

IKEA GUARANTEE

How long is the IKEA guarantee valid for?

This guarantee is valid for five years from the original date of purchase of your appliance at IKEA. The original sales receipt, is required as proof of purchase. If service work is carried out under guarantee, this will not extend the guarantee period for the appliance.

Who will execute the service?

IKEA service provider will provide the service through its own service operations or authorized service partner network.

What does this guarantee cover?

The guarantee covers faults of the appliance, which have been caused by faulty construction or material faults from the date of purchase from IKEA. This guarantee applies to domestic use only. The exceptions are specified under the headline "What is not covered under this guarantee?". Within the guarantee period, the costs to remedy the fault e.g. repairs, parts, labour and travel will be covered and the appliance needed for the repair will be provided without special expenditure.

What will IKEA do to correct the problem?

IKEA will examine the product and decide, at its sole discretion, if it is covered under this guarantee. If considered covered, IKEA will then, at its sole discretion, either repair the defective product or replace it with the same or a comparable product.

What is not covered under this guarantee?

- Normal wear and tear.
- Deliberate or negligent damage, damage caused by failure to observe operating instructions, incorrect installation or by connection to the wrong voltage, damage caused by chemical or electrochemical reaction, rust, corrosion or water damage including but not limited to damage caused by excessive lime in the water supply, damage caused by abnormal environmental conditions.
- Consumable parts including filters, batteries and lamps.
- Non-functional and decorative parts which do not affect normal use of the appliance, including any scratches and possible discolorations.
- Accidental damage caused by foreign objects or substances, cleaning or unblocking of filters, and drainage systems or soap drawers.
- Damage to the following parts: ceramic glass, accessories, crockery and cutlery baskets, feed and drainage pipes, seals, lamps and lamp covers, screens, knobs, casings and parts of casings. Unless such damages can be proved to have been caused by production faults.
- Repairs not carried out by our appointed service providers and/or an authorized service contractual partner or where non-original parts have been used.
- Repairs caused by installation which is faulty or not according to specification.
- The use of the appliance in a non-domestic environment, i.e. professional use.
- Transportation damages. If a customer transports the product to their home or another address, IKEA is not liable for any damage

that may occur during transport. However, if IKEA delivers the product to the customer's delivery address and damages the product, it will be covered by IKEA.

• Cost for carrying out the initial installation of the IKEA appliance. However, if an IKEA appointed Service Provider or its authorized service partner repairs or replaces the appliance under the terms of this guarantee, the appointed Service Provider or its authorized service partner will reinstall the repaired appliance or install the replacement, if necessary.

How country law applies

IKEA guarantee provides specific legal rights, which exceeds or covers the local legal demands. However, these conditions do not in any way limit the consumer rights described in the local legislation.

Area of validity

This IKEA guarantee applies only to products purchased and installed in South Korea.

An obligation to carry out services in the framework of the guarantee exists only if the appliance complies and is installed in accordance with:

- The technical specifications of the country in which the guarantee claim is made.
- The Assembly Instructions and User Manual Safety Information.

AFTER SALES for IKEA appliances

Please don't hesitate to contact IKEA to:

- make a service request under this guarantee;
- ask for clarification on functions of IKEA appliances

To provide you with the best assistance, please read the Assembly Instructions and the User's Manual carefully before contacting us.



How to reach us if you need our service

Please contact the Service Center using the number on the last page of the User's Manual.

In order to provide you a faster service, please refer to the IKEA article number (8 digit code) placed on the rating plate of your appliance.

SAVE THE SALES RECEIPT!

It is your proof of purchase and required for the guarantee to apply. The sales receipt also reports the IKEA name and article number (8 digit code) for each of the appliances you have purchased.

Do you need extra help?

For any additional questions not related to After Sales of your appliances please contact your nearest IKEA store call center. We recommend you read the appliance documentation carefully before contacting us.

Troubleshooting Before A/S Request

| Problems | Possible Causes | Solutions |
|---------------------------------------|---|---|
| No Ignition | • No spark during ignition or slow ignition speed. | • Replace the battery. Alkaline battery/ 1.5V/ LR20(D) x 2 |
| | • No gas. | • Refill the gas(if LP gas). |
| | • Burner head is not assembled correctly. | • Place the burner head properly. |
| | • Gas valve is closed. | • Open the gas valve all the way. |
| | • Foreign substances on spark igniter. | • Remove all foreign substances and let it dry. |
| Burner Turns Off Right After Ignition | • Foreign substances on the ignition electrode. | • Clean the ignition electrode. |
| | • Gas valve is not completely opened. | • Open the gas valve all the way. |
| | • Insufficient gas. | • Refill the gas(if LP gas). |
| | • Burner head is not assembled correctly. | • Place the burner head properly. |
| | • Air flowed into the gas pipe. | • Try to ignite repeatedly. |
| Abnormal Noise | • Burner ports are clogged. | • Clean the burner head. |
| | • Burner head is not assembled correctly. | • Place the burner head properly. |
| Burner Turns Off While In Use | • The anti-superheating sensor detected high temperature. | • Make sure the cookware is cooled down. • Check if the cookware is in contact with the sensor. • Check if using the right cookware. (See 'Cookware Guide') |
| | • Burner ports are clogged. | • Clean the burner head. |
| Yellow Flame | • Burner ports are clogged. | • Clean the burner head. |
| Red Flame | • Not enough combustion because of the incomplete combustion. | • Open the window and ventilate the area. |
| Abnormal Flame Size | • Different type of gas in use. | • Check which gas is used. |
| | • Burner head is not assembled correctly. | • Place the burner head properly. |
| Gas Smell | • Gas hose connection is unstable. | • Make sure the gas hose is connected properly. |
| | • Gas hose has damaged (holes, ripped parts, etc). | • Replace the gas hose to a new one. |

※ If there are other issues or questions about the product, please contact NTEC Customer Service Center.

◎ What is "Anti-Superheating Burner"?

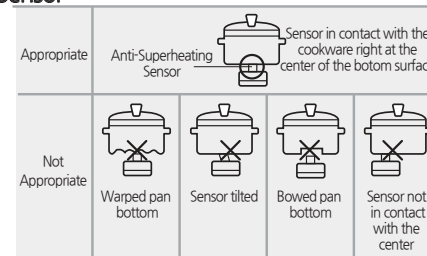
The Anti-Superheating burner has a temperature sensor that detects the temperature of the cookware bottom. If it reaches over 260°C, the gas will automatically shut off to prevent fire. (Automatic extinguisher/ function that prevents oil from overheating/ fire extinguisher for cookware).

※ This type of burner will neither cook for you nor prevent food from burning.

◎ Instructions for the Anti-Superheating Sensor

- The anti-superheating sensor and the center of the cookware bottom must be in contact.
- The bottom of the cookware should always be flat.

- When trying to deep fry, make sure to use at least 200ml of oil and center the cookware to the sensor to prevent any malfunction.



Instructions for Use

◎ Cookware Guide

(O : Suitable, △ : Somewhat Suitable, X : Not Suitable)

| Types of Cookware | | | Suitability | Notes |
|-------------------|--------------------|---------------------|-------------|---|
| Sauce Pan | Fry Pan | Kettle | O | - |
| Earthenware | Heat-Resistant Pot | Stone Pot | △ | • Avoid using for deep-fried food and stir fry. |
| Wok (Stir Fry) | Warped Bottom Pan | Concaved Bottom Pan | X | • Make sure the cookware bottom is touching the anti-superheating sensor properly to avoid any malfunction. |
| Grill Pot | Musui Nabe | Gridiron Pan | X | • Excessive heat can damage the burner and cause gas leak. |

◎ Installation Guide

※ Please read and follow the guide before installation.

※ This product must be installed as built in.



- Check the gas type and power supply (if using AC).
- Contact gas professionals for gas connections.
- Make sure the gas valve is in good condition.

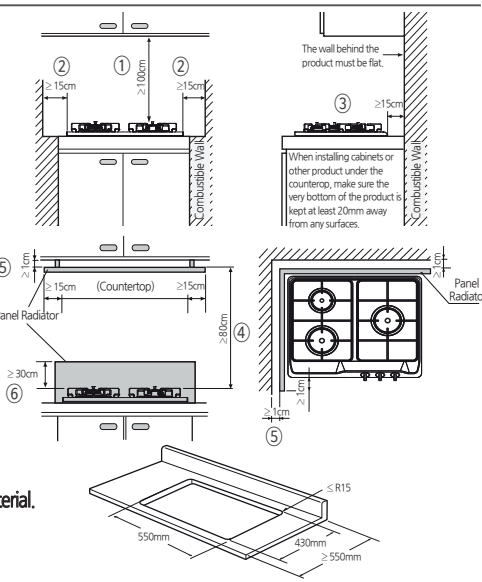
◎ Keep Safe Distance

- When installing, make sure the following distances between the product and combustibles are kept.

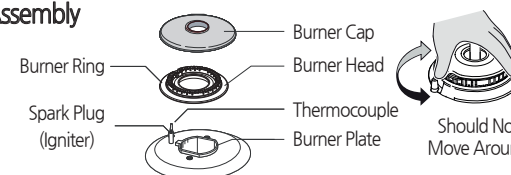
- ① Between the ceiling assemblies and exhaust : at least 100cm
- ② From either of the end of the product to its side object : at least 15cm
- ③ From the back end of the product to the back wall : at least 15cm

- If willing to install panel radiator, it must be done precisely.

- ④ Between the surface of the product and the ceiling panel : at least 80cm
- ⑤ Between the panel radiator and the wall : at least 1cm
- ⑥ Back panel radiator : at least 30cm from the surface of the hob

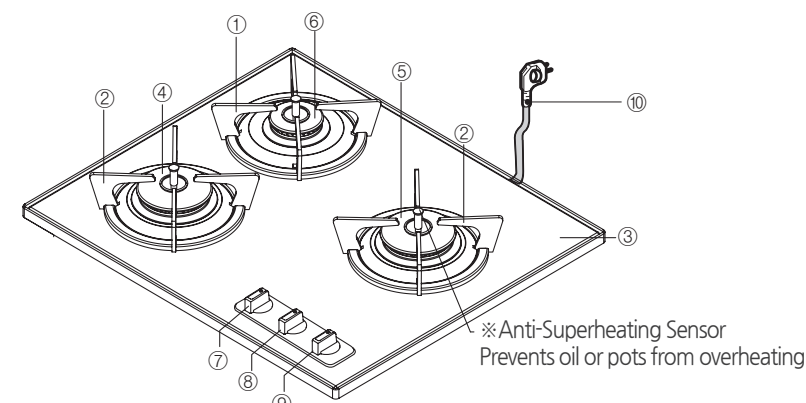


◎ Burner Assembly



※ Place the burner head on top of the burner base properly and check if the head moves left and right.

◎ Parts' Name

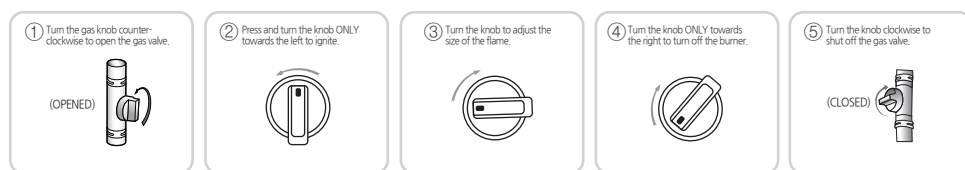


- ① Grate (M)
- ② Grate (L)
- ③ Cooktop
- ④ Large Burner(Left)
- ⑤ Large Burner(Right)
- ⑥ Standard Burner
- ⑦ Rear Left Control
- ⑧ Front Left Control
- ⑨ Middle Right Control
- ⑩ 220V AC Power Cord

◎ Accessories

- User's Manual
- Batteries (DC 1.5V (R20)X2) ※ Batteries can be purchased at any local market.

◎ Gas Range Instructions



◎ Specifications

| Product Description | Gas Range (3 Burners) | |
|---------------------|---------------------------|--|
| Model | IKGC-E311B | |
| Ignition Type | Continuous Spark Ignition | |
| Power | DC 1.5V X 2 = 3V | |
| Hose Connection | Ø 11.5mm (9.5 Hose) | |
| Dimensions | W 580 x D 480 x H 60 mm | |
| Cut-Out Dimensions | W 550 x D 430 mm | |
| Weight(Kg) | Approx. 7.2kg | |
| Countertop Material | Crystal Enamel | |

| Gas Consumption | Gas consumption per heat-resistant burner | | Total Consumption |
|-----------------|---|-----|-------------------|
| | Large Burner(Right) | 4.0 | |
| | Large Burner(Left) | 4.0 | |
| Standard Burner | 1.6 | | |

LNG(kW)

Gas Range



CUSTOMER-CENTRIC KITCHEN APPLIANCE MAKER (IKGC-E311B)

User's Manual

- Please read and understand all instructions and precautions in this manual thoroughly for your safety.
- Users should keep this manual for future reference.
- The product is subject to change without prior notice for improvement.
- This product is exclusive to be used in Republic of Korea.

NTEC

Safety Precautions

| | |
|---|--|
|  WARNING | Failure to heed the warning can cause serious injuries or death. |
|  CAUTION | Failure to heed the caution can cause injuries or property damage. |

1. Installation

WARNING

○ If using AC Power Cord

- Do not use any outlets and cables that are not grounded.
- Make sure the power cords are in good condition.
- Do not touch power plug with wet hands.
 - It may cause fire and electric shock by short circuit.
- Do not use an extension cord.
- Do not attempt to ignite using a match or a lighter during power outage.

- Do not install the product in a wind-exposed area.
 - Fire can spread to the inflammables and cause bigger fire.

- Make sure the gas hose do not get in contact with the product.
 - The heat from the burner can damage gas hoses and explode.

- Make sure the gas valve is in good condition.
 - If there is a shortage on gas or if the valve is clogged, the gas range will not ignite.

CAUTION

- Always have a trained specialist connect or maintenance gas supplies.
- The appliance must be installed in a hard flat surface.
 - If installed in undulated surface, it can cause serious injuries or fire.
- Ensure that the area is well ventilated.

- After the installation, do not attach anything around the appliance.
 - It may cause fire.
- Do not place any inflammables under the product.
 - It may cause fire.
- Install panel radiator on the combustible wall.
- Keep enough distance between the range and the wall.
 - Distance between the grate and an object above (ceiling, cabinet, etc) : at least 100cm
 - The offset distance from combustible wall or an object : at least 15cm
- Precisely align the burner head with the plate.
 - If the burner head tilts or hovers, the flame could be unstable.
- Make sure the burner head and the grate is aligned with the appliance.
- When placing the burner head, be careful not to damage the anti-superheating sensor.

2. Use

WARNING

- If gas leaks, immediately shut off the gas valve and do not attempt to touch any electrical supplies including power cords.
 - ① Open the window and ventilate the area.
 - ② Using external phone, please contact NTEC Customer Service Center.
- It may cause an explosion or fire from using electricity.
- In case of an earthquake, fire, uncommon noise or smell, stop everything, shut off the gas valve and ventilate the area.

- Do not use grill pot or an empty container in the gas range.
 - It can damage the appliance and cause fire from defected anti-superheating sensor.
 - When the anti-superheating sensor detects high temperature, it will automatically extinguish.
- User should never attempt to repair or disassemble the product.
 - It can cause unexpected explosion and fire.
 - If user attempted to repair or disassemble, the user will be charged for the repair. Contact NTEC Customer Service Center for any repairs.
- Make sure that the voltage and frequency listed on the rating label corresponds to the household electrical supply.
 - If not, it may cause carbon monoxide poisoning or serious injuries from unstable gas.
- Do not store any inflammable items near the cooktop.
 - It may cause fire.
- Do not touch the any surface of the appliance until it is cooled down. Children should always be kept away from hot burners.
 - The heat of the product can burn the skin.
- Do not leave the appliance unattended when cooking. It is important for the user to always be mindful of the precautions.
 - It may cause fire.
- Do not to use any cookwares that cover over half of the appliance.
 - High temperature can block the gas flow and cause fire or carbon monoxide poisoning.
- Use this appliance for the preparation of food only.
 - It may cause fire or property damage.
- Do not attempt to ignite repeatedly.
- Wait at least 3-4 seconds before attempting to reignite.

- Do not lean towards the burner.
 - It may catch clothing on fire and cause serious injuries.
- Make sure the grate is properly placed before use.
 - If the grate is not fixed in the right place, any cookware can tip over and cause serious damage.
- Do not place any hot pots on top of the precaution label.
 - The label is made of silver PET and can discolor or get damaged from heat.
- Ensure to keep the cookware bottom clean before use.
 - Cooking with foreign substances stuck in the cookware will lower the thermal efficiency and cause fire.
- This appliance should not be operated in a place where the fan or a window is nearby.
 - Too much wind flowing through the product may malfunction the safety devices.
- When in use, sufficiently ventilate the area.
 - It may cause carbon monoxide poisoning.
- Make sure to operate the correct control knob that matches the burner.
 - Failure to ignite the desired burner may cause fire or burn.
- Do not worry if the hob makes a 'SWOOSH' noise when attempting to turn the burner off.
 - The sound happens from stopping the gas supply while the burner is still hot.
- When cooking in a lower flame size, check if the flame is still visible.
- Do not try to turn off the burner using gas valve.
 - It may cause serious injuries or fire.
- Slamming the cabinet doors may blow out the flame because of the sudden change in the air stream.
 - Attempt to reignite. It does not mean there is a problem with the product.

3. Anti-Superheating Sensor

WARNING

- Do not put too much force in the anti-superheating sensor.
 - Strong force on the sensor may defect safety devices and break down.
 - It may cause fire from overheating.
- Make sure to keep the sensor clean at all times.
 - Safety devices in the anti-superheating sensor may not work properly.
- Do not attempt to remove the or repair the sensor.
 - It may cause fire from overheating.
- The anti-superheating sensor must be in contact with the center of the cookware bottom.
 - If they do not come in contact, it may cause malfunction and fire.
- For further information on the anti-superheating sensor, see 'Instructions for the Anti-Superheating Sensor'.

CAUTION

- The user can check if the sensor works by pushing down the sensor rod. If the sensor do not bounce back up or move, please contact the Customer Service.

4. Cleaning & Care

WARNING

- Make sure the gas valve and the burner is turned off before cleaning.
 - It may burn the skin.
- The hob must be cooled down before cleaning.
- Make sure to wear work gloves for cleaning.
 - It may cause an abrasion from sharp edges.
- After cleaning, do not forget to assemble the burner head back to where it belongs.

- The hob may break down if the burner head is not placed correctly.
- Do not spray water to the appliance.
 - It can defect the product and cause fire if water gets inside the operation power system.
- Do not use flammable liquids such as paint thinner and benzene for cleaning.
 - The liquid can ignite and cause fire.

CAUTION

- If the user plugged the burner control out to clean, make sure to plug it in the right direction.
 - "I" symbol should face up vertically.
- Discoloration of the burner and the grate does not mean the appliance is a faulty product.
 - Burners and grates are exposed to temperatures higher than 700°C.
 - Discoloration from overheating does not affect any functions.
- Scratch marks in the grate is normal.
 - Repetitive use of pans could scratch the grate at any time. It will not affect any functions.
- Wipe the product dry after cleaning with neutral detergent.
 - The product may rust if it is left wet for a long time.

CAUTION

- Once the product is completely cooled down, remove food debris using soft cloth.
 - It is easier to clean the surface before the debris dry out.
 - Using an abrasive brush or sponge will damage the cooktop surface.
- Clean the burner ports and the spark igniter with soft bristle or toothbrush. (Careful not to break the spark igniter since it is very feasible.)
 - Discoloration from overheating does not affect any functions.

- Gently clean the anti-superheating sensor with a soft cloth. Make sure the sensor does not twist.
- Wipe out the water on the bottom surface of the pans before use.
 - It may defect the sensor and cause malfunction.

| | |
|------------|---|
| Use | Soft cloth, Toothbrush, Cellulose Sponge, Neutral Detergent |
| Do Not Use | Abrasive Songe, Nylon Sponge, Cleanser, Powder Detergent, Tooth Powder, Melanin Foam Sponge, Metal Sponge, Facial Cleanser, Acidic Detergent, Alkalescent Detergent, Paint Thinner, Benzene, Alcohol, Flammable Spray, Penetrant, and Lubricant |

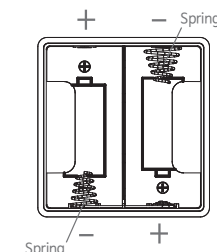
※ To prevent liquid from bumping, please consider the followings.

Bumping is a phenomenon where thicker liquids burst out their stretchy and pliable bubbles that have been stacked from boiling in very high temperature.

- Use low heat setting for boiling thicker liquids (curry, meat sauce, soup, stew, etc).
- Putting spices into a boiling soup can expedite bumping.
- Use the right heat settings for different sizes of cookware.

Battery

- Exchange the batteries when the burner makes slow clicking sound during ignition.
- When the batteries are almost out, it will beep 3 times. It does not the appliance is a faulty product. It is a sign of letting the user know it is time for battery exchange.
- Make sure to place the battery in the right location of polarity. The negative (-) side goes against the spring. (Be careful when inserting the battery. It may cut your hand.)



※The battery holder is located in the bottom left.
※There is a charge for battery exchanging service.

How to Exchange Batteries

CAUTION

- Water or other debris in the battery holder can ruin battery connection.
 - Turn off the control and the gas valve before replacing the batteries to new alkaline batteries (1.5V-LR20X2).
 - Be aware that batteries have different usage and life span depending on the brand.
 - Exchange the batteries with clean hands (It may defect the product).
- ※ Dispose used batteries to a designated waste battery recycling bin.

Warranty Card

| | | |
|-----------------------------|-------------------------------|--|
| Gas Range (Domestic Use) | Name & Contact of Dealer | |
| | Date of Purchase (YYYY/MM/DD) | |

1. NTEC Warranties are subject to and provided on the terms and conditions set out in the consumer dispute settlement regulations (Fair Trade Commission(FTC)).
2. If the product is used for other purposes such as business, the Warranty period will be shortened to 6 months.
3. All repairs (arising from manufacturing defects) within the warranty period is free.
4. The following problems will cause charges even during the warranty period.
 - If the product is tampered by any unauthorized person or defected from negligence on use.
 - Defects from not following the installation guide in the User's Manual.
 - Consumable parts including filters, batteries, and lamps.
 - Defects from natural disasters (thunderstroke, fire, wind and flood, salt damage, earthquake, etc).
5. Service beyond the period of Warranty is subject to availability of spares.
6. Retain the Warranty Card when requesting for Home Service.

NTEC (주)엔텍

Customer Service Center (A/S & Other Inquiries)

ARS:1644-8717

Operation Hrs. : 9:00 ~ 17:30 (Mon-Fri)

(Sat. 09:00 ~ 13:00 Excluding Holidays)

Seochogu Sapyongdaero 335, Seoul / TEL : 02-3128-7700 / www.ntec.co.kr
This manual is written with Naver 'Nanum' font.

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