



# Whirlpool RCS2002, RCS2012, RCS3004, RCS3014, RCS3614 - 21- inch Electric Cooktop with Stainless Steel Surface Manual

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## PARTS AND FEATURES

This manual covers different models. The cooktop you have purchased may have some or all of the items listed. The locations and appearances of the features shown here may not match those of your model.

### Control Panel

*A. Surface cooking area locator*

*B. Left rear control knob*

*C. Right rear control knob*

*D. Left front control knob*

*E. Right front control knob*

### Cooktop

*A. Model and serial number plate (located on outside bottom of cooktop)*

*B. Plug-in coil element with one-piece reflector bowl*

*C. Control panel*

# COOKTOP USE

## Cooktop Controls

### Fire Hazard

Turn off all controls when done cooking. Failure to do so can result in death or fire.

The control knobs can be set to anywhere between HI and LO. Push in and turn to setting. The surface cooking area locator shows which element is turned on. Use the following chart as a guide when setting heat levels.

SETTING	RECOMMENDED USE
HI	<ul style="list-style-type: none"><li>• Start food cooking.</li><li>• Bring liquid to a boil.</li></ul>
Medium High	<ul style="list-style-type: none"><li>• Hold a rapid boil.</li><li>• Quickly brown or sear food.</li></ul>
Medium	<ul style="list-style-type: none"><li>• Maintain a slow boil.</li><li>• Fry or sauté foods.</li><li>• Cook soups, sauces and gravies.</li><li>• High simmer or simmer without lids.</li></ul>
Medium Low	<ul style="list-style-type: none"><li>• Stew or steam food.</li><li>• Simmer.</li></ul>
LO	<ul style="list-style-type: none"><li>• Keep food warm.</li><li>• Melt chocolate or butter.</li><li>• Low simmer using lids.</li></ul>

*REMEMBER: When cooktop is in use, the entire cooktop area may become hot.*

### POWER ON Light

Each control knob will activate the POWER ON light. The light will

glow red when any control knob is on.

## Coil Elements and BurnerBowls

(on some models)

Coil elements should be level for optimal cooking results. Burner bowls, when clean, reflect heat back to the cookware. They also help catch spills.

Cookware should not extend more than ½" (1.3 cm) over the coil element. If cookware is uneven or too large, it can produce excess heat causing the burner bowl to change color. For more information, see the "General Cleaning" section.

NOTE: Before removing or replacing coil elements and burner bowls, make sure they are cool and the control knobs are in the Off position.

### To Remove:

1. Push in the edge of coil element toward the receptacle. Then lift it just enough to clear the burner bowl.
2. Pull the coil element straight away from the receptacle.
3. Lift out the burner bowl.

### To Replace:

1. Line up openings in the burner bowl with the coil element receptacle.
2. Holding the coil element as level as possible, slowly push coil

element terminal into the receptacle.

3. When the terminal is pushed into the receptacle as far as it will go, push down the edge of the coil element opposite the receptacle.

## Home Canning

When canning for long periods, alternate the use of surface cooking areas, elements or surface burners between batches. This allows time for the most recently used areas to cool.

- Center the canner on the grate or largest surface cooking area or element. On electric cooktops, canners should not extend more than ½" (1.3 cm) beyond the surface cooking area or element.
- Do not place canner on 2 surface cooking areas, elements or surface burners at the same time.
- On ceramic glass models, use only flat-bottomed canners.
- On coil element models, the installation of a Canning Unit Kit is recommended. If a kit is not installed, the life of the coil element will be shortened. See "Assistance or Service" for ordering instructions.
- For more information, contact your local agricultural department. Companies that manufacture home canning products can also offer assistance.

# Cookware

Do not leave empty cookware on a hot surface cooking area, element or surface burner.

Ideal cookware should have a flat bottom, straight sides and a well-fitting lid, and the material should be of medium-to-heavy thickness.

Rough finishes may scratch the cooktop. Aluminum and copper may be used as a core or base in cookware. However, when used as a base they can leave permanent marks on the cooktop or grates.

Cookware material is a factor in how quickly and evenly heat is transferred, which affects cooking results. A nonstick finish has the same characteristics as its base material. For example, aluminum cookware with a nonstick finish will take on the properties of aluminum.

Cookware with nonstick surfaces should not be used under the broiler.

Use the following chart as a guide for cookware material characteristics.

COOKWARE	CHARACTERISTICS
Aluminum	<ul style="list-style-type: none"><li>• Heats quickly and evenly.</li><li>• Suitable for all types of cooking.</li><li>• Medium or heavy thickness is best for most cooking tasks.</li></ul>
Cast iron	<ul style="list-style-type: none"><li>• Heats slowly and evenly.</li><li>• Good for browning and frying.</li><li>• Maintains heat for slow cooking.</li></ul>
Ceramic or Ceramic glass	<ul style="list-style-type: none"><li>• Follow manufacturer's instructions.</li><li>• Heats slowly, but unevenly.</li><li>• Ideal results on low to medium heat settings.</li></ul>
Copper	<ul style="list-style-type: none"><li>• Heats very quickly and evenly.</li></ul>
Earthenware	<ul style="list-style-type: none"><li>• Follow manufacturer's instructions.</li><li>• Use on low heat settings.</li></ul>



Porcelain enamel-onsteel or cast iron	<ul style="list-style-type: none"> <li>• See stainless steel or cast iron.</li> </ul>
Stainless steel	<ul style="list-style-type: none"> <li>• Heats quickly, but unevenly.</li> <li>• A core or base of aluminum or copper on stainless steel provides even heating.</li> </ul>

## COOKTOP CARE

### General Cleaning

Before cleaning, make sure all controls are off and the cooktop is cool. Always follow label instructions on cleaning products. Soap, water and a soft cloth or sponge are suggested first unless otherwise noted.

### STAINLESS STEEL (on some models)

#### Cleaning Method:

Rub in direction of grain to avoid damaging.

- Stainless Steel Cleaner & Polish Part Number 31462 (not included):  
See "Assistance or Service" section to order.
- Liquid detergent or all-purpose cleaner: Rinse with clean water and dry with soft, lint-free cloth.  
Vinegar for hard water spots. Do not use soap-filled scouring pads, abrasive cleaners, Cooktop Polishing Creme, steel-wool pads, gritty washcloths or some paper towels. Damage may occur.

## COOKTOP CONTROLS

### Cleaning Method:

- Soap and water or dishwasher: Pull knobs straight away from control panel to remove.

Do not use steel wool, abrasive cleansers or oven cleaner.

Do not soak knobs.

When replacing knobs, make sure knobs are in the Off position.

On some models, do not remove seals under knobs.

## CONTROL PANEL

### Cleaning Method:

- Glass cleaner and soft cloth or sponge: Apply glass cleaner to soft cloth or sponge, not directly on panel.
- All-Purpose Appliance Cleaner Part Number 31662 (not included):  
See "Assistance or Service" section to order.

Do not use abrasive cleaners, steel-wool pads, gritty washcloths or some paper towels. Damage may occur.

## EXTERIOR PORCELAIN ENAMEL SURFACES (on some models)

Food spills containing acids, such as vinegar and tomato, should be cleaned as soon as the entire appliance is cool. These spills may affect the finish.

## Cleaning Method:

- Glass cleaner, mild liquid cleaner or nonabrasive scrubbing pad: Gently clean around the model and serial number plate because scrubbing may remove numbers.
- All-Purpose Appliance Cleaner Part Number 31662 (not included):
- See "Assistance or Service" section to order.

## COIL ELEMENTS

### Cleaning Method:

- Damp cloth: Make sure control knobs are off and elements are cool.

Do not clean or immerse in water. Soil will burn off when hot. For more information, see "Coil Elements and Burner Bowls."

## BURNER BOWLS

### Cleaning Method:

Chrome only

- Solution of  $\frac{1}{2}$  cup (125 mL) ammonia to 1 gal. (3.75 L) water: Soak for 20 minutes, then scrub with stainless steel-wool pad.

- Oven cleaner: Follow product label instructions.
- Mildly abrasive cleanser: Scrub with wet scouring pad.

### Porcelain enamel only

- Dishwasher
- Gas Grate and Drip Pan Cleaner Part Number 31617 (not included): See "Assistance or Service" section to order.

## TROUBLESHOOTING

Try the solutions suggested here first in order to avoid the cost of an unnecessary service call.

### Nothing will operate

- Has a household fuse blown, or has a circuit breaker tripped? Replace the fuse or reset the circuit breaker. If the problem continues, call an electrician.
- Is the appliance wired properly? See Installation Instructions.

### Cooktop will not operate

- Is the control knob set correctly? Push in knob before turning

to a setting.

- On ceramic glass models, is the "Cooktop Lockout" set? See "Cooktop Lockout" section.
- On coil element models, is the element inserted properly? See "Coil Elements and Burner Bowls" section.

## Excessive heat around cookware on cooktop

- Is the cookware the proper size? Use cookware about the same size as the surface cooking area, element or surface burner. Cookware should not extend more than  $\frac{1}{2}$ " (1.3 cm) outside the cooking area.

## Cooktop cooking results not what expected

- Is the proper cookware being used? See "Cookware" section.
- Is the control knob set to the proper heat level? See "Cooktop Controls" section.
- Is the appliance level? Level the appliance. See the Installation Instructions.
- On coil element models, is the element inserted properly? See "Coil Elements and Burner Bowls" section.

## ASSISTANCE OR SERVICE

Before calling for assistance or service, please check "Troubleshooting." It may save you the cost of a service call. If you still need help, follow the instructions below.

When calling, please know the purchase date and the complete model and serial number of your appliance. This information will help us to better respond to your request.

If you need replacement parts

If you need to order replacement parts, we recommend that you use only FSP® replacement parts. FSP® replacement parts will fit right and work right because they are made with the same precision used to build every new WHIRLPOOL® appliance.

To locate FSP® replacement parts in your area, call us or your nearest Whirlpool designated service center.

In the U.S.A.

Call the Whirlpool Customer eXperience Center toll free:  
1-800-253-1301.

Our consultants provide assistance with:

- Features and specifications on our full line of appliances.
- Installation information.
- Use and maintenance procedures.
- Accessory and repair parts sales.
- Specialized customer assistance (Spanish speaking, hearing impaired, limited vision, etc.).

- Referrals to local dealers, repair parts distributors, and service companies. Whirlpool designated service technicians are trained to fulfill the product warranty and provide afterwarranty service, anywhere in the United States. To locate the Whirlpool designated service company in your area, you can also look in your telephone directory Yellow Pages.

For further assistance

If you need further assistance, you can write to Whirlpool Corporation with any questions or concerns at:

Whirlpool Brand Home Appliances

Customer eXperience Center

553 Benson Road

Benton Harbor, MI 49022-2692

Please include a daytime phone number in your correspondence.

Canning Unit Kit

(coil element models)

Order Part Number 242905

Cooktop Cleaner

(ceramic glass models)

Order Part Number 31464

Cooktop Protectant

(on ceramic glass models only) Order Part Number 31463

Cooktop Care Kit

(includes cleaner, protectant, and applicator pads) Order Part Number 31605

Cooktop Scraper  
(ceramic glass models)  
Order Part Number 3183488

All-Purpose Appliance Cleaner  
Order Part Number 31662

Stainless Steel Cleaner & Polish  
(stainless steel models)  
Order Part Number 31462

Gas Grate and Drip Pan Cleaner Order Part Number 31617  
In Canada

Please call the Whirlpool Canada LP Customer Interaction Centre  
toll free: 1-800-807-6777.

Our consultants provide assistance with:

- Features and specifications on our full line of appliances.
- Use and maintenance procedures.
- Accessory and repair parts sales.
- Referrals to local dealers, repair parts distributors, and service companies. Whirlpool Canada LP designated service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in Canada.

## COOKTOP SAFETY

Your safety and the safety of others are very important.



We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.

This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others. All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING." These words mean:

You can be killed or seriously injured if you don't immediately follow instructions.

You can be killed or seriously injured if you don't follow instructions.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

To reduce the risk of fire, electrical shock, injury to persons, or damage when using the cooktop, follow basic precautions, including the following:

- Do not store items of interest to children in cabinets above a cooktop – Children climbing on the cooktop to reach items could be seriously injured.
- Proper Installation – Be sure your cooktop is properly installed and grounded by a qualified technician.
- Never Use Your Cooktop for Warming or Heating the Room.

- Do Not Leave Children Alone – Children should not be left alone or unattended in area where cooktop is in use. They should never be allowed to sit or stand on any part of the cooktop.
- Wear Proper Apparel – Loose-fitting or hanging garments should never be worn while using the cooktop.
- User Servicing – Do not repair or replace any part of the cooktop unless specifically recommended in the manual. All other servicing should be referred to a qualified technician.
- Storage on Cooktop – Flammable materials should not be stored near surface units.
- Do Not Use Water on Grease Fires – Smother fire or flame or use dry chemical or foam-type extinguisher.
- Use Only Dry Potholders – Moist or damp potholders on hot surfaces may result in burns from steam. Do not let potholder touch hot heating elements. Do not use a towel or other bulky cloth.
- DO NOT TOUCH SURFACE UNITS OR AREAS NEAR UNITS – Surface units may be hot even though they are dark in color. Areas near surface units may become hot enough to cause burns. During and after use, do not touch, or let clothing or other flammable materials contact surface units or areas near units until they have had sufficient time to cool. Among those areas are the cooktop and surfaces facing the cooktop.
- Use Proper Pan Size – This cooktop is equipped with one or more surface units of different size. Select utensils having flat bottoms large enough to cover the surface unit heating element. The use of undersized utensils will expose a portion

of the heating element to direct contact and may result in ignition of clothing. Proper relationship of utensil to burner will also improve efficiency.

- Never Leave Surface Units Unattended at High Heat Settings – Boilover causes smoking and greasy spillovers that may ignite.
- Glazed Cooking Utensils – Only certain types of glass, glass/ceramic, ceramic, earthenware, or other glazed utensils are suitable for cooktop service without breaking due to the sudden change in temperature.
- Utensil Handles Should Be Turned Inward and Not Extend Over Adjacent Surface Units – To reduce the risk of burns, ignition of flammable materials, and spillage due to unintentional contact with the utensil, the handle of a utensil should be positioned so that it is turned inward, and does not extend over adjacent surface units.
- Do Not Cook on Broken Cooktop – If cooktop should break, cleaning solutions and spillovers may penetrate the broken cooktop and create a risk of electric shock. Contact a qualified technician immediately.
- Clean Cooktop With Caution – If a wet sponge or cloth is used 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.

For units with ventilating hood –

- Clean Ventilating Hoods Frequently – Grease should not be allowed to accumulate on hood or filter.
- When flaming foods under the hood, turn the fan on.

For units with coil elements –

- Make Sure Reflector Pans or Drip Bowls Are in Place – Absence of these pans or bowls during cooking may subject wiring or components underneath to damage.
- Protective Liners – Do not use aluminum foil to line surface unit drip bowls, except as suggested in the manual. Improper installation of these liners may result in a risk of electric shock, or fire.
- Do Not Soak Removable Heating Elements - Heating elements should never be immersed in water.

## SAVE THESE INSTRUCTIONS

For further assistance

If you need further assistance, you can write to Whirlpool Canada LP with any questions or concerns at:

Customer Interaction Centre

Whirlpool Canada LP

1901 Minnesota Court

Mississauga, Ontario L5N 3A7

Please include a daytime phone number in your correspondence.

For questions about features, operation/performance, parts, accessories or service, call: 1-800-253-1301 or visit our website at [www.whirlpool.com](http://www.whirlpool.com)

In Canada call 1-800-807-6777 or visit our website at [www.whirlpoolappliances.ca](http://www.whirlpoolappliances.ca)

## Documents / Resources

### References

[Home, Kitchen & Laundry Appliances & Products | Whirlpool](#)

[Shop Kitchen Appliances: Washing Machines, Dryers & More | Whirlpool](#)

### Download manual

Here you can download full pdf version of manual, it may contain additional safety instructions, warranty information, FCC rules, etc.

[Download Whirlpool RCS2002, RCS2012, RCS3004, RCS3014, RCS3614 - 21-inch Electric Cooktop with Stainless Steel Surface Manual](#)



## Need Assistance?

Do you have a question about the RCS2002 that isn't answered in the manual? Leave your question here.



Stay updated with the latest solutions  
Submit your question

## Related Manuals for Whirlpool RCS2002

[Whirlpool WCG52424AS - 24-inch Gas Cooktop with Sealed Burners Manual](#)

(article)

[Whirlpool WCI55US4JB - 24 ADAPTIVE INDUCTION Manual](#)

(article)

[Whirlpool WCG55US0HB - 30-inch Gas Cooktop with EZ-2-Lift Hinged Cast-Iron Grates Manual](#)

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