



OWNER'S MANUAL

SINAQUA SOUPER (11/7/4 QT)



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For further information, call

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or

+1 214.379.6000

1. REVISION HISTORY

Revision	Revision Date	By	Revision Description
A	03-Feb-26	BA	<ul style="list-style-type: none">• New template, updated version CT-105289 Rev E• Updated dimensions for the 4-, 7-, and 11- qt units• Updated graphics
B	22-Apr-26	BA	Removed obsolete part numbers

2. IMPORTANT SAFETY INSTRUCTIONS

This manual provides essential information for the installation, operation, maintenance, and service of this oven. Information and specifications are subject to change without notice. Retain for future reference.

⚠ WARNING: When operating this oven, strictly adhere to the following safety precautions to reduce the risk of burns, electric shock, fire, injury, or damage to the oven or property near the oven.

2.1 General Safety Information

- ✓ Read all instructions before using this appliance.
- ✓ To ensure proper use of the appliance, read all parts of this manual carefully and store it safely.
- ✓ This appliance must be grounded. Connect only to a properly grounded outlet. Refer to the [Grounding Instructions](#) section.
- ✓ Install or locate this appliance only in accordance with the provided installation instructions.
- ✓ This appliance should be serviced by qualified service personnel only. Contact the nearest authorized service facility for examination, repair, or adjustment.
- ✓ Keep away from gas and electric ranges and open flames.
- ✓ Use this appliance only for its intended uses as described in this manual.
- ✓ This unit is designed to hold and reheat food and is not intended for laboratory or industrial use.
- ✓ This appliance is designed for professional use. Only allow qualified or duly instructed personnel to use.
- ✓ Always monitor the appliance during operation.
- ✓ In the event of a failure, breakage, or irregular function, switch the appliance off and disconnect from the power supply.
- ✓ Only use induction crockery and induction trays recommended by the manufacturer (IEC60335-2-49/A1).
- ✓ Users with heart pacemakers should consult with the manufacturer (IEC60335-2-49/A1).
- ✓ This appliance is not to be used by children or persons with reduced physical, sensory, or mental capabilities, or a lack of experience and knowledge, unless a responsible person has given them supervision or instruction.
- ✓ Keep children aged 8 years and younger away from the equipment during use. Children 8 years and older should use the equipment only with appropriate adult supervision.

DO NOT perform the following:

- ✘ Allow children to clean or perform maintenance on this equipment without adult supervision.
- ✘ Use any accessories or attachments that are not recommended by the manufacturer. Use of unapproved accessories may cause injuries and void the warranty.
- ✘ Strike or damage the appliance. Dropping the unit can damage the internal components or crack it, voiding your warranty. If the appliance SinAqua Souper™ becomes cracked, unplug the unit immediately and do not use it
- ✘ Operate this appliance if it has a damaged cord or plug, is not working properly, has been damaged, or dropped. Refer to the [Power Cord Replacement](#) section.
- ✘ Store this appliance outdoors, upside down, or in a non-climate-controlled environment.
- ✘ Use this appliance near water (e.g., a kitchen sink, a wet basement, or a swimming pool).
- ✘ Immerse the cord or plug in water.
- ✘ Let the cord hang over the edge of a table or counter.
- ✘ Place the cord near heated surfaces.
- ✘ Use a water jet for cleaning. Refer to the [Cleaning](#) section for more information.
- ✘ Place metallic objects, such as kitchen utensils and cutlery, on the induction tray within the zones provided for induction crockery, as they may become hot (IEC60335-2-49/A1).

2.2 Grounding Instructions

This appliance must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing a path for the electric current. Consult a qualified electrician or serviceman if uncertain about the ability to follow grounding instructions or if doubt exists as to whether the appliance is properly grounded.

⚠ WARNING: Improper grounding can result in risk of electric shock.

- ✘ Do not use an extension cord. If the power cord is too short, have a qualified electrician or serviceman install an outlet near the appliance.
- ✘ Never cut, remove, or disable the electrical (ground) connection from the plug.

2.3 Power Cord Replacement

If the power cord is damaged, it must be replaced by the manufacturer, its service agent, or a similarly qualified person.

⚠ WARNING: If the oven is unplugged during service or maintenance, the user must always be able to access and see the plug to ensure that the oven remains unplugged. The plug must remain near the oven and cannot be placed behind another appliance or in another room.

2.4 Protective Earth (Ground) Symbol



This symbol identifies the terminal intended for connecting an external conductor to protect against electric shock in case of a fault, or the terminal of a protective earth (ground) electrode.

2.5 Equipotential Bonding Symbol



This symbol identifies terminals that, when connected, bring the various parts of an equipment or system to the same potential, not necessarily the earth (ground) potential, e.g., for local bonding.

3. SPECIFICATIONS

3.1 Performance

The SinAqua™ Souper™ is a portable countertop unit from CookTek designed to rethermalize and precisely hold food. Featuring a forward-thinking design and high-contrast, easy-to-use capacitive touch controls, the SinAqua™ Souper™ can heat liquid foods from a chilled, unfrozen state through the food safety danger zone in as little as 45 minutes. After rethermalization, food is maintained at a precise temperature within a selectable range of 140–200 °F (60–95 °C). Using CookTek inductive heating technology, the SinAqua™ Souper™ heats food evenly without scorching, holds food twice as long as steam wells, and uses less than half the energy. It eliminates the maintenance and plumbing requirements of traditional soup warmers.

3.2 Dimensions: Countertop

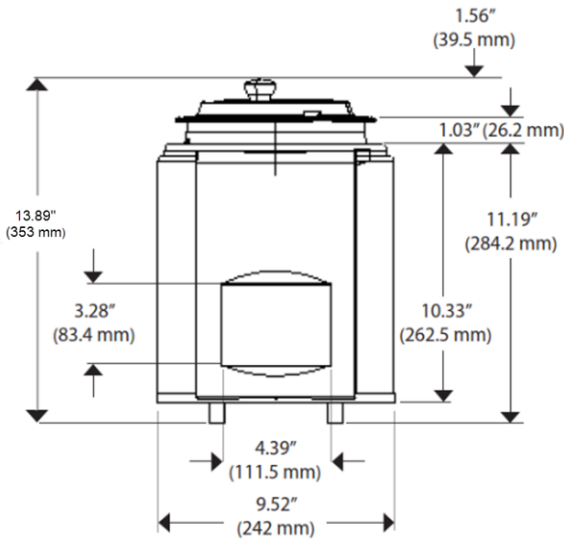


Figure 3-1: 4 Qt Freestanding SinAqua Souper

DIMENSIONS		
Unit Height	13.89"	353 mm
Width	9.52"	242 mm
Depth	10.22"	260 mm
Weight	9.50 lb	4.3 kg
Packaged Weight	12 lb	5.4 kg

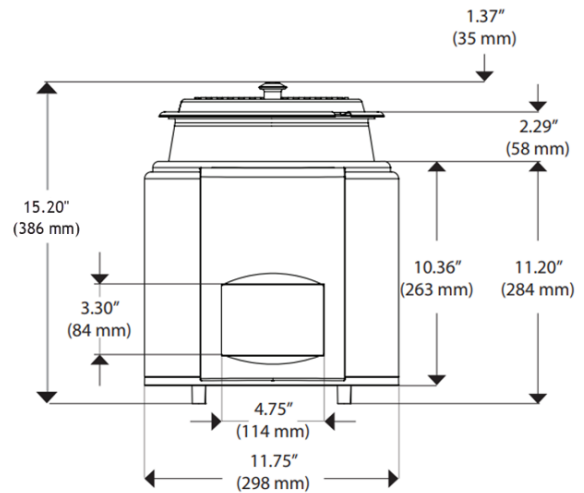


Figure 3-2: 7 Qt Freestanding SinAqua Souper

DIMENSIONS		
Unit Height	15.20"	386 mm
Width	11.75"	298 mm
Depth	12.21"	310 mm
Weight	11.05 lb	5.0 kg
Packaged Weight	17 lb	7.7 kg

SPECIFICATIONS

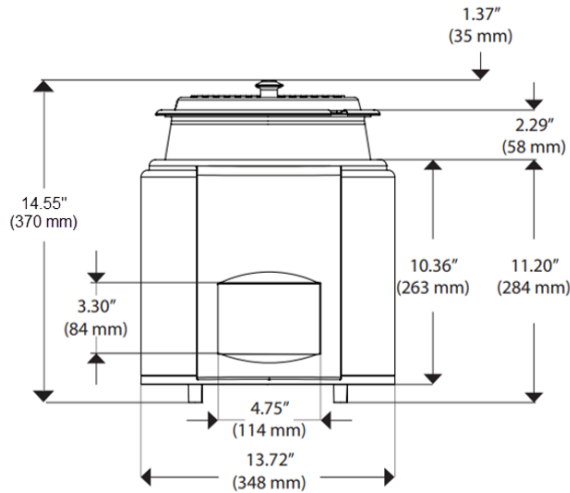


Figure 3-3: 11 Qt Freestanding SinAqua Souper

DIMENSIONS		
Unit Height	14.55"	370 mm
Width	13.72"	348 mm
Depth	14.27"	362 mm
Weight	12.90 lb	5.9 kg
Packaged Weight	17 lb	7.7 kg

3.3 Dimensions: Drop-In

The SinAqua Soupers are designed to be used exclusively with CookTek- specific tureens and lids. The compatible options include:

- 4 qt (302478)
- 7 qt (302409)
- 11 qt (302408)

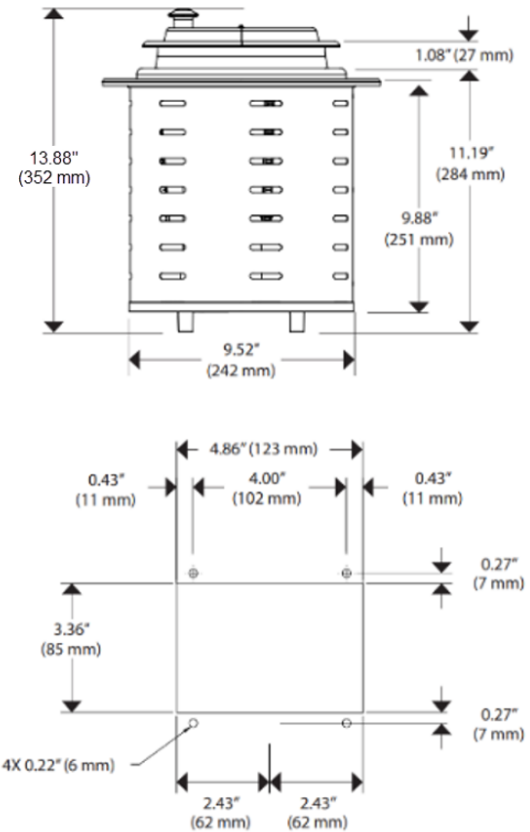


Figure 3-4: 4 Qt Drop-In SinAqua Souper

DIMENSIONS		
Unit Height	13.88"	352 mm
Width	11.78"	299 mm
Depth	9.75"	248 mm
Weight	9.75 lb	4.4 kg
Packaged Weight	13 lb	5.9 kg

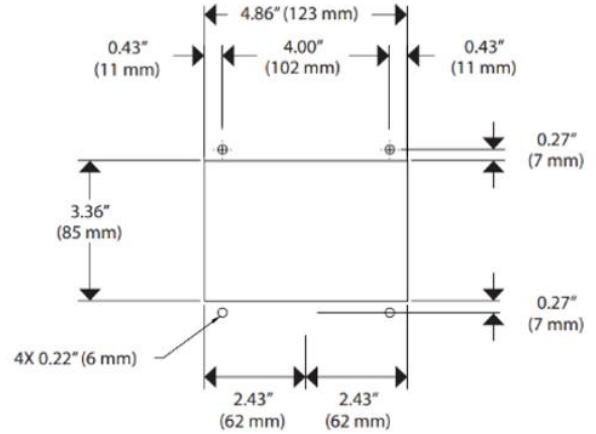
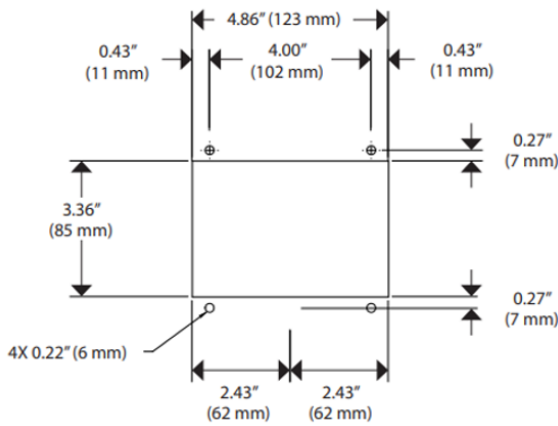
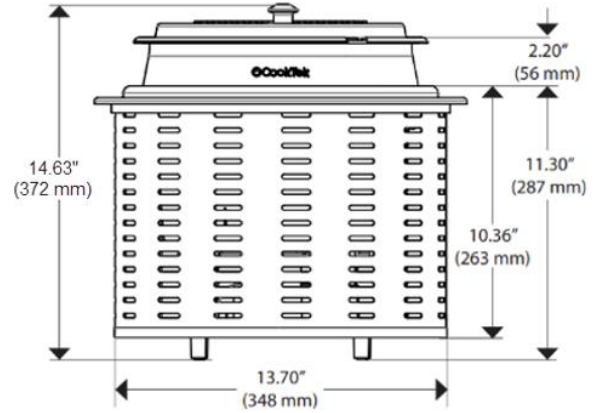
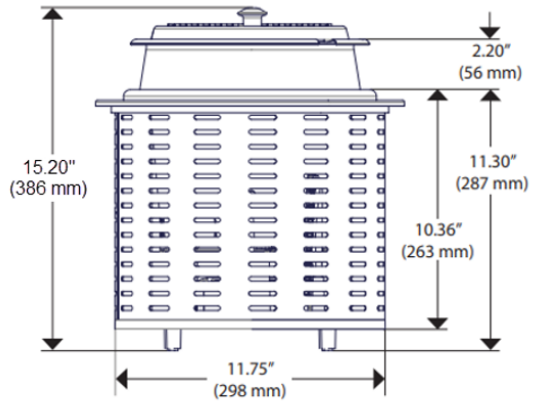


Figure 3-5: 7 Qt Drop-In SinAqua Souper

Figure 3-6: 11 Qt Drop-In SinAqua Souper

DIMENSIONS		
Unit Height	15.20"	386 mm
Width	13.44"	341 mm
Depth	12"	305 mm
Weight	11.55 lb	5.2 kg
Packaged Weight	17 lb	7.7 kg

DIMENSIONS		
Unit Height	14.63"	372 mm
Width	16.10"	409 mm
Depth	14"	356 mm
Weight	13.75 lb	6.2 kg
Packaged Weight	17 lb	7.7 kg

SPECIFICATIONS

3.4 Certifications



3.5 Electrical Specifications

The SinAqua Souper™ must be connected to a grounded, single-phase outlet. Check the nearby data and verify the unit's rating plate to confirm the correct voltage and wattage. Voltages below the specified range can cause reduced power and slower heating times.

3.6 Applicable Models

UNIT	FREESTANDING	DROP-IN
4 Qt	SAS041-4	SASD041-4
7 Qt	SAS081-7 SAS082-7	SASD081-7 SASD082-7
11 Qt	SAS081-11 SAS082-11	SASD081-11 SASD082-11

4 Qt Units	
United States/ Canada (208 V)	100–120 V, 50/60 Hz, 4 A, 400 W

7 and 11 Qt Units	
United States/ Canada (208 V)	100–120 V, 50/60 Hz, 7A, 800 W
United States/ Canada (240 V)	200–240 V, 50/60 Hz, 4A, 800 W
UK/Middle East	200–240 V, 50/60 Hz, 4A, 800 W
International	200–240 V, 50/60 Hz, 4A, 800 W
Australia	200–240 V, 50/60 Hz, 4A, 800 W
South Africa	200–240 V, 50/60 Hz, 4A, 800 W
Israel	200–240 V, 50/60 Hz, 4A, 800 W

4. INSTALLATION

Install or locate this appliance only in accordance with the instructions below. It is the installer's responsibility to comply with all federal, state, and local codes. Any installation that does not meet the specifications discussed in this manual automatically voids the product warranty.

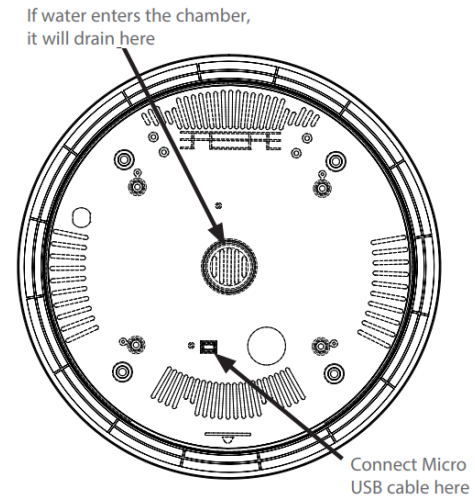
Note: The SinAqua Souper™ operates without water and does not use steam to heat food. If water enters the chamber where the tureen is placed, whether during operation or cleaning, it will drain below the Souper™ unit.

4.1 Unpacking Instructions

1. Remove the SinAqua Souper™ from its packaging.
2. If unpacking a drop-in unit, remove the mounting ring and control box from the packaging.
3. Before discarding, check the packaging thoroughly for accessories and literature.
Note: Keeping the packaging is recommended in case the oven may be shipped to another location.
4. Secure the power cord firmly before plugging in the unit and before starting operation.

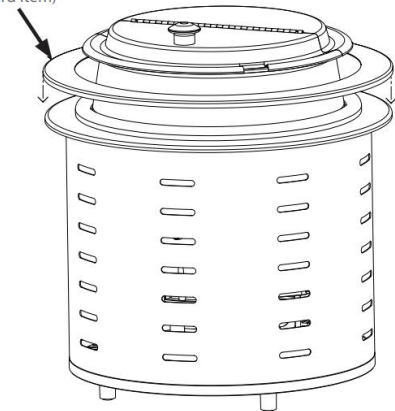
4.2 Souper and Control Box: Drop-In

1. Connect the micro-USB cable to the Souper unit.

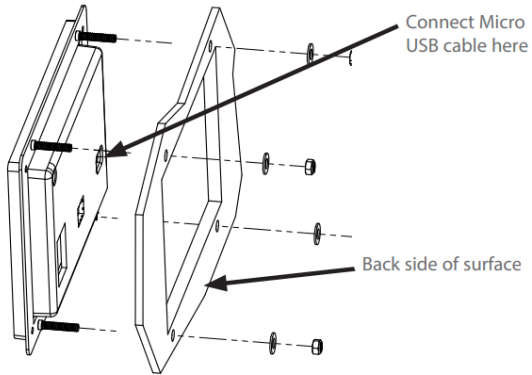


2. Install the Souper™ using the following surface cutout dimensions:
 - 4 qt: 9.75" (248 mm) diameter hole
 - 7 qt: 12" (305 mm) diameter hole
 - 11 qt: 14" (356 mm) diameter hole
3. Install the stainless-steel overlay if it was included with your order.

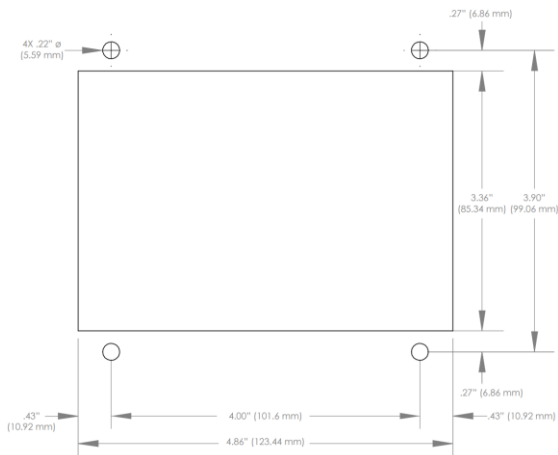
Stainless Steel Overlay
(accessory only; not standard item)



4. Connect the other end of the micro-USB cable to the control box.



5. Install the control box using the cutout dimensions.



6. Plug in the Souper™ to the power source.

5. OPERATION

5.1 Control Box

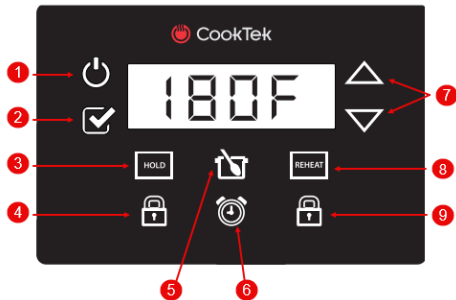


Figure 5-1: Control Box

1. Power Icon

When the unit is plugged in, the power icon blinks slowly until it is touched.

2. Checkmark

Selecting the checkmark saves setting adjustments.

3. HOLD button

a. Select to set the unit to hold food at the desired temperature.

Notes:

- This will default to the last temperature saved on the unit.
- The stir timer defaults to OFF when the HOLD icon is pressed.

b. Use the arrows (7) to make adjustments.

Note: The temperature can be adjusted in increments of 5 °F (5 °C) from 140–200 °F (60–95 °C).

c. Select the checkmark icon to save the changes.

Note: The temperature indicator blinks while the unit warms up.

4. Hold lock icon

Press to prevent the operator from editing the temperature while the unit is in hold mode. Hold for 3 seconds to lock and unlock.

5. Stir icon

Touch the Stir icon twice to turn the timer off, on, or to edit the remaining minutes. The Stir icon indicates when the operator should stir the product.

6. Timer icon

- Touch the Timer icon twice to turn the timer on, off, or to edit the time.
- Touch the Timer icon to view the time remaining.

7. Temperature and timer adjustment arrows

8. REHEAT button

The Reheat function uses a higher power (up to 800 watts) to rethermalize the product to the selected set temperature.

CAUTION: Operators must ensure food is reheated to a safe temperature. The unit will not automatically detect when food is hot enough or switch to Hold mode on its own.

a. Touch the Reheat icon.

Notes:

- The Reheat icon will default to the last temperature set on the unit.
- The stir timer defaults to OFF when the HOLD icon is pressed.

b. Use the arrows (7) to make adjustments.

Note: The temperature can be adjusted in 5 °F (5 °C) increments from 140–200 °F (60–95 °C).

c. Press the Checkmark icon (2) to save the change.

9. Reheat lock icon

Prevents the operator from editing the temperature while the unit is in preheat mode. Hold for 3 seconds to lock or unlock.

5.2 4 Qt Drop-In: LED Operation

The 4-qt drop-in Soupers have three red LEDs along the top edge of the liner.

- When the unit is plugged in, the LEDs remain on for 10 seconds.
- If the tureen is removed or no longer detected, the LEDs will turn on until the tureen is reinserted and detected.
- When the tureen is placed in the liner, the LEDs flash for 5 seconds.
- If there is an error, the LEDs will flash a certain number of times corresponding to the error code and repeat until the error condition is cleared.

Example: An E-3 error causes the LEDs to flash 3 times.

6. CLEANING

Follow the steps below when cleaning your SinAqua™ Souper™. Failure to adhere to these procedures may.

1. Turn off the unit and allow it to cool.
2. If there is food in the tureen, remove and store it as required.
3. Wash the tureen in the sink using a mild soap and water. The tureen is dishwasher safe.

Note: DO NOT use abrasive cleaners on the tureen.

4. With a clean, damp cloth and mild soap, wipe the top and all sides of the Souper.

CAUTION: DO NOT splash or pour water onto the charger's control panel or into the intake/outlet vents. A shock hazard could occur, and the unit might be damaged.

Notes:

- *DO NOT immerse the Souper in water or place the unit in a dishwasher.*
- *DO NOT pour water into the chamber that is intended for the tureen.*
- *DO NOT use steel wool or abrasive cleaner.*

7. TROUBLESHOOTING

In case of a possible malfunction, your CookTek Souper™ will beep and display an error code on the alphanumeric screen. Please refer to the table below when you see an error code. To reset error conditions, press the POWER icon or unplug the unit. If an issue occurs that is not listed, contact Customer Support, call 1-800-908-8726.

Code	Error Cause	Code	Resolution
1	Broken bottom temperature sensor	E-1	Service required
2	Broken heatsink temperature sensor	E-2	Service required
3	Input line current (instantaneous rms) >10 A (240 V) or 13 A (120 V)	E-3	1. Remove power from the unit and allow it to cool completely. 2. Replace the tureen.
6	High line voltage (>264 V)	E-6	May result from power grid fluctuations and should disappear once the voltage returns to normal.
7	Low line voltage (<85 V)	E-7	May result from power grid fluctuations and should disappear once the voltage returns to normal.
8	Zero cross frequency out of range (30–80 Hz)	E-8	1. Turn the unit off, then on. 2. Plug the unit into the outlet on a different circuit breaker.
13	Dry tureen	E-13	Remove the dry tureen or press the Power icon.
16	Communication error	E-16	Reset power by pressing the Power icon.

8. WARRANTY

Refer to the [Advanced Replacement Warranty](#) policy for more information.

WARRANTY



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