

Warning – Risk of fire!

- Hot oil and fat can ignite very quickly. Never leave hot fat or oil unattended. Never use water to put out burning oil or fat. Switch off the hotplate. Extinguish flames carefully using a lid, fire blanket or something similar.
- The hotplates become very hot. Never place combustible items on the hob. Never place objects on the hob.
- The appliance gets hot. Do not keep combustible objects or aerosol cans in drawers directly underneath the hob.
- The hob switches off automatically and can no longer be operated. It may switch on unintentionally at a later point. Switch off the circuit breaker in the fuse box. Contact the after-sales service.

Warning – Risk of burns!

- The hotplates and surrounding area (particularly the hob surround, if fitted) become very hot. Never touch the hot surfaces. Keep children at a safe distance.
- The hotplate heats up but the display does not work. Switch off the circuit breaker in the fuse box. Contact the after-sales service.
- Metal objects on the hob quickly become very hot. Never place metal objects (such as knives, forks, spoons and lids) on the hob.
- Always switch the hob off using the controls after each use. Do not wait until the hob turns off automatically after the pan is removed.

Warning – Risk of electric shock!

- Incorrect repairs are dangerous. Repairs may only be carried out and damaged power cables replaced by one of our trained after-sales technicians. If the appliance is defective, unplug the appliance from the mains or switch off the circuit breaker in the fuse box. Contact the after-sales service.
- Do not use any high-pressure cleaners or steam cleaners, which can result in an electric shock.

- A defective appliance may cause electric shock. Never switch on a defective appliance. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box. Contact the after-sales service.
- Cracks or fractures in the glass ceramic may cause electric shocks. Switch off the circuit breaker in the fuse box. Contact the after-sales service.

Warning – Malfunction risk!

The hob is equipped with a fan in the lower section. If there is a drawer under the hob it should not be used to store small objects or paper, since they could damage the fan or interfere with the cooling if they are sucked into it.

There should be a minimum of 2 cm between the contents of the drawer and fan intake.

Warning – Risk of injury!

- When cooking in a bain marie, the hob and cooking container could shatter due to overheating. The cooking container in the bain marie must not directly touch the bottom of the water-filled pot. Only use heat-resistant cookware.
- Saucepans may suddenly jump due to liquid between the pan base and the hotplate. Always keep the hotplate and saucepan bases dry.

Causes of damage

Caution!

- Rough pan bases may scratch the hob.
- Avoid leaving empty pots and pans on the hotplate. Doing so may cause damage.
- Do not place hot pans on the control panel, the indicator area, or the hob frame. Doing so may cause damage.
- Hard or pointed objects dropped on the hob may damage it.
- Aluminium foil and plastic containers will melt if placed on the hotplate while it is hot. The use of laminated sheeting is not recommended on the hob.

Overview

You will find the most frequently caused damage in the following table:

Damage	Cause	Measure
Stains	Boiled over food.	Remove boiled over food immediately with a glass scraper.
	Unsuitable cleaning agent.	Only use cleaning agents that are suitable for this type of hob.
Scratches	Salt, sugar and sand.	Do not use the hob as a work surface or storage space.
	Cookware with rough bases scratch the hob.	Check the cookware.
Discolouration	Unsuitable cleaning agent.	Only use cleaning agents that are suitable for this type of hob.
	Pan abrasion.	Lift pots and pans when moving them.
Chips	Sugar, food with a high sugar content.	Remove boiled over food immediately with a glass scraper.

Environmental protection

In this section, you can find information about saving energy and disposing of the appliance.

Energy-saving advice

- Always use the correct lid for each pan. Cooking without a lid uses a lot more energy. Use a glass lid to provide visibility and avoid having to lift the lid.
- Use pans with flat bases. Bases that are not flat use a lot more energy.
- The diameter of the pan base must match the size of the hotplate. Please note: pan manufacturers usually provide the diameter for the top of the pan, which is usually larger than the diameter of the pan base.
- Use a small pan for small amounts of food. A large pan which is not full uses a lot of energy.
- Use little water when cooking. This saves energy and preserves all the vitamins and minerals in vegetables.
- Select the lowest power level to maintain cooking. If the power level is too high, energy is wasted.

Environmentally-friendly disposal

Dispose of packaging in an environmentally-friendly manner.



This appliance is labelled in accordance with European Directive 2012/19/EU concerning used electrical and electronic appliances (waste electrical and electronic equipment - WEEE). The guideline determines the framework for the return and recycling of used appliances as applicable throughout the EU.

Induction cooking

Advantages of induction cooking

Induction cooking is very different from traditional cooking methods, as heat builds up directly in the item of cookware. This offers numerous advantages:

- Saves time when boiling and frying.
- Saves energy.
- Easier to care for and clean. Spilled food does not burn on as quickly.
- Heat control and safety – the hob increases or decreases the heat supply as soon as the user changes the setting. The induction hotplate stops the heat supply as soon as the cookware is removed from the hotplate, without having to switch it off first.

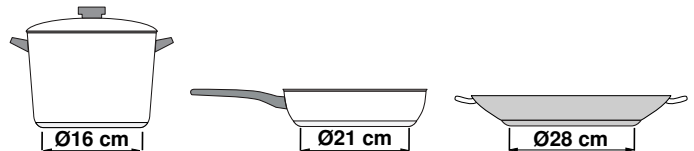
Cookware

Only use ferromagnetic cookware for induction cooking, such as:

- Cookware made from enamelled steel
- Cookware made from cast iron
- Special induction-compatible cookware made from stainless steel.

To check whether your cookware is suitable for induction cooking, refer to the section on → "Cookware check".

To achieve a good cooking result, the ferromagnetic area on the base of the pan should match the size of the hotplate. If a hotplate does not detect an item of cookware, try placing it on another hotplate with a smaller diameter.

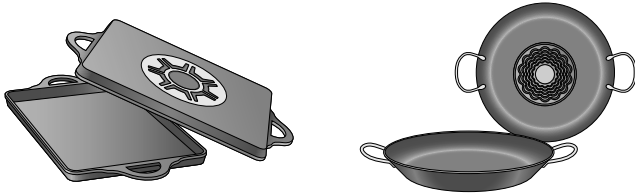


If the only hotplate being used is the flexible cooking zone, larger cookware that is particularly suited to this zone can be used. You can find information on positioning cookware in the section on → "Flex Zone".

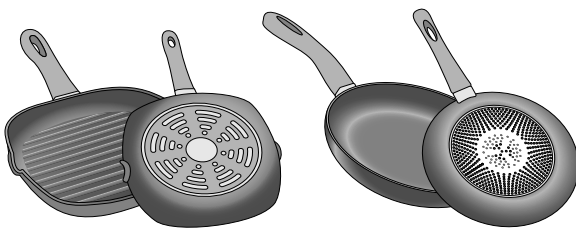


Some induction cookware does not have a fully ferromagnetic base:

- If the base of the cookware is only partially ferromagnetic, only the area that is ferromagnetic will heat up. This may mean that heat will not be distributed evenly. The non-ferromagnetic area may not heat up to a sufficient temperature for cooking.



- The ferromagnetic area will also be reduced if the material from which the base of the cookware is made contains aluminium, for example. This may mean that the cookware will not become sufficiently hot or even that it will not be detected.



Unsuitable pans

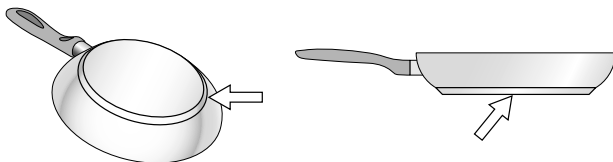
Never use diffuser hobs or pans made from:

- common thin steel
- glass
- earthenware
- copper
- aluminium

Properties of the base of the cookware

The material(s) from which the base of the cookware is made can affect the cooking result. Using pots and pans made from materials that distribute heat evenly through them, such as stainless-steel pans with a three-layer base, saves time and energy.

Use cookware with a flat base; if the base of the cookware is uneven, this may impair the heat supply.



Absence of pan or unsuitable size

If no pan is placed on the selected hotplate, or if it is made of unsuitable material or is not the correct size, the power level displayed on the hotplate indicator will flash. Place a suitable pan on the hotplate to stop the flashing. If this takes more than 90 seconds, the hotplate will switch off automatically.

Empty pans or those with a thin base

Do not heat empty pans, nor use pans with a thin base. The hob is equipped with an internal safety system. However, an empty pan may heat up so quickly that the "automatic switch off" function may not have time to react and the pan may reach very high temperatures. The base of the pan could melt and damage the glass on the hob. In this case, do not touch the pan and switch the hotplate off. If it fails to work after it has cooled down, please contact the Technical Assistance Service.

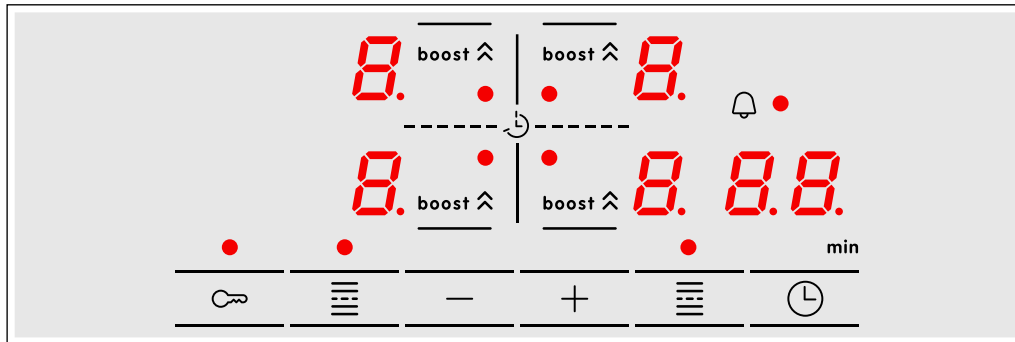
Pan detection

Each hotplate has a lower limit for pan detection. This depends on the diameter of the ferromagnetic area of the cookware and the material from which its base is made. For this reason, you should always use the hotplate that best matches the diameter of the base of the pan.

Getting to know your appliance

You can find information on the dimensions and power of the hotplates in → *Page 2*

The control panel



Controls	
	Flexible cooking zone
	Adjustment fields
	PowerBoost function
	Timer function
	Childproof lock

Indicators	
	Operating status
	Heat settings
	Residual heat
	PowerBoost function
	Timer

Controls

Touching a symbol activates the respective function.

Note: Always keep the control panel clean and dry. Moisture can prevent it from working properly.

The hotplates

Hotplate		
	Simple hotplate	Use cookware that is a suitable size
	Flexible cooking zone	See section → "Flex Zone"

Only use cookware that is suitable for induction cooking; see section → "Induction cooking"

Residual heat indicator

The hob has a residual heat indicator for each hotplate. This indicates that a hotplate is still hot. Do not touch a hotplate while the residual heat indicator is lit up.

The following are shown depending on the amount of residual heat:

- Display **H**: High temperature
- Display **h**: Low temperature

If you remove the cookware from the hotplate during cooking, the residual heat indicator and the selected heat setting will flash alternately.

When the hotplate is switched off, the residual heat indicator will light up. Even after the hob has been switched off, the residual heat indicator will stay lit for as long as the hotplate is still warm.



Operating the appliance

This chapter explains how to set a hotplate. The table shows heat settings and cooking times for various meals.

Switching the hob on and off

The hob is turned on and off using the controls.

When the hob is switched on, the power level display lights up.

Set the hotplate

Use the controls to set the desired power level.

0 = hotplate switched off.

Power level 1 = minimum power.

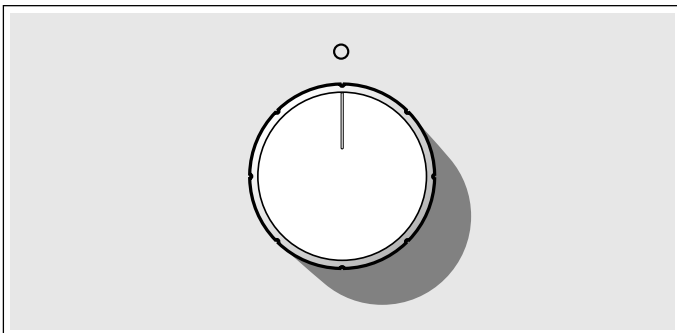
Power level 9 = maximum power.

Each power level has an intermediate setting. This is marked with a dot.

Selecting a heat setting

Turn the knob on the control panel clockwise until you reach the required heat setting.

This heat setting will light up in the display.



Switch off the hotplate

Turn the control to the left until reaching level 0. The hotplate turns off and the residual heat indicator appears.

Note: If no pan has been placed on the induction hotplate, the selected power level flashes. After a certain time, the hotplate switches off.

Chef's recommendations

Recommendations

- When heating up puree, cream soups and thick sauces, stir occasionally.
- Set heat setting 8 to 9 for preheating.
- When cooking with the lid on, turn the heat setting down as soon as steam escapes between the lid and the cookware. Steam does not need to escape for a good cooking result.
- After cooking, keep the lid on the cookware until you serve the food.
- To cook with the pressure cooker, observe the manufacturer's instructions.
- Do not cook food for too long, otherwise the nutrients will be lost. The kitchen clock can be used to set the optimum cooking time.
- For a more healthy cooking result, smoking oil should be avoided.
- To brown food, fry small portions in succession.
- Cookware may reach high temperatures while the food is cooking. We recommend that you use oven gloves.
- You can find recommendations for energy-efficient cooking in section → "Environmental protection"

Cooking table

The table shows which heat setting is suitable for each type of food. The cooking time may vary depending on the type, weight, thickness and quality of the food.

	Heat setting	Cooking time (mins)
Melting		
Chocolate coating	1 - 1.	-
Butter, honey, gelatine	1 - 2	-
Heating and keeping warm		
Stew, e.g. lentil stew	1. - 2	-
Milk*	1. - 2.	-
Heating sausages in water*	3 - 4	-
Defrosting and heating		
Spinach, frozen	3 - 4	15 - 25
Goulash, frozen	3 - 4	35 - 55
Poaching, simmering		
Potato dumplings*	4. - 5.	20 - 30
Fish*	4 - 5	10 - 15
White sauces, e.g. Béchamel sauce	1 - 2	3 - 6
Whisked sauces, e.g. sauce béarnaise, hollandaise	3 - 4	8 - 12
Boiling, steaming, braising		
Rice (with double the volume of water)	2. - 3.	15 - 30
Rice pudding***	2 - 3	30 - 40
Unpeeled boiled potatoes	4. - 5.	25 - 35
Boiled potatoes	4. - 5.	15 - 30
Pasta, noodles*	6 - 7	6 - 10
Stew	3. - 4.	120 - 180
Soups	3. - 4.	15 - 60
Vegetables	2. - 3.	10 - 20
Vegetables, frozen	3. - 4.	7 - 20
Cooking in a pressure cooker	4. - 5.	-
Braising		
Roulades	4 - 5	50 - 65
Pot roast	4 - 5	60 - 100
Goulash***	3 - 4	50 - 60

* Without lid

** Turn several times

*** Preheat to heat setting 8 - 8.

	Heat setting	Cooking time (mins)
Roasting/frying with little oil*		
Escalope, plain or breaded	6 - 7	6 - 10
Escalope, frozen	6 - 7	8 - 12
Chop, plain or breaded**	6 - 7	8 - 12
Steak (3 cm thick)	7 - 8	8 - 12
Poultry breast (2 cm thick)**	5 - 6	10 - 20
Poultry breast, frozen**	5 - 6	10 - 30
Rissoles (3 cm thick)**	4. - 5.	20 - 30
Hamburgers (2 cm thick)**	6 - 7	10 - 20
Fish and fish fillet, plain	5 - 6	8 - 20
Fish and fish fillet, breaded	6 - 7	8 - 20
Fish, breaded and frozen, e.g. fish fingers	6 - 7	8 - 15
Scampi, prawns	7 - 8	4 - 10
Sautéing fresh vegetables and mushrooms	7 - 8	10 - 20
Stir-fry, vegetables, meat cut in Asian-style strips	7 - 8	15 - 20
Frozen dishes, e.g. roasted dishes	6 - 7	6 - 10
Pancakes (baked in succession)	6. - 7.	-
Omelette (cooked in succession)	3. - 4.	3 - 6
Fried eggs	5 - 6	3 - 6
Deep-fat frying* (150-200 g per portion in 1-2 l oil, deep-fat fried in portions)		
Frozen products, e.g. chips, chicken nuggets	8 - 9	-
Croquettes, frozen	7 - 8	-
Meat, e.g. chicken portions	6 - 7	-
Fish, breaded or in beer batter	6 - 7	-
Vegetables, mushrooms, breaded or battered, tempura	6 - 7	-
Small baked items, e.g. doughnuts, fruit in batter	4 - 5	-
* Without lid		
** Turn several times		
*** Preheat to heat setting 8 - 8.		

Flex Zone

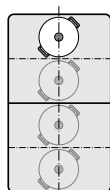
You can use the hob as a single hotplate or as two independent hotplates, as required.

It consists of four inductors that work independently of each other. If using the flexible cooking zone, only the area that is covered by cookware is activated.

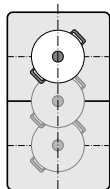
Advice on using cookware

To ensure that the cookware is detected and heat is distributed evenly, correctly centre the cookware:

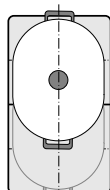
As a single hotplate



Diameter smaller than or equal to 13 cm
Place the cookware on one of the four positions that can be seen in the illustration.

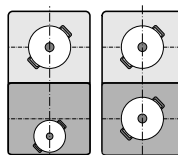


Diameter greater than 13 cm
Place the cookware on one of the three positions that can be seen in the illustration.



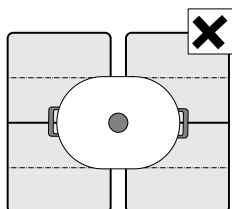
If the cookware takes up more than one hotplate, place it starting on the upper or lower edge of the flexible cooking zone.

As two independent hotplates



The front and rear hotplates each have two inductors and can be used independently of each other. Select the required heat setting for each of the hotplates. Use only one item of cookware on each hotplate.

Recommendations



If the hob has more than one flexible cooking zone, place the cookware on top so that it covers only one of the flexible cooking zones. Otherwise, the hotplates will not be activated as intended and the cooking result will not be satisfactory.

As two independent hotplates

The flexible cooking zone is used like two independent hotplates.

Activating

See section → "Operating the appliance"

As a single hotplate

Using the entire cooking zone by connecting both hotplates.

Connecting the two hotplates

1. Set the cookware on the hotplate and use one of the hotplate controls to select the required heat setting for the flexible cooking zone. The heat setting lights up in the hotplate's display until you have selected it.
2. Touch the symbol. The display lights up. The flexible cooking zone is activated.

Changing the power level

Use the same control as above to change the power level.

Adding new cookware

Set down the cookware and touch the symbol twice. The new cookware is detected and the previously selected heat setting remains the same.

Notes

- If the cookware on the active hotplate is moved or lifted from it, the hotplate begins an automatic search and the heat setting that was previously selected is retained.
- If you turn a hotplate control that was not previously used to select the heat setting, the flexible cooking zone is deactivated. In this case, both hotplates continue to function independently of one another, with each hotplate operating at the previously selected heat setting.

Disconnecting the two hotplates

Touch the symbol. The flexible cooking zone is deactivated. The cooking zone functions like two independent hotplates.

Note: If you switch the hob off and then subsequently switch it on again, the flexible cooking zone is converted back to two independent hotplates.

Time-setting options

Your hob has two timer functions:

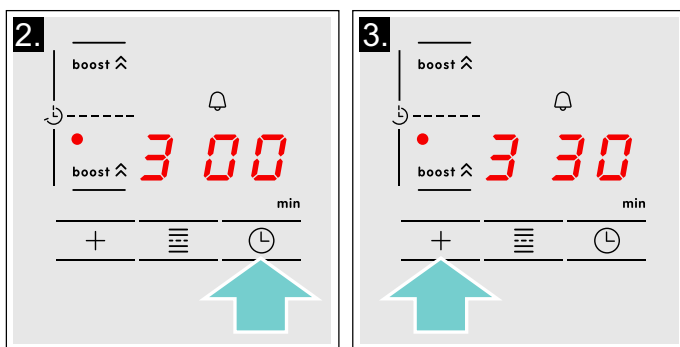
- Programming the cooking time
- Kitchen timer

Programming the cooking time

The hotplate automatically switches off after the time that is set has elapsed.

Setting procedure:

1. Select a heat setting for the desired hotplate.
2. Touch the  symbol. ● lights up in the display for the hotplate.  appears in the timer display.
3. Touch the **+** or **−** symbol. The basic setting appears:
 - +** symbol: 30 minutes.
 - −** symbol: 10 minutes.



4. Use the **+** or **−** symbol to select the required cooking time.

After a few seconds, the time begins to elapse.

Notes

- The same cooking time can be set automatically for all hotplates. The set time for each of the hotplates counts down independently. You can find information on automatically programming the cooking time in section → "Basic settings"
- If the flexible cooking zone is selected as the only hotplate, the set time for the entire cooking zone is the same.

Changing or deleting the time

Touch the  symbol repeatedly until the ● indicator for the desired hotplate lights up. Change the cooking time or set it to  using the **+** or **−** symbol.

Once the time has elapsed

The hotplate switches off. A beep sounds and in the time program function display  appears for 10 seconds. The ● indicator on the hotplate lights up. Pressing the  symbol turns off the indicators and stops the beeping.

Notes

- If a cooking time has been set for several hotplates, the cooking time that was set last appears in the timer display.
- To select the remaining cooking time for a different hotplate, touch the  symbol repeatedly until the indicator for the desired hotplate lights up.
- You can set a cooking time of up to 99 minutes.

The kitchen timer

You can use the kitchen timer to set a time of up to 99 minutes.

This functions independently from the hotplates and from other settings. This function does not automatically switch off a hotplate.

Setting procedure:

1. The kitchen timer can be set in two different ways:
 - When a hotplate is selected, touch the  symbol repeatedly until the ● display beside the  symbol lights up.
 - If no hotplate is selected, touch the  symbol. The ● display beside the  symbol lights up.  appears in the timer display.
2. Touch the **+** or **−** symbol. The basic setting appears.
 - +** symbol: 10 minutes.
 - −** symbol: 05 minutes.
3. Use the **+** or **−** symbol to set the required time. After a few seconds, the time begins to elapse.

Changing or deleting the time

Touch the symbol  repeatedly until the display ● lights up beside the symbol . Change the time or use the symbols **+** or **−** to set the time to .

Once the time has elapsed

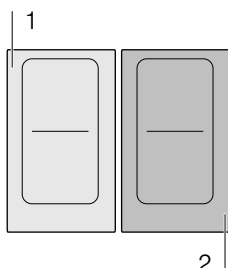
A warning signal sounds.  is displayed on the time program function display. After 10 seconds the indicators turn off.

Pressing the  symbol turns off the indicators and stops the beeping.

PowerBoost function

The PowerBoost function enables you to heat up large quantities of water faster than when using heat setting **9**.

This function can always be activated for a hotplate, provided the other hotplate in the same group is not in use (see illustration). Otherwise, the **b** symbol and the heat setting will flash in the hotplate display; the previously selected heat setting will then be set automatically without activating the function.



Note: The PowerBoost function can also be activated in the flexible area if the cooking zone is being used as a single hotplate.

Activating

1. Select the required heat setting.
2. Touch the **boost**  symbol for the selected hotplate. **b** lights up in the display. The function is activated.

Deactivating

Touch the **boost**  symbol.

The **b** display goes out and the hotplate switches back to the previously selected heat setting.

The function is deactivated.

Note: In certain circumstances, the PowerBoost function can switch itself off automatically in order to protect the electronic elements inside the hob.

Childproof lock

You can use the childproof lock to prevent children from switching on the hob.

Activating and deactivating the childproof lock

The hob should be turned off.

To activate: press the symbol  for approximately 4 seconds. The indicator next to the symbol  lights up for 10 seconds. The hob is locked.

To deactivate: press the symbol  for approximately 4 seconds. The lock is now deactivated.

The hob is locked

If a hotplate is programmed with the hob locked, the following will occur:

- On the hotplate's indicator,  will flash or the residual heat indicator will flash alternately with .
- The indicator next to the  symbol will light up.

Switch off the hotplate. Switch off the lock.

Childproof lock

With this function, the childproof lock automatically activates when a hob is switched off.

Switching on and off

You can find out how to switch the automatic childproof lock on in the → "Basic settings" section

Automatic safety cut-out

If a hotplate operates for an extended period and no settings are changed, the automatic safety shut-off is activated.

The hotplate stops heating. **F**, **8** and the residual heat indicator **h** or **H** flash alternately in the hotplate display.

If the hotplate control is turned to position 0, the display switches off. The hotplate can now be set again.

The point at which the safety shut-off becomes active depends on which heat setting has been set (after 1 to 10 hours).

Basic settings

The appliance has various basic settings. You can adapt these to suit your cooking habits.

Display	Function
c 1	Automatic childproof lock 0 Manual*. 1 Automatic. 2 Function deactivated.
c 2	Audible signals 0 Confirmation and fault signals are switched off. 1 Only the fault signal is switched on. 2 Only the confirmation signal is switched on. 3 All signal tones are switched on.*
c 5	Automatically programming the cooking time 00 Switched off.* 0 1-99 Time until automatic switch-off.
c 6	Duration of the timer-end signal tone 1 10 seconds.* 2 30 seconds. 3 1 minute.
c 12	Checking cookware and cooking results 0 Not suitable 1 Not perfect 2 Suitable
c 0	Restoring the factory settings 0 Individual settings.* 1 Restore factory settings.

* Factory settings

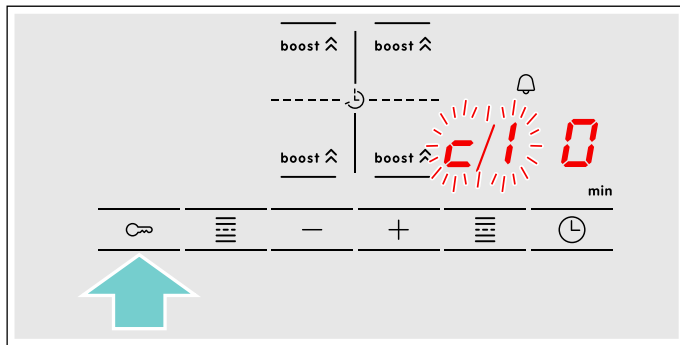
To access the basic settings:

The hob must be off.

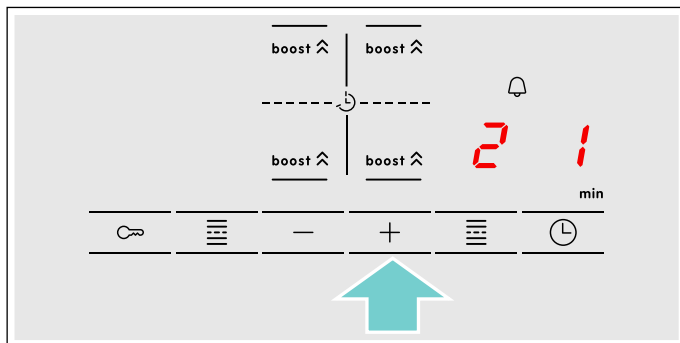
1. Select the heat setting **1** on the front-left hotplate.
2. Within ten seconds, touch and hold the  symbol for approximately four seconds.
The first four displays provide product information.
Touch the **+** or **-** symbol to view the individual displays.

Product information	Display screen
After-sales service index (ASSI)	01
Production number	Fd
Production number 1	95.
Production number 2	05

3. Touching the  symbol again takes you to the basic settings.
c and **!** flash alternately on the displays and **0** appears as a presetting.



4. Touch the  symbol repeatedly until the required function is displayed.
5. Then use the **+** and **-** symbols to select the required setting.



6. Touch the  symbol for at least four seconds.

The settings have been saved.

Exiting the basic settings

Turn all of the hotplate controls to position **0**.

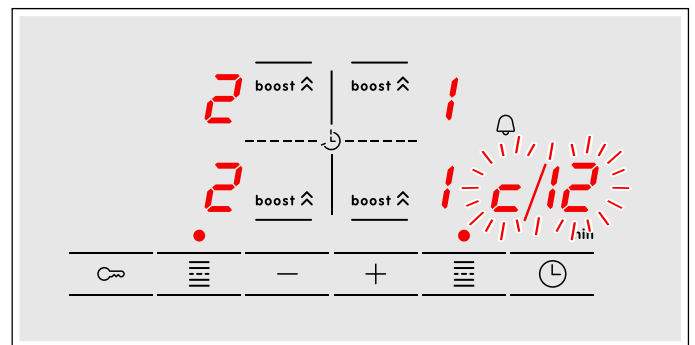
Cookware check

This function can be used to check the speed and quality of the cooking process depending on the cookware.

The result is a reference value and depends on the properties of the cookware and the hotplate being used.

1. Place the cold cookware containing 200 ml of water on the centre of the hotplate the diameter of which best matches that of the base of the cookware.
2. Go to the basic settings and select the setting **c 12**.
3. Touch the **+** or **-** symbol. **-** flashes in the hotplate display.
The function is activated.

After 10 seconds, the result for the quality and speed of the cooking process appears in the hotplate display.



Check the result using the following table:

Result	
0	The cookware is not suitable for the hotplate and will therefore not heat up.*
!	The cookware is taking longer to heat up than expected and the cooking process is not going as well as it should.*
2	The cookware is heating up correctly and the cooking process is going well.

* If there is a smaller hotplate available, test the cookware again on the smaller hotplate.

To activate the function again, select the **+** or **-** symbol.

Notes

- The flexible cooking zone only counts as a single hotplate; place no more than one item of cookware on it.
- If the diameter of the hotplate used is much smaller than the diameter of the cookware, only the middle of the cookware can be expected to heat up. This may result in the cooking results not being as good as expected or being less than satisfactory.
- You can find information on this function in the section on → "Basic settings".
- You can find information on the type, size and positioning of the cookware in the sections on → "Induction cooking" and → "Flex Zone".

Cleaning

Suitable maintenance and cleaning products can be purchased from the after-sales service or in our e-Shop.

Hob

Cleaning

Always clean the hob after cooking. This will prevent food deposits from becoming burned on. Only clean the hob after the residual heat indicator has gone out.

Clean the hob with a damp dish cloth and dry it with a cloth or towel to prevent limescale build-up.

Only use cleaning agents that are suitable for this type of hob. Observe the manufacturer's instructions on the product packaging.

Never use:

- Undiluted washing-up liquid
- Cleaning agents designed for dishwashers
- Abrasive cleaners
- Harsh cleaning agents, such as oven spray and limescale remover
- Scouring pads
- High-pressure cleaners or steam jet cleaners

Stubborn dirt is best removed with a glass scraper, available from retailers. Observe the manufacturer's instructions.

You can obtain a suitable glass scraper from customer services or through our online shop.

Using a special sponge for cleaning glass-ceramic hobs achieves a great cleaning result.

Potential marks	
Limescale and water marks	Clean the hob as soon as it has cooled down. You can use a cleaning agent suitable for glass-ceramic hobs.*
Sugar, rice starch or plastic	Clean immediately. Use a glass scraper. Caution: Risk of burns.*
* Then clean with a damp dish cloth and dry with a cloth or towel.	

Note: Do not use any cleaning agents while the hob is still hot. This may mark the surface. Make sure that any residue left by cleaning agents is removed.

Hob surround

To prevent damage to the hob surround, observe the following instructions:

- Only use warm soapy water
- Wash new dish cloths thoroughly before use.
- Do not use harsh or abrasive cleaning agents.
- Do not use a glass scraper or sharp objects.

Frequently Asked Questions (FAQ)

Using the appliance

Why can't I switch on the hob and why is the childproof lock symbol lit?

The childproof lock is activated.
You can find information on this function in the section on → *"Childproof lock"*

Why are the displays flashing and why can I hear an audible signal?

Remove any liquid or food remains from the control panel. Remove any objects from the control panel.
You can find instructions on how to deactivate the audible signal in the section on → *"Basic settings"*

Noises

Why I can hear noises while I'm cooking?

Noises may be generated while using the hob depending on the base material of the cookware. These noises are a normal part of induction technology. They do not indicate a defect.

Possible noises:

A low humming noise like the one a transformer makes:

Occurs when cooking at a high heat setting. The noise disappears or becomes quieter when the heat setting is reduced.

Low whistling noise:

Occurs when the cookware is empty. This noise disappears when water or food is added to the cookware.

Crackling:

Occurs when using cookware made from different layers of material or when using cookware of different sizes and different materials at the same time. The loudness of the noise can vary depending on the quantity of food being cooked or the cooking method.

High-pitched whistling noises:

Can occur when two hotplates are used at the highest heat setting at the same time. The whistling noises disappear or become quieter when the heat setting is reduced.

Fan noise:

The hob is equipped with a fan that switches on automatically at high temperatures. The fan may continue to run even after you have switched off the hob if the temperature detected is still too high.

Cookware

Which types of cookware can be used with an induction hob?

You can find information on which types of cookware can be used with an induction hob in section → *"Induction cooking"*.

Why is the hotplate not heating up and why is the heat setting flashing?

The hotplate on which the cookware is standing is not switched on.
Ensure that you have switched on the hotplate on which the cookware is standing.
The cookware is too small for the hotplate that is switched on or it is not suitable for induction cooking.
Check that the cookware is suitable for induction cooking and that it is placed on the hotplate that best corresponds to its size. You can find information on the type, size and positioning of the cookware in sections → *"Induction cooking"* and → *"Flex Zone"*.

Why is it taking so long for the cookware to heat up or why is it not heating up sufficiently despite being on a high heat setting?

The cookware is too small for the hotplate that is switched on or it is not suitable for induction cooking.
Check that the cookware is suitable for induction cooking and that it is placed on the hotplate that best corresponds to its size. You can find information on the type, size and positioning of the cookware in sections → *"Induction cooking"* and → *"Flex Zone"*.

Cleaning

How do I clean the hob?

Using a special glass-ceramic cleaning agent produces the best results. We advise against using harsh or abrasive cleaning agents, dishwasher detergent (concentrated) or scouring pads.

You can find more information on cleaning and caring for your hob in the section on → "Cleaning"

Trouble shooting

Usually, faults are small matters that are easy to eliminate. Please read the information in the table before calling the after-sales service.

Display	Possible cause	Solution
None	The power supply has been disconnected. The device has not been connected in accordance with the circuit diagram. Electronics fault.	Use other electrical devices to check whether a short-circuit has occurred in the power supply. Ensure that the device has been connected in accordance with the circuit diagram. If the fault cannot be eliminated, inform the technical after-sales service.
The displays flash	The control panel is damp or an object is covering it.	Dry the control panel or remove the object.
The — indicator flashes in the hotplate displays	A fault has occurred in the electronics.	To acknowledge the fault, cover the control panel with your hand.
F2	The electronics have overheated and have switched off the corresponding hotplate.	Turn the hotplate control to position 0. Wait until the electronics have cooled down sufficiently and then switch the hotplate on again.
F4	The electronics have overheated and have switched off all hotplates.	
F5 + heat setting and acoustic signal	There is a hot pan in the area of the control panel. There is a risk that the electronics will overheat.	Remove the pan. The fault display goes out shortly afterwards. You can continue to cook.
F5 and acoustic signal	There is a hot pan in the area of the control panel. To protect the electronics, the hotplate has been switched off.	Remove the pan. Wait for a few seconds. Touch any control. If the fault display goes out, you can continue to cook.
F1/F6	The hotplate has overheated and switched itself off to protect the work surface.	Wait until the electronics have cooled down sufficiently and switch the hotplate on again.
F8	The hotplate was operating for an extended period without interruption.	The automatic safety switch-off function has been activated. See section
E9000 E9010	The supply voltage is faulty; outside of the normal operating range.	Contact your electricity provider.
U400	The hob is not connected properly	Disconnect the hob from the power supply. Ensure that it has been connected in accordance with the circuit diagram.

Do not place hot pans on the control panel.

Notes

- If the **E** display appears, you must press and hold the symbol for the PowerBoost function for the relevant hotplate in order to read the fault code.
- If the fault code is not listed in the table, disconnect the hob from the power supply, wait 30 seconds and connect it again. If the display appears again, contact technical after-sales and tell them the precise fault code.

Customer service

Our after-sales service is there for you if your appliance needs to be repaired. We will always find an appropriate solution, also in order to avoid after-sales personnel having to make unnecessary visits.

E number and FD number

Please quote the E number (product number) and the FD number (production number) of your appliance when contacting the after-sales service.

The rating plate bearing these numbers can be found:

- On the appliance certificate.
- On the lower section of the hob.

The E-number can also be found on the glass surface of the hob. You can check the customer index (KI) and FD number by going to the basic settings. Look up section → *"Basic settings"* for this.

Please note that a visit from an after-sales service engineer is not free of charge in the event of misuse of the appliance, even during the warranty period.

Please find the contact data of all countries in the enclosed customer service list.

To book an engineer visit and product advice

GB 0344 892 8979

Calls charged at local or mobile rate.

IE 01450 2655

0.03 € per minute at peak. Off peak 0.0088 € per minute.

Rely on the professionalism of the manufacturer. You can therefore be sure that the repair is carried out by trained service technicians who carry original spare parts for your appliances.

Test dishes

This table has been produced for test institutes to facilitate the testing of our appliances.

The data in the table refers to our Schulte-Ufer cookware accessories (4 piece cookware set for the HEZ 390042 induction hob) with the following measurements:

- Saucepan Ø 16 cm, 1.2 l for hotplates of Ø 14.5 cm
- Pot Ø 16 cm, 1.7 l for hotplates of Ø 14.5 cm
- Pot Ø 22 cm, 4.2 l for hotplates of Ø 18 cm
- Frying pan Ø 24 cm, for hotplates of Ø 18 cm

Test dishes		Cookware	Heat setting	Preheating Cooking time (min:sec)	Lid	Cooking Heat setting	Lid
Melting chocolate							
Chocolate coating (e.g. Dr. Oetker brand, dark chocolate 55% cocoa, 150 g)		Saucepan, 16 cm diameter	-	-	-	1.	No
Heating and keeping lentil stew warm							
Lentil stew*							
Initial temperature 20 °C							
	Amount: 450 g	Cooking pot, 16 cm diameter	9	1:30 (without stirring)	Yes	1.	Yes
	Amount: 800 g	Saucepan, 22 cm diameter	9	2:30 (without stirring)	Yes	1.	Yes
Lentil stew from a tin							
E.g lentils with Erasco sausages.							
Initial temperature 20 °C							
	Amount: 500 g	Cooking pot, 16 cm diameter	9	Approx. 1:30 (stir after approx. 1 minute)	Yes	1.	Yes
	Amount: 1 kg	Saucepan, 22 cm diameter	9	Approx. 2:30 (stir after approx. 1 minute)	Yes	1.	Yes
Preparing Béchamel sauce							
Temperature of the milk: 7 °C							
Ingredients: 40 g butter, 40 g flour, 0.5 l milk (3.5% fat content) and a pinch of salt							
	1. Melt the butter, stir in the flour and salt, and heat up the mixture.	Saucepan, 16 cm diameter	2	Approx. 6:00	No	-	-
	2 Add the milk to the roux and bring to the boil, stirring continuously.		7	Approx. 6:30	No	-	-
	3. Once the Béchamel sauce comes to the boil, leave it on the hot-plate for a further two minutes, stirring continuously.		-	-	-	2	No

*Recipe in accordance with DIN 44550

**Recipe in accordance with DIN EN 60350-2

Test dishes		Cookware	Heat setting	Preheating Cooking time (min:sec)	Lid	Cooking Heat setting	Lid
Cooking rice pudding							
Rice pudding, cooked with the lid on Temperature of the milk: 7 °C Heat the milk until it starts to rise up. Set the recommended heat setting and add rice, sugar and salt to the milk. The cooking time, including preheating, is approx. 45 minutes.							
	Ingredients: 190 g short-grain rice, 90 g sugar, 750 ml milk (3.5% fat content) and 1 g salt	Cooking pot, 16 cm diameter	8.	Approx. 5:30	No	3 (stir after 10 minutes)	Yes
	Ingredients: 250 g short-grain rice, 120 g sugar, 1 l milk (3.5% fat content) and 1.5 g salt	Saucepan, 22 cm diameter	8.	Approx. 5:30	No	3 (stir after 10 minutes)	Yes
Rice pudding, cooked without lid Temperature of the milk: 7 °C Add the ingredients to the milk and heat the mixture up while stirring continuously. Once the milk has reached approx. 90 °C, select the recommended heat setting and leave it to simmer on a low heat for approx. 50 minutes.							
	Ingredients: 190 g short-grain rice, 90 g sugar, 750 ml milk (3.5% fat content) and 1 g salt	Cooking pot, 16 cm diameter	8.	Approx. 5:30	No	3	No
	Ingredients: 250 g short-grain rice, 120 g sugar, 1 l milk (3.5% fat content) and 1.5 g salt	Saucepan, 22 cm diameter	8.	Approx. 5:30	No	2.	No
Cooking rice*							
Water temperature: 20 °C							
	Ingredients: 125 g long grain rice, 300 g water and a pinch of salt	Cooking pot, 16 cm diameter	9	Approx. 2:30	Yes	2	Yes
	Ingredients: 250 g long grain rice, 600 g water and a pinch of salt	Saucepan, 22 cm diameter	9	Approx. 2:30	Yes	2.	Yes
Roasting a pork loin							
Initial temperature of the loin: 7 °C							
	Amount: 3 pork loins (total weight approx. 300 g, 1 cm thick) and 15 ml sunflower oil	Frying pan, 24 cm diameter	9	Approx. 1:30	No	7	No
Preparing pancakes**							
	Amount: 55 ml batter for each pancake	Frying pan, 24 cm diameter	9	Approx. 1:30	No	7	No
Deep-fat frying chips							
	Amount: 1.8 l sunflower oil, per portion: 200 g frozen chips (e.g. McCain 123 Original fries)	Saucepan, 22 cm diameter	9	Until the oil temperature reaches 180 °C	No	9	No
*Recipe in accordance with DIN 44550							
**Recipe in accordance with DIN EN 60350-2							



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