

## BEFORE YOU CALL • Solutions to common problems

Problem	Solution
Poor baking results.	<ul style="list-style-type: none"><li>• Many factors affect baking results. Make sure the proper oven rack position is used. Center food in the oven and space pans to allow air to circulate. Allow the oven to preheat to the set temperature before placing food in the oven. Try adjusting the recipe's recommended temperature or baking time. If you feel the oven is too hot or cool, see "Adjusting the oven temperature" section in this Use &amp; Care Guide.</li></ul>
Entire appliance does not operate.	<ul style="list-style-type: none"><li>• The time of day is not set. The time of day <b>must</b> first be set in order to operate the oven. See "Setting the clock" in the <b>Setting Oven Controls</b> section.</li><li>• Make sure cord/plug is plugged correctly into outlet.</li><li>• Service wiring not complete. Contact your dealer, installing agent or authorized service agent.</li><li>• Electrical power outage. Check house lights to be sure. Call your local electric company for service.</li></ul>
Oven portion of appliance does not operate.	<ul style="list-style-type: none"><li>• Be sure the oven controls are set properly for the desired cooking feature. See <b>Setting Oven Controls</b> in this manual or see "Entire appliance does not operate" in this checklist.</li></ul>
Surface burners do not ignite.	<ul style="list-style-type: none"><li>• Surface control knob was not completely turned to LITE. Push in &amp; turn the surface control knob to LITE until burner ignites and then turn control knob to desired flame size.</li><li>• Burner ports are clogged. With the burner OFF, use a small-gauge wire or needle to burner head slots and ignition ports. See "Cleaning the cooktop and surface burners" in the <b>Care &amp; Cleaning</b> section for additional cleaning instructions.</li><li>• Range power cord is disconnected from outlet (electric ignition models only). Be sure power cord is securely plugged into the power outlet.</li><li>• Electrical power outage (electric ignition models only). Burners can be lit manually. See section on <b>Setting Surface Controls</b>.</li></ul>
Surface burner flame only part way around burner cap.	<ul style="list-style-type: none"><li>• Burner slots or ports are clogged. With the surface burner OFF, clean ports with a small-gauge wire or needle.</li><li>• Moisture is present after cleaning. Lightly fan the flame &amp; allow burner to operate until flame is full. Dry the surface burners thoroughly following the instructions under "Cleaning the cooktop and surface burners" provided in the <b>Care &amp; Cleaning</b> section.</li></ul>
Surface burner flame is orange.	<ul style="list-style-type: none"><li>• Dust particles in main gas line. Allow the burner to operate a few minutes until flame turns blue. In coastal areas, a slightly orange flame is unavoidable due to salt air.</li></ul>
Self-cleaning cycle does not work.	<ul style="list-style-type: none"><li>• Oven control not set properly. Follow instructions under <b>Self-Cleaning</b>.</li><li>• Self-cleaning cycle was interrupted. Follow steps under "Stopping or interrupting a self-cleaning cycle" under <b>Self-Cleaning</b>.</li></ul>