

HESTAN CUE
Product and system guide
Hestan Cue Induction Burner - 41000
Hestan Cue 11" Fry Pan - 31516

Updated: April 6, 2017



Product Specifications

Hestan Cue Induction Burner

- Wattage: 1600 Watts, 120 Volts, 60 Hertz
- Dimensions: 12.5" Diameter/ 2" Height
- Weight: 5 lbs 2.28 Kg
- Package contents: Smart Induction Burner, Quick Start Guide, Safety Instructions and Warnings Guide

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Hestan Cue 11" Fry Pan with Smart capsule

- Dimensions: 20"L x 11"W x 3.75"H
- Weight: 3 lbs 1.5 oz /1.43 Kg
- Package Contents: 11" Fry Pan, Smart Capsule, (1) AAA Battery, Hestan Cue ruler, Quick Start Guide, Safety Instructions and Warnings Guide

Keep this guide

Please keep this product guide in a safe place and use it as a reference. The safety information, usage guidelines, and troubleshooting info are helpful in ensuring safe and proper usage of the Hestan Cue™ Smart Cooking System. Please read through each of the following documents before using the Hestan Cue Smart Cooking System.

- [Quick Start Guide](#)
- [Burner Safety Instructions and Warnings](#)
- [Pan Safety Instructions and Warnings](#)
- [Product and System Guide \(this guide\)](#)

Hestan Cue Smart Cooking System requires the following: Hestan Cue Smart Induction Burner, one or more pieces of Hestan Cue cookware (each with matching Smart Capsule) and the Hestan Cue App. The complete system is required for guided cooking functionality.

WARNING: Read this document in its entirety and save in a safe place for future reference. Please adhere to the safety information and instructions provided in this guide. Failure

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to do so may result in property damage, fire, electrical shock, serious injury, or death, and may void the warranty that accompanies this product. Basic safety, precaution and awareness should always be observed.

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What is the Hestan Cue Smart Cooking System?

Hestan Cue creates a seamless cooking experience. Our smart cookware, induction burner and recipe app all communicate with each other to work in unison with you. Hestan Cue connects you to your cooking through Bluetooth® technology and embedded culinary sensors – adjusting the cooking temperature as you proceed through each recipe. Try new dishes. Learn new skills. Elevate your cooking without fear of overcooking – or underwhelming. Cue doesn't cook for you. It helps you become a better cook.



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1. Getting Started with the Hestan Cue

Preparing the system

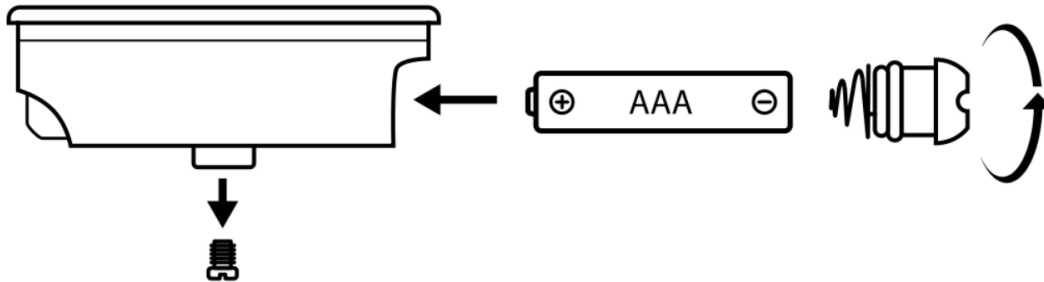
Before you start cooking, please make sure you complete all the preparation steps. Otherwise, you may run into difficulties or inadvertently cause damage to the system.

Install Smart Capsule into cookware

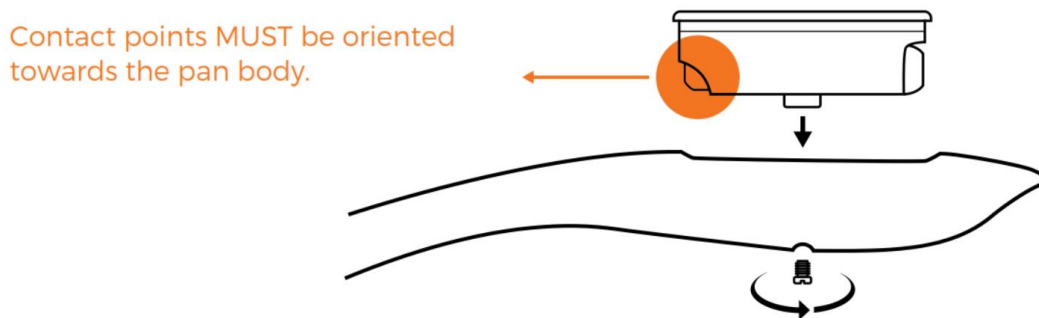
Included with every Hestan Cue cookware piece is a Smart Capsule. The capsule is used to transmit temperature data to the

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Hestan Cue App. This ensures the cookware is always at just the right temperature needed to prepare the food you are cooking.



Battery installation: Unscrew and remove the battery cover and bottom screw from the Smart Capsule. Insert (1) AAA battery so that the positive (+) end goes in first. Replace the battery cover and screw back in. Do not overtighten.



Capsule installation: After correctly installing the battery, completely insert the Smart Capsule into a Hestan Cue cookware handle. Make sure the metal pins on the capsule make contact with the pins inside the handle. Tighten screw from underside of cookware handle. Do not overtighten. Failure to install the screw completely may result in the capsule becoming dislodged.

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Tip: There is no on/off switch on the Smart Capsule or cookware. The capsule is “always on.” Battery life is dependant on usage, but with typical use, can last several months.

2. Getting started with the Hestan Cue App



You can download the Hestan Cue App from the Apple App Store or Google Play Store. When paired, the app can be used to control your Hestan Cue Smart Cooking System. Filled with inspiring recipes and chef-tested techniques, the app will provide you with step-by-step instructions and how-to videos.

Registering and Pairing your Cue

After opening the Hestan Cue App you'll be prompted to log in / create an account. 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 you will be led through the process of pairing your Cue burner and cookware. Your devices will register automatically and can be renamed and removed as needed.

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You may need to update the firmware on your burner and cookware once they've been paired. 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.
- Hestan Cue Smart Induction Burner is plugged into a dedicated power outlet. You will turn it on when prompted by the app.

Cue's Three Cooking Modes

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.

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There are three cooking modes in the Cue app that can be accessed in the bottom navigation tray:

Recipes: Choose from over 100 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.

Mix & Match: Tapping the “Mix & Match” icon on the bottom tray 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.

Control Mode (app 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 pan is connected, use the app to swipe to the left on the temperature bar to raise and set your preferred temp. Swipe right to lower your preferred temp. At any point you can tap the “off” button which will turn off power. You can also set a timer by tapping the gray bar at the bottom of the screen. Tapping on the “Power” tab allows cooking using the in-app Power control bar. Choosing a power level setting between Low and 10 will affect the temperature of your cookware accordingly.

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Important: If you touch the Power control bar while cooking with the app, the burner will move into offline mode and the Hestan Cue App will no longer be in control of the burner. In order to move the control back to the Hestan Cue App, you must choose the option to continue cooking, then press the Power button and the Next button when prompted by the app.

Cooking with the Hestan Cue

The Hestan Cue 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 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 your Cue 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 pan 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!

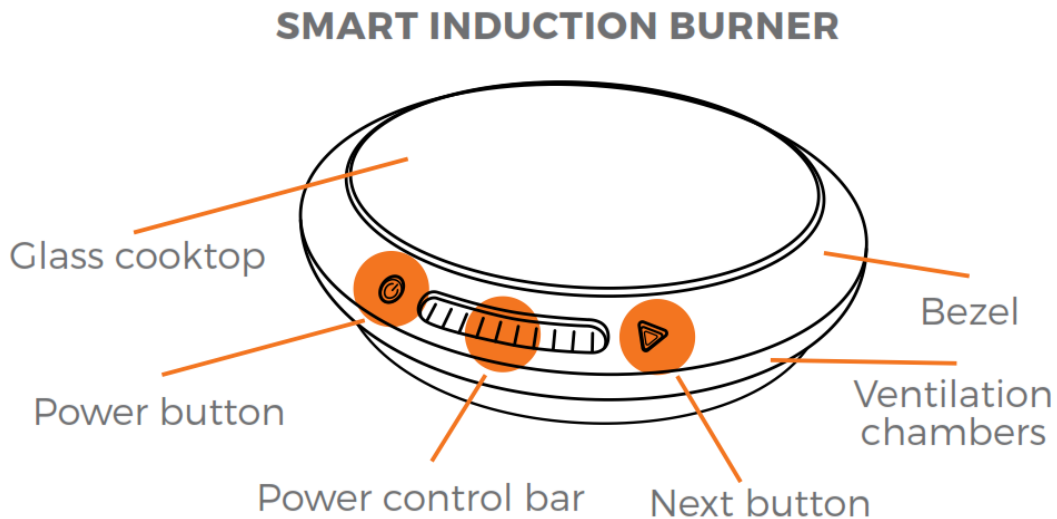
Tips:

- Burner will not heat until cookware is placed on burner and is initiated by the app, or if the Power control bar is used.
- If there is no cookware, the lights will flash from left to right.
- You may hear a buzzing or humming sound when unit is cooking. This is typical induction noise and it is normal.
- Burner fan may turn off and on periodically, even when the burner is off or not producing heat. This is normal and allows the burner to cool itself after cooking.
- Whenever the burner is connected to the Hestan Cue App via Bluetooth, the burner will power and apply heat. One light on the Power control bar will indicate the minimum power level being applied until cooking begins. **DO NOT LEAVE BURNER UNATTENDED** while cooking with the Hestan Cue App.

Adding & Removing Devices

To add a new burner or cookware to your account, go to the settings page located in the top left corner of the *Recipes* tab. Here you will be able to add, remove, and update the software on your devices.

3. Hestan Cue™ Smart Burner Controls



Power button

- Touch once to turn on. Touch again to turn off.
- Status indicator light turns on when unit is powered.
- White light indicates power on in (offline) Manual Mode.
- Blue light indicates power on, and that your burner is being controlled by the Hestan Cue App via Bluetooth.

Touch sensitive Power control bar

- Touch bar to initiate Manual Mode (offline) cooking
- Allows for variable power: Left is less power, right is more power. Internal LEDs will light up to signal how much power is being used.
- Swiping Power control bar all the way to the left will bring the burner to 5%/ 80 watts power. Turn OFF burner by pressing Power button.

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- Power control bar LEDs will begin to flash if an error occurs with the burner. The number of flashing LEDs will indicate the error which is occurring. Please see error messaging detail for more information on error codes.
- Power control bar lights will flash from left to right to indicate NO PAN. Burner must have a compatible pan placed on glass in order to heat. Burner will automatically turn off in 60 seconds unless pan is placed on burner.
- Errors that occur while connected to the Hestan Cue App will appear as a message within the app.
- The burner will apply power whenever it is connected via Bluetooth/app. One LED light will indicate the minimum power setting at all times.

Next button

- Pressing the Next button on the burner will allow the Hestan Cue App to proceed to the next cooking step during guided cooking modes. It is also possible to toggle the Next button within the app itself.
- While using the app, press the Next button when prompted to start the cooking process. Note: the Next button must be manually pressed on the burner itself at the start of each guided cooking session.
- After initiating the cook session by pressing the Next button, the app may be used to control the burner power in subsequent cooking steps when cooking in guided cooking modes or Control Mode.

4. Hestan Cue 11" Smart Fry Pan



- Follow the instruction outlined above or in the Quick Start Guide to install the Smart capsule into the 11" fry pan.
- The capsule utilizes (1) AAA alkaline battery. When battery needs to be replaced, replace with (1) high quality AAA alkaline battery.
- Proper cookware positioning
Place the cookware on the top center of the burner . DO NOT PLACE COOKING VESSEL OFF CENTER OF COOKTOP



Good positioning



Bad positioning

5. Cooking with the Hestan Cue burner without the app

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The Hestan Cue Smart Cooking System is designed to be coordinated and guided by the Hestan Cue App from your smart device. However, it is possible to cook with the burner without using the app's guiding functionality. Cooking results will depend exclusively on your personal culinary cooking skills.

Note: Deep frying is not recommended.

Offline Mode: Cooking on the Hestan Cue in Manual Mode (No app or WiFi connection)

- When there is no smart device or WiFi internet connection available, the unit may still be used like a traditional induction burner by using the built -in controls.
- No app functionality will be available while cooking in Manual Mode.
- To use Online mode after using Offline mode, you must power the burner off and then turn it back on again as prompted by the app.

Manual Mode

As you swipe the built-in Power control bar on the burner left to right, you increase the power from 1 (5% power) to 10 (100% power). Swipe right to increase power to a maximum of 10 (1600 watts). Swipe left to decrease power to 1 (80 watts). Burner will remain "ON" when power level is 1. To turn burner OFF press the Power button

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Cooking power levels

The Hestan Cue Smart Induction Burner power levels range from 80 to 1600 Watts

Suitable cookware

Hestan Cue cookware is required when using guided cooking functionality on the Hestan Cue App. Hestan Cue cookware is also recommended for any general, non-guided cooking on the burner. It is possible to use most magnetic, flat-bottomed, induction-compatible cookware with the Hestan Cue Smart Induction Burner. Cookware with an 18/0 stainless steel base is suitable for induction cooking. If in doubt, check with your cookware manufacturer to determine if the cookware you are using is suitable for induction cooktops. For better results, we recommend cookware with a base diameter between 5”(12 cm) and 9”(23cm).

UNSUITABLE COOKWARE: Do not use

Cookware with a base diameter less than 5" (12cm) or larger than 9" (23 cm)	Cookware with "legs" or "feet"
Pottery	Unbalanced cookware or cookware with a heavy handle
Glass	Cast iron cookware
Ceramic	Cookware without a flat bottom
Aluminum, hard-anodized, bronze or copper unless it is specified that it is compatible with induction stovetops	Stainless steel, unless it is specified that it is compatible with induction stovetops

6. Care & Cleaning of your Hestan Cue

Cookware

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Wash and clean the cookware you'll be using to prepare your meal. Please refer to the cleaning instructions included with your cookware for specific instructions.

General care instructions for Hestan Cue cookware:

- Hand wash with a mild, non abrasive, dish soap and a non-scratch scrub sponge.
- Do not submerge cookware in water.
- NEVER put Hestan Cue cookware into dishwasher.
- NEVER put Hestan Cue cookware into the oven.

Induction Burner

Warning: Never immerse the unit, cord, or plug into water or any other liquid. Never place the unit in an automatic dishwasher. Do not spray the outside of the unit with liquid or cleaning products. Liquid could enter the inside and cause a short circuit or electric shock.

When cooking is finished, ensure the burner is clean before next use:

- To clean the unit, shut it off using the power button, unplug the cord, and allow the unit to cool down completely before proceeding.
- Wipe top plate with a damp cloth or use a mild, non abrasive dish soap to make the damp cloth soapy.
- To clean the control panel, wipe with a soft, dry cloth.
- Do not use oven cleaners, abrasive products, scouring powders or pads to clean any part of the burner. These may leave scratches and damage the unit.

Tip: Should a hot sugar spill occur, turn off burner and remove cookware. Carefully scrape off using an oven mitt and scraper while still hot, but take caution not to scratch the cooktop glass. Use extreme caution to prevent injury.

7. Selecting the perfect spot for your Hestan Cue

The Hestan Cue Smart Cooking System is designed for indoor use only. Use in a well-ventilated kitchen suitable for food preparation.

- Place the Hestan Cue Smart Induction Burner on a stable and sturdy heat-tolerant countertop or similar flat and suitable surface. The surface must be level and the burner must be well-supported and balanced to ensure even cooking and to prevent danger from the burner and/or cookware tipping or sliding off and causing injury.
- Do not operate the induction cooktop on any metal table or metal surface.
- The Hestan Cue system works best in an environment with stable ambient temperatures.
- Ensure there is ample space around and above the unit for safe and unrestricted cooking. Do not block the ventilation slits surrounding the unit.

8. Safety features of the induction burner

The Hestan Cue burner is equipped with many safety features. If the unit does not appear to be operating properly, check the

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information below to see if one of the safety features has been activated.

- Overtime detector
The unit will automatically shut off if a piece of cookware is left on the induction burner for over 2.5 hours and the control panel remains untouched or if the cookware is not moved.
- Automatic Safety Shut-Off
If the induction burner is left on for over 60 seconds without a pan on it or with an incompatible pan, the unit will automatically shut off.
- Material Compatibility Detector
If the pan's material are not suitable for this induction burner, the pan indicator will not light and the unit will not heat the pan.
- Small Object Detector
The induction burner will not recognize any object or utensil smaller than 2"/5cm in diameter. This is so it will not operate if an object such as a knife, fork or spoon is left on the burner. The best results are obtained with pans with a base diameter between 5"/12 cm and 9"/23 cm. Do not place small objects on the burner while suitable cookware is being heated. Doing so may cause the small object to get hot along with the pan.
- Overheating Protection Device
If the cooking surface temperature becomes too hot, heating will become intermittent until the surface temperature lowers. If the cooking surface is kept at a higher temperature for too long, the unit will automatically shut-down to protect the electronics.

Error Code Messages

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When using the Hestan Cue App, the error messages will be displayed on screen via the app. When using the burner in Manual Mode (without the app), error messages will be displayed via LED lights on the burner Power control bar.

Error Code	Cause	Solution
Error 2 - 2 LED lights	Burner timeout because burner left on too long (2.5 hours)	If planning a long cooking session where the burner will be in use continuously for over 2 hours 30 minutes be sure to restart the burner prior to the timeout
Error 3 - 3 LED lights	broken internal temperature sensor	Contact customer support
Error 4 - 4 LED lights	Burner cooktop glass overheat causing shutdown	Unplug burner and allow to cool before restarting. Check that you are using the recommended cookware
Error 6 - 6 LED lights	under/over electrical voltage	Have your electrical outlet checked by a certified electrician. The 1600 Watt Hestan Cue induction burner requires 120 Volt/60 Hz

Error 7 - 7 LED lights	IGBT overheat causing shutdown	Unplug burner and allow to cool before restarting. Check that you are using recommended cookware.
Burner LED lights cycle left to right	No cookware- burner will not heat	Place pan on burner

9. Compliance information

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.

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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: 41000 Portable Smart Induction Burner

FCC ID: 2AKFR-41000

Model number: 31500 Smart Capsule

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FCC ID: 2AKFR-31500

UL Listing:

US: Conforms to UL STD.1026

Canada: Certified to CSA STD.C22.2 No.64

California Proposition 65 (applicable to California residents only):
WARNING: This product contains chemicals known to the state of California to cause cancer and birth defects or other reproductive harm.

10. Warranty & contact details

The Hestan Cue product is manufactured and inspected to ensure quality and performance. It is warranted to be free from defects in material and workmanship under normal household use for a period of one year after the date of purchase by the original purchaser (the "Guarantee Period"). This guarantee does not cover damage caused by accident, misuse such as not following product instructions, abuse, or commercial use. Scratches, stains, discoloration, damage from overheating, or damage from use of an automatic dishwasher are not covered by this guarantee. Incidental or consequential damages and normal wear and tear are not covered by this guarantee.

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Hestan Smart Cooking Inc. promises the original purchaser to replace any defective part or item during the Guarantee Period. Should you have a problem with this item, please contact us via our website at hestancue.com. This guarantee gives you specific rights and you may also have other rights which may vary from state to state. Thank you for purchasing this item. We wish you years of cooking enjoyment.

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#hestancue

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support.hestancue.com