
Cutting off the gas supply

GAS WOK models: GWS 307.0 / GKS 954.0

The section on "Instructions on the best Pots and Pans" in the operation instructions refers to gas wok pans when using the wok burner.

These gas wok pans generally have a base diameter of approx. 15 cm to 18 cm.

The burner goes off during operation when cookware with larger bases is used. This is the result of an insufficient supply of secondary air to the wok burner, causing the flames of the inner wok burner to lift up so far that the tip of the thermal element is no longer heated up.

Fitful burning of the inner wok burner with a slight lifting of the flames cannot be avoided, even when the hob is operated with suitable gas wok pans.

This type of burning behaviour does not constitute a complaint.