

Frequently Asked Questions (F.A.Q.)

1. How do induction cooktops work?

In induction cooktops, the electromagnetic induction coil generates intense heat directly within the metal of the cookware, not on the glass surface as is the case with ceramic glass cooktops.

This is achieved by passing a variable electric current through a coil which generates a variable magnetic field, in turn inducing an electric current in a second conductor, namely the base of the pot or pan.

2. What are the advantages of an induction cooktop compared to conventional cooking methods?

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3. How is the Cooking 3.0 induction cooktop used?

The hidden or concealed induction cooktop is operated using an LCD touch control/display connected via a 1 metre length cable. This cable is compulsory for the purposes of CE certification as it protects the user from potential risks associated with the remote control for this type of product (fire or other risks such as overheating and breakage of the slab).

4. If I remove the pot from the cooking rings during use, the cooktop beeps and turns off. Is this normal?

Yes, it is. The cooktop is programmed to switch off automatically if an iron-bottomed pan is not in contact with its surface. So if the cookware is not positioned correctly, the cooktop will warn you so that you can correct the error and avoid wasting energy.

5. What kind of cookware should I use?

To avoid air pockets that would reduce the power and efficiency of the cooktop, you should use flat-bottomed, heavy-duty pots and pans made from iron alloy or, preferably, those from our recommended Cookware brand which do not require the use of silicone spacers.

6. How much power does Cooking 3.0 consume?

Induction cooktops in general are more powerful than traditional appliances such as gas or ceramic glass cooktops, and Cooking 3.0 is one of the fastest induction cooktops on the market. Induction cooktops are highly responsive and provide heat instantly.

An additional benefit is the fact that an induction cooktop does not store residual heat, so it can be adjusted with precision. It also switches rapidly between the different power settings, delivering the precise quantity of heat needed. The induction process consumes up to 20% less energy than other cooking methods.

7. What conditions are required for optimal installation and ventilation of the Cooking 3.0 cooktop?

In this model the ventilation system is positioned at the front of the appliance and a minimum space of 6 cm must be left between the induction unit and the other components installed underneath the counter-top, such as an oven or a drawer.

Note that the cooktop is positioned 5.5 cm below the ceramic slab and is mounted by means of aluminium side bars.

8. What things do I need to remember for everyday use of Cooking 3.0?

There are a number of things you can do to extend the product's lifetime. The most important advice is to read the instruction manual carefully before you start cooking with Cooking 3.0. After reading the manual, you can also bear in mind the following recommendations:

- Use our Cookware brand pots and pans specially developed and patented for use with Cooking 3.0.
- Always use silicone spacers when using pots and pans that are not from our Cookware line (also when moving hot pans).
- Reduce power when not needed.
- Cover the pans during cooking to reduce usage times.
- Use the three rings alternately rather than one all the time.
- Divide up the food you are cooking over the three rings.
- Clean the surface after each use.

9. What can happen if the induction cooktop is not installed correctly?

Incorrect installation may cause the electrical circuits to overheat, resulting in an immediate reduction in power output. As soon as the temperature returns to normal levels, the system will resume operation automatically. To avoid this happening, we recommend checking that the appliance is installed correctly, especially the front ventilation system.

10. How can I save energy with my induction cooktop?

There are several things you can do to save energy and make the best possible use of your induction cooktop.

Use suitable cookware specially developed for the induction cooktop, such as Cookware by Cooking Surface. This seven-piece set features a patented system with protuberances on the bottom of the pots and pans to protect and insulate the surfaces from the heat caused by the induction system.

If you want to supplement our cookware set with items from other brands, we recommend using pots and pans with a thick, flat base as tests have shown that cookware with rough or irregular bases lengthen cooking times.

Another recommendation is to choose pots and pans with diameters that match the cooking rings to avoid loss of power. Always use suitable cookware for the foods you wish to cook.

11. The temperature of the cooktop falls after it has been used for a while. Is this normal?

Cooking 3.0 is equipped with smart temperature sensors to maximise product lifetime. This means the induction cooktop will self-cool and self-regulate according to different situations. If the temperature sensors detect an excessively high temperature after an extended cooking time, they will automatically reduce the power.

12. What precautions should I take when using Cooking 3.0?

Always use the silicone spacers provided with Cooking 3.0 when using pots and pans not from the Cookware brand. Avoid using rough-bottomed pots and pans so as not to create air pockets which would reduce the effectiveness and power output of the induction cooktop.

The bottom of pots and pans must always be clean and dry before use to avoid creating rough or uneven surfaces.

Do not attempt to use pots and pans made from non-magnetic materials such as aluminium or plastic because the cooktop will only work with cookware that has an iron alloy base.

13. I hear noises when cooking on the induction cooktop. Is this normal?

For optimal ventilation and care of the concealed cooktop, Cooking 3.0 is fitted with fans to help cool both the cooktop and the porcelain countertop. These fans turn on automatically when the cooktop reaches a certain temperature, so it is perfectly normal to hear sounds underneath the cooktop while cooking. Likewise, you may hear the fans when turning the unit on and off.

It depends on the temperature reached by the cooktop and the cooling system as the cooktop is equipped with sensors to detect overheating. For example, when the power is set to levels 1, 2 and 3 heating takes place intermittently to ensure safe operation according to the user's cooking style and needs.

14. I hear various sounds depending on the cookware used for induction cooking. Is this normal?

There are several reasons why this may occur, but yes, it is normal. These sounds depend on the composition of the cookware, so certain noises or vibrations are considered normal and do not mean that the cooktop is faulty or malfunctioning.

15. The power cuts out when I switch on the induction cooktop. Is this normal?

No, it's not normal. The power consumption of the induction cooktop lies within the normal range for its appliance category and induction cooktops are the most energy efficient appliances on the market. However, there are several reasons why this may occur:

Firstly, the maximum contractual power level supplied by your electricity provider may be lower than the power required by the cooktop, in which case you will need to extend your contract to a higher power.

Another possible but extremely rare scenario is that the cooktop has been connected up incorrectly and the electrical circuit-breaker is tripping to prevent safety risks. In this case you will need to check that the induction cooktop has been installed correctly.

16. Are the electromagnetic fields generated by the induction cooktop a health hazard?

No, the induction cooktop never poses a risk to the user or the home environment when used for everyday cooking activities. The cooktop and the induction system meet all the requirements and regulations of the World Health Organisation. They undergo regular testing and no negative health effects have ever been found.

Provided the cooktop is used normally and in accordance with the information provided in the instruction manual, the system exceeds the standards and requirements of the World Health Organisation, which apply to spaces used by both adults and children.