

1. How to configure the power cable and the switch of induction cooktops?

1) The cable is configured as follows:

| Specification (Wires number x Square millimeter number) | Remark |
|---|--|
| 220V 3.5KW, 3x2.5M ² | Fire wire+Zero wire+Earth wire=3 wires |
| 220V 5KW, 3x4M ² | Fire wire+Zero wire+Earth wire=3 wires |
| 380V 5KW, 4x1M ² | Fire wire+fire wire+fire wire+Earth wire=4 wires |
| 380V 8KW, 4x1.5M ² | Fire wire+fire wire+fire wire+Earth wire=4 wires |
| 380V 12KW, 4x2.5M ² | Fire wire+fire wire+fire wire+Earth wire=4 wires |
| 380V 15KW, 4x4M ² | Fire wire+fire wire+fire wire+Earth wire=4 wires |
| 380V 20KW, 4x4M ² | Fire wire+fire wire+fire wire+Earth wire=4 wires |
| 380V 25KW, 4x6M ² | Fire wire+fire wire+fire wire+Earth wire=4 wires |
| 380V 30KW, 4x10M ² | Fire wire+fire wire+fire wire+Earth wire=4 wires |

2) The switch is configured as follows:

30A---220v 3500w/5000w; 380v 5000w/8000w

60A---380v 12kw~20kw

100A---380v 25kw~30kw

2. Why to choose induction cooktops?

Energy-saving: Because induction cooktops and induction stove directly emit electromagnetic waves, the vessel itself generates heat, so the loss is very low, and the thermal efficiency can reach about 93%. More than 50% energy saving than ordinary gas stoves, more than 50% energy saving than diesel.

Environmental protection: no pollution, no harmful gases. This is in line with the theme of global low carbon environmental protection.

Safety: There is no open fire, no danger of gas and diesel explosion. We know that the impact of a gas explosion on a restaurant chain is fatal.

3. What are the advantages of your induction cooktops compared to your peers?

1) 15 years of production experience on professional commercial induction cooktops with mature technology.

2) With more than 10 patented technologies, all products have passed the certification of national authorities, and the product quality is stable and reliable.

3) With fast heating rate, the energy efficiency of Qinxin commercial induction cooker is more than 95%. The product components are simple in structure, high in interchangeability and quick in maintenance.

4) In lots of important cooking competitions held in China, our commercial induction cooktops are assigned as the competition cooking equipments.

4. If the household electricity is 220V, can I use a high-power induction burner?

For 220v household electricity, our countertop induction cooktops can achieve a maximum power of 5.5kw, but 5kw is enough for home use. Moreover, the 220v 5kw table top induction cooker

belongs to our regular products.

5. Is the radiation of the induction cooktop large? Will induction cooking equipment be harmful to the human body?

Commercial induction cooktops radiation is very small. It is lower than ordinary households. Because metal can shield electromagnetic, the radiation of commercial induction cooker is very low. Whether there is damage to people mainly depends on the amount of radiation. Our induction cookers are accessible to the national authorities for radiation testing. In fact, radiation is everywhere, such as high-voltage wires, cell phones, substations, microwave ovens, etc., which are more radiant than commercial induction hobs.

Here comes some information for your reference and reading:

1) IEEE has index that the frequency of Induction cooker is 20~25KHz (1MHz=1000KHZ=1000 000Hz).

2) For commercial induction cooktops manufactured by Qinxin company, its heating motion is generally between 18 ~ 23KHz, while the induction stove uses imported German IGBTs, following the IEEE safety index.

3) The maximum magnetic field strength in the edge of induction burner is 160 mill gauss, and the use of mobile phone is 1600 mill gauss, so commercial induction cooktop is quite safe.

6. What is the noise of the induction cooktops?

When you use an induction cooktop, its sound is often described as a beep, with a sound below 46 decibels.

In China, the noise standard for commercial areas is 60 decibels during the day and 50 decibels at night.

7. Are there any certifications for your products?

Most of our products have CE and UL certified. All products have passed the inspection and verification of the National Electrical Safety and Quality Inspection Center and the CE inspection and certification of the European Union, and purchased the product quality liability insurance.

8. How long is the using life of your induction cooking equipment?

In the case of good daily maintenance, the life of the induction cooktops is more than 8 years.

9. Can the induction cooker be used if the voltage is too low or too high? Does it affect the PCB board?

Induction cookers can be used if the voltage is too high or too low; there is basically no effect on the PCB board.

10. Can you provide free samples to the buyer?

Because of the high cost of induction cooktops, we do not provide free samples. However, we welcome your test and trial order. When you are satisfied with our cooker, we can offer you a more better

and favorable price in your next orders.

11. Can I use any pot or pan on an induction unit?

No. With the technology available today—and for the reasonably foreseeable future—only cookware with a "ferrous" nature will work on induction. That means items of ceramic, glass, copper, or aluminum will not work. But all cast iron and enamelware (which is porcelain- or ceramic-coated cast iron) works, as does a large fraction of stainless-steel cookware. Most of the AT induction cooker we have matched pot or pan or wok when shipping to customers .

12. What is the difference between stainless steel pot and iron pot?

1) The life of the iron pot is relatively short. If it is improperly cleaned and maintained, the iron pot will have rust, but the taste of food may be closer to the traditional stove;

2) Stainless steel pot is relatively beautiful, hygienic and has a long life, but the taste of food may be slightly worse than the iron pot.

13. What are the conditions for a distributor or an agent?

You need to have certain customer resources and have certain economic strength.

14. How do agents or customers deal with after-sales issues?

The after-sales problem is the responsibility of our Qinxin company.

If the induction cooker do not work, the customer must take a video

back to our sales, and we will have a dedicated tracking service for you.

If it is not improperly used, we can replace the induction cooker spares parts for free during the one-year warranty period, but the freight is borne by the agent or customer. It should be emphasized that the glass ceramics are not covered by the warranty.

If the warranty period is exceeded, we will charge a reasonable fee for the spares, and the freight will be borne by the agent and the customer.

In addition, we will send the induction cooker manual and maintenance manual to the agent or customer. We also sincerely invite the agent to send personnel to our factory to learn the assembly and maintenance technology of the induction cooker.

15. How do you protect the privacy of customers?

We do need to communicate and confirm orders and the transportation tracking service with our customers. However, we don't share any information about our customers with others, and we don't send spam email.

If someone asks if there is a partner in some local area, we will firstly contact our partner customers to explain their wishes and wishes.

16. Do you allow other people's trademarks or company names to

be posted on your product or packaging box?

Yes, sure, welcome. Trademarks and imprints can be printed on our products (but not on samples). If you want your logo and your company name to be printed on our product's packaging box, you can email us the relevant information and files to help you do that.

17. How to purchase your induction products?

We have three platform, that are Alibaba website, Made-in-China website and English official website. Please contact us via online inquiry, or you can leave your contact details directly.(Wechat number or WhatsApp number or Skype number). To make sure that you can receive the information from us, it is better to provide us your usual email and telephone number.

Products will be transported by sea, express delivery or air freight under the third party logistics company.

The basic order process is as bellow:

inquiry - mutual confirmation - response (quote) - payment - production - delivery.

18. What payment ways do you accept and prefer?

We can accept T/T, PayPal, and Western Union, but we prefer T/T Payment terms. It is better to pay us through Alibaba platform or directly transfer money to our Hong Kong account.

19. What is your MOQ?

For tabletop type induction cooker, our MOQ is 50 pieces; for upright type induction cooker, our MOQ is 20 pieces.

20. Does it have a better taste with induction cooker compared with the Gas stoves?

It depends on your diet habits. However, our investigation report found that most people still reflect that there is no difference in taste.

21. Is the temperature control of the induction cooker accurate?

In general, commercial induction cookers are gear-controlled rather than simple temperature control of the home. Commercial temperature control is generally used for protection functions (For example, when the temperature of a component exceeds the temperature, the induction cooker can automatically reduce the firepower or stop working).

22. How long is the cable of regular induction cooker? How to charge for induction cooker cable?

The length is 1.5m for tabletop type cookers, and the length is 3m for upright type cookers.

Except for tabletop induction cookers, we generally do not configure the cable separately. For safety reasons, the cable is not allowed to have a connector in the middle. If the customer needs wiring, we will charge a reasonable fee.

23. What are the appliances of tabletop induction flat cooker in

kitchen?

It is usually used to fry eggs, fried fish, stir-fry and stew soup.

24. How many people can we provide food if we cook with a 3.5kw tabletop induction wok cooker? How about 5kw? How about 8kw?

3.5kw cooker can satisfy about 6 people, 5kw cooker can satisfy about 10 people, and 8kw cooker can satisfy about 15 people.

25. What are the appliance of induction griddle?

Induction griddle is mainly used in western restaurants to fry steaks, fry others meat and fry eggs, etc.

26. How many people can we provide food if we cook with QX-X400 single burner induction wok cooker? Induction griddle is mainly used in western restaurants to fry steaks, fry others meat and fry eggs, etc.

27. How many people can we provide food if we cook with QX-D700? How about QX-D800 AND QX-D900 and QX-D1000?

QX-D700 can satisfy about 150 people, QX-D800 can satisfy about 250 people, QX-D900 can satisfy about 350 people, and QX-D1000 can satisfy about 500 people.

28. How many people can we provide soup if we cook soup with QX-P420? How about QX-Y700?

1) For QX-P420, we usually use $\Phi 485 \times 485$ mm soup bucket to boil soup, and its volume is about 89.5L. Calculated at 80%, its volume

is 71.6L.

Calculated at 0.3 liters per person per soup, 238 people can be served.

$89.5 \text{ liters} \times 0.8 = 71.6 \text{ liters} \div 0.3 \text{ liters /person} = 238 \text{ people}$

2) For QX-Y700, its volume is about 170L . Calculated at 80%, its volume is 136L.

Calculated at 0.3 liters per person per soup, 453 people can be served.

$170 \text{ liters} \times 0.8 = 136 \text{ liters} \div 0.3 \text{ liters /person} = 453 \text{ people}$

29. How many people can it supply to eat rice?

The size of a rice basin is 600×400×50mm, it can satisfy about 20-25 people to eat rice.

30. Electric rice steamer cabinet with pipe heated and induction rice steamer cabinet with coil heated use the same amount of electricity, but their price is quite different. What is the difference between them?

1) Electric heating tube is easy to damage so it does not last long

2) When the electric heating tube is used for a long time, it will cause dirt and affect the use efficiency.