



PROFESSIONAL INDUCTION COOKTOP

Operating Instruction Manual



Model	Voltage	Power (W)	Amps	Temp Range	Dimensions		
					Width	Depth	Height
EIC-400	120V ~ 60Hz	1800W	15A	120 – 460° F 50 – 240° C	13" 330mm	15-3/8" 390mm	4" 100mm
EIC-400B	240V ~ 60Hz	3200W	13.3A	120 – 460° F 50 – 240° C	13" 330mm	15-3/8" 390mm	4" 100mm

BEFORE OPERATING ANY EQUIPMENT, READ AND FAMILIARIZE YOURSELF WITH THESE USE AND SAFETY INSTRUCTIONS

Congratulations on your purchase of this WINCO commercial induction range. WINCO takes pride in the quality of its products. When used as intended and with proper care and maintenance, you will experience years of reliable operation from this equipment. To ensure best results, it is important that you read and follow the instructions in this manual carefully. **It's important to save these instructions for future reference.**

Professional Induction Cooktop

Important For Future Reference

Please complete this information and retain this manual for the life of the product. For Warranty Service and/or parts, this information is required. Please see Page 8 for More information on your Warranty and how to register.

EIC-400 / -400B

Model Number

EIC-4

Serial Number

Date Purchased



WARNING: IMPROPER INSTALLATION, ADJUSTMENT, ALTERATION, SERVICE OR MAINTENANCE CAN CAUSE PROPERTY DAMAGE, INJURY OR DEATH. READ THE INSTALLATION, OPERATION AND MAINTENANCE INSTRUCTIONS THOROUGHLY BEFORE INSTALLING OR SERVICING THIS EQUIPMENT.

AVERTISSEMENT: TOUTE INSTALLATION, RÉGLAGE, MODIFICATION, RÉPARATION OU ENTRETIEN INCORRECT PEUT OCCASIONNER DES DOMMAGES MATÉRIELS, DES BLESSURES GRAVES OU LA MORT. LIRE LES INTRUCTIONS D'INSTALLATION, D'UTILISATION ET D'ENTRETIEN ATTENTIVEMENT AVANT D'INSTALLER OU DE RÉPARER CET APPAREIL.



CAUTION: THESE MODELS ARE DESIGNED, BUILT AND SOLD FOR COMMERCIAL USE ONLY. IF THESE MODELS ARE POSITIONED SO THE GENERAL PUBLIC CAN USE THE EQUIPMENT, MAKE SURE THAT CAUTION SIGNS, WARNINGS AND OPERATING INSTRUCTIONS ARE CLEARLY POSTED NEAR EACH UNIT SO THAT ANYONE USING THE EQUIPMENT WILL USE IT CORRECTLY AND NOT INJURE THEMSELVES OR HARM THE EQUIPMENT.

ATTENTION: CES MODÈLES SONT CONÇUS, FABRIQUÉS, ET VENDUS POUR UN USAGE COMMERCIAL SEULEMENT. SI CES MODÈLES SONT PLACÉS POUR QUE LE GRAND PUBLIC PUISSE LES UTILISER, ASSUREZ-VOUS QUE LES CONSIGNES D'ATTENTION, D'AVERTISSEMENT, ET LES INSTRUCTIONS D'UTILISATION SOIENT CLAIREMENT AFFICHÉES PRÈS DE CHAQUE UNITÉ DE SORTE QUE N'IMPORTE QUEL UTILISATEUR DE L'APPAREIL L'EMPLOIE CORRECTEMENT ET NE SE BLESSE PAS OU N'ENDOMMAGE PAS L'APPAREIL.



WARNING: A FACTORY AUTHORIZED SERVICE PROVIDER SHOULD HANDLE ALL MAINTENANCE AND REPAIR. BEFORE DOING ANY MAINTENANCE OR REPAIR, FOLLOW THE SERVICE SET UP ARRANGEMENT ON PAGE 8.

AVERTISSEMENT: UN TECHNICIEN AUTORISÉ PAR L'USINE DEVRA EFFECTUER TOUT L'ENTRETIEN ET LES RÉPARATIONS. AVANT DE FAIRE TOUT ENTRETIEN OU RÉPARATION, VEUILLEZ CONTACTER WINCO.



Introduction

Congratulations on the purchase of your WINCO machine. Please take the time to carefully read through this manual to ensure the machine is operated and maintained properly, to ensure the best possible performance from this product for many years.

WINCO will not accept liability if:

- The instructions in this manual have not been followed correctly.
- Non-authorized personnel have tampered with the machine.
- Non-original spare parts are used.
- The machine has not been handled and cleaned correctly.
- There is any use damage to the unit.

Professional Induction Cooktop

Table of Contents

Specifications	1
Warnings	2
Introduction	2
Table of Contents	3
Packaging	3
Important Safeguards.....	4
Consignes de sécurité importantes	5
Operation	6
Cleaning, Care & Maintenance	7
Safety	7
Service & Repair	7
Troubleshooting	7
Limited Warranty	8

Package Contents

All units come with an Operating Instruction Manual and the following:

- EIC-400 / -400B Induction Cooktop

WINCO prides itself on quality and service, ensuring that at the time of packing, all products are supplied fully functional and free of damage. Should you find any damage as a result of freight, please contact your WINCO dealer immediately.

Unpacking the Equipment

DISPOSE OF ALL PACKAGING MATERIALS IN AN ENVIRONMENTALLY RESPONSIBLE MANNER.

1. Remove all packing materials and tape, as well as any protective plastic and cardboard, from the unit.
2. Clean any glue residue left over from the plastic or tape.
3. Place the unit in the desired position and height.

SAVE THE ORIGINAL BOX AND PACKAGING FOR USE IN PACKAGING AND SHIPPING THE EQUIPMENT IF SERVICES ARE NEEDED.

NOTE

Please remember that this manual and the warning labels do not replace the need to be alert, to properly train and supervise operators, and to use common sense when using this equipment.

Important Safeguards

These instructions should be followed at all times. Failure to follow these instructions could result in injury to yourself and others.

WHEN USING ELECTRICAL APPLIANCES, BASIC SAFETY PRECAUTIONS AND COMMON SENSE SHOULD BE FOLLOWED, INCLUDING BUT NOT LIMITED TO THE FOLLOWING:

1. Read all instructions. Do not use this appliance for anything other than its intended use.
2. DO NOT touch any surfaces that may be hot.
3. Unplug from outlet when not in use prior to installing or removing parts and before cleaning. Allow for the device to cool first before handling.
4. To protect against the risk of electrical shock, do not immerse the appliance, cord or plug in water, or other liquids.

WARNING ⚠️ AVERTISSEMENT	
 Electrical Shock Hazard Keep water and other liquids from entering the inside of the unit. Liquid inside the unit could cause an electrical shock.	Risque de choc électrique Conserver l'eau et d'autres liquides de pénétrer à l'intérieur de l'appareil. Liquide à l'intérieur de l'appareil pourrait provoquer un choc électrique.
Do not spray water or cleaning products. Liquid could contact the electrical components and cause a short circuit or an electrical shock. Do not use unit if power cord is damaged or has been modified.	Ne pas pulvériser de l'eau ou des produits de nettoyage. Le liquide pourrait contacter avec les composants électriques et causer un court-circuit ou un choc électrique. Ne pas utiliser l'appareil si le cordon d'alimentation est endommagé ou a été modifié.

5. DO NOT operate this device or any other electrical equipment with a damaged cord or plug, or after the unit malfunctions, is dropped or damaged in any manner. Return to the nearest WINCO Authorized Service Center for examination, repair and/or adjustment.
6. The use of accessory attachments not recommended by WINCO may cause fire, electric shock or injury.

WARNING ⚠️ AVERTISSEMENT	
 Fire Hazard. Correct installation precautions, procedures and regulations must be followed. Operation and safety training is necessary for all users of this equipment.	Risque d'incendie La surchauffe des vapeurs d'huile ou de l'huile peut s'enflammer et provoquer un incendie. Surveillez la température, la qualité et le niveau d'huile. Utilisez et entretenez le système d'élimination des vapeurs d'huile.

7. Not intended for outdoor installation.
8. DO NOT let the cord hang over the edge of a table or counter, or touch hot surfaces.
9. DO NOT place on or near a hot gas or electric burner, or in a heated oven.
10. This appliance should always be on a stable and steady countertop or table. Allow sufficient space around the cooking area. Never use the unit on/near low-heat-resistant materials (carpet, vinyl).

11. This appliance is not intended for use by individuals (including children) with reduced or impaired physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given proper supervision or instruction concerning the use of this appliance by a person responsible for their safety.
12. Do not place any object between the pot/pan and the glass surface of the unit.
13. DO NOT cook on a broken cooktop – if the cooktop should break, cleaning solutions and spillovers may penetrate the broken or damaged surface and create a risk of electrical shock.
14. Clean the cooktop with caution – if a wet sponge or cloth is used to wipe spills on a hot cooking surface, exercise caution to avoid steam burns. NOTE: some cleaners may produce noxious flames when applied to a hot surface.
15. DO NOT place metal objects such as knives, forks, spoons and lids on the glass surface, as they can get very hot.
16. Items with a magnetic field, including radios, televisions, automatic banking cards and cassette tapes, may affect the functioning of the unit.
17. It is not recommended to heat pots/pans when empty. Pots/Pans will heat extremely quick.
18. If an extension cord power-supply is used,
 - a. The marked electrical rating of the extension cord should be rated the same or greater than the electrical rating of the unit.
 - b. The cord should be located so that it will not drape over the countertop or tabletop where it can be damaged or moved unintentionally.

NOTE:

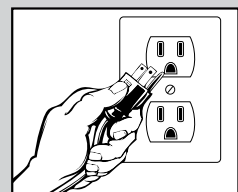
Use of an adapter is not permitted in Canada.

SAVE THESE INSTRUCTIONS

Proper Grounding · Mise à la terre correcte

This machine is provided with a three-pronged grounding plug. The outlet to which this plug is connected must be properly grounded. If the receptacle is not the proper grounding type, contact an electrician. DO NOT, under any circumstances, cut or remove the third ground prong from the power cord or use any adapter plug.

Cette machine est équipée d'une fiche à trois broches. La prise sur laquelle cette fiche est branchée doit être correctement mise à la terre. Si la prise n'est pas le type de mise à la terre, contactez avec un électricien. NE PAS, en aucun cas couper ou enlever la troisième broche de terre à partir du cordon d'alimentation ou utiliser un adaptateur.



**USE A GROUNDED OUTLET
DO NOT ADD AN ADAPTOR
TO THE PLUG**

**UTILISER UNE PRISE AVEC MISE
À LA TERRE NE PAS AJOUTER UN
ADAPTEUR SUR LA FICHE**

Consignes de sécurité importantes

Ces instructions doivent être suivies en tout temps. Le non-respect de ces instructions peut entraîner des blessures sur vous-même ou sur d'autres personnes.

LORSQUE VOUS UTILISEZ DES APPAREILS ÉLECTRIQUES, DES PRÉCAUTIONS ÉLÉMENTAIRES DE SÉCURITÉ ET DE BON SENS DOIVENT ÊTRE OBSERVÉES, Y COMPRIS—MAIS PAS SEULEMENT—À CE QUI SUIT :

1. Lire toutes les instructions. N'utilisez cet appareil que pour l'usage auquel il est prévu.
2. NE PAS TOUCHER les surfaces qui peuvent être chaudes – veuillez à toujours utiliser les poignées ou boutons.
3. Débranchez l'appareil: quand hors service; avant d'installer ou de retirer des pièces; avant le nettoyage. Laissez l'appareil refroidir d'abord.
4. Pour vous protéger contre tout risque de choc électrique, ne plongez pas l'appareil, le cordon ou la prise dans l'eau ou dans d'autres liquides.

 WARNING ⚠️ AVERTISSEMENT	
Electrical Shock Hazard Keep water and other liquids from entering the inside of the unit. Liquid inside the unit could cause an electrical shock.	Risque de choc électrique Conserver l'eau et d'autres liquides de pénétrer à l'intérieur de l'appareil. Liquide à l'intérieur de l'appareil pourrait provoquer un choc électrique.
Do not spray water or cleaning products. Liquid could contact the electrical components and cause a short circuit or an electrical shock. Do not use unit if power cord is damaged or has been modified.	Ne pas pulvériser de l'eau ou des produits de nettoyage. Le liquide pourrait contacter avec les composants électriques et causer un court-circuit ou un choc électrique. Ne pas utiliser l'appareil si le cordon d'alimentation est endommagé, ou a été modifié.

5. NE PAS UTILISER cet appareil ou tout autre équipement électrique dont le cordon ou la fiche sont endommagés, ou si l'appareil fonctionne mal, est tombé ou est endommagé de quelque manière. Retournez l'appareil au centre de service autorisé WINCO le plus proche pour examen, réparation et/ou réglage.
6. L'utilisation d'accessoires non recommandés par WINCO peut provoquer incendie, électrocution ou blessures.
7. Non prévu pour une installation en extérieur.
8. NE PAS LAISSER le cordon pendre au bord d'une table ou d'un comptoir, ou toucher des surfaces chaudes.
9. NE PAS PLACER sur ou près d'un brûleur à gaz ou électrique, ou dans un four chauffé.
10. Cet appareil doit toujours se trouver sur une table ou un plan de travail stable et régulier. Laissez suffisamment d'espace autour de la zone de cuisson. N'utilisez jamais l'appareil sur des matériaux de faible résistance à la chaleur (tapis ou du vinyle).

11. Cet appareil n'est pas destiné à être utilisé par des personnes (enfants y compris) aux capacités physiques, sensorielles ou mentales réduites, ou ne bénéficiant pas de l'expérience ou du savoir nécessaires à son utilisation, à moins qu'elles aient reçu un encadrement ou une formation adéquats par une personne responsable de leur sécurité.
12. Ne placez aucun objet entre la casserole ou la poêle et la surface de verre de l'appareil.
13. NE PAS CUISINER sur un plan de travail fissuré – si tel est le cas, les produits de nettoyage et les débordements peuvent pénétrer la surface cassée ou endommagée et créer un risque d'électrocution.
14. Nettoyer la plaque de cuisson avec précaution – si une éponge ou un chiffon humide est utilisé pour essuyer les déversements sur une surface de cuisson chaude, faire preuve de prudence pour éviter les brûlures de vapeur. Certains nettoyeurs peuvent produire des flammes toxiques lorsqu'ils sont appliqués sur une surface chaude.
15. NE PLACER AUCUN objet métallique tels que couteaux, fourchettes, cuillères et couvercles sur la surface de verre, car ils peuvent devenir chauds.
16. Les objets magnétiques, y compris radios, télévisions, cartes bancaires automatiques et cassettes vidéo peuvent affecter le fonctionnement de l'appareil.
17. Il n'est pas recommandé de réchauffer les casseroles/poêles vides. Les casseroles/poêles chauffent très rapidement.
18. Si un cordon/rallonge d'alimentation est utilisé(e),
 - a. la puissance électrique indiquée sur la rallonge doit être au moins aussi élevée que la puissance de l'appareil.
 - b. le cordon doit être disposé de manière à ne pas reposer sur le comptoir ou sur la table sous peine d'être endommagé ou retiré involontairement.

MISE EN GARDE : AVANT D'UTILISER UN ADAPTATEUR, IL FAUT DÉTERMINER QUE LA VIS SUR LA PRISE EST CORRECTEMENT MISE À LA TERRE. EN CAS DE DOUTE, CONSULTEZ UN ÉLECTRICIEN. N'UTILISEZ JAMAIS UN ADAPTATEUR, SAUF SI VOUS ÊTES SÛR QU'IL EST CORRECTEMENT RELIÉ À LA TERRE.

REMARQUE :

L'utilisation d'un adaptateur n'est pas autorisée au Canada.

CONSERVEZ CES INSTRUCTIONS

Operation

Note

Your WINCO® Commercial Induction Cooker defaults to the power setting, shown in wattage. To view the temperature setting in Fahrenheit, press the "TEMP" button. Each time the unit is plugged in, it will default to the power setting for that unit:

EIC-400/1300W and EIC-400B/1600W. To change this, press the up or down arrows in the power or temperature setting.

PARTS

1. Heat Mode Setting (Wattage)
2. Temperature Mode Setting (°C / °F)
3. Timer Mode Setting (Mins)
4. LED Display
5. Adjustment Control for Temperature/Heat/Timer
6. On/Off Power Button
7. Stainless Steel Housing
8. Schott™ Ceramic Glass Cooking Surface

Note

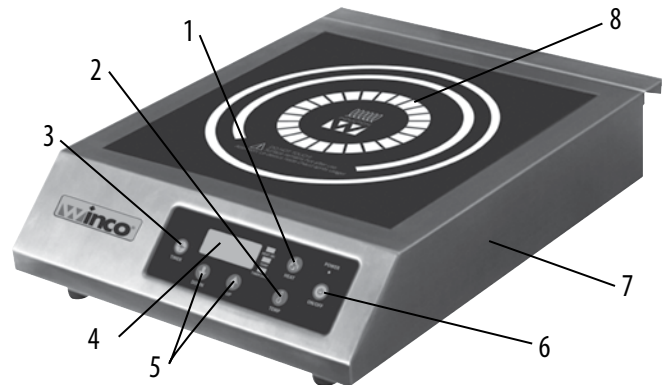
Induction range requires induction ready cookware.

Compatible pans include flat-bottom pans and/or pots with a diameter of 4.75 –10 inches, made of steel, cast iron, enameled iron, or stainless steel – please check with the pan manufacturer to confirm induction compatibility.

If the pan is not induction ready, it will not register on the induction range. The LED display will show "-----" flashing when attempting to select a heat mode without an induction ready pan on the glass cooking surface.

The unit will automatically shut off after 10 seconds of not having an induction ready pan on it.

1. Before turning on the power, ensure that your cookware is on the ceramic cooking surface. This induction range is equipped with small-object detection capability, which will prevent it from operating unless you have an appropriately sized induction ready pan in place.
2. To turn the power on, press the ON/OFF button and choose a cooking mode by pressing the HEAT or TEMP buttons. The unit will default to Heat mode (EIC-400 to 1300W or EIC-400B to 1600W), when turned on.
 - a. The HEAT button allows you to choose how many watts of power to cook with.



- b. The TEMP button allows you to choose the temperature at which to cook.
3. Once a cooking mode has been chosen, use the UP and DOWN buttons to set the desired wattage or temperature.
4. The unit will operate continuously for up to 2.5 hours, after which time the unit will automatically shut down for safety. If you wish to continue, press the On/Off Button to restart the unit.

Choosing Fahrenheit or Celsius

Unit will automatically default to °F once plugged in.

In TEMP mode, you can choose Fahrenheit (°F) or Celsius (°C). When the unit is plugged in and in the OFF position, the LED screen will be blank. Press and hold the TEMP button for three seconds. The screen will illuminate and display °C or °F. The current setting will blink. Use the UP buttons to switch to your desired setting. Once your desired setting is blinking, press the TEMP button to confirm and then press ON/OFF to start.

Setting the Timer

1. Turn the unit on and choose your cooking mode by pressing TEMP or HEAT.
2. Press the TIMER button and use the UP and DOWN buttons to adjust time anywhere from 1 minute to 150 minutes (2.5 hours). Once the timer display switches back to Cooking Mode, the timer will begin to count down, and the LED next to the 'Timer(Min)' will remain lit.
3. When the time has counted down to "0" the unit will beep once and then shut down.
4. Please note that the maximum cooking time is 150 minutes. If the unit is on for 10 minutes prior to setting the timer, the max allowable timer is 140 minutes. To reset to the maximum time allowable, turn the unit off and back on with the On/Off button.

Cleaning, Care & Maintenance

To maintain the appearance and increase the service life, clean the unit and glass surface after each day's operation. However, you may determine that the unit requires more frequent cleaning depending on the volume of production.

ALWAYS unplug the unit after every use, before cleaning and when not in operation. The exterior of the unit may be cleaned by carefully wiping with a damp cloth.

DO clean the cooking surface while the unit is slightly warm with warm & soapy water. DO NOT use cold water on a warm/hot surface.

NEVER submerge the device completely in/under water. DO NOT clean with a water jet.

WARNING: The cooking surface will be hot after use. Exercise caution when handling cooking utensils and cookware.



Service and Repair

There are no user-serviceable parts within this appliance. Do not remove any components or service panels on this product. To avoid serious injury or damage, **NEVER** attempt to repair the unit or replace a damaged power cord yourself. Contact a WINCO® Approved Service Technician to make repairs.

To initiate warranty service contact: support@wincous.com or call: 973-295-3899

DO NOT send unit to WINCO® without first contacting our customer service department.

See "Limited Warranty" section on page 8 for details.

Troubleshooting

Before placing a service call, please refer to the below chart in the event of the following LED display error codes.

ERROR CODE		DESCRIPTION OF ERROR	RECOMMENDED SOLUTION
EIC-400	EIC-400B		
"----" shows on display and the unit beeps		There is no cookware or no suitable cookware on the range. The power will shut off within 10 seconds if there is no cookware detected, or the wrong type of cookware is on the unit.	Check power cord
			Make sure your pot/pan is induction-compatible.
			Check diameter of the pot/pan. It must have a flat bottom that is between 4.75" and 10" diameter.
E1	E01	EIC-400 voltage is under 75V EIC-400B voltage is under 145V	Check electrical specifications of power source.
E2	E02	EIC-400 voltage is over 143V EIC-400B voltage is over 275V	
E3	E03	The accessory and spare parts are damaged	Contact WINCO
E5	E05	The heater is damaged	
E6	E06	The temperature sensor underneath cooking area is defective, thermal protection has shut the unit off due to overheating	Unplug the unit and let it cool. Plug the unit back in and continue use. If the range still does not function, contact WINCO.
E7	E07	The cooking temperature inside the unit is too hot	Unplug the unit and let it cool for at least 20 minutes. Once the range has completely cooled down, position it away from the wall & ensure there are no obstructions to airflow. Plug the unit back in and continue use.
	E08	The temperature sensor underneath cooking area is defective	Unplug the unit and let it cool. Plug the unit back in and continue use. If the range still does not function, contact WINCO.
E9		Malfunction has been activated or triggered	Unplug the unit. Plug the unit back in and continue use. If the range still does not function, contact WINCO.
EE		Unit has reached maximum cooking time	Press On/Off Button to restart the unit.

Limited Warranty

WINCO warrants to the original purchaser of new equipment that said equipment, when installed in accordance with our instructions within North America and subjected to normal use, is free from defects in material or workmanship for a period of 1 year. The labor warranty is one year from original installation or 18 months from actual factory shipment date, whichever date occurs first.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED. WINCO EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR EXPRESSED OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

WINCO'S OBLIGATION AND LIABILITY UNDER THIS WARRANTY IS EXPRESSLY LIMITED TO REPAIRING AND REPLACING EQUIPMENT THAT PROVES TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP WITHIN THE APPLICABLE WARRANTY PERIOD.

IN NO EVENT SHALL WINCO BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO BUYER OR ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, LOSS OF PROPERTY, PERSONAL INJURY, LOSS OF BUSINESS OR PROFITS OR OTHER ECONOMIC LOSSES, OR STATUTORY OR EXEMPLARY DAMAGES, WHETHER IN NEGLIGENCE, WARRANTY, STRICT LIABILITY, OR OTHERWISE.

This warranty is given only to the first purchaser from a retail dealer. No warranty is given to subsequent transferees.

Warranty does not cover product failures caused by: failure to maintain, neglect, abuse, damage due to excess water, fire, normal wear, improper set up and use. Periodic maintenance is not covered.

This warranty is not in force until such time as a properly completed and digitally signed Installation/Warranty Registration has been received by WINCO within 30 days from the date of installation.

WARRANTY SERVICE

To initiate warranty service contact: support@wincous.com
or call: 973-295-3899

DO NOT send unit to WINCO without first contacting our customer service department.

REGISTER ONLINE AT:

<http://support.wincous.com>

Proof of purchase is required to extend warranty more than 1 year from date of shipment from the factory.

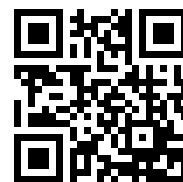
THE FOREGOING WARRANTY PROVISIONS ARE A COMPLETE AND EXCLUSIVE STATEMENT BETWEEN THE BUYER AND SELLER. WINCO NEITHER ASSUMES NOR AUTHORIZES ANY PERSONS TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SAID EQUIPMENT.

Examples of items not covered under warranty, but not limited to just these items:

1. Acts of God, fire, water damage, burglary, accident, theft.
2. Freight damage.
3. Improper installation or alteration of equipment.
4. Use of generic or after market parts.
5. Repairs made by anyone other than a WINCO designated service provider.
6. Lubrication.
7. Expendable wear parts, adjustable feet, blown fuses, lamps, etc.
8. Cleaning of equipment.
9. Misuse or abuse.

WARRANTY REGISTRATION

SCAN THE QR CODE WITH YOUR MOBILE DEVICE



or go to

<http://support.wincous.com>

TO FILL OUT AND SUBMIT YOUR WARRANTY REGISTRATION.

Please keep this manual in a safe place for future use!