



# **GAS COOKTOP**

Use & Care Guide

# **PARRILLA DE COCINAR A GAS**

Manual del Usuario

Models, Modelos **790. 3240\***

\* = color number, número de color



ENGLISH

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## Product Record

In this space below, record the date of purchase, model and serial number of your product. You will find the model and serial number printed on the serial plate. This serial plate is located under the cooktop. **See bottom** of this page for the serial plate location.

Model No. **790**.....

Serial No. ....

Date of purchase .....

Save these instructions and your sales receipt for future reference.

## Kenmore Limited Warranty

When installed, operated and maintained according to all instructions supplied with the product, if this appliance fails due to a defect in material and workmanship within one year from the date of purchase, call 1-800-4-MY-HOME® to arrange for free repair.

For five years from the date of purchase, if the cooktop glass fails due to thermal shock or the cooktop elements are defective, call 1-800-4-MY-HOME® to arrange for free part replacement. After the first year from purchase date, you must pay the labor cost of part installation.

This warranty applies for only 90 days from the date of purchase if this appliance is ever used for other than private family purposes.

### **This warranty covers only defects in material and workmanship. Sears will NOT pay for:**

1. Cracks in a ceramic glass cooktop that are not a result of thermal shock.
2. Stains and scratches on a ceramic glass cooktop resulting from accident or improper operation or maintenance.
3. Expendable items that can wear out from normal use, including but not limited to filters, belts, light bulbs, and bags.
4. A service technician to instruct the user in correct product installation, operation or maintenance.
5. A service technician to clean or maintain this product.
6. Damage to or failure of this product if it is not installed, operated or maintained according to the all instructions supplied with the product.
7. Damage to or failure of this product resulting from accident, abuse, misuse or use for other than its intended purpose.
8. Damage to or failure of this product caused by the use of detergents, cleaners, chemicals or utensils other than those recommended in all instructions supplied with the product.
9. Damage to or failure of parts or systems resulting from unauthorized modifications made to this product.

### **Disclaimer of implied warranties; limitation of remedies**

Customer's sole and exclusive remedy under this limited warranty shall be product repair as provided herein. Implied warranties, including warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law. Sears shall not be liable for incidental or consequential damages. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitation on the duration of implied warranties of merchantability or fitness, so these exclusions or limitations may not apply to you.

This warranty applies only while this appliance is used in the United States or Canada.

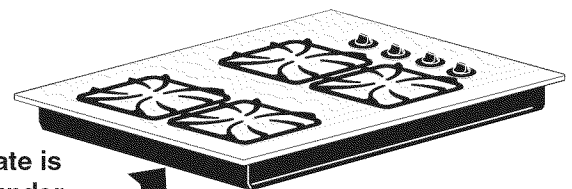
This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**Sears, Roebuck and Co., Hoffman Estates, IL 60179**  
**Sears Canada Inc., Toronto, Ontario, Canada M5B 2B8**

## Serial Plate Location

You will find the model and serial number printed on the serial plate. The serial plate is located under the cooktop.

Please see the illustration for exact location. Remember to record the serial number for future reference (See Product Record above).



**Serial plate is located under the burner box.**

# Important Safety Instructions

Read all instructions before using this appliance.  
Save these instructions for future reference.

This manual contains important safety symbols and instructions. Please pay attention to these symbols and follow all instructions given.

**⚠ WARNING** This symbol will help alert you to situations that may cause serious bodily harm, death or property damage.

**⚠ CAUTION** This symbol will help alert you to situations that may cause bodily injury or property damage.

**⚠ WARNING** If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.

## FOR YOUR SAFETY:

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- **WHAT TO DO IF YOU SMELL GAS:**
  - Do not try to light any appliance.
  - Do not touch any electrical switch; do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, servicer or the gas supplier.



- Remove all tape and packaging wrap before using the cooktop. Destroy the carton and plastic bags after unpacking the cooktop. Never allow children to play with packaging material. Do not remove the model/serial plate attached to the cooktop.
- Proper Installation—Be sure your appliance is properly installed and grounded by a qualified technician in accordance with the National Fuel Gas Code ANSI Z223.1 latest edition and CAN/CGA B149.2, and the National Electrical Code ANSI/NFPA No. 70—latest edition, and local code requirements. Install and/or adjust only per installation instructions provided in the literature package for this cooktop.
- In case of an emergency, know how to disconnect the electrical power to the appliance at the circuit breaker or fuse box.
- User Servicing. Do not repair or replace any part of the appliance unless specifically recommended in the product literature supplied with this appliance. All other servicing should be done only by a qualified technician to reduce the risk of personal injury and damage to the appliance. Sears Parts & Repair is the recommended repair service for this appliance.
- Never modify or alter the construction of a cooktop by removing panels, wire covers, or any other part of the product.

**⚠ WARNING** Stepping or leaning on this cooktop can result in serious injuries and may also cause damage to the cooktop. Do not allow children to climb or play around the cooktop.

- Storage on Appliance—Flammable materials should not be stored on the cooktop, near surface burners.

This includes paper, plastic and cloth items, such as cookbooks, plasticware and towels, as well as flammable liquids. Do not store explosives, such as aerosol cans, on the cooktop. Flammable materials may explode and result in fire or property damage.

**⚠ CAUTION** Do not store items of interest to children in the cabinets above the cooktop.

- Do not leave children alone—Children should not be left alone or unattended in the area where an appliance is in use. They should never be allowed to sit or stand on any part of the appliance.
- **DO NOT TOUCH SURFACE BURNERS, GRATES, OR AREAS NEAR THESE BURNERS.** Surface burners may be hot even though the flames are not visible. Areas near surface burners may become hot enough to cause burns. During and after use, do not touch or let clothing or other flammable materials touch these areas until they have had sufficient time to cool. Among these areas are the cooktop and the surfaces facing the cooktop.
- **Wear Proper Apparel—Loose-fitting or hanging garments should never be worn while using the appliance.** Do not let clothing or other flammable materials contact hot surfaces.

**⚠ WARNING** NEVER use this appliance as a space heater to heat or warm the room. Doing so may result in carbon monoxide poisoning.

- Do Not Use Water or Flour on Grease Fires—Smother the fire with a pan lid, or use baking soda, a dry chemical or foam-type extinguisher.
- When heating fat or grease, watch it closely. Fat or grease may catch fire if allowed to become too hot.

# Important Safety Instructions

- **Use Only Dry Potholders**—Moist or damp pot holders on hot surfaces may result in burns from steam. Do not let the potholders touch the flame or burners. Do not use a towel or other bulky cloth instead of a pot holder.
- **Do Not Heat Unopened Food Containers**—Buildup of pressure may cause container to burst and result in injury.
- **Know which knob controls each surface burner.** Always turn the knob to the LITE position when igniting the burners. Visually check that the burner has lit. Then adjust the flame so it does not extend beyond the edge of the utensil.
  - ⚠ **WARNING Use Proper Flame Size**—Adjust flame size so it does not extend beyond the edge of the utensil. The use of undersized utensils will expose a portion of the burner flame to direct contact and may result in ignition of clothing. Proper relationship of utensil to flame will also improve efficiency.
  - ⚠ **WARNING Do not use stove top grills on your sealed gas burners.** If you use a stove top grill on a sealed gas burner, it will cause incomplete combustion and can result in exposure to carbon monoxide levels above allowable current standards. This can be hazardous to your health.
  - ⚠ **WARNING Use proper pan size**—This appliance is equipped with one or more surface burners of different sizes. Select utensils having flat bottom large enough to cover the surface burner. The use of undersized utensils will expose a portion of the surface burner to direct contact and may result in ignition of clothing. Proper relationship of utensil to the surface burner will also improve efficiency.
- **Clean the appliance regularly to keep all parts free of grease that could catch fire.** Exhaust fan ventilation hoods and grease filters should be kept clean. Do not allow grease to accumulate on hood or filter. Greasy deposits in the fan could catch fire. When flaming food under the hood, turn fan on. Refer to hood manufacturer's instructions for cleaning.
- **Utensil Handles Should Be Turned Inward from Edges of Cooktop and Not Extend Over Adjacent Surface Burners**—To reduce the risk of burns, ignition of flammable materials, and spillage due to unintentional contact with the utensil, the handle of the utensil should be positioned so that it is turned inward, and does not extend over adjacent surface burners.
- **Never Leave Surface Burners Unattended at High Heat Settings**—Boilovers cause smoking and greasy spillovers that may ignite, or a pan that has boiled dry may melt.
- **Protective Liners**—Do not use aluminum foil to line surface burner pans. Protective liners or aluminum foil may interfere with heat and air distribution, and combustion. Damage to the cooktop or personal injury may result.
- **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. Check the manufacturer's recommendations for cooktop use.
- **Do Not Use Decorative Surface Burner Covers.** If a burner is accidentally turned on, the decorative cover will become hot and possibly melt. You will not be able to see that the burner is on. Burns will occur if the hot covers are touched. Damage may also be done to the cooktop or burners because the covers may cause overheating. Air will be blocked from the burner and cause combustion problems.

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## IMPORTANT SAFETY NOTICE

The California Safe Drinking Water and Toxic Enforcement Act requires the Governor of California to publish a list of substances known to the state to cause cancer, birth defects or other reproductive harm, and requires businesses to warn customers of potential exposure to such substances.

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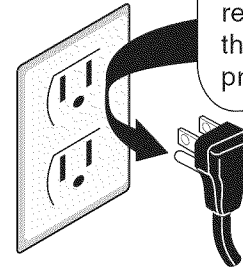
## Grounding Instructions

**⚠ WARNING** This appliance is equipped with a 3-prong grounding plug for your protection against shock hazard and should be plugged directly into a properly grounded receptacle. **DO NOT** cut or remove the grounding prong from this plug. If a 2-prong wall receptacle is the only available outlet, it is the personal responsibility of the consumer to have it replaced with a properly grounded 3-prong wall receptacle installed by a qualified electrician.

**⚠ WARNING** Avoid fire hazard or electrical shock. **DO NOT** use an adapter plug, an extension cord, or remove grounding prong from electrical power cord. Failure to follow this warning can cause serious injury, fire or death.

See the **INSTALLATION INSTRUCTIONS** packaged with this cooktop for complete installation and grounding instructions.

Grounding  
type wall  
receptacle



Do not, under any circumstances, cut, remove, or bypass the grounding prong.

Power supply cord with  
3-prong grounding plug

## Liquefied Petroleum (Propane) Gas Conversion

This appliance can be used with Natural Gas and Propane Gas. It is shipped from the factory for use with natural gas.

If you wish to convert your cooktop for use with propane gas:

- For models with Open Burners, convert according to directions in the Gas Cooktop Installation Instructions.
- For models with Sealed Burners, convert according to the instructions in the attached envelope marked FOR LP/PROPANE GAS CONVERSION.

Only a qualified service agent should perform the L. P. conversion. Contact the local gas provider for conversion. An L. P. Conversion Kit is supplied with this range and is located on the main back of the range. The kit contains installation instructions which must be read before and followed carefully when installing the kit.

**⚠ WARNING** Severe electrical shock, or damage to the cooktop, may occur if the cooktop is not converted by a qualified installer or electrician.

**⚠ WARNING** To avoid serious injury, any additions, changes or conversions required in order for this appliance to satisfactorily meet the application needs must be made by a qualified service agent.

ENGLISH

## Surface Cooking

### Use Proper Cookware

Cookware should have flat bottoms that make good contact with the entire surface heating element. Check for flatness by rotating a ruler across the bottom of the cookware (See Figure 1). Be sure to follow the recommendations for using cookware as shown in Figure 2.

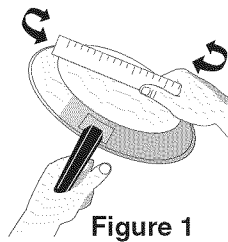
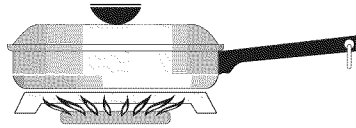


Figure 1

**Note:** The size and type of cookware used will influence the setting needed for best cooking results.

**Note:** Always use a utensil for its intended purpose. Follow manufacturer's instructions. Some utensils were not made to be used in the oven or on the cooktop.

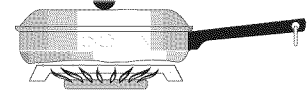
### CORRECT



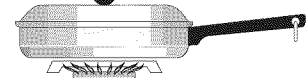
- **Flat bottom** and straight sides.
- Tight fitting lids.
- Weight of handle does not tilt pan. Pan is well balanced.
- Pan sizes match the amount of food to be prepared.
- Made of material that conducts heat well.
- Easy to clean.

### INCORRECT

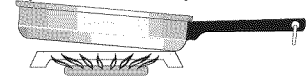
- Curved and warped pan bottoms.



- Pan overhangs unit by more than 2.5 cm (1").



- Heavy handle tilts pan.



- Flame extends beyond unit.

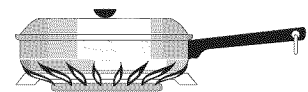
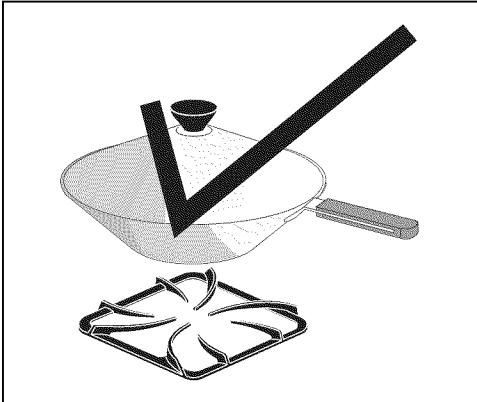


Figure 2

\* Specialty pans such as lobster pots, griddles and pressure cookers may be used but must conform to the above recommended cookware requirements.

**Note:** Do not use griddle over more than one burner. That can damage your cooktop and that can result in exposure to carbon monoxide levels above allowable current standards. That can hazardous to your health.

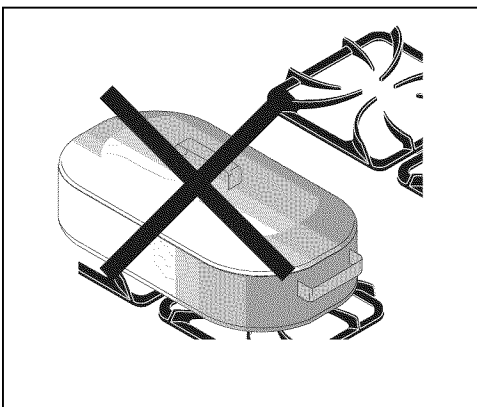
## Specialty Pans & Trivets



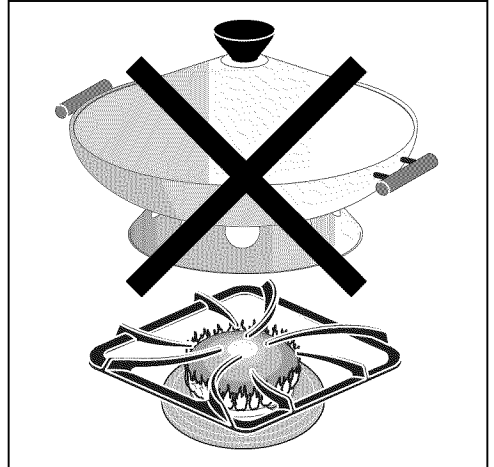
**Woks** with flat bottoms suitable for use on your cooktop are available in most cookshop or hardware stores. Round-bottomed woks (with a support ring that does not extend beyond the burner flames) may also be used. The metal ring was designed to support the wok safely when it is filled with large amounts of liquids (soup making) or fat (frying).

**Wire trivets:** Do not use wire trivets. Cookware bottoms must be in direct contact with the grates.

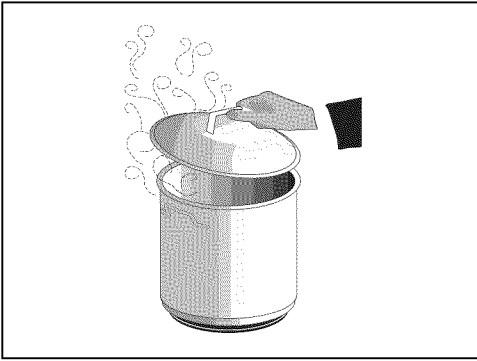
**CAUTION** DO NOT use two burner units to heat one large pan such as a roaster or griddle, or allow cooking utensils to boil dry. The bottom surface of the pan in either of these situations could cause discoloring or crazing of the appliance cooking surface, and damage to the grates and burner units.



**DO NOT** use a wok if it is equipped with a metal ring that extends beyond the burner flames. Because this ring traps heat, the surface unit and cooktop surface could be damaged.



# Surface Cooking



## Canning Tips & Information

**CAUTION** Canning can generate large amounts of steam. Use extreme caution to prevent burns. Always raise the lid to vent steam away from you.

1. Use tested recipes and follow instructions carefully. Check with your local Cooperative Agricultural Extension Service or a manufacturer of glass jars for the latest canning information.
2. Use flat-bottomed canners only. Heat is spread more evenly when the bottom surface is flat.
3. Center the canner on the burner grate.
4. Start with hot water and a high heat setting to reduce the time it takes to bring the water to a boil; then reduce the heat setting as low as possible to maintain a constant boil.
5. It is best to can small amounts and light loads.

**CAUTION** Safe canning requires that harmful micro-organisms are destroyed and the jars are sealed completely. When canning in a water bath canner, a gentle but steady boil must be maintained continuously for the required time. When canning with a pressure canner, the pressure must be maintained continuously for the required time.

**CAUTION** Prevent damage to cooktop and burner grates:

1. Do not use water bath or pressure canners that extend more than one inch (2.5 cm) beyond the edge of the burner grate.
2. Do not leave water bath or pressure canners on high heat for an extended amount of time.
3. Alternate surface units between each batch to allow the units and surrounding surfaces to cool down. Try to avoid canning on the same burner unit all day.

## Flame Size

**For most cooking**, start on the highest control setting and then turn to a lower one to complete the process. Use the table below as a guide for determining proper flame size for various types of cooking. The size and type of utensil used and the amount of food being cooked will influence the setting needed for cooking.

**For deep fat frying**, use a thermometer and adjust the surface control knob accordingly. If the fat is too cool, the food will absorb the fat and be greasy. If the fat is too hot, the food will brown so quickly that the center will be undercooked. Do not attempt to deep fat fry too much food at once as the food will neither brown nor cook properly.

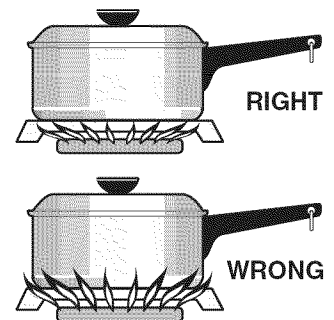
*Flame Size	Type of Cooking
High Flame	Start most foods; bring water to a boil; pan broiling
Medium Flame	Maintain a slow boil; thicken sauces, gravies; steam
Low Flame	Keep foods cooking; poach; stew

\*These settings are based on using medium-weight aluminum pans with lids. Settings may vary when using other types of pans.

**CAUTION** Never extend the flame beyond the outer edge of the utensil. A higher flame simply wastes heat and energy, and increases your risk of being burned by the flame.

## Proper Burner Adjustments

The color of the flame is the key to proper burner adjustment. A good flame is clear, blue and hardly visible in a well-lighted room. Each cone of flame should be steady and sharply defined. Adjust or clean burner if flame is yellow-orange. To clean burner, see instructions under **General Cleaning**.



# Setting Surface Controls

## Open Burner Models

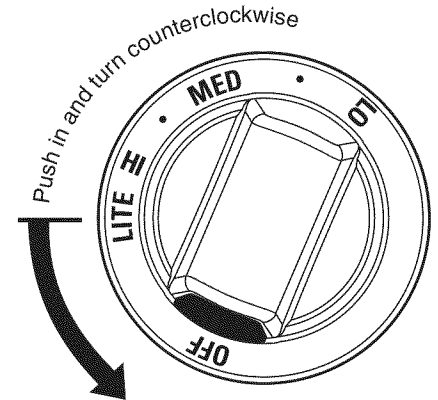
### To Adjust Low or "Simmer" Setting (some models)

The burner flame, at low setting, can be adjusted if it is too high or too low; refer to the Installation Instructions for adjustment procedure.

### To operate the Surface Burner:

1. Place cooking utensil on burner.
2. Push in and turn the Surface Control knob to LITE. **Note:** All electronic ignitors will click at the same time. However, only the burner you are turning on will ignite.
3. Visually check that the burner has lit.
4. After the burner lights, turn the control knob to the desired flame size. The control knobs do not have to be set at a particular mark. Use the guides and adjust the flame as needed. **DO NOT** cook with the control knob in the LITE position. (The electronic ignitor will continue to click if left in the LITE position.)

The surface control knobs shown below may not look identical to the Surface Controls Knobs on your range; They are only representational.



## Manual Ignition

In the event of an electrical power outage, the surface burners can be lit manually. To light a surface burner, hold a lit match to the burner head, then slowly turn the surface control knob to LITE. Use caution when lighting surface burners manually.

Surface burner in use when an electrical power failure occurs will continue to operate normally.

**⚠ CAUTION** Do not operate the burner for an extended period of time without cookware on the grate. The finish on the grate may chip without cookware to absorb the heat.

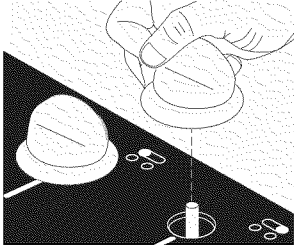
**⚠ CAUTION** Do not place plastic items such as salt and pepper shakers, spoon holders or plastic wrappings on top of the cooktop when it is in use. These items could melt or ignite. Pot holders, towels or wood spoons could catch fire if placed too close to a flame.



# General Care & Cleaning

## Cleaning Various Parts of Your Cooktop

Before cleaning any part of the cooktop, be sure all controls are turned OFF and the cooktop is COOL. REMOVE SPILLS AND HEAVY SOILING AS SOON AS POSSIBLE. REGULAR CLEANING NOW WILL REDUCE THE DIFFICULTY AND EXTENT OF A MAJOR CLEANING LATER.

Surfaces	How to Clean
<b>Aluminum (Trim Pieces) &amp; Vinyl</b>	Use hot, soapy water and a cloth or paper towel. Dry with a clean cloth.
<b>Painted and Plastic Control Knobs, Body Pieces, and Decorative Trim</b>	<i>For general cleaning, use hot soapy water and a cloth. For more difficult soils and built-up grease, apply a liquid detergent directly onto the soil. Leave on soil for 30 to 60 minutes. Rinse with a damp cloth and dry. <b>DO NOT</b> use abrasive cleaners on any of these materials; they can scratch or dull the finish.</i>
<b>Control Panel</b> 	<i>Wipe the control panel clean after each use. Before cleaning the control panel, turn all controls to OFF and remove the control knobs. To remove, pull each knob straight off the shaft. Clean using hot, soapy water and a cloth. Be sure to squeeze excess water from the cloth before wiping the panel; especially when wiping around the controls. Excess water in or around the controls may cause damage to the appliance. To replace knobs after cleaning, line up the flat sides of both the knob and the shaft; then push the knob into place.</i>
<b>Stainless Steel, Chrome, Decorative Trim</b>	Clean with hot, soapy water and a dishcloth. Rinse with clean water and cloth. <b>Do not use cleaners with high concentrations of chlorides or chlorines.</b> Do not use harsh scrubbing cleaners. Only use kitchen cleaners that are especially made for cleaning stainless steel. Always be sure to rinse the cleaners off from the surface as bluish stains may occur during heating that cannot be removed.
<b>Porcelain Enamel</b> Burner Grates, Burner Pans (some models), Burner Rings (some models), Cooktop Surface	Gentle scouring with a soapy scouring pad will remove most spots. Rinse with a 1:1 solution of clear water and ammonia. <i>If necessary</i> , cover difficult spots with an ammonia-soaked paper towel for 30 to 40 minutes. Rinse with clean water and a damp cloth, and then scrub with a soap-filled scouring pad. Rinse and wipe dry with a clean cloth or paper towel. Remove all cleaners or the porcelain may become damaged during future heating. <b>DO NOT</b> use spray oven cleaners on the cooktop.
<b>Surface Burners</b>	The holes in the burners of your cooktop must be kept clean at all times for proper ignition and a complete, even flame. Clean the burner holes routinely with a small gauge wire or needle and especially after bad spillovers which could clog these holes.  To remove and replace burner units per your model, see instructions under <b>General Cleaning</b> . To clean, soak the burners in a 1:1 solution of ammonia and water for 30 to 40 minutes. For stubborn stains, scrub with soap and water or a mild abrasive cleanser and damp cloth. Dry the burners thoroughly in a warm oven for 30 minutes. Then replace them, making sure they are seated and level. <b>DO NOT</b> wash burner units in the dishwasher.

# General Care & Cleaning

## Porcelain enamel cooktop cleaning instructions

Correct and consistent cleaning is essential to maintaining your porcelain enamel cooktop. If food spills and grease spatters are not removed, they may burn onto the surface of the cooktop and cause permanent discoloration.

### Daily Cleaning

#### For normal soil:

1. Allow cooktop surface to cool.
2. Wipe off spills and spatters using a clean paper towel or a clean cloth with warm, soapy water.
3. If needed, use mild household cleaners or a soap-filled steel wool pad.
4. Be sure to rinse off all cleaning solutions or the porcelain may become damaged during future heating.

#### For heavy, burned-on soil:

1. Allow cooktop surface to cool.
2. Use a soap filled scouring pad with warm water or cover heavily soiled spots with a solution of clear water and ammonia. Scour gently. Rinse and wipe dry with a clean cloth.

**⚠ WARNING** Do not use a cooktop cleaner on a hot cooktop. The fumes can be hazardous to your health, and can chemically damage the cooking surface.

**⚠ CAUTION** Before cleaning the surface cooktop, be sure the controls are turned to OFF and the cooktop is cool.

**⚠ CAUTION** DO NOT use commercial oven cleaners on the exterior surfaces including rangetop and door frame.

SURFACES	CLEANING AGENTS	INSTRUCTIONS
Porcelain enamel (cooktop, surface under cooktop)	Mild cleaners or soap-filled steel wool pads.	Use a damp sponge or dampened soap pad, rinse and dry.
Control Knob Area	Hot, soapy water or cleaner cream.	Use a clean soapy, dampened cloth or paper towel, remove soil and dry. Do not use abrasive products.

# General Care & Cleaning

## Open Burner Models (some models)

### To Raise and Lower the Top for Cleaning

The cooktop is hinged and can be raised to clean the area underneath. Be sure all cooktop controls are turned to OFF and burner grates are cool.

1. Remove control knobs, burner grates and spillover bowls. Set aside.
2. Grasp the front of the cooktop and lift. Some models have a swing-up rod to support the cooktop in its raised position.
3. Clean under the cooktop.
4. Lower the top gently after lowering the support rod (some models).
5. Replace bowls, grates and control knobs.

**⚠ CAUTION** When lowering the top, grasp the sides with fingertips only. Be careful not to pinch fingers. Also, **DO NOT** drop or bend the cooktop when raising or lowering. This could damage the surface.

**⚠ WARNING** **DO NOT** turn on the burners when the cooktop is raised for cleaning. Be sure that the top is completely lowered and securely in place before turning on the burners.

### To Remove and Replace Burners

The burners on your cooktop maybe removed for cleaning. Be sure all controls are turned to OFF and burner grates are cool before removing cooktop burner units.

#### To Remove Burner Assemblies

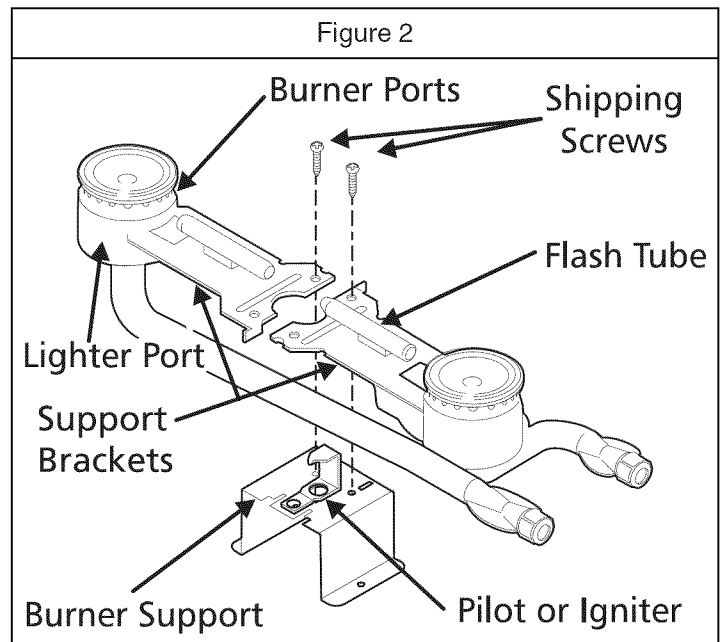
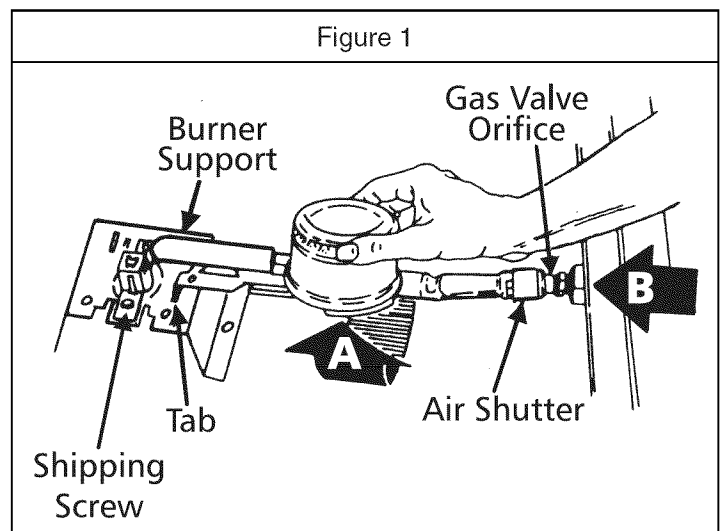
1. Remove the shipping screw from the support brackets. See illustrations for location of screws.
2. Grasp the burner head and tilt it slightly (A in Figure 1) to the right to release the tab from the burner support.
3. Lift up the support bracket (see Figure 2) slightly and pull it away from the front of the cooktop to free the air shutter from the gas valve orifice (B in Figure 1).

Check the lighter and burner ports (Figure 2). If they are clogged, use a wire or needle to clear them.

To remove burned-on food, soak the burners in a vinegar and water solution for 20-30 minutes. For stubborn stains, scrub with soap and water or a mild abrasive cleanser and a damp cloth. **Do not wash burners in a dishwasher.**

#### To Replace Burner Assemblies

1. Slide the air shutter over the gas valve orifice (Figure 1).
2. Lower the burner assembly and hook the tab in the slot in the burner support. Make sure the burner assembly is properly seated and level.
3. Be sure both tabs are in the correct slots, the burner sits level and straight, and the flash tube forms a straight line from the igniter to the burner (Figure 2).
4. Replace shipping screws if desired. These screws are not necessary for the operation of the burner. They stabilize the burner during shipping of the appliance. Retain the screws for later use in the event the range is moved.



# Before You Call

## Solutions to Common Problems

**Before you call for service**, review this list. It may save you time and expense. The list includes common occurrences that are not the result of defective workmanship or materials in this appliance.

### OCCURRENCE

### POSSIBLE CAUSE/SOLUTION

**Surface burners do not light.**

Surface Control knob has not been completely turned to LITE. Push in and turn the Surface Control knob to LITE until burner ignites and then turn control to desired flame size.

Be sure gas supply valve is open.

Gas-air mixture needs a straight line to travel. Be sure burner is properly seated in its support (models with open burners only).

Burner ports or slots are clogged. With the burner off, use a small-gauge wire or needle to clean ports or slots.

Power cord is disconnected from outlet (electric ignition models). Be sure cord is plugged securely into outlet.

Electrical power outage (electric ignition models). Burners can be lit manually. See **Setting Surface Controls** in this Use & Care Guide.

**Surface burner flame burns half way around.**

Burner ports or slots are clogged. With the burner off, clean ports with a small-gauge wire or needle to clean ports or slots.

Moisture is present after cleaning. Lightly fan the flame and allow burner to operate until flame is full. To avoid this occurrence dry the burners thoroughly following instructions under **General Care & Cleaning**.

**Surface burner flame is orange.**

Dust particles in main 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.

# PROTECTION AGREEMENTS

## Master Protection Agreements

*Congratulations on making a smart purchase. Your new Kenmore® product is designed and manufactured for years of dependable operation. But like all products, it may require preventive maintenance or repair from time to time. That's when having a Master Protection Agreement can save you money and aggravation.*

The Master Protection Agreement also helps extend the life of your new product. Here's what the Agreement\* includes:

- ☑ **Parts and labor** needed to help keep products operating properly **under normal use**, not just defects. Our coverage goes **well beyond the product warranty**. No deductibles, no functional failure excluded from coverage – **real protection**.
- ☑ **Expert service** by a force of more than **10,000 authorized Sears service technicians**, which means someone you can trust will be working on your product.
- ☑ **Unlimited service calls and nationwide service**, as often as you want us, whenever you want us.
- ☑ **«No-lemon» guarantee** – replacement of your covered product if four or more product failures occur within twelve months.
- ☑ **Product replacement** if your covered product can't be fixed.
- ☑ **Annual Preventive Maintenance Check** at your request – no extra charge.
- ☑ **Fast help by phone** – we call it **Rapid Resolution** – phone support from a Sears representative on all products. Think of us as a «talking owner's manual».
- ☑ **Power surge protection** against electrical damage due to power fluctuations.
- ☑ **\$250 Food Loss Protection** annually for any food spoilage that is the result of mechanical failure of any covered refrigerator or freezer.
- ☑ **Rental reimbursement** if repair of your covered product takes longer than promised.
- ☑ **10% discount** off the regular price of any non-covered repair service and related installed parts.

Once you purchase the Agreement, a simple phone call is all that it takes for you to schedule service. You can call anytime day or night, or schedule a service appointment online.

The Master Protection Agreement is a risk free purchase. If you cancel for any reason during the product warranty period, we will provide a full refund. Or, a prorated refund anytime after the product warranty period expires. Purchase your Master Protection Agreement today!

**Some limitations and exclusions apply. For prices and additional information in the U.S.A. call 1-800-827-6655.**

**\* Coverage in Canada varies on some items. For full details call Sears Canada at 1-800-361-6665.**

## Sears Installation Service

*For Sears professional installation of home appliances, garage door openers, water heaters, and other major home items, in the U.S.A. or Canada call **1-800-4-MY-HOME**®.*

## Acuerdos maestros de protección

*Enhorabuena por haber hecho una compra inteligente. Su nuevo producto Kenmore® está diseñado y fabricado para brindarle años de funcionamiento fiable. Pero, como cualquier producto, puede necesitar mantenimiento preventivo o reparaciones periódicas. Es por eso que tener un Acuerdo maestro de protección podría ahorrarle dinero y molestias.*

El Acuerdo maestro de protección también sirve para prolongar la durabilidad de su nuevo producto. El acuerdo\* incluye lo siguiente:

- ☑ **Piezas y mano de obra** necesarias para contribuir a mantener el funcionamiento adecuado de los productos **utilizados en condiciones normales de uso**, no sólo en caso de defectos de los productos. Nuestra cobertura va **mucho más allá que la garantía del producto**. No se aplican deducibles ni exclusiones por fallas del funcionamiento: es decir, **verdadera protección**.
- ☑ **Servicio técnico por expertos** (más de **10000 técnicos autorizados de Sears**), lo cual significa que quien repare o realice el mantenimiento de su producto será un profesional de confianza.
- ☑ **Servicio técnico a escala nacional y número ilimitado de llamadas de solicitud de servicio técnico**: se puede poner en contacto con nosotros cuantas veces lo desee y cuando lo desee.
- ☑ **Garantía «sin sorpresas»**: se reemplaza el producto cubierto por el acuerdo si ocurren cuatro o más fallas del producto en un periodo de 12 meses.
- ☑ **Reemplazo del producto**: en caso de que no se pueda reparar el producto cubierto por el acuerdo.
- ☑ **Revisión anual preventiva de mantenimiento del producto**: puede solicitarla en cualquier momento, sin costo alguno.
- ☑ **Rápida asistencia telefónica**, la cual denominamos **Solución rápida**: es decir, asistencia telefónica a través de cualquiera de nuestros representantes de Sears, sobre cualquiera de nuestros productos. Piense en nosotros como en un «manual parlante del usuario».
- ☑ **Protección contra fallas eléctricas**, contra daños debidos a fluctuaciones de la corriente eléctrica.
- ☑ **\$250 al año para cubrir cualquier posible deterioro de alimentos** que haya tenido que desechar debido a una falla mecánica de cualquiera de nuestros refrigeradores o congeladores cubiertos por este acuerdo.
- ☑ **Devolución de gastos de alquiler de electrodomésticos** si la reparación de su producto asegurado toma más que el tiempo prometido.
- ☑ **10% de descuento** aplicable tanto a los costos del servicio de reparación, como de las piezas instaladas relacionadas que no hayan quedado cubiertos por este acuerdo.

Una vez que haya realizado el pago de este acuerdo, bastará una simple llamada telefónica para concertar una visita de servicio. Puede llamar a cualquier hora del día o de la noche, o bien concertar una visita de servicio por Internet.

La adquisición del Acuerdo maestro de protección es una inversión exenta de riesgos. Si por cualquier motivo decide cancelar dicho acuerdo durante el periodo de garantía del producto, le haremos un reintegro total del valor. O bien un importe proporcional si cancela el acuerdo en cualquier otro momento posterior al vencimiento del periodo de garantía del producto. ¡Adquiera hoy mismo su Acuerdo maestro de protección!

**Algunas limitaciones y exclusiones podrían aplicarse. Para solicitar precios e información adicional, llame al 1-800-827-6655 (en los EE.UU.).**

**\* La cobertura en Canadá varía en el caso de algunos artículos. Para obtener detalles completos al respecto, llame al 1-800-361-6665 de Sears de Canadá.**

## Servicio de instalación de Sears

*Para solicitar la instalación por profesionales de Sears de electrodomésticos, abridores de puertas de garaje, calentadores de agua y otros artículos de uso prioritario en el hogar, llame al **1-800-4-MY-HOME** en los EE.UU. o Canadá.*

# Get it fixed, at your home or ours!

## Your Home

For expert troubleshooting and home solutions advice:

**manage my home**

[www.managemyhome.com](http://www.managemyhome.com)

For repair – **in your home** – of **all** major brand appliances, lawn and garden equipment, or heating and cooling systems, **no matter who made it, no matter who sold it!**

For the replacement parts, accessories and owner's manuals that you need to do-it-yourself.

For Sears professional installation of home appliances and items like garage door openers and water heaters.

**1-800-4-MY-HOME®** (1-800-469-4663)

Call anytime, day or night (U.S.A. and Canada)

[www.sears.com](http://www.sears.com)    [www.sears.ca](http://www.sears.ca)

## Our Home

For repair of carry-in items like vacuums, lawn equipment, and electronics, call anytime for the location of your nearest

**Sears Parts & Repair Service Center**

**1-800-488-1222** (U.S.A.)    **1-800-469-4663** (Canada)

[www.sears.com](http://www.sears.com)    [www.sears.ca](http://www.sears.ca)

To purchase a protection agreement on a product serviced by Sears:

**1-800-827-6655** (U.S.A.)    **1-800-361-6665** (Canada)

Para pedir servicio de reparación a domicilio, y para ordenar piezas:

**1-888-SU-HOGAR®**

(1-888-784-6427)

Au Canada pour service en français:

**1-800-LE-FOYER<sup>MC</sup>**

(1-800-533-6937)

[www.sears.ca](http://www.sears.ca)

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