



**INDOOR COOKING**  
Smart Induction Cooktop  
KICS

Use & Care Manual

 HESTAN

HESTAN CUE™



## **⚠️ WARNING**

IF THE INFORMATION IN THIS MANUAL IS NOT FOLLOWED EXACTLY, A FIRE OR EXPLOSION MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY, OR DEATH.

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

Installation and service must be performed by a qualified installer or service agency.

DO NOT REPAIR, REPLACE OR REMOVE ANY PART OF THE APPLIANCE UNLESS SPECIFICALLY RECOMMENDED IN THE MANUAL. IMPROPER INSTALLATION, SERVICE OR MAINTENANCE CAN CAUSE INJURY OR PROPERTY DAMAGE. REFER TO THIS MANUAL FOR GUIDANCE. ALL OTHER SERVICING SHOULD BE DONE BY A QUALIFIED TECHNICIAN.

READ THESE INSTRUCTIONS CAREFULLY AND COMPLETELY BEFORE INSTALLING OR USING YOUR APPLIANCE TO REDUCE THE RISK OF FIRE, BURN HAZARD, OR OTHER INJURY. KEEP THIS MANUAL FOR FUTURE REFERENCE.

## SAFETY DEFINITIONS

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### **⚠️ WARNING**

THIS INDICATES THAT DEATH OR SERIOUS INJURY MAY OCCUR AS A RESULT OF NOT OBSERVING THIS WARNING

### **⚠️ CAUTION**

THIS INDICATES THAT MINOR OR MODERATE INJURY MAY OCCUR AS A RESULT OF NOT OBSERVING THIS WARNING.

### **NOTICE**

THIS INDICATES THAT DAMAGE TO THE APPLIANCE OR PROPERTY MAY OCCUR AS A RESULT OF NOT OBSERVING THIS WARNING.

INSTALLER: LEAVE THIS MANUAL WITH THE OWNER OF THE APPLIANCE.

HOMEOWNER: RETAIN THIS MANUAL FOR FUTURE REFERENCE.

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**Message from Hestan:**

*Hestan's award-winning culinary innovations and purpose-built features reinvented the restaurant kitchen and redefined culinary experience in some of America's most acclaimed restaurants. Hestan now takes this performance from the back of the house and puts it front and center in yours. Thoughtfully designed and meticulously built, Hestan will serve you beautifully for years to come.*

*Hestan is the only residential brand born from the dreams and demands of professional chefs. From ranges to refrigeration, every detail is designed to deliver the performance and reliability expected in a restaurant – now available for you.*

*We appreciate you choosing Hestan, and we promise to deliver the very best to you.*

**Welcome to Hestan**



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## SAFETY PRECAUTIONS - BEFORE YOU BEGIN

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When properly cared for, your Hestan appliance will provide safe, reliable service for many years. When using this appliance, basic safety practices must be followed as outlined below.

**IMPORTANT:** Save these instructions for the local Utility Inspector's use.

**INSTALLER:** Please leave these Installation Instructions with the owner.

**OWNER:** Please retain these Installation Instructions for future reference.

Do NOT install this appliance outdoors.

### **⚠️ WARNING**

#### **ELECTRICAL SHOCK HAZARD**

Disconnect power before installing or servicing appliance. Failure to do so can result in death or electrical shock.



#### **ELECTRICAL GROUNDING**

- This appliance must be grounded. Grounding reduces the risk of electric shock in the event of a short circuit. Read the **ELECTRICAL CONNECTIONS** section of the Installation Manual for complete instructions.
- **DO NOT** ground to a gas pipe.
- **DO NOT** use an extension cord with this appliance.

## SAFETY PRECAUTIONS - BEFORE YOU BEGIN (CONT)

### ELECTRICAL SUPPLY

This appliance must be connected to a dedicated circuit, 200-240 VAC, Single Phase, 50 or 60 Hz, with a circuit breaker as recommended in the chart on page 7. Have the installer show you where the electric circuit breaker is located so you know how to shut off the power to this appliance. It is the responsibility of the user to have the appliance connected by a licensed electrician in accordance with all local codes, or in the absence of local codes, in accordance with the National Electrical Code. Read the ELECTRICAL CONNECTIONS section of the Installation Manual for complete details.



### MEDICAL WARNING

When in use, the Hestan Cue Smart Induction Cooktop generates an electromagnetic field that may interfere with medical devices such as pacemakers. Anyone using medical devices should be cautious when in close proximity to a cooking zone that is powered on. Please consult your doctor or medical device manufacturer for advice regarding the usage of induction cooking zones.

### SAFETY

- 1) Proper installation – be sure your appliance is properly installed and grounded by a qualified technician.
- 2) Never use your appliance for warming or heating a room.
- 3) Do Not Leave Children Alone – Children should not be left alone or unattended in an area where an appliance is in use. They should never be allowed to sit or stand on any part of the appliance.
- 4) Wear Proper Apparel – Loose-fitting or hanging garments should never be worn while using this appliance.
- 5) User Servicing – Do not repair or replace any part of the appliance unless specifically recommended in the manual. All other servicing should be referred to a qualified technician.
- 6) Storage in or on Appliance – Flammable materials should be stored in an oven or near surface units.
- 7) Do Not Use Water on Grease Fires – Smother fire or use dry chemical or foam-type extinguisher.
- 8) Use Only Dry Potholders. Moist or damp potholders on hot surfaces may result in burns from steam. Do not let potholders touch hot heating elements. Do not use a towel or other bulky cloth.
- 9) Never Leave Surface Units Unattended at High Settings – Boilover causes smoking and greasy spillovers that may ignite.

### USER SAFETY

**BURN HAZARD** - Cookware can get very hot during operation.

Metallic objects such as knives, forks, spoons and lids should not be placed on the cooktop surface since they can get hot.

In general do not place any foil or metallic object except heating containers on the glass surface. If power is applied, it may heat, melt, or even burn.

**DO NOT TOUCH ACTIVE COOKING ZONES OR AREAS NEAR THEM.** Areas near cooking zones may become hot enough to cause burns. During and after use, do not touch, or let clothing or other flammable materials contact cooking zones until the residual heat indicators have turned off.

Do not allow anyone to climb, stand, step on, lean against, or sit on any part of the appliance. This may result in damage to the appliance or personal injury.

## SAFETY PRECAUTIONS - BEFORE YOU BEGIN (CONT.)

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### FIRE SAFETY

Always turn on the ventilation hood when cooking. Clean vent hood grease filters frequently - grease should not be allowed to accumulate on the fan or filters.

Keep the appliance zone clear and free from combustible materials, gasoline, and other flammable vapors and liquids. NEVER store flammable liquids and materials above, below, or on the appliance, or near cooking surfaces. Do not obstruct the flow of ventilation air of the appliance.

ALWAYS have a working smoke detector near the kitchen.

ALWAYS have an appropriate (Type ABC, or type K) kitchen fire extinguisher nearby.

NEVER pick up a flaming utensil. You may spill the grease on yourself and be severely burned.

Smother fire or flames using the lid of the cookware, a cookie sheet, or metal tray. Then shut off the cooking zone.

Use an extinguisher, or baking soda if the fire is small and relatively contained.

DO NOT USE WATER ON A GREASE FIRE. Doing so may result in spreading the fire elsewhere.

IF THE FLAMES DO NOT GO OUT - EVACUATE AND CALL THE FIRE DEPARTMENT.

In the event of personal clothing or hair catching fire, drop and roll immediately to smother the flames. Seek medical attention if necessary.

### EQUIPMENT SAFETY

Magnetically sensitive objects (credit cards, bank cards) should not be placed on or near the appliance when in use.

Defective parts must only be replaced with genuine Hestan parts. Contact Hestan Customer Service for inquiries or to arrange a service call.

The appliance must be disconnected from the power during any service or maintenance work.

### SAFETY DURING CLEANING

Only clean the appliance as directed in the CLEANING & MAINTENANCE section of this manual.

Clean cooktop with caution – If using a wet sponge or cloth to wipe spills on a hot cooking area, be careful to avoid steam burn. Some cleaners can produce noxious fumes if applied to a hot surface.

Wait until the appliance is completely cool before using any aerosol-type cleaners. Many of these cleaners use flammable propellants which could ignite in the presence of heat.

## SAFETY PRECAUTIONS - BEFORE YOU BEGIN (CONT.)

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### PROPER USAGE

Always position the handles of cookware so they do not extend over adjacent work zones or over the edge of the cooktop. This is to avoid knocking over hot contents which could burn you, or result in a fire.

The appliance is not intended to be operated by means of external timer or separate remote control system, except as provided by the Hestan Cue app.

This domestic appliance is exclusively for the cooking of food, and not for any other domestic, commercial or industrial use.

### SMART COOKWARE

Do not use 'smart cookware' not approved or provided by Hestan.

Do not place a Smart Capsule insert, capsule end cap, or any related parts on the cooktop.

### OTHER RESOURCES

For information about the cooktop, the cookware, or guided cooking, see the following Hestan websites:

For Hestan Cue guided cooking resources and Smart Cookware, see

<https://hestancue.com>

### BEFORE USING THE COOKTOP FOR THE FIRST TIME

All products are wiped clean with solvents at the factory to remove any visible signs of dirt, oil, and grease which may have remained from the manufacturing process.

Remove any packing, labels, and literature from the cooktop surface.

Clean your glass cooktop before the first time you use it. A thorough cleaning with a glass cooktop cleaner is recommended. It only takes a minute and puts a clean, shiny coating on the cooktop before its initial use.

- There may be a slight odor during the first several uses: this is normal and will disappear.
- Optimum cooking results depends on the proper cookware being selected and used.
- The cooking surface can get hot from the cookware and remain hot for some time after cooking zones have been turned off. Observe the warning symbols in the control area.
- The cooking surface is durable and resistant to impact, but not unbreakable. It can be damaged if a utensil or other object is dropped on it.
- Do not allow cookware to boil dry. This can damage the cookware and/or cooktop.
- Do not slide cookware across cooking surface, as it may scratch the cooktop.



## MODEL NUMBERS

### COOKTOP MODELS

MODEL NO.	DESCRIPTION	CIRCUIT BREAKER REQUIRED
KICS30	30" Smart Induction Cooktop	40 Amp
KICS36	36" Smart Induction Cooktop	50 Amp

EN

### RATING LABEL

The rating label contains important information about your Hestan appliance such as the model and serial number, electrical rating and the minimum installation clearances.

The rating label is located on the bottom of the cooktop.

If service is necessary, contact Hestan Customer Service with the model and serial number information shown on the label.

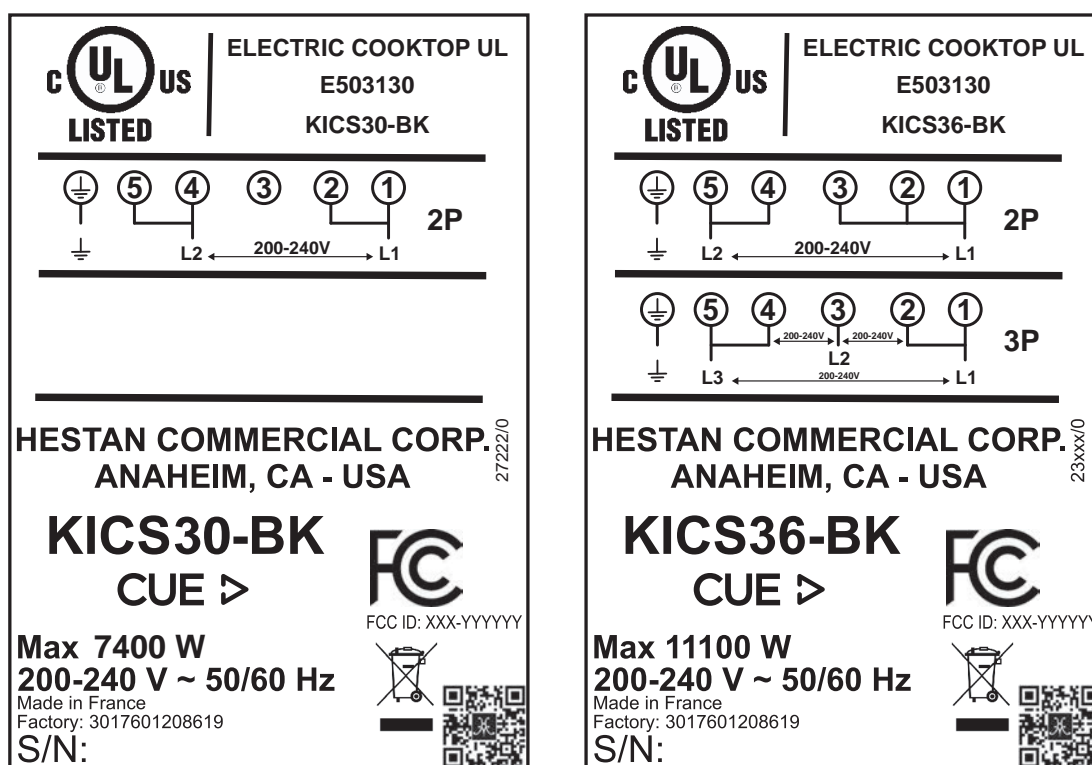
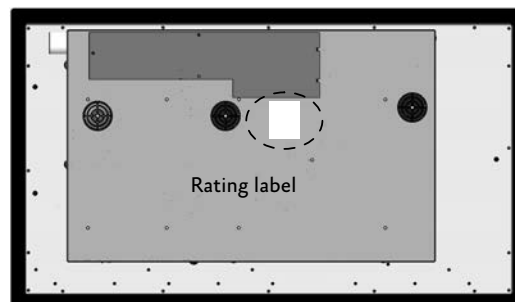


Figure 1. Typical rating labels

## REGULATORY / CODE REQUIREMENTS

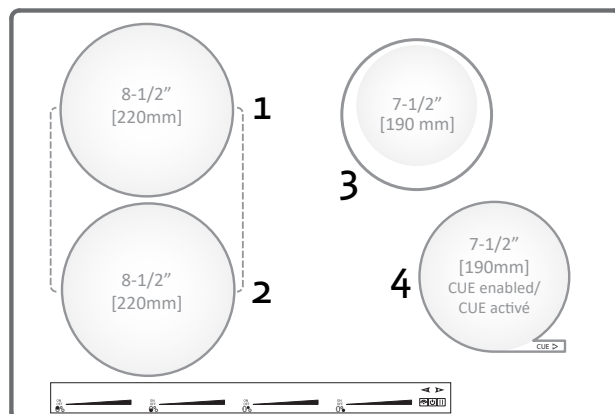
Installation of this cooking appliance must be made in accordance with local codes. In the absence of local codes, this unit should be installed in accordance with the National Electrical Code and local codes.

This appliance must be electrically grounded in accordance with local codes or in the absence of local codes with the National Electrical Code *ANSI/NFPA 70*, or Canadian Electrical code *CSA C22.1*.

## MODEL AND PART IDENTIFICATION

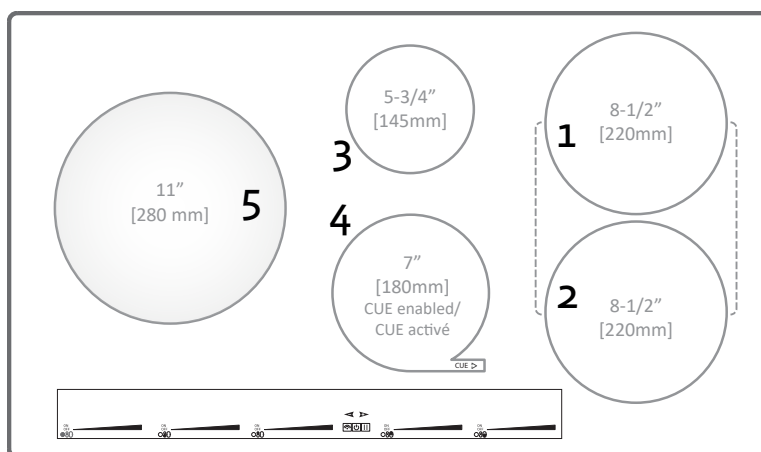
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KICS30



Position	Size of cooking zone	Minimum cookware size	Nominal power	Boost power	Double Boost power
1	8-1/2" [220 mm]	4" [100 mm]	2300W	3000W	3700W
2	8-1/2" [220 mm]	4" [100 mm]	2300W	3000W	3700W
3	7-1/2" [190 mm]	4" [100 mm]	1850W	2300W	3000W
4	7-1/2" [190 mm]	4" [100 mm]	1850W	2300W	3000W

KICS36



Position	Size of cooking zone	Minimum cookware size	Nominal power	Boost power	Double Boost power
1	8-1/2" [220 mm]	4" [100 mm]	2300W	3000W	3700W
2	8-1/2" [220 mm]	4" [100 mm]	2300W	3000W	3700W
3	5-3/4" [145 mm]	3-1/2" [90 mm]	1400W	1850W	2200W
4	7" [180 mm]	4" [100 mm]	1850W	2300W	3000W
5	11" [280 mm]	4" [100 mm]	2500W	3000W	3700W

### COOKWARE NOISE

Some noise may occur from cookware when using the cooktop. It may vary according to cookware construction and power level.

In addition, the noise may vary according to the use of adjacent cooking zones. Possible noises include a low humming sound or whistle. A cookware piece that completely covers the cooking zone will produce less noise.

These noises may be reduced or eliminated by lowering or raising the power level settings of one or both of the adjacent cooking zones.

### COOKWARE SIZE

Cookware must be at least the minimum size for the zone you use it on.

Full power may not be delivered to cookware with a base smaller than the cooking zone.

# HOW INDUCTION HEATING WORKS

## INDUCTION

Heating by induction is the most efficient form of cooking available.

The heat is generated by an electromagnetic field, directly on the bottom of the cookware used.

The surface, unless cookware is on it, remains virtually cold.

When the cooking time is up and the container is removed, there is little residual heat. It is efficient because there is no waste of energy due to dispersion, as happens with gas burners, it is 30 to 50% faster than cooktops using combustion burners and allows substantial energy savings.

If liquid overflows from the container, it is less likely to stick to the surface of the cooktop, because this is just slightly warm.

## OPERATING PRINCIPLE

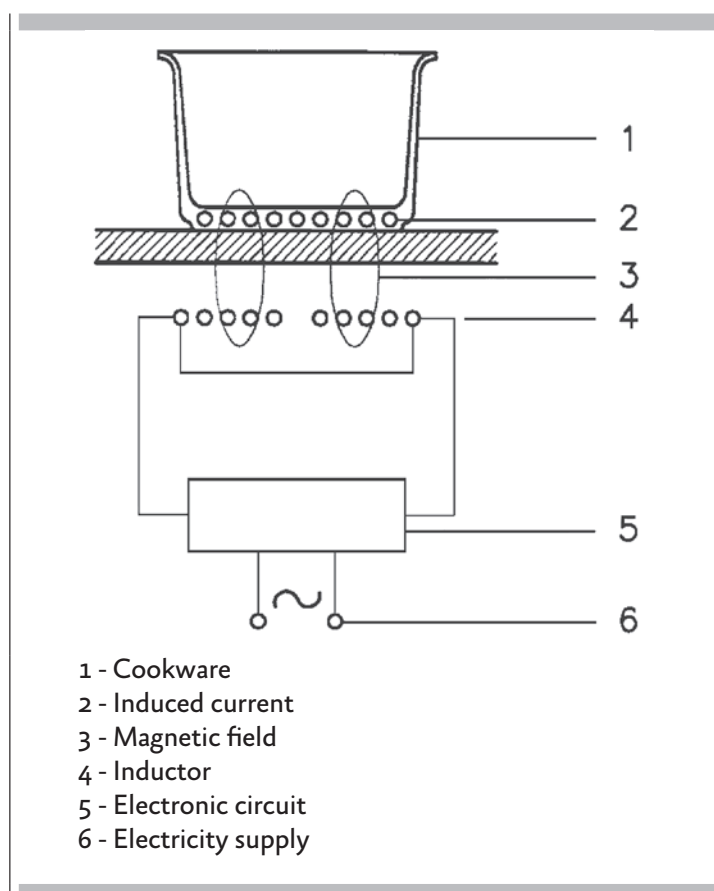
This is based on the electromagnetic properties of most cookware.

The electronic circuit supplies power to the coil (inductor), creating a magnetic field, which heats the cookware.

As the cookware is heated, it heats the food.

Benefits include:

- High performance; the power goes into heating the food rather than heating the kitchen.
- Safety - removing the cookware (simply lifting it) automatically stops power to that cooking zone.
- Precision and flexibility through electronic control.



# USER INSTRUCTIONS

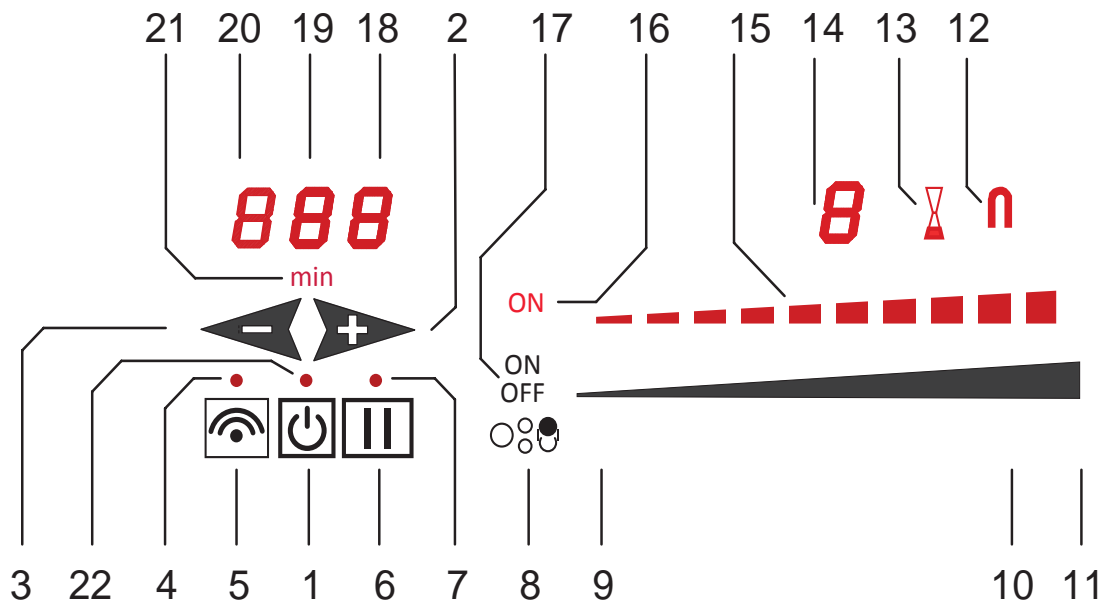
## USING THE SMART INDUCTION COOKTOP

Cookware can be placed on a cooking zone before or after the cooktop is turned on.

Power is not delivered until the cooktop is turned on (1), the zone (with cookware piece present) is selected (17), and a power is set for that zone (9~10).

## COOKWARE DETECTION

The cooktop will detect suitable cookware in any of the cooking zones. The system will only apply power to a cooking zone where cookware is detected.



#	Item	#	Item
1	Main Power key (ON/OFF)	12	Bridge function indicator
2	+ Timer	13	Cooking zone "timer active" indicator
3	- Timer	14	Cooking zone power level display
4	Connectivity indicator	15	Power level indicator
5	Connectivity key	16	Cooking zone indicator
6	Pause key	17	Cooking zone selector (zone ON/OFF)
7	Pause indicator	18	Timer display (minutes/seconds)
8	Graphic indicating controlled zone	19	Timer display (minutes/seconds)
9	Power slider - minimum power/select low temp functions	20	Timer display (minutes)
10	Power slider - maximum power	21	Icon indicating minutes
11	Select Power Boost (P)	22	Cooktop power indicator

## USER INSTRUCTIONS (CONTINUED)

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### RESIDUAL HEAT INDICATOR

This warns the user that the glass is hot in the cooking zone. The temperature is determined using a mathematical model and any residual heat is indicated with an "H" on the corresponding display.

Heating and cooling are calculated from the power level selected (from "0" to "9") and the relay activation period.

After a cooking zone is switched off, its display shows an "H" until the computed temperature in the zone falls below 140°F [60°C].

### PROTECTION FROM ACCIDENTAL ACTIVATION

If a key is activated for about 10 seconds, the buzzer begins sounding until the key is released. The display shows an error code, which remains until the selector key for that zone is touched and released.

- ▶ If no cooking zone is activated within 20 seconds of switching on the touch control, the control returns to stand-by mode.

The main Power key takes priority over all other keys, so the touch control can be switched off at any time, even in the case of multiple or continuous activation of the keys.

In stand-by mode, continuous activation of the keys will have no effect. However, before the electronic control can be switched on again, it must recognize that no key is active.

If the cooking zone has been in use and is hot, an "H" will appear on the display after the zone is turned off. The "H" turns off after the zone has cooled.

### PRECAUTIONS

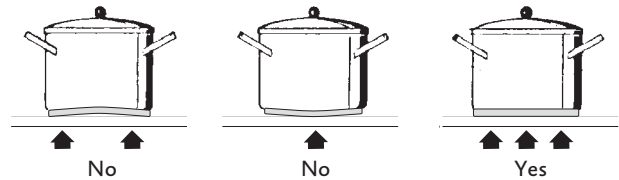
- If there is any visible crack or break in the cooktop surface, turn its circuit breaker OFF and call Hestan Customer Service.
- During operation, move any magnetic materials such as credit cards, computer disks, calculators, etc., away from all active cooking zones.
- Never use cooking foil or rest products wrapped in foil directly on the cooktop.
- Metallic objects such as knives, forks, spoons and lids must not be rested on the surface of the cooktop to prevent them from heating up.
- When cooking with non-stick cookware, without using water or oil, limit any preheating time to one or two minutes.
- When cooking foods which tend to stick to the bottom of the cookware, start at minimum power and gradually increase the heat, stirring frequently.
- After use, turn off the zone using the zone selector (17), sliding power to "0", or touching the main Power key rather than relying on the cookware detection sensor.

## USER INSTRUCTIONS (CONTINUED)

### TYPES OF COOKWARE

If a magnet is attracted to the bottom of your cookware then it is suitable for induction cooking.

- Try to use cookware declared as suitable for induction cooking
- Flat, thick-bottomed cookware will perform most effectively
- A small cookware piece will accept less power than a large one. The preferred and minimum cookware sizes per cooking zone are shown in the table on page 8.
- Stainless steel cookware with multilayer bottom or ferrite stainless steel may be used if the bottom indicates: for induction
- Cast iron containers need to have a smooth bottom, or better with an enameled bottom to avoid scratching the cooktop
- Containers made of glass, ceramic, terracotta, aluminum, copper or non-magnetic stainless steel (austenitic) are not recommended and are unsuitable for use on this cooktop.



### CARING FOR THE COOKTOP

#### **NOTICE**

Traces of foil, food residues, splashes of fat, sugar or very sugary foods must be removed immediately from the cooktop using a scraper to avoid damaging the cooktop surface. Sugars are easier to remove while the surface is still warm.

Then clean with a proper glass cooktop cleaner and paper towels, rinse with water and dry with a clean cloth.

Never use abrasive sponges or clothes and avoid using aggressive chemical cleansers such as OVEN SPRAYS or STAIN REMOVERS.

**DO NOT USE STEAM CLEANERS**

### TURNING THE COOKTOP ON AND OFF

The cooktop is turned on by touching the Power key (1), you will hear a short beep and the indicator lights up. After switching on, the touch control remains active for 20 seconds. If you do not select either a cooking zone or the timer, the cooktop returns to stand-by mode.


### ACOUSTIC SIGNAL (BUZZER)

During use, the following activities are signaled by a buzzer:

- Normal keytouch sounds a short beep.
- If a key is held for more than 10 seconds, the buzzer will sound and an error symbol is displayed.

### TURNING ON A COOKING ZONE

Position a cookware piece and touch the selector key (17) for the cooking zone. Slide your finger on the power slider to the right to increase the cooking level (10), or slide your finger to the left to decrease it (9). The power level indicator (15) visually indicates the power selected, along with the numeric value in the power level display (14).

If suitable cookware is not detected in the cooking zone, the display for that zone will alternate between the selected power level and the "missing cookware" symbol. 

### TURNING OFF A COOKING ZONE

A single cooking zone can be turned off directly by touching the selector key (17) for the cooking zone that is working. Hot cooking zones will be displayed with a letter "H". You can turn off all cooking zones immediately at any time using the main Power key (1).

## USER INSTRUCTIONS (CONTINUED)

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### AUTOMATIC ZONE POWER-OFF

If a cooking zone is active but it doesn't detect a pan for more than 30 seconds, it will shut off.

### ACCIDENTAL POWER-OFF

If, during cooking, you inadvertently touch the main Power key and turn the cooktop off, you can resume with all settings intact as follows:

- 1) Touch the main Power key - the Pause indicator will blink
- 2) Touch the Pause key within 6 seconds, before the Pause indicator stops blinking.

### POWER LEVELS

The power level of the cooking zone can be set from level 1 to level 9. Two additional levels (Power Boost) are available for very rapid heating of food.

An automatic heat-up function is also available. When it is active, the power level indicator (14) shows a numeric value alternating with the letter "A". See "Automatic heat-up" on page 14 for more information.

### POWER BOOST

The power of a cooking zone can be increased or "boosted" for up to ten minutes.

A "boosted" cooking zone is heated with power that is significantly higher than the rated power. When Boost is active, the display of the boosted cooking zone shows **P**.

- Activate Boost by touching at the end of the power slider of the cooking zone (11).
- De-activate Boost by sliding on the power slider.

### DOUBLE BOOST

A second boost level is available, "Double Boost".

When Double Boost is active, the display of the boosted cooking zone shows an animated sequence of **PP**.

- Activate Double Boost by activating Boost, then touch the end of the power slider again.
- De-activate Double Boost by sliding on the power slider or touching it away from the end.

### BOOST POWER LEVELS

The tables on page 8 list the base power and power increase for each cooking zone.

If the cooking vessel is removed from the cooking zone during the Boost time, Boost remains active and the Boost time is not deactivated. With the Boost activated, changing the value set with your finger in the power slider zone deactivates the Boost. Boost "P" can be activated in all cooking zones, but priority is given to the last Boost activated, reducing any other cooking levels.

### AVAILABLE POWER

The cooktop has a limited total power available. When a zone is set for Boost or Double Boost, there is less power available for other cooking zones. Depending on zone usage, power may be limited to 6 or 8 in some or all other zones when Boost is active.

## USER INSTRUCTIONS (CONTINUED)

### AUTOMATIC HEAT-UP

This feature makes cooking easier by adding 'boil and reduce' functionality to the elements. The surface automatically heats up at full power (level "9") and then returns to the selected power level after a certain time (see table below).

### ACTIVATING AUTOMATIC HEAT-UP

Slide to choose the cooking power, then hold that position for about 3 seconds until you hear a beep. For example, if you select level 3 and hold it until it beeps: the cooking zone display will show the letter "A" alternating with "3". With these settings, the cooking surface heats the cooking zone at level "9" for 2 minutes and then continues cooking at level "3".

### DE-ACTIVATING AUTOMATIC HEAT-UP


To de-activate the function, touch/slide on the power slider for that zone.

Power level	Automatic Heating Function duration (time in minutes)	Maximum time zone will operate at power setting (time in minutes)
1	0m 40s	516
2	1m 12s	402
3	2m	318
4	2m 56s	258
5	4m 16s	210
6	7m 12s	138
7	2m	138
8	3m 12s	108
9	-	90
P	-	10
<i>Pull</i>	-	



### BRIDGE FUNCTION (FOR LARGE COOKWARE)

This function facilitates cooking with elongated cookware, and allows the two right-most cooking zones to work together as one. Activate the bridge function by simultaneously touching the power sliders of the two cooking zones. (See zones 1, 2 on page 8.)

- The  icon will light up next to the bridged cooking zone displays.

Once set to bridge mode, both cooking zones are controlled from the left power slider. (Slider that controls the right rear zone.) To disable bridge mode, touch both slider controls simultaneously at any point along the adjustment bars.

Boost modes are not available for zones that are actively bridged.

### LOW TEMPERATURE FUNCTIONS

This function is available in each cooking zone and its activation is indicated by one, two, or three bars. These correspond to three "cooking" levels:

- Water bath with a temperature of approximately 110°F [42°C].
- Melt with a temperature of approximately 160°F [70°C].
- Simmer with a temperature of approximately 200°F [94°C]



Lowest level



Mid level



Higher level

These temperatures are approximate and are greatly dependent on the cookware and the quantity of food.

- 1) Touch the selector key (17) for the desired cooking zone
- 2) Touch the initial part of the power slider zone (9) to activate the first warming level
- 3) To switch to a higher level, touch the power slider in the same position until the desired level is displayed.
- 4) To return to the lowest level, lift and touch the power slider again.

The low temperature functions operate for a maximum of 2 hours.

### PAUSE FUNCTION

To halt all cooktop functions, touch the Pause key. 

All timers are paused, and power is not delivered to any cooking zone.

#### TO RESUME:

- 1) Touch the Pause key again
- 2) One of the sliders will illuminate. Touch it to resume cooking.
  - The Pause indicator turns off

Cooking and timer operations resume from the same point at which they were stopped.

## USER INSTRUCTIONS (CONTINUED)

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### TIMER FUNCTIONS

NOTE: the timers are only intended as acoustic advisors to recall the attention of the user.

- Timers have no effect on the heating elements. Cooking zones must always be stopped manually by touching the corresponding [OFF] key.

There are two versions of the timer function:

- 1) An independent timer from 1 to 999 minutes: This function is available when no cooking zone is active. It beeps when the time has run out.
- 2) A zone timer from 1 to 999 minutes for each cooking zone: it beeps when the time has run out. The cooking zones can be programmed independently (the symbol may be less bright if another cooking zone timer has a remaining time that is less than that set on the independent timer).

There's a zone timer indicator (13) in each zone display. The timer with the least time is highlighted and its icon is brighter (13). The other timers are still active and running, but those timer icons (13) will be less bright.

### INDEPENDENT TIMER

The independent timer is available when none of the cooking zones are active. To activate the timer, touch the + and – keys. The display will show "000", and you can set a time using the + key.

The time setting (0-999 min) can be changed in increments of one minute with the + key from 0 to 999.

Holding down the + or – key increases the rate of change up to a maximum value, without beeps.

If the + (or –) key is released, the rate of increase (decrease) starts again from the initial value.

The timer can be set by either continuously touching the + or – keys or by touching successively (with beeps).

After the timer is set, it begins to count down. The completion of the time is signaled by a beep or by the flashing of the timer display, which will show "000". To stop the flash and beep, press the + and – keys.

### TURNING OFF/CHANGING THE TIMER

The timer can be changed or turned off at any time by turning on the touch display again, if no cooking zone is on, and touching the + and – keys simultaneously to select the timer. Adjust the time using the + and – keys. After adjusting, the "min" icon will flash for a few seconds, then the time is accepted and the timer starts from the new value.

To turn the timer off, touch the – key.

The independent timer remains active even when the main Power key is touched.

### PROGRAMMING A COOKING ZONE TIMER

To program a cooking zone timer, touch the + and – keys simultaneously until the timer icon (13) illuminates for the cooking zone you want. If there is more than one cooking zone on, you may have to touch and release the + and – keys several times until the correct zone timer is illuminated.

When the timer of the cooking zone is selected, its timer icon (13) becomes brighter. The timers programmed for each cooking zone remain active.

Other functions of the timer are the same as the independent timer. To increase the time, use the + (plus) key.

When a timer counts down, the display flashes and beeps. The alerts stop after 2 minutes or when you touch the + and – keys.

# SMART COOKING

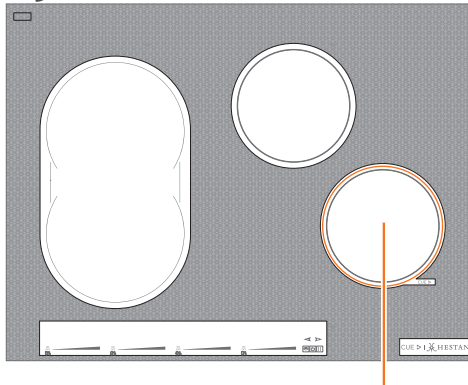
## INTRODUCTION

Smart Cooking uses the Hestan Cue app on your phone or tablet with Cue-enabled cookware and the Cue-enabled cooking zone on your Smart Induction cooktop to precisely control cooking conditions for optimum control and stellar results.

The following sections will explain how to prepare your cookware and your phone or tablet for use with the Smart Induction Cooktop.

## Hestan Smart Induction™

KICS30 SMART INDUCTION COOKTOP

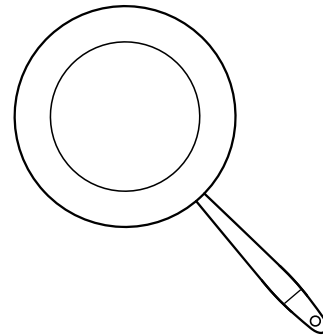


CUE-enabled cook zone

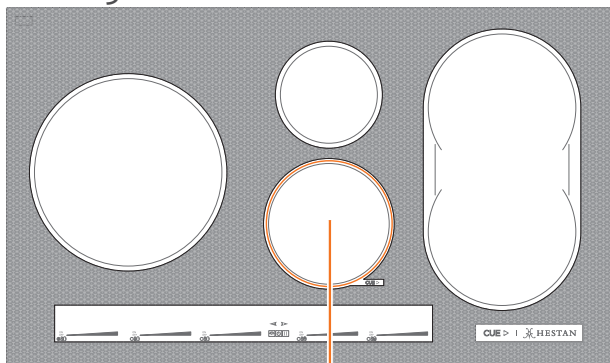
HESTAN CUE™ APP



SMART COOKWARE



KICS36 SMART INDUCTION COOKTOP

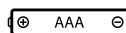


CUE-enabled cook zone

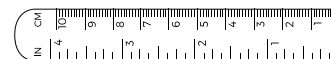
Capsule end cap



Battery



Hestan Cue™ Ruler



## COOKWARE AND CAPSULES

Each capsule end cap must be kept with its own kind of cookware piece. (Fry pan, Chef's Pot, etc.) This is because the capsule identifies the cookware to the Hestan Cue app, as well as providing temperature information. If a capsule end cap is installed in the wrong kind of cookware piece, then Guided Cooking can't give proper results.

NOTE: This manual covers the cookware supplied with the Smart Induction Cooktop. Other cookware may require a different procedure for battery installation, even if compatible with the cooktop. For such cookware, see the literature that came with it for instructions.

For the latest information about Smart Cookware and additional Hestan Cue guided cooking resources, see <https://support.hestancue.com>

## SMART COOKING (CONTINUED)

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### PREPARING THE COOKWARE

Each Hestan Cue cookware piece requires a battery to power so it can connect to your smart device and transmit temperature data to the Hestan Cue app. The battery must be installed before using the cookware.

EN

### BATTERY INSTALLATION

Unscrew and remove the capsule end cap. Insert one AAA battery with the negative (-) end first. Replace the capsule end cap and screw it in snugly. Do not overtighten it.



### HESTAN CUE APP

You can download the Hestan Cue app from the Apple App Store or the Google Play Store.

When you open the app, you will be prompted to log in / register. First time users can create a new account by selecting "Get Started" on the first screen. You must be logged in to use the features of the app.

Once you've created an account and logged in you will be led through the process of pairing your cooktop.



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## SMART COOKING (CONTINUED)




### PAIRING WITH THE COOKTOP

#### PREPARING FOR CONNECTION

On your tablet or smartphone, install the Hestan Cue app. Have the Bluetooth mode, the Wi-Fi mode and the location system activated.

#### PAIRING YOUR FIRST DEVICE

Launch the Hestan Cue app, create your account (unless you already have an account) and log in. When the app is ready to connect to the cooktop, do the following:

Action	Control panel	Display
Activate the cooktop	Press Power key [  ]	[ 0 ]
Activate the Bluetooth detection mode	Press [  ] (about 5seconds) until you hear 2 beeps	The LED over [  ] is blinking




Wait until the connection status indicator switches off before pairing any other devices.

- The connection needs to be done once for each tablet or phone you will use with the Hestan Cue app.

#### PAIRING/CONNECTING ADDITIONAL DEVICES

When you wish to pair an additional device, it must be prepared as above under **PREPARING FOR CONNECTION**. Start the Hestan Cue app and log in.

When the app is ready to connect, do the following:

Action	Control panel	Display
Activate the cooktop	Press Power key [  ]	[ 0 ]
Activate the Bluetooth extended mode	Press [  ] once	The LED over [  ] is illuminated

Observe any further instructions from the app.

Once pairing is complete, you can control the Cue-enabled cooking zone with the Hestan Cue app.

#### MAXIMUM NUMBER OF PAIRINGS

The cooktop can have up to eight Bluetooth devices paired at once.

Note that this limit has nothing to do with the number of Cue-enabled devices or Smart Cookware pieces you have. It is only the number of smartphones or tablets that can pair with the cooktop itself.

When you pair an additional device, the oldest pairing will be removed.

#### COOKWARE CONNECTIONS

Follow the instructions that came with the cookware and prompts from the app to connect with Hestan Cue cookware.

### UPDATES

You may need to update the firmware on your cooktop and cookware. The app will automatically take you through this process which may take a few minutes. When updating firmware, make sure not to close, minimize or navigate away from the app. If a problem occurs during a firmware update, you can try again by quitting the app and logging in again to go through the process.

### BEFORE YOU START COOKING

Please make sure of the following before cooking with the Hestan Cue app:

- Your smart device is connected to an active internet connection via WiFi.
- Your smart device's Bluetooth is turned on.
- Sound volume is turned up and not muted on your phone or tablet.

### CUE COOKING

Hestan Cue is your coach in the kitchen, walking you through each recipe step with video guidance. Try new dishes. Learn new skills. Elevate your cooking without fear of overcooking or underwhelming. Cue doesn't cook for you – It helps you cook better food, more often.

There are three cooking modes in the Cue app:

- 1) Recipes: Choose from hundreds of original, step-by-step video-guided recipes. Each recipe has been created by Hestan development chefs specifically for the Cue. Recipes will lead you through prep, cooking and plating to ensure you have a great meal, every time.
- 2) Mix & Match: Selecting "Mix & Match" will allow you to choose your preferred protein to cook. You'll also have the option to match it with a sauce of your choice. Tip: It is possible to use "Mix & Match" to only make the protein, or only make the sauce.
- 3) Control Mode (Cue-assisted temperature control)

Want precise temperature control without a guided recipe? Control mode lets you choose your own temperature, giving you the freedom to cook the way you want.

Once the cookware is connected, use the app to set or adjust your preferred cooking temperature. From the app you can also set a timer or turn off power.

### **NOTICE**

If you touch the cooktop's power slider while cooking with the app, the cooktop will move into offline mode and the Hestan Cue app will no longer be in control of the cooking zone.

In order to move the control back to the Hestan Cue app, you must choose the app's option to continue cooking, then follow prompts from the app.

- Errors that occur while connected to the Hestan Cue app will appear as a message within the app.

## SMART COOKING (CONTINUED)

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### COOKING WITH THE CUE APP


The Hestan Cue™ system is going to help you cook better food more often by acting as your GPS in the kitchen. You'll learn new techniques, novel combinations, and gain a sense of confidence in what you're cooking. The first few times you cook with the Cue app it may feel a bit strange to give up control of timing & temperature, but if you trust the system and follow the directions you'll end up with an amazing meal.

Our recipes lead you through the process of "Mise En Place" where you'll gather and prep all of your ingredients in advance. This is particularly important when cooking on the Cue as each recipe has been carefully timed out to give you the perfect results (we don't want your salmon burning while you search for the garlic!).

Many recipes in the Cue app will ask you to select a thickness for your protein. It is important to measure carefully and accurately as the app will calculate cook-times based on this number. We recommend measuring from the thickest part of your protein for the best results, but you should get a feel for what works best with your preferences.

Tempering is another technique used in the Cue app to make sure your meat cooks properly. Steaks, chops, and filets cook more evenly when they are put in the cookware at room temperature, so we typically advise leaving your protein unwrapped on the counter for 15-20 minutes before cooking it. Usually by the time your sauce is done your meat should be good to cook!

#### TIPS:

- None of the cooking zones will heat unless cookware is in place. If no cookware is detected, the "missing cookware" symbol  will display.
- If a cooking zone does not detect cookware for more than 30 seconds, it will shut off.
- The Cue-enabled cooking zone will not heat unless it is initiated by the app or it is selected and power is set using the cooktop controls.
- Cookware should be properly positioned, with the cookware centered in the cooking zone.
- You may hear a buzzing or humming sound when unit is cooking. This is typical induction noise and it is normal.

#### **NOTICE**

After cooking with Hestan Cue app, the Cue-enabled cooking zone remains at minimum power until it is changed or turned off using the cooktop controls. However, the 30 second "no pan" shutoff still applies.

DO NOT LEAVE COOKTOP UNATTENDED while cooking with the Hestan Cue app.

#### START COOKING

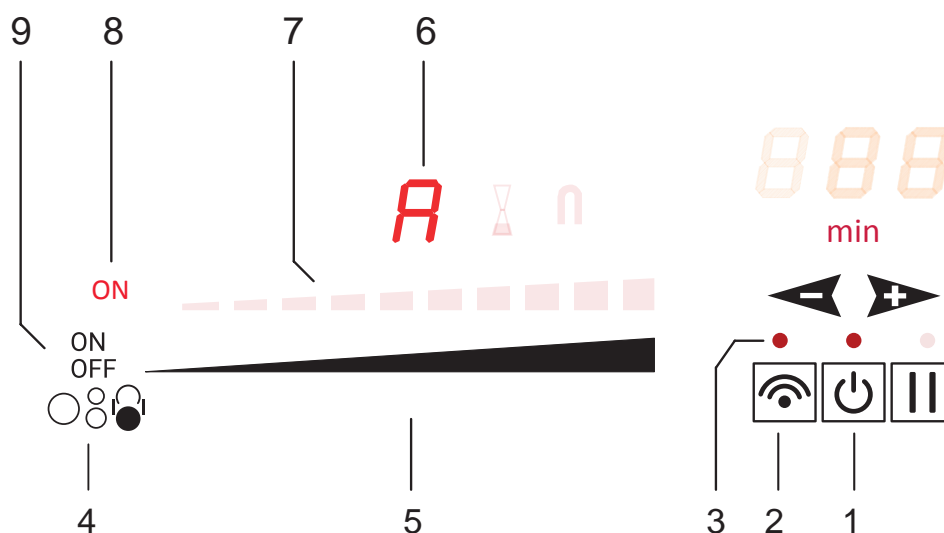
- While using the app, follow the prompts to start the cooking process. You will be guided to touch certain controls on the cooktop. Then the app may be used to control the cooking zone power in subsequent cooking steps when cooking in guided cooking modes or Control Mode.



## SMART COOKING (CONTINUED)

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When cooking with the app, the cooktop will display **A** at the Cue-enabled zone.



Control panel in Smart Cooking mode

#	Item	#	Item
1	Main POWER key	6	Cooking zone power level display
2	Connectivity key	7	Power level indicator - inactive in app mode.
3	Connectivity indicator	8	Cooking zone indicator
4	Graphic indicating controlled zone	9	Cooking zone selector (zone ON/OFF)
5	Power slider - touching slider returns cooktop to MANUAL mode		

**NOTICE** Deep frying with Hestan Smart Cookware is not recommended.

### MANUAL/OFFLINE MODE

When cooking on the Cue-enabled cooking zone without the app, it is in manual, or offline mode.

- When there is no smart device with internet connection available, the Cue-enabled cooking zone still be used like a traditional induction cooktop by using the cooktop's controls.
- No app functionality is available while cooking in manual mode.
- In order to move control back to the Hestan Cue app, you must choose the app's option to continue cooking, then follow prompts from the app.

See "USING THE Smart INDUCTION COOKTOP" on page 10 for full instructions on use in manual mode.

### ADDING & REMOVING DEVICES

It is possible to add additional Hestan Cue cookware pieces from within the Hestan Cue app.

Likewise, it's possible to remove Hestan Cue cookware from your Cue app profile.

Different cookware types can increase the recipe selection.

## CLEANING AND MAINTENANCE

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### COOKTOP CARE

The cooktop should be kept clean to avoid staining and damage.

While the surface is resistant to spills, it can be damaged in certain circumstances.

**NOTICE** Traces of foil, food residues, splashes of fat, sugar or very sugary foods must be removed immediately from the cooktop using a scraper to avoid damaging the cooktop surface.

Then clean with a proper glass cooktop cleaner and paper towels, rinse with water and dry with a clean cloth.

Never use abrasive sponges or clothes and avoid using aggressive chemical cleansers such as OVEN SPRAYS or STAIN REMOVERS.

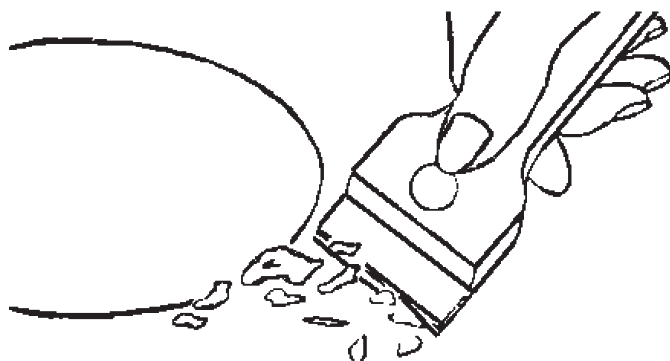
DO NOT USE STEAM CLEANERS.

### RECOMMENDED CLEANING TECHNIQUES

For normal cleaning, use a glass cooktop cleaner according to its instructions.

If using dish soap or similar product, be sure to wipe all traces of the soap with a dry paper towel or equivalent before cooking.

If food or other substance somehow gets cooked on, you can use a cooktop scraper to remove it, finishing with a cleaning product as above.



The scraper must be in good condition and free of rust or damage to its blade.

NOTE: If sugar or a sugary product gets onto the cooktop, remove it before cooking further on the affected cooking zone(s).

## CLEANING AND MAINTENANCE (CONTINUED)

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### COOKWARE CARE

Your Hestan Cue cookware will come with specific care instructions. Those instructions take priority over the following guidelines.

EN

#### GENERAL CARE INSTRUCTIONS FOR HESTAN CUE COOKWARE

- Hand wash with a mild, non-abrasive dish soap and a non-scratch scrub sponge.
- NEVER put Hestan Cue cookware in the oven.

#### TYPES OF COOKWARE

If you have Smart Cookware pieces that were not supplied with the Smart Induction Cooktop, they may require different care than those supplied with it. The previous versions of Smart Cookware can be visually distinguished by the handle - rather than a screw-on end cap, they used a "capsule insert" that mounted in the handle. The illustrations on pages 18, 19 show the "end cap" style.

- Hestan Smart Cookware which has a capsule end cap (rather than capsule insert) is dishwasher-safe when the capsule end cap is securely in place.
- The capsule end cap must be securely in place whenever cleaning the cookware. See the literature included with the cookware for additional instructions.



#### FOR COOKWARE WITH CAPSULE INSERT

- Do not submerge cookware in water.
- NEVER put this type of Hestan Cue cookware in the dishwasher.
- See the literature included with the cookware for additional instructions.

## TROUBLESHOOTING GUIDE

### ERROR CODES

Error codes are displayed by the 7-segment display with "E" or "ER" plus the error number.

Display	Description	Possible error reason	Troubleshooting
"flash", Er03, 	Control is detecting a key being activated for more than 10 seconds.	Water or cookware on the glass in the controls area.	Remove items from controls area, clean the controls area.
E2	Overheating of the induction coils.	Cooktop overheated (cooking with empty pan).	Let the unit cool down. If error persists, call Hestan Customer Service.
U400	Control unit cuts off after 1 sec, sounds a continuous tone.	Fault in power to cooktop or power connection to cooktop.	Bad electrical connection or fault in power to unit. Have a qualified electrician check the power connection and service.
Er47	Fault in cooktop.	Incorrect voltage jumper configuration under the unit.	Have a qualified electrician check the jumper configuration under the unit as compared with that shown on the rating label.
E	Fault in cooktop.	Locate the circuit breaker serving the cooktop: Turn it off, then on.	If error persists, call Hestan Customer Service.
	One or all cooking zones stop heating.	Safety interlock, including 'no pan' timeout or pan overheat.	Check cookware, make sure controls are clean and unobstructed.
	Cooling fan keeps running after cooking.	The fan runs according to internal temperatures.	Fan stops automatically when temperatures are low enough.
	Graphics on zone power display.	Low temp/warming mode active.	See "Low temperature Functions" on page 15.
E8	Cooktop vents are obstructed.	Loose material pulled into vents.	Clear any material from vents.
	No cooktop activity.	Cooktop paused.	See "PAUSE Function" on page 15.

If other error codes are displayed, or if the above errors can't be corrected as suggested, contact Hestan Customer Service.

## COMPLIANCE INFORMATION

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### FEDERAL COMMUNICATIONS COMMISSION (FCC) STATEMENT

This equipment has been tested and found to comply with the limits for a consumer ISM equipment, pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet or a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment has been tested and found to comply with Parts 15 and 18 of the FCC rules.

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 8" [20cm] between the radiator and your body.

The transmitter must not be co-located or operating in conjunction with another antenna or transmitters. End users must follow the specific operating instructions for satisfying RF exposure compliance. To maintain compliance with FCC RF exposure compliance requirements, please follow operation instructions as documented in the manual.

### **⚠ WARNING**

Changes / modifications not approved by the Hestan Smart Cooking Inc. could void the user's authority to operate the equipment.

### COMPLIANCE INFORMATION:

Model number: KICS30, KICS36 Smart Induction Cooktop

FCC ID: xxxxxx

UL Listing: E503130

US: Conforms to UL STD. 858

Canada: Certified to CSA STD. C22.2 No.61

California Proposition 65 (applicable to California residents only):



**WARNING:** This product can expose you to chemicals including carbon monoxide, which is known to the State of California to cause birth defects or other reproductive harm. For more information, go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).